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FPSC - COMMISSION CLERK

State of Florida

Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: September 2, 2021

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Curtis J. Williams, Public Utility Analyst IV, Office of Industry Development & Market Analysis CW

RE: Docket No. 20210049-TP - Document Filing

Please file the documents listed below in Docket No. 20210049-TP.

1. Sprint/T-Mobile Technical Proposal
2. Sprint/T-Mobile Price Proposal
3. Hamilton Relay Technical Proposal
4. Hamilton Relay Price Proposal

Please let me know if you have any questions.

Thank you

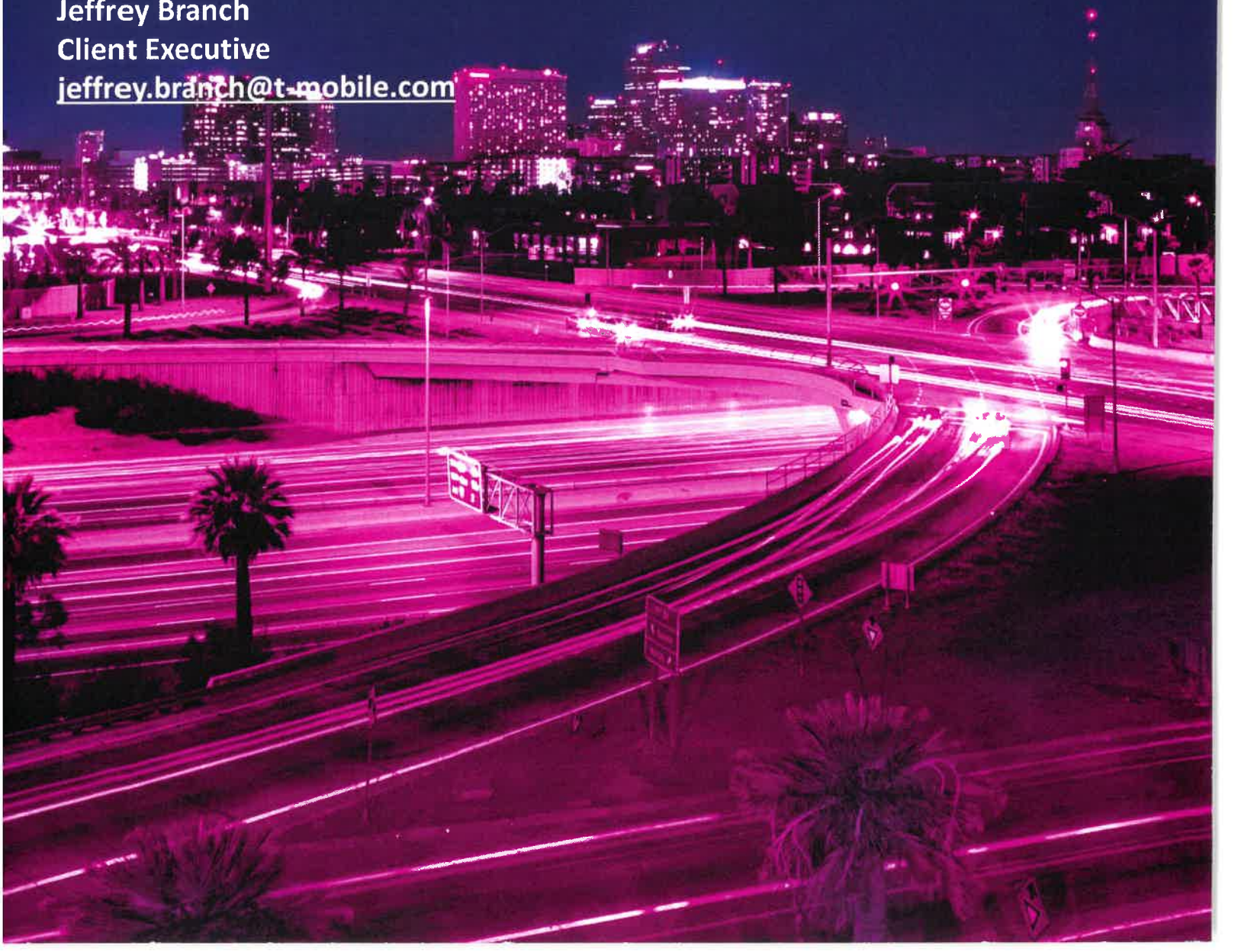
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T-MOBILE FOR BUSINESS

RFP to Provide Florida Telecommunications Relay Service

June 17, 2021

Jeffrey Branch
Client Executive
jeffrey.branch@t-mobile.com



T-MOBILE ACCESSIBILITY
12920 SE 38th St.
Bellevue, WA 98006

June 18, 2021

Mr. Curtis Williams
c/o Mr. Adam J. Teitzman, Commission Clerk
Office of Commission Clerk, Florida Public Service Commission (FPSC)
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
850-413-6924
cjwillia@psc.state.fl.us

Re: Request for Proposals (RFP) to Provide Telecommunications Relay Service Docket No. 20210049-TP

Dear Mr. Williams,

- - - Transmittal Letter - - -

Floridians who need functionally equivalent communication options will continue to benefit from T-Mobile Accessibility (formerly Sprint) as their telecommunications relay service provider. And the Florida Public Service Commission (FPSC) will continue to benefit from T-Mobile's relay service at an advantageous value. T-Mobile's all-inclusive relay package for the FPSC and Floridians incorporates high-quality service performance and customer care, Federal Communications Commission (FCC) standards compliance, and FCC certification. Our relay services are unmatched by other relay providers.

T-Mobile Accessibility provides relay services for 37 state programs (including Puerto Rico and the U.S. VI) and Federal Government agencies. We are honored to have been the provider for Florida Relay for over 16 years, and we are enthusiastic about the opportunity to continue our partnership.

The FPSC should choose T-Mobile Accessibility to continue to be the provider for Florida Relay:

- Demonstrated Experience: T-Mobile Accessibility has 31 years of experience developing products and creating a superior customer experience. T-Mobile Accessibility's team is comprised of daily users of relay products and services. These employees and their spouses, children, parents, friends, and siblings have the same communication needs and concerns as Florida Relay users. *T-Mobile is fully committed to true functional equivalency and doing everything to provide the best service possible.*
- Best Value: As the largest Telecommunications Relay Service (TRS) provider, T-Mobile uses several cost-saving techniques to keep costs low for our state customers. This ability is a unique advantage in a rapidly changing industry.
- Service without Disruption: Florida Relay users will not experience disruption of the high-quality service they deserve and need.

T-Mobile respectfully submits the following as part of T-Mobile's response to the FPSC: The FPSC's RFP does not specify or directly incorporate a form of contract or comprehensive terms and conditions. Accordingly, with respect to the terms and conditions that are set forth within the

RFP, T-Mobile proposes that in the event T-Mobile is selected as the State of Florida's TRS Provider, the parties will endeavor to negotiate a definitive agreement.

To the extent T-Mobile has commented on an RFP term or terms not addressed in the RFP, such comments have been included only after careful consideration of the RFP requirements, T-Mobile's corporate policies, and applicable law. T-Mobile has made a good faith effort to respond to all RFP terms and requirements to the best of its ability and knowledge. Notwithstanding anything to the contrary in this RFP, T-Mobile's response to this RFP is being made on the condition that it is non-binding on T-Mobile or the FPSC. Only a fully executed agreement between T-Mobile and the FPSC, which contains the terms and conditions of this transaction, will bind both parties. If T-Mobile is awarded the contract, T-Mobile will negotiate in good faith to execute a definitive agreement for the equipment and services contemplated by the RFP that will incorporate elements of the RFP, T-Mobile's Proposal in response to the RFP, and any additional commercially reasonable terms and conditions negotiated by the parties. In addition, T-Mobile's bid specifically is contingent upon T-Mobile's negotiation and execution of an amendment (or similar legal agreement) with its listed subcontractors setting forth performance requirements consistent with FPSC's requirements and applicable law. If T-Mobile is unable to execute such amendments/agreements with its subcontractors within 30 days of notice of award from the FPSC, then T-Mobile's bid will be deemed null and void.

Jeffrey Branch, Account Executive, is the point of contact for T-Mobile's proposal response. The FPSC may address questions and correspondence concerning this response to Jeffrey at the following:

1459 Ruth Rd.
Dunedin, FL 34698
813-774-6362 (VP)
727-667-8657 (text)
jeffrey.branch@t-mobile.com

Michael Fitz, Vice President of T-Mobile for Business, is authorized to make this proposal for T-Mobile. Michael has the authority to make decisions regarding the quoted prices. He has the authority to contractually obligate and bind T-Mobile to the proposal's prices, terms, and conditions. T-Mobile complies with the FPSC's RFP requirements. He can be reached at the following:

12524 Sunrise Valley Dr.
Reston, VA 20191
703-433-3702
703-592-2602 (fax)
michael.fitz@t-mobile.com

T-Mobile and Sprint are now one company operating under the name T-Mobile. The merger closed on April 1, 2020. Sprint Communications Company L.P. is the entity through which Sprint (now T-Mobile) Accessibility provides state and federal relay services. Sprint Communications Company L.P. is an indirect, wholly owned subsidiary of T-Mobile.

T-Mobile is looking forward to working with the FPSC during this solicitation process. We look forward to the opportunity to continue to serve Florida residents who need functionally equivalent communication options.

Sincerely,

Michael Fitz
Vice President
T-Mobile for Business

T-Mobile

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Executive Summary

Executive Summary

Florida's Request for Proposal (RFP) states: *"The purpose of this RFP is to contract for a Florida Relay Service (FRS) System that meets the needs of the people of the State of Florida pursuant to the Telecommunications Access System Act of 1991 (Part II of Chapter 427, Florida Statutes) and which satisfies or exceeds the relay system certification requirements of the Federal Communications Commission under the Americans with Disabilities Act. Bidders must comply with the requirements of both laws."*

T-Mobile will continue to meet these requirements for Florida:

- FCC Standards: T-Mobile's relay package for Florida Relay system will continue to meet and exceed FCC minimum standards for Floridians who are Deaf, Hard of Hearing, Late Deafened, Speech Disabled, and DeafBlind. Our telecommunications relay service (TRS) provides functionally equivalent telephone services and ensures equal access by Deaf, Hard of Hearing, Late Deafened, Speech Disabled, and DeafBlind.
- FCC Certification: T-Mobile will continue to provide the Florida Public Service Commission (FPSC) with dedicated support to provide information regarding FCC rulings, and Multiple Average Rate Structure (MARS) filings. Our team works with the FCC and T-Mobile's customers to communicate FCC information regarding TRS provisioning. We will continue to provide the FPSC with FCC updates on Declaratory Rulings, Notices of Inquiry, Further Notices of Proposed Rulemaking, and other notices. T-Mobile is also committed to continuing to assist the FPSC with FCC re-certification.
- Americans with Disabilities Act (ADA) Compliance: T-Mobile's solutions are the direct implementation of Title IV of the ADA that establishes the interstate/intrastate TRS. For 31 years, Sprint (now T-Mobile) Accessibility has played a leading role in advancing the ADA's Title IV mandates. Our solutions integrate accessibility and usability functionalities, such as T-Mobile Accessibility Internet Protocol (IP) Relay mobile app that affords DeafBlind users the means to self-identify as a braille user and enable them to receive braille on their braille display.

Cost-Effective Relay Service Will Benefit the FPSC and Florida Relay Users

T-Mobile will deliver quality relay service that brings value to the FPSC:

- As the largest telecommunications relay services provider in the industry, T-Mobile leverages subcontractors and vendors, a unique advantage the FPSC will continue to experience during our partnership.
- T-Mobile diligently collects customer feedback and evaluates procedures across all service aspects to streamline processes and re-create successes. We sponsor an annual virtual conference for State Telecommunication Administrators of Relay by T-Mobile (START). The START conference enables T-Mobile's state relay customers to discuss current FCC rules and upcoming industry trends, updates on relay products and services, and marketing plans. START conferences include time for state relay administrators to discuss ideas and provide feedback to T-Mobile regarding service quality and suggestions for enhancements. We have also hosted virtual meetings to update our state TRS contract administrators on current FCC events and other events that may affect relay service.
- Geographically dispersed call centers allow Florida Relay users to experience calls answered by the first available Gold Star Communications Assistants (CAs). T-Mobile's centralized workforce scheduling software makes it easy to handle relay calls.

Relationship Management – Experienced, Tenured Support

ACCOUNT EXECUTIVE, JEFFREY BRANCH



Jeffrey will continue to be the FPSC's point of contact for services and pricing presented in this response. He received his Bachelor of Science degree in Business Administration at Gallaudet University in Washington, D.C. He has been in the TRS industry for 22 years. Jeffrey is involved with the Model Secondary School for the Deaf Alumni Association, Inc. He also volunteers with the Greater Dunedin Little League in Dunedin, FL. Jeffrey is an organization member of the Florida Association of the Deaf (FAD). He is fluent in ASL. Jeffrey will continue to:

- Cultivate relationships with the FPSC
- Partner with internal staff to deliver and execute on all contractual requirements
- Continue to provide updates about Florida Relay to the Telecommunications Access System Act (TASA) Advisory Committee
- Continue to have an excellent partnership with Florida Telecommunications Relay, Inc. (FTRI)
- Answer questions and provide clarifications regarding T-Mobile's bid and pricing

SENIOR IMPLEMENTATION PROGRAM MANAGER, ANGIE OFFICER



Angie will continue to be Florida Relay's Senior Implementation Program Manager. She has over 29 years of telecommunications relay experience. She will continue to work with T-Mobile's internal groups and the FPSC to develop, implement, and manage Florida Relay's implementation. Angie will also address any new products/services released during the contract. She began her career with Sprint in 1992. The National Business and Disability Council recognized Angie with 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. In 2000, she earned RIT/NTID's Distinguished Alumni of the Year, and, in 2013, she was selected RIT Volunteer of the Year. She served on the FCC's Disability Advisory Committee (DAC) from 2014-2018. She received the FCC Certificate of Appreciation for her exemplary leadership and contributions to the FCC DAC committee from 2014-2018. Angie is fluent in ASL.

QUALITY ASSURANCE (QA) PROGRAM MANAGER, LORAINE OVERLAND



Loraine is dedicated to ensuring call consistency and quality in performance and training to provide Florida Relay users with a high-quality communication experience. Loraine began working as a Sprint long-distance operator in 1990. She lives and works in Florida.

The T-Mobile Team – Accessibility Consultation Experts (ACEs)

ACEs will provide guidance to the FPSC, the FTRI, and Floridians regarding:

- User Experience - T-Mobile Accessibility's team is comprised of daily users of relay products and services. These employees and their spouses, children, parents, friends, and siblings have the same communication needs and concerns as Florida Relay users.
- Product Development, Service Quality, Network Reliability, Emerging Technologies – Experts that have helped shaped the relay industry: TRS, CapTel, Internet-Protocol CapTel (IPCTS), Relay Conference Captioning (RCC), Speech-to-Speech (STS), DeafBlind, Low-

Vision, Late Deafened, and others. Team members that are Certified Professionals in Accessibility Core Competencies (CPACC), as sanctioned by the International Association of Accessibility Professionals (IAAP).

- FCC Experience – Information on FCC minimum standards, MARS filings, FCC Re-Certification, FCC updates on Declaratory Rulings, Notices of Inquiry, Further Notices of Proposed Rulemaking, and other FCC notices. Regulatory representation that provides comments on pending rulings.
- Website Equivalence - Web Content Accessibility Guidelines (WCAG) 2.1 website upgrades for Blind ad Low Vision individuals
- Outreach and Education – Forming relationships in communities where we live and work, reaching communities virtually and in-person, creating and executing social media strategies, demonstrated wireless expertise

Implementation

T-Mobile will continue to provide Florida Relay services with no interruptions. Any new service requirements, deliverables, and features will take 60 days to implement from contract execution.

Enthusiastic about the Future

Partnering with the FPSC, FTRI, and Floridians is at the forefront of T-Mobile's priorities. We have enjoyed a trusted partner relationship with the FPSC, FTRI, and Floridians for over 16 years. T-Mobile Accessibility will continue to ensure functionally equivalent communication in Florida. We will continue to meet and exceed the expectations of Floridians and the FPSC.

T-Mobile Accessibility is recognized as the best value TRS provider in the U.S. While T-Mobile Accessibility's relay service is a hallmark of quality, we are committed to providing this service at an advantageous value to Florida. This proposal offers a fair price that includes an experienced and knowledgeable staff, backed by strong, successful processes and feature-rich, dependable platforms. It is T-Mobile's sincere desire to continue to partner with the FPSC for many years.

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Checklist

Item 3. Checklist

Checklist Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Signature or Maximum Points
1.	MF	Format (RFP ref. Sections C and D)	N/A	N/A
2.	MF	Transmittal Letter, Address, Contact Person, Tel., and Fax No., Legal Name of Bidder, and Statement of Compliance with or lack of Compliance with RFP requirements (RFP ref. C-2)	1-3	P/F
3.	MF	Check List (RFP ref. C-8 and E)	10-17	P/F
4.	MF	FCC Authority to Provide Relay Services (RFP ref. A-5)	Signature of Acceptance	
5.	N/A	Public Bidder Meetings and Proprietary/Confidential Information (RFP ref. A-24)	Signature of Acceptance	
6.	N/A	Conflict of Interest/Standards of Conduct (RFP ref. A-28) State Name(s) or None Below Name(s) Disclosed:	Signature of Acceptance	
7.	N/A	Dispute Resolution (RFP ref. A-30)	Signature of Acceptance	
8.	N/A	Waiver (RFP ref. A-31)	Signature of Acceptance	

T-MOBILE ACCESSIBILITY

Florida Relay 711

Checklist Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Signature or Maximum Points
9.	N/A	Severability (RFP ref. A-32)	Signature of Acceptance MF	
10.	MF	Commencement Date (RFP ref. A-8)	19	P/F
11.	N/A	Term of Contract (RFP ref. A-9)	Signature of Acceptance MF	
12.	N/A	Scope of Service (RFP ref. B-2)	Signature of Acceptance MF	
13.	N/A	Access Numbers (RFP ref. B-3)	Signature of Acceptance MF	
14.	N/A	Availability of the System to Users (RFP ref. B-4)	Signature of Acceptance MF	
15.	MF	Minimum CA Qualifications/Testing (RFP ref. B-5)	25	100
16.	MF	CA Training (RFP ref. B-6)	31	100
17.	MF	Staff Training (RFP ref. B-7)	49	100

T-MOBILE ACCESSIBILITY

Checklist Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Signature or Maximum Points
18.	MF	Counseling of CAs and Staff (RFP ref. B-8)	51	25
19.	MF	Procedures for Relaying Communications (RFP ref. B-9)	53	100
20.	N/A	Languages Served (RFP ref. B-10)	Signature of Acceptance	
21.	MF	Additional Languages Served (RFP ref. B-11)	63	25
22.	N/A	Shift Advisor/Consultant (RFP ref. B-12)	Signature of Acceptance	
23.	N/A	Confidentiality of Calls (RFP ref. B-13)	Signature of Acceptance	
24.	N/A	Types of Calls to be Provided (RFP ref. B-14)	Signature of Acceptance	
25.	MF	Call Release Functionality (RFP ref. B-15)	65	50
26.	MF	Speed Dialing (RFP ref. B-16)	67	50
27.	MF	Three-Way Calling Functionality (RFP ref. B-17)	69	50

Checklist Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Signature or Maximum Points
28.	MF	Voicemail and Interactive Menus (RFP ref. B-18)	71	50
29.	MF	Voice and Hearing Carry-Over (RFP ref. B-19)	73	100
30.	MF	Captioned Telephone Voice Carry-Over (RFP ref. B-20)	81	100
31.	MF	Turbocode™ (RFP ref. B-21)	87	100
32.	MF	Speech to Speech (RFP ref. B-22)	89	50
33.	MF	Access to Pay Per Call Services (RFP ref. B-23)	93	100
34.	MF	Caller ID (RFP ref. B-24)	95	100
35.	MF	Last Number Redial (RFP ref. B-25)	95	25
36.	MF	Obscenity Directed at the Operator (RFP ref. B-26)	99	25
37.	MF	Emergency Calls (RFP ref. B-27)	101	100
38.	MF	Blockage (RFP ref. B-28)	103	200

T-MOBILE ACCESSIBILITY

Checklist Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Signature or Maximum Points
39.	MF	Answer Time (RFP ref. B-29)	107	100
40.	N/A	Equipment Compatibility (RFP ref. B-30)	Signature of Acceptance	
41.	N/A	Transmission Levels (RFP ref. B-31)	Signature of Acceptance	
42.	N/A	Measuring Equipment Accuracy (RFP ref. B-32)	Signature of Acceptance	
43.	MF	Emergency Operations and Uninterruptible Power (RFP ref. B-33)	111	100
44.	MF	Intercept Messages (RFP ref. B-34)	121	P/F
45.	MF	Service Expansion (RFP ref. B-35)	123	50
46.	N/A	New Technology (RFP ref. B-36)	Signature of Acceptance	
47.	MF	Consumer Input and Participation in Advisory Committee and FPSC Proceedings (RFP ref. B-37)	125	100
48.	MF	Complaint Resolution (RFP ref. B-38)	129	200

T-MOBILE ACCESSIBILITY

Checklist Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Signature or Maximum Points
49.	N/A	Charges for Incoming Calls (RFP ref. B-39)		Signature of Acceptance

Answer received 6/7/2021: "Because the items have been intentionally left blank and no points are awarded for these items, Proposals will not be affected based on initialing or not initialing Checklist Items 50-55."

50.	N/A	Intentionally Left Blank		
51.	N/A	Intentionally Left Blank		
52.	N/A	Intentionally Left Blank		
53.	N/A	Intentionally Left Blank		
54.	N/A	Intentionally Left Blank		
55.	N/A	Intentionally Left Blank		

Checklist Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Signature or Maximum Points
56.	MF	Special Needs (RFP ref. B-46)	135	25
57.	MF	Unsolicited Features in Basic Relay Service (RFP ref. B-47)	139	200
58.	MF	IP Relay, IP-Captioned Telephone Service, and Video Relay Service (RFP ref. B-48)	145	Optional 0 Points
59.	MF	Redundancy (RFP ref. B-49)	149	Optional 0 Points
60.	N/A	Performance Bond (RFP ref. B-50)		Signature of Acceptance

Checklist Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Signature or Maximum Points
61.	N/A	Submission of Monthly Invoice (RFP ref. B-51)	Signature of Acceptance	
62.	N/A	Travel (RFP ref. B-52)	Signature of Acceptance	
63.	MF	Reporting Requirements (RFP ref. B-53)	151	50
64.	N/A	Transfer to New Provider (RFP ref. B-54)	Signature of Acceptance	
65.	N/A	Insurance Coverage (RFP ref. B-55)	Signature of Acceptance	
66.	MF	Optional Florida Call Center (RFP ref. B-56)	157	100
67.	N/A	Public Entity Crimes Provision(RFP ref. C-3)	Signature of Acceptance	
68.	MF	Financial Information (RFP ref. C-4)	159	PF
69.	MF	Experience and Customer References (RFP ref. C-5)	161	200

Checklist Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Signature or Maximum Points
70.	MF	Subcontractors (RFP ref. C-6)	167	50
71.	MF	Bid Security Deposit (RFP ref. C-7)	169	P/F
72.	MF	The Price Proposal Format (RFP ref. Section D) Must be filed in a separate sealed envelope marked: "Sealed-To Be Opened Only By the FPSC Proposal Opening Officer."	183	See RFP Sec. D & Sec. E
		MAXIMUM TOTAL POINTS		2,875

Commence Date

Item 10 - Commencement Date (RFP ref. A-8)

The commencement date for the service is March 1, 2022. Within their response to the RFP, 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 March 1, 2022.

T-Mobile has read, understands, and will comply with all RFP A-8 requirements.

We will provide Florida Relay on March 1, 2022.

As the incumbent TRS provider , CapTel, and RCC provider, only T-Mobile will not have to implement new service and will be fully operational on the commencement date of the new contract. Florida Relay users will not experience an interruption in service. T-Mobile will use existing hardware, software, call centers, and personnel in the provision of Florida Relay. By selecting T-Mobile to continue to be the Florida Relay provider, the Florida Public Service Commission (FPSC) is assured seamless, completely transparent continuance of service. Only T-Mobile can guarantee a continuance of services without the risk of service delay, disruption, or interruption, which may not be the case with a new provider. Any new service requirements, deliverables and features will take 60 days to implement from contract execution.

Experienced with Service Implementation

Only T-Mobile can minimize the risk of contract transition to Florida Relay users with existing:

Access Methods

- 711 and Florida Relay dedicated toll-free numbers

Personnel

- Experienced account support personnel with clear escalation structure
- Dedicated Client Executive and Quality Assurance Manager who reside in Florida
- Accessibility Consultant Expertise (ACE)
- Established trusted partnership with FTRI
- TRS and CapTel Call center staff

Full Lifecycle Team

- Florida-specific configuration items
- Platform infrastructure
- Inbound and outbound circuits for specialized call types

Testing and verification of call processing

- Existing Quality Assurance (QA), testing, and verification of call processing, and compliance

Transition Process Risks and Challenges

- There are several risks and challenges associated with transitioning to a new TRS provider: The FPSC will need to allocate expenses for notifying and educating Florida Relay users about the change of new TRS provider
- Need to provide new marketing materials to support Florida Relay with updated information that need to be established, resulting increased costs.
- Florida Relay users may experience a jeopardized quality of service during service transition.
- There will be a learning curve for the new TRS provider:

- Understanding Florida Relay's vision and goals
- Establishing local partnerships and creating relationships with Florida organizations, individuals, businesses, and agencies
- Creating new Florida Relay marketing materials
- Scheduling successful events that reach targeted user communities.

- The new vendor's Communications Assistants (CAs) will be unfamiliar with Florida communities. Inexperienced CAs may increase call-processing time, which equals more billable minutes.

Draft Florida Relay Service Implementation Timeline

The T-Mobile Senior Program Manager will work with T-Mobile cross-functional groups regarding closing security and system access and review on the cutover date as defined by the FPSC. She will keep FPSC informed during the transition process.

Task Name	Resources	Est. Delivery Date
Phase I		
Anticipated award to T-Mobile	FPSC	TBD
Performance Bond Due	T-Mobile	Upon Contract Execution
T-Mobile will need the signed contract within 60 days to implement from contract execution.	FPSC	By or on 01/01/22
Contract Start Date	Sales, FPSC	03/01/2022
Phase II		
Introductions to Florida Relay Account Team	Sales, Program Manager	In Place
Determine Communication Method	FPSC	In Place
Kickoff Call with Internal Teams	IT, OPS, WBO, SGP, Program Manager	TBD
Determine Delivery Dates to submit features, greetings, and macros	IT, OPS	In Place
Develop a draft Internal Implementation Project Plan	Program Manager	In Place
Call with incumbent provider to discuss transition plan	Program Manager	N/A
Submit Toll-Free Porting Request	Program Manager	In Place
Phase III		
Reporting Development Design	Billing/Reporting	In Place
Establish Online Billing and Reporting site	Billing/Reporting, Program Manager	In Place
Finalize and submit Implementation Project Plan	Program Manger	In Place
Develop and deliver FPSC-specific training programs	OPS	In Place
Reporting Development Testing and Implementation	Billing/Reporting	In Place
Order new toll-free numbers if applicable	IT	In Place
Circuit utilization & capacity verification, order hardware	IT	In Place
Create and submit Florida CapTel Contract Order to CTI	OPS, Program Manager	TBD
Begin the order process for RCC, including the URL	Product Manger	In Place
Verify CapTel Greeting with FPSC "CapTel CA" or "CapTel OPR"	FPSC	In Place
CapTel Call Centers in the state of Florida	CTI, T-Mobile	In Place

Task Name	Resources	Est. Delivery Date
Add program to CS Live (online complaint and commendation database)	OPS	In Place
Review FPSC preferences for greetings, macros, and other configurable items	FPSC	In Place
Configure FPSC toll-free routing	OPS	In Place
Create and submit FPSC-specific scripts for CAs	OPS	In Place
Implement VA-STS	OPS	In Place
Implemented Automated 711 routing for Florida Relay Spanish and STS users with Customer Profile	IT, OPS	In Place
Implement general TRS Customer Profile	IT, OPS	In Place
Implement STS Customer Profile	IT, OPS	In Place
Implement RCC (30K minutes annually at no cost)	Product Manager	In Place
Implement RCC FPSC Approval Process (if requested by the FPSC)	FPSC, Product Manager	60 dates after date requested
Provide Spanish-to-Spanish/English-to-Spanish translation Service	IT, OPS	In Place
Create Florida Relay Service Facebook Page	Client Director	In Place
Phase IV		
High-level overview with FPSC	T-Mobile, FPSC	In Place
Obtain TRS customer profile information from incumbent provider	N/A	In Place
Hire Account Manager for Florida	Management	In Place
Account Manager Training	Management	In Place
Hire Dedicated Quality Assurance Manager	OPS	In Place
IT to upload TRS Customer Profiles	IT	In Place
CS to review customer profiles uploaded by IT	CS	In Place
Setup an invoice payment process (create account)	Billing/Reporting	In Place
Create and submit the CapTel Service Request	Program Manager	In Place
Finalize the RCC process: www.floridarcc.com	Product Manager	In Place
Incumbent provider to send additional Customer Profiles	N/A	In Place
Phase V		
Acceptance Testing	FPSC	In Place
Confirm date and time of transition with all teams	Program Manager	In Place
Provide FPSC with an account team contact list	Program Manager	In Place
Accessibility Consultant Expertise Team	Staff	In Place
Verify with IT that Customer Profiles have been uploaded	Program Manager	In Place
Transition of TRS, CapTel, & Customer Service traffic	IT	In Place
Route all Florida Relay calls to Gold Star CAs	IT, OPS	In Place
Verify CTI is routing traffic to T-Mobile and CDRs are being produced under a T-Mobile account	Program Manager	In Place
Validate CDRs are coming through for TRS & CapTel (72 hours following transition)	Program Manager	In Place
Monthly Billing Statement Report	Account Manager	In Place
Final format of the initial invoice template shall be provided to the FPSC	Billing/Reporting	In Place

Task Name	Resources	Est. Delivery Date
First Invoice, including Traffic Reports to be delivered to the FPSC by the 25th calendar day of the month (or subsequent business day if the 25th falls on a weekend)	Billing/Reporting, Account Manager	In Place
Written reports (reporting requirements) by the 25th calendar day of each month reporting data for the previous month.	Billing/Reporting, Account Manager	In Place
Provide a complaint summary to the FPSC in the format necessary to submit to the FCC in compliance with 47 CFR 64.604(c)(1)(ii), by June 15 covering the previous 12 months of complaints ending May 31 of that year.	Account Manager/OPS	Ongoing support
Provide report monthly to the FPSC and the Administrator the results of any user evaluations conducted.	Account Manager	Ongoing support
Provide 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.	Account Manager, Vendor Management	Ongoing support
By March 1, the provider shall provide to the Administrator and the contract manager forecasted relay usage figures and costs to the FPSC for the upcoming fiscal year (July 1-June 30).	Account Manager, Finance	Ongoing support
Provide the necessary documentation to the FPSC that complies with the state certification requirements of 47 CFR 64.606 when required.	Account Manager, QA Manager	Ongoing support
Provide reports to the FPSC as necessary to complete the 5-year re-certification of Florida Relay with the FCC.	Account Manager, QA Manager	Ongoing support

Term of Contract	Resources	Est. Delivery Date
The Term of the Contract will be an initial 3-year period.	T-Mobile, FPSC	By or on 01/01/22 to 02/28/25
Upon mutual agreement, between the FPSC and the provider, the Contract may be extended for up to 4 additional 1-year periods subject to the same terms and conditions set forth in the initial Contract and any written amendments signed by the parties.	T-Mobile, FPSC	02/28/25 02/28/26 02/28/27 02/28/28
Shall notify the FPSC of its desire to extend service by March 1 the year before the current service period expires. For example, if the contract service period is due to expire on 2/28/2025, the provider must notify the FPSC by 3/1/2024, if it desires a 1-year extension of service.	T-Mobile	03/01/24 - First year extension) 03/01/25 03/01/26 03/01/27

FCC Requirements

T-Mobile will continue to provide the FPSC with dedicated support to provide information regarding FCC rulings and Multiple Average Rate Structure (MARS) filings. Our team works with the FCC and T-Mobile's customers to communicate FCC information regarding TRS provisioning. We will continue to provide the FPSC with FCC updates on Declaratory Rulings, Notices of Inquiry, Further Notices of Proposed Rulemaking, and other notices. T-Mobile is also committed to continue to assist the FPSC with FCC re-certification.

When the FCC proposes new requirements or seeks comments, T-Mobile's team quickly identifies possible impacts, develops action plans for compliance, and/or provides feedback to the FCC. T-Mobile will cooperate with the FPSC to implement changes to the service if FCC requirements affect the provision of Florida Relay. T-Mobile's treatment of opportunities for growth/expansion and product/service development will continue to shape the industry. T-Mobile (formerly Sprint) has 30 years of experience introducing innovative solutions in the Accessibility marketplace and providing high quality service to all customers. T-Mobile also has a history of embracing and initiating technology evolution. T-Mobile is the only Tier 1 wireless and wireline service provider in the relay industry. T-Mobile will continue to combine our wireless products and services to enable accessibility for all.

T-Mobile recognizes the following events as having an impact on Accessibility:

Transition from TTY to RTT

T-Mobile believes RTT is an important and necessary step forward as telecommunications carriers' transition from circuit-switched to IP-based networks. T-Mobile has built a reputation as being an innovator in relay services and working with the FCC to address requirements for technology evolution and customer needs. T-Mobile also has a history of meeting and exceeding FCC requirements for our customers. As soon as the FCC determines the structure and decides on several key issues, T-Mobile will advise our state customers on the status of completing the transition. Because T-Mobile has a history of working with the FCC and internally collaborating to meet technical requirements for many solutions in our portfolio, we do not see a threat to the implementation of this transition.

Transition of IP CTS and Other Relay Services to State Jurisdictions

Should the FCC transition IP CTS or other relay services to state jurisdictions, T-Mobile will work with the FPSC and our other state customers to support this effort. T-Mobile will also work with Florida Relay users during the transition process.

Diverse Products and Services to Enable Accessibility

T-Mobile Mission Statement

Be the best in the world at connecting customers to their world.

It is our mission to be the best in the world at connecting customers to their world. As we continue to track towards this endeavor, each of us will play an important role in ensuring that we can successfully unlock the promise of our potential. This will allow us to solve even more pain points, fight even bigger fights on behalf of our customers, and disrupt the wireless industry like never before.

As the telecommunications industry has evolved from corded, rotary dial phones to cordless home phones to mobile voice and data communicators, T-Mobile (formerly Sprint) has been an innovator for consumers and businesses. As a company, T-Mobile is always challenged to ensure we are providing ALL customers with accessible communications to make their lives easier.

T-Mobile will continue to keep accessibility in the minds of employees and customers. T-Mobile will continue to introduce apps, listen to customers' suggestions to simplify processes, and implement product/service changes, and T-Mobile will continue to collaborate with device manufacturers and software providers to ensure offers meet the needs of all of our customers. These actions will continue to be beneficial and accessible to our customers.

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Item 15 –Minimum Communications Assistant (CA) Qualifications and Testing (RFP ref. B-5)

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

T-Mobile has read, understood, and will continue to meet all RFP B-5 requirements

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

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

T-Mobile will continue to comply. CA quality is vital to our reputation as an industry leader in Accessibility. T-Mobile will continue to supervise and train employees to be professional and we will conduct regular evaluations to ensure professional, courteous service is being delivered to Florida Relay users.

We ensure CAs in training have proficient typing skill, call processing knowledge, and interpretation of typewritten ASL. We continually evaluate our CAs by conducting both formal call evaluations, in which calls are observed from start to finish, and informal evaluations and neutral third-party evaluations. All CAs receive initial and ongoing diversified culture training. Before hiring each CA applicant is tested for diction; clear, articulate voice communications, grammar and spelling skills.

T-Mobile ensures all CAs meet all performance specifications using a complex QA program developed based on direct input from the FPSC. The QA program encompasses all stages of employee development including hiring, training, ongoing performance evaluations, and individual development planning. T-Mobile's expectation is for 100% participation for all CAs processing Florida Relay calls in the quality assurance program. All CA applicants are tested at the time of application. Human Resources uses specialized typing test software to assess typing speed in a five-minute test. CAs are evaluated and tested throughout training and employment on their typing skills and English Grammar skills through monthly CA Performance Surveys. As a part of the quarterly third-party test calls conducted, CAs are evaluated on their ability to spell quickly and accurately. Florida Relay independent testing conducted monthly evaluates CAs to ensure FRS CAs meet the 60 words per minute (wpm) typing speed requirement on live traditional relay calls.

Diversified Culture

T-Mobile's Diversified Culture training represents a commitment to ensuring our employees have sensitivity and understanding toward relay users. The Diversified Culture training module includes information about the needs of the Deaf, Hard of Hearing, DeafBlind, seniors with a hearing loss, and people with a speech disability.

T-Mobile trains employees on the culture, background, and language of relay user communities. Staff participate in initial/ongoing training programs on inclusion and diversity. Diversified

Culture training includes Deaf and Hard of Hearing individuals' needs, DeafBlind individuals, seniors, and people with a speech disability.

With dozens of Deaf and Hard of Hearing, DeafBlind employees, T-Mobile has an unmatched number of internal and external resources who serve as invaluable resources in the development and delivery of Diversified Culture Training.

"*Beyond the Classroom*" Training

In 2013, T-Mobile 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.

CapTel Diverse Culture Training

We offer initial disability training for Customer Care staff that includes information about various disability-related populations, differences in 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.

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.**

T-Mobile will continue to comply. T-Mobile requires CAs to possess either a high school diploma or a grade equivalent diploma. T-Mobile evaluates and tests CA applicants for English comprehension, grammar, and communication skills before considering applicants for employment. While the CA candidate is in initial training T-Mobile regularly monitors CA performance to ensure they appropriately use their skills in the performance of their jobs. While some providers give reading tests as proof of grammar proficiency, T-Mobile goes a step further in ensuring that each candidate passes an English comprehension and grammar test before being considered for employment. We know many grammatical errors may be voiced correctly for the hearing caller but may be incorrectly typed for a text-based user.

Applicants are required to pass several tests and screenings prior to being considered for employment, including:

- ✓ Typing test
- ✓ Grammar test
- ✓ Spelling test
- ✓ Clear and articulate voice communications

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.

T-Mobile will continue to comply. All of T-Mobile's CAs type a minimum of 60 words per minute (wpm) and we do calculate this by counting the number of characters, including spaces, and dividing that number by five to determine the wpm.

T-Mobile utilizes an oral-to-type test that simulates actual working conditions. CAs are tested at least quarterly to ensure the 60-wpm performance requirement is maintained. During this test, T-Mobile does not use technology-aided transmission to ensure the typing speed. The scores for each CA are the actual wpm typed. T-Mobile is committed to continuing to provide the fastest typists in the industry. T-Mobile maintains a concentrated focus on typing quality (speed and accuracy) using internal and external testing. If a CA does not meet the 60-wpm requirement, the CA shall be removed from live relay calls until further training and compliance can be accomplished. During training, each trainee is required to demonstrate the ability to type 60-wpm on a voice-to-text typing test that simulates a Florida Relay call. CAs who cannot pass this test are not allowed to graduate from training and process Florida Relay calls. T-Mobile also tests all CAs quarterly using a five-minute oral-to-type simulated test. All CAs type a minimum of 60-wpm and are tested quarterly to ensure a 60-wpm performance requirement is maintained. Each TRS CA is tested quarterly for compliance with 60-wpm using an oral-to-type test.

Monthly Independent Testing

T-Mobile will continue to engage an independent third-party tester to evaluate a statistically valid sample of Florida TRS calls by performing monthly typing "secret shopper" test calls. This company has worked with T-Mobile since 2005 and is T-Mobile's current contractor for monthly Florida Relay typing tests. Each call in the test sample is evaluated for accuracy and classified according to the following components:

- Typing speed
- Typing accuracy
- Typing errors
- Verbatim accuracy
- Customer Care Considerations: 1) The extent to which CAs leave customers with the impression that they were engaged on their behalf (customer advocacy) and 2) The extent to which CAs follow prescribed procedures (call handling efficiency). T-Mobile will continue to ensure the FPSC Contract Administrator is fully apprised of the testing process and monthly results.

d. Ethics (e.g., how a CA interacts with clients).

T-Mobile will continue to comply. T-Mobile'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. At T-Mobile we embrace diversity, equity, and inclusion. T-Mobile's diversified culture training promotes CA understanding of the relay user communication needs and cultural identity. Throughout initial and on-going training,

CAs receive information and guidelines on professional conduct with an emphasis on ethics and confidentiality. CAs are presented with possible situations involving ethical issues and are taught how to apply the conduct guidelines to each situation. All relay center personnel are required to sign and abide by a pledge of confidentiality that promises not to disclose the identity of any caller or any information learned while relaying calls. In conjunction with signing a confidentiality agreement, as a part of training, CAs role-play various scenarios which teach the correct way to ask for assistance from a supervisor without divulging call-specifics. Examples of confidentiality breaches are reviewed and discussed with the CAs.

e. Confidentiality.

T-Mobile will continue to comply. All T-Mobile CAs and supervisors are required to sign and abide by a pledge of confidentiality. In conjunction with signing T-Mobile Accessibility's confidentiality agreement, CAs role-play various scenarios that teach the correct way to ask for assistance from a supervisor without divulging call-specifics. Examples of confidentiality breaches are reviewed and discussed with CAs. T-Mobile Accessibility strictly enforces confidentiality policies, which include:

- Prospective employees are screened during the interview process on issues regarding ethics and confidentiality.
- On training day one, employees must sign a Pledge of Confidentiality Agreement Form.
- During initial training, employees are presented with examples of potential breaches of confidentiality.
- Stress can be a factor in maintaining confidentiality. CA s receive training on healthy detachment.
- After graduation from initial training, employees are reviewed yearly on the Pledge of Confidentiality and are required to re-sign promises not to disclose the identity of any caller or any information learned by relaying calls.
- Breach of confidentiality may result in employment termination.

T-Mobile employees also receive training on the appropriate protocol to protect Florida Relay users' privacy and how to prevent unintentional disclosure of 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 are given examples of ethical issues and challenging circumstances. 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. T-Mobile CAs do not discuss any specific details of a call with anyone, including supervisors. Doing so would be a breach of confidentiality this, according to T-Mobile policy, may result in termination. CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state, or local law regarding use of telephone company facilities for illegal purposes, must relay all conversations verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call.

When seeking clarification or guidance on processing a relay call, CAs are trained to use generalizations of the situation and ask questions about procedures without revealing specific information to identify the parties on the call. CAs are never allowed to use names or any other call or caller specific details. Confidentiality is reinforced through our CAs participation in an

interactive training program focusing on scenarios they are likely to encounter when relaying calls. The following table illustrates correct and incorrect methods for CAs to express feelings about calls.

Correct Ways to Protect Confidentiality	Examples of Breaches of Confidentiality
To make a generic comment about calls, "Long calls wear me out."	Talk about the specific length of a call. Saying to another CA, "You know that call I took over for you? It lasted 84 minutes!"
To share general observations about calls, "I'm noticing a lot of HCO calls lately."	Talk about specific callers, "I relayed a call for Miss Deaf America," or, "I had that VCO user from Florida again this morning."
Respond to a Florida Relay user's comments with a brief thank you without elaboration. Maintain a professional and friendly image with users.	The CA should never say to a Florida Relay user, "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 users.
To discuss with management the technical or procedural call details.	To discuss call content or conversations with others, ever.
To call for a supervisor to look at the screen for assistance with the call.	To request assistance from a co-worker who is not a supervisor.

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

T-Mobile will continue to comply. T-Mobile only allows CAs who have passed all the performance tests to be utilized as a CA. T-Mobile's expectation is for 100% participation for all CAs processing Florida Relay calls in the quality assurance program including the annual performance-review process.

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Item 16 –CA Training (RFP ref. B-6)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-6 requirements.

T-Mobile offers a training program designed to provide the best quality service to all relay users. T-Mobile's program includes training on diversified culture, compliance with regulatory requirements, and the operation of T-Mobile's systems. T-Mobile will continue to offer a training program designed to provide the best quality service to all relay users. Training does not stop after CAs have started processing calls. – CAs continue to receive regular ongoing training to improve their skills and knowledge.

Administration and Testing (5.5 hours)
CAs learn job function responsibilities, call processing and company ethics, and confidentiality rules and procedures from the first day of training. Time is spent reinforcing all relay call center policies and ensuring each CA has mastered objectives to process calls.
Call Processing (30.5 hours)
CAs learn about operating call-processing software and terminals. Training also focuses on using correct procedures to process each call type and stress management techniques.
Role Play and Practice (24 hours)
To become more proficient, CAs learn in a call-simulation and live call scenarios.
Diversified Culture Training (20 hours)
This module represents a commitment to ensuring employees develop a sensitivity to and understanding of relay users.

While the CA candidate is in initial training, T-Mobile monitors CA performance to ensure he/she appropriately uses performance skills. CAs must demonstrate the necessary relay skill level in all aspects of call processing before graduating from training. Only CAs who complete the training program and pass required tests can process live calls independently. To ensure staff receives adequate supervision, recent training class graduates sit in a designated work area for two-weeks. Performance coaches and supervisors are available to assist.

Continuous Training

Continuous skill training is the cornerstone of T-Mobile's training program. Core relay processing skills are reinforced throughout employment and as supplemental training. T-Mobile CAs receive refresher training on correct relay procedures – system navigation, standard procedures, professionalism, and ethics. Our ongoing skill-training program includes:

- Quality Focus Skill training - monthly
- Diversified Culture Awareness training - monthly
- Customer Care Initiative – monthly
- Check for Understanding – monthly
- Grammar and Spelling Rules - bi-annually

Gold Star CAs

T-Mobile will continue to route all Florida Relay calls to our Gold Star CAs. While this training section summaries our overall training programs provided to all our CAs, 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 CA Training

T-Mobile will continue to provide ongoing training to our CAs on Florida-specific information including the names of local organizations, cities, and other common terms specific to Florida. T-Mobile welcomes feedback from the FPSC, FTRI, other organizations, and Florida Relay users on the Florida-specific training that is conducted for all TRS CAs.

Limited Written English and ASL

T-Mobile requires CAs to possess either a high school diploma or a grade equivalent diploma. T-Mobile evaluates and tests CA applicants for English comprehension, grammar, and communication skills before considering candidates for employment. While the CA candidate is in initial training, T-Mobile monitors CA performance to ensure they appropriately use their skills in their job performance. T-Mobile not only gives reading tests as proof of grammar proficiency, but we also ensure that each CA candidate passes an English comprehension and grammar test before employment consideration. We know many grammatical errors may occur within written ASL that need to be corrected when translated to conversational English. In these situations, the CA must have sufficient grammar proficiency.

T-Mobile trains CAs and supervisors to serve as TTY/ASL translators/interpreters to process relay calls. Our approach trains all CAs to perform ASL-to-conversational English translation. This technique ensures ASL translation/interpretation is always available. CAs are provided initial and ongoing training on accurately interpreting written ASL (ASL Gloss) for relay users whose primary language is ASL. During initial training CAs progress through a TTY/ASL workbook building ASL gloss translation skill. CAs are tested on ASL gloss interpretation/translation skills before completing the training. CA trainees are required to pass a valid test to demonstrate they can correctly interpret typewritten ASL phrases. CAs are also provided with ongoing training on accurately interpreting ASL Gloss. After initial training, each CA is supplied with a second ASL workbook completed and returned to the supervisor. 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. Throughout employment, CAs expand their skills and improve their understanding of ASL Gloss and Deaf culture.

Deaf Culture, Hearing and Speech Disabled and Dual Sensory Impaired Users

T-Mobile's Diversified Culture training represents a commitment to ensuring our employees have sensitivity and understanding toward relay users. The Diversified Culture training module includes information about the needs of the Deaf, Hard of Hearing, DeafBlind, seniors with a hearing loss, and people with a speech disability. T-Mobile has a "Beyond the Classroom" approach to Diversified Culture training. Ongoing 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 a final on-the-job evaluation before graduating from initial training and handling relay calls.

STS CAs

T-Mobile offers comprehensive Speech-to-Speech (STS) CA training. T-Mobile recognizes STS CAs require specialized skills. To qualify for an STS CA, applicants must achieve:

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

STS CAs complete specialized training, testing, and ongoing development programs, including:

- STS Training: T-Mobile'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. To pass STS CA training, the employee must have successfully demonstrated their ability to listen and understand 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 needs 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. T-Mobile Accessibility uses state-licensed professional audiologists who are certified by the American Speech-Language-Hearing Association with a Certificate in Clinical Competence in Audiology (CCC-A) to conduct tests.
- STS Training Final Written Test: 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.
- STS Performance Survey: After initial training, the STS CA's performance is assessed through individualized surveys conducted twice a month. Supervisors evaluate each STS CA while observing conduct on at least one STS call. The Performance Survey includes listening skills, caller control, focus, and professional phone image. To pass this evaluation, the STS CA must score at least 90%.
- Quarterly Training: T-Mobile is committed to the ongoing training and evaluation of STS CAs. Quarterly training is conducted to ensure STS CAs continue to develop skills regarding the speech patterns of people with speech disabilities. Audio of people with mild-to-severe speech disabilities , and STS users using an augmentative communication device, is part of the refresher training or performance improvement activities.

Ability to Speak in a Tone of Voice Consistent with the Intent and Mood of the Conversation

T-Mobile understands the importance of accurately portraying a written communication verbally with the same spirit and intention to achieve functional equivalence. We stress the essential components of voice quality, including articulation, inflection, and pacing. During all evaluations (initial hiring, training, monitoring), CAs are evaluated on voice communication. To accurately

portray the full intent of the written message being communicated, T-Mobile CAs are trained to accurately assess the caller's mood, emotion, and intent.

CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state, or local law regarding use of telephone company facilities for illegal purposes, must relay all conversations verbatim unless the relay user specifically requests summarization, or if the Florida Relay user requests interpretation of an ASL call.

CAs do not omit or censor any aspect of the relay call. Florida Relay TTY callers are informed of background noises and voice tone by descriptive words during the call through typing in parentheses. Call status scenario information typed by the CA is enclosed in parenthesis to clarify the CA is typing, not the voice caller. For example, the CA will notify a Florida Relay TTY user when a new person comes on the line by typing the gender in parenthesis. All background noises will be transmitted to the TTY user in parentheses:

Approved Background Noises	
(DOG BARKING)	(DOOR SLAMMING)
(DOORBELL)	(COUGH)
(BABY CRYING)	(CHURCH BELLS)
(LOUD TV)	(MUSIC PLAYING)
(PAPER SHUFFLING)	(PAGER GOING OFF)
(TRAFFIC NOISE)	(TYPING)

Operation of Relay Telecommunications Equipment

T-Mobile's initial training program provides CA applicants with the tools and skills necessary to successfully facilitate TRS calls. The CA software application is intuitive and contains on-screen prompts. CA trainees must complete a series of scenario-based assessments, culminating in a final on-the-job evaluation before graduating from initial training and handling relay calls.

T-Mobile conducts ongoing training on many facets of TRS service, including:

- Dialing the correct number promptly
- Determining familiarity with relay services, call type appropriate service explanations, appropriate macro and/or other functions use (EXPLAINING RELAY)?
- Following relay user note and relay user typed Instructions
- Announcement protocol including a prompt state-specific announcement or greeting used/ID number is given; call closing protocol; appropriate closing and macro and/or other functions for call type.
- Specific person announcement procedure
- Call transfer procedure, adapting to call procedures changes as directed by the relay user, 711 transfer compliance
- Was the correct number dialed promptly or appropriate message and seconds used when dialing a number, other dialing requests?
- Greeting/Announcement, auto-detect sequence
- Following relay user notes, preferences, and relay user typed instructions
- Specific person request announcements, progress of call/relay user informed
- Conversational flow and natural voice tone inflection
- Record feature procedure and processes

How to Handle Hearing and Voice Carry-Over

Voice Carry Over (VCO)

VCO allows a Florida Relay user to speak directly to the person he/she is calling and receive responses by text through the CA. The steps for a standard VCO-to-Voice call are:

- VCO user talks to voice caller directly
- Voice caller talks to CA
- CA types voice caller's message
- VCO user reads the message on the TTY screen

VCO User Experience

- Florida Relay VCO user dials the dedicated VCO access number, registers a VCO preference in the Customer Profile, or requests VCO during direct communication with the CA.
- The CA requests the number the Florida Relay user would like to dial. This number can be typed or spoken. In addition, the Florida Relay VCO user may elect to provide additional call handling preferences, which the CA will follow.
- After the CA connects to the called party, CAs are trained to use a brief announcement to explain VCO to the end-user.

T-Mobile recognizes that Florida Relay VCO users may prefer to announce and explain their calls themselves. The CA honors the Florida Relay VCO caller's preference regarding announcing or explaining each call. The CA always processes calls according to the Florida Relay VCO user's preferences, FCC guidelines, and Florida Relay requirements.

Hearing Carry Over (HCO)

HCO allows a person to listen directly to the person he/she is calling and respond by text through the CA (and vice-versa). The steps for a standard HCO-to-Voice call are.

- Florida Relay HCO user types his/her conversation to the CA.
- The CA then voices the typed message to the voice caller.
- The voice caller talks directly to the Florida Relay HCO user.

HCO User Experience

- Florida Relay HCO user dials 711 or the Florida Relay toll-free access number, registers an HCO preference in the Customer Profile, or requests HCO through the CA.
- The CA will voice the request for the number the user wants to dial (if the user has asked for HCO). The HCO user may provide call-handling preferences, which the CA will follow.
- The CA will dial the call. The HCO user hears the phone ringing, a busy signal, or how the phone is answered.

The CA provides an HCO announcement to the end-user. If the hearing party has received an HCO call before, the call commences immediately. The Florida Relay HCO user can begin typing his/her conversation, and the CA will read it. If the hearing party unfamiliar with HCO, the CA will explain the service. The CA processes the call according to the HCO user's preferences, FCC guidelines, and Florida Relay's requirements.

Ethics and Confidentiality

All T-Mobile CAs and supervisors are required to sign and abide by a pledge of confidentiality. Each CA is required to review the ethics and confidentiality requirements and sign an agreement of understanding. All employees (including CSD staff) must annually certify they understand and

comply with the established code of conduct. In conjunction with signing T-Mobile's confidentiality agreement, CAs role-play various scenarios that teach the correct way to ask for assistance from a supervisor without divulging call-specifics. Examples of confidentiality breaches are reviewed and discussed with CAs.

T-Mobile strictly enforces confidentiality policies, which include:

- Prospective employees are screened during the interview process on issues regarding ethics and confidentiality.
- On training day one, employees must sign a Pledge of Confidentiality Agreement Form.
- During initial training, employees are presented with examples of potential breaches of confidentiality.
- Stress can be a factor in maintaining confidentiality. CAs receive training on healthy detachment.
- After graduation from initial training, employees are reviewed yearly on the Pledge of Confidentiality and are required to re-sign promises not to disclose the identity of any caller or any information learned by relaying calls.
- Breach of confidentiality may result in employment termination.

T-Mobile employees also receive training on the appropriate protocol to protect Florida Relay users' privacy and how to prevent unintentional disclosure of 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 are given examples of ethical issues and challenging circumstances. 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.

T-Mobile CAs do not discuss any specific details of a call with anyone, including supervisors. Doing so would be a breach of confidentiality this, according to T-Mobile policy, may result in termination. CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state, or local law regarding use of telephone company facilities for illegal purposes, must relay all conversations verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call.

When seeking clarification or guidance on processing a relay call, CAs are trained to use generalizations of the situation and ask questions about procedures without revealing specific information to identify the parties on the call. CAs are never allowed to use names or any other call or caller specific details.

Confidentiality is reinforced through our CAs participation in an interactive training program focusing on scenarios they are likely to encounter when relaying calls. The following table illustrates correct and incorrect methods for CAs to express feelings about calls.

Correct Ways to Protect Confidentiality	Examples of Breaches of Confidentiality
To make a generic comment about calls, "Long calls wear me out."	Talk about the specific length of a call. Saying to another CA, "You know that call I took over for you? It lasted 84 minutes!"
To share general observations about calls, "I'm noticing a lot of HCO calls lately."	Talk about specific callers, "I relayed a call for Miss Deaf America," or, "I had that VCO user from Florida again this morning."

Correct Ways to Protect Confidentiality	Examples of Breaches of Confidentiality
Respond to a relay user's comments with a brief thank you without elaboration. Maintain a professional and friendly image with users.	The CA should never say to a Florida Relay user, "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 users.
To discuss with management the technical or procedural call details.	To discuss call content or conversations with others, ever.
To call for a supervisor to look at the screen for assistance with the call.	To request assistance from a co-worker who is not a supervisor.

No one is permitted to watch or listen to actual calls except CAs and supervisory staff to relay, assist in-call CA replacement, or monitor the call for training purposes. In cases of live call monitoring, all confidentiality guidelines are strictly enforced.

Confidentiality Agreements

Sprint Confidentiality Form

IN CONSIDERATION of: (1) my employment with Sprint or any subsidiary, affiliate, or successor-in-interest of Sprint Corporation, (2) my continued employment as long as mutually agreeable, and (3) the opportunity to receive Sprint confidential customer information or other good and valuable consideration.

AS AN EMPLOYEE OF THE RELAY SERVICES ORGANIZATION I UNDERSTAND THAT I AM BOUND BY ALL SPRINT POLICIES AND SPECIFICALLY, I AGREE AS FOLLOWS:

1. **ALL TELECOMMUNICATIONS RELAY SERVICE (TRS) CALL RELATED INFORMATION SHALL BE KEPT STRICTLY CONFIDENTIAL.** I will not reveal any information acquired during or observing a relay call. I will only discuss call-related questions or problems with management or Human Resources. I agree to keep confidential all information I learn in my position for the duration of and after my employment with Sprint ends.
2. **NO RECORDS OF CUSTOMER INFORMATION OR CONTENT OF ANY TRS CALL SHALL BE KEPT BEYOND THE DURATION OF THE CALL, WITH LIMITED EXCEPTIONS FOR AUTHORIZED COMPANY PROCEDURES.** I will not keep a record of any customer information or conversation content beyond the duration of the call except in accordance with company procedures for relaying Speech to Speech calls or for billing and customer profile purposes. I will destroy all such records in my possession immediately upon completion of their authorized use.
3. **NOTHING MAY BE EDITED OR OMITTED FROM THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER.** I will transmit exactly what is said in the way that it is intended in the language of the customer's choice.
4. **NOTHING MAY BE ADDED OR INTERJECTED INTO THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER.** I will not advise, counsel, or interject personal opinions, even when asked to do so by the customer.
5. **TO ASSURE MAXIMUM CUSTOMER CONTROL, I WILL BE FLEXIBLE IN ADAPTING TO THE CUSTOMER'S NEEDS.**
6. **I WILL STRIVE TO FURTHER MY SKILLS AND KNOWLEDGE THROUGH CONTINUED TRAINING, WORKSHOPS, AND READING OF CURRENT LITERATURE IN THE FIELD.**
7. **ALL SPRINT MATERIALS IN MY POSSESSION PERTAINING TO ANY SPRINT CUSTOMER WILL BE DELIVERED UPON THE TERMINATION OF MY EMPLOYMENT.**

I have read and understand the Sprint Relay Center Agreement Regarding Confidential Customer Information. I agree to comply and understand that failure to do so will lead to company disciplinary action that may result in my termination and/or criminal prosecution. I also understand that ascertaining damages resulting from a breach of this agreement would be difficult. I agree that Sprint shall have the right to an injunction against me, enjoining any such breach without any obligation to post bond. I agree that this will be in addition to and without limiting any other remedies or rights Sprint may have against me.

EMPLOYEE SIGNATURE AND DATE

MANAGER/SUPERVISOR SIGNATURE AND DATE

CTI Confidentiality Form

Consumers need to be confident that their personal and professional calls are kept in the strictest confidence. It is crucial that all employees understand and abide by this Confidentiality Policy.

All information obtained during a CapTel call is to be kept strictly confidential. The only person(s) to whom information obtained during a call may be divulged is a member of the administrative team (i.e. supervisors, trainers, HR representatives, the Floor Operations Coordinator, or the Call Center Director). Only specific, pertinent information relating to Training, Call difficulty, Technical difficulties, Emergencies or Customer service issues may be disclosed to the appropriate personnel, and this must be done in private.

Under no circumstance are identifiers to be used while discussing a call (terminology that would identify personal information about a caller including, but not limited to, gender, name, address, and business information). The standard, objective way off referring to callers is to identify the person using the captioned telephone as the "client," while the other party or parties are referred to as the "doc(s)." Furthermore, any person not employed by CapTel, Inc. or its parent company shall not be allowed on or near the call floor. Nor shall information regarding CapTel clients be discussed or posted in any public forum.

Employees agree to abide by the following:

- I shall only discuss the content of a CapTel call (production, training, timing, or otherwise) with a member of the administrative team under the guidelines provided above. I will not discuss the content of a CapTel call with other persons (CAs, friends, family members, etc.).
- I shall disclose only appropriate information regarding a training/timing call to a member of the administrative team according to the guidelines documented above.
- I shall not divulge specific information related to the work or calls I have heretofore processed, upon termination of my employment at CapTel or at any time thereafter.
- I shall not disclose information which could be used to identify specifics about a particular consumer to anyone except a member of the administrative team according to the guidelines documented above.
- I shall not act upon any information received via a CapTel call.
- I shall not listen to, get involved in, or position myself to observe a CapTel call being processed by another employee.
- I shall not disclose information which could be used to identify specifics about any employee including, but not limited to, name, CA number, and schedule, except as is necessary to appropriate individuals and/or institutions or services.
- I shall not divulge my personal CA number in conjunction with my name except as required by a member of the administrative team.
- I shall not disclose the technical aspects of my position to anyone not employed by CapTel/Ultratec.
- I shall not bring visitors, including children, onto the call floor.
- I shall remain off of the call floor if I am not scheduled to be at work.

_____
Employee Name (please print)

_____
Employee Signature and Date

Understanding Operating Policies and Procedures

T-Mobile's policies and standards manual has been developed over the past 31 years and is in place ready for Florida Relay. T-Mobile stresses the importance of all relay policies and procedures to CAs at the interview/selection process and continuing through initial and ongoing training and is currently being utilized and available for the state to review. This list is not meant to be an inclusive source and is subject to change.

POLICY AND PROCEDURE TOPICS		
Orientation	♦ Welcome & Introductions ♦ T-Mobile (or Vendor) Introductions ♦ Sprint/T-Mobile Corp Overview ♦ Wireless	♦ Internet Services ♦ T-Mobile Vision, Mission, Goals/Objectives ♦ T-Mobile Accessibility for All ♦ Sprint Relay History ♦ Intro to CapTel
Connecting to Relay	♦ The Role of a Relay CA ♦ Connecting to Relay ♦ 711 ♦ Dedicated Toll-Free Numbers ♦ Equipment	♦ Voice calling to T-Mobile IP Relay ♦ IP Relay ♦ IP Relay call processing ♦ Relay Reporting ♦ IP Relay variations

POLICY AND PROCEDURE TOPICS		
	♦ TTY ♦ TTY Basics ♦ TTY Etiquette ♦ Closing a Conversation ♦ No Response ♦ TTY Abbreviations ♦ TTY Practice Session ♦ Glossary of Abbreviations & Terms ♦ Auto-Corrected Abbreviations ♦ Standard Abbreviations ♦ Typing Variations ♦ Internet Characters ♦ Non-Baudot Supported Characters ♦ Verbatim - Style ♦ Contraction Spelling ♦ Punctuation ♦ CA/Operator Role ♦ SKSK ♦ Background Noises while TTY user is typing ♦ STS *787 Wireless Access ♦ TTY Garble During Typing ♦ XXX to Correct Typing Error ♦ Other Communication Devices ♦ Data Transmission Speed ♦ Turbo Code Interrupt ♦ Disable Turbo Code Mode ♦ American Standard Code Information Interchange (ASCII) ♦ ASCII Interrupts ♦ Internet Relay ♦ IP call processing ♦ IP Greeting Macros ♦ IP Customer Instructions/ Preferences ♦ IP Interrupts ♦ IP Explanation ♦ IP GA' is optional ♦ IP Interruptions without garble ♦ Typing Monetary Units ♦ Regional 800 Misdials	♦ IP Macros ♦ IP Explanation ♦ Text flow ♦ IM/IP Acronyms ♦ IP Variations ♦ IP user connects to CA but wants Customer Care ♦ Interrupts ♦ Multiple Calls ♦ Answering Machine Retrieval (AMR) ♦ IP Requests for Supervisor ♦ IP Conversation Lag Time ♦ Conversational Flow ♦ Cellular ♦ TTY Public Payphone ♦ Telebraille Users ♦ Non-Standard TTY ♦ Answered Foreign Language ♦ Transfer Menu ♦ CapTel ♦ CapTel Customer Service ♦ CapTel-Relay ♦ Relay-CapTel ♦ CapTel Transfers ♦ Dedicated State CapTel Transfer ♦ Alternate Languages ♦ Spanish Language Customer Service ♦ Relay Caller ID ♦ Caller ID Variations ♦ True Caller ID ♦ Per Call Block ♦ Per Line Block ♦ Permanent Call Blocking ♦ Connecting Variations ♦ Misdialed Relay Phrase ♦ 711 Spanish ♦ Request for Relay Numbers ♦ Cellular/Wireless problem reaching 711 ♦ Pay-Per-Call ♦ Info Digits ♦ Verification of Spelling ♦ Parenthesis
Overview of System and Equipment	♦ System Overview ♦ Login/Logout ♦ CA Profile ♦ Clicking the Mouse ♦ Dragging/Dropping ♦ Copy/Paste ♦ Drop Down Boxes ♦ Lists ♦ Radio Button ♦ Scroll Bars ♦ Sliders	♦ Help ♦ Call Type ♦ Dial Window ♦ Scratch Pad ♦ Transfer Panel ♦ Headset Panel ♦ Status Bar ♦ Record Feature ♦ Function Keys ♦ Block ♦ Ctrl-Switch

POLICY AND PROCEDURE TOPICS		
	♦ Tables ♦ Accessing a Program ♦ Screen Displays ♦ Call Handling Screen ♦ Title Bar ♦ Banner ♦ Conversation Area ♦ Disconnect Message Status ♦ Braillex ♦ Trouble Log ♦ Color Scheme ♦ CA Text Transmission ♦ Cancel Key ♦ Information Bar ♦ Profile	♦ Switch ♦ The Keyboard ♦ Alpha Keys ♦ Call Handling Keys ♦ Numeric Keys ♦ Cursor Movement Keys ♦ Arrow Keys ♦ Backspace ♦ Error Correction Function ♦ Single Word Edit Function ♦ Word Substitution Feature ♦ Macros Table ♦ Function Keys ♦ Glossary of Telephony Terms
Phone Image (Tone of Voice)	♦ Professional Phone Image ♦ How phone image is created ♦ Provide warm & friendly greeting ♦ Conversational Tone ♦ Voice Inflection ♦ Audibility and breath control ♦ Pitch ♦ Quality ♦ Operator Role ♦ Relay Role ♦ Relay Skills ♦ Conversational Flow ♦ Staying focused ♦ Listening skills	♦ Customer service skill ♦ Coping skills ♦ Phrases ♦ Keeping the Customer Informed ♦ Expressive Typing Style ♦ Helpful Phrases ♦ Voice Person Speaking in Third Person ♦ Pacing the Voice Customer ♦ Voice Customer does not say "GA" ♦ Brief pacing phrases ♦ Repeating information ♦ Handling Interruptions ♦ Rudeness ♦ Create an Exceptional Customer Experience
Desensitization	♦ Confidentiality Agreement ♦ Sensitive Topics	♦ Ways to Detach
TTY-Voice and Voice-TTY	♦ TTY to Voice Introduction ♦ Connecting to outbound customer ♦ Announcement ♦ Deaf or Hard of Hearing Phrase ♦ Explanation of service ♦ International Announcement ♦ Auto Detect Sequence ♦ TRS Phrase Sheet ♦ TTY-Voice Procedures ♦ CA Responsibility ♦ Gendering ♦ Conversational Flow ♦ Parenthesis ♦ Call Closing ♦ TTY-Voice Specific Person Request ♦ Variations Specific Person Request ♦ TTY-Voice Answered TTY	♦ TTY-TTY Call Release ♦ TTY-Voice Answer TTY (TTY-TTY) TTY-TTY ♦ Specific Person Request ♦ TTY-Voice No Answer ♦ Types of Busy Signals ♦ Redialing ♦ TTY-Voice Busy Signals ♦ Internet to Voice T-Mobile IP Relay ♦ Voice-TTY Procedures ♦ Connecting to outbound customer ♦ Greeting ♦ Call Progress ♦ Explanation of Service ♦ Voice-TTY ♦ Voice-TTY Specific Person Request ♦ Voice-TTY Answered Voice ♦ Voice-TTY No Answer ♦ Voice-TTY Busy Signal ♦ Variations ♦ Voice Person Not Available
Three-Way Calling	♦ User-Initiated three-way calling ♦ Voice/TTY Announcement	♦ TTY-TTY-Voice/TTY-Voice-TTY ♦ Voice-TTY-TTY

POLICY AND PROCEDURE TOPICS		
	♦ TTY-Voice-Voice	♦ Voice-Voice-TTY/Voice-TTY-Voice
Branding	♦ Inbound Answer Type Branding ♦ Database Branding	♦ Branding procedures
Recordings, Answering Machines, Pagers, and Answering Machine Retrieval (AMR)	♦ Introduction ♦ Recording Feature ♦ Information Line Recording (TTY/ Voice) ♦ Touch Tone Dialing ♦ Using Touch Tones (TTY/Voice) ♦ Audio text interaction ♦ Hold for Live Person ♦ Variations for Recordings ♦ Record Feature Tips ♦ TTY-Voice Recordings ♦ TTY-Voice Recording Information ♦ TTY-Voice Answering Machine ♦ Variations: Answering Machine/ Recording/Pagers ♦ Voice-TTY Pager	♦ Voice Mail Retrieval ♦ AMR ♦ Internet AMR ♦ Voice-TTY Answering Machine ♦ IP Text Mail ♦ Other Recording Variations ♦ Voicemail System ♦ Privacy Manager/Call Intercept ♦ Automatic Redial System Recordings ♦ Switchboards ♦ Redialing Voicemail through Switchboard ♦ TTY-Voice Asking for Specific Person ♦ Live person On Answering Machine Redial ♦ Recording says Office is Closed ♦ No Live Person Option Avail on Recording ♦ TTY-Voice Pager/Beeper
VCO (Voice Carry-Over)	♦ VCO Introduction ♦ VCO Announcement ♦ VCO Service Explanation ♦ VCO Equipment ♦ VCO comes in Voice Line ♦ Non-Branded VCO ♦ Branded VCO ♦ VCO No Answer ♦ VCO Busy ♦ VCO Privacy ♦ VCO Answering Machine ♦ Voice-VCO Answered TTY ♦ Voice-VCO Answered VCO ♦ Two-Line VCO (2LVCO) Intro ♦ Reverse 2LVCO Introduction	♦ Reverse 2LVCO Procedure ♦ IP 2LVCO ♦ VCO Variations ♦ Caller ID ♦ Inbound Customer Requests VCO/HCO ♦ Requests Interrupt ♦ Leave Message on First Out Dial ♦ VCO Requests CA gives name in notes ♦ VCO Privacy while leaving message ♦ VCO Requests Relay to give Relay Number ♦ 2LVCO Voicemail Retrieval ♦ 2LVCO Conference Calls ♦ VCO Types and Voices ♦ VCO Voicemail Retrieval
Call Take Over Procedures	♦ FCC Rule ♦ Protocol and process flow ♦ TTY-Voice & Voice-TTY ♦ VCO ♦ HCO	♦ VCO-VCO ♦ ASCII ♦ VCO-TTY & TTY-VCO ♦ STS Call Take Over Requirement
Directory Assistance (DA)	♦ DA Introduction ♦ Interstate DA ♦ Intrastate DA ♦ Toll-Free DA ♦ Roaming ♦ Operator Mode	♦ Caller Control ♦ Automated DA ♦ DA City & State Given; Area Code Unknown ♦ DA Internet ♦ DA Variations
HCO (Hearing Carry-Over)	♦ HCO Introduction ♦ HCO Announcement ♦ HCO Service Explanation ♦ People with speech disabilities "S" ♦ Turbo Code HCO ♦ Non-Branded HCO ♦ Branded HCO ♦ HCO with Privacy	♦ HCO-Voice Answering Machine ♦ Voice-HCO Answered TTY (1) (2) ♦ Voice-HCO recorded message answers ♦ 2LHCO Intro ♦ Two-Line HCO Procedure ♦ Reverse Two-Line HCO ♦ HCO Variations ♦ Inbound requests VCO/HCO ♦ HCO User Requests to Speak

POLICY AND PROCEDURE TOPICS		
	♦ HCO No Answer ♦ HCO Busy	♦ HCO Request to Not Hear CA Speak
Customer Service	♦ Functions ♦ Language Services	♦ Procedures & Phrases
Device-to-Device Calls	♦ Device to Device Intro ♦ Function Keys & Banner Messages ♦ VCO-TTY & TTY-VCO ♦ VCO-VCO ♦ TTY-HCO & HCO-TTY	♦ VCO-HCO & HCO-VCO ♦ HCO-HCO ♦ Provider to Provider ♦ Device to Device Variations ♦ Alternate Call Type reaches recording ♦ Provider to Provider Variations
Customer Database	♦ Enhanced Customer Database Profile ♦ Household Profile ♦ Edit Household Profile ♦ Navigating Customer Database ♦ Household Profile Panels ♦ Frequently Dialed Numbers ♦ Personal Information ♦ Preferences ♦ Blocked Numbers ♦ Emergency Numbers	♦ STS Messages ♦ Customer Profile Introduction ♦ Use/Edit/New/Delete Customer Profile ♦ Customer Profile Panels ♦ Notes ♦ Frequently Dialed Numbers ♦ Personal Information ♦ Preferences ♦ Emergency Numbers ♦ Database Profile Macros ♦ STS
Emergency Call Procedures	♦ Emergency Calls Introduction ♦ Emergency Services ♦ FCC Requirements ♦ Emergency Call Processing ♦ Emergency Reporting ♦ TTY-Emergency	♦ Voice-Emergency ♦ TTY-Emergency TTY Call Release ♦ Emergency Call Processing Variations ♦ Internet/Mobile-Emergency ♦ Emergency/Threat Forms
Speech-to-Speech (STS)	♦ STS Introduction & History ♦ STS Description ♦ Disabilities ♦ Characteristics of STS users ♦ STS CA Tools ♦ Consistency ♦ Patience ♦ Ask Yes/No Questions ♦ No Personal Conversation ♦ Phrases to use ♦ Physically Challenged Customers ♦ STS Alphabets ♦ Transparency/Call Control/ Confidentiality ♦ Ways to Reduce/Streamline Notes ♦ Standard Abbreviations (STS) ♦ STS Voice Mute ♦ Types of Assistive Tech Products	♦ STS-Voice / Voice-STS ♦ STS-Voice with Privacy ♦ STS VCO-Voice ♦ Voice-STS VCO-TTY Answer ♦ Voice to STS VCO-VCO Answer ♦ STS VCO-2LVCO ♦ STS VCO-Reverse 2LVCO ♦ TTY-STS / STS-TTY ♦ STS-STS ♦ HCO-STS / STS-HCO ♦ STS Call Takeover ♦ Healthy Detachment ♦ STS Hold Message ♦ Search STS Users ♦ STS Variations ♦ Video-Assisted STS ♦ T-Mobile Accessibility Dedicated STS Customer Service ♦ Spanish STS Language Service
Correctional Facility	♦ Correctional Facility Introduction ♦ Automated Announcement Recording ♦ Suggested Phrases	♦ Voice-TTY Voice Answered ♦ Voice-Voice Answering Machine ♦ Transfer Requests ♦ Operator Role
Federal Relay Service	♦ Federal Relay Introduction ♦ Reporting Requirement ♦ Announcement ♦ Service Explanation	♦ Customer Information Requests ♦ Federal Task Order Information ♦ Macro/Function Keys ♦ Reporting Procedures

POLICY AND PROCEDURE TOPICS		
	♦ Procedures ♦ Call types ♦ Confidentiality Policy ♦ Agency Listing ♦ Customer Contacts	♦ Billing ♦ Conference Captioning ♦ Variations ♦ Trouble Reporting
Healthy Detachment	♦ Healthy Detachment Introduction ♦ Objectives ♦ Survival Skills ♦ Relay Traps	♦ Perception ♦ Ways to Reduce Stress ♦ Hospitality ♦ Phrases
Call Processing Variations	♦ CA information ♦ Area Code Only In From Number ♦ Conversational Flow ♦ Static or Poor Connection ♦ Profanity towards CA ♦ Redialing ♦ Young Children ♦ Inbound Does Not Connect ♦ Idle Calls ♦ Inbound ASCII ♦ 800 Number Referral ♦ Tone Judgments ♦ Repeating Information ♦ Last Typed Text Macro ♦ Restricted Numbers ♦ Reached 711 instead of 411 ♦ CA Knows Customer ♦ Call Waiting Feature ♦ Conference Calls ♦ Chat Line Calls ♦ Three-Way Calling ♦ TTY does not understand Invalid Number ♦ Hard of Hearing customer Answers TTY Line ♦ Spanish Calls to Spanish Speaking CAs ♦ TTY User Does Not Type GA ♦ Request for Alternate Language ♦ Caller Types in Alternate Language ♦ Voice Customer Hangs Up During Call ♦ Variable Time Stamp ♦ Customer Misdialed Phrase ♦ TTY Customer Hangs Up During Call ♦ Non-Standard TTY Capability ♦ Relaying Internet Characters ♦ Dispatch Calls – Pizza, Taxi ♦ Customer Referral Guidelines ♦ V-T Calls answered by Fax ♦ Holiday Greetings ♦ Wrong Call Type Drops into Position	♦ Request for Length of Call/Conversation ♦ Requests CA Sing Happy Birthday ♦ Requests CA to Rap ♦ Requests LD Call Information ♦ TTY-Voice & Voice Requests Supervisor/ CSR ♦ Requests Supervisor Identification ♦ Requests Employment Information ♦ Relaying Court Proceedings ♦ Customer Uses FD Numbers – Familiarity of Service Verification ♦ Sensitive Topics ♦ Suicide ♦ Abuse ♦ Illegal Calls ♦ Answering Machines ♦ Hangs Up Before Message Left ♦ Do Not Type Recorded Messages ♦ Answering Machine Full ♦ Change Answering Machine Message ♦ VCO Requests Leave Message first out dial ♦ Leaving a Message V-TTY Ans V ♦ Retrieving Messages from TTY Voice Answering Machine ♦ TTY Screener ♦ Request to Leave TTY Message on Answering Machine ♦ Recordings ♦ Regional 800 ♦ TTY Requests "Dial That Number" ♦ Recording with Relay Option ♦ Alternate Call Recording Reached ♦ English/Spanish ♦ Advertisements ♦ Get Live Person/Rep ♦ Conversation Being Recorded ♦ Dial Number from Recorded Announcement ♦ VCO Types and Voices ♦ Guidelines for Prompting VCO Users ♦ Data Transmission Box ♦ Prompting VCO on Hold ♦ Requests VCO/HCO ♦ Requests to Interrupt Inbound VCO

POLICY AND PROCEDURE TOPICS		
	♦ Outbound Answers with Relay Sounding Greeting ♦ Non-Acceptance of Relay Calls ♦ Customer Requests ♦ Holding for Inbound prior to out dial ♦ Request for info from CA Screen ♦ Request for M/F CA ♦ Request Specific CA ♦ Request for Relay Number ♦ Request for Company Info ♦ Request to Call Relay Service ♦ Requests Relay Instructions ♦ Request for Calling From Number ♦ Requests Telephone Number Referral ♦ Request for Date/Time ♦ Requests CA to Modify Call ♦ Requests CA Not to Type Curse Words ♦ Unclear Recording/Record Feature ♦ VCO ♦ Conference Calls ♦ Leave Relay Number ♦ Voicemail Retrieval ♦ Voice-TTY (Voice Answers)	♦ VCO Leaving a Message with Voicemail ♦ Giving VCO Name from Notes ♦ HCO ♦ Alternate Call Type Recording ♦ Bridge Left Open ♦ STS Announcement ♦ Do Not Announce ♦ Spelling ♦ Taking Notes ♦ Confidentiality ♦ Requests CA to Hold ♦ STS-STS ♦ Using "Go Ahead" ♦ STS for Translation ♦ Talking on Hold ♦ Keeping Customer Informed ♦ Relay vs STS ♦ Changing CAs ♦ Call Take Over Procedure ♦ No Announce Call Take Over ♦ Touch Tone Dialing ♦ Aid Who Assists on Calls ♦ Correctional Facility ♦ Information Digits ♦ Automated Announcement Recording ♦ Transfer Requests
Healthy Relay	♦ Introduction/Objectives ♦ Stretching Exercises ♦ CA Reinforcement ♦ GUAM - Get Up & Move ♦ Slowing the Customer Down ♦ Overtime	♦ Relaxation ♦ Typing ♦ Ergonomic Review Ergonomics ♦ Setting up Workstation ♦ Ergonomic Relief ♦ Creating a Positive Work Environment ♦ Frustration Management Exercises
Adult Learner	♦ Understanding Needs of the Adult Learner ♦ The Learning Continuum ♦ Use of Different Modalities ♦ Edgar Dale's Cone of Experience ♦ Focus ♦ Input ♦ Trust in Management	♦ Modeling ♦ Checking For Understanding ♦ Guided/Independent Practice ♦ Evaluation ♦ How to Give Effective Instruction ♦ Questioning Guidelines ♦ Feedback - Training & Coaching Technique
Assessing Performance	♦ The Assessment Process in Training ♦ Assessment - What is involved? ♦ Practice Time ♦ Spelling/Written Test ♦ Side by side evaluations ♦ Typing	♦ Acceptable Time Frame ♦ Acceptable Is Relative ♦ Ways to "Coach" ♦ Feedback ♦ Maintain Self-Esteem & Motivation ♦ Pass/Fail Guidelines ♦ Introduce Assessment Forms ♦ Form Set-Up
Introduction to Diversified Culture	♦ Introduction to Diversified Culture ♦ Diversification ♦ Who Uses Relay ♦ Understanding Our Customer	♦ Two Views of Deafness ♦ Degree of Deafness ♦ Cause of Deafness ♦ Loudness Levels

POLICY AND PROCEDURE TOPICS		
	♦ Special Communication Needs ♦ Characteristics of Deafness ♦ Pathological vs. Cultural View of Deafness	♦ The Deaf Community ♦ Why is there a Deaf Culture? ♦ What Do You Know About Deafness? ♦ Myths About Deafness ♦ The Manual Alphabet
Deaf Heritage	♦ History in Europe ♦ History in North America ♦ Alexander Graham Bell	♦ Edward Miner Gallaudet ♦ Oral/Combined Debate ♦ Timeline of Deaf History
The Deaf Community	♦ Introduction ♦ National Association of the Deaf ♦ Mainstreamed Schools ♦ Assistive Devices ♦ Gaining Acceptance in the Deaf Community ♦ Cochlear Implant Controversy	♦ Sign Language Interpreters ♦ Different Communication Systems ♦ Exposure to English ♦ Changes in the Deaf Community ♦ Equal Access ♦ Interpreting Standards ♦ Working with a Sign Language Interpreter
ASL Pt. 1	♦ What is ASL? ♦ History of ASL ♦ ASL Recognized as Language	♦ Rules of ASL ♦ Five Parameters of ASL ♦ English vs. ASL Idioms
ASL Pt. 2	♦ Evolution of ASL ♦ ASL Syntax	♦ Translate ASL to English and Vice Versa ♦ TTY Language Samples
TTYPhony & TTY Courtesy	♦ First Teletypewriter ♦ Evolution & History of the TTY ♦ Telecom Laws of Accessibility	♦ TTY Courtesy ♦ Development of Relay Service Market
Deaf Customers	♦ Statistics from National Institute on Deafness and Other Communication Disorders	♦ Relaying for Deaf Customers
Hard of Hearing and Late-Deafened Customers	♦ Characteristics of Deaf Customers ♦ Assistive Devices for Deaf Customers ♦ Voice Carry Over (VCO) ♦ Establishment of Association of Late-Deafened Adults (ALDA)	♦ Establishment of Hearing Loss Association of America (HLAA) ♦ Deaf Seniors ♦ Military Veterans ♦ Relaying for Late-Deafened Customers
Deaf/Blind Customers	♦ What Does Deaf/Blind Mean ♦ Characteristics of Deaf/Blind Customers ♦ Assistive Devices	♦ Deaf/Blind Pacing – Allows the CA to slow down the transmission to the Braille machine ♦ Relaying for the Deaf/Blind
Speech/ Cognitively Disabled Customers	♦ Speech-Impaired Customers ♦ Assistive Devices ♦ STS ♦ Communication Effects	♦ Physically &/or Cognitively Disabled Customers ♦ Traumatic Brain Injury ♦ Stroke
Hearing Customers	♦ Statistics	♦ Relaying for Hearing Customers
Technical	♦ Technical Issues ♦ Threats ♦ Emergency Center Evacuation	♦ Network Failure ♦ Trouble Ticket/Threat Forms
Spanish	♦ Spanish Greeting, Announcement & Explanations ♦ Macros	♦ System Generated Messages ♦ Descriptive/Background Words ♦ Customer Service
New Hire Orientation	♦ Confidentiality ♦ Training Attendance ♦ I9/I9 Property Rights	♦ FCC Consent Decree ♦ T-Mobile Code of Ethics ♦ Vetting (center appropriate)

Simulated and Live On-Line Call Handling

After CAs pass initial training, they are monitored on live calls by supervisory staff. No one is permitted to watch or listen to actual calls except CAs and supervisory staff to relay, assist in-call CA replacement, or monitor the call for training purposes. In cases of live call monitoring, all confidentiality guidelines are strictly enforced.

Bilingual CAs

T-Mobile's bilingual CAs must successfully complete a specially designed certification program that validates their ability to read, write, speak, and understand Spanish at a 12th grade level. An independent vendor specializing in the assessment of language skills conducts the evaluation. Spanish-speaking CAs receive monthly evaluations. If the CA does not demonstrate an appropriate level of translation skills, he/she will receive additional training and re-testing.

Other Training Topics

During initial and ongoing training, CAs and call center staff attend detachment training to deal with stress. 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 relay users, and appropriate phrases to calm situations.

CAs also receive training on emergency procedures and complaint handling.

CapTel CAs

All CapTel providers use training developed by Captioned Telephone Inc. (CTI). CA training has been developed by the CapTel technology provider and is consistently delivered in all our CapTel call centers, including the TRS call centers that process CapTel calls.

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 our TRS centers, we 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. CapTel training uses simulators that allow the CA to listen to pre-recorded scripts and hear the voice of the hearing person to practice captioning. During the second week, timing tests are given each day to check CAs' transcription rate and accuracy. The improvement rate is evaluated.

Training Transition & Graduation

All CAs that pass two rounds of timing tests consecutively are paired with a mentor for a week. This mentor provides one-on-one coaching for every call. If the CA meets performance expectations on live calls, the trainee graduates and can process calls independently.

Ongoing CapTel Training

We provide 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 offline and given the necessary training. In addition, CAs are retrained on new features and capabilities of the CapTel platform including any new or improved voice recognition systems used in the platform.

CapTel Testing

CapTel CAs are monitored on each shift. If there are any areas of concern, the CapTel CA is removed from live calls and completes the necessary training. CapTel CAs are tested monthly through the administration of timed scripts in a test environment that simulate working conditions. T-Mobile works with CTI to quantify and evaluate options to improve transcription speed and accuracy.

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Staff Training

Item 17 -Staff Training (RFP ref. B-7)

All relay center staff, including management, shall receive training in ASL, deaf culture, needs of hearing, speech and dual sensory impaired users, 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.

T-Mobile has read, understands, and will continue to comply with all RFP B-7 requirements.

An outline of our comprehensive, proven successful training plan/policies and procedures is presented in Item 16.

T-Mobile trains CAs and supervisors to serve as TTY/ASL translators/interpreters to process relay calls. Our approach trains all CAs to perform ASL-to-conversational English translation. This technique ensures ASL translation/interpretation is always available. CAs are provided initial and ongoing training on accurately interpreting written ASL (ASL Gloss) for relay users whose primary language is ASL. CAs progress through a TTY/ASL workbook building ASL glass interpretation and translation skill. CAs are tested on ASL gloss interpretation/translation skills before completing the training. CA trainees are required to pass a valid and unbiased test to demonstrate they can correctly interpret typewritten ASL phrases. CAs are also provided with ongoing training on accurately interpreting ASL Gloss. After initial training, each CA is supplied with a second ASL workbook completed and returned to the supervisor. 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. Supervisors and/or Lead CAs are available on the call center floor 24/7 and can assist any CA who is challenged with understanding the Florida Relay TTY user. Throughout employment, CAs expand their skills and improve their understanding of ASL Gloss and Deaf culture.

Confidentiality

All T-Mobile CAs and supervisors are required to sign and abide by a pledge of confidentiality. In conjunction with signing T-Mobile's confidentiality agreement, CAs role-play various scenarios that teach the correct way to ask for assistance from a supervisor without divulging call-specifics. Examples of confidentiality breaches are reviewed and discussed with CAs.

T-Mobile strictly enforces confidentiality policies, which include:

- Prospective employees are screened during the interview process on issues regarding ethics and confidentiality.
- On training day one, employees must sign a Pledge of Confidentiality Agreement Form.
- During initial training, employees are presented with examples of potential breaches of confidentiality.
- Stress can be a factor in maintaining confidentiality. CAs receive training on healthy detachment.
- After graduation from initial training, employees are reviewed yearly on the Pledge of Confidentiality and are required to re-sign promises not to disclose the identity of any caller or any information learned by relaying calls.
- Breach of confidentiality may result in employment termination.

T-Mobile employees also receive training on the appropriate protocol to protect Florida Relay users' privacy and how to prevent unintentional disclosure of 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 are given examples of ethical issues and challenging circumstances. 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. The Confidentiality forms are presented in Item 16.

CA Counseling

Item 18 – Counseling of CAs and Staff (RFP ref. B-8)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-8 requirements.

T-Mobile deals with stress in a unique way. What may cause stress for one individual may be completely normal for another. As a part of initial training, T-Mobile conducts Healthy Detachment 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. Like watching a scary movie, many people can 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, T-Mobile employees are taught to empathize with all relay users while protecting their own emotional well-being.

Periodically T-Mobile provides additional "Healthy Detachment" training reminders and tips for dealing with stress. In addition to retraining and refresher training, T-Mobile call center supervisors annually meet with each individual CA to review performance and discuss concerns. T-Mobile adheres to the following procedures:

- While on the job, if a CA or relay staff needs counseling, supervisors and management are trained to work with the employee.
- Should a CA experience a difficult, emotional, or frustrating call, he/she may signal supervisor or management 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 company policies.
- If after the call or call takeover, the CA states he/she 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 policies must be 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 the CA needs additional counselling, he/she will encourage the CA to contact the Employee Assistance Program (EAP). Details of any conversation of this type are kept confidential unless directed by a member of senior management for a legitimate business need.

Employee Assistance Program

T-Mobile offers no-cost counselling administered by a third-party. 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 24x7 by telephone and in person, or by appointment. Through the programs, T-Mobile employees also have access to confidential counseling sessions – also provided at no charge to the employees.

Communication Services for the Deaf, Inc. (CSD) EAP

CSD follows T-Mobile Accessibility's standard procedures for counseling CAs or other relay center staff. In addition, CSD also contracts with an outside EAP provider to provide a wide array of independent and confidential support services for employees. The Village EAP provides a service that helps assure employees' emotional health and well-being. 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 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 24x7 and employees can access the services via a toll-free number (both voice and TTY). The Village EAP is aware of the utmost confidential nature of the job and CAs are trained not to release any information about any of the calls they relay during any conversations, including those in counseling sessions.

CapTel Counseling

T-Mobile has also worked with CTI to ensure all CapTel CAs have access to counseling assistance. CapTel provides complete and confidential captioning to all clients. From time to time, CAs may be confronted with calls of a highly emotional or frustrating nature. Although captioning these calls is a necessary aspect of the position, CapTel is committed to providing CAs with measured and appropriate support for expressing their emotional needs. To properly respond to a CA, while maintaining the highest level of confidentiality, the following procedures shall be adhered to:

- Should a CA experience a difficult, emotional, or frustrating call, he/she signals 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 he/she had difficulty and appear visibly distressed or troubled, the 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 Human Resources.
- 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, 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.

Item 19 – Procedures for Relaying Communications (RFP ref. B-9)

T-Mobile has read, understands, and will continue to comply with all RFP B-9 requirements.

T-Mobile's 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. T-Mobile's professional, transparent service enables relay users to maintain full control of their call. T-Mobile follows all call-handling preferences provided to the CA or registered as part of the Customer Profile.

For Florida Relay users who have not expressed a preference for how their calls are handled, T-Mobile will provide service that complies with the minimum requirements outlined in this section of the RFP and FCC standards. To ensure all requirements are met, T-Mobile 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.

T-Mobile's relay service delivery ensures all users maintain control of their calls and the full content of conversations is relayed to the users.

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

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

T-Mobile will continue to comply. Each CA is assigned a unique number that is provided at the beginning and the end of each call. For TTY calls, the system automatically sends the ID number and the gender at the beginning of the call and the end of each call. The branded Florida Relay TTY greeting is as follows: FRS OPR 1234 (F) OR (M) NUMBER CALLING PLS Q GA.

On voice-generated calls, the CA verbally states his/her CA ID number. Such identification allows the Florida Relay user to be able to identify the CA's gender. The branded Florida Relay voice greeting is FRS OPERATOR 1234. MAY I HAVE THE NUMBER YOU ARE CALLING PLEASE?

T-Mobile makes it easy for a Florida Relay user to request a CA's gender; preferences can be made through registration using the Customer Profile Database, or at any time by asking the CA. T-Mobile has the largest CA workforce in the country. With T-Mobile, it is more likely for CAs of both genders to be available to Florida Relay users.

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.**

T-Mobile will continue to comply. CAs do not omit or censor any aspect of the relay call. TTY callers are informed of background noises and voice tone by descriptive words during the call through typing in parentheses. Call status scenario information typed by the CA is enclosed in parenthesis to clarify the CA is typing, not the voice caller. For example, the CA will notify a TTY user when a new person comes on the line by typing the gender in parenthesis. CAs are trained to use their voices to convey an appropriate conversational tone to the type of call made by a Florida Relay TTY user. CAs are trained in phone image, voice inflection, voice tone, audibility,

and voice quality by participating in exercises and role-plays that require the use of these components. Focus is also given to ASL translation and conversational flow to assure relay calls are as natural as possible. CAs are trained to convey to the TTY user the non-TTY user's tone of voice without making subjective judgments. If it is clear the tone of voice is more emotional than the descriptive words can provide, the CA will further clarify. For example, SOUNDS ANGRY or VOICE GETTING LOUDER. These descriptions will be typed in parentheses and preceded by the word "sounds." CAs receive training in voice conveyance as a part of skills enhancement.

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: DIALING 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 Florida Relay user is prompted for additional instructions: 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 Florida Relay text user, such as: (LINE IS BUSY) GA
Holding	If the Florida Relay text relay user is placed on hold, T-Mobile has a timed macro to keep the user informed. The CA initiates the macro, and the system continues to send dots to maintain contact with the TRS user: (HOLDING .,.,.,STILL HOLDING)
Caller Disconnects	When the other party disconnects, T-Mobile will inform the caller: (PERSON HUNG UP) FRS OPR 1234M GA OR SK If someone hangs up while the TTY user is typing, T-Mobile also provides additional information to keep the user informed: PERSON HUNG UP <HOW LONG AGO> SECONDS AGO AND THE LAST FIVE WORDS RELAYED WERE <LAST RELAYED> FRS 1234M GA OR SK

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.**

T-Mobile will continue to comply. Florida Relay users can personalize how CAs greet their called party and how to handle other aspects of the call. T-Mobile encourages Florida 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 CA does everything in his/her power to make the caller delighted with our service. T-Mobile allows Florida Relay 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.

When a Florida Relay user asks the CA not to announce relay, the CA fully honors that request. CAs will not announce the call as originating from Florida Relay, 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.

Florida Relay users can also elect to have the CA not explain relay. When a Florida Relay user requests this option, the CA 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."

Alternately, Florida 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. Florida Relay users can also elect to announce and explain relay services themselves. T-Mobile honors these requests and leaves full control with the Florida Relay user.

The Florida Relay user can also inform the CA of other areas of the call that he/she would like to handle directly, rather than the CA. For example, Florida Relay VCO users may wish to voice their own answering machine message rather than having the CA do it. T-Mobile honors these requests.

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.**

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

Florida Relay users will continue to be assured that T-Mobile CAs will not interfere with the independence of the user and 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.

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.**

T-Mobile will continue to comply. When T-Mobile explains relay, the CA informs the other party by typing or voicing the fact he/she is "explaining relay" rather than relaying the full explanation. When placing a call, T-Mobile 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. Florida 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. THE CALLER WILL BE TYPING THE 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."

Florida Relay Service Explanations	
VCO	"THE PERSON WHO IS CALLING WILL BE SPEAKING DIRECTLY TO YOU. WHEN THE CALLER SAYS THE PHRASE 'GO AHEAD' THAT INDICATES THE CALLER 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 THE 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. THE CALLER 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

T-Mobile provides Florida Relay users with 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 ("This is FLORIDA RELAY OPERATOR 1234 WITH A CALL FROM JOE SMITH.")

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.**

T-Mobile will continue to comply. T-Mobile provides a natural and complete calling experience for Florida 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 this is done automatically unless the Florida Relay user specifically asks for them to be turned off for the call or in the Customer Profile.

T-Mobile CAs are taught to assess a Florida Relay TTY user's mood, emotion, and intent using specific cues. CAs relay the conversational manner using these cues to aid in conveying the spirit and meaning of the message. T-Mobile relays calls so the full context of the Florida Relay 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. CAs provide the best calling experience and will even sing Happy Birthday, if requested. CAs receive both initial and ongoing training on this critical skill.

T-Mobile CAs let the Florida Relay TTY user know any identifiable emotions observed. T-Mobile's process for keeping Florida Relay users informed of the tone and emotion was extremely well received. CAs can easily select from these almost 100 pre-approved phrases. T-Mobile 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.

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 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

T-Mobile's 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 IS JUST BRILLIANT MAYBE WE ALL SHOULD HAVE DONE THAT GA
Rude or sarcastic tone of voice	WHAAAT QQ (SIGH) THAT IS 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

T-Mobile also provides background noise descriptions, so Florida Relay TTY users receive a truly functionally equivalent service. As the CA hears and identifies sounds, the CA relays those to the Florida Relay TTY user. CAs can quickly notify Florida Relay TTY users of background noises by selecting one of 262 pre-approved background noises. These background noises are automatically transmitted to the user after selection. These phrases are available in Spanish.

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

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

T-Mobile 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. Florida Relay users who prefer not to receive these notices can tell the CA or register a Customer Profile. T-Mobile will honor these customer preferences.

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

T-Mobile will continue to comply. T-Mobile CAs will indicate to the Florida Relay user if another person comes on the line, if known. T-Mobile will notify Florida Relay TTY users by pressing a hot key that indicates to the TTY relay user the gender of the person (M or F). Voice users are also notified if the CA is aware a new TTY user is on the line. T-Mobile informs Florida Relay TTY users of the gender of recordings. In addition, T-Mobile confirms each new voice user that comes on the line is familiar with relay (unless the relay user has requested otherwise).

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.

T-Mobile will continue to comply. T-Mobile 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 Florida Relay user at the beginning of the call required to set up the call may not be relayed to the other user.

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.

T-Mobile will continue to comply. When necessary, T-Mobile CAs verify the spelling of proper nouns, unfamiliar technical, or specialized terms, numbers, and addresses that are spoken. T-Mobile knows it can be frustrating for callers to repeat spellings multiple times. To minimize this, CAs use a scratchpad feature 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 confidentiality.

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.

T-Mobile will continue to comply. T-Mobile exceeds all FCC minimum requirements regarding transitioning of CAs. We ensure each CA remains on the call for at least 10 minutes (or 20 minutes for STS calls). Calls are not taken over unless it is necessary. As a matter of practice CAs do not request an in-call replacement to accommodate a lunch or a break. The situations in which a CA would transition during a call prior to the FCC minimum standard include:

- The Florida Relay user requests a CA of the opposite gender or different CA
- End user verbal abuse or obscenity towards the CA
- Call requires a specialist (STS, Spanish)
- CA illness
- At the request of the Florida Relay user for any reason
- CA becomes aware of a conflict of interest (friends or family)

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 of 10 or 20 minutes (for STS calls). These include:

- Shift change
- CA fatigue normally because of a call in-progress more than 30 minutes with difficult call content or speed or 60 minutes or more

If transition of CAs is unavoidable, it occurs with minimal disruption to either Florida Relay participant including the following:

- T-Mobile attempts to honor any requests for a specific gender during call transitions.
- The second CA observes the call long enough to learn the spirit of the call. The second CA also reviews relay user call handling preferences provided during the call or as part of the Customer Profile. The second CA will inform all parties.

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.

T-Mobile will continue to comply. CAs do not counsel, advise or interject personal opinions. CAs do not counsel, advise, or interject personal opinions or additional information during a call, even if the relay communication breaks down, involves obscenities or illegal activity. CAs do not make any value judgments on the content of any relay communication and will not hold personal conversations with anyone calling Florida Relay. CAs are trained to convey the full content, context, and intent of the conversation. CAs are prohibited from intentionally altering a relayed conversation and must relay all conversation verbatim, unless specifically requested to do otherwise.

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 and professional, and relays the call. 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. At any time, if either calling party requests a different CA or register a complaint about the services received, we will honor the request and attempt to resolve the Florida Relay user's concern.

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

T-Mobile will continue to comply. T-Mobile does not require relay users to give their names or the names of the parties they are calling, unless required for billing purposes. Usernames 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)."

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

T-Mobile will continue to comply. T-Mobile relays all conversations in real time. All conversations between voice and TTY callers are transmitted in compliance with FCC regulations and T-Mobile's policies.

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

T-Mobile will continue to comply. T-Mobile's CAs make immediate, unlimited, subsequent outgoing calls as requested by the caller, without exception. When the Florida Relay user provides the number to dial, T-Mobile CAs are expected to dial the requested number within five seconds. If the caller 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 T-Mobile, Florida Relay users remain in full control of their calls and may make as many outgoing calls as they desire. T-Mobile supplies adequate staff to accommodate relay users' calling needs.

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.**

T-Mobile will continue to comply. Each CA is assigned a unique number that is provided at the beginning and the end of each call. For TTY calls, the system automatically sends the ID number and the gender at the beginning of the call and the end of each call. The branded Florida Relay TTY greeting is as follows: FRS OPR 1234 (F) OR (M) NBR CALLING PLS Q GA.

On voice-generated calls, the CA verbally states his/her CA ID number. Such identification allows the Florida Relay user to be able to identify the CA's gender. The branded Florida Relay voice greeting is: FLORIDA RELAY OPERATOR 1234. MAY I HAVE THE NUMBER YOU ARE CALLING PLEASE?

T-Mobile makes it easy for a Florida Relay user to request a CA's gender; preferences can be made through registration using the Customer Profile Database, or at any time by asking the CA. T-Mobile has the largest CA workforce in the country. With T-Mobile, it is more likely for CAs of both genders to be available to Florida Relay users.

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.**

T-Mobile will continue to comply. T-Mobile provides Florida Relay users with a customizable Customer Profile. Florida Relay users can customize their call according to their preferences. Many Florida Relay users have registered permanent call-handling preferences in their Customer Profile, including:

- For the CA not to announce Florida Relay, which allows the user to elect to announce the call him/herself or begin the conversation immediately.
- For the CA not to explain how relay service works, which allows the caller to explain in his/her own words.

- For the CA to read a customer specific greeting ("THIS IS FLORIDA RELAY OPERATOR 1234 WITH A CALL FROM JOE SMITH.").

Callers can request customization for single calls directly with the CA. T-Mobile's service has been designed to leave full control of each call with the callers, rather than the CA. The CA will follow any instructions given by the Florida Relay user regarding definitions of the portions of the call to handle.

T-Mobile's Customer Profile makes it easy for customers to access their preferences from any location. Florida Relay callers can provide their username and password to quickly have access to frequently dialed numbers and call handling preferences.

Entering or Modifying Information

T-Mobile believes the relay user owns his/her own Customer Profile data and makes it easy for the customer to view, update, or verify their Customer Profile Data. Florida Relay TRS users will be able to view, update, or verify their profile using the following:

- 24x7 hour toll-free customer service
- Secure website to enter changes directly
- On the line with a CA

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 Florida Relay user to receive T-Mobile updates via email
♦ Head of Household	♦ Indication the Florida Relay user is the owner of the phone and can set line restrictions that apply to all users

Speed Dial Numbers

Field	Explanation
♦ Frequently Dialed Numbers	♦ Up to 100 speed dial name and numbers can be registered by the user. This makes it possible for Florida Relay users to say, "Call Mom."
♦ Emergency Numbers	♦ Up to 30 emergency speed dial contacts can be registered by the relay user (primary care givers, doctors, home health nurses, or hospitals)

Preferences

The preference section allows a Florida Relay user to provide specific information on how his/her call is handled.

Field	Explanation
♦ CA Gender	♦ Preference for male or female CA
♦ Answer Type ♦ Language ♦ Announce Relay	♦ Preferred answer/communication mode for relay (TTY, VCO, HCO, STS, Voice) ♦ English or Spanish ♦ Ability to request the service not be announced by the CA (if an alternate announcement is desired, this information is put in the notes.)

Field	Explanation
♦ Explain Relay	♦ Ability to request that the CA not explain relay. Alternately, Florida Relay users can provide modified scripts for explanations in Customer Notes.
♦ Background Noise ♦ Tone of Voice	♦ Ability to turn off background noise descriptions (dogs barking) ♦ Ability to turn off tone of voice descriptions ("sounds angry")
♦ Type Recordings	♦ Ability to request recordings be typed out verbatim
♦ Long Hold Times ♦ Slow Down	♦ Ability to remain on hold for long periods of time (while connect to another caller) without the CA asking if the Florida Relay user would like to continue to hold ♦ Ability to request slower than normal typing. Florida Relay users can specify speed (in 5 wpm increments) with the minimum speed being 15 wpm.
♦ Abbreviation	♦ Florida Relay TRS 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

Item 21 – Additional Languages Served (RFP ref. B-11)

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, Haitian Creole, etc.). Additional languages should be identified.

T-Mobile has read, understands, and will continue to comply with RFP B-11 requirements.

T-Mobile's bid for Florida Relay includes TRS services in English, Spanish, and written American Sign Language (ASL Gloss). T-Mobile will provide additional language support for ASL Gloss-English, ASL Gloss-Spanish, English-Spanish, and Spanish-English translation services. Like learning a foreign language, using a TTY for the first time can be confusing for those who are unfamiliar with standard jargon. T-Mobile offers a language support option for Florida Relay TTY users that eliminates the confusion. "no TTY abbreviations" enhancement removes unfamiliar TTY abbreviations to make the relay service easier-to-understand for new users. T-Mobile provides Spanish TRS Customer Service – at no additional cost or per minute charge to the FPSC. Greetings, macros, and phrases in each language support the same high-quality services for our English-speaking users.

ASL Gloss

ASL Interpretation

At the heart of everything we do at T-Mobile is strengthening connections, in more ways than one. T-Mobile Relay is committed to providing quality services to all customers including those who type in ASL. T-Mobile trains all its TRS CAs and supervisors to serve as ASL translators/ interpreters to process relay calls. T-Mobile's approach of training all CAs to perform ASL-to-conversational English translation ensures that ASL translation/interpretation is always available to callers 24x7.

To accomplish this, T-Mobile utilizes two ASL Workbooks developed especially for relay CAs to increase their literacy of TTY-ASL in order that our CAs are better equipped to translate TTY-ASL into spoken conversational English. Each workbook was designed for relay CA keeping in mind that they may or may not possess ASL skills. The workbook exercises help CAs better understand ASL linguistics and to improve translation to understandable English.

ASL Workbook 2 is the second part of our master plan; on-going training will bring our CAs toward the mastery of TTY-ASL translation on relay calls. By fully participating, our CAs have an increased confidence in performing the TTY-ASL translation. Upon completion of both workbooks CAs will receive a certificate of completion.

For new relay users who may not be familiar with traditional TTY abbreviations, T-Mobile offers a language support option that automatically expands TTY abbreviations. T-Mobile ensures that all CAs are trained to understand written ASL with 24x7 availability for ASL to Conversational English translation. T-Mobile also ensures a lead CA or supervisor is available to assist.

Performance

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. 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. Monthly, each CA is observed remotely processing live calls. This skill is continually monitored for quality assurance and any areas of deficiency are immediately addressed.

Spanish

T-Mobile (formerly Sprint) began providing Spanish-language relay services in 1991, long before it was mandated by the FCC or offered by other TRS providers. T-Mobile will continue to provide Spanish-Spanish, Spanish-English, and English-Spanish TRS services for Florida Relay. Please note, the FCC reimburses providers for only Spanish-language interstate minutes. All minutes, including both interstate and intrastate, involving Spanish-English or English-Spanish translation will be billed to the FPSC. Spanish-language CapTel is offered 8:00 a.m.-12:00 a.m. ET and translation is not available for CapTel calls. This is true for all CapTel providers and is not a T-Mobile limitation. Spanish language relay service is handled by proficient bilingual CAs 24x7. Spanish language relay service is handled by proficient bilingual CAs 24x7. 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. Bilingual CAs are trained to meet the specific needs of Spanish-speaking relay users and can adapt to various dialects and regional variations. T-Mobile handles dialects from all parts of Latin America and the Caribbean.

Spanish language variations are like those found in American English as spoken across different parts of the world. The default is to use standard Latin American Spanish where it does not create confusion, and use regional variations when clarity is needed. CAs can switch to regional words where necessary.

Call Release

Item 25 – Call Release Functionality (RFP ref. B-15)

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

T-Mobile has read, understands, and will continue to comply with RFP B-15 requirements.

Offering Call Release Functionality allows the CA to sign-off or release from the telephone line after the CA has set up a telephone call between the originating Florida Relay TTY caller and a called TTY party. T-Mobile also immediately release a call when a Florida Relay TTY user is inactive for more than 30 seconds. Our solution also complies with all FPSC and federal requirements. Florida Relay users are already familiar with T-Mobile's Call Release functionality.

Call Release Functionality for TTY Users

T-Mobile will continue to support Call Release Functionality for Florida Relay TTY users when requested as part of the call set-up or as needed. T-Mobile's Call Release for Florida Relay TTY users (also known as TTY-TTY Call Set-Up) is often requested as a part of call set-up when the Florida Relay TTY user knows that the called party can only be reached through a switchboard or an automated voice response unit. When this happens, 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. Florida Relay 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. T-Mobile also supports Call Release functionality "on the fly" when the calling party has not specifically requested TTY-to-TTY Call Set Up. When this happens the inbound Florida Relay 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.

Standard Call Release Process

When a TTY user informs the CA that he/she would like to place a call to another Florida Relay TTY user, T-Mobile uses standard processes to honor the request quickly and easily.

Call Release for TTY Users	
The Florida Relay TTY user asks the CA to dial a telephone number they know will be answered by a TTY PLEASE DIAL 123-456-7890 FOR TTY-TO-TTY CALL SET UP GA	
The CA confirms his/her understanding of the request and places the call, keeping the Florida Relay user informed of the status (AGENT WILL CONNECT YOU) (ONE MOMENT PLS) DIALING LOCAL 123-456-7890	
TTY Answers	**Voice Answers**
CA immediately connects the callers and informs the Florida Relay user, "CA NO LONGER ONLINE GA"	If the call is answered using voice, the CA will announce the call and request the Florida Relay TTY user, "HELLO THIS IS FLORIDA RELAY SERVICE WITH A CALL FOR A TTY USER (NAME IF GIVEN). IS (NAME) AVAILABLE?"
	The CA keeps the Florida Relay TTY user informed, (M) ABC STORE THIS IS JOE (ASKING FOR TTY USER)
	Once the Florida Relay TTY user is online, the CA bridges the callers and notifies the parties CA NO LONGER ONLINE GA
After the call is 'released' by the CA, the call is no longer subject to the per-minute reimbursement.	

"On the Fly" Call Release for TTY Users

T-Mobile does not assume all Florida Relay TTY users wish to be directly connected to another TTY user. There are situations where a Florida Relay TTY user places a call and the call is unexpectedly connected to another Florida Relay TTY user. In these instances, T-Mobile informs the inbound caller and allows them to decide how to proceed. For example, a Florida Relay 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 Florida Relay TTY user and let the user decide if he/she would like to connect directly or use Florida Relay 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 TTY TONES WOULD U LIKE TO CONNECT TTY TO TTY Q) GA</td></tr>
<tr><td>If "Yes"</td><td colspan="2">If "No"</td></tr>
<tr><td rowspan="5">The CA immediately redials and connects the callers and informs the user, "CA NO LONGER ONLINE GA"</td><td colspan="2">The CA redials to ask for the voice user REDIALING TO ASK FOR VOICE PERSON PLS HD</td></tr>
<tr><td colspan="2">The CA redials and announces the call to the outbound Florida Relay TTY user, FRS CA 1234F WITH A CALL (FOR A VOICE PERSON ARE THEY AVAILABLE) GA</td></tr>
<tr><td>If "Yes"</td><td>If "No"</td></tr>
<tr><td>If the voice user is available, the call is processed as normal.</td><td>The CA places the outbound Florida Relay TTY user on hold by typing ONE MOMENT PLS</td></tr>
<tr><td></td><td>The CA notifies the inbound TTY user PHONE ANSWERED BY TTY VOICE PERSON NOT AVAILABLE</td></tr>
<tr><td></td><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>

T-Mobile has processes and technology that allows the Florida Relay TTY user flexibility in determining how he or she wishes to communicate. There are situations where TTY-TTY Call Set-Up is not desired by the inbound TTY user. Call Release is an option for Florida Relay TTY users; but each Florida Relay TTY user has complete control over how his/her call is processed.

User Inactivity

T-Mobile ensures that when a Florida Relay TTY user is inactive (and does not on an outbound call) for more than 30 seconds, the CA immediately releases the call. At the end of each call, the CA sends a macro to inform the caller, (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.

Speed Dial

Item 26 - Speed Dialing (RFP ref. B-16)

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.

T-Mobile has read, understands, and will continue to comply with RFP B-16 requirements.

T-Mobile will continue to offer Florida Relay users Stored Number functionality designed to make the Florida Relay user experience more functionally equivalent to a traditional phone user. Stored Number features are included with T-Mobile's standard service and offered at no cost. T-Mobile enables Florida Relay users to store up to 100 speed dial entries. T-Mobile's speed dialing functionality (frequently dialed numbers) allows Florida Relay users to provide the CA with the "short-hand" name or code associated with that number. A Florida Relay caller can request "Please call Mom," and the CA will dial the associated 10-digit without delay or clarification. This efficient system provides faster service for the Florida Relay user and fewer billable minutes to the FPSC. Florida Relay CapTel users can store up to three speed dial numbers on a CapTel phone. To place a call using a speed dial number, the Florida Relay CapTel user ensures captioning is turned on and presses the number of the Speed Dial entry.

Additional numbers can be stored as contacts.

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3-Way Calling

Item 27 – Three-Way Calling Functionality (RFP ref. B-17)

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

T-Mobile has read, understands, and will continue to comply with RFP B-17 requirements.

T-Mobile continues to comply with the FCC requirement 47 C.F.R. §64.604(a)(3)(vi)(C) that supports local exchange carrier (LEC)-based three-way calling. Florida Relay users who have purchased three-way calling or conference calling capability from their LEC can use this feature when placing a call through Florida Relay. This feature allows the Florida Relay user to place the call through Florida Relay and then conference in a third-party. An example of three-way calling takes place when a Florida Relay TTY user places a call to a voice user and then conferences in another TTY user on the line. It then becomes a conversation between two TTY users and one voice user. This process also applies if two voice users and one TTY user are on the line

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Voicemail

Item 28 – Voicemail and Interactive Menus (RFP ref. B-18)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-18 requirements.

T-Mobile will continue to comply. T-Mobile CAs will continue to alert Florida Relay users of the presence of a recorded message and interactive menu. T-Mobile will electronically capture recorded messages and retain them for the length of the call. CAs will inform Florida Relay users when reaching an answering machine, voicemail, or interactive menu. The CA will hit a "hot key" which reads: (ANS MACH) or (RECORDING). Hearing users will be informed orally of call status messages. T-Mobile will not impose charges for additional calls made by the Florida Relay user to complete calls involving recorded or interactive messages.

The CA will confirm with the caller that his/her message has been left. Once the CA has left the message on the answering machine or voicemail, the CA will confirm orally or send a pre-programmed response to the Florida Relay caller stating, "(UR MSG LEFT) OPR XXXX M/F GA".

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 shall explain how any access code used to retrieve messages will be confidentially handled.

T-Mobile will continue to comply. T-Mobile CAs will continue to retrieve messages from any voice processing system accessed via telephone. The CA will retrieve messages from answering machines by placing an outbound call to a remote location or to the same location. When a Florida Relay user requests the CA to retrieve messages from a voicemail system, the CA will follow the Florida Relay user's instructions for outdial, pin entry, access codes, and/or system commands to retrieve new messages, play messages, save, and/or delete messages. To ensure confidentiality of access code information, the CA can utilize a scratchpad. This allows the CA to retain necessary information to complete the call. At the end of the call, all information pertaining to the call is automatically erased from the CA position.

The bidder shall 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?

T-Mobile will continue to comply. T-Mobile will continue to allow Florida Relay users to retrieve messages from an answering machine at the same location as the relay user using a single telephone line. T-Mobile uses the following standard procedures to process Answering Machine Retrieval (AMR) calls. When a Florida Relay user asks for AMR, the CA will instruct the Florida Relay user to place the phone near the answering machine to play the messages (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 Florida

Relay user to place the handset back on the TTY. The CA will replay messages using the recording feature at a speed that allows the CA to relay all messages verbatim to the Florida Relay user. When all messages have been typed, the CA will inform the Florida Relay user and await further instructions (END OF MESSAGES) GA. 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.

VCO & HCO

Item 29 – Voice and Hearing Carry-Over (RFP ref. B-19)

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.

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

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).

T-Mobile has read, understands, and will continue to comply with all RFP B-19 requirements.

T-Mobile will continue to comply. T-Mobile honors all requests for Voice Carry Over (VCO) and makes it easy for Florida Relay users to access the service by registering a Customer Profile, requesting to use this service call-by-call or by dialing the dedicated toll-free number.

Hearing Carry Over (HCO) allows a person to listen directly to the person he/she is calling and respond by text through the CA (and vice-versa). This advancement eliminates the Florida Relay HCO user's need for reading macros or other functions and allows him/her to hear the call set-up, ringing, and the called party answering the telephone.

VCO allows a user to speak directly to the person they are calling and receive responses by text through the CA. The steps for a standard VCO-to-Voice call are:

- Florida Relay VCO user talks to voice caller directly
- Voice caller talks to CA
- CA types voice caller's message
- Florida Relay VCO user reads the message on the TTY screen

In addition to basic VCO service, T-Mobile provides the following VCO features:

- Connect Options: T-Mobile provides access through direct connect mode or acoustic mode. With a VCO phone, Florida Relay VCO users can set up calls using their voice as opposed to having to set up calls via TTY transmission.
- VCO Attribute-Based Routing: T-Mobile provides VCO Attribute-Based Routing via the designated toll-free number. CAs who demonstrate a high degree of proficiency in handling VCO calls receive specialized VCO training and can receive VCO calls. VCO dedicated toll-free access numbers also assist VCO users calling from PBX lines or dual household members.
- VCO with Privacy: This popular feature provides the VCO caller with added privacy on the call. The CA does not hear the Florida Relay VCO user's voiced messages, and no "GA" is needed from the Florida Relay VCO user. The voice user is heard by the CA and gives the "GA" each time to alert the CA he/she is finished speaking.
- VCO Branding: Florida Relay VCO users may choose to have their telephone numbers permanently branded as VCO calls. When a telephone number is branded VCO, each call

into 711 or T-Mobile Accessibility Customer Care receives a unique greeting that allows the user to voice his/her call set-up instructions directly to the CA.

VCO User Experience

- The Florida Relay VCO user dials the dedicated VCO access number, registers a VCO preference in the Customer Profile, or requests VCO during direct communication with the CA.
- The CA requests the number the user would like to dial. This number can be typed or spoken. In addition, the Florida Relay VCO user may elect to provide additional call handling preferences, which the CA will follow.
- After the CA connects to the called party, CAs are trained to use a brief announcement to explain VCO to the end-user.

T-Mobile recognizes that Florida Relay VCO users may prefer to announce and explain their calls themselves. The CA honors the Florida Relay VCO caller's preference regarding announcing or explaining each call. The CA always processes calls according to the Florida Relay VCO user's preferences, FCC guidelines, and Florida Relay requirements.

T-Mobile makes it possible for Florida Relay VCO users to customize their calling experience, including:

- Feature Customizable Options Announcing the Call: Florida Relay VCO users can determine if and how their calls are announced.
- Explaining the Service: Florida Relay VCO users can also determine if and how service is explained to callers. Florida Relay VCO users can select to use a standard explanation or a personalized script.
- Requesting Privacy: Florida Relay VCO users can make their calls private, allowing only the CA to listen to the other party while the VCO's voice is muted.
- Flexibility to Switch to TTY: Florida Relay VCO users can switch between voicing with VCO and typing on the TTY any time during their call including during call set-up, conversation, or during call wrap-up.

T-Mobile provides 2-Line VCO (2LVCO) as a standard service. 2LVCO allows a Deaf or Hard of Hearing person with two telephone lines to use one line for speaking directly to a hearing person while the second line is used to receive the hearing person's typed responses. This feature provides a more natural flow of conversation without the pauses of single-line calls. The basic steps for users with multiple phones who wish to use 2LVCO are:

- Dial the VCO phone number.
- The relay center answers with the CA's number, the CA's gender, and VOICE (OR TYPE) NOW GA.
- The Florida Relay VCO user types the area code and telephone number associated with the second line and then types TWO LINE VCO GA. This information can also be stored in a Florida Relay 2LVCO user's profile.
- When the second line rings, the Florida Relay 2LVCO user answers using voice and asks the CA to hold.
- The Florida Relay 2LVCO user presses the conference button and dials the third party's number.

- The Florida Relay 2LVCO user presses the conference button again to "bridge" all three parties.

The basic steps for users with three-way calling wanting to use 2LVCO are:

- Follow the first four steps of the 2LVCO process.
- Press and release the receiver button or flash key on the phone.
- Dial the third party's number.
- Press and release the receiver button or flash key again to bridge all three parties.
- Once the Florida Relay 2LVCO user is connected to the voice caller, the 2LVCO call progresses.
- The Florida Relay 2LVCO user and voice user can speak directly to each other simultaneously.
- The CA types the voice caller's message to the Florida Relay 2LVCO user.
- The Florida Relay 2LVCO user reads the text message on the TTY.
- The CA's microphone is muted to enhance the caller's privacy.

The Florida Relay user's line must have conference/three-way calling capability. T-Mobile advises Florida Relay users to contact their phone company for adding three-way calling. To speed up the call set-up process, T-Mobile aids Florida Relay users in establishing Customer Profile notes that contain the Florida Relay user's 2LVCO personal preferences and instructions.

Reverse Two-Line VCO (R2LVCO)

Voice users can place a call to the Florida Relay R2LVCO user. The Florida Relay R2LVCO user receives the call and connects to the CA via a standard telephone with three-way calling. The CA dials the second (TTY) telephone at the Florida Relay R2LVCO user's location. The Florida Relay R2LVCO user speaks to the hearing person on one (voice) line and uses the second (TTY) telephone to receive the CA's typed responses voiced by the hearing person. Like 2LVCO, there is no need to give the "GA" or wait a turn, thereby allowing for a smoother and more natural flow of conversation.

T-Mobile provides the following VCO features and enhancements:

- *VCO Acoustic and Direct Connect Mode:* T-Mobile's carry over services have been designed to offer Florida Relay users with the most flexibility possible. Caller can either type requests for VCO or set-up VCO calls using their voice, without requiring TTY transmission.
- *Dedicated VCO Toll-Free Number:* T-Mobile will continue to provide a dedicated toll-free number to support VCO. This dedicated number is answered with the acoustic mode automatically turned on, which allows the Florida Relay VCO user to immediately speak to the CA, minimizing the call set-up time and provide faster service for customers. If the Florida Relay VCO user prefers to type his/her instructions, the CA can easily switch to read the Florida Relay user's typing. These numbers are especially helpful to users calling from PBX lines and/or dual household members.
- *711 Access:* Florida Relay 711 Callers can request HCO at any time. When requested, the CA will confirm the request (send a macro: "(VCO ON) GA").
- *VCO Gate (Attribute-Based Routing):* While all CAs receive training on how to process VCO calls, T-Mobile identifies CAs that demonstrate a high proficiency in handling VCO calls. This specialized group of CAs receives VCO calls.

- *VCO Permanent Branding:* Florida Relay callers can request to always have their calls answered as a VCO caller. When requested, the following macro is displayed to the Florida Relay user: "FL RELAY OPERATOR XXXXM/F VOICE (OR TYPE) NOW GA". The telephone line is open so the CA can hear the Florida Relay VCO user speak or press a button to read, if the Florida Relay VCO user prefers to type instructions.
- *Standard VCO Announcement:* When placing a call, the CA is trained to use a brief announcement to explain VCO to the hearing user. For example, "HELLO. A PERSON WHO MAY BE DEAF OR HARD-OF-HEARING IS CALLING YOU THROUGH FLORIDA RELAY. THIS IS CA XXXX. HAVE YOU RECEIVED A VOICE THRU CALL BEFORE?"
- *Custom VCO Announcement:* Florida Relay VCO users have the option to personalize how a VCO call is announced to the voice user. For example, some VCO customers prefer to have the CA remain silent and not to announce they are on the call.
- *Standard VCO Explanation:* If the hearing party has received a VCO call before, the call will begin. If not, the CA sends a macro to the Florida Relay VCO user which informs him/her that he/she is explaining relay. The CA provides a brief VCO explanation to the hearing user, such as: "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 CA WILL BE TYPING EVERYTHING HEARD BACK TO THE CALLER. ONE MOMENT FOR YOUR CALL TO BEGIN."
- *Custom VCO Explanation:* The Florida Relay VCO user may also elect to customize how VCO is explained to the voice user or may elect to explain the relay service directly.
- *VCO with Privacy:* Florida Relay VCO users can request VCO with Privacy/No GA. This is a popular feature with VCO users. The feature provides the Florida Relay TTY caller with added privacy, because the CA does not hear the Florida Relay VCO users' voiced messages. No "GA" is needed from the Florida Relay VCO user. The voice user is heard by the CA and gives the "GA" each time to alert the CA that he/she is finished speaking.
- *VCO-TTY and TTY-VCO:* T-Mobile ensures Florida Relay VCO users and TTY users can communicate. The CA types the VCO's voiced message to the Florida Relay TTY user. The Florida Relay TTY user types his/her message directly to the Florida Relay VCO user.
- *VCO-VCO:* T-Mobile's CAs process VCO-VCO calls in which the CA types to each party's voiced message to the other user.
- *Two-Line VCO:* T-Mobile provides Two-Line VCO (2LVCO) when the Florida Relay VCO user has two-lines and three-way calling to connect a separate text line with relay, and voice connection with the called party.
- *Reverse 2LVCO:* T-Mobile enables voice users to contact Florida Relay VCO users using the 2LVCO method. During these calls, the CA does not announce the service, unless specifically requested by the Florida Relay VCO user.
- *VCO-STS:* T-Mobile provides support for Florida Relay VCO users who wish to call a person with a speech-impairment (who does not own a TTY).
- *VCO featuring re-voicing support STS Voice Carry-Over:* If desired, T-Mobile will provide a VCO service featuring re-voicing support for Florida Relay VCO users. This feature enables persons with Hearing Loss, Low Vision, and Speech Disabilities to use their voice to communicate on the telephone. This form of VCO service utilizes T-Mobile's specially trained STS CAs, who can recognize and relay the speech of Florida Relay users with

speech disabilities. Specially trained STS CAs function as voice facilitators for users with speech disabilities who have trouble being understood over the telephone. The Florida Relay STS VCO user uses his/her own voice, speaking directly to the voice caller. Depending on the needs of the Florida Relay STS/VCO user, the STS CA is ready to assist only if the voice user cannot understand the Florida Relay STS VCO user, or if the Florida Relay STS VCO user requests the STS CA re-voice the entire VCO conversation. During the call, the STS VCO CA will type the hearing person's voice response to the Florida Relay STS VCO user. While the Florida Relay STS VCO user is talking, the STS CA will not type.

- *Pacing for VCO Users:* Florida Relay VCO users may select the speed in which they receive typing from the CA. Originally developed for DeafBlind users, T-Mobile ensures the Pacing feature appeals to many Florida Relay VCO users who wish to receive slower typing from the CA.

A. Hearing Carryover HCO:
The TRS must accept calls from a hearing-capable caller who is speech-disabled and permit this caller to receive transmission directly from the other party without any intervention from the CA.

T-Mobile will continue to comply. HCO allows a person to listen directly to the person he/she is calling and respond by text through the CA (and vice-versa). This advancement eliminates the Florida Relay HCO user's need for reading macros or other functions and allows him/her to hear the call set-up, ringing, and the called party answering the telephone. The steps for a standard HCO-to-Voice call are.

- The Florida Relay HCO user types his/her conversation to the CA.
- The CA then voices the typed message to the voice caller.
- The voice caller talks directly to the Florida Relay HCO user.

In addition to basic HCO service, T-Mobile provides the following HCO features:

- HCO with Privacy: This enhancement offers the Florida Relay HCO caller added privacy on a call because the CA does not hear the hearing users' voiced messages. The CA is engaged only to voice the Florida Relay HCO user's typed message.
- HCO Branding: Florida Relay HCO users may choose to have their telephone numbers permanently branded as HCO. When a telephone number is branded as HCO, each call into relay receives a unique greeting allowing the Florida Relay HCO user to listen directly to the CA rather than initiating contact through the TTY.

HCO User Experience

- The Florida Relay HCO user dials 711 or the Florida Relay toll-free access number, registers an HCO preference in the Customer Profile, or requests HCO through the CA.
- The CA will voice the request for the number the user wants to dial (if the user has asked for HCO). The Florida Relay HCO user may provide call-handling preferences, which the CA will follow.
- The CA will dial the call. The Florida Relay HCO user hears the phone ringing, a busy signal, or how the phone is answered.

The CA provides an HCO announcement to the end-user. If the hearing party has received an HCO call before, the call commences immediately. The Florida Relay HCO user can begin typing his/her conversation, and the CA will read it. If the hearing party is unfamiliar with HCO, the CA

will explain the service. T-Mobile recognizes that Florida Relay HCO users may prefer to announce and explain their calls. The CA processes the call according to the Florida Relay HCO user's preferences, FCC guidelines, and Florida Relay's requirements.

T-Mobile provides 2-Line HCO (2LHCO) as a part of T-Mobile standard service offer. 2LHCO provides close to real-time conversations between a Florida Relay HCO user and a voice caller. Two telephone lines and three-way calling are required. The Florida Relay 2LHCO user listens to the hearing person on one (voice) line and uses the second (TTY) telephone line to type his/her responses to the CA, who then voices to the voice caller. There is no need to give a "GA" or wait a turn, which facilitates a smoother and more natural conversation.

Reverse Two-Line HCO (R2LHCO)

A voice caller can initiate a call to a Florida Relay R2LHCO user. The Florida Relay R2LHCO user receives the call and connects to the CA via the standard phone with three-way calling. The CA dials the second (TTY) telephone at the Florida Relay R2LHCO user's location. The Florida Relay R2LHCO user listens to the voice caller on one (voice) line and uses the second (TTY) telephone to type their responses to the CAs, who then voices to the hearing person. There is no need to give the "GA" or wait a turn, allowing for a smoother and more natural conversation.

T-Mobile provides the following HCO features and enhancements:

- *HCO Acoustic and Direct Connect Mode:* T-Mobile's HCO services have been designed to offer Florida Relay users with the most flexibility possible. Florida Relay HCO users can immediately hear the CA (acoustic mode) or can request the CA type during the call.
- *Voice Progression Technology:* This advancement eliminates the Florida Relay HCO user's need for reading macros and allows him/her to hear the call set-up, ringing and the called party answering the telephone.
- *711 Access:* T-Mobile does not limit HCO usage to the dedicated numbers. Callers can request HCO at any time. When requested, the CA will confirm the request (speak to the Florida Relay user by saying, "(HCO ON) GA").
- *HCO Permanent Branding:* Florida Relay users can request to always have their calls answered as an HCO caller. When a call arrives, the CA will speak directly to the Florida Relay HCO user: "HELLO. FL RELAY OPERATOR XXXXM/F MAY I HAVE THE NUMBER YOU ARE CALLING PLEASE?"
- *HCO Announcement:* When placing a call, the CAs are trained to use a brief announcement to explain HCO to the hearing user. For example, "HELLO. A PERSON IS CALLING YOU THROUGH FLORIDA RELAY. THIS IS CA XXXX. HAVE YOU RECEIVED A HEARING THRU CALL BEFORE?"
- *HCO Explanation:* If the hearing party has received an HCO call before, the call begins. If not, the CA provides a brief HCO explanation, such as: "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 with Privacy:* Florida Relay HCO users can request 'HCO with Privacy'. This feature provides the Florida Relay TTY caller added privacy on his/her call because the CA does

not hear the hearing users' voiced messages. The CA is engaged only to voice the Florida Relay HCO user's typed message.

- *HCO-TTY and TTY-HCO:* T-Mobile ensures Florida Relay HCO users and TTY users can communicate. The CA voices the TTY's typed message to the Florida Relay HCO user. The Florida Relay HCO user types his or her message directly to the TTY user.
- *HCO-HCO:* T-Mobile's CAs process HCO-HCO calls in which the CA voices to each Florida Relay HCO user the typed message of the other user.
- *Two-Line HCO:* 2LHCO provides close to real-time conversations between people with speech disabilities and the hearing people. Two telephone lines and three-way calling is needed for this type of relay. The Florida Relay 2LHCO user listens to the hearing person on one (voice) line and uses the second (TTY) telephone line to type their responses to the CA who then voices to the hearing person. There is no need to give the "GA" or wait a turn, allowing for a smoother and more natural flow of conversation.
- *Reverse Two-Line HCO:* T-Mobile enables voice users to contact Florida Relay HCO users using the 2LHCO method.
- *HCO-STS:* T-Mobile provides support for a Florida Relay HCO user that wishes to call a person with a speech disability (who does not own a TTY).

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Item 30 - Captioned Telephone Voice Carry-Over (RFP ref. B-20)

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.

The provider shall conduct monthly test calls on live calls using a statistically valid sample of its 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.

T-Mobile has read, understands, and will continue to comply with all RFP B-20 requirements.

T-Mobile will continue to provide CapTel that meets FCC minimum standards. CapTel offers Florida Relay users functionally equivalent communication options for Deaf, Hard of Hearing and Late-Deafened Floridians.

Captioned Telephone Inc. (CTI) is the partner for all relay providers (who contract with states) to ensure strict quality standards and active control over CapTel operations and technology.

- All CapTel traffic is processed using CTI's platform and technology.
- CTI routes calls to CapTel-enabled call centers.
- T-Mobile's Quality team reviews customer feedback and works with CTI on quality assurance.

CapTel allows people with a hearing loss who can speak to voice their conversation directly to a voice user. A specially trained CA uses speech recognition technologies to transcribe the speech of the non-CTS party into text and correct transcription errors to provide captions to the CapTel user. A CapTel phone is required to use CapTel service.

Florida Relay CapTel Service Specifications

- Accessible: CapTel will continue to be accessible 24x7. Spanish CapTel service is also available from 8 a.m.-12:00 a.m. ET.
- Appropriate: T-Mobile will continue to bill the FPSC for CapTel calls with ANI-based reporting. With this option, the telephone numbers of the calling and called party are used to determine jurisdiction. ANI-based billing is the method employed by other types of relay (traditional TRS and STS). This approach to billing allows the FPSC to set calling restrictions such as requiring either the calling party or called party must be using a Florida-based telephone number.
- State Specific: T-Mobile will continue to offer the FPSC CapTel reporting including average speed of answer (ASA), service level with and without abandons, and abandoned calls.
- Helpful: Specialized CapTel Customer Care is staffed 24x7. Specialized CTI Customer Care is closed on New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Day After Thanksgiving, Christmas Eve, Christmas Day. On those days, Florida Relay

CapTel users have the option to leave a message or to contact the Customer Care general access number, which is always available.

- Compliant: T-Mobile's CapTel service is compliant with all state and federal requirements.

Compatibility with Existing CapTel Phones and Features

T-Mobile's CapTel service permits wireline CapTel-device owners to take full advantage of the phone's built-in features. T-Mobile supports current and previous wireline CapTel phones, including the 200, 800, and 840 models. T-Mobile works closely with users to determine which new features are desired. T-Mobile will continue to work with CTI to develop new phone features. As a CapTel leader, T-Mobile is working to ensure each Florida resident who is eligible to receive a phone, receives the right phone.

Standard Call Features

Call Feature	Explanation
Answering Machines	Florida Relay CapTel users can place calls to or retrieve messages from answering machines and voicemail systems. Florida Relay CapTel users can also retrieve captions for answering machine messages from their same physical location. When a caller leaves a message on the CapTel phone, captions are recorded once. The Florida Relay user can play back captions and audio as many times as they would like without incurring additional answering machine retrieval charges to the FPSC.
Call Waiting	When a Florida Relay 2-line CapTel (2LCT) user hears (or reads "beep" in the captions to inform the user a call is waiting), the Florida Relay CapTel user presses the flash button to switch to speak to the second caller with captions. When finished, the Florida Relay CapTel user can switch back to the first caller by pressing the flash button again.
Default Amplification Settings	The FPSC can determine its own default amplification settings on CapTel devices. The 40 dB maximum can be turned on/off based on the Florida Relay's needs.
Recordings	T-Mobile provides full access to all types of recordings. CapTel CAs can pause or slow down the conversation to fully capture a recording or conversation and provide accurate captions. Florida Relay CapTel users can make selections by pressing buttons on the CapTel phone.
Speed Dialing	Florida Relay CapTel users can store up to three speed dial numbers in the CapTel phone. To place a call using a speed dial number, the Florida Relay CapTel user ensures captioning is turned on and presses the number of the Speed Dial entry. Additional numbers can be stored as contacts.
Three-Way Calling	T-Mobile provides three-way calling for Florida Relay CapTel users. Florida Relay 2LCT users can host, join, or be added to any three-way call in the same way as traditional telephone users. Florida Relay 1LCT users can join any three-way call in progress. To be added, the host of the three-way call dials the CapTel number and enters the Florida Relay CapTel user's phone number.

Types of Calls Supported

T-Mobile provides access to all types of calls, except those waived by the FCC. The following chart defines T-Mobile's call types:

Call Feature	Explanation
Emergency Calling (2LCT)	Florida Relay 2LCT users can continue to place 911 calls where one line is routed directly to the appropriate 911 center and the second line is routed to the center. This allows the Florida Relay user to receive captions on one line and hear the conversation on the other line.

Call Feature	Explanation
Emergency Calling (Standard 1LCT)	When calling 911 in emergency situations, the Florida Relay 1LCT 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 so there are no delays reaching emergency personnel.
Interstate & International	Florida Relay CapTel users will continue to have access to interstate and international calling. Voice access from international locations is available. These minutes are billed to the Interstate TRS fund.
Local	Florida Relay CapTel users will continue to have unlimited access to local calling.
Regional numbers	Florida Relay CapTel users will continue to place regionally directed or regionally restricted toll-free calls. T-Mobile also provides access to N11 numbers (211).
Toll-free	Florida Relay CapTel users can continue to place calls to all toll-free numbers.

2LCT is an optional way to use the CapTel phone that is more convenient and transparent for Florida Relay 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. T-Mobile offers 2LCT for the same rate as standard CapTel.

The Florida Relay CapTel user will continue to receive the benefits of the standard telephone service with 2LCT. With a purchase of a second phone line, Florida Relay CapTel users receive calls directly, as with standard telephone services. Extension phones in the house can be used at the same time and the Florida Relay user can choose to see captions at any time during a call or turn them off.

Standard CapTel (1-Line)	2-Line CapTel
Captions and voice are provided across one 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 Relay CapTel number, then the Florida Relay CapTel user's number.	Incoming calls are automatically captioned. Voice callers 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 2LCT calls.
Automatic call-back (*69) option cannot be used.	Automatic call-back (*69) option is supported.
Calls to 911 and 711 are treated as VCO calls and routed to 911 and Florida Relay. The 911 or CA's typed messages appear on the CapTel display, but no sound is provided while receiving captions.	Calls to 911 and 711 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 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.

Because 2LCT uses separate voice and data connections, it offers the most efficient way to access emergency services via 911 response centers. With 2LCT, the Florida Relay user is connected directly to 911 on a standard voice connection. The captions are connected on the second line. When using 2LCT to call 911, the call is connected:

- In the fastest time
- To the most appropriate 911 Center every time

- With a reliable voice grade connection
- With full speed captions

T-Mobile continues to support calls from a Florida Relay CapTel user to a Florida Relay TRS user. The Florida Relay CapTel user dials the Florida Relay voice toll-free number. The Florida Relay CapTel user is automatically connected to a CapTel CA for captioning. Simultaneously, the call connects to the TRS CA who dials the outbound TTY, VCO, or HCO. For STS calls, T-Mobile recommends Florida Relay CapTel users call the STS number directly or ask the TRS CA for a transfer to an STS CA. These calls do require the use of two CAs to provide relay services to both parties using separate technology. As with any CapTel call, the CapTel CA is transparent to the Florida Relay user.

T-Mobile will continue to process calls from Florida Relay TRS users to Florida Relay CapTel users. To place these calls, the Florida Relay user may inform the CA he/she is placing a call to someone with a hearing loss who uses CapTel or may provide dialing instructions. Additionally, T-Mobile provides voice users with access to CapTel through 711. When a hearing caller dials 711 and requests to dial a Florida Relay CapTel user, the TRS CA will immediately transfer the caller to CapTel. The hearing caller will not be required to hang up and dial a separate number.

While access to 711 is waived for Florida Relay CapTel users, T-Mobile makes it possible for Florida Relay CapTel users to access Florida Relay's TRS. After dialing 711 from a CapTel phone, the user is connected to T-Mobile's TRS platform and is programmed to default to its VCO-mode settings.

Florida Relay CapTel users are never re-routed to another relay call type. Since the access number for the CapTel phone is transparent and never dialed by the Florida Relay user, the number is captioned without any need to be re-routed to the CA for call processing. Since the CA is transparent, there is no interaction between the Florida Relay user and the CA.

The following is available to Florida Relay users who operate a CapTel phone as a VCO phone and use TRS:

- Florida Relay users can reach TRS by dialing 711.
- Dialing 711 on the CapTel phone will enable users to reach Florida Relay TRS service, which is separate from the captioning service.
- Dialing 711 on the CapTel phone puts the phone into VCO mode to facilitate conversations via traditional VCO.

Spanish CapTel

T-Mobile offers Spanish language CapTel calls to Florida Relay. The FCC has granted a waiver for providing 24x7 service for Spanish CapTel, T-Mobile's Spanish CapTel service is available between the hours of 8:00 AM-12:00 AM ET, 7x365. Specially designed workstations have been modified to provide voice recognition software and macros to the caller in Spanish.

Florida Relay CapTel callers can turn Spanish on or off for outbound calls by dialing (*7726 or *SPAN) on the CapTel phone or by adjusting the Caption Settings in the Menu. Calls must be processed in only one language. If the party chooses Spanish, the called party must speak Spanish during the entire conversation. Alternatively, a Florida Relay CapTel customer can also contact customer care. Customer Care will direct the Florida Relay CapTel user regarding selecting Spanish. For future calls, the Florida Relay CapTel user can turn Spanish on/off based on the type of call he/she wants to make. Spanish-speaking Florida Relay CapTel users may dial

711 during non-operating hours to access Spanish; the CapTel phone is designed to work as a VCO phone with Florida Relay when 711 is dialed.

Test Calls

T-Mobile will continue to comply with the FPSC's request for monthly test calls, with results submitted monthly. Scripts will continue to reflect "typical conversation." Testing will ensure T-Mobile continues to comply with Federal and State requirements.

A third-party company, experienced in evaluating CapTel service, will continue to conduct monthly test calls using a statistically valid sample of Florida Relay CapTel calls. T-Mobile believes a neutral evaluator offers a fair and impartial test of a service provider's actual service and brings additional value to the FPSC. T-Mobile, 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. 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 Florida Relay CapTel user is conducting a test call. T-Mobile's Florida CapTel testing will ensure CAs meet Federal and FPSC requirements including the 60-wpm transcription rate and verbatim transcription.

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Turbocode

Item 31 - Turbocode™ (RFP ref. B-21)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-21 requirements.

T-Mobile will continue to offer enhanced protocol/turbo software functionality to Florida Relay users. T-Mobile will continue to offer Florida Relay users the flexibility to set the preferred answer mode for each toll-free number. T-Mobile will answer all calls to 711 from Florida Relay callers who have not registered a preference by voice. Florida Relay callers who have registered a preferred connection mode are answered using that mode. If the caller has previously dialed Florida Relay, T-Mobile will answer the call using the caller's last known communication mode to speed up the call set-up.

All relay telecommunications equipment assigned to support Florida Relay receives and transmits in Voice, Baudot, and ASCII codes, with Baudot (TTY) as the primary setting. Access via all commonly used TTY protocols, including 2400 and ASCII rates, are available at each CA position. When a call is received by the CA, TTY signals are automatically identified as either Baudot or ASCII; if ASCII, the Baud rate is detected. ASCII rates up to and including 19,000 bps are supported. Additionally, the U.S. TTY Baud rate of 45.5 and the international TTY rate of 50 Baud are supported. Automatic identification of call-types for incoming calls provides a quick and efficient technique for varied relay user input and reduces the average CA work time.

Intelligent modems allow the CA to handle voice/data lines from the same CA station. Additionally, T-Mobile's equipment can send and receive Dual Tone/Multi-Frequency signals, so the CA can navigate Interactive Voice Response Units (VRUs), answering machines, and other automated systems.

Turbo Code

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. T-Mobile's modems have an auto-detect feature to 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 Florida Relay Turbo Code TTY users, the enhanced speed can be too fast. If the Florida Relay user desires, the CA can decrease his/her typing speed for Florida Relay Turbo Code users. Florida Relay Turbo Code TTY users can also scroll back using the device to view the 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. CAs receive interrupt requests directly from Florida Relay Turbo Code TTY users.

Disabling Turbo Code

CAs can also disable Turbo Code. For example, a caller can dial Florida Relay and establish a Turbo Code connection. If garbled messages occur (poor line quality), the CA can disable Turbo Code and downshift to a Baudot connection, eliminating interference and allowing the user to receive communication.

ASCII

T-Mobile's TRS modems also support faster transmissions using ASCII protocols for TTY devices (300 baud) and computers (2400+ baud). T-Mobile makes it easy for Florida Relay users to take advantage of ASCII features built-in their TTY devices. To use ASCII, Florida Relay users enable the ASCII TTY default settings or configure the following settings for computers: 8 bits, no parity, one stop bit, and full duplex. T-Mobile was the first relay provider to develop automated ASCII detection and connection that allow Florida Relay ASCII users to be detected without manual CA interaction, resulting in time and cost savings for Florida Relay.

Detecting Faster Protocols

T-Mobile's intelligent modems automatically detect faster transmission protocols (Turbo Code and ASCII). The modems also allow switching between voice and TTY protocols. To reduce set-up time, T-Mobile offers a self-learning database that answers calls using the last known communication mode. Florida Relay 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 and ASCII protocols are available to Florida Relay as part of T-Mobile's standard features. Enhanced protocols speed up call processing that saves time for Florida Relay users and results in fewer billable minutes to the FPSC. Using faster protocols can save 10-45% of the time needed to make a call.

Item 32 - Speech-to-Speech (RFP ref. B-22)

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

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

T-Mobile has read, understands, and will continue to comply with all RFP B-22 requirements.

T-Mobile will continue to provide a list of names and telephone number that Florida Relay STS users call. When the Florida Relay STS user requests one of these names, the CA will repeat the name and state the telephone number to the Florida Relay STS user. This information would be transferred to a new provide, if applicable. STS is a standard T-Mobile service. STS pricing is included basic relay service pricing.

T-Mobile understands the desire of people with speech disabilities to be able to express themselves on their phone calls. The STS is a relay enhancement that enables them to make their own phone calls. STS CA are specially trained to understand different speech patterns and ensure that Florida Relay STS users will be understood by the other party. Florida Relay STS users can:

- Listen to the other party during their phone calls
- Instruct the STS CA to repeat words upon request or re-voice their side of the conversation
- Allow their voice to be heard by or be muted to the other party

T-Mobile facilitates communication without interfering with a Florida Relay STS user's independence. STS CAs do not counsel, advise, or interject personal opinions. STS CAs are trained to re-voice the Florida Relay STS user's message as instructed. STS CAs ask Florida Relay STS users to repeat or rephrase as needed to clarify a spoken message.

With a Florida Relay STS user's permission, STS CAs retain information from one inbound call for use in subsequent outbound calls. Data is only retained for the duration of the inbound call. Per FCC regulations, the information provided for the call set-up, remains confidential and cannot be used for any other purpose.

T-Mobile understands there are people with speech differences who may prefer to have their voice muted to the other party. STS calls can be processed so that the other party hears only the STS CA's voice as they repeat the Florida Relay STS user's message. Florida Relay STS users can select these preferences in their TRS Customer Profile.

T-Mobile is the *only* company to provide dedicated Accessibility Care for STS which offers one-on-one assistance and support for people with speech disabilities. This service is available 24x7 - at no additional cost. STS users dial 877-787-1989 to reach Accessibility Care for STS.

Accessibility Care for STS Representatives are trained and prepared to:

- Describe how to make and receive STS calls and explain what to expect during the STS call.
- Explain call setup opportunities including preferences for handling calls that can be shared with the STS CA before placing an STS call.
- Explain strategies used by STS CA to assist with clarifying speech patterns.

- Review TRS Customer Profile options and assist with creating a profile.
- Make practice calls with the Florida Relay STS user.

T-Mobile knows STS is much more than an enhancement to the traditional relay service and will continue to explore innovative ways to improve the Florid Relay STS users' telecommunication experience.

Basic Features of Speech-to-Speech (STS)

T-Mobile provides immediate access to STS service with automated 711 call routing for registered Florida Relay STS users. For non-registered Florida Relay STS users, quick access to STS is available by dialing the STS dedicated toll-free number or dialing 711 and asking for STS.

T-Mobile complies with the FCC requirement for a "mute" feature which allows the Florida Relay STS user to speak only to the STS CA who then re-voices a message to the other party. The other party hears only the voice of the STS CA. This "mute" feature can be turned on or off at any point and can be saved in the Florida Relay STS user's TRS Customer Profile.

With the Florida Relay STS user's permission, the STS CA retains information from one inbound call to assist the Florida Relay STS user with subsequent calls. When the Florida Relay STS user hangs up, all temporary information is deleted to protect confidentiality.

The STS CA stays online with the Florida Relay STS user for their calls for at least 20 minutes of effective communication before changing the STS CA. This long connection helps to reduce the disruptions of the STS conversations due to the changing STS CA.

T-Mobile Enhancements to STS

*787 Wireless Access

T-Mobile offers *787 (*STS on dial pad) dialing option for their wireless customers on T-Mobile network. This short code allows a person with a speech disability to reach STS service to make calls.

TRS Customer Profile

TRS Customer Profile helps speed up call processing for STS calls. Florida Relay STS users can select their preferences and provide instructions in their TRS Customer Profile:

Call Preferences

Florida Relay STS users select preferences for STS CA gender and language (English or Spanish).

Call Handling Options

Florida Relay STS users have the option of instructing the STS CA to repeat his/her words upon request or re-voice their side of the conversation. The Florida Relay STS user also has the option of having their voice heard by the other party or be muted so that the other party hears only the re-voiced message via the STS CA.

Frequently Dialed Numbers

Florida Relay STS users may create and maintain a list of up to 100 names and telephone numbers as their Frequently Dialed Numbers. At the beginning of a Florida Relay STS call, the Florida Relay STS user provides the STS CA with the name of the other party to which he/she wants to call. The STS CA confirms the name and number before dialing and connecting with the other party.

Emergency Numbers

Florida Relay STS users may create and maintain a list of up to 30 phone numbers for quick emergency calls (local police, doctor, attorney). At the start of a Florida Relay STS call, the Florida Relay STS user provides the STS CA with the name of the emergency contact.

Permission Options for Outgoing Calls

Florida Relay STS users have the option to block calls being dialed from their phone number. This can include calls to directory assistance or 800 numbers, in addition to specific phone numbers.

Notes

Florida Relay STS users may provide instructions to STS CAs:

- Before dialing the other party, ask me "Shall I inform the other party who is calling?"
- Always leave my name and phone number when I leave a message on an answering machine.

STS Call Setup

This optional feature enables the Florida Relay STS user to provide additional information for a specific STS call. Providing call setup instructions in advance can make the Florida Relay STS user feel more comfortable and give greater context for the STS CA. This online form is to be submitted 2-24 hours in advance and can include information such as:

- Phone number of the other party the Florida Relay STS user want to call
- Name of the other party
- Additional instructions for the STS CA, for example:
  - *Announce to the other party: "Hi Vet, this is John calling about his dog."*

STS CAs

T-Mobile is the STS leader and offers comprehensive training for STS CA. To qualify to become an STS CA, an applicant must successfully achieve:

- Six months of employment as a relay operator
- Recommendation or approval from their 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

After meeting all the above qualities, the STS applicants complete specialized training, testing, and ongoing development programs, including:

- STS Training: T-Mobile'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. To pass STS CA training, the employee must have successfully demonstrated their ability to listen and understand 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 needs 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. T-Mobile uses state-licensed professional audiologists who are certified by the American Speech-Language-Hearing Association with a Certificate in Clinical Competence in Audiology (CCC-A) to conduct tests.

- STS Training Final Written Test: 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.
- STS Performance Survey: After initial training, the STS CA's performance is assessed through individualized surveys conducted twice a month. Supervisors evaluate each STS CA while observing conduct on at least one STS call. The Performance Survey includes listening skills, caller control, focus, and professional phone image. To pass this evaluation, the STS CA must score at least 90%.
- Quarterly Training: T-Mobile is committed to the ongoing training and evaluation of STS CAs. Quarterly training is conducted to ensure STS CAs continue to develop skills regarding the speech patterns of people with speech disabilities. Audio of people with mild-to-severe speech disabilities, and STS users using an augmentative communication device, is part of the refresher training or performance improvement activities.

T-Mobile's STS truly provides an excellent customer experience. We continue to educate our STS and Hearing Carry Over (HCO) consumers about our functionally equivalent communication options. In addition, T-Mobile STS website includes educational STS webinars, an award-winning STS video, informative flyers, customized "STS Call Me" cards and additional resources for people with speech differences. With T-Mobile's STS Florida Relay STS users have the freedom to make calls with confidence.

Item 33 – Access to Pay Per Call Services (i.e., 900/976) (RFP ref. B-23)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-23 requirements.

Calls to 9XX numbers are provided at no charge to the calling party. If a Florida Relay caller wants to call a pay-per-call service, he/she can dial 711 and provide the 8XX/9XX for the call. Almost all pay-per-call vendors have migrated to 8XX numbers. Callers used to pay for these calls via local phone bills, now these vendors require a debit/credit card.

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. The recording will then be relayed to the Florida Relay. If the Florida Relay user chooses to accept the charges, the pay-per-call service provider will rate and bill the Florida Relay user.

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Caller ID

Item 34 - Caller ID (RFP ref. B-24)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-24 requirements.

T-Mobile's Caller ID service passes the calling party's 10-digit number to the called party. This ability increases efficient call set-up to Florida Relay users, even those who do not subscribe to the service. To use Caller ID service, Florida Relay users need a telephone or other equipment with a caller-ID display device and to subscribe to the service through their local phone company. When placing calls, T-Mobile's relay platforms will be able to tell automatically if the caller prefers to send his/her 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).

Caller ID Blocking

T-Mobile CAs can add a Caller ID block to a Florida Relay TRS user's line for use on that Florida Relay call. When a Florida Relay TRS user dials into Florida Relay (without a Caller ID block registered from the LEC) and asks the CA to block Caller ID, the CA can easily 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 Florida Relay 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 Florida Relay TTY user may wish to block his Caller ID. In this instance, the Florida Relay TTY user can ask the CA directly to block Caller ID. This approach saves the Florida Relay TTY user time - he/she does not need to hang up and redial into Florida Relay 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 Florida Relay TRS, the Florida Relay TRS user can ask the CA to unblock the Caller ID and immediately place the call. The Florida Relay TRS user will not have to hang up from Florida Relay and call back in.

Return to Default

All requests for Caller ID and Caller ID blocks handled by the CA are available on a per-call basis. The Florida Relay TRS user can select Caller ID settings on a per-outbound call basis. T-Mobile does not save this information for future calls.

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. Florida Relay 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.

Florida Relay users 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 ("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).

LNR

Item 35 – Last Number Redial (RFP ref. B-25)

Last Number Redial allows the caller to have the system dial the last number called via relay without the caller having to give the number to the CA.

T-Mobile has read, understands, and will continue to comply with RFP B-25 requirements.

T-Mobile offers automated redial capability to make it easier for Florida Relay TRS users to redial the last number they called through Florida Relay, even after they have hung up from Florida Relay. Like a redial button on a traditional telephone, Florida Relay TRS users can redial the last called number. Florida Relay callers 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 redial the last number dialed through Florida Relay from that caller's telephone number automatically.

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Obscenities

Item 36 – Obscenity Directed at the Operator (RFP ref. B-26)

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

T-Mobile has read, understands, and will continue to comply with all RFP B-26 requirements.

T-Mobile CAs do not counsel, advise or interject personal opinions. CAs do not counsel, advise, or interject personal opinions or additional information during a call, even if the relay communication breaks down, involves obscenities or illegal activity. CAs do not make any value judgments on the content of any relay communication and will not hold personal conversations with anyone calling Florida Relay. T-Mobile CAs are trained to convey the full content, context, and intent of the conversation. CAs are prohibited from intentionally altering a relayed conversation and must relay all conversation verbatim, unless specifically requested to do otherwise.

T-Mobile'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 and professional, and relays the call. 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. At any time, if either calling party requests a different CA or register a complaint about the services received, T-Mobile will honor the request and attempt to resolve the user's concern.

Comments Directed at the CA

Diffusing difficult situations for relay users is one of the things T-Mobile does best. 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. The staff remains calm, professional, and polite, and try to understand the issue and resolve the issue without escalating the relay user's frustration. T-Mobile focuses on satisfying and delighting callers while supporting the well-being of our CAs.

T-Mobile also has established escalation procedures for obscenity/abuse in instances where the obscenity/abuse is hindering communication. For example, if a caller dials Florida Relay 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 him/herself and allow the relay user the opportunity to explain his/her concern or to request relay service using a different CA. In the extremely rare case, the Florida Relay user does not wish to move forward and make a relay call or register a complaint, the supervisor or management staff will explain to the relay user 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 manager disconnect a Florida Relay user. All instances are documented, and the logs are kept on file. A call cannot be disconnected without official approval. Purposely disconnecting a relay user may lead to disciplinary action, including termination.

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Emergency Calls

Item 37 – Emergency Calls (RFP ref. B-27)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-27 requirements.

T-Mobile accepts incoming emergency calls and automatically and immediately transfers those calls to appropriate PSAPs. All T-Mobile CAs and staff members are trained to handle emergency calls.

Emergency Call Procedures
T-Mobile always acts on the word "emergency."
CA hits a hot key to designate an emergency call. This prompts the system to use the Florida Relay caller's NPA/NXX to route the call to the 911 center. If the Florida Relay caller hangs up, the Florida Relay caller's information is shared with the 911 center.
CA alerts a supervisor who assists the CA in processing the call if needed.
Caller's ANI is passed to 911 as Caller ID.
CA identifies the call to the authorities.
CA advises the inbound caller emergency services are on the line.
CA relays the call.
Upon request, the CA connects the Florida Relay TTY caller directly to the PSAP (TTY).
CA completes an "Emergency Incident Form" to document the call.

T-Mobile ensures every CA and supervisor receives in-depth training on all emergency processes and procedures. This training is reinforced through ongoing refresher training where relay call center staff must demonstrate knowledge and proficiency of emergency processes and procedures. Supervisors are available 24x7 to assist CAs when an emergency call occurs. CAs also have immediate access to call processing steps via an online help screen. There are many things that can happen during an emergency call, which require immediate action outside traditional call processing.

If the inbound caller disconnects before connecting to 911, T-Mobile's CA software will continue dialing the PSAP/emergency call center. The CA or supervisor will notify the PSAP call center of the premature disconnect and provide the Florida Relay user's information to the PSAP. If a Florida Relay user calls into the center, types "HELP GA" and hangs up, we will treat this as an emergency call. Since the Florida Relay user does not give an emergency service name, T-Mobile always connects the caller to 911. The CA will notify the supervisor who 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 determine the emergency and dispatch emergency services.

Voice Emergency Calls

If a voice customer misdials 711 when he/she requires assistance from 911, the CA 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. T-Mobile 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.

Sensitive Topics

T-Mobile 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 Florida Relay caller dials Florida Relay and tells the CA he/she is 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 Florida Relay.
- Privileged Communication: If the CA overhears abuse (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

Sprint always advises relay users to dial 911 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 T-Mobile, Florida Relay TRS users can continue to 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 including primary caregivers, home health nurses, doctor's office, a poison control center, or the local hospital.

Detailed 911 Reporting

T-Mobile will continue offer detailed 911 PSAP reporting to the FPSC monthly. This reporting will demonstrate the number of 911 calls, by call type for each day of the month, and the associated conversation minutes and session minutes.

CapTel

CapTel phones are designed to connect with 911 directly rather than relying on the relay service to connect.

Blockage

Item 38 – Blockage (RFP ref. B-28)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-28 requirements.

Per state customer and FCC requirements, T-Mobile and CTI have adequate hardware, software, and facilities to ensure compliance with P.01 (blockage). T-Mobile's internal objective for call completion for network availability is 99.995% - well above FCC minimum requirements. T-Mobile highly redundant architecture and excess capacity virtually eliminate 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. The network supports proactive and real-time monitoring.

T-Mobile 's relay network technology utilizes Session-Initiation Protocol (SIP).

- All call paths are geographically redundant and monitored to provide high-quality service.
- An IP solution allows sustainability and longevity for the TRS platform.
- The IP network will enable future technological advances, such as Real-Time Text (RTT), whose requirements are under development by the FCC.

Proactive Measures

For 31 years, T-Mobile (formerly Sprint) Accessibility users have rarely experienced an inability to place calls. Call centers are staffed with spare positions and platform components to deal with all types of technical issues. The network offers automated alarming to notify personnel of issues.

Redundancy is built into our infrastructure to deliver outstanding performance for all our TRS customers. These attributes will ensure functional equivalency for relay callers during disasters. The benefits of our leading-edge platform and flexible configuration include:

- Redundant connections between sites, the 800 network, and call centers
- If the problem is within T-Mobile's center, the Call Center Service Assurance Center (CCSA) performs maintenance
- Centralized routing and reporting systems enable T-Mobile to treat the entire call center complex as a single virtual call center rather than standalone call centers
- All positions are capable of handling calls for any state customer
- All training seats are configured and immediately ready to take production traffic
- T-Mobile has pre-established plans for all types of outages
- T-Mobile automatically routes calls away from a center undergoing a service recovery event. If a fire drill forces CAs to evacuate, the call router automatically sends calls to other relay centers.

T-Mobile has historically been the best at dealing with natural and man-made disasters. With each incident, T-Mobile has been prepared and ensured ongoing service delivery. T-Mobile's processes consider every aspect of an outage or natural disaster that includes a higher call volume likelihood due to the natural disaster.

Site recovery plans are in place for all locations, prioritizing options for relocation and ensuring agility when faced with disaster recovery issues. Tap boxes readily connect the output of a portable generator in the event of primary generator issues.

T-Mobile 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 TMCC. Each service has backup locations to ensure redundancy.

The Activation Criteria Plan will be used when either weather or other events cause a potential increase in call volumes (more than 25%) or one or more TRS call centers is offline for more than two hours, using the following procedure:

- Automated alarming or a TRS call center notifies TMCC
- TMCC contacts CCSA
- CCSA sends notification to a pre-established distribution list
- CCSA establishes a conference call to resolve the issue with impacted groups

After fix agencies cannot re-establish center operations, the Business Continuity Plan (BCP) is invoked, and Management will notify the BC Management Team.

CapTel-Specific Disaster Recovery Information

Performance at CapTel call centers is monitored continuously by CTI technicians 24x7. CTI (CTI) and T-Mobile have a complete plan for natural and man-made events. T-Mobile will be notified by CTI immediately upon determining a natural or man-made problem that causes disruption.

CTI and T-Mobile have established contingency plans in the event of a complete and extended loss of a CapTel call center. The plan includes several steps based on the estimated duration of the outage. The first phase is organized to initiate the recovery process within hours, and fully complete the process within days. This involves expanding service to 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.

Intercept Messages

T-Mobile will provide appropriate intercept messages if a system failure occurs within the relay platform. Our TRS platform is supported by redundant inbound connections. If a portion of the network is affected, the rest of the network will continue to process calls. T-Mobile can reduce impact by having CAs log into unaffected CA workstations.

Our TRS architecture virtually eliminates the need to play intercept messages. However, in the extremely unlikely event the network fails completely, or callers are blocked by a carrier in the public switched telephone network (PSTN) before connecting to the TRS platform, the call will be blocked. These callers will receive either a fast busy signal 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 highly unlikely event that a Florida Relay user reaches T-Mobile's TRS network and is unable to connect to a call center, the Florida Relay 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."

If 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." Florida Relay users with calls in progress are advised of the situation by the CA. Our router sends calls to the other call centers that prevent more calls from being received at the impacted call center. Once the situation is resolved, all systems are returned to normal status.

If approved by Florida Relay, T-Mobile can provide a temporary delay message for Florida Relay users turned on only when long hold times may occur because of weather or other event impacting service. For example, if there were a natural disaster that significantly increased the number of calls to the relay center, we 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."

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Answer Time

Item 39 - Answer Time (RFP ref. B-29)

The provider is responsible for answering, except during network failure, 85 percent of all calls daily within 10 seconds of reaching the relay switch by any method which results in the caller's call immediately being placed, not put in a queue, or on hold. 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.

T-Mobile has read, understands, and will continue to comply with all RFP B-29 requirements.

To meet FCC standards, T-Mobile will continue to answer at least 85% of all calls daily within 10 seconds, including abandons. A T-Mobile CA is always ready to process the call immediately. Florida Relay users deserve the same calling experience as traditional phone users. When Florida Relay users dial 711 (or other access numbers), access is almost instantaneous. T-Mobile achieves speed-of-answer results by using superior technology and people. All call centers are connected by a central call routing system, workforce-scheduling system, and a workforce management team.

Please note, the FCC has a temporary waiver in place through August 31, 2021. This waived the "requirement that non-Video Relay Service (VRS) TRS providers answer 85% of calls within 10 seconds, measured daily, conditional on the TRS provider ensuring that 85% of calls are answered within 120 seconds, measured monthly." T-Mobile will advise the FPSC regarding changes to this waiver.

Network Solution

T-Mobile continues to maintain the largest network of TRS and CapTel call centers in the U.S. with a centralized TMCC. With the cost of CA work time being the single most expensive part of providing relay service, many factors play into doing it more efficiently. T-Mobile's TMCC has processes in place that review each center's results and anticipate changes in staffing levels to determine each center's capacity to handle forecasted calls. T-Mobile ensures total network traffic is supported and accounted for by each of the centers. This provides Florida Relay with a significant CA resource pool across all the call centers and ensures the most efficient and cost-effective method for processing various call types. The TMCC understands call processes, call volumes, distribution patterns, contract requirements, and call routing, thus ensuring the appropriate number of CAs are always available. The TMCC is dedicated to TRS. It performs many duties, including scheduling for all TRS call center employees, TRS call routing, forecasting TRS usage (for every 15 minutes of each day), operational reporting, and customer communication.

Real-Time Display

Every 30 seconds, relay call centers and the TMCC receive the latest network information. 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 act, 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 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. T-Mobile has invested in its call router to ensure we are doing it faster and better. Our call router can route calls across the network seamlessly and transparently to users. When a Florida Relay caller hits the T-Mobile network, 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

Automatically, before sending a call to a call center, T-Mobile checks to see which call centers are open. We also verify there are no technical or other issues affecting the center.

Service Needed

T-Mobile analyzes the type of relay service is being requested. If a Florida Relay user dialed a dedicated number or has a Customer Profile for STS or Spanish, T-Mobile gets the Florida 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.

Anticipated Hold Time

T-Mobile minimizes hold times whenever possible. There are times when no CAs are readily available. T-Mobile uses a network solution. T-Mobile analyzes many factors before making the decision what call center will be assigned the call.

Florida Relay Scripts

T-Mobile will continue to use and create special routing scripts for Florida Relay. 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

T-Mobile's primary router is reliable and rarely experiences any type of outage. In the unlikely event that the primary call router has an outage, T-Mobile has a back-up call router that delivers calls to the relay centers.

Call Centers

We currently have a call center in Orlando and another call center in Tampa, FL (highlighted in the following table). Florida Relay calls will continue to be routed to the first available Gold Star CA in following centers:

Center	Services Provided
Appleton, WI	CapTel
Arlington, TX	CapTel
Austin, TX	TRS, Spanish TRS, VCO, STS, and CapTel
Columbia, SC	CapTel
Dayton, OH	TRS, Spanish TRS, STS, VCO, and CapTel
Lubbock, TX	TRS, Spanish TRS, VCO, and CapTel
Madison, WI	CapTel, CapTel Customer Service
Milwaukee, WI	CapTel
Moorhead, MN	TRS, STS, VCO, Customer Care, Spanish TRS
Orlando, FL	CapTel
Overland Park, KS	Customer Care
Syracuse, NY	TRS, Spanish TRS, VCO, and CapTel
Tampa, FL	CapTel

Florida Relay users will continue to benefit from T-Mobile's intelligent call routing (ICR), which ensures the next available TRS or CapTel CA answers each call. T-Mobile's ICR provides Florida Relay with a large resource pool and ensures the most efficient and cost-effective method for processing various call types. Based upon predefined routing scripts, T-Mobile's ICR can send calls to any CA in 13 geographically diverse call centers (or T-Mobile Accessibility Customer Care), which is the largest relay network in the U.S. Specific scripts are executed for each call type and scripts are scheduled to be used based on the time of day, day of the week, and year. These scripts are self-invoking and require no human intervention. T-Mobile's ICR has complex formulas available to determine the most efficient utilization of resources.

TRS and CapTel Work from Home

T-Mobile's Florida Relay solution will continue to include TRS and CapTel CAs that work from home. We have deployed a trained work from home workforce that allows for business continuity during natural or man-made disasters.

1) A portion of T-Mobile's workforce can process Florida Relay calls with agents virtually attached to existing centers but not physically located in a call center. CAs work from home in a safe, secure environment. They abide by FCC standards for confidentiality, specifically (47 C.F.R. §64.604(a)(2)(ii) for Conversation Content). If there is natural or man-made disaster, agents can continue to process calls. CAs are located close to existing call centers, so they may continue to participate in ongoing training, and they have access to local technical support resources.
2) CapTel Agents can arrange a call take over after reaching the mandatory minimum standard for a CapTel call. For a better customer experience, agents can take over the call remotely, in the same call center, or from another call center.

Calculation

T-Mobile will continue to begin 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. T-Mobile's equation for answer time has the numerator representing the total number of

calls answered in 10 seconds or less. The denominator is the total number of calls reaching the switch.

$$\text{Answer Time} = \frac{\text{The total number of calls answered in 10 seconds or less}}{\text{Total number of calls}}$$

T-Mobile's equation will use actual results of all Florida Relay calls. No sampling, weighted, or average methodology will be used. Compliance will continue to be evaluated daily and reported to the FPSC monthly.

Emergency Ops

Item 43 – Emergency Operations and Uninterruptible Power (RFP ref. B-33)

The provider shall provide an uninterruptable power system sufficient to operate each relay center processing Florida relay traffic at busy season busy hour load. The uninterruptible power system shall support the switch system and its peripherals, switch room environmental (air conditioning, fire suppression system, emergency lights and system alarms), operator consoles/terminals, operator worksite emergency lights, and Call Detail Record recording. Provisions shall be made to meet emergencies resulting from failure of power service, sudden and prolonged increases in traffic, storms, lightning, etc. Employees shall be instructed as to the procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of relay service.

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

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

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

T-Mobile has read, understands, and will continue to comply with all RFP B-33 requirements.

The following pages outline T-Mobile's Disaster Recovery Plan.

The T-Mobile Approach to Business Continuity

What is Business Continuity?

Business Continuity (BC) 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.

T-Mobile maintains an enterprise-wide BC Program to:

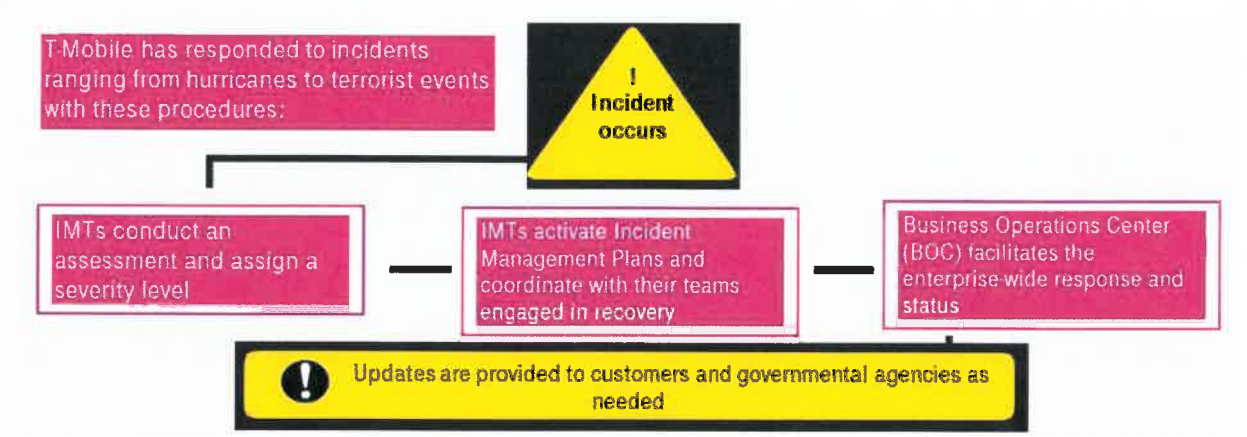
- Maximize employee and customer safety
- Resume business processes quickly
- Provide ongoing customer support

T-Mobile BC Program Governing Principles:

- Committed to employee and customer safety
- Committed to preserving business operations and service to T-Mobile customers
- BC is a shared responsibility across all management levels, all business units, and the BC professionals within the business units.
- BC professionals and Incident Management Teams (IMTs) must be knowledgeable, well trained and prepared to respond when activated
- Continual improvement, flexibility, and maturity is necessary for success

BC Threats

Acts of Nature	Tornadoes, Hurricanes, Earthquakes, Floods, Blizzards, Wildfires, Volcanic Eruptions, Land or Mud slides, Avalanches, Pandemics
Man-Made	Fire, Explosion, Hazardous Materials, Terrorist Acts, Civil Disorder, Work Stoppage, Violent Acts, Accidents, Digging
Infrastructure or Technology	Widespread Power Outage, Telecomm Grid Outage, Water or Sewage System Break, Major Processing Disruption



T-Mobile Disaster Recovery Teams & Tools

Superior TRS Platform Technology	• Redundant Avaya Switches • Secure Switch Site Locations • Cisco's Intelligent Contact Manager (ICM) Router
13 Domestic Call Centers	• 6 Call Centers supporting TRS • 11 Call Centers supporting CapTel (4 co-located with TRS centers)
Local Call Center Resources	• Experienced call center management with clear reporting structures • Local Safety Marshalls
TRS Platform Support	• Automated Alarming • On-call Support
TRS and CapTel Customer Service	• Live 24/7 • 3 locations
Traffic Management Control Center	• Staffed 7 am to 8 pm CT, 7 days a week • On Call 24/7/365 • Centralized staffing and workforce management

T-Mobile TRS is supported by the proven T-Mobile wireline network, superior platform technology, and a large support staff to provide uninterrupted service to relay users.

TRS Platform Switches

Physical Security and Resiliency

T-Mobile's multiple 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, two-story design
- Slab on grade floor construction and roof support system
- FM global approved roofing systems (building within a building including roofing membrane over lid)
- Structural design to withstand earthquakes, hurricanes, and windstorms
- 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 of a 500-year flood plain and at least outside of a 100-year flood plain
- 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

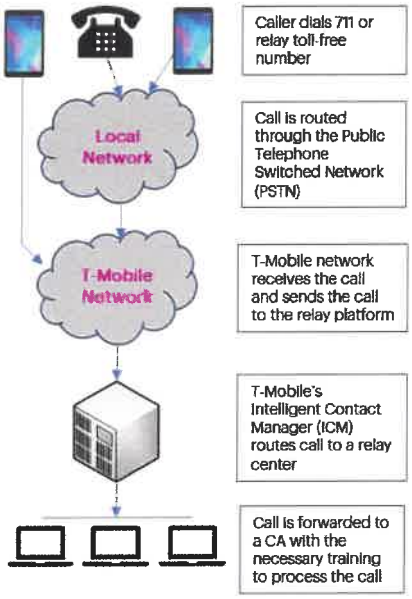
Switch Building Automation and Monitoring

All sites have a full Building Automation System (BAS) installed. This system automatically switches to redundant HVAC units any time the primary unit fails to perform.

- Facility engineers continually monitor HVAC unit and generator performance
- Generators can be signaled from the Network Operations Center (NOC) to start and transfer site load
- Flood control additions
- Load Diversity (electrical and mechanical diversification)
- Generator system transfer bus 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

T-Mobile's TRS platform switches are located at secure switch sites providing more security and resiliency than call centers.

TRS Platform Routing and Redundancy



Outbound Calling Redundancy

The T-Mobile TRS platform supports outbound calling using two types of circuits and connections, including:

- Multiprotocol Label Switching (MPLS) Circuits allowing for Session Initiation Protocol (SIP) outbound telephony phone calls
- ISDN connections to the local exchange company (LEC) support local calls and is the backup solution for toll-free calls

Inbound Calling Redundancy

T-Mobile Wireline Network

T-Mobile'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 T-Mobile network design contains survivability as a mandatory objective. The network minimizes service interruptions' adverse effects due to equipment failures, cable cuts, network overload conditions, or regional catastrophes.

Call Routing for Relay Platform

T-Mobile's ICM assesses the network's health and routes the call to one of six TRS and Customer Care centers. 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

T-Mobile's TRS platform is supported by redundant switches connected by two 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 workstations at the relay center. If a single portion of the switch is affected, T-Mobile can continue to process calls by having CAs log into unaffected CA workstations.

Relay Call Centers Business Continuity Plans for TRS and CapTel

Weather Events



- Early detection/active monitoring
- Proactive planning by Traffic Management Control Center (TMCC)
- Estimate Impact
- Offer Overtime incentives
- Implement backup specialty gates (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 (911)
  - Call Center Service Assurance Center (CCSA)
  - Call Center Management
  - T-Mobile Corporate Security
- Ensure all personnel are safe
- Re-enter building only after given permission from emergency services personnel
- Document event

Technology and Personnel



- TRS and CapTel platform with automated alarming
- Uninterruptible Power Supply (UPS) and generators to support
  - Switch system and peripherals
  - Switch room environment
  - CA positions (consoles/terminals and emergency lights)
  - Emergency lights (self-contained batteries)
  - System alarms
  - Call Detail Record recording
- Spare Positions and Platform Components
- On-call support 24x7x365

Disaster Recovery Solutions

T-Mobile offers emergency options and uninterruptible power that exceeds minimum requirements by providing an end-to-end approach unmatched in the industry. T-Mobile knows that a large-scale commercial power loss is one of the most critical factors impacting communication access. We have programs to keep that from affecting relay services. Both TRS and CapTel offer uninterruptible power supplies and generators to ensure relay users will continue to have access to the service in the event of power outages.

Call Center Power Solutions

T-Mobile provides a cost-effective solution with a UPS using a combination of standard battery backup and an auxiliary generator to provide uninterrupted power for an unlimited duration for critical components:

- Air conditioning, if required to maintain service
- Fire suppression systems
- Emergency lights and system alarms
- CA consoles/ terminals
- CA worksite emergency lights
- CDR

T-Mobile ensures UPS system capacity is sufficient to operate the call center during busy season and busy hour load. T-Mobile has installed power-generating equipment capable of operating call centers for extended periods. During a power outage, the UPS and backup power generator ensure seamless power transition until standard power is restored. UPS is used only long enough for the backup power generators to come online – 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 if 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 backup generator is online, stable power is established and maintained to all TRS system equipment and facility environmental controls until commercial power is restored.

All T-Mobile employees are trained on emergency procedures to minimize or prevent disruption to relay users. T-Mobile instructs staff on procedures to be followed in the event of an emergency or service impacting issue. T-Mobile provides annual training to ensure familiarity with systems and processes. Ad-hoc training is conducted for new procedures or team members.

T-Mobile has a Business Continuity (BC) plan to deal with all types of natural and man-made issues, which may prevent calls from reaching the relay center or impact operation. The plan identifies how T-Mobile minimizes impact to relay users and restores relay services. T-Mobile's BC methodology and implementation standards are consistent with industry-wide best practices and trusted by experts in the field.

Call Center Evacuation Events

T-Mobile has plans to deal with call center events. Each call center has a designated Safety Marshal and a clear chain of command. As a first step, the situation is identified, and the threat is assessed. If evacuation is necessary, the local authorities are immediately alerted along with the CCSA and the TMCC. Call center management and T-Mobile Corporate Security are also alerted. Traffic will be routed immediately to other non-impacted call centers. Once the issue is resolved, CAs return to the center, and the incident is fully documented.

Proactive Measures

For 31 years, Sprint (now T-Mobile) Accessibility users have rarely experienced an inability to place calls. Call centers are staffed with spare positions and platform components to deal with all types of technical issues. The network offers automated alarming to notify personnel of issues.

Redundancy is built into our infrastructure to deliver outstanding performance for all our TRS customers. These attributes will ensure functional equivalency for relay callers during disasters. The benefits of our leading-edge platform and flexible configuration include:

- Redundant connections between sites, the 800 network, and call centers
- If the problem is within T-Mobile's center, the CCSA performs maintenance
- Centralized routing and reporting systems enable T-Mobile to treat the entire call center complex as a single virtual call center rather than standalone call centers
- All positions are capable of handling calls for any state customer
- All training seats are configured and immediately ready to take production traffic
- T-Mobile has pre-established plans for all types of outages
- T-Mobile automatically routes calls away from a center 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.

T-Mobile has historically been the best at dealing with natural and man-made disasters. With each incident, T-Mobile has been prepared and ensured ongoing service delivery. T-Mobile's processes consider every aspect of an outage or natural disaster that includes a higher call volume likelihood due to the natural disaster.

Site recovery plans are in place for all locations, prioritizing options for relocation and ensuring agility when faced with disaster recovery issues. Tap boxes readily connect the output of a portable generator in the event of primary generator issues.

T-Mobile 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 TMCC. Each service has backup locations to ensure redundancy.

The Activation Criteria Plan will be used when either weather or other events cause a potential increase in call volumes (more than 25%) or one or more TRS call centers is offline for more than two hours, using the following procedure:

- Automated alarming or a TRS call center notifies TMCC
- TMCC contacts CCSA
- CCSA sends notification to a pre-established distribution list
- CCSA establishes a conference call to resolve the issue with impacted groups

After fix agencies cannot re-establish center operations, the Business Continuity Plan (BCP) is invoked, and Management will notify the BC Management Team.

CapTel-Specific Disaster Recovery Information

Performance at CapTel call centers is monitored continuously by CTI technicians 24x7. CTI and T-Mobile have a complete plan for natural and man-made events. T-Mobile will be notified by CTI immediately upon determining a natural or man-made problem that causes disruption.

CTI and T-Mobile have established contingency plans in the event of a complete and extended loss of a CapTel call center. The plan includes several steps based on the estimated duration of the outage. The first phase is organized to initiate the recovery process within hours, and fully

complete the process within days. This involves expanding service to 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.

The recovery plan includes a second phase for extended outages. To support this longer duration, CTI has identified additional disaster recovery locations with appropriate facilities in the metropolitan area of each of the call centers.

If inclement weather affects the staffs' ability to arrive at work, with minor adjustments, CTI can still meet the call volume demand with enough staff coverage. If necessary, T-Mobile and CTI will institute proven tactics to motivate, encourage, and enable CapTel CAs to be present or pick-up additional hours so CTI can meet its service level requirements during inclement weather. Agents working from home enables rapid mobilization of additional capacity.

To provide our customers with the most complete and timely information on problems affecting relay service, T-Mobile's trouble reporting procedure for TRS and CapTel includes three levels of response:

- An immediate report (within three hours of disaster or event lasting more than 30 minutes)
- A 72–hour status report (if unresolved)
- A comprehensive final report within 7 business days

Within 72 hours of relay service disruption, an intermediate report provides problem status, and an action plan. In most cases, the 72–hour report reveals the problem has been corrected, and full relay service has been restored.

The final report will include a comprehensive look at the disruption, including:

- 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)

Customer Notification Procedures

To provide our customers with the most complete and timely information on problems affecting TRS and CapTel, T-Mobile's trouble reporting procedure for these services includes three levels of response:

- An immediate report (within three hours of disaster or event lasting more than 30 minutes)
- A 72-hour status report (if unresolved)
- A comprehensive final report within 7 business days

Within 72 hours of the relay service (TRS and CapTel) disruption, an intermediate report provides status and an action plan. In most cases, the 72-hour report reveals the problem has been corrected, and full relay service has been restored. The final report will include a comprehensive look at the disruption, including:

- 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)

Escalation Points of Contact

To provide our customers with 24x7 escalations, the following points of contact are available:

Level One	Level Two	Level Three
T-Mobile Accessibility Customer Service TRS t-mobile.trscustserv@t-mobile.com 877-877-3291 Fax 800-676-3777 Voice 877-787-1989 STS 800-676-3777 TTY 800-676-4290 Spanish CapTel CapTel@captel.com 888-269-7477 Voice 800-482-2424 TTY 866-670-9134 Spanish Online chat: www.captel.com/support/customer-service/#	T-Mobile Accessibility National Customer Relations Managers John Moore john.e.moore@t-mobile.com 925-895-9176 (mobile) Karl Ewan karl.ewan@t-mobile.com 512-893-4581 (mobile)	T-Mobile Accessibility Director Mike Ellis michael.j.ellis@t-mobile.com 720-982-4938 (mobile) 720-445-2737 (assistant)

Intercept Msgs

Item 44 – Intercept Messages (RFP ref. B-34)

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

T-Mobile has read, understands, and will continue to comply with all RFP B-34 requirements.

T-Mobile will provide appropriate intercept messages if a system failure occurs within the relay platform. Our TRS platform is supported by redundant inbound connections. If a portion of the network is affected, the rest of the network will continue to process calls. T-Mobile can reduce impact by having CAs log into unaffected CA workstations.

Our TRS architecture virtually eliminates the need to play intercept messages. However, in the extremely unlikely event the network fails completely, or callers are blocked by a carrier in the public switched telephone network (PSTN) before connecting to the TRS platform, the call will be blocked. These callers will receive either a fast busy signal 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 highly unlikely event that a Florida Relay user reaches T-Mobile's TRS network and is unable to connect to a call center, the Florida Relay user 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."

If 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." Florida Relay users with calls in progress are advised of the situation by the CA. Our router sends calls to the other call centers that prevent more calls from being received at the impacted call center. Once the situation is resolved, all systems are returned to normal status.

If approved by Florida Relay, T-Mobile can provide a temporary delay message for Florida Relay users turned on only when long hold times may occur because of weather or other event impacting service. For example, if there were a natural disaster that significantly increased the number of calls to the relay center, we 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."

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 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 times where any type of intercept message is delivered:

- If a network failure occurs prior to being delivered to the CapTel platform, the Florida Relay caller may receive a fast busy signal, alarm tone, or a standard error message (, "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 Florida

Relay 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 Florida Relay CapTel user can hear any telephone company recordings ("Sorry all trunks are busy, please try your call again later") or indicators (fast busy signal or alarm signal). These signals are also captioned for the Florida Relay 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 Florida Relay CapTel user, the CA will provide appropriate text messages ("Due to an emergency, CAs need to leave the center. Please hang up and try your call again.") If the Florida Relay CapTel user is in the middle of a conversation, the FPSC will be charged for the associated minutes. If this occurs prior to connecting the user with the called party, the FPSC will only be charged if it selects to be billed based on session minutes.

Svc Expansion

Item 45 – Service Expansion (RFP ref. B-35)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-35 requirements.

T-Mobile will continue to provide Florida Relay with existing personnel and facilities.

T-Mobile continually monitors and manages all areas of capacity, including traffic, CA workstations, personnel staffing, facilities, and other relay service equipment. T-Mobile plans expansion when usage studies indicate that system components operate at greater than 75% capacity. The FPSC will not incur additional charges if additional expansion is required throughout the life of the contract.

The key to providing a consistent, quality experience is to ensure routine, periodic analysis of relay service components. Usage studies ensure optimum capacity requirements are met to keep costs at a minimum while guaranteeing maintenance to all service standards.

- Capacity reports, including busy-hour information, daily and weekly to ensure capacity levels remain within thresholds.
- Historical call volumes to determine short-/long-term staffing.
- Equipment utilization and the number of CAs are monitored weekly and quarterly.

T-Mobile reviews each center's results for the previous six 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, T-Mobile ensures 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 are minimized.

Once capacity thresholds (25%) are breached and the determination is made that additional capacity is needed in the T-Mobile network, approximately 16 weeks is needed in a worst-case scenario if additional capacity is needed in all areas. The example schedule highlights a typical service expansion schedule.



ID	Task Name	Duration (days)
1	Future Service Constraint Identified	0
2	Planning & Funding Approval	10
3	Furniture & Electronics Order & Delivery	18
4	Transmission Trunk Order	18
5	Transmission Trunk Delivery	44
6	Agent Hiring	14
7	Agent Training	10
8	Furniture & Equipment Installation	8
9	Conformity Testing of Positions/Trunks	3
10	Final System Test & Acceptance	1
11	Begin Expanded Service	0

Proactive Monitoring

The key to providing a consistent quality experience is to ensure routine, periodic analysis of all components of Florida Relay. 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. T-Mobile 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, T-Mobile expects TRS call volumes in the industry to continue to transition from TRS to emerging forms of relay. T-Mobile continually evaluates the most cost-effective and efficient call center configuration for all its customers. T-Mobile has taken drastic steps to minimize costs while ensuring high quality is maintained. T-Mobile will continue to work directly with the FPSC to ensure the most cost-effective use of available resources is maintained so the cost to the FPSC and Florida Relay users is fair and competitive.

CapTel Expansion

T-Mobile works with CTI, the 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, there will be no immediate additional capacity necessary for the transition to T-Mobile. 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 T-Mobile will provide an expansion schedule based on the project scope.

Consumer Input

Item 47 – Consumer Input and Participation in Advisory Committee and FPSC Proceedings (RFP ref. B-37)

The telephone users shall have input on the quality of the delivery of service. Bidders shall develop a plan to include the FPSC 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 shall 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.

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-37 requirements.

T-Mobile has not included travel or per diem costs for the FPSC or its Advisory Committee in its bid price as it understands the FPSC funds these expenses.

T-Mobile also understands this RFP requirement does not preclude T-Mobile's staff from conducting additional internal evaluations. T-Mobile will report Florida Relay results from additional internal quality evaluations to the FPSC office within 15 calendar days of the last month in each quarter.

Consumer Input Plans

T-Mobile will continue to seek input from the FPSC, the Advisory Committee, the FTRI, Florida organizations, and Florida Relay users on our service quality. We will also continue to solicit ideas and suggestions for new and improved products and services.

T-Mobile diligently collects customer feedback and evaluates procedures across all service aspects to streamline processes and re-create successes. We will continue to provide customer updates regarding any issues. We will continue to engage in the following activities to ensure we are meeting state customer and consumer requirements.

- Feedback provided to Client Executive: Jeffrey Branch, Client Executive, serves as day-to-day Florida Relay point of contact. His continue interaction with Florida Relay users, the FPSC, the Advisory Committee, the FTRI, and Florida organizations that connect with Floridians who are Deaf, Hard of Hearing, DeafBlind, and those who experience speech disabilities.
- Personal Communication during Events: Every year, T-Mobile participates in hundreds of virtual and in-person events throughout the U.S. to educate attendees about available products and services. Feedback is provided to T-Mobile representatives at these events.

- Feedback provided through websites: Consumers can comment on current products and services or provide input on communication needs through www.t-mobile.com/access or on any of T-Mobile Accessibility's state relay websites.
- Feedback given to Customer Care: T-Mobile offers 24x7 access to live Customer Care and collects complaints and compliments through care representatives.
- State Telecommunication Administrators of Relay by T-Mobile (START): We sponsor an annual virtual/in-person conference for START members. The START conference enables T-Mobile's state relay customers to discuss current FCC rules and upcoming industry trends, updates on relay products and services, and marketing plans. START conferences include time for state relay administrators to discuss ideas and provide feedback to T-Mobile regarding service quality and suggestions for enhancements. We have also hosted virtual meetings to update our state TRS contract administrators on current FCC events and other events that may affect relay service.
- Feedback from social media channels: All consumers can provide feedback to the T-Mobile Accessibility social media team through Facebook, Twitter, and LinkedIn.

Working with Florida Organizations

T-Mobile will continue to solicit feedback from community agencies and community forums regarding Florida Relay service quality and will educate the users on new and emerging features and to respond to questions or issues. T-Mobile will continue to plan and conduct forums in conjunction with organizations serving Floridians with hearing loss and speech disabilities. T-Mobile (formerly Sprint) has enjoyed success in meeting with Floridians about service quality and product information. We have enjoyed in-person and online meetings to collect Florida Relay user feedback and responding to user questions and concerns regarding Florida Relay.

T-Mobile will invest $15,000 annually in Florida Relay outreach activities. The budget will include:

- Continuing our partnership with FTRI - Attend virtual/in-person events to promote TRS, CapTel and RCC
- Updating the relay section of FTRI's website
- Host a Taste of Technology, Career Day, and Communications Summit designed to educate Florida School for the Deaf and Blind students, parents, and staff. Members of the T-Mobile team and other community members will provide students with the knowledge and tools needed in various settings such as higher education, vocational training, informational interviews, and mentoring.
- Attend/Host local events - Coffee meet and greets, relay workshops and training
- Interactive webinars, social media activities, and training videos

The T-Mobile Team – Accessibility Consultation Experts (ACEs)

ACEs will provide guidance to the FPSC, the FTRI, and Floridians regarding:

- User Experience - T-Mobile Accessibility's team is comprised of daily users of relay products and services. These employees and their spouses, children, parents, friends, and siblings have the same communication needs and concerns as Florida Relay users.
- Product Development, Service Quality, Network Reliability, Emerging Technologies – Experts that have helped shaped the relay industry: TRS, CapTel, Internet-Protocol CapTel (IPCTS), Relay Conference Captioning (RCC), Speech-to-Speech (STS), DeafBlind, Low-Vision, Late Deafened, and others. Team members that are Certified Professionals in

Accessibility Core Competencies (CPACC), as sanctioned by the International Association of Accessibility Professionals (IAAP).

- FCC Experience - Information on FCC minimum standards, MARS filings, FCC Re-Certification, FCC updates on Declaratory Rulings, Notices of Inquiry, Further Notices of Proposed Rulemaking, and other FCC notices. Regulatory representation that provides comments on pending rulings
- Website Equivalence - Web Content Accessibility Guidelines (WCAG) 2.1 website upgrades for Blind ad Low Vision individuals
- Outreach and Education - Forming relationships in communities where we live and work, reaching communities virtually and in-person, creating and executing social media strategies, demonstrated wireless expertise

Outreach Experts, Inc.

T-Mobile may engage Outreach Experts, Inc. (OEI) to offer additional personnel supporting one-on-one CapTel outreach, without charge to the FPSC's budget. The OEI team is staffed with experts who understand the struggles faced by the broad range of people who can speak on the phone but struggle to capture the full message from the other party. The OEI team provides presentations; attend CapTel events, and supports personal one-on-one training, installations, and follow-up. OEI and Florida Relay operate on a separate plan and budget.

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Complaints

Item 48 – Complaint Resolution (RFP ref. B-38)

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 FPSC upon request. In addition, the relay center shall have a toll-free Customer Services telephone number available statewide and accessible to the public for the purpose of reporting service or other deficiencies. Records of such reports and copies of written reports regarding service or other deficiencies shall be maintained for the life of the contract and for twelve (12) months after conclusion of the contract period. This record shall include the name and/or address of the complainant, the date, and time received, the CA identification number, the nature of the complaint, the result of any investigation, the disposition of the complaint, and the date of such disposition. Each signed letter of complaint shall be acknowledged in writing or by contact by a representative of the provider. The necessary replies to inquiries propounded by the FPSC's staff concerning service or other complaints received by the FPSC shall be furnished in writing within fifteen (15) days from the date of the FPSC inquiry.

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-38 requirements.

T-Mobile is fully compliant with all FCC guidelines regarding complaints and inquiries.

T-Mobile will continue to provide toll-free Customer Service that is accessible to all Florida Relay users 24x7. T-Mobile will allow the FPSC to determine how Customer Service calls are announced on the general access number – as either "Florida Relay Customer Service" or "T-Mobile Accessibility Customer Service." The toll-free Customer Service number will support all communication modes (TTY, ASCII, VCO, HCO, STS, Deaf-Blind Pacing, and CapTel). T-Mobile also provides specialized Customer Service options for CapTel, Spanish-speaking users, STS, and VCO users. All of T-Mobile's Customer Service solutions are available from anywhere in the U.S. T-Mobile does not assess per-minute charges for its Customer Service Training Lines (STS or VCO).

T-Mobile also offers Customer Service access through our national toll-free Customer Service access numbers, if that is preferred by the FPSC:

Florida Relay Customer Service

- TTY: 866-462-6509
- Spanish: 800-855-2886

T-Mobile TRS Customer Service

- Voice: 800-676-377
- Speech-to-Speech: 877-787-1989
- TTY: 800-676-3777
- Voice Carryover: 866-931-9027
- Spanish: 800-676-4290
- E-mail: access@t-mobile.com

- Fax: 877-877-3291

T-Mobile empowers its Accessibility Customer Care staff to be an advocate for Florida Relay users – rather than an extension of the sales team. Accessibility Customer Care is empowered to make changes directly on the Florida Relay's behalf in T-Mobile's systems.

T-Mobile Accessibility Customer Care Philosophies

T-Mobile believes our relay service is not just hardware, software, or a CA in a call center. It is 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 T-Mobile Accessibility Customer Care.

- Customer Care should be free. T-Mobile has never charged our state customers or end users a per-minute fee for Customer Care. We believe Customer Care is a part of doing the right thing for our customers and should not be a revenue generator.
- Care Staff should be empowered. T-Mobile empowers its Customer Care Representatives with the ability to make real-time updates to Customer Profiles. T-Mobile Accessibility Customer Care has access to the TRS Customer Profile database and can make real-time changes.
- Care should be available everywhere. All of T-Mobile Accessibility Customer Care is available from anywhere in the U.S. We do not limit access to Florida residents.

Complaints, Inquiries, and Comments

T-Mobile's procedures ensure complaints, inquiries, and comments regarding the relay system or staff will continue to be addressed quickly and to the Florida Relay user's satisfaction. If a Florida Relay user requests to talk to a supervisor, T-Mobile honors the request. T-Mobile makes supervisors or administrators 24x7. 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 Florida Relay QA Manager and shared with members of the management team.

All complaints are documented and entered in a Customer Contact Online Database (CCOD). The CCOD is a tool to record and track user contact information, which also meets the standards set by the FCC for reporting and monitoring customer complaints. The CCOD automatically notifies the Florida Relay QA Manager of any complaint entry for Florida Relay.

Upon receipt of a complaint, T-Mobile will provide the Florida Relay user with procedures to resolve the complaint and offer follow-up communication. If the complaint concerns a specific CA, a floor supervisor follows up to resolve the complaint. The role of the supervisor is to:

- Accept all types of complaints
- Handle all service type complaints
- Resolve complaints with CAs
- Resolve complaints with Florida Relay users
- Document all information
- Send completed Florida Relay Customer Contact forms to the Florida Relay QA Manager

If the supervisor is unable to resolve the complaint, the supervisor immediately forwards the complaint to the Florida Relay QA Manager.

T-Mobile handles tracking all technical complaints and follows-up with relay users on resolutions. If a complaint is filed with T-Mobile Accessibility Customer Care, a trouble ticket is submitted, and

the ticket number is documented on the Customer Contact form. Additionally, the Florida Relay QA Manager receives a copy for resolution and follow-up. The Florida Relay QA Manager sends a written response to the Florida Relay user outlining how his/her complaint was resolved. Otherwise, the Florida Relay QA Manager follows-up with a phone call. Copies of all resolved complaints are sent to the FPSC. The FPSC may alert the Florida Relay QA Manager if they wish to appeal the resolution of a complaint.

The Florida Relay QA Manager is responsible for tracking all monthly commendations and complaints, sending copies of Customer Contacts to the FPSC by the invoice due date of the following month. The Florida Relay QA Manager also compiles an annual summary every June for the previous year.

Step 1: Florida Relay contacts T-Mobile with a complaint, inquiry, or comment.

T-Mobile ensures Florida Relay user complaints or suggestions are addressed quickly to the Florida Relay user's satisfaction. T-Mobile accepts commendations and complaints via the following:

- Over the phone with a supervisor or administrator
- T-Mobile Accessibility Customer Care (phone, email, fax, mail)
- CapTel Customer Service
- Speaks to the Client Director/Account Manager
- Florida Relay user contacts the FPSC or FTRI

Step 2: T-Mobile thoroughly documents the issue.

It is crucial to make sure T-Mobile understands the Florida Relay user's concern or compliment. T-Mobile gathers as much information as possible and records information provided by the Florida Relay user.

Step 3: The Florida Relay user's comment is classified and assigned (if applicable).

Once we receive a comment, T-Mobile classifies the information as a compliment, a complaint, or an inquiry.

- Compliments: Compliments for specific individuals are forwarded in the CCOD system to the employee's call center. T-Mobile and its subcontractors formally acknowledge CAs and other personnel who delight Florida Relay users. Compliments are posted on bulletin boards in the call center to recognize performance and motivate center employees. Florida Relay user information is removed before posting.
- General Complaints: Complaints are classified by category (service, technical, miscellaneous) and subcategories for tracking and reporting. If complaints are not immediately resolved, personnel are assigned based on the complaint category.
- 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 Florida Relay user's complaint. The manager will verify that the employee understands the correct procedures and performance expectations. The manager may recommend coaching, retraining, or take disciplinary action depending on the complaint. If a technical issue impacted the call, the manager immediately creates a trouble ticket with the technical team.

- Technical Complaints: The employee who spoke with the Florida Relay user documents technical complaints in the CCOD system. After the technical team investigates, a trouble ticket is entered, and the ticket number is noted in CCOD.

Step 4: T-Mobile follows-up with the Florida Relay user regarding resolution.

When a Florida Relay user files a complaint or compliment, he/she can provide contact information for follow-up communication. If the Florida Relay user is not satisfied with the resolution, T-Mobile will provide information to the Florida Relay user on how he/she can escalate the issue to the FPSC or the FCC.

Step 5: Records are finalized and available for reporting and analysis.

Once the Florida Relay user contact form is complete, the Florida Relay QA Manager reviews records to make sure the form is accurate and complete. All complaints and resolutions are documented and available to the FPSC upon request. Weekly, the Florida Relay QA Manager reviews all complaints to ensure Florida Relay users are satisfied with complaint resolutions. Also, a complaint report is shared with the T-Mobile management team.

Notifications

When a Florida Relay user's contact is entered into the CCOD system, and a resource is assigned, the CCOD system notifies the Florida Relay QA Manager via email. Automated reminder emails using pre-determined thresholds ensure the contact receives prompt attention. When the Florida Relay QA Manager logs into the system, he/she is reminded of the contacts assigned to him/her or an associated workgroup.

The CCOD system provides confidentiality and security protections. Only authorized staff has access. Any changes and updates to Florida Relay user 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. T-Mobile also has policies to protect Florida Relay user contact information.

T-Mobile's CCOD system supports ongoing QA efforts for individual states and performance on a network, CA, and call center level:

- Florida Relay Service Report: Monthly tracking number, date of complaint, CA ID, type of complaint, nature of complaint, date of resolution, and explanation of resolution status (upon request).
- Florida Relay Service Tally Report: Total commendations and total complaints by classification and category number (available upon request).
- Total Tally Report: This internal report is part of our QA program. It contains consolidated compliment and complaint information by category number for all products.
- Florida Relay Account Report: This internal report provides a snapshot of Florida Relay's user contact files and open and closed files for each month (available upon request).
- Annual FCC Tally Report: This report will be shared with the FPSC for annual FCC reporting.

Specialized Customer Service Options

While anyone can use the general access number for T-Mobile Accessibility Customer Care, we also offer specialized Customer Care for select Florida Relay 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 T-Mobile's provision of CapTel, Florida Relay 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 24x7, excluding select holidays. On holidays, T-Mobile gives Florida Relay CapTel users the option to leave a message directly with CapTel Customer Service for follow-up the next day or Florida Relay CapTel users may call the general access number for assistance.

Spanish Customer Service and Training Line

T-Mobile provides a separate national Customer Service number for Florida Relay customers who speak Spanish. This number is answered by a customer care representative 24 hours-a-day for the purpose of assisting with information on placing a Florida Relay call, tips for improving the efficiency of relay calls, information on new relay service functions, changes in relay service, and to accept commendations and complaints.

STS Customer Service and Training Line

T-Mobile provides nationwide STS Customer Care to assist Florida Relay STS users and caregivers such as family, friends, medical professionals, businesses, and organizations. This service is available 24x7. T-Mobile'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
- Referring callers to the FTRI for questions on accessibility equipment
- Explaining the processes T-Mobile CAs will use to help clarify speech patterns
- Making practice calls

VCO Customer Service and Training Line

T-Mobile has the industry's first national VCO-specialized Customer Service and Training Line. T-Mobile's VCO Customer Care Representatives can help Florida Relay VCO users and advocates with:

- Understanding the basics of VCO calls, including TTY etiquette and abbreviations
- Establishing Customer Profile and branding as a Florida Relay VCO user
- Explaining VCO basics (access numbers, and call handling preferences)
- Educating Florida Relay users on enhanced VCO features

2-Line VCO and Privacy

- Empowering Florida Relay 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 the FTRI for questions on accessibility equipment
- Making practice calls

Outreach

The Florida Relay Client Director/Account Manager will continue to be responsible for ensuring complaint and appeal processes are identified in outreach and marketing materials. T-Mobile will incorporate the complaint and appeal process in Florida Relay educational materials – an overview of complaint/feedback procedures are included in printed and online materials.

Special Needs

Item 56 – Special Needs (RFP ref. B-46)

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

"Special Needs" means 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. (However, 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.

T-Mobile has read, understands, and will continue to comply with all RFP B-46 requirements.

T-Mobile's goal is to provide functionally equivalent communication options for all.

Experts in Technology and Requirements

When the FCC proposes new requirements or seeks comments, T-Mobile will identify possible impacts, develop action plans for compliance, and provide feedback to the FCC. T-Mobile will cooperate with Florida Relay to implement changes to the service if FCC requirements affect the provision of Florida Relay. We may also discuss cost impacts with the FPSC.

T-Mobile's treatment of opportunities for growth and expansion and product and service development will continue to shape the industry. T-Mobile has 31 years of experience introducing innovative solutions in the accessibility marketplace and providing high-quality service to customers. T-Mobile also has a history of embracing and initiating technology evolution. T-Mobile is the only Tier 1 wireless and wireline service provider in the relay industry. T-Mobile will continue to provide products and services to enable accessibility.

Part of the team currently supporting Florida Relay are subject matter experts who research and analyze emerging technologies. T-Mobile customers who need functional communication options will continue to benefit from the development of next-generation technology. T-Mobile legal specialists have detailed knowledge about TRS FCC standards and state requirements.

T-Mobile personnel also attend conferences to learn about technology. One example is the California State University – Northridge (CSUN) Assistive Technology Conference. The conference provides researchers, exhibitors, end-users, and experts with an opportunity to share

information about "best practices in the field of assistive technology." The team also participates in other national conferences.

User Experience

T-Mobile develops products and creates a superior customer experience.. T-Mobile's team is comprised of daily users of relay products and services. These employees and their spouses, children, parents, friends, and siblings have the same communication needs and concerns as Florida Relay users. *T-Mobile is fully committed to true functional equivalency and doing everything to provide the best service possible.* T-Mobile's experience remains unmatched by other TRS providers.

Internet Protocol Relay (IP Relay)

T-Mobile provides Internet Relay (IP Relay) that can be used on internet-connected devices (computers, tablets, phones). IP Relay is available at no cost to FPSC.



In 2002, Sprint (now T-Mobile) developed and launched IP Relay service. Sprint continued to offer IP Relay after many IP Relay providers discontinued this valuable service. We believed the DeafBlind community would lose telecommunications options. In late 2014, Sprint became the sole provider of IP Relay service. We are still the only IP Relay provider, and we are FCC certified.

IP Relay allows Floridians who are Deaf, Hard of Hearing, DeafBlind, or have a speech disability to use an internet-connected device to access a relay operator. A Floridian using IP Relay types what he/she wants to say to an operator. The operator relays the message to the IP-Relay caller and types his/her response back to the IP Relay user.

T-Mobile offers simplified access to IP Relay by assigning one phone number for the web and mobile applications, allowing Florida Relay users to make or answer IP Relay calls from their preferred device with the added convenience of mobility. T-Mobile will continue to enhance the IP Relay product and services based on feedback received from people who are Deaf, Hard of Hearing, or have a speech disability.

People with speech disabilities also use IP Relay to conduct daily telephone conversations without the stress of using their voice. IP Relay provides them independence and privacy when making calls while on the go.

T-Mobile provides Spanish-to-Spanish and English-to-English IP Relay. The FCC does not allow translation service for this product. IP Relay users can change the web and mobile applications from English to Spanish. They can also select the spoken language for the CA.

In the event one or both parties disconnect during a 911 call, the CA will attempt to reconnect the call. T-Mobile complies with FCC TRS Rules for E911 section §9.14 (formerly §64.605). When a Florida Relay IP Relay user has an emergency call, we access an emergency call center (ECC) to request the Florida Relay user's current location to identify the nearest PSAP for the caller.

If the FCC transfers IP Relay jurisdiction to states, T-Mobile will provide information to the FPSC and we will work with the FPSC regarding implementation details.

Wireless Apps

T-Mobile provides information to its wireless customers about accessibility features inherent in wireless phones. T-Mobile's wireless technology can assist Florida Relay users.

Hearing Aid Compatibility (HAC)

HAC refers to the relationship between a handset and hearing aids, concerning the level of operation that is capable vs. the amount of electromagnetic interference produced by the handset. T-Mobile's handset inventory is over 95% HAC compliant, according to FCC standards.

Video-Assisted STS

T-Mobile will continue to support this product for Florida Relay users. T-Mobile's VA-STS supports a one-way video call between the CA and Florida Relay STS user. The video connection assists the CA in understanding the Florida Relay STS user's speech. At the Florida Relay user's request, the STS CA will establish a separate video connection with the Florida Relay STS user. VA-STS allows the STS CA to listen to a person with a speech disability and see them via a video-supported connection. The advantage of this service is the STS CA uses visual clues (facial expressions) to provide re-voicing assistance. Florida Relay STS users enter contact information in their STS Profile to reduce set-up time. Florida Relay is only charged for the STS portion of these calls and is not charged a premium or additional cost for the video connection.

Automated 711 for STS and Spanish

T-Mobile will continue to support this product for Florida Relay users. T-Mobile offers Automated 711 for STS and Spanish at no charge to the FPSC. T-Mobile makes it easier for Florida Relay users who use STS or Spanish to use 711. T-Mobile TRS CAs are trained to immediately transfer STS callers to STS CAs upon request (without requiring the caller to redial). This service is included in the TRS pricing.

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Unsolicit Feats

Item 57 – Unsolicited Features in Basic Relay Service (RFP ref. B-47)

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.

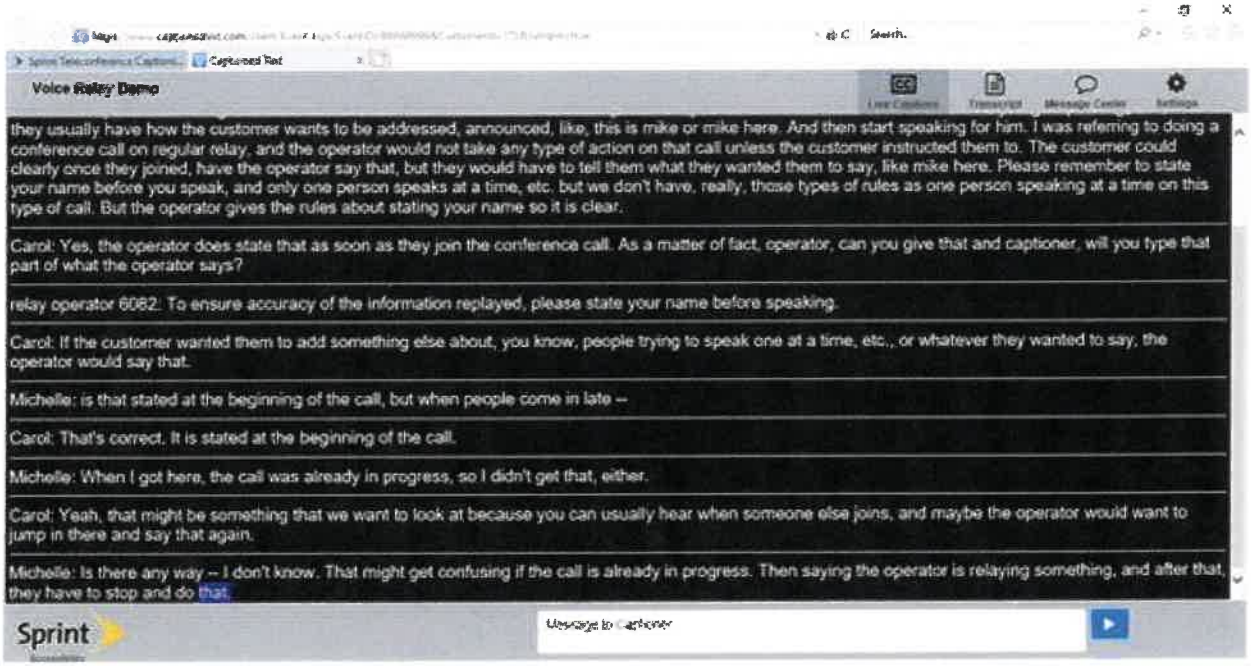
Any additional features not described elsewhere in the RFP, and which the bidder is including in its basic relay service and price proposal, which a bidder would like to propose shall be fully described indicating how the feature would work, how it would improve the system, which users would benefit 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; enhanced transmission speed or any proposed service enhancements and technological enhancements which improve service.

T-Mobile has read, understands, and will comply with all RFP B-47 requirements.

We present the following unsolicited features to the FPSC and Florida Relay users.

Relay Conference Captioning (RCC)

Florida residents who need to join in conference calls, webinars, or video meetings can participate by following along via RCC. RCC ensures meeting attendees who are Deaf, Hard of Hearing, or have a speech disability are in sync with their colleagues and can view content via online and or transcripts. RCC is available for online meetings with two or more attendees. RCC is intended for business purposes only.

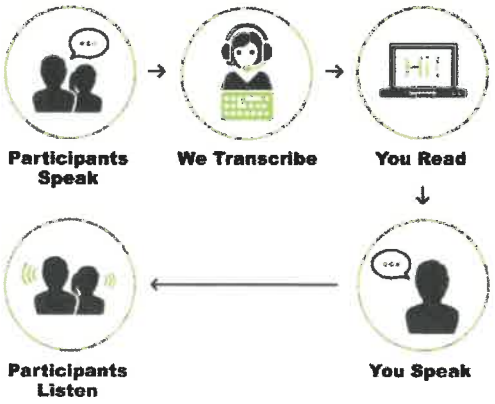


The same high-quality captioners who produce closed captioning for television shows will deliver fast and accurate captions to meeting attendees. Florida RCC meeting participants join a conference call or webinar. RCC participants have two options to speak directly or type their responses, and the captioner will read and speak directly through the conference bridge or web

conferencing audio connection while viewing captions via an internet-connected computer or mobile device.

RCC is currently available Monday - Friday 8:00 a.m. – 6:00 p.m. ET. We would be willing to discuss expanded service hours. Please contact your Client Executive for more details.

RCC is easy to schedule and requires no special software or downloads. High-speed internet is required. RCC meetings are secure. SSL encryption is included for each event.



With Florida RCC users can:

- Confirm conversations using real-time transcripts
- Recognize and use specific workplace lingo
- Communicate with clients and co-workers
- Make business decisions based on clear, accurate information

Easy Reservation System

A Florida RCC meeting requestor visits a website dedicated to Florida RCC and fills out a request form. Reservations should be requested 48 hours in advance. After the form is submitted, the event is scheduled, and the meeting requestor can specify how transcripts are treated during and after the event. The meeting requestor will receive an email confirmation with the meeting link and confidential event ID number. Before the event's start time, the captionist will join the scheduled audio conference bridge and caption the conference call or web conferencing meeting. Cancellations must be requested 24 hours in advance.

For the new contract, if the FPSC desires, we will work with the FPSC to design an approval process for Florida RCC reservations. Implementing this new process will take 60 days after contract signature.

Contact Information

First Name *

Last Name *

Email Address *

Enter only one email address

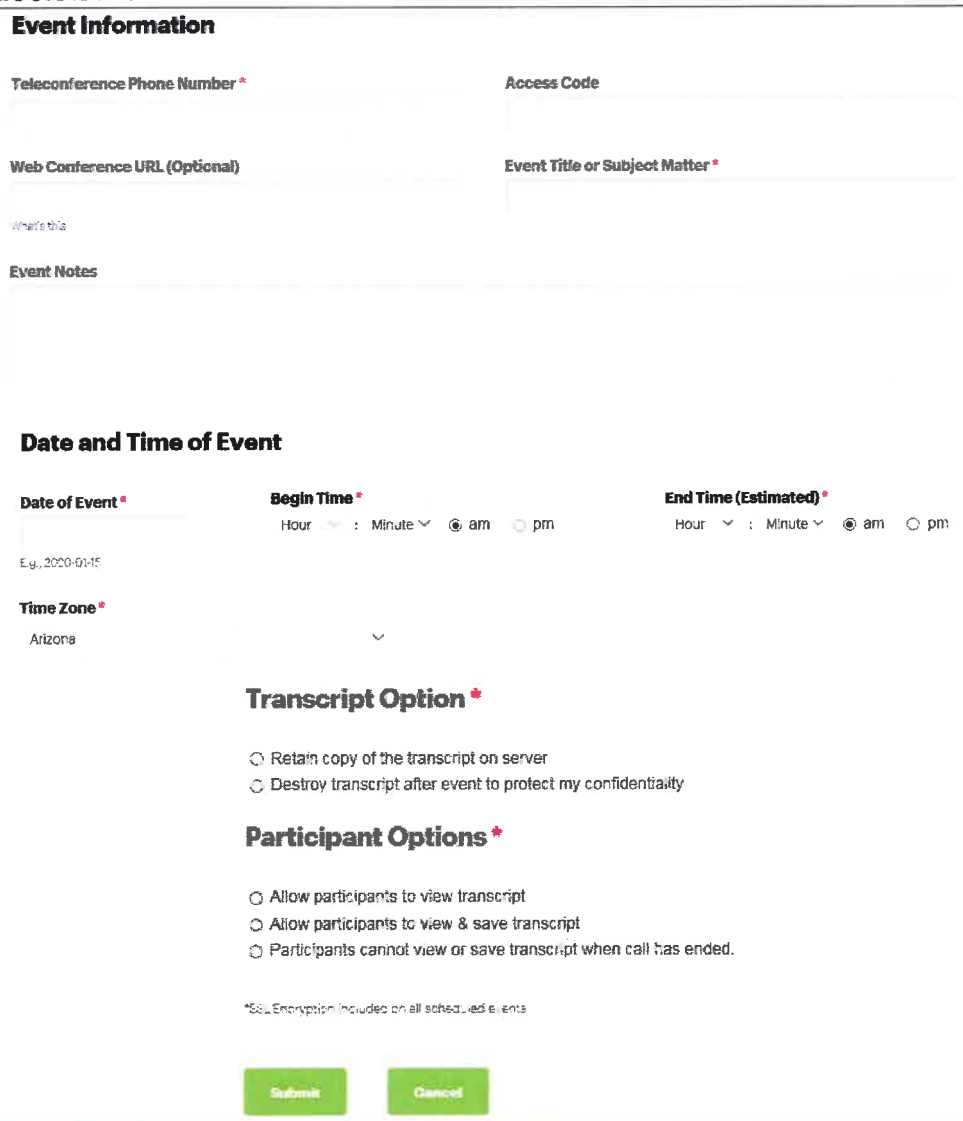
☐ I understand that Relay Conference Captioning is intended for participating in conference calls, webinars or multiparty calls. *

☐ I certify I am requesting RCC for myself or participants who are Deaf or Hard of Hearing in order to participate on a conference call, webinar or multiparty call. *

Phone Number *

Alternative contact information

Add email or phone number



	Information and Preferences
Minimum System Requirements	Optimized for Internet Explorer, Chrome, Firefox, or Safari
	JavaScript and cookies enabled in the browser
	High-speed Internet connection required
	800 x 600 screen resolution, 1024x768 or higher recommended
Display Preferences	Background Color
	Text Color
	Font Style
	Font Size (up to 72 pt.)
	Refresh rate for new text
	New text highlighting color
Transcripts	View transcript*
	Save or email transcript*
	Save transcript as text*
Help	Frequently asked questions

**The Florida RCC meeting requestor may limit participants' ability to view, print, and save the transcript.*

Captionist Quality

RCC captionists transcribe conversations at an average of up to 180-wpm and maintain an average 98% accuracy. Captioning is performed in real-time, and an occasional error may occur when the captionist is not familiar with terms or names or misspells a word. RCC includes safeguards to protect against offensive words displayed during business events. T-Mobile works to enhance the skills of the captioning team. The host of the RCC event can help with captionist accuracy by providing information about the event during registration, including proper names, agendas, speaker notes, or presentations relevant to the topic.

Confidentiality

All captionists are required to sign and abide by a pledge of confidentiality:

1. All event-related information will be kept strictly confidential. The captionist will not reveal any information acquired during an event or any preparatory or other materials associated with the event. The captionist will only discuss event-related questions or problems with management or human resources personnel. The captionist agrees to keep confidential all information for the duration of employment and after employment ends.
2. No records of Florida RCC user information or content of any event will be kept beyond the event's duration, with limited exceptions for authorized procedures. The captionist will not keep a record of any Florida RCC user information or conversation content beyond the length of the call except billing and user profile information. The captionist will destroy all such records immediately upon completion of their authorized use.
3. Nothing may be intentionally edited or omitted from the content of the conversation or the speaker's spirit. The captionist will transmit exactly what is said in the way it is intended in the language of the Florida RCC user's choice.
4. Nothing may be intentionally added or interjected into the content of the conversation or the spirit of the speaker. The captionist will not advise, counsel, or interject personal opinions, even when asked by the Florida RCC user.
5. The captionist will be flexible in adapting to the Florida RCC user's needs.
6. The captionist will further skills and knowledge through continued training, workshops, and reading of current literature in the field.

All captionists must agree to comply with these terms. Failure to do so will lead to disciplinary action.

Transcripts

RCC transcripts are an invaluable tool, and they are provided at no additional charge. Transcript settings must be established when a meeting request is submitted. Should a transcript be requested, participants can email, save, or print transcripts immediately after the event. The Florida RCC meeting requestor must indicate if and how he/she wants transcripts to be delivered. If the transcript is set to destroy at the end of a meeting, it will not be available once the captioning window is closed.

Scheduling and Technical Support

If a Florida RCC meeting requestor needs help scheduling an RCC event or if technical assistance is required, a 24x7 help desk can be reached at 833-250-2784 or captioning@t-mobile.com. The

help desk can also be reached via email. For scheduled events, provide the event ID to the support team.

Web Conferencing

RCC also makes captions available through popular web conferencing applications, including WebEx, Adobe Connect, and YouTube Live – at no additional charge. Florida RCC meeting organizers using web conferencing can embed RCC captions into the event by the web link, provided within the confirmation email, into the web conferencing software. Other popular webinar platforms may be used, but two web browsers are required to view captions – one for the web conferencing screen and the second for the captioning player.

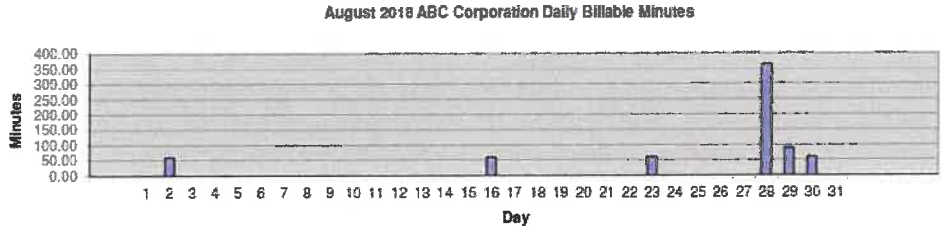
Mobile RCC

Mobile RCC gives Florida RCC participants the freedom to participate in a conference call while using an internet-connected device with a web browser. RCC is a data-intensive application, and wireless data rates may apply.

Billing and Reporting

T-Mobile will continue to provide the FPSC with monthly RCC invoicing and reporting. Two reports will accompany the invoice:

- Daily meeting activity, including the name and a description of each meeting and start/end time
- Total number of monthly minutes by day and by week



RCC Pricing Conditions

- RCC is intended for online meetings with two or more attendees, and does not include support for cursing, vulgarities, or language that is derogatory, condescending, discriminatory, or ethnic slurs, or words otherwise considered offensive to any protected class, as defined under U.S. federal laws.
- Minimal Increment Billing Unit: 15-minute intervals with an initial minimum of 30 minutes
- Minimum fee for any event: 1/2 of the hourly rate for the event
- All events will be billed in full for the amount requested and 15-minute intervals thereafter. Cancellations must be requested 24 hours in advance.

Video-Assisted STS

T-Mobile will continue to support this product for Florida Relay users. T-Mobile's VA-STS supports a one-way video call between the CA and Florida Relay STS user. The video connection assists the CA in understanding the Florida Relay STS user's speech. At the Florida Relay user's request, the STS CA will establish a separate video connection with the Florida Relay STS user. VA-STS allows the STS CA to listen to a person with a speech disability and see them via a video-supported connection. The advantage of this service is the STS CA uses visual clues (facial expressions) to provide re-voicing assistance. Florida Relay STS users enter contact information in their STS

Profile to reduce set-up time. Florida Relay is only charged for the STS portion of these calls and is not charged a premium or additional cost for the video connection.

Automated 711 for STS and Spanish

T-Mobile will continue to support this product for Florida Relay users. T-Mobile offers Automated 711 for STS and Spanish at no charge to the FPSC. T-Mobile makes it easier for Florida Relay users who use STS or Spanish to use 711. T-Mobile TRS CAs are trained to immediately transfer STS callers to STS CAs upon request (without requiring the caller to redial). This service is included in the TRS pricing.

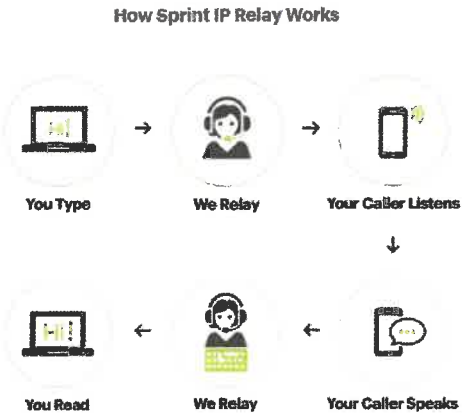
Item 58 – IP-Relay Service, IP-Captioned Telephone Service, and Video Relay Service (RFP ref. B-48)

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. If required by the FCC, the bidder shall be capable of providing Video Relay Service.

T-Mobile has read, understands, and will continue to comply with all RFP B-48 requirements.

Internet Protocol Relay (IP Relay)

T-Mobile provides Internet Relay (IP Relay) that can be used on internet-connected devices (computers, tablets, phones).



In 2002, Sprint (now T-Mobile) developed and launched IP Relay service. Sprint continued to offer IP Relay after many IP Relay providers discontinued this valuable service. We believed the DeafBlind community would lose telecommunications options. In late 2014, Sprint became the sole provider of IP Relay service. We are still the only IP Relay provider, and we are FCC certified.

IP Relay allows Floridians who are Deaf, Hard of Hearing, DeafBlind, or have a speech disability to use an internet-connected device to access a relay operator. A Floridian using IP Relay types what he/she wants to say to an operator. The operator relays the message to the IP Relay caller and types his/her response back to the IP Relay user

T-Mobile offers simplified access to IP Relay by assigning one phone number for the web and mobile applications, allowing Florida Relay users to make or answer IP Relay calls from their preferred device with the added convenience of mobility. T-Mobile will continue to enhance the IP Relay product and services based on feedback received from people who are Deaf, Hard of Hearing, or have a speech disability.

People with speech disabilities also use IP Relay to conduct daily telephone conversations without the stress of using their voice. IP Relay provides them independence and privacy when making calls while on the go.

T-Mobile provides Spanish-to-Spanish and English-to-English IP Relay. The FCC does not allow translation service for this product. IP Relay is available at no cost to the FPSC. IP Relay users can change the web and mobile applications from English-to-Spanish. They can also select the spoken language for the CA.

In the event one or both parties disconnect during a 911 call, the CA will attempt to reconnect the call. T-Mobile complies with FCC TRS Rules for E911 section §9.14 (formerly §64.605). When a Florida Relay IP Relay user has an emergency call, we access an emergency call center (ECC) to request the Florida Relay user's current location to identify the nearest PSAP for the caller.

If the FCC transfers IP Relay jurisdiction to states, T-Mobile will provide information to the FPSC and we will work with the FPSC regarding implementation details.

Video Relay Service

While VRS is currently not an offer through Florid Relay, T-Mobile will work with the FPSC and Florida Relay users to determine the need for VRS. Please contact your Client Executive for more information.

IP-Captioned Telephone Service (IPCTS)

CapTel from T-Mobile

Enjoy Using the Phone Again

Hearing loss shouldn't isolate you from the people you care about. With a CapTel from T-Mobile phone, you'll hear what you can and read what you miss on calls. Read captions of everything your caller says, in real-time. No more missed details. No more asking someone to repeat themselves. No more waiting for a quiet room to make a call. Your CapTel phone makes every word count. Even better, you may qualify to get your phone at no cost!

CapTel Phones



CapTel 840 Series



CapTel 2400i

Web CapTel



Web-Based Service

Blind-Low Vision



CapTel 880i

A T-Mobile IP CapTel phone works just like the traditional CapTel phone but uses an internet connection to deliver captions. The service, IP CapTel phone, and installation are all available at no cost to the user with a signed third-party verification form. T-Mobile has worked to ensure our IP CapTel services can be used by all user groups. In 2019, T-Mobile released the 880iB which enables a blind user to connect a braille board to their CapTel phone and receive captions. The 2400i also is the only device in the marketplace that allows for Bluetooth connectivity. Users with hearing aid streamers or Cochlear implants with Bluetooth connectivity, can connect directly to the CapTel phone and hear the conversation through those devices. T-Mobile continues to work with their manufacturer to find additional technology advancements that assist those who utilize a Captioned Telephone. For more information, please see https://captelfromtomobile.com.

IP CTS Team

T-Mobile Associate Accessibility Relationship Managers (AARMs) raise IPCTS awareness among Florida Relay users who have hearing loss and the professionals who serve them. The AARMs:

- Attend virtual and in-person events, on a national, state, and local level, to provide one-on-one education about IPCTS
- Give presentations on IPCTS, relay services, and support services to seniors, veterans, caregivers, Veteran Service Officers (VSO)s, and hearing health professionals
- Educate hearing healthcare support personnel, VSOs, and IPCTS certifying professionals
- Create comprehensive print, digital, and broadcast marketing campaigns

T-Mobile offers an IPCTS service that compliments the offerings of state-based CapTel. As CapTel users in Florida transition from legacy analog telephone networks to newer technology, T-Mobile IPCTS is available with the same reliability and quality of service.

Current vertical customer channels include:

Hearing Health Professionals

Difficulty hearing on the phone is often the first symptom of hearing loss, and one with the most significant impact on a patient's quality of life. T-Mobile CapTel enables patients to hear and read their phone calls, restoring confidence and independence. Often, hearing health providers report better patient outcomes for captioned phone users. IPCTS phones are available at no charge with a signed certification form from a professional qualified to evaluate hearing loss, such as an audiologist or doctor. T-Mobile, through Florida Relay, provides information and demonstration devices to hearing health providers who wish to share information with their patients. T-Mobile does not offer any type of incentives for hearing health providers and does not support joint marketing agreements in violation of FCC regulations.

Caregivers

Many Florida Relay CapTel users rely on caregivers such as senior living professionals, social workers, or immediate family caregivers for information. T-Mobile works closely with these groups to provide marketing materials about the services offered through T-Mobile CapTel.

T-Mobile focuses on these customer vertical channels to bring value to Florida Relay CapTel. Our overall mission is to offer IPCTS products and marketing that complements (rather than competes) with Florida Relay. Sprint's goal is to serve all Florida Relay CapTel users and present functionally equivalent communication options to them. Our approach sets us apart from other CapTel providers as the most effective in serving CapTel users in a way that enhances the provision of the state-based business. We look forward to continuing this level of service in Florida.

Veterans

Many veterans have experienced hearing loss because of their service and have trouble participating in telephone conversations. Florida veterans need to know about the CapTel through Florida Relay. T-Mobile Accessibility has the honor of working with national veterans' groups such as the Veterans of Foreign Wars (VFW) and the Blinded Veterans Association (BVA). While we have leveraged those relationships for national campaigns, T-Mobile will utilize local organizations to ensure veterans can communicate with friends, families, business associates, doctors, and others. T-Mobile Accessibility has established relationships with VSOs in many states. VSOs answer questions, give advice, and educate individuals and groups on the benefits of federal, state, county, and local resources. VSOs can provide information about Florida Relay CapTel to Florida veterans. T-Mobile is proud to be a military-friendly company committed to providing resources and programs to assist veterans, active military personnel, and their families.

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Redundancy

Item 59 – Redundancy (RFP ref. B-49)

Please provide information regarding redundant coverage offered nationally, such as the number of call centers.

T-Mobile has read, understands, and will continue to comply with all RFP B-49 requirements.

Per our state customer and FCC requirements, T-Mobile and CTI have adequate hardware, software, and facilities to ensure compliance with P.01 (blockage). T-Mobile's internal objective for call completion for network availability is 99.995% - well above FCC minimum requirements. T-Mobile highly redundant architecture and excess capacity virtually eliminate 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. The network supports proactive and real-time monitoring.

T-Mobile 's relay network technology utilizes Session-Initiation Protocol (SIP).

- All call paths are geographically redundant and monitored to provide high-quality service.
- An IP solution allows sustainability and longevity for the TRS platform.
- The IP network will enable future technological advances, such as Real-Time Text (RTT), whose requirements are under development by the FCC.

Proactive Measures

For 31 years, Sprint (now T-Mobile) Accessibility users have rarely experienced an inability to place calls. Call centers are staffed with spare positions and platform components to deal with all types of technical issues. The network offers automated alarming to notify personnel of issues.

Redundancy is built into our infrastructure to deliver outstanding performance for all our TRS customers. These attributes will ensure functional equivalency for relay callers during disasters. The benefits of our leading-edge platform and flexible configuration include:

- Redundant connections between sites, the 800 network, and call centers
- If the problem is within T-Mobile's center, the CCSA performs maintenance
- Centralized routing and reporting systems enable T-Mobile to treat the entire call center complex as a single virtual call center rather than standalone call centers
- All positions are capable of handling calls for any state customer
- All training seats are configured and immediately ready to take production traffic
- T-Mobile has pre-established plans for all types of outages
- T-Mobile automatically routes calls away from a center 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.

Back-Up Call Router

T-Mobile's primary router is reliable and rarely experiences any type of outage. In the unlikely event that the primary call router has an outage, T-Mobile has a back-up call router that delivers calls to the relay centers.

Call Centers

We currently have a call center in Orlando and another call center in Tampa, FL (highlighted in the following table). Florida Relay calls will continue to be routed to Gold Star CA in following call centers:

Center	Services Provided
Appleton, WI	CapTel
Arlington, TX	CapTel
Austin, TX	TRS, Spanish TRS, VCO, STS, and CapTel
Columbia, SC	CapTel
Dayton, OH	TRS, Spanish TRS, STS, VCO, and CapTel
Lubbock, TX	TRS, Spanish TRS, VCO, and CapTel
Madison, WI	CapTel, CapTel Customer Service
Milwaukee, WI	CapTel
Moorhead, MN	TRS, STS, VCO, Customer Care, Spanish TRS
Orlando, FL	CapTel
Overland Park, KS	Customer Care
Syracuse, NY	TRS, Spanish TRS, VCO, and CapTel
Tampa, FL	CapTel

Florida Relay users will continue to benefit from T-Mobile's intelligent call routing (ICR), which ensures the next available TRS or CapTel CA answers each call. T-Mobile's ICR provides Florida Relay with a large resource pool and ensures the most efficient and cost-effective method for processing various call types.

Based upon predefined routing scripts, T-Mobile's ICR can send calls to any CA in 13 geographically diverse call centers (or T-Mobile Accessibility Customer Care), which is the largest relay network in the U.S. Specific scripts are executed for each call type and scripts are scheduled to be used based on the time of day, day of the week, and year. These scripts are self-invoking and require no human intervention. T-Mobile's ICR has complex formulas available to determine the most efficient utilization of resources.

TRS and CapTel Work from Home

T-Mobile's Florida Relay solution will continue to include TRS and CapTel CAs that work from home. We have deployed a trained work from home workforce that allows for business continuity during natural or man-made disasters.

1) A portion of T-Mobile's workforce can process Florida Relay calls with agents virtually attached to existing centers but not physically located in a call center. CAs work from home in a safe, secure environment. They abide by FCC standards for confidentiality, specifically (47 C.F.R. §64.604(a)(2)(ii) for Conversation Content). If there is natural or man-made disaster, agents can continue to process calls. CAs are located close to existing call centers, so they may continue to participate in ongoing training, and they have access to local technical support resources.
2) CapTel Agents can arrange a call take over after reaching the mandatory minimum standard for a CapTel call. For a better customer experience, agents can take over the call remotely, in the same call center, or from another call center.

Reporting

Item 63 - Reporting Requirements (RFP ref. B-53)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-53 requirements.

During T-Mobile's tenure with Florida Relay, we have provided reports that meet FPSC requirements, and we will continue our collaborative relationship with the FPSC. The FPSC should expect T-Mobile to continue to meet this RFP's reporting requirements.

Additionally, T-Mobile has introduced a new capability that will allow the FPSC's Contract Manager and Administrator to view monthly invoices and reporting online. The FPSC will also view historical invoices and reports. The secure site enables the FPSC to download files.

T-Mobile 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.

Billable Minutes

The billable time for each individual call is calculated in seconds and converted into decimal minutes, rounding to a single decimal place (one-tenth minute, a six-second increment) and categorized by billable service. At the end of the month, each decimal minute call is multiplied by the appropriate service rate and rounded to two decimal places to create a rated call.

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.(l) above.
   (3) Number of outgoing calls (provide two breakdowns of this total: one separately stating completed calls and incomplete calls, and one separately stating whether calls terminate as Baudot, ASCII or voice calls).
   (4) Number and percentage of incoming Florida calls received at each relay center handling Florida calls. Total should equal the number of incoming calls in item a.(1) above.
b. Average daily and monthly blockage rate.
c. Daily answer times for the month and daily number and percent of incoming calls answered within ten (10) seconds for the month.
d. Total daily and monthly number of outgoing calls (including both completed and incomplete) of the following lengths:
   (1) 0 - 10 minutes
   (2) >10 - 20 minutes
   (3) >20 - 30 minutes
   (4) >30 - 40 minutes
   (5) >40 - 50 minutes
   (6) > 50 - 60 minutes
   (7) > 60+ minutes

e. On a daily basis for the month, number of outgoing calls and average length of calls by hour of day. (Total should equal total of a.(3)).
f. Number of outgoing local, intraLATA toll, intrastate interLATA, interstate and international calls for the month. (Total should equal total of a.(3)).
g. Number of outgoing calls and average length of completed outgoing calls originated by TDD users and voice users (identified separately). (Total number of calls should equal total of a.(3)).
h. The provider shall provide monthly summary reports to the FPSC and the Administrator regarding the number of complaints received categorized by topic areas. The provider shall also provide a complaint summary to the FPSC in the format necessary to submit to the FCC in compliance with 47 CFR 64.604(c)(1)(ii), by June 15 covering the previous 12 months of complaints ending May 31 of that year.
i. The provider shall report monthly to the FPSC and the Administrator the results of any user evaluations conducted.
j. The provider shall report monthly on new subcontractors being used to assist in providing relay service and shall identify the scope of their role in the process and the relationship of the subcontractor to the provider.
k. By March 1, the provider shall provide to the Administrator and the contract manager forecasted relay usage figures and costs to the FPSC 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.
m. The provider shall submit the necessary documentation to the FPSC that complies with the state certification requirements of 47 CFR 64.606 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.
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.

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.

T-Mobile continue to comply with these requirements.

FPSC Reporting/Billing Requirement	How T-Mobile Complies
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.	T-Mobile will continue to provide the daily and monthly number of incoming calls, incoming call minutes, and outgoing calls which includes the call type (Baudot, ASCII, voice) and language. T-Mobile will also continue to provide the number and percentage of incoming Florida TRS calls received at each relay center handling Florida calls.

FPSC Reporting/Billing Requirement	How T-Mobile Complies
(2) Number of incoming call minutes associated with each of the categories of incoming calls in a.(l) above. (5) 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). (6) Number and percentage of incoming Florida calls received at each relay center handling Florida calls. Total should equal the number of incoming calls in item a.(1) above.	
b. Average daily and monthly blockage rate.	T-Mobile will continue to comply by offering the FPSC a report with the daily and monthly average toll-free blockage rate.
c. Daily answer times for the month and daily number and percent of incoming calls answered within ten (10) seconds for the month.	T-Mobile's reports to the FPSC will continue to include the daily TRS answer times for the month, and daily number and percent of incoming calls answered within 10 seconds for the month.
d. Total daily and monthly number of outgoing calls (including both completed and incomplete) of the following lengths: 0 - 10 minutes >10 - 20 minutes >20 - 30 minutes >30 - 40 minutes 40 - 50 minutes > 50 - 60 minutes > 60+ minutes	T-Mobile's reports to the FPSC will continue to include 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
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)).	T-Mobile's current reports to the FPSC will continue to detail the number of outgoing calls and average length of call by hour of day for all TRS calls daily. The total of these calls will match the overall total referenced in a.3.
f. Number of outgoing local, intraLATA toll, intrastate interLATA, interstate and international calls for the month. (Total should equal total of a.(3)).	T-Mobile's reporting will continue to 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 referenced in a.3.
g. Number of outgoing calls and average length of completed outgoing calls originated by TDD users and voice users (identified separately). (Total number of calls should equal total of a.(3)).	T-Mobile's reports will continue to include the number of outgoing calls and average length of completed outgoing calls originated by TDD (TTY)users and voice users, identified separately. The total of these calls will match the overall total referenced in a.3.
h. The provider shall provide monthly summary reports to the FPSC and the	T-Mobile welcomes the opportunity to discuss with the FPSC the various available monthly reports and ad-hoc

FPSC Reporting/Billing Requirement	How T-Mobile Complies
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 47 CFR 64.604(c)(1)(ii), by June 15 covering the previous 12 months of complaints ending May 31 of that year.	information available to keep the FPSC Contract Administrator fully apprised of Florida Relay user complaints and compliments. Based on the level of information and frequency desired by the FPSC, T-Mobile will provide the available information in a reasonable timeframe that allows for information to be consolidated and delivered. T-Mobile will continue to provide monthly summary reports to the FPSC and the Administrator regarding the number of complaints received categorized by topic areas. T-Mobile 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.
i. The provider shall report monthly to the FPSC and the Administrator the results of any user evaluations conducted.	T-Mobile will continue to 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.	T-Mobile's Client Director/Account Manager will continue to report any new subcontractors being used to assist in the providing of relay service. The report will continue to 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 FPSC for the upcoming fiscal year (July 1 - June 30).	By March 1 of each year, T-Mobile will continue to provide the forecasted relay usage figures and costs to the FPSC 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.	T-Mobile will continue to provide CapTel monthly reporting with 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. T-Mobile will continue to validate the information and provide a concise CapTel reporting.
m. The provider shall submit the necessary documentation to the FPSC that complies with the state certification requirements of 47 CFR 64.606 when required.	T-Mobile will continue to supply 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.	T-Mobile will continue to comply. One of T-Mobile's strengths is the level of our support to State customers to complete the FCC's mandatory re-certification. T-Mobile will put together a draft application in adequate time for the FPSC to review and modify. Upon request, T-Mobile will supply additional information and reports.

FPSC Reporting/Billing Requirement	How T-Mobile Complies
	Our goal is to ensure Florida Relay maintains its certification with.
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.	In conjunction with CTI, T-Mobile will continue to operate call centers in Orlando and Tampa. We will file quarterly reports with the FPSC's contractor. Our routing will operate the same way users have experienced throughout our tenure as the current provider. Routing may not reflect 75% Florida Relay's traffic is handled within the state.
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.	T-Mobile will continue to communication with the FPSC to identify meaningful additional reports. The Client Executive/Account Manager will continue to respond to the FPSC's billing/reporting questions or concerns. T-Mobile will continue to provide continued professional billing/reporting interpretation, analysis, and explanations. T-Mobile will continue to work as the FPSC's partner for reporting requirements. Once the request is received, T-Mobile will investigate if the information is available, and the level of effort required. Then, T-Mobile will meet with the FPSC to provide solutions. Depending on complexity, T-Mobile will negotiate delivery time frame and cost (if applicable). T-Mobile cannot be obligated to provide any custom reports that it determines in its discretion are impractical or unduly burdensome to T-Mobile or its subcontractors from an operational, financial or system limitation basis. In addition, T-Mobile reserves the right to not deliver retroactive reporting in formats later agreed upon by T-Mobile and the FPSC. However, T-Mobile wants to continue to delight the FPSC and will make reasonable efforts to research each request for ad hoc billing/reporting and respond in a timely manner.

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Opt FL Call Ctr

Item 66 – Optional Florida Call Center (RFP ref. B-56)

A bidder may, at its option, elect to place a call center in Florida through which relay traffic may be routed. A bidder 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 March 1, 2022. Bidders meeting the criteria for a Florida call center will be awarded 100 points. Partial points will not be awarded in this category.

T-Mobile has read, understands, and will continue to comply with RFP B-56 requirements.

We currently have a call center in Orlando and another call center in Tampa, FL (highlighted in the following table).

Our routing will continue to operate the same way that Florida Relay users have experienced throughout our tenure as the current provider. Routing may not reflect 75% of Florida's Relay traffic is handled within the state.

T-Mobile's network of relay centers is operated by T-Mobile and its long-term subcontractors Communication Services for the Deaf (CSD) – a non-profit organization dedicated to serving the Deaf and Hard-of-Hearing community and CapTel, Inc. (CTI) – an Ultratec corporation with a long history of advancing assistive technology.

Call Centers

Florida Relay calls will continue to be routed to the first available Gold Star CA in following call centers:

Center	Services Provided
Appleton, WI	CapTel
Arlington, TX	CapTel
Austin, TX	TRS, Spanish TRS, VCO, STS, and CapTel
Columbia, SC	CapTel
Dayton, OH	TRS, Spanish TRS, STS, VCO, and CapTel
Lubbock, TX	TRS, Spanish TRS, VCO, and CapTel
Madison, WI	CapTel, CapTel Customer Service
Milwaukee, WI	CapTel
Moorhead, MN	TRS, STS, VCO, Customer Care, Spanish TRS
Orlando, FL	CapTel
Overland Park, KS	Customer Care
Syracuse, NY	TRS, Spanish TRS, VCO, and CapTel
Tampa, FL	CapTel

Florida Relay users will continue to benefit from T-Mobile's intelligent call routing (ICR), which ensures the next available TRS or CapTel CA answers each call. T-Mobile's ICR provides Florida Relay with a large resource pool and ensures the most efficient and cost-effective method for processing various call types.

Based upon predefined routing scripts, T-Mobile's ICR can send calls to any CA in 13 geographically diverse call centers (or T-Mobile Accessibility Customer Care), which is the largest relay network in the U.S. Specific scripts are executed for each call type and scripts are scheduled

to be used based on the time of day, day of the week, and year. These scripts are self-invoking and require no human intervention. T-Mobile's ICR has complex formulas available to determine the most efficient utilization of resources.

T-Mobile continues to maintain the largest network of TRS and CapTel call centers in the country with a centralized TMCC. With the cost of CA work time being the single most expensive part of providing relay service, many factors play into doing it more efficiently.

T-Mobile's Traffic Management Control Center (TMCC) has processes in place that review each center's results and anticipate changes in staffing levels to determine each center's capacity to handle forecasted calls. T-Mobile ensures total network traffic is supported and accounted for by each of the centers. This provides Florida with a significant CA resource pool across all the call centers and ensures the most efficient and cost-effective method for processing various call types. The TMCC understands call processes, call volumes, distribution patterns, contract requirements, and call routing, thus ensuring the appropriate number of CAs are always available. The TMCC is dedicated to TRS. It performs many duties, including scheduling for all TRS call center employees, TRS call routing, forecasting TRS usage (for every 15 minutes of each day), operational reporting, and customer communication. The TMCC is in Overland Park, KS and a TMCC traffic analyst is always on-call.

TRS and CapTel Work from Home

T-Mobile's Florida Relay solution will continue to include TRS and CapTel CAs that work from home. We have deployed a trained work from home workforce that allows for business continuity during natural or man-made disasters.

3) A portion of T-Mobile's workforce can process Florida Relay calls with agents virtually attached to existing centers but not physically located in a call center. CAs work from home in a safe, secure environment. They abide by FCC standards for confidentiality, specifically (47 C.F.R. §64.604(a)(2)(ii) for Conversation Content). If there is natural or man-made disaster, agents can continue to process calls. CAs are located close to existing call centers, so they may continue to participate in ongoing training, and they have access to local technical support resources.
4) CapTel Agents can arrange a call take over after reaching the mandatory minimum standard for a CapTel call. For a better customer experience, agents can take over the call remotely, in the same call center, or from another call center.

Financials

Item 68 – 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 bidder may file a claim of confidentiality pursuant to Rule 25-22.006(5), F.A.C., or the bidder may file a formal request for confidential classification pursuant to Rule 25-22.006(4), F.A.C. Documents received by means of the Internet cannot be considered confidential.)

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;
b. Primary Banking source letter of reference.

T-Mobile has read and understands RFP B-56 requirements.

T-Mobile and Sprint are now one company operating under the name T-Mobile. The merger closed on April 1, 2020. Sprint Communications Company L.P. is the entity through which Sprint (now T-Mobile) Accessibility provides state and federal relay services. Sprint Communications Company L.P. is an indirect, wholly owned subsidiary of T-Mobile.

T-Mobile USA, Inc. is a wholly owned subsidiary of T-Mobile US, Inc., a publicly traded company (NYSE: TMUS). As a result, T-Mobile USA, Inc. does not produce audited financial statements or a 10K report as a standalone entity. However, quarterly press releases with relevant financial data are available online at: http://investor.t-mobile.com.

T-Mobile 5-Year Financial Summary

The following selected financial data are derived from our consolidated financial statements.

	2020	2019	2018	2017	2016
Total Revenues	68,397M	44,998M	43,310M	40,604M	37,490M
Net Income	3,064M	3,468M	2,888M	4,536M	1,460M

*2020 is a combined, post-merger view, prior years are T-Mobile only.

Banking Details

Bank Name & Address	US Bank 1420 Fifth Ave, 10th Floor Seattle, WA 98101
Point of Contact	Jermaine Nguyen Senior Service Banker U.S. Bank Commercial Customer Service 866-715-2599
ABA Number	021052053
Account Number	54179829

Please see the following bank letter for more information:

08/15/2020

Re: ACH Instructions for T-Mobile USA

This memo is to confirm the following account at US Bank N.A.

Account Number	54179829
ABA	021052053

If you have any questions, please contact US Bank Commercial Customer Service at 866-715-2599.

Sincerely,

Jermaine Nguyen
Senior Service Banker
U.S. Bank Commercial Customer Service

usbank

Experience

Item 69 - 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 shall 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.

T-Mobile has read, understands, and complies with RFP C-5 requirements.

We are:

- Honored to have been the provider for Florida Relay for over 16 years, and we are enthusiastic about the opportunity to continue our partnership.
- The largest provider of relay services in the U.S. We have over 31 years of experience serving communities who need relay services.

Due to certain state laws and regulations regarding confidentiality, unfortunately T-Mobile cannot provide the FPSC with the number of minutes for each customer. However, we can provide a range of call volumes for each state. Please contact your Client Executive for more information.

Regarding testing relay quality, we have a dedicated Quality Assurance manager who will continue to ensure call consistency and quality in performance and training. Additionally, T-Mobile will continue to engage an independent third-party tester to evaluate a statistically valid sample of Florida TRS calls by performing monthly typing "secret shopper" test calls. This company has worked with T-Mobile since 2005 and is T-Mobile's current contractor for monthly Florida Relay typing tests.

Customer Contracts

T-Mobile is proud to be a trusted partner to the following customers:

Customer	Services	Original Contract Start Date	Contract Duration	Point of Contact Information
Alabama	TRS, CapTel	3/1/04	17 years	Miles Gagner, Sr. Acct Mgr. AL/MS Telecomm Assoc. 100 N. Union St. Ste 826 Montgomery AL 36104 334-242-5218 miles.gagner@psc.alalabama.gov
Alaska	TRS, CapTel	1/1/02	19 years	John Paul (Jess) Manaois, Common Carrier Specialist, Regulatory Commission of AK 701 W. 8th Ave. Ste. 300 Anchorage, AK 99501 907-276-6222 john.paul.manaois@alaska.gov
Arizona	TRS, CapTel, RCC	2/2/14	7 years	Carlos Castillo, Business Mgr. AZ Commission for the Deaf & Hard of Hearing 100 N. 15th Ave Ste 104

Customer	Services	Original Contract Start Date	Contract Duration	Point of Contact Information
				Phoenix, AZ 85007 602-542-3857 c.castillo@acdhh.az.gov
Arkansas	TRS, CapTel	1/1/04	17 years	Lisa Lake, President, AR Deaf & Hard of Hearing Telecom. Svcs. Corp. 1401 W. Capitol Ave Suite 420 Little Rock, AR 72201 0:501-373-5903 M:501-563-8230 ll993@att.com
Colorado	TRS, CapTel, RCC	01/01/2007, 5/25/2012	9+ years	Holly Bise, State Administrator, CO Public Utilities Commission 1560 Broadway Ste. 250 Denver, CO 80202 303-894-2024 holly.bise@state.co.us
Connecticut	TRS, CapTel, RCC	7/1/93	27 years	Richard Skarzynski Asst. Rate Specialist Public Utilities Reg Authority CT Dept. of Energy & Environmental Protection 10 Franklin Sq. New Britain, CT 06051 860-827-2816 richard.skarzynski@ct.gov
Delaware	TRS, CapTel, RCC	1/1/06	15 years	Ron Jackson Mgr of Network Engineering Dept. of Technology and Information 801 Silver Lake Blvd. Dover, DE 19904 302-739-9762 ron.jackson@delaware.gov
Federal Government Agencies	TRS, CapTel, VRS/VRI, RCC, IP Relay & STS	4/1/93	18 years	Craig Bikowski, Contracting Officer's Representative (COR) GSA/FAS/QT3CF 1800 F Street, NW Washington, DC 20405 202-401-1194 craig.bikowski@gsa.gov
Hawaii	TRS, CapTel, RCC	07/01/2003	17 years	Jaclyn Young, Public Utilities Commission 465 S. King St. Kekuanao Bldg. Rm. 103 Honolulu, HI 96813 808-586-2069 jaclyn.n.young@hawaii.gov
Illinois	TRS, CapTel	2/1/00	21 years	Jeffrey S. McNeal, ITAC 3001 Montvale Drive, Suite A Springfield, IL 62704 Voice/TTY 800-841-6167 jmcneal@itactty.org
Indiana	TRS, CapTel	10/1/92	19 years	Ginny Barr, Director of Operations IN Telecommunications Relay Access Corp. 7702 Woodland Dr. Ste. 130 Indianapolis, IN 46278 317-334-1413 ginny.barr@relayindiana.com
Kansas	TRS, CapTel	1/1/19	2 years	Paula Artzer, Kansas Corporation Commission 1500 SW Arrowhead Rd. Topeka, KS 66604 785-271-3293, p.artzer@kcc.ks.gov
Maine	TRS, CapTel, RCC	1/1/19	2 years	Nanette Ardry, Senior Counsel Ofc of the Public Advocate, Maine TRS Council 103 Water St, 3rd Fl. Hallowell, ME 04347 207-624-3686 nanette.m.ardry@maine.gov
Minnesota	TRS, CapTel	7/1/96	25 years	Rochelle Garrow, TAM Administrator, MN Dept. of Commerce 85 7th Pl. E. Ste. 600

Customer	Services	Original Contract Start Date	Contract Duration	Point of Contact Information
				St. Paul, MN 55101 800-657-3599 mn.relay@state.mn.us
Mississippi	TRS, CapTel	7/1/03	17 years	Mr. Jody Ray, MS Public Service Commission 501 N. St. Woolfolk State Office Bldg. Jackson, MS 39201 601-961-5449 jody.ray@psc.state.ms.us
Missouri	TRS, CapTel, RCC	9/1/91	29 years	John Van Eschen, MO Public Service Commission P.O. Box 360 Jefferson City, MO 65102 573-751-5525 john.vaneschen@psc.mo.gov
Nebraska	TRS, CapTel	7/1/09	12 years	Steve Stovall, Accountant Communications Dept. NE Public Services Commission 300 The Atrium 1200 North St. Lincoln, NE 69508 800-526-0017 steve.stovall@nebraska.gov
Nevada	TRS, CapTel	7/1/04-6/30/07, 2018	2+ years	Ronda Miller, Purchasing Officer II 515 E. Musser Street, Ste. 300 Carson City, NV 89701 775-684-0182 rlmiller@admin.nv.gov
New Hampshire	TRS, CapTel, RCC	11/1/91	30 years	Amanda Noonan Director Consumer Affairs Div, NH Public Utilities Commission 21 S. Fruit St. Ste. 10 Concord, NH 03301 603-271-1164 amanda.noonan@puc.nh.gov
New Jersey	TRS, CapTel, RCC	2/1/06	15 years	Jimarli Figueiredo, Administrative Analyst NJ Board of Public Utilities Div of Telecomm 44 S. Clinton Ave. 9th Flr, W. P.O. Box 350 Trenton, NJ 08625-0350 973-633-9727 jimarli.figueirdo@bpu.nj.us
New York	TRS, CapTel	8/1/97	24 years	George Boothby TAF Administrator, Targeted Accessibility Fund of NY, Inc. 4 Tower Place, 2nd Fl Albany, NY 12203-3710 518-445-6285 gboothby@nypool.org
North Carolina	TRS, CapTel, RCC	3/30/00	21 years	Becky Rosenthal, Telecomm Resources Program Mgr., Div of Services for the Deaf & the Hard of Hearing 820 S. Boylan Ave. 2301 MSC Raleigh, NC 27699-2301 O 919-527-6941, VP 919-760-3833, V 919-527-6947 becky.rosenthal@dhhs.nc.gov
North Dakota	TRS, CapTel, RCC	7/26/93	17 years	Doug Hay, Business Analyst, Information Technology Department 4201 Normandy St. North Bismarck, ND, 58503 701-328-2080 dhay@nd.gov
Ohio	TRS, CapTel	11/1/97	24 years	Beth Blackmer, Public Utilities Commission 180 E. Broad St. Columbus, OH 43215 614-466-4054 beth.blackmer@puc.state.oh.us

Customer	Services	Original Contract Start Date	Contract Duration	Point of Contact Information
Oklahoma	TRS, CapTel	11/15/93	27 years	Tom Karalis, Executive Vice President, OTA - The Oklahoma Rural Broadband Association 3800 N. Classen Suite #215 Oklahoma City, OK 73118 O 405-525-7700, C 918-636-1313 tom@oklata.org
Oregon	TRS, CapTel	4/1/92	29 years	Jon Cray, Public Utility Commission of Oregon 3930 Fairview Industrial Dr. SE Salem, OR 97302 503-373-1400 jon.cray@state.or.us
Puerto Rico	TRS	8/30/01	20 years	Roberto Miranda Special Aide, Puerto Rico Telecomm Regulatory Board 500 Ave. Roberto H. Todd (Parada 18- Santurce) San Juan, PR 00907 787-756-0804 Ext 3052 rmiranda@jrtpr.pr.gov
Rhode Island	TRS, CapTel, RCC	12/1/16	4 years	Rudy Falcone, Rhode Island Public Utilities Commission 89 Jefferson Blvd. Warrick, RI 02888 401-780-2151 rudolph.s.falcone@puc.ri.gov
South Carolina	TRS, CapTel, RCC	3/13/92	29 years	Kari Munn, Sr. Program Mgr of Telecomm Office of Regulatory Staff 1401 Main St. Ste. 825 Columbia, SC 29201 803-737-0821 kmunn@ors.sc.gov
South Dakota	TRS, CapTel	3/13/92	29 years	Shayna Ebben, Deaf Services & Training Specialist 1310 Main Ave S STE 107 Brookings, SD 57006 605-688-4224 shayna.ebben@state.sd.us
Tennessee	TRS, CapTel	6/1/15	TRS, 6 years CapTel 1 year	Monique Brazelton, Relay Mgr., TN Reg. Authority 502 Deaderick St. 4th Fl. Nashville, TN 37243 615-770-6879 monique.brazelton@tn.gov
Texas	TRS, CapTel, RCC	9/1/90	30 years	Jay Stone, Texas Public Utilities Commission 1701 N. Congress Ave. Austin, TX 78711-3326 888-282-8477 Ext. 7425 jay.stone@puc.texas.gov
U.S.V.I.	TRS	5/1/13	8 years	Jennifer Matarangas-King, VP Pub Rel & Gov Affairs, Viya 4006 Estate Diamond Christiansted, VI, 00821 340-712-5053 jking@viya.vi
Vermont	TRS, CapTel, RCC	7/1/02	18 years	Clay Purvis Director, Telecom & Connectivity Div., Department of Public Svc. 112 State St. Fl. 2 Montpelier, VT 05620 802-371-9655 clay.purvis@vermont.gov
West Virginia	TRS, CapTel, RCC	9/16/09	11 years	David Howell, Utilities Analyst, West Virginia Public Service Commission 201 Brooks St. PO Box 812

Customer	Services	Original Contract Start Date	Contract Duration	Point of Contact Information
				Charleston, WV 25323 304-340-0451 dhowell@psc.state.wv.us
Wisconsin	TRS, CapTel	12/29/09	11 years	Billy Mauldin, Director Telecomm Relay Service & TEPP 4822 Madison Yards Way P.O. Box 7854 Madison, WI 53707 608-234-4781 billy.mauldin@wisconsin.gov
Wyoming	TRS, CapTel, RCC	8/1/11	9 years	Lori Cielinski, Division of Vocational Rehabilitation 851 Werner Ct. Ste. 120 Casper, WY 82601 Tel/TTY 800-452-1408 lori.cielinski@wyo.gov

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Subcontractors

Item 70 – 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 shall also indicate what experience the subcontractor has in providing the service for which it would contract with the provider. Once the contract is awarded, any change in subcontractors shall be reviewed and acknowledged by the FPSC.

T-Mobile has read, understands, and complies with RFP C-6 requirements.

T-Mobile utilizes subcontractor relationships with CSD for TRS, CTI for CapTel, VITAC for RCC for:

Proposed Subcontractor Name and Address	Services to be Provided by the Proposed Subcontractor
Communication Service for the Deaf (CSD) 2028 E Ben White Blvd, #240-5250 Austin, Texas 78741 Established in 1975	CSD will continue to provide CA resources for this contract. CSD manages several TRS call centers for T-Mobile. CSD currently provides staffing and operations for several existing TRS and CapTel call centers. T-Mobile has a supply agreement directly with CSD. Agreements are also in place between Captioned Telephone Inc. (CTI) and CSD for the provision of CapTel in CSD-operated relay centers.
Captioned Telephone Inc. (CTI) 450 Science Drive Madison, WI 53711 Established in 1978	CTI will continue to provide CapTel and CA resources for this contract. CTI maintains CTS platform technology for all wireline CapTel providers. T-Mobile has a supply agreement directly with CTI. Agreements are also in place between CTI and CSD for the provision of CapTel in the CSD-operated relay centers. CTI provides the technology, call center services, training, and processes supporting CapTel.
VITAC, Corporation (VITAC) 8300 E. Maplewood Ave. Ste. 310 Greenwood Village, CO 80111 Established in 1991	If the FPSC chooses RCC for the new contract, RCC will continue to be provided by T-Mobile through a subcontractor agreement with VITAC. VITAC provides technology and service operations.

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Bid Security Bond

Item 71 - 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 the point of execution of the contract, 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. 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.

T-Mobile has read, understands, and has complied with RFP C-7 requirements.

Please see the following bid security deposit.

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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.
6100 Sprint Parkway
Overland Park, KS 66251

SURETY:
(Name, legal status and principal place of business)

Liberty Mutual Insurance Company
175 Berkeley Street
Boston, MA 02116

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.
1820 E Park Ave Suite 101
Tallahassee, FL 32301

BOND AMOUNT: $ $500,000 Five Hundred Thousand Dollars and 00/100

PROJECT:
(Name, location or address, and Project number, if any)

PROVIDE TELECOMMUNICATIONS RELAY SERVICE IN FLORIDA: DOCKET NO. 20210049-TP

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 17th day of June, 2021

(Witness)

Sprint Communications Company, L.P.
(Principal) *(Seal)*

By: _____
(Title)

(Witness) Hillary S. Shepard

Liberty Mutual Insurance Company
(Surety) *(Seal)*

By: _____
(Title) Christy M. Braile Attorney-in-Fact
Surety Phone No. 617-357-9500

This Power of Attorney limits the acts of those named herein, and they have no authority to bind the Company except in the manner and to the extent herein stated.

Liberty Mutual Insurance Company
The Ohio Casualty Insurance Company
West American Insurance Company

Certificate No: **8205063-674009**

POWER OF ATTORNEY

KNOWN ALL PERSONS BY THESE PRESENTS: That The Ohio Casualty Insurance Company is a corporation duly organized under the laws of the State of New Hampshire, that Liberty Mutual Insurance Company is a corporation duly organized under the laws of the State of Massachusetts, and West American Insurance Company is a corporation duly organized under the laws of the State of Indiana (herein collectively called the "Companies"), pursuant to and by authority herein set forth, does hereby name, constitute and appoint, C. Stephens Griggs, Charissa D. Lecuyer, Charles R. Teter, III, Christy M. Braile, Debra J. Scarborough, Evan D. Sizemore, Jeffrey C. Carey, Kellie A. Meyer, Lauren Scott, Mary T. Flanigan, Patrick T. Pribyl, Rebecca S. Leal, Tahitia M. Fry, Veronica Lawver

all of the city of Kansas City state of MO each individually if there be more than one named, its true and lawful attorney-in-fact to make, execute, seal, acknowledge and deliver, for and on its behalf as surety and as its act and deed, any and all undertakings, bonds, recognizances and other surety obligations, in pursuance of these presents and shall be as binding upon the Companies as if they have been duly signed by the president and attested by the secretary of the Companies in their own proper persons.

IN WITNESS WHEREOF, this Power of Attorney has been subscribed by an authorized officer or official of the Companies and the corporate seals of the Companies have been affixed thereto this 19th day of March, 2021.

Liberty Mutual Insurance Company
The Ohio Casualty Insurance Company
West American Insurance Company

By: _____
David M. Carey, Assistant Secretary

State of PENNSYLVANIA
County of MONTGOMERY ss

On this 19th day of March, 2021 before me personally appeared David M. Carey, who acknowledged himself to be the Assistant Secretary of Liberty Mutual Insurance Company, The Ohio Casualty Company, and West American Insurance Company, and that he, as such, being authorized so to do, execute the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

IN WITNESS WHEREOF, I have hereunto subscribed my name and affixed my notarial seal at King of Prussia, Pennsylvania, on the day and year first above written.

Commonwealth of Pennsylvania - Notary Seal
Teresa Pastella, Notary Public
Montgomery County
My commission expires March 28, 2025
Commission number 1126044
Member, Pennsylvania Association of Notaries

By: _____
Teresa Pastella, Notary Public

This Power of Attorney is made and executed pursuant to and by authority of the following By-laws and Authorizations of The Ohio Casualty Insurance Company, Liberty Mutual Insurance Company, and West American Insurance Company which resolutions are now in full force and effect reading as follows:

ARTICLE IV – OFFICERS: Section 12. Power of Attorney.
Any officer or other official of the Corporation authorized for that purpose in writing by the Chairman or the President, and subject to such limitation as the Chairman or the President may prescribe, shall appoint such attorneys-in-fact, as may be necessary to act in behalf of the Corporation to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations. Such attorneys-in-fact, subject to the limitations set forth in their respective powers of attorney, shall have full power to bind the Corporation by their signature and execution of any such instruments and to attach thereto the seal of the Corporation. When so executed, such instruments shall be as binding as if signed by the President and attested to by the Secretary. Any power or authority granted to any representative or attorney-in-fact under the provisions of this article may be revoked at any time by the Board, the Chairman, the President or by the officer or officers granting such power or authority.

ARTICLE XIII – Execution of Contracts: Section 5. Surety Bonds and Undertakings.
Any officer of the Company authorized for that purpose in writing by the chairman or the president, and subject to such limitations as the chairman or the president may prescribe, shall appoint such attorneys-in-fact, as may be necessary to act in behalf of the Company to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations. Such attorneys-in-fact subject to the limitations set forth in their respective powers of attorney, shall have full power to bind the Company by their signature and execution of any such instruments and to attach thereto the seal of the Company. When so executed such instruments shall be as binding as if signed by the president and attested by the secretary.

Certificate of Designation – The President of the Company, acting pursuant to the Bylaws of the Company, authorizes David M. Carey, Assistant Secretary to appoint such attorneys-in-fact as may be necessary to act on behalf of the Company to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations.

Authorization – By unanimous consent of the Company's Board of Directors, the Company consents that facsimile or mechanically reproduced signature of any assistant secretary of the Company, wherever appearing upon a certified copy of any power of attorney issued by the Company in connection with surety bonds, shall be valid and binding upon the Company with the same force and effect as though manually affixed.

I, Renee C. Llewellyn, the undersigned, Assistant Secretary, The Ohio Casualty Insurance Company, Liberty Mutual Insurance Company, and West American Insurance Company do hereby certify that the original power of attorney of which the foregoing is a full, true and correct copy of the Power of Attorney executed by said Companies, is in full force and effect and has not been revoked.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the seals of said Companies this 17th day of June, 2021.

By: _____
Renee C. Llewellyn, Assistant Secretary

Not valid for mortgage, note, letter of credit, currency rate, interest rate or residual value guarantees.

For bond and/or Power of Attorney (POA) verification inquiries, please call 610-832-8240 or email HOSUR@libertymutual.com.

FLORIDA DEPARTMENT OF FINANCIAL SERVICES

CHRISTIANA MARIE BRAILE

License Number : W693124

Non Resident Insurance License

- 0920 - NONRES GEN LINES (PROP & CAS)

Issue Date

10/22/2020

NOTICE - This non-resident license is limited to the classes of insurance reflected above and is further limited to ONLY those classes of insurance for which you are licensed in your home state.

ease Note: A licensee may only transact insurance with an active appointment by an eligible insurer or employer. If you are acting as a surplus lines agent, public adjuster, or reinsurance intermediary manager/broker, you should have an appointment recorded in your own name on file with the Department. If you are unsure of your license status you should contact the Florida Department of Financial Services immediately. This license will expire if more than 48 months elapse without an appointment for each class of insurance listed. If such expiration occurs, the individual will be required to re-qualify as a first-time applicant. If this license was obtained by passing a licensure examination offered by the Florida Department of Financial Services, the licensee is required to comply with continuing education requirements contained in 626.2815 or 648.385, Florida Statutes. A licensee may track their continuing education requirements completed or needed in their MyProfile account at https://dice.fldfs.com. To validate the accuracy of this license you may review the individual license record under "Licensee Search" on the Florida Department of Financial Services website at http://www.MyFloridaCFO.com/Division/Agents



Jimmy Patronis
Chief Financial Officer
State of Florida

Attach A FL Staff

ATTACHMENT A – FLORIDA RELAY STAFF RESOURCES

ACCOUNT EXECUTIVE, JEFFREY BRANCH



Jeffrey will continue to be the FPSC's point of contact for services and pricing presented in this response. He received his Bachelor of Science degree in Business Administration at Gallaudet University in Washington, D.C. He has been in the TRS industry for 22 years. Jeffrey is involved with the Model Secondary School for the Deaf Alumni Association, Inc. He also volunteers with the Greater Dunedin Little League in Dunedin, FL. Jeffrey is an organization member of the Florida Association of the Deaf (FAD). He is fluent in ASL.

SENIOR IMPLEMENTATION PROGRAM MANAGER, ANGIE OFFICER



Angie will continue to be Florida Relay's Senior Implementation Program Manager. She has over 29 years of telecommunications relay experience. She will continue to work with T-Mobile's internal groups and the FPSC to develop, implement, and manage Florida Relay's implementation. Angie will also address any new products/services released during the contract. She began her career with Sprint in 1992. The National Business and Disability Council recognized Angie with 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. In 2000, she earned RIT/NTID's Distinguished Alumni of the Year, and, in 2013, she was selected RIT Volunteer of the Year. She served on the FCC's Disability Advisory Committee (DAC) from 2014-2018. She received the FCC Certificate of Appreciation for her exemplary leadership and contributions to the FCC DAC committee from 2014-2018. Angie is fluent in ASL.

QUALITY ASSURANCE (QA) PROGRAM MANAGER, LORAINE OVERLAND



Loraine is dedicated to ensuring call consistency and quality in performance and training to provide Florida Relay users with a high-quality communication experience. Loraine began working as a Sprint long-distance operator in 1990. She lives and works in Florida.

The T-Mobile Team – Accessibility Consultation Experts (ACEs)

ACEs will provide guidance to the FPSC, the FTRI, and Floridians regarding:

- User Experience - T-Mobile Accessibility's team is comprised of daily users of relay products and services. These employees and their spouses, children, parents, friends, and siblings have the same communication needs and concerns as Florida Relay users.
- Product Development, Service Quality, Network Reliability, Emerging Technologies – Experts that have helped shaped the relay industry: TRS, CapTel, Internet-Protocol CapTel (IPCTS), Relay Conference Captioning (RCC), Speech-to-Speech (STS), DeafBlind, Low-Vision, Late Deafened, and others. Team members that are Certified Professionals in Accessibility Core Competencies (CPACC), as sanctioned by the International Association of Accessibility Professionals (IAAP).
- FCC Experience – Information on FCC minimum standards, MARS filings, FCC Re-Certification, FCC updates on Declaratory Rulings, Notices of Inquiry, Further Notices of Proposed Rulemaking, and other FCC notices. Regulatory representation that provides comments on pending rulings.

- Website Equivalence - Web Content Accessibility Guidelines (WCAG) 2.1 website upgrades for Blind and Low Vision individuals
- Outreach and Education – Forming relationships in communities where we live and work, reaching communities virtually and in-person, creating and executing social media strategies, demonstrated wireless expertise

Florida Relay Account Team Roles and Responsibilities

Name and Title	Duties	Qualifications
Jeffrey Branch, Client Director Fluent in ASL	♦ Cultivates relationships with contract administrators ♦ Provides customer advocacy ♦ Partners with internal staff to deliver and execute on contractual requirements as defined by customers	♦ Graduate of Gallaudet University with a Bachelor of Arts degree in Business Administration ♦ Over 22 years in the industry
Angie Officer Senior Implementation Program Manager Fluent in ASL	♦ Coordinates planning and implementation for new services and enhancements ♦ Conducts contractual compliance and service quality reviews as requested by management ♦ Provides direct support to Account Management and Sales	♦ Began her career with Sprint Accessibility in 1992 – over 29 years of experience ♦ Graduate of RIT with a Bachelor of Fine Arts in Graphic Design and Marketing
Lorraine Overland Florida Relay Quality Assurance Program Manager	♦ Oversees all areas of training, quality assurance, monthly testing, and customer feedback ♦ Works with the FPSC & internal T-Mobile groups to address needs & requirements	♦ Graduate of Florida State College in Jacksonville, FL with an Associate of Arts degree ♦ 15 years of experience in the Relay industry and over 30 years of industry experience
Sharon Behringer Program Manager – TRS	♦ Develops TRS training materials ♦ Internal/external QA testing ♦ Researches customer issues including user complaints and concerns	♦ 30 years of industry experience
Jan Pollard-Haskey Manager Business Care	♦ Oversees TRS daily traffic routing and staffing requirements to meet daily service levels	♦ Bachelor of Science degree ♦ 32 years of experience at Sprint in Operations and Call Center Management
Dennis Selznick CapTel Business Development Manager Fluent in ASL	♦ Develops enhancements and applications for CapTel and IPCTS ♦ Ensures product is compliant with Federal regulations	♦ Graduate of California State University, Northridge with a Bachelor of Science in Business Administration ♦ Over 18 years of experience in the Relay industry, with 15 years in current position. ♦ CPACC as sanctioned by the IAAP
Barbara Garcia IP and RCC Business	♦ Develops enhancements and applications for IP Relay and RCC	♦ Graduate of the University of Texas with a degree in Business Administration

Name and Title	Duties	Qualifications
Development Manager Fluent in ASL	♦ Ensures FCC-mandated products are compliant with Federal regulations	♦ Over 30 years of experience in the relay industry, with 13 years in current position
Mark Tauscher Senior Manager Project Management Fluent in ASL	♦ Supervises product development, implementation, and proposal development teams	♦ Bachelor of Science degree and a master's degree in Business Administration ♦ Over 24 years of industry experience ♦ CPACC as sanctioned by IAAP
Shawn Daniels Manager – Product and Technology	♦ Designs and develops enhancements and technologies for the TRS platform ♦ Tests and implements new developments and platform configurations ♦ Administers system maintenance	♦ Graduate of Kansas State University in Manhattan, KS with a Bachelor of Science degree in Computer Science ♦ Over 20 years of Sprint experience with 15 years in Sprint/T-Mobile Accessibility
Michaela Clairmonte Senior Manager Contracts Negotiation	♦ Administers TRS contracts	♦ Graduate of James Madison University with a degree in Business Administration; University of VA, School of Continuing and Professional Studies Graduate Certificate in Procurement and Contracts Management ♦ Over 18 years of telecommunications contract management experience
TBD Manager Government and Compliance Fluent in ASL	♦ Communicates FCC information and updates to the T-Mobile team and state customers ♦ Ensures compliance with applicable FCC regulations and certifications	♦ TBD
Mike Ellis Director T-Mobile Accessibility Fluent in ASL	♦ Manages a team responsible for developing and maintaining relationships with relay customers, product quality, new product and enhancement development, marketing, and sales support	♦ Bachelor and master's degrees ♦ Over 29 years of Sprint experience ♦ CPACC as sanctioned by the IAAP.

Extended Resources

One of T-Mobile's key strengths are the number of extended resources we have as a large corporation supporting our relay customers. These groups will offer a wealth of experience, knowledge, and integrity to our role as the Florida Relay provider.

Group	Responsibility
Corporate Security Teams	Dedicated Security organization with 24x7 managed security operations center. Includes firewall engineers, incident response engineers, security consultants, risk managers, a vulnerability assessment team, software security consultants, and various other functional security staff.
Regulatory	Ensures T-Mobile remains fully compliant with all applicable laws and regulations including the filing of tariffs.

Group	Responsibility
Call Center IT Group	Responsible for designing and developing new enhancements and technologies for the TRS platform, testing and implementation, systems, network, and capacity management.
Operations & Quality Assurance	Plans and designs CA training and QA programs including implementing, evaluating, and monitoring all relay QA programs.
Traffic Management Control Center (TMCC)	Provides workforce management, scheduling, reporting, and traffic routing to ensure T-Mobile meets its contract requirements and operates efficiently to deliver the highest quality at an affordable price.

Attach B FCC Min Stds

ATTACHMENT B – FCC MINIMUM STANDARDS

The following table demonstrates T-Mobile's compliance with federal standards.

FCC Minimum Standard	T-Mobile's Approach
CA Training 47 C.F.R. §64.604(a)(1)(i)	T-Mobile offers a training program designed to provide the best quality service to all relay users. T-Mobile's program includes training on diversified culture, compliance with regulatory requirements, and the operation of T-Mobile's systems.
CA Skills 47 C.F.R. §64.604(a)(1)(ii)	T-Mobile ensures all Communication Assistants (CAs) are skilled in typing, grammar, spelling, and interpretation of typewritten American Sign Language (ASL), familiar with hearing and speech disability culture, language, and etiquette; and have clear and articulate voice communication skills. T-Mobile conducts pre-hire screening and a comprehensive training that includes deaf culture and diversity training.
CA Typing 47 C.F.R. §64.604(a)(1)(iii)	T-Mobile's CAs type/transcribe conversations at a rate greater than 60 words per minute (wpm). CA testing is conducted at least quarterly.
Call Takeover 47 C.F.R. §64.604(a)(1)(v)	T-Mobile allows CA takeovers only when necessary. T-Mobile's CAs stay with any given call for a minimum of 10/20 minutes for speech-to-speech (STS), as defined by the FCC.
Gender Preference 47 C.F.R. §64.604(a)(1)(vi)	T-Mobile makes its best efforts to accommodate users' requests regarding the gender of the CA handling their calls – at both call initiation and/or call takeover.
Real-time 47 C.F.R. §64.604(a)(1)(vii)	T-Mobile's sophisticated software and operational procedures enable real-time communication for all relay users.
Confidentiality Rule 47 C.F.R. §64.604(a)(2)(i)	T-Mobile has systematic and operational processes intended to prevent disclosure of call content and/or Customer Proprietary Network Information (CPNI), except as authorized by 47 U.S.C. §605. STS CAs may retain info from a call to facilitate the completion of consecutive calls, at the request of the user.
Conversation Content 47 C.F.R. §64.604(a)(2)(ii)	T-Mobile prohibits CAs from disclosing the content of any relayed conversation, except where authorized by law. T-Mobile prohibits CAs from keeping any record of the contents of communications handled. T-Mobile CAs are required not to intentionally alter a relay conversation and must be relayed verbatim.
Sequential Calls 47 C.F.R. §64.604(a)(3)(i)	T-Mobile CAs do not refuse single or sequential calls.
Call Length 47 C.F.R. §64.604(a)(3)(i)	T-Mobile never limits the length of a relay call.
Types of Calls 47 C.F.R. §64.604(a)(3)(ii)	Except to the extent the requirements are waived, not permitted, or as the FCC determines it is not technologically feasible to do so, T-Mobile services can handle any type of call normally provided by telecommunications carriers.
Call Combinations 47 C.F.R. §64.604(a)(3)(v)	T-Mobile's relay services support all mandatory FCC call types: Text (ASCII, TTY, Turbo Code)-to-Voice, Voice-to-Text (ASCII, TTY, Turbo Code), Voice Carry Over (VCO) with/without privacy, VCO-to-TTY/TTY-to-VCO, VCO-to-VCO, Hearing Carry Over (HCO) with/without privacy, HCO-to-TTY/TTY-to-HCO, HCO-to-HCO, VCO-to-HCO/HCO-to-VCO, CapTel to other TRS types (Voice, TTY, VCO, HCO, STS), 911, Spanish-to-Spanish for all TRS call types, Spanish-to-Spanish for all CapTel call types, and STS (English, Spanish) to other TRS types (Voice, TTY, VCO, HCO, STS).
Text-to-voice & Voice-to-text 47 C.F.R. §64.604(a)(3)(v)(A)	T-Mobile's relay services support all mandatory FCC call types: Text (ASCII, TTY, Turbo Code, Voice-to-Text (ASCII, TTY, Turbo Code), VCO with/without privacy, VCO-to-TTY/TTY-to-VCO, VCO-to-VCO, HCO with/without privacy, HCO-to-TTY/TTY-to-HCO, HCO-to-HCO, VCO-to-HCO/HCO-to-VCO, 911, CapTel to other TRS types (Voice, TTY, VCO, HCO, STS), Spanish-to-Spanish

FCC Minimum Standard	T-Mobile's Approach
	for all TRS call types, Spanish-to-Spanish for all CapTel call types, and STS (English, Spanish) to other TRS types (Voice, TTY, VCO, HCO, STS).
1-line VCO, 2-line VCO, VCO-to-TTY, & VCO-to-VCO 47 C.F.R. §64.604(a)(3)(v)(B)	T-Mobile's relay services support all mandatory FCC call types: 1-line VCO, 2-line VCO and VCO to VCO, VCO with/without Privacy, VCO-to-TTY/TTY-to-VCO, and VCO-to-VCO. 1-line HCO, 2-line HCO, HCO with/without privacy, HCO-to-TTY/TTY-to-HCO, HCO-to-HCO, VCO-to-HCO/HCO-to-VCO Spanish-to-Spanish for all TRS call types.
Call Release 47 C.F.R. §64.604(a)(3)(vi)(A)	T-Mobile provides TTY-TTY call set-up, which allows the CA to set-up the call and drop off the line, if not needed to facilitate conversation.
Speed Dial 47 C.F.R. §64.604(a)(3)(vi)(B)	T-Mobile supports speed dialing through the user's on-premises equipment. We offer Frequently Dialed (speed dial) capabilities for all relay users.
Three-Way Calling 47 C.F.R. §64.604(a)(3)(vi)(C)	T-Mobile supports local exchange carrier (LEC)-based three-way calling.
Interactive Menus & Voicemail 47 C.F.R. §64.604(a)(3)	T-Mobile electronically captures recordings and makes interactive recordings, voicemail, and/or answering machines available to relay customers.
Emergency Calls for TTY-based providers 47 C.F.R. §64.604(a)(4)	T-Mobile complies with the emergency calling requirements in Section §9.14 (formerly §64.605) of the FCC TRS Rules. T-Mobile Accessibility automatically and immediately connects emergency calls to an appropriate Public Safety Answering Point (PSAP), which is capable of dispatching emergency services.
STS Called Numbers 47 C.F.R. §64.604(a)(5)	T-Mobile allows STS users to register a Customer Profile, which includes Speed Dial and other enhancements. CAs repeat the name and phone number for any speed dial requested call to the STS user.
ASCII & Baudot 47 C.F.R. §64.604(b)(1)	T-Mobile's TRS (TTY) platform supports all communication modes generally in use including Baudot (domestic and international), ASCII, and Turbo Code.
International Calling 47 C.F.R. §64.604(a)(7)	International calling is available on Internet Protocol Captioned Telephone Service (IPCTS) devices. Additionally, the international TTY rate of 50 Baud is supported. International calling is not available for web based IPCTS or IPTRS.
Speed of Answer & Blockage 47 C.F.R. § 64.604(b)(2)(i)	T-Mobile answers at least 85% of all calls daily within 10 seconds, including abandons. T-Mobile's systems exceed the P.01 standard.
Call Volume/Network Failure 47 C.F.R §64.604(b)(2)(ii)	T-Mobile answers at least 85% of all calls daily within 10 seconds, including abandons. T-Mobile's systems exceed the P.01 standard.
Call Delivery 47 C.F.R §64.604(b)(2)(ii)(A)	The T-Mobile's network records the time each call enters the network, and that time is placed in the call detail record (CDR) for that call.
Abandoned Calls 47 C.F.R §64.604(b)(2)(ii)(B)	T-Mobile answers at least 85% of all calls daily within 10 seconds, including abandons.
Daily Measurement 47 C.F.R §64.604(b)(2)(ii)(C)	T-Mobile answers at least 85% of all calls daily within 10 seconds, including abandons.
P.01 Standard 47 C.F.R §64.604(b)(2)(ii)(D)	T-Mobile answers at least 85% of all calls daily within 10 seconds, including abandons. T-Mobile Accessibility's systems exceed the P.01 standard.
Call Attempts/Blocks 47 C.F.R §64.604(b)(2)(ii)(E)	The provider servicing the TRS platform provides automated call counts and blockage data for terminated calls to the TRS platform.
Equal Access to Interexchange Carriers 47 C.F.R. § 64.604(b)(3)	In Aug. 2016, FCC issued a waiver of long-distance Carrier of Choice (COC) and billing options for wireline relay providers who choose not to pass any charges to the end user. As a result, T-Mobile offers domestic calling with no long-distance fees or long-distance call billing for all TRS and CapTel users. On Aug. 5, 2020 the FCC made this a permanent waiver.
TRS Facilities 47 C.F.R. §64.604(b)(4)(i)	T-Mobile provides mandated services 24x7 using redundant facilities functionally.
Redundancy 47 C.F.R. §64.604(b)(4)(ii)	T-Mobile provides mandated services 24x7 using redundant facilities functionally.

FCC Minimum Standard	T-Mobile's Approach
Technology 47 C.F.R. §64.604(b)(5)	T-Mobile exceeds the minimum mandatory services and routinely upgrades its products to increase functional equivalency.
Caller ID 47 C.F.R. §64.604(b)(6)	T-Mobile transmits any calling party identifying information received from the public network on the incoming call through, to the called party for all calls unless caller ID blocking is enabled or requested by the end user.
STS 711 Calls 47 C.F.R. §64.604(b)(7)	T-Mobile offers multiple solutions to meet this requirement: Auto 711 Routing for STS users connects callers with a Customer Profile directly to STS CAs. CAs answering 711 for callers without a profile will immediately transfer the caller to an STS CA. T-Mobile offers a wireless short code to STS for T-Mobile wireless users. T-Mobile's 711 Interactive Voice Recording (IVR) systems, where available, allow connectivity directly to an STS CA using the same level of prompts the IVR uses for other forms of TRS.
Voluntary At-Home Pilot 47 C.F.R. §64.604(b)(7)	Any Video Relay Service (VRS) provider that holds a conditional or full certification to receive compensation from the TRS Fund pursuant to §64.606 as of Mar. 23, 2017 may participate in the Voluntary At-Home VRS call handling pilot program, that shall be in effect for one year, for service provided by participants beginning Nov. 1, 2017 ending Aug. 31, 2021. T-Mobile will advise the FPSC regarding changes or extensions.
Consumer Complaint Logs & Procedures 47 C.F.R. §64.604(c)(1)	T-Mobile maintains 24x7 Customer Care and logs all complaints received. T-Mobile provides customers with a complaint summary that meets FCC standards.
Contact Persons 47 C.F.R. §64.604(c)(2)	Scott Freiermuth is T-Mobile's Regulatory point of contact: 6450 T-Mobile Parkway Overland Park, KS 66251 913-315-8521 scott.r.freiermuth@t-mobile.com.
Public Access to Information 47 C.F.R. §64.604(c)(3)	T-Mobile has educated the public on TRS at the local, state, and federal level. Examples include media advertisements, Public Service Announcements (PSAs), brochures, and sponsoring/attending local/national conferences/conventions. T-Mobile's websites provide info on relay products and services. T-Mobile has social media presence for educational purposes.
Cost Information & Data Submission 47 C.F.R. §64.604(c)(5)	T-Mobile contributes to the Interstate TRS Fund and submits the required cost data to the FCC and to the Fund administrator to receive reimbursement.
TRS Fund 47 C.F.R. §64.604(c)(5)(iii)	T-Mobile contributes to the Interstate TRS Fund and submits the required cost data to the FCC and to the Fund administrator to receive reimbursement.
Data Collection & Audits 47 C.F.R. §64.604(c)(5)(iii)(D)	T-Mobile provides all the required information to the FCC and the fund administrator to receive reimbursement.
Eligibility for Payment from the TRS Fund 47 C.F.R. §64.604(c)(5)(iii)(F)	T-Mobile has TRS facilities operated under contract by certified state TRS programs and the FCC.
Notification of Intent to Participate 47 C.F.R. §64.604(c)(5)(iii)(G)	T-Mobile notified the administrator of its intent to participate in the TRS Fund. T-Mobile has met this requirement and updates required Provider forms as requested by the TRS Fund Administrator on Jan. 8, 2015
Whistleblower Notice 47 C.F.R. §64.604(c)(5)(M)	T-Mobile has a Whistleblower Protection policy. T-Mobile provides copies of the whistleblower protections to all its employees including instructions for reporting noncompliance to the FCC's whistleblower hotline.
Complaint Resolution 47 C.F.R. §64.604(c)(6)	T-Mobile supports timely and effective complaint resolution and meets all the FCC's requirements for formal and informal complaints and reporting.
Treatment of Customer Information 47 C.F.R. § 64.604(c)(7)	T-Mobile follows a Do Not Contact (DNC) policy. Customer Info may only be used for the purposes of identity verification and 911 location info. T-Mobile does not use any Customer Info for marketing purposes. T-Mobile does not use Customer Profile data for any purpose other than to process calls and will not sell, distribute, share, or reveal the profile data unless compelled by

FCC Minimum Standard	T-Mobile's Approach
	law. During state TRS transitions, T-Mobile provides Customer Profile data at least 60 days before transition in a usable format.
No Incentives to Use IPCTS 47 C.F.R. §64.604(c)(8)	T-Mobile does not offer or provide any person or entity that registers to use IPCTS any form of direct or indirect incentives, financial or otherwise, to register for or use IPCTS. T-Mobile does not offer or provide hearing health professionals any direct or indirect incentives, financial or otherwise, tied to a consumer's decision to register for or use IPCTS. T-Mobile does not enter joint marketing arrangements with hearing health professionals.
IPCTS Default Settings 47 C.F.R. §64.604(c)(10)	T-Mobile's default setting for the IPCTS phone is to have captions on.
TRS calls requiring multiple CAs 47 C.F.R. §64.604(c)(14)	T-Mobile complies for VCO-VCO calls between multiple CapTel users, IPCTS/CapTel users and IPCTS users; CapTel/IPCTS users and TTY users; CapTel/IPCTS users and VRS users.

Item 72. The Price Proposal Format (RFP ref. Section D)

Bidders shall submit their bids on the basis of a charge per billable minute for all services described with the exception of Captioned Telephone in item B. 20. The prices per billable minute for Captioned Telephone in B. 20 shall be separately stated. A format similar to that shown below should be used for the price proposal.

NOTE: THE PRICE PROPOSAL SHALL BE FILED IN A SEPARATE SEALED ENVELOPE MARKED: "SEALED - TO BE OPENED ONLY BY THE FPSC PROPOSAL OPENING OFFICER"

SERVICE PRICE PER BILLABLE MINUTE

T-Mobile has read, understands, and complied with RFP Section D.

T-Mobile offers the FPSC the following pricing for Florida Relay:

Service	Price Per Minute
Basic Relay Service - TRS	$1.60/session
Captioned Telephone - CapTel	$1.67/session
Relay Conference Captioning - RCC	First 30,000 minutes annually, included at no charge After 30,000 minutes, $3.26/minute RCC Pricing Conditions ♦ RCC is intended for online meetings with two or more attendees, and does not include support for cursing, vulgarities, or language that is derogatory, condescending, discriminatory, or ethnic slurs, or words otherwise considered offensive to any protected class, as defined under U.S. federal laws. ♦ Minimal Increment Billing Unit: 15-minute intervals with an initial minimum of 30 minutes ♦ Minimum fee for any event: 1/2 of the hourly rate for the event ♦ All events will be billed in full for the amount requested and 15-minute intervals thereafter. Cancellations must be requested 24 hours in advance.

Notes

TRS pricing includes:

- $15,000 annual outreach budget
- Client Executive/Account Manager travel to bi-annual TASA meetings

HAMILTON RELAY

Tax Page

Proposal for Telecommunications Relay and Captioned Telephone Relay Services

FLORIDA

Request for Proposal to Provide Telecommunications Relay Service In Florida Docket No. 20210049-TP

Submitted by:
Hamilton Relay, Inc.

June 17, 2021

Hamilton Relay, Inc.
1006 Twelfth Street
Aurora, NE 68818
402/694-5101 – Voice
800/821-1831 – Voice
402/694-5037 – Fax
Tax Identification Number: 47-0836716

Parent Company:
Nedelco, Inc.
1006 Twelfth Street
Aurora, NE 68818
402/694-5101 – Voice
800/821-1831 – Voice
800/821-1834 – TTY/Voice
402/694-5037 – Fax
Tax Identification Number: 47-6033213

Contact Person for Proposal and Contractual Questions:
Beth Slough
Director of Account Management
and Compliance Manager
Hamilton Relay, Inc.
1006 12th Street
Aurora, Nebraska 68818
TTY/Voice 402/694-5101
Voice 877/426-5638
Fax 402/694-5037
E-mail: beth.slough@hamiltonrelay.com

HAMILTON RELAY

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Proposal for Telecommunications Relay and Captioned Telephone Relay Services

FLORIDA

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Hamilton Attachments

Attachment A – Hamilton Key Personnel

Attachment B – Hamilton Experience and References

Attachment C – Relay Feature List

Attachment D – Subcontractor Information

Attachment E – Outreach Materials

Attachment F – Traffic Reports

Attachment G – Financial Information

(Contains Confidential Information)

Attachment H – Hamilton Conclusion

Price Proposal (Separately Sealed)

HAMILTON RELAY

Tab 1

Proposal for Telecommunications Relay and Captioned Telephone Relay Services

FLORIDA

1006 12th Street
Aurora, Nebraska 68818
voice/TTY 800.618.4781
fax 402.694.5037
website: www.hamiltonrelay.com
e-mail: info@hamiltonrelay.com

June 15, 2021

Curtis Williams,
c/o Mr. Adam J. Teitzman
Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Hamilton Relay's response to the FPSC's RFP, Docket No. 2021049-TP to Provide TRS in Florida

Dear Mr. Williams,

On behalf of Hamilton Relay, Inc. (Hamilton[1]) we are pleased to have the opportunity to share with you this proposal for providing Traditional Relay and Captioned Telephone (CapTel) Services to the residents of Florida.

Hamilton is proud of our commitment and proven record of delivering the highest quality TRS and CapTel services along with personalized customer care for our states and the residents they serve.

Experience: As a leader in the industry, Hamilton has been providing telecommunications services since 1901 and was one of the first companies to begin providing relay services in 1991. For more than 30 years, we have delivered reliable and trusted relay services, while remaining at the forefront of changes within the industry. We were one of the first companies to offer relay services, the first to trial Captioned Telephone (CapTel) services and the first to process Captel calls from our own centers. For almost three decades, we have been connecting individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking with family, friends and businesses. It's not just advanced telephone technology, Telecommunications Relay Service and Captioned Telephone Service make a difference in the lives of people – one call at a time.

Focus: With Hamilton, Florida will contract with a company that is uniquely committed to relay. The primary focus of the Hamilton team is to provide individuals in Florida with the highest quality Telecommunications Relay Service and Captioned Telephone Service in the industry. In fact, we are the only state relay provider whose primary focus is relay. That is a big win for our customers.

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

Quality: We understand that selecting the Relay Service provider for your State is more than just achieving high-quality connections; it's a balance of quality, cost and efficiency. We call that balance the "real value" of working with Hamilton. Statistically speaking, our answer performance and quality of calls has been superior for years. Combine our superior performance with dedicated customer care, individually customizable relay solutions and a unified team of Communication Assistants – not subcontractors – and you can be assured of the best possible call experience. Later in this proposal, we have detailed third party statistics to back our claims and demonstrate the Hamilton difference.

Community Outreach: Our outreach efforts have long been admired throughout the industry. Our outreach program is about education, awareness and building a strong community and is the foundation of our success and yours. We work to reach individuals and communities throughout your state to understand Relay and CapTel service. Our outreach program reduces the number of "hang-ups", streamlines the call process and improves the overall call experience for individuals on both sides of the relay call.

Customized Relay: We understand that each state has unique guidelines that require responsiveness and flexibility. We work with our states to build and implement a personalized program that is both effective and efficient – providing a level of customization that only Hamilton can deliver. We offer a service specifically tailored to the needs of your state and each individual user.

We feel confident that once you've reviewed our proposal, you will see that our attention and personalized focus on the individual needs of the relay user, along with cost and quality service that ensures the best possible call experience for every relay user.

I hereby certify that I, the undersigned, am an officer of Hamilton Relay, Inc. and am duly responsible, authorized and empowered to sign this proposal, and to contractually obligate Hamilton as well as negotiate the contract on behalf of Hamilton. I am authorized to bind Hamilton Relay, Inc. to the terms of the RFP, including services and prices contained in this proposal, and hereby attest that the information provided is a true and accurate representation of our proposal.

The following individuals are authorized to make decisions, answer questions, or provide clarification to the proposal and subsequent contract.

Dixie Ziegler
Vice President, Hamilton Relay, Inc.
1006 12th Street • Aurora, NE 68818
Voice: 402.694.5101 or 877.426.5638
Email: dixie.ziegler@hamiltonrelay.com

Beth Slough
Director of Account Management and Compliance Manager, Hamilton Relay, Inc.
1006 12th Street • Aurora, NE 68818
Voice: 402.694.5101 or 877.426.5638
Email: beth.slough@hamiltonrelay.com

Hamilton subcontract aspects of CapTel Services including the technology, equipment, and a minimal percentage of the captioning labor to Captioned Telephone, Inc. (CTI) of Madison, Wisconsin. Hamilton will process a majority of the CapTel calls from its centers. Description of this service and the work to be performed can be found in Tab 5 of this proposal.

Hamilton acknowledges that it has received the FPSC's Response to Vendors Written Questions, dated June 7, 2021.

Hamilton agrees to provide the relay services as stated in this proposal at the prices stated herein. Hamilton has read, understands, and will comply with all requirements in the RFP. Hamilton will meet all FCC requirements, and it discusses in detail how those requirements will be met throughout this proposal.

Hamilton requests that the FPSC keep the following components of its proposal Proprietary and Confidential as it is considered trade secret work product which, if released, would give advantage to our business competitors and serve no public purpose.

- Tab 5, section B.15 – Misuse of Relay Escalation Process
- Tab 6, section 5.b – number of outgoing calls for most recent month
- Attachment G – Financial Information

Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others.

Hamilton has uploaded this confidential information to a secure site. An email generated by Beth Slough will be sent to the FPSC with a link to access this confidential information.

On behalf of everyone at Hamilton, I respectfully submit this proposal to provide Telecommunications Relay Service and Captioned Telephone Service to the State of Florida.

Sincerely,

Hamilton Relay Inc.
By John Nelson
President

HAMILTON RELAY

Tab 2

Proposal for Telecommunications Relay and Captioned Telephone Relay Services

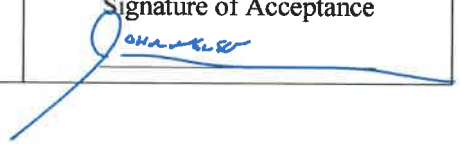
FLORIDA

FILING CHECK LIST

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
1.	JN	Format (RFP ref. Sections C and D)	N/A	N/A
2.	JN	Transmittal Letter, Address, Contact Person, Tel. and Fax No., Legal Name of Bidder, and Statement of Compliance with or lack of Compliance with RFP requirements (RFP ref. C-2)	1	P/F
3.	JN	Check List (RFP ref. C-8 and E)	4	P/F
4.	N/A	FCC Authority to Provide Relay Services (RFP ref. A-5)	Signature of Acceptance	
5.	N/A	Public Bidder Meetings and Proprietary/Confidential Information (RFP ref. A-24)	Signature of Acceptance	
6.	N/A	Conflict of Interest/Standards of Conduct (RFP ref. A-28) – State Name(s) or None Below Name(s) Disclosed: None	Signature of Acceptance	
7.	N/A	Dispute Resolution (RFP ref. A-30)	Signature of Acceptance	

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
8.	N/A	Waiver (RFP ref. A-31)	Signature of Acceptance	
9.	N/A	Severability (RFP ref. A-32)	Signature of Acceptance	
10.		Commencement Date (RFP ref. A-8)	21	P/F
11.	N/A	Term of Contract (RFP ref. A-9)	Signature of Acceptance	
12.	N/A	Scope of Service (RFP ref. B-2)	Signature of Acceptance	
13.	N/A	Access Numbers (RFP ref. B-3)	Signature of Acceptance	
14.	N/A	Availability of the System to Users (RFP ref. B-4)	Signature of Acceptance	
15.		Minimum CA Qualifications/Testing (RFP ref. B-5)	47	100
16.		CA Training (RFP ref. B-6)	64	100

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
17.	JN	Staff Training (RFP ref. B-7)	69	100
18.	JN	Counseling of CAs and Staff (RFP ref. B-8)	73	25
19.	JN	Procedures for Relaying Communications (RFP ref. B-9)	75	100
20.	N/A	Languages Served (RFP ref. B-10)	Signature of Acceptance	
21.	JN	Additional Languages Served (RFP ref. B-11)	87	25
22.	N/A	Shift Advisor/Consultant (RFP ref. B-12)	Signature of Acceptance	
23.	N/A	Confidentiality of Calls (RFP ref. B-13)	Signature of Acceptance	
24.	N/A	Types of Calls to be Provided (RFP ref. B-14)	Signature of Acceptance	
25.	JN	Call Release Functionality (RFP ref. B-15)	93	50
26.	JN	Speed Dialing (RFP ref. B-16)	94	50
27.	JN	Three-Way Calling Functionality (RFP ref. B-17)	95	50

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
28.	JN	Voicemail and Interactive Menus (RFP ref. B-18)	100	50
29.	JN	Voice and Hearing Carry-Over (RFP ref. B-19)	101	100
30.	JN	Captioned Telephone Voice Carry-Over (RFP ref. B-20)	105	100
31.	JN	Turbocode™ (RFP ref. B-21)	132	100
32.	JN	Speech to Speech (RFP ref. B-22)	132	100
33.	JN	Access to Pay Per Call Services (RFP ref. B-23)	141	100
34.	JN	Caller ID (RFP ref. B-24)	142	100
35.	JN	Last Number Redial (RFP ref. B-25)	142	25
36.	JN	Obscenity Directed at the Operator (RFP ref. B-26)	142	25
37.	JN	Emergency Calls (RFP ref. B-27)	143	100
38.	JN	Blockage (RFP ref. B-28)	145	200
39.	JN	Answer Time (RFP ref. B-29)	146	200
40.	N/A	Equipment Compatibility (RFP ref. B-30)	Signature of Acceptance 	

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
41.	N/A	Transmission Levels (RFP ref. B-31)	Signature of Acceptance	
42.	N/A	Measuring Equipment Accuracy (RFP ref. B-32)	Signature of Acceptance	
43.	JM	Emergency Operations and Uninterruptible Power (RFP ref. B-33)	150	100
44.	JM	Intercept Messages (RFP ref. B-34)	165	P/F
45.	JM	Service Expansion (RFP ref. B-35)	165	50
46.	N/A	New Technology (RFP ref. B-36)	Signature of Acceptance	
47.	JM	Consumer Input and Participation in Advisory Committee and FPSC Proceedings (RFP ref. B-37)	188	100
48.	JM	Complaint Resolution (RFP ref. B-38)	192	200
49.	N/A	Charges for Incoming Calls (RFP ref. B-39)	Signature of Acceptance	

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
50.		Intentionally Left Blank	N/A	
51.		Intentionally Left Blank	N/A	
52.		Intentionally Left Blank	N/A	
53.		Intentionally Left Blank	N/A	
54.		Intentionally Left Blank		
55.		Intentionally Left Blank	N/A	
56.		Special Needs (RFP ref. B-46)	197	25
57.		Unsolicited Features in Basic Relay Service (RFP ref. B-47)	199	200
58.		IP Relay, IP-Captioned Telephone Service, and Video Relay Service (RFP ref. B-48)	209	Optional 0 Points
59.		Redundancy (RFP ref. B-49)	212	Optional 0 Points
60.	N/A	Performance Bond (RFP ref. B-50)	Signature of Acceptance	

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
61.	N/A	Submission of Monthly Invoice (RFP ref. B-51)	Signature of Acceptance	
62.	N/A	Travel (RFP ref. B-52)	Signature of Acceptance	
63.		Reporting Requirements (RFP ref. B-53)	219	50
64.	N/A	Transfer to New Provider (RFP ref. B-54)	Signature of Acceptance	
65.	N/A	Insurance Coverage (RFP ref. B-55)	Signature of Acceptance	
66.		Optional Florida Call Center (RFP ref. B-56)	224	100
67.	N/A	Public Entity Crimes Provision(RFP ref. C-3)	Signature of Acceptance	
68.		Financial Information (RFP ref. C-4)	229	P/F

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
69.	JV	Experience and Customer References (RFP ref. C-5)	230	200
70.	JV	Subcontractors (RFP ref. C-6)	241	50
71.	JV	Bid Security Deposit (RFP ref. C-7)	242	P/F
72.	JV	The Price Proposal Format (RFP ref. Section D) Must be filed in a separate sealed envelope marked: "Sealed-To Be Opened Only By the FPSC Proposal Opening Officer."	Separately Sealed	See RFP Sec. D & Sec. E
73.		MAXIMUM TOTAL POINTS		2,875

HAMILTON RELAY

Tab 3

Proposal for Telecommunications Relay and Captioned Telephone Relay Services

FLORIDA

INTRODUCTION

Hamilton Relay is second to none when it comes to providing highly efficient and personalized relay services that are customized to the needs of each state we serve. Throughout our proposal we demonstrate the proof of our quality, commitment and expertise.



HAMILTON RELAY PROVIDES:

Traditional Relay Services
- TTY
- Deaf-Blind Services
- VCO
- HCO
- Speech-to-Speech
- Spanish

Captioned Telephone Services
- Hamilton CapTel for Business
- Web
- Mobile
- PSTN

Relay Conference Captioning

Real-Time Text

EXPERIENCED

A pioneer in the telecommunications industry, Hamilton was founded in 1901 in Aurora, Nebraska and is a privately-owned U.S. company. In 1991, Hamilton Relay, Inc. was started to ensure telecommunications accessibility for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

We are committed to providing the highest quality of Relay services; customized to meet the unique needs of the states we serve and the individuals who depend on the service. As one of the most experienced and reliable relay providers in the industry with a geographically dispersed network of centers; we provide Traditional Relay and Captioned Telephone services through 21 contracts in 15 states, the District of Columbia and the Island of Saipan. We also provide internet-based Captioned Telephone services nationwide and are the exclusive provider of Hamilton CapTel for Business, a workplace captioned ephone solution.

With Hamilton Relay, Florida will contract with a company that is uniquely committed to Relay. The primary focus of our entire team is to provide individuals in your state with the highest quality Relay and CapTel services in the industry.

EXECUTIVE TEAM

At Hamilton Relay, we are committed to delivering the very best quality telecommunications relay and captioned telephone services. Dedicated team members are here to help you every step of the way. With a full technical and operations team behind the scenes to deliver reliable service, these individuals are at the forefront of our operations.



John Nelson
CEO & President of Hamilton Relay



Dan Molliconi
Chief Operating Officer of Hamilton Relay



Dixie Ziegler
Vice President of Hamilton Relay



Beth Slough
Director of Account Management & Compliance Manager



Andrea Groelz
Director of Relay



Anne Girard
Director of Sales & Marketing



Greg Stephens
Technical Manager



Robert Patterson
Director of Operations



Christa Cervantes
Account Manager



Melissa McMahan
Account Manager



Asia Johnson
Account Manager



Gary Lewien
Bid Coordinator & Special Projects Manager



Tina Collingham
Compliance Coordinator



April Campbell
Bid Writer & Admin Assistant



Lauren Gifford
Senior Relay Outreach & Marketing Manager



Allison LaBrie
Project Coordinator

306+
combined years of experience in Relay service and technology innovations.

QUALITY

We understand that selecting the Relay and Captioned Telephone provider for your state is a balance of quality, cost and efficiency. When working with us, you can be assured of achieving that balance.

Statistically speaking, our answer performance has been spectacular for years. **Over the past three years, we have answered an average of 96% of calls within 10 seconds with an average answer time of 1.02 seconds.** Combined with our dedicated customer care, individually customizable relay solutions and a unified team of Communication Assistants and Captionists, we deliver the best possible call experience.

2021 Cositics CapTel Index resulted in Hamilton Relay winning 13 best in category scores.

2021 Cositics TRS Index resulted in Hamilton Relay winning 11 best in category scores.

Don't just take our word for it...

Our commitment to ensuring ntinuous Relay service is evident in our mprehensive Emergency Preparedness Plans.

In response to the unprecedented COVID-19 pandemic which resulted in the declaration of a national emergency, we activated our **Pandemic/Infectious Disease Plan** and refined it to meet the current CDC requirements. At Hamilton, our mission has always been to keep people connected, and during times of crisis, that mission becomes even more important. The priority of this plan is to keep our employees and our communities safe and healthy, while also ensuring we can continue to deliver uninterrupted access to relay services that are relied upon by so many.



Our Emergency Preparedness Plan prevented multiple natural disasters from disrupting the excellent relay services our customers expect and deserve, including Hurricane Laura, Tropical Storm Marco, Tropical Storm Cristobal and Winter Storm Isaiah.

We are actively involved on FCC committees, regulatory panels and in FCC proceedings to ensure we remain on the leading edge of quality relay service.

INNOVATIVE

Employing the finest technical staff of engineers, programmers and developers allows us to innovate communication tools designed to connect people. Never has this been more important than it is today in the transition of analog to digital telephony.

Here are just a few examples of our technical advancements unavailable with any other provider:

As a leader in the discussion and implementation of Real-Time Text (RTT), we know fast, reliable and efficient communication is the key to better accessibility for all telephone users. Since many businesses do not have an RTT-capable option for their landline phone, Hamilton Relay is a solution for those using RTT on their wireless devices.





The Hamilton TRS platform and agent stations have been designed to accommodate and support new technologies such as RTT and High Definition Audio. As our network is completely IP based, there is no need for a wholesale restructuring of its infrastructure to accommodate digital technology and related advancements.

Hamilton CapTel For Business™, Interconnected by Tenacity allows businesses to seamlessly integrate CapTel into the Cisco® VoIP environment through the installation of the Hamilton CapTel phone application.



CapTel is a registered trademark of Ultratec, Inc. Third party tradmarks mentioned are the property of their respective owners.

PERSONALIZED

We understand that each state has unique guidelines that require responsiveness and flexibility, and one cookie-cutter program doesn't work for all. We work with our states to build and implement a personalized program that is both effective and efficient – providing a level of customization that only we can deliver.

Any TRS provider can offer a functionally equivalent, "turn-key" service; we go a step further by offering a service tailored to the needs and wants of each state, and each individual user.

Our dedicated team makes the transfer of relay services seamless.

EFFICIENCY

With our third generation workstations, we personalize the relay experience to make it the most efficient relay available. We've streamlined our workstations to provide faster, more accurate call processing with less setup and wrap times.

PERSONAL APPROACH

Hamilton's personal approach to providing customized relay solutions is a top priority, which is why we are continually adding new features and enhancements to our system and developing new products for our customers. Relay customers are unique and require personal solutions.

ACCOUNT MANAGEMENT

Our Account Managers serve as a main point of contact, simplifying communications. The account manager's primary focus is to ensure contract compliance and satisfaction for your state. Behind each account manager is an entire team working to increase communication flow between departments.

CUSTOMIZED INVOICING & BILLING

We provide a level of reporting customization that is unsurpassed in the relay industry. With specifically designed billing packages for each of our states, our billing process includes several jurisdictional checks and balances to ensure accurate billing.

We continually meets the needs of our customers by listening to what they share and using that information to build outstanding products and services. Our commitment to ongoing technology development remains steadfast, ensuring our customers have access to the latest communication technologies.

We are confident that once you've reviewed our proposal, you will see that Hamilton Relay is the right choice to be your next provider.

EXPERIENCED | QUALITY | INNOVATIVE | PERSONALIZED

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HAMILTON RELAY

Proposal for Telecommunications Relay and Captioned Telephone Relay Services

FLORIDA

A. ADMINISTRATIVE REQUIREMENTS AND PROCEDURES

1. Issuing Entity and Point of Contact

This Request For Proposals (RFP) is issued by the Florida Public Service Commission (FPSC). The FPSC's Proposals Review Committee (PRC) Chairman is the sole point of contact concerning this RFP and all communications must be made through the Chairman, Curtis Williams. Mailed correspondence must be addressed to Curtis Williams, c/o Mr. Adam J. Teitzman, Commission Clerk, Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850 and should reference Docket No. 20210049-TP. The PRC Chairman can be contacted at (850) 413-6924 and facsimile correspondence should be directed to (850) 413-6925. E-mail should be directed to the PRC Chairman at cjwillia@psc.state.fl.us.

We understand and have complied.

2. Purpose

The purpose of this RFP is to contract for a Florida Relay Service (FRS) System that meets the needs of the people of the State of Florida pursuant to the Telecommunications Access System Act of 1991 (Part II of Chapter 427, Florida Statutes) and which satisfies or exceeds the relay system certification requirements of the Federal Communications Commission under the Americans with Disabilities Act. Bidders must comply with the requirements of both laws.

Section E, Tables 1 and 2 of this RFP contains a summary of Florida intrastate billable session minutes for telecommunications relay services (TRS), speech-to-speech (STS), Spanish, and captioned telephone service (CTS) provided by the current relay service provider for the months of March 2019 through February 2020 and March 2020 through February 2021 respectively. Section E, Tables 3and4 contains a summary of intrastate and interstate session minutes for TRS, STS, Spanish, and CTS provided by the current relay provider for the months of March 2019 through February 2020 and March 2020 through February 2021 respectively. The bidder assumes all responsibility for the accuracy of data from these reports and billable minute information in using them for bidding purposes.

We understand and have complied.

3. Other Applicable Laws/Legal Considerations

This RFP, and any resulting contract, shall be governed by the laws of the State of Florida. The bidders and provider shall comply with applicable federal, state, and local laws and regulations.

The contract shall be construed according to the laws of the State of Florida. Any legal proceedings against any party relating to or arising out of the RFP or any resultant contract or contractual relation shall be brought in State of Florida administrative or judicial forums. The venue will be Leon County, Florida.

We understand.

4. Scope

This RFP contains the instructions governing the proposal to be submitted and the material to be included therein, mandatory administrative and operational requirements which a bidder shall meet to be eligible for consideration, specific instructions for proposal submission, and evaluation criteria.

We understand.

5. FCC Authority to Provide Relay Services

The provider shall have the necessary FCC authority or only use, for relay service, telecommunications providers that have the necessary FCC authority to provide interstate and international service.

We understand and comply.

6. Definitions/Acronyms

The following terms, when used in this RFP, have the meaning shown below.

a. Abandoned Calls - Calls reaching the relay switch and terminated by the caller before a communications assistant answers regardless of the amount of time that has elapsed since the call reached the relay switch.

b. Administrator - A not-for-profit corporation incorporated pursuant to the provisions of Chapter 617, Florida Statutes, and designated by the FPSC to administer the telecommunications relay service system and the distribution of specialized telecommunications devices pursuant to Section 427.703(1), Florida Statutes.

c. Advisory Committee - A group created by Section 427.706, Florida Statutes, and consisting of up to ten individuals named by the FPSC for the purposes described in Part II of Chapter 427, Florida Statutes.

d. Answer Time - The point in the progression of inbound calls beginning when it arrives at the call center switch until it is routed to a communications assistant.

e. Billable Minutes – For the purpose of calculating and rendering bills to the Administrator pursuant to Section 427.704(4), Florida Statutes, billable minutes is the elapsed time between the time the incoming call enters the Florida Relay System provider's relay center switch and the completion of relay service. Total session time shall be rounded to the nearest one-tenth of a minute or less per session and the time for all call sessions shall be added together for all incoming calls during the month to

produce the total billable minutes per month. The total of billable minutes for the month shall be rounded to the nearest one-tenth of a minute. In a session which includes a mix of intrastate toll or local calls and interstate or international calls, the time associated with the interstate or international calls shall not be included in the billable time for that call session.

f. Blocked calls – Calls blocked by the carrier's 800 number network.

g. Communications Assistant (CA) - A person who relays conversation to and from users of a relay system.

h. Deaf - Having a permanent hearing loss and being unable to discriminate speech sounds in verbal communication, with or without the assistance of amplification devices.

i. Dual Sensory Loss - Having both a permanent hearing loss and a permanent visual impairment and includes deaf/blindness.

j. Electronic Posting - The Florida Department of Management Service's Vendor Bid System website located at http://myflorida.com/apps/vbs/vbs_www.main_menu.

k. FPSC - Florida Public Service Commission.

l. General Assistance Calls - Incoming calls to the CA that are not associated with an outgoing relay call. Such calls may provide information about using relay or other types of calls that are normally handled by customer service.

m. Hard of Hearing - Having a permanent hearing loss which is severe enough to necessitate the use of amplification devices to discriminate speech sounds.

n. Hearing Loss or Hearing Disabled - Being deaf or hard of hearing and includes dual sensory impairment.

o. Hearing Carry-Over (HCO) - A feature that allows people who are speech disabled to use their hearing abilities to listen directly to their party. The CA voices the typed responses from the HCO user to the hearing person, who then speaks directly to the HCO user without CA interaction.

p. Incoming Call - An incoming call refers to the portion of the communications connection from the calling party to the relay service center. An incoming Telecommunications Device for the Deaf (TDD) call is a call originated by a TDD user. An incoming telephone call is a call originated by a telephone user. An incoming call includes calls to the relay service telephone number for completing a relay call as well as general assistance calls.

q. *Minor Irregularity - A variation from the request for proposals terms and conditions which does not affect the price of the proposal, give the bidder an unfair advantage or benefit not enjoyed by other bidders, or does not adversely impact the interests of the FPSC.*

r. *Outgoing Call - An outgoing call refers to the portion of the communications connection from the relay service center to the called party. An outgoing TDD call is a call to a TDD user. An outgoing telephone call is a call to a telephone user.*

s. *Provider - The entity with whom the FPSC contracts to provide Florida Relay Service.*

t. *Proposals Review Committee (PRC) - The PRC consists of designated FPSC staff and designated members of the Advisory Committee.*

u. *Session Minutes - Session minutes include the entire time that the relay call is connected to the communication assistant, including the time used to set up the call until the time the communications assistant disconnects the last party.*

v. *Speech Impaired or Speech Disabled - Having a permanent loss of verbal communications ability which prohibits normal usage of a standard telephone set as stated in Section 427.703(10), Florida Statutes.*

w. *Speech to Speech (STS) - A service that enables a person with speech disabilities to use relay service with his own voice or voice synthesizer, rather than using a TDD. A specially trained CA functions as a human translator for people with speech disabilities who have trouble being understood on the telephone. The STS CA repeats the words of the speech disabled user to the other party on the call.*

x. *Telecommunications Device for the Deaf (TDD or TTY) - A teleprinter, an electronic device connected to a standard telephone line, operated by means of a keyboard, and used to transmit or receive signals through telephone lines.*

y. *User - Includes either the calling or called party in a relay call.*

z. *Video Relay - Video relay interpreting allows the caller, utilizing video conferencing facilities, to use sign language to communicate with the CA who voices the call to the hearing person at the receiving end.*

aa. *Voice Carry-Over - A feature that enables a user with a hearing disability to utilize his useable speech for direct expression of voice communications and to use the CA for conversion of the other user's communications from voice to TDD.*

We understand and agree with the above definitions.

7. Key Dates

The following dates are target dates. The FPSC and the PRC Chairman reserve the right to change the dates. Any change to the dates shall be accomplished by addendum.

Release Request for Proposals..... by May 11, 2021
Clarifying Questions Submitted in Writing to PRC Chairman 3:00p.m. EDT..... by May 25, 2021
Answers to Clarifying Questions..... by June 8, 2021
TECHNICAL AND PRICE PROPOSAL DUE DATE & TIME 3:00 p.m. EDT..... by June 17, 2021
Performance Bond Due .....Upon Execution of Contract
Begin Service .....March 1, 2022

We understand.

8. Commencement Date

The commencement date for the service is March 1, 2022. Within their response to the RFP, 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 March 1, 2022.

We ensure that our provisioning of TRS and CTS will be operational and ready for implementation on March 1, 2022. We will begin transition activities immediately upon contract award.

Implementation/Transition Plan

We will successfully meet the FPSC's commencement date for the provision of TRS and CapTel in Florida. We will begin transition activities immediately upon contract award.

Implementation Progress Reports

We will assign an implementation team upon award of contract. This team will ensure compliance with the requirements delineated in the RFP and is responsible for establishing communication with the FPSC as well as other parties involved in the overall project. To communicate status on implementation progress, we use the following tools:

- Conference calls
- Weekly internal status reports
- Monthly Implementation Progress Reports (to the FPSC). This report describes the current status since the previous report, milestones and deadlines, etc.
- Project Plan

Our experience has shown that Progress Reports are a highly effective tool to track changes and status of any part of the project.

Transition Plan for Service Start-up

The combination of our expertise in relay and in telecommunication products and services, our past experiences, and excellent organizational abilities will allow us to orchestrate a highly efficient and seamless transition that will meet the requirements and deadlines. Using such tools as the timeline on the following pages, as well as coordinating efforts with the current provider for the transfer of 800 numbers, we will begin to operate Florida Relay on the desired date. Florida relay users will benefit from our ability to service each call with personal attention and with our ability to deliver a level of quality that relay users will find very satisfying.

Implementation Plan

The following timeline is based on the Contract Notification by October 1, 2021. We will perform the tasks within the timeline with minimal work from the FPSC. However, the FPSC can be involved as little or as much as it desires. This is a fluid timeline that will continue to change and be updated as necessity dictates.

Timeline

Date	Action
October 2, 2021	Notification of Award
October 4, 2021	Upon notification of award, we will schedule a meeting with the FPSC to review proposed start-up schedule and to review various publicity efforts that should be implemented. This plan would specifically address our plan to announce to the relay community about the change in TRS providers.
October 15, 2021	We will assign an implementation team to be responsible to establish communication with the FPSC, as well as other parties involved in the implementation project.
October 30, 2016	Conference call with current provider to coordinate the transfer of the service.
November 1, 2021	Begin any necessary renovations to our existing facilities to accommodate Relay Florida traffic. Because our current TRS facilities have sufficient trunking capacity to handle Florida TRS call volume, no ordering of telecommunication facilities is needed.
November 15, 2021	Obtain provisioning of regionally restricted 800 numbers and obtain a list of local Florida emergency numbers. We will also ensure that the appropriate NXX's used by each Florida LEC can be used through the relay.

Date	Action
November 15, 2021	Upon Contract signing, submit contract order to CapTel, Inc.
November 15, 2021	If needed, order relay workstation hardware and software and other necessary components as well as any workstation equipment required (i.e. computers, panel dividers, desktops, chairs, etc.)
November 15, 2021	Order the transition of current 800 numbers to Hamilton. Work with current provider for the transfer of Florida customer profile database information to Hamilton.
December 15, 2021	Make any necessary script changes for Relay Florida, build web pages, brochures, outreach power points, outreach banner stands and other outreach or marketing needs as directed by the FPSC.
January 2, 2022	Begin assigning or hiring key personnel including Account Manager, Outreach Coordinator, and CAs.
January 2, 2022	Submit Implementation Guide to CapTel and provide Customer Care with Florida rules. Additional CapTel internal setup: • Load service specifications and customer profile fields • Add monthly reports • Provide Customer Care with Florida rules
Mid-January, 2022	Begin training existing CAs on pronunciation and spelling of Florida place names.
Late January, 2022	Begin Account Manager.
February 1, 2022	Begin development of Relay Florida Annual Outreach Plan.
February 2022	Continue training CAs.
February 15, 2022	Complete installation of database information prior to cutover. We will call individual customers if we do not understand the profile data to ensure accurateness of the data.
February 15, 2022	Begin advertising to notify and educate relay users about the change in Vendor.
March 1, 2022	**Relay Florida is operational.** Reroute Florida TRS traffic to Hamilton's Relay Center.
From Service start-up through Term of Contract	Concentrated effort on distribution of information about TRS and CapTel including news releases, and distribution of other informational material through various channels (i.e. hard of hearing organizations). Materials will be used to initiate programs about TRS and CapTel for various organizations, businesses and groups.

Cutover Plan

Our team has immeasurable experience in seamlessly transitioning relay services from other relay providers with no interruption in service. Our team has worked very well with other providers' teams in the past and addressed every issue prior to the cutover date. We will have all telecommunications facilities installed, tested and ready for use well before the cutover so that essentially all that will remain is to send the 800 numbers to Hamilton's relay center.

The following seamless transitions demonstrate our experience in transitioning of relay services from other providers:

- The State of Utah awarded the TRS and CapTel contract to Hamilton on June 11, 2020. Hamilton performed a smooth cutover from Sprint to Hamilton on August 1, 2020.
- The State of Kentucky awarded the TRS and CapTel contract to Hamilton on March 14, 2016. Hamilton performed a smooth cutover from Sprint to Hamilton on May 16, 2016.
- The State of Washington awarded the TRS and CapTel contract to Hamilton on April 22, 2015. Hamilton performed a smooth cutover from Sprint to Hamilton on July 1, 2015.
- AT&T discontinued relay services in Michigan January 31, 2015. Hamilton contracted with multiple telecom companies and associations in the months leading up to Michigan start-up. Hamilton performed a smooth cutover from AT&T on February 1, 2015.
- The State of Virginia awarded Hamilton the TRS contract on January 14, 2015. Hamilton performed a smooth cutover on July 31, 2015.
- The Commonwealth of Pennsylvania awarded the TRS contract to Hamilton on September 11, 2014. Hamilton performed a smooth cutover from AT&T on December 16, 2014.
- The District of Columbia awarded the CapTel contract to Hamilton on September 3, 2014. Hamilton performed a smooth cutover on October 24, 2014.
- The District of Columbia awarded the TRS contract to Hamilton on May 30, 2014. Hamilton performed a smooth cutover from AT&T to Hamilton on July 10, 2014.
- The State of Virginia awarded Hamilton the CapTel contract on September 1, 2010. Hamilton performed a smooth cutover on April 1, 2011.
- The State of California awarded Hamilton one of two new Telecommunications Relay Service providers and the sole CapTel provider on June 2, 2010. On June 2, 2015 Hamilton became the sole provider of both TRS and CapTel services.
- The New Mexico Commission for Deaf and Hard of Hearing Persons awarded the TRS and CapTel contract to Hamilton as the successful vendor in June 2009. Hamilton began providing relay service two weeks later on July 1, 2009. This transition was seamless in spite of an extremely short start-up time frame.
- On July 1, 2008, Hamilton started up another new relay center and successfully transitioned the Massachusetts Relay Service from Sprint.

- On February 13, 2007, Hamilton was awarded two contracts to provide TRS and CapTel to the State of Maryland. Hamilton set up a new in-state center and successfully transitioned the Maryland Relay from AT&T on June 1, 2007.
- On September 20, 2005, Hamilton was selected as the new provider for the Georgia Relay Service. Hamilton successfully set up a new in-state center and performed a cutover of the Georgia Relay Service from AT&T on April 1, 2006.
- On November 10, 2005, the State of Montana issued an intent to award the contract to Hamilton as the apparent successful vendor. By November 30, 2005, a signed contract was in place. Hamilton managed the implementation phase in Montana and performed an efficient transition from Sprint on February 28, 2006.
- On January 1, 2005, Hamilton completed a transition from Sprint for the provision of Relay Iowa.
- Hamilton successfully transitioned the Saipan Relay Service from AT&T on October 1, 2004.

We will transition the existing Florida Relay 800 numbers to our relay centers on the transition date set by the FPSC. We will have the necessary personnel in place during the actual cutover. We will also have additional technical and training staff available during the cutover, and for the next several weeks, to ensure that procedures and equipment are satisfying the needs of the relay users.

Our company is of a size in which the senior management will be involved in the implementation and management of Florida Relay. Please see **Attachment A** for detailed information regarding Key Personnel and Staff.

We look forward to doing business with the State of Florida and will endeavor to provide a high quality relay service to citizens of Florida.

9. Term of Contract

The term of the Contract will be an initial three year period. Upon mutual agreement between the FPSC and the provider, the Contract may be extended for up to four additional one year periods subject to the same terms and conditions set forth in the initial Contract and any written amendments signed by the parties. Any extension is subject to the availability of funds and contingent upon satisfactory performance by the provider. The provider shall notify the FPSC of its desire to extend service by March 1 the year before the current service period expires. For example, if the contract service period is due to expire on February 28, 2025, the provider must notify the FPSC by March 1, 2024, if it desires a one year extension of service.

We understand and will comply.

10. Restrictions on Communications

From the issue date of this RFP until the staff recommendation on the award of the contract is filed in the docket file, bidders are not to communicate with any FPSC Commissioner, staff member, or Advisory Committee member regarding this RFP except for:

b. Written correspondence to or from the PRC Chairman for clarifying questions only regarding the FPSC-approved RFP. All written questions must be submitted to the PRC Chairman by 3:00 pm EDT, May 25, 2021, and written answers to the questions will be posted in Docket No. 20210049-TP and on the Florida Department of Management Services Vendor Bid System (http://www.myflorida.com/apps/vbs/vbs_www.main_menu) by June 8, 2021. No changes to the FPSC-approved RFP will be considered.

b. Oral discussions at an oral interview or site visit pursuant to Section A.

After the recommendation for award is filed, there will be no oral or written communication with FPSC staff, including the PRC Chairman, or any member of the FPSC concerning the RFP. Written correspondence submitted to the docket file for the sole purpose of identifying a mathematical error will be reviewed by appropriate FPSC staff.

For breach of this provision, the FPSC reserves the right to reject the proposal.

We understand and have complied.

11. Modifications, Withdrawals, and Late Proposals

Proposals may only be modified or withdrawn by the bidder up to the established filing date and time. It is the responsibility of the bidder to ensure that the proposal is received by the Office of Commission Clerk on or before the proposal due date and time. Both the technical and price proposals must be filed by June 17, 2021, at 3:00 p.m. EDT. Late proposals will not be accepted.

We understand.

12. Bidding Costs

Neither the FPSC, nor the Florida Relay System, is liable for any costs incurred by a bidder in conjunction with the development of its proposal.

We understand.

13. Rejection of Proposals, Correction of Errors

The PRC Chairman and the FPSC reserve the right to reject any or all proposals and to cancel the RFP. The FPSC reserves the right to allow a bidder to correct minor irregularities upon notification by the PRC Chairman. A bidder may not modify its proposal after opening; however, calculation or typographical errors may be corrected by the FPSC.

We understand.

14. Public Availability of Proposals, News Releases and Public Announcements

The technical proposals will each be made available to the general public within 10 days after each is opened. The price proposals will not be opened until after the technical proposals have been evaluated. Such price proposals will be made available after the staff recommendation for award is filed. The FPSC may issue press releases or public announcements concerning filed proposals or the RFP process.

We understand. Hamilton requests that the FPSC keep the following component of its proposal Proprietary and Confidential as it is considered trade secret work product which, if released, would give advantage to our business competitors and serve no public purpose.

- Attachment G – Financial Information

Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others.

Hamilton has uploaded this confidential information to a secure site. An email generated by Beth Slough will be sent to the FPSC with a link to access this confidential information.

15. Protests

Failure to file a protest of either the RFP or the letter of intent within the time prescribed in Section 120.57(3)(b), Florida Statutes, shall constitute a waiver of proceedings under Chapter120, Florida Statutes.

We understand.

16. Letter of Intent/Notification to Bidders

Upon selection of a potential provider by the FPSC, the FPSC will issue a letter of intent to the potential provider. The electronic posting of the Notice of Intent to Award is the point of entry to protest the award pursuant to Section 120.57(3), Florida Statutes. A contract shall be completed and signed by all parties concerned within thirty (30) days of mailing the letter of intent. If this date is not met, through no fault of the FPSC, the FPSC may elect to cancel the letter of intent and make the award to another bidder.

All bidders will receive a copy of the letter of intent by certified mail, return receipt requested.

We understand.

17. Award of Contract

The FPSC shall award the contract to the bidder whose proposal is the most advantageous to the state, taking into account the following considerations in Section 427.704(3)(a), Florida Statutes:

a. The appropriateness and accessibility of the proposed telecommunications relay service for the citizens of the state, including persons who are deaf, hard of hearing, or speech impaired.

b. The overall quality of the proposed telecommunications relay system.

c. The charges for the proposed telecommunications relay service system.

d. The ability and qualifications of the bidder to provide the proposed telecommunications relay service system as outlined in the RFP.

e. Any proposed service enhancements and technological enhancements which improve service without significantly increasing cost.

f. Any proposed provision of assistance to deaf persons with special needs to access the basic telecommunications system.

g. The ability to meet the proposed commencement date for the FRS.

h. All other factors listed in the RFP.

We understand.

18. Award Without Discussion

The FPSC reserves the right to make an award without discussion of proposals with the bidder. Therefore, it is important that each technical and price proposal be submitted in the most complete, understandable, and accurate manner possible.

We understand.

19. Oral Interviews/Site Visits/Written Data Requests

Bidders may be asked to participate in oral interviews, respond to a written data request, make their facilities available for a site inspection by the PRC or make their financial records available for a FPSC audit. Such interviews, site visits, and/or audits will be at the bidder's expense except that the PRC will pay for its own expenses (transportation, meals, housing, etc.). Bidders should come to oral interviews prepared to answer the PRC's questions and the bidder's primary contact person (person

signing the letter of transmittal accompanying the RFP or his designee) shall be present at all meetings with the PRC or FPSC.

We understand.

20. Contract Document

The successful bidder will be required to sign a contract which will include the following elements.

a. The RFP.

b. The bidder's proposal in response to the RFP.

c. A document identifying any clarifications to the proposal and any unsolicited items contained in the proposal and desired by the FPSC to be included in the FRS.

All of the above items together will constitute a complete initial contract that will be executed by the FPSC's Executive Director on behalf of the FPSC.

We understand.

21. Limited Liability

Neither the FPSC, its Advisory Committee, the Administrator, the PRC and the provider of the telecommunications relay service, nor any agent, employee, representative, or officer of the foregoing shall be liable for any claims, actions, damages, or causes of action arising out of or resulting from the establishment, participation in, or operation of the telecommunications relay service, except where there is malicious purpose or wanton and willful disregard of human rights, safety, or property in the establishment, participation in, or operation of the telecommunications relay service. To the fullest extent permitted by law, all prospective service providers and their assigns or successors by their participation in the RFP process, shall indemnify, save and hold the FPSC and its employees and agents, including the Advisory Committee and PRC, free and harmless from all suits, causes of action, debts, rights, judgments, claims, demands, accounts, damages, costs, losses, and expenses of whatsoever kind in law or equity, known and unknown, foreseen and unforeseen, arising from or out of the RFP and/or any subsequent acts related thereto, including, but not limited to, the recommendation of a bidder to the FPSC and any action brought by an unsuccessful bidder. This is a statutory requirement that will not be amended or waived.

We understand.

22. Disclaimer

All information contained in the RFP, including any amendments and supplements thereto, reflects the best and most accurate information available to the FPSC at the time of the RFP preparation. No inaccuracies in such information shall constitute a basis for change of the payments to the provider or a basis for legal recovery of damages, either actual, consequential, or punitive.

We understand.

23. Cancellation/Availability of Funds

The FPSC shall have the right to unilaterally cancel, terminate, or suspend any ensuing contract, in whole or in part, by giving the provider 60 calendar day's written notice by certified mail, return receipt requested, or in person with proof of delivery. If a breach of the contract by the provider occurs, the FPSC will provide written notice to the provider, and allow 30days to cure the breach. If a breach of the contract is not cured within the 30days, the FPSC may, by written notice to the provider, terminate the contract upon 24 hour notice. The provisions herein do not limit the FPSC's right to remedies at law or to damages.

Pursuant to Rule 25-25.013, F.A.C., on multi-term contracts, this contract is subject to the availability of funds.

We understand.

24. Public Bidder Meetings and Proprietary/Confidential Information

Written requests for confidentiality shall be considered by the FPSC as described in Section 364.183, Florida Statutes. Rule 25-22.006, F.A.C., should be followed in making a request.

Meetings held between the FPSC or PRC and the bidder shall be open to the general public. Should the need arise to discuss any confidential materials, the FPSC or PRC will attempt to hold such a discussion by referring to the confidential material in a general way without closing the meeting. All meetings with bidders will be transcribed.

We understand. Hamilton requests that the FPSC keep the following components of its proposal Proprietary and Confidential as it is considered trade secret work product which, if released, would give advantage to our business competitors and serve no public purpose.

- Tab 5, section B.15 – Misuse of Relay Escalation Process
- Tab 6, section 5.b – number of outgoing calls for most recent month
- Attachment G – Financial Information

Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and

proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others.

Hamilton has uploaded this confidential information to a secure site. An email generated by Beth Slough will be sent to the FPSC with a link to access this confidential information.

25. Public Records

All material submitted regarding this RFP becomes the property of the FPSC and subject to Chapter 119, Florida Statutes, (Public Records Law) and in accordance with Section 119.0701, Florida Statutes (Request for Contractor Records). The PRC reserves the right to use any or all information/material presented in reply to the RFP, subject to any confidentiality granted via Chapter 364 and Part II of Chapter 427, Florida Statutes. Disqualification of a bidder does not eliminate this right.

Unless otherwise exempt from disclosure under Chapter 119, Florida Statutes, or Section 24(a) of Article I of the State of Florida Constitution, all documents qualifying as public records shall be made available by the provider to the requestor, for public inspection. The FPSC may unilaterally cancel the contract for refusal by the provider to allow such public access. The provider must:

a. Keep and maintain public records required by the FPSC in order to perform the service.

b. Upon request from the FPSC's custodian of records, provide the FPSC with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in the Public Records Law or as otherwise provided by law. A provider who fails to provide public records to the FPSC may be subject to penalties under Section 119.10, Florida Statutes.

i. The Provider should acknowledge public records requests in a reasonable time and begin gathering the responsive records promptly. If the Provider requires a clarification from the requestor of public records, the Provider should ask for clarification from the requestor within 3 business days of receiving the public records request.

ii. When it appears that preparation of requested records will require the extensive use of information technology processing resources and/or extensive time to locate and prepare the material for copying (i.e. more than 30 minutes to locate the records), the person requesting the public records should be advised within 3 business days of the request that they may be billed for the actual cost of locating these records. The estimated costs should be consistent with the FPSC's Time

Accounting for Copying PSC Records form (PSC/CLK 014-C). Pursuant to Section 350.06(6), F.S., in any instance where the copying fee would amount to less than $1, no fee is to be charged. If the requestor agrees to pay the estimated costs, the Provider should gather the records for delivery. The Provider should also keep a record of the time spent in searching for and preparing the material for copying so the actual costs can be billed to the requestor. Upon payment of the actual costs of locating the records, the Provider should deliver the copied material to the requestor.

iii. *If the Provider requires FPSC assistance to respond to a public records request that requires extensive use of time, it should inform the FPSC of any such public records request within 3 days of receiving the request so that the FPSC can assist the Provider in facilitation of the request when possible.*

c. *Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the provider does not transfer the records to the FPSC.*

d. *Upon completion of the contract, transfer, at no cost, to the FPSC all public records in possession of the provider or keep and maintain public records required by the FPSC to perform the contract. If the provider transfers all public records to the FPSC upon completion of the contract, the provider shall destroy any duplicate records that are exempt or confidential and exempt from public records disclosure requirements. If the provider keeps and maintains public records upon completion of the contract, the provider shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the FPSC in an Adobe PDF format.*

IF THE PROVIDER HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (850) 413-6770, clerk@psc.state.fl.us, 2540 SHUMARD OAK BOULEVARD, TALLAHASSEE, FLORIDA 32399-0850.

The FPSC and the provider acknowledge that this contract, including all elements identified in section A. 20 of this RFP, is a public record, is available to the public for inspection, and may be posted on a web site by the State of Florida.

We understand, as previously stated, Hamilton requests that the FPSC keep the following components of its proposal Proprietary and Confidential as it is considered trade secret work product which, if released, would give advantage to our business competitors and serve no public purpose.

- Tab 5, section B.15 – Misuse of Relay Escalation Process
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Hamilton has uploaded this confidential information to a secure site. An email generated by Beth Slough will be sent to the FPSC with a link to access this confidential information.

26. Non-Collusion

By submitting a proposal, the bidder affirms that the proposed bid prices have been arrived at independently without collusion, consultation, or communications with any other bidder or competitor, that the said bid prices were not disclosed by the bidder prior to filing with the FPSC, and that no attempt was made by the bidder to induce any other person, partnership or corporation, to submit or not submit a proposal.

We understand and so affirm.

27. Changes in the Contract

Any change in the contract shall be accomplished by a formal written contract amendment signed by the authorized representatives of both the FPSC and the provider. No other document or oral communications shall be construed as an amendment to the contract.

We understand.

28. Conflict of Interest/Standards of Conduct

The award hereunder is subject to the provisions of Chapter 112, Florida Statutes, (Public Officers and Employees), and Chapter 350, Florida Statutes (Standards of Conduct). All bidders shall disclose with their bid the name of any officer, director, or agent, who is also an employee of the State of Florida, or any of its agencies. Further, all bidders shall disclose the name of any state employee who owns, directly or indirectly, an interest of five percent or more in the bidder's firm or any of its branches.

We understand. Hamilton has no such conflict of interest.

29. Minority Business

It is the policy of the FPSC to encourage participation by minority business enterprises (as defined in Section 287.012, Florida Statutes) in FPSC contracts. If two identical bids/proposals to an invitation for bids or request for proposals are received and one response is from a minority owned company, the FPSC shall enter into a contract with the minority owned company. If applicable, the bidder shall include in its proposal evidence that it meets the definition of a minority business.

We understand. Hamilton is not a minority owned business.

30. Dispute Resolution

Any dispute concerning performance of the Contract shall be decided by the FPSC or the FPSC's designated Contract manager, who shall reduce the decision to writing and serve a copy on the provider. The decision shall be final and conclusive unless within twenty one (21) days from the date of receipt, the provider files with the FPSC a petition for administrative hearing. The FPSC's decision on the petition shall be final, subject to the provider's right to review pursuant to Chapter 120, Florida Statutes. Exhaustion of administrative remedies is an absolute condition precedent to the provider's ability to pursue any other form of dispute resolution; provided, however, that the parties may employ the alternative dispute resolution procedures outlined in Chapter 120, Florida Statutes. Without limiting the foregoing, the exclusive venue of any legal or equitable action that arises out of or relates to the Contract shall be the appropriate state court in Leon County, Florida; in any such action, Florida law shall apply and the parties waive any right to jury trial.

We understand.

31. Waiver

The delay or failure by the FPSC to exercise or enforce any of its rights under this Contract shall not constitute or be deemed a waiver of FPSC's right thereafter to enforce those rights, nor shall any single or partial exercise of any such right preclude any other or further exercise thereof or the exercise of any other right.

We understand.

32. Severability

If a court deems any provision of the Contract void or unenforceable, that provision shall be enforced only to the extent that it is not in violation of law or is not otherwise unenforceable and all other provisions shall remain in full force and effect.

We understand.

33. Force Majeure, Notice of Delay, and No Damages for Delay

The provider shall not be responsible for delay resulting from its failure to perform if neither the fault nor the negligence of the provider or its employees or agents contributed to the delay and the delay is due directly to acts of God, wars, acts of public enemies, strikes, fires, floods, or other similar cause wholly beyond the provider's control, or for any of the foregoing that affect subcontractors or suppliers if no alternate source of supply is available to the provider. In case of any delay the provider believes is excusable, the provider shall notify the FPSC in writing of the delay or potential delay and describe the cause of the delay either (1) within ten (10) days after the cause that creates or will create the delay first arose, if the provider could reasonably foresee that a delay could occur as a result, or (2) if delay is not reasonably foreseeable, within five (5) days after the date the provider first had reason to believe that a delay could result. THE FOREGOING SHALL CONSTITUTE THE PROVIDER'S SOLE REMEDY OR EXCUSE WITH RESPECT TO DELAY.

Providing notice in strict accordance with this paragraph is a condition precedent to such remedy. No claim for damages, other than for an extension of time, shall be asserted against the FPSC. The provider shall not be entitled to an increase in the Contract price or payment of any kind from the FPSC for direct, indirect, consequential, impact or other costs, expenses or damages, including but not limited to costs of acceleration or inefficiency, arising because of delay, disruption, interference, or hindrance from any cause whatsoever. If performance is suspended or delayed, in whole or in part, due to any of the causes described in this paragraph, after the causes have ceased to exist the provider shall perform at no increased cost, unless the FPSC determines, in its sole discretion, that the delay will significantly impair the value of the Contract to the State or to Customers, in which case the FPSC may (1) accept allocated performance or deliveries from the provider, or (2) purchase from other sources (without recourse to and by the provider for the related costs and expenses) to replace all or part of the products that are the subject of the delay, which purchases may be deducted from the Contract quantity, or (3) terminate the Contract in whole or in part.

We understand and will comply.

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

Implementation of the Florida Relay Service in a timely manner is essential. Failure by the provider to implement the service by March 1, 2022, shall be considered a significant and material breach of the Contract. For each day the service is delayed, the provider shall pay to the Administrator, for deposit in its operating fund, the sum of $25,000. Except for the Force Majeure provisions in Section A.33., which shall apply, this amount is not subject to the limitations and cure language set forth below.

After a 30 day opportunity for the provider to effectuate a cure that is approved by the Commission, liquidated damages may accrue up to the following amounts for each breach as set forth below. Such liquidated damages for any day may not exceed the actual revenue for that day. Similarly, liquidated damages for any particular month may not exceed the actual monthly revenue from the provision of services pursuant to this RFP for that month. For failure to:

a. *Meet answer time requirements - $5,000/day.*

b. *Meet blockage rate or transmission level requirement - $5,000/day.*

c. *Meet complaint resolution requirement - $1,000/complaint.*

d. *Provide timely reports - $500/day.*

e. *Meet minimum typing speed of 60 words per minute on live traditional relay calls - $5,000/day.*

f. *Provide contracted services for the life of the contract, the FPSC reserves the right to require the payment by the provider of liquidated damages in the amount commensurate with the duration and extent of the system deficiencies.*

Any liquidated damages may be paid by means of the Administrator deducting the amount of the liquidated damage from a monthly payment to the provider. Such action shall only occur upon order of the FPSC. The Liquidated Damage provisions stated above in this Section A.34 are subject to the Force Majeure provisions in Section A.33.

We understand and will comply.

35. Cooperation with FPSC Inspector General

The bidder understands and will comply with Subsection 20.055(5), Florida Statutes, which requires cooperation with the inspector general in any investigation, audit, inspection, review, or hearing pursuant to Section 20.055, Florida Statutes.

We understand and will comply.

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HAMILTON RELAY

Proposal for Telecommunications Relay and Captioned Telephone Relay Services

FLORIDA

B. THE SERVICE TO BE PROVIDED

1. Overview

This section of the RFP lists and describes the specific basic features of the relay service required to be provided.

We understand.

2. Scope of Service

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

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

TRS Scope of Service

The underlying standard of relay is to provide users access to the telephone network that is functionally equivalent to that of people who do not use relay. Not only will we meet, and in many cases exceed this requirement, we will also continue to make advancements that make the differences between the two systems even less significant. Our people are continually working to "personalize" our relay services to obtain "Relay Your Way®."

Through state-of-the-art technology, using highly trained and skilled CAs, we provide 24x7, statewide TRS and CapTel service whereby a person who is deaf, deaf-blind, hard of hearing, or who has difficulty speaking can communicate over the existing telecommunications network with a standard phone user (and vice-versa) through the voice assistance of the relay service (Communication Assistant).

As part of our offering, we will furnish the necessary facilities, personnel, equipment, software, circuits, telephone service, training, start-up and testing to operate Florida Relay in a manner that meets or exceeds all Federal, State and RFP requirements. Furthermore, our transmission circuits meet or exceed industry interexchange performance standards for circuit loss and noise. Included in this service are 24-hour customer service support and a comprehensive outreach program.

We are the industry leader in Real Time Text (RTT). RTT is an important development, one that may improve technology access to individuals who rely on TRS and augment existing TRS technologies. We are prepared and eager to implement RTT.

Hamilton Relay offers Remote Conference Captioning (RCC), with real time captioning, to enable text users to participate in conference calls. Please note that RCC is not subject to TRS standards but it is verbatim, confidential and secure.

We understand that the FPSC desires to provide the most cost-effective and efficient relay service possible. We have worked diligently to achieve this goal in all our relay states and will do the same in Florida. Combining user input with the latest technology, we are able to provide the types of products and services wanted by relay users at a cost that the FPSC will find to be very cost efficient, something we demonstrate throughout our proposal.

FCC Requirements

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

As the Florida Relay provider, we will:

- Meet all FCC standards necessary to maintain certification as a state program
- Be in full compliance with the intent and the existing implementation guidelines set forth in Title IV of the Americans with Disabilities Act of 1990 (ADA)
- Comply with the requirements included in state and federal laws, rules, and regulations including the requirements of the FCC and the FPSC
- Readily respond to all new FCC regulations
- Continue to meet all FCC related standards

We continue to substantially exceed the standards established by the FCC for maintaining certification in the states we serve. If new or increased technologies and corresponding services develop or any changes in the state and/or federal laws, rules and/or regulations are required with different cost elements, we will, in good faith, negotiate an appropriate pricing structure with the FPSC.

Following is a synopsis of our compliance with FCC orders:

FCC Minimum Standard	How We Comply
47 C.F.R § 64.604(a)(1)(i) **CA Training**	All CAs are provided with comprehensive and in-depth training. Each CA must pass several proficiency tests to ensure they are meeting and exceeding all minimum proficiency requirements.
47 C.F.R § 64.604(a)(1)(ii) **CA Competencies**	We provide all newly hired CAs with training to ensure proficiency in typing, grammar, spelling and interpretation of typewritten ASL. We are continually evaluating our CAs by conducting both formal call evaluations, in which the call is observed from start to finish, and informal evaluations. All CAs receive initial and ongoing culture training. We test each applicant for diction; clear, articulate voice communications.

FCC Minimum Standard	How We Comply
47 C.F.R § 64.604(a)(1)(iii) **CA Typing Speed**	All CAs must pass an oral-to-type test at a minimum of 60 words per minute with 95% accuracy. If at any time a CA is unable to meet this requirement, they are taken off live relay calls until further training can be accomplished and compliance is met.
47 C.F.R § 64.604(a)(1)(v) **In-Call Replacement**	We strictly adhere to, and regularly exceed, the 10-minute requirement prior to changing CAs. Our replacement policy for STS CAs continues to require a 30-minute period before replacement. As a matter of practice, we do not substitute CAs in the middle of calls to accommodate breaks, quitting time, etc.
47 C.F.R § 64.604(a)(1)(vi) **Gender Accommodation**	When requested, CAs will switch a call to another CA who is of the gender requested by the caller and retain the CA of that gender throughout the relay call. We have the technical capability to automatically route calls to CAs of the preferred gender (if available) based on customer profile selection.
47 C.F.R § 64.604(a)(1)(vii) **Real-Time Conversations**	We transmit all conversations between TTY and voice callers in real time. No records of conversations are kept; therefore information cannot be relayed from one party to the other unless both parties are present on the call.
47 C.F.R § 64.604(a)(1)(viii) **Speech to Speech Mute**	Our Customer Profile contains an option titled "Open Line/Mute Transmission of STS User" which allows the STS consumer to communicate with the CA privately without the voice user hearing the conversation. This feature is also available on a per-call basis.
47 C.F.R § 64.604(a)(2)(i) **Privacy & Confidentiality**	All relay personnel are required to sign a Pledge of Confidentiality promising not to disclose the identity of any callers or fellow CAs, or any information learned during the course of relaying calls, regardless of content; either during or after their period of employment. Our policy requires immediate termination for any violation of confidentiality. STS CAs have the authority, at the request of the STS user, to retain information beyond the duration of a call in order to facilitate the completion of consecutive calls.
47 C.F.R § 64.604(a)(2)(ii) **Verbatim**	CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law, relay all conversation in real time and verbatim with the following exceptions: • A TTY user has a "Translator Preference" on their Customer Profile • Either one of the relay users involved in the conversation requests translation • The relay user requests summarization STS CAs are permitted to facilitate a call for a user who has difficulty speaking if the user does not oppose the intervention. STS CAs do not interfere with the independence of the user; the user maintains complete control of the conversation.
47 C.F.R § 64.604(a)(3)(i) **Sequential Calls & Length of Calls**	We do not place any restrictions on the length or number of calls placed by customers through Relay. We also do not request that the caller finish early nor require callers to hang up and dial back into relay for multiple outbound calls.
47 C.F.R § 64.604(a)(3)(ii) **Types of Calls**	Our system is capable of handling any call normally provided by common carriers with the exception of coin sent paid calls, which the FCC has determined cannot be processed through relay due to a lack of existing technology.

FCC Minimum Standard	How We Comply
47 C.F.R § 64.604(a)(3)(iii) **Credit Authorization**	We can refuse to place a call for a customer if they are paying by credit card and the authorization for payment is denied.
47 C.F.R § 64.604(a)(3)(iv) **Pay Per Call**	We provide relay users access to intrastate and interstate 800 and 900 pay-per-call services. A relay user simply calls relay, gives the 800 or 900 number to the CA and the call is processed as usual.
47 C.F.R § 64.604(a)(3)(v) **Connection Modes**	Our Relay service supports the following TRS calls: • Text-to-voice and voice-to-text; • One-line VCO, Two-line VCO, VCO-to-TTY, VCO-to-VCO • One-line HCO, Two-line HCO, HCO-to-TTY, HCO-to-HCO.
47 C.F.R § 64.604(a)(3)(vi) **Call Features**	(1) We provide our customers a true call release function which removes the workstation from the call. Call release is utilized when processing TTY to TTY calls when it is necessary to go through a voice switchboard first. (2) Relay users can enter 50 Speed Dial contacts in their Customer Profile, which is presented to the CA each time the relay user calls the relay. (3) If the customer has purchased this feature from their LEC, we can provide this feature by either tying the third party directly into the conversation or to tying the third party in by making a second call to the relay center.
47 C.F.R § 64.604(a)(3)(vii-viii) **Voice Mail & Interactive Menus**	Our CAs will notify a user when the recording, or voice mail is reached. Hamilton's system captures the recording electronically to allow for the CA to transcribe the whole message. Our CAs are trained to ensure a user can retrieve their voicemail messages without any extra charges.
47 C.F.R § 64.604(a)(4) **Emergency Call-Handling**	We partner with Bandwidth, a national provider of emergency calling telephony services to ensure that relay users are automatically and immediately connected to an appropriate PSAP through the use of a PSAP database. We also have a redundant process that ensures Relay users are connected to an appropriate PSAP. In the event of technical difficulties, we have established multiple modalities in which to access their database.
47 C.F.R § 64.604(a)(5) **STS Called Numbers**	STS users have the ability to ask callers to call by name rather than by number.
47 C.F.R § 64.604(b)(1) **ASCII & Baudot Format**	We are capable of handling any ASCII or Baudot speed that the user connects to Relay.
47 C.F.R § 64.604(b)(2)(i) **Speed of Answer**	We have adequate staffing to ensure that at least 85% of calls are answered in 10 seconds or less.
47 C.F.R § 64.604(b)(2)(ii) **Call Volume & Network Failure**	We ensure that a deaf or hard of hearing individual does not experience a longer wait to connect to an operator than a hearing individual and 85% of calls are answered in 10 seconds or less.
47 C.F.R § 64.604(b)(2)(ii) **Speed of Answer**	We will answer 85% of all calls within 10 seconds by any method that results in the caller's call immediately being answered, not put in a queue or on hold. The ten seconds begins at the time the call enters the TRS system. Abandoned calls are included in this daily answer performance. Our relay system is designed to a P.01 standard, meaning that no more than one call in 100 will receive a busy signal when calling the Relay Center at the busiest hour.
47 C.F.R § 64.604(b)(3) **Equal Access to Interexchange Carriers**	On August 4, 2020, the FCC released a Report and Order (FCC 20-105) and repealed the equal access and billing option requirements. We do not charge relay users for the service when they make local or long distance calls.
47 C.F.R § 64.604(b)(4)(i) **TRS Facilities**	We ensure that TRS and CTS operates 24 hours a day, seven days a week.

FCC Minimum Standard	How We Comply
47 C.F.R § 64.604(b)(4)(ii) **Redundancy**	We have technical staff available onsite. Battery backup and an uninterruptible power source are available to operate the equipment, lighting and other peripherals in emergency situations.
47 C.F.R § 64.604(b)(5) **Technology**	We deliver Caller ID in the same manner that these services are delivered today in the public switched network. Our provisioning of Caller ID technology complies with all FCC rules.
47 C.F.R § 64.604(b)(6) **Caller ID**	We provide true Caller ID service where the actual information of the calling party (not the relay center number) appears on the Caller ID box. We provide this information on all call types and on all carriers. We will pass, send and receive calling line identification information, including blocking information from users calling through the relay service.
47 C.F.R § 64.604(b)(7) **STS 711 Calls**	We allow direct access to Speech to Speech relay services when dialing 711 via a customer profile.
47 C.F.R § 64.604(c)(1) **Consumer Complaint Logs & Procedures**	We provide each of our states with Complaint Log Summaries indicating the number of complaints received for the previous 12-month period, ending May 31. All states in which we currently provide relay have been certified for the certification time period beginning July 26, 2018 and ending July 25, 2023.
47 C.F.R § 64.604(c)(2) **Contact Persons**	Contact information for Dixie Ziegler, Chief Operating Officer of Hamilton Relay, has been submitted to the FCC as Hamilton Relay's point of contact for TRS consumer information, complaints, compliments, grievances, inquiries and suggestions about Hamilton's service.
47 C.F.R § 64.604(c)(3) **Public Access to Information**	We provide high quality, professional outreach and marketing services. Our Outreach Coordinators coordinate and conduct community outreach and education programs across each state where we provide relay services.
47 C.F.R § 64.604(c)(5) **Cost Information & Data Submission**	The FCC allows us to provide long distance service to TRS and CTS users at no cost to the users.
47 C.F.R § 64.604(c)(5)(i) **Jurisdictional Separation of Costs**	To ensure accurate billing and reporting, we make use of an automated billing system to determine call jurisdiction. Immediately when the call is placed we mark on every billing record whether the call is intrastate or interstate. We perform a second check of call jurisdiction during the monthly settlement process. We also account for every minute of relay use, checking to make sure that reports balance at the end of every month in each jurisdiction category.
47 C.F.R § 64.604(c)(5)(iii)(D)(1) **Data Collection & Audits**	We make use of an automated billing system to determine call jurisdiction. Immediately when the call is placed we mark on every billing record whether the call is intrastate or interstate. We perform a second check of call jurisdiction during the monthly settlement process. We also account for every minute of relay use, checking to make sure that reports balance at the end of every month in each jurisdiction category. This additional safeguard ensures that minutes are accounted for correctly.
47 C.F.R § 64.604(c)(5)(iii)(F) **Eligibility for Payment from TRS Fund**	We provide state contracted relay services from our relay centers. All states in which we currently provide relay have been certified for the certification time period beginning July 26, 2018 and ending July 25, 2023.
47 C.F.R § 64.604(c)(5)(iii)(M) **Whistleblower Protection**	Hamilton Relay, Inc. ("Hamilton Relay") has adopted and implemented a whistleblower policy. A copy of this policy is provided to all current Hamilton Relay employees and will be promptly provided to all new Hamilton Relay employees and contractors. Current and former Hamilton Relay employees and contractors have the right to notify the FCC's Office

FCC Minimum Standard	How We Comply
	of Inspector General or the FCC's Enforcement Bureau pursuant to these regulations.
47 C.F.R § 64.604(c)(6) **Complaint Resolution**	In the event of a Customer Care contact we have trained staff members that follow an established procedure. We respond to all customer inquiries within 24 hours and to resolve complaints within 72 hours; however, all complaints are resolved within 10 calendar days depending on the complexity of the problem. All complaints filed through the FCC are resolved within 30 days.
47 C.F.R § 64.604(c)(7) **Treatment of Customer Information**	Upon termination of the contract, we will transfer the customer profile database to a new Relay Provider. We will transfer this data in a usable format at least 60 days in advance of our last day of service. We absolutely will not use any data gathered from providing relay service for any purpose other than connecting the relay service user to their called party. We have not, and never will make any relay information available for sale or distribution. We will not sell, distribute, share or reveal in any way the information referenced above, unless compelled to do so by lawful order.
47 C.F.R § 64.604(c)(8)(i) **Incentives for Use of IP CTS**	It is the policy of Hamilton that it shall not and does not offer or provide direct or indirect incentives, financial or otherwise, to encourage registration or utilization of IP CTS.
47 C.F.R § 64.604(c)(14)(i-iii) **TRS Calls Requiring Multiple CAs**	Our CAs are trained to allow for calls involving multiple CAs. Technical ensures that these calls are not blocked by the workstation.

Application for Renewal of Current Relay Certification

On behalf of the FPSC, we will prepare an application for Renewal of Current Certification to have Florida Relay be certified as a Telecommunications Relay Service pursuant to the rules and procedures set forth by the Federal Communications Commission. All states in which we currently provide relay have been certified for the certification time period beginning July 26, 2018 and ending July 25, 2023.

3. Access Numbers

There shall be a single access number for TDD users, a single access number for voice users, a single access number for ASCII users, and a single access number for Spanish users. The TDD access number shall be (800) 955-8771, the voice access number shall be (800) 955-8770, and the ASCII access number shall be (800) 955-1339. The Spanish access number shall be (877) 955-8773. The provider must request FPSC authority to use additional numbers for relay access (e.g., Speech to Speech (STS), other foreign languages, etc.). If a caller calls the wrong access number, the system shall process the call without requiring the caller to redial.

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

We will make use of the current toll-free access number associated with 711 translations as well as other existing toll-free access numbers for Florida Relay. This includes the TTY, Voice, Spanish, and Speech-to-Speech toll-free numbers. In addition, we provide 24-hour customer care through a toll-free number that is specific to Florida.

7-1-1

711 has a 10-digit toll free telephone number associated with it. Each State has its own specific 10-digit toll-free telephone set aside for 711 Relay. This 10-digit number is programmed into every Local Telephone Company's (LEC) switch. The LEC translates the 711 dialed number to the Florida 10-digit toll free number before sending the call on to the telephone network (PSTN). This allows a 711 dialed call to route directly to the relay provider's switch. We ensure that the services available from Hamilton Relay are accessible through 711.

- Our network is configured to segregate 711 traffic from other 800/888 traffic.
- We meet the same general requirements set forth for relay calls when 711 is dialed rather than an 800 number.
- When dialing 711, if the relay user has a customer profile and has indicated a connection preference the call is automatically set-up in the pre-established connection mode and the call is immediately delivered to the workstation for call processing (i.e. permanent branding of TTY, VCO, etc.). Profiled preferences override ANI branding.
- If the relay user has no customer profile associated with the number they are calling from, the call defaults to a voice connection.
- The CA listens for different connect tones, or speaking, in order to connect the relay call in a timely fashion (i.e., voice mode then TTY).

Since 711 has been established for years, the majority of carriers have already set up proper routing for 711. However, if we receive feedback from customers that they are not able to reach 711, we work directly with the carrier to ensure that calls are properly routed.

4. Availability of the System to Users

The service shall be designed to relay local, intrastate, interstate, and international calls that originate or terminate in Florida. Relay service shall be available 24 hours per day every day of the year. No restrictions shall be placed on the length or number of calls placed by customers through the relay center.

We will operate the Florida Relay Service including customer service 24 hours a day, seven days a week. Florida Relay users will be able to place calls from within Florida to any point in the world and from all points outside Florida to any point within Florida. This includes access to local, intrastate (including intralata and interlata), interstate, and international calls.

Local and Intrastate Relay Calling

We do not charge Relay users for the service when they make local or long-distance calls. There are only four call types that may require a billing method from TRS users:

1. calls placed from payphones
2. calls placed to and from international locations
3. calls placed to Directory Assistance
4. calls placed to pay per call services (e.g., 900 numbers)

Charges for these four call types are not applicable to 1-line CTS users. Because relay is not involved in long distance for 2 line CTS calls CTS users may be billed by their long distance providers for the voice portion of the call.

Interstate and International Calls

We provide interstate and international calling to Florida Relay users. Interlata (including interstate and international) and intralata calls are recorded in the CDR. There is no cost for long distance or interstate calls. The Relay user's carrier will bill the consumer for international calls.

We report total interstate minutes of use to the State. We bill all interstate and international relay minutes to the Interstate TRS Fund Administrator, according to FCC guidelines.

Inbound International Calls

We provide inbound International calling in which the relay user pays to place a call from an international location to the relay center. We then place the outbound call to a destination in the United States free of charge and relay the conversation for them. All processed international calls are billed to the Interstate TRS Fund.

Please see further in this Tab in **Section B-33** for a description of our uninterruptible Power Supply and our Disaster Recovery and Back-up plans which provides the needed redundancy to ensure continuous uninterrupted access to relay.

No Call Restrictions

We never place any restrictions on the length or number of single or sequential calls placed by customers through the relay center. We also do not request that the caller finish early. We manage our traffic loads in a manner which does not require us to ask customers to call back later under any circumstances and will do so for the relay users in Florida.

5. Minimum Communications Assistant (CA) Qualifications and Testing

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

Our entire training program is designed to teach employees to always be courteous, considerate and efficient when dealing with customers and the general public. We regularly evaluate our CAs. Please see further in this Section for detailed information. Such things as proficiency and professionalism, procedures, language, voice quality, decorum, and professional knowledge and skills are evaluated daily.

Recruitment and Hiring Plan

We have developed a multi-step recruitment and hiring plan, which begins when an employment need occurs or is forecasted.

1. The Staffing team directs the Hiring Specialist to begin the recruitment process.
2. In an effort to seek the most highly qualified applicants from the most diverse population, postings are advertised in places such as online, through newspaper, television, radio, community college placement centers, local or state Job Services, and through current employee referrals.
3. Applications are evaluated for general skills, work history, education, and work consistency. Potential hires are tested in the following areas:
    - Typing (the ability to reach 60 wpm with a 95 percent accuracy level within a three-week training period)
    - Reading skills (the ability to read clearly and distinctly)
    - Spelling (must achieve at least 90% correct)
4. Applicants that have successfully completed the testing enter the interview process. The interview consists of an in-depth look at the applicant's qualifications and personality including:
    - Typing speed
    - Attitude
    - Communications abilities
    - Confidentiality issues
    - Wage rates
    - Attendance expectations
    - The special considerations that come with a position that requires such commitment, sensitivity and professionalism

    Additionally, our Hiring Specialist explains the expectations and demands of the position and supplies the applicant with information about deaf culture. The interview ends with information pertaining to hiring time frame, how the applicant will be notified, and an open offer to call if they have additional questions.
5. After interviews have been conducted, applicants are evaluated based upon applications, resumes, test results, and interviews, final candidates are selected, at which time references are checked.
6. We perform pre-hire background checks, ensuring that no evidence of a criminal record or criminal activity was discovered.
7. Upon hiring, the candidates are provided with a start date for our training program. Employee orientation is done on the first day of employment, and new hire training begins.

Commitment to Diversity

We are in full compliance with state and federal employment laws including Title 1 of the ADA. Our company is committed to equal treatment and equal opportunities of all applicants and current employees. Our policy is to hire without regard to disability and we have done so in all our corporate

divisions. As long as a candidate can perform the essential functions of the job, we will consider each applicant equally as described in our Affirmative Action Policy Statement located above.

We will continue to recruit and hire individuals with disabilities for all types of positions, providing employment opportunities to qualified individuals who are able to perform the essential functions of the position with or without reasonable accommodation. This includes individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking.

We strongly believe that it is essential for a relay service to recruit and hire persons who are deaf, hard of hearing or who have difficulty speaking. We also place great emphasis on recruiting and hiring individuals with relay service experience, and with experience working within the communities of those people who are deaf and have difficulty speaking.

We accomplish this by working with organizations that communicate on a regular basis with qualified applicants. Our postings, advertisements and other solicitations for applications for employment openings will continue displaying an affirmative statement of these hiring practices and our plan to affirmatively take action to hire disabled persons.

The hiring procedures we utilize assure objectivity and sensitivity to persons with communication disabilities.

Disability Representation

We are committed to hiring people with disabilities for management positions, shown by our disability representation on Hamilton's Board of Directors. Throughout our nearly three decades as a relay provider, we have employed individuals who are deaf or hard of hearing in the below positions. We intend to continue to recruit and hire such individuals for a variety of positions in the future.

- **President of Relay**
  President and Director of Hamilton Telephone Company
  Planning and coordinating, day to day management
- **State Outreach Manager**
  Oversees outreach and customer care programs and extended functions for each of Hamilton's state relay programs.
- **Account Manager**
  Manages the contract between Hamilton Telecommunications and State regulatory bodies. Oversees the actions of the parties involved to ensure contract compliance. Responsible for determining that each party successfully completes assigned duties and responsibilities. Also assist with Hamilton's marketing efforts for relay services.
- **Relay Center Manager**
  Directs relay operations and related operations activities within the Relay Center with primary emphasis on quality and efficiency. Oversees the development of Supervisors, CAs and other staff to ensure success of the company. Has primary responsibility for ensuring that relay services, features, and quality standards meet the expectations of relay users.

- **Assistant Relay Center Manager**
  Assists in the management of Supervisors and CAs within the Relay Center with an emphasis on quality and efficient operations. Aids in the skill and career development of Supervisors and CAs to ensure the needs and desires of the speech and hearing impaired communities are met. Has responsibility for ensuring that the CAs are skilled to meet the expectations of relay users.
- **Program Manager**
  Manages the outreach activities to ensure that required activities are carried out according to specified objectives. Responsible for communication within the relay using community.
- **CapTel Product Manager**
  Manages Hamilton Relay's strategy for CapTel service. Performs product management responsibilities related to CapTel to the end goal of increasing the number of CapTel minutes delivered through Hamilton Relay nationwide.
- **Internet Based Relay Services Product Manager**
  Manages Hamilton Relay's Internet-based product/service portfolio with the end goal of increasing the number of relay minutes for Hamilton Relay Internet-based services through the development of new features, enhancements and services, which meet the demand of the relay community.
- **Outreach Coordinator**
  Responsible for providing and gathering information that will help improve the quality of the relay service and the number of customers served by the Relay Service.
- **Customer Care Manager**
  Responsible for the activities of the Customer Care Department. The Customer Care Manager is the principal point of contact for customers and represents customers on the administrative level. Helps to ensure quality services for customers.
- **Customer Care Representative**
  Responsible for providing high quality customer service to relay users. Duties include entering customer service information into the relay customer service database, coordinating technical support, and ensuring all inquiries are addressed. Also performs and coordinates state and regional outreach activities.

Our commitment to hiring individuals with disabilities for management positions continues today as shown by the current disability representation within our company as outlined below.

John Nelson, President and CEO of Hamilton Telecommunications, has a congenital hearing disability, which although not requiring the need for relay services, provides sensitivity to disability issues.

Dixie Ziegler, Chief Operating Officer of Hamilton Relay, has been with the company since 1994. Dixie holds primary responsibility with the regulatory bodies in all states served by Hamilton Relay and is involved in representing Hamilton at various national relay organizations. Dixie, whose child has a hearing loss, possesses diverse experience and knowledge of the telecommunications industry. Having a child with a hearing loss provides Dixie with insight and sensitivity to the special needs of the Deaf communities on a very personal level.

Anne Girard, Director of Marketing for Hamilton Relay, has been with the company since 2004. Responsible for leading all aspects of sales and marketing, Anne works to increase the number of relay minutes through the development of new or enhanced relay services and features, which meet the demand of the relay user community. Anne has a strong understanding of federal and state TRS programs. Beyond her business and education background, Anne contributes her broad experience to 35+ years of involvement in the Deaf Community. She is a Certified Sign Language Interpreter, and her adult daughter is profoundly deaf and a graduate of Gallaudet University. Anne holds a degree in Psychology from Antioch University.

John Fechter, Regional Outreach Manager, is deaf. John brings a variety of experience and skills to his position with Hamilton. Managing outreach personnel and monitoring their performance, John has the goal of increasing outreach activities and the effectiveness of marketing programs in all Hamilton states. John has served his community as a volunteer in areas such as board member for school and other non-profit organizations and as a classroom consultant. John received his BA degree in Management from Gallaudet University in December 1991. John resides near Minneapolis, MN and has two children who are deaf.

Mitchell Levy, CapTel Product Manager, is deaf. Originally from Chicago, Illinois, Mitchell earned a Bachelor of Science in Information Systems from the College of Business at Rochester Institute of Technology/National Technical Institute for the Deaf. Mitchell previously served for three years as Hamilton's Outreach/Account Manager before his promotion to his current position. Mitchell's past work experience includes 13 years of TRS marketing and sales. Mitchell served for 2 years as the Consumer Relations Manager for Pennsylvania and Delaware, in which he managed marketing and community relations projects including TRS awareness. Mitchell also served as Marketing Manager for one year where he led a cross-functional team to identify, analyze, and develop new TRS products and services. In addition, Mitchell served in the capacity of Account Manager for 10 years in which he managed several state TRS contracts to ensure contract compliance as well as public relations functions. Fluent in ASL, Mitchell possesses diverse communication skills.

Emilie Banasiak, Hamilton's Regional Outreach Coordinator for Montana and Idaho is hard-of-hearing and fluent in sign language. Emilie is a recent graduate from Idaho State University with a Bachelor's degree in Dietetics. With her background in health education and disability advocacy, Emilie brings with her with a variety of skills and experience in areas of leadership, communication facilitating, networking, presentations and community education. She has been a volunteer with the Idaho Youth Leadership Forum and National Youth Leadership Network since 2007.

Elizabeth Luttrell, Hamilton's Washington Relay Outreach Coordinator, is deaf. Elizabeth received her undergraduate degree in English from California State University – Northridge (CSUN) in 2007. Before transferring to CSUN, she attended Gallaudet University. Elizabeth was employed at Greater Los Angeles Agency on Deafness (GLAD) for 9 years, where she served as a Public Relations Director and Public Relations Coordinator. She brings strength and experience in areas such as Event Planning, Media Relations, Community Relations, and Public Speaking.

Simone Morrison, ODHH, NIC, ASL Staff Interpreter, Simone is a certified ASL Interpreter. She is responsible for interpreting interactions between staff and/or outside contacts as well as aiding in Cultural Training. Simone has strong ties to the Deaf Community with a vast amount of experience in the interpreting field along with excellent communication skills and professionalism.

Melissa McMahan, Relay Account Manager, is a graduate of the University of Phoenix with a Bachelor of Science degree in Psychology. As a Deaf Parented Interpreter (DPI), Melissa has been immersed in Deaf Culture from a very early age and continues to be today. Melissa is a member of RID, holding her ED:k-12 certification along with multiple state certifications. Previously, Melissa served as the ASL Translation Quality & Training Coordinator and secondary Staff interpreter for Hamilton Relay. In addition to account management responsibilities, Melissa continues to provide oversight for the Translator/Interpreter program, Deaf Culture training, and serves diligently as Hamilton's Speech-to-Speech Subject Matter Expert.

Asia Johnson, Relay Account Manager, is a graduate of Towson University with a degree in Deaf Studies. Fluent in ASL, Asia is experienced in working with individuals who are DeafBlind and is a recipient of a Governor's Citation in recognition of her work with the Deaf community. Asia returns to Towson University regularly as a guest lecturer to students in the Deaf Studies program. Asia brings passion and commitment to her role as the DeafBlind subject matter expert and her experience working with the deaf and hard of hearing communities has proven to be a beneficial addition to the Account Management Team.

Lauren Cramer, Senior Relay Outreach & Marketing Manager, is a Maryland native who brings experience in public relations, customer service and media marketing. In 2004, she received her Bachelor's degree in Public Relations from Long Island University. In 2010, Lauren continued her education at the Community College of Baltimore County by taking several ASL and deaf culture courses. Lauren has several deaf /hard of hearing family members and is a carrier for a genetic condition (Waardenburg Syndrome) which can cause deafness, providing her with sensitivity to disability issues.

Moira Hennessey, National Programs Marketing Representative, received her undergraduate degree in Elementary Education and her masters in Deaf Education. With a variety of experience, such as customer services, Moira also brings knowledge of senior citizens to Hamilton Relay.

Talia Allhands, Marketing Projects Coordinator/Staff Interpreter, is a Child of Deaf Adults (CODA), who has experience as a TRS Communication Assistant/CA mentor as well as a Video Interpreter and has obtained National Certification by the Registry of Interpreters for the Deaf. Previously employed as a Massage Therapist for 9 years, Talia later became the Education Coordinator/School Administrator at a local Massage school. She brings a solid background in Deaf culture, communication, office and administrative work to Hamilton. Talia supports the Hamilton Marketing Management Team through the coordination, development and production of marketing materials and advertising efforts. She is also responsible for interpreting between Hamilton staff and outside contacts. In addition, Talia maintains and adheres to strict confidentiality; and is guided by RID's Code of Conduct.

Keaton McDonald, Hamilton's National Account Representative, is a native of Utah, who recently graduated from the University of Utah with a degree in Communication and Peace/Conflict Studies. Linked to his college and volunteer experience, Keaton has taken ASL classes, and on behalf of his church community he provides outreach to seniors and members who are deaf and hard of hearing.

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

Bidders shall specify how CAs will 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:

Throughout this Tab, we describe our CA procedures when handling the many aspects of a relay call and demonstrate how it meets all requirements listed here. We use several different testing mechanisms to ensure the highest quality standards in the industry for its CAs.

In addition to our internal evaluations, we utilize Cositics to provide third-party, independent evaluations. Cositics is a well-respected auditing firm that is experienced in evaluating relay performance.

Also included in this Tab are samples of proficiency tests that each CA must pass after the initial training period and before relaying calls individually.

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.*

CA Training and Proficiency

Our CAs are provided with some of the most comprehensive and in-depth training in the industry as outlined below. Utilizing a detailed day-by-day schedule, CA training prepares them to relay calls in a fashion that not only exceeds FCC standards but also gratifies the relay user. At the end of their training they are well versed on the culture, languages, and etiquette of individuals who are deaf, hard-of-hearing, or have difficulty speaking, and are effectively and sufficiently trained to meet their specialized communications needs.

We ensure that CAs possess clear and articulate voice communications as well as basic telephone etiquette. Every CA trainee must meet necessary proficiency requirements including typing, spelling, and interpretation of typewritten ASL. They must demonstrate basic, reading, speaking and written English grammar skills at a minimum of a 12th grade level and must possess a high school diploma (or grade equivalent diploma).

Procedures for Relaying Communication

In keeping with a relay service that is very functionally equivalent to the service provided to those who do not use relay, our CAs are extremely skilled in conveying the full content, context and intent of the communication, without intervening in the communication process. Not only does our initial and on-going training continually emphasize the importance of intent and functional-equivalency, our policies and procedures related to call handling incorporate this philosophy and how necessary it is to relay the various types of secondary activities.

Understanding of Deaf Culture

Employees knowledgeable of the Deaf Community teach Deaf Culture (CAs receive initial Culture Training,) while CAs share general knowledge about relay and assist with role-playing activities. In addition to the initial culture training that CAs receive, we provide additional specialized Cultural Training annually.

Please see further in this Tab in **Section B.7** for detailed information regarding our Deaf Culture Training, including a list of individuals representing the deaf community used to assist with the training.

Our proposal includes a detailed staff training plan outline, indicating training topics, time frames, and a list of individuals representing the deaf community used to assist with the training.

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.

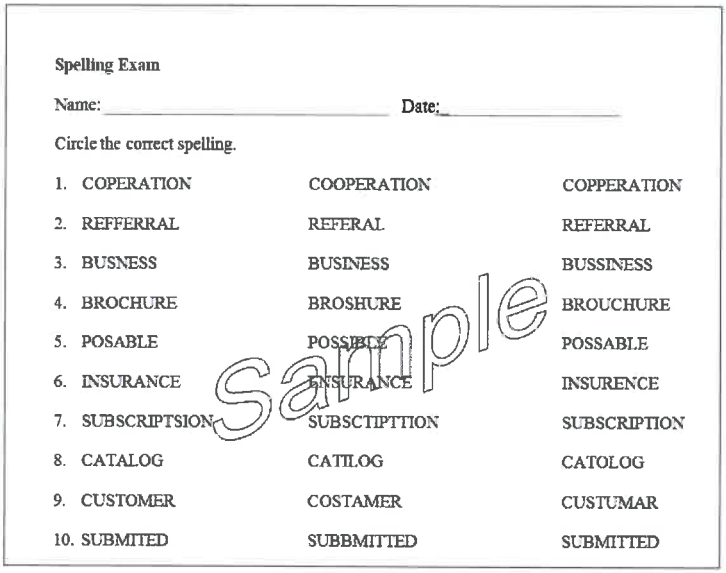
As previously stated, we ensure that CAs possess clear and articulate voice communications as well as basic telephone etiquette. Every CA trainee must meet necessary proficiency requirements including typing, spelling, and interpretation of typewritten ASL. They must demonstrate basic, reading, speaking and written English grammar skills at a minimum of a 12th grade level and must possess a high school diploma (or grade equivalent diploma).

Diction

We test each CA for diction; clear, articulate voice communications; and a neutral accent by requiring each CA to complete a reading exam.

Spelling Skills

The minimum spelling skills required of our CAs is the ability to spell words that are equivalent to a beginning college level conversation. CAs must achieve at least 90% accuracy on their spelling skills exam to be eligible to work for Hamilton Relay. Similar testing is required for Spanish CAs. This test can be administered either as a hard copy, in-center test or as a remote assessment using audio spelling tests.



Spelling Exam

Name: _____ Date: _____

Circle the correct spelling.

1.	COPERATION	COOPERATION	COPPERATION
2.	REFFERRAL	REFERAL	REFERRAL
3.	BUSNESS	BUSINESS	BUSSINESS
4.	BROCHURE	BROSHURE	BROUCHURE
5.	POSABLE	POSSIBLE	POSSABLE
6.	INSURANCE	ENSURANCE	INSURENCE
7.	SUBSCRIPTSION	SUBSCTIPTTION	SUBSCRIPTION
8.	CATALOG	CATILOG	CATOLOG
9.	CUSTOMER	COSTAMER	CUSTUMAR
10.	SUBMITED	SUBBMITTED	SUBMITTED

Sample

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.*

Typing

Procedures for Measuring CA Typing Speed

We administer each trainee auditory typing tests to determine their typing speed and accuracy. Every CA must pass an oral-to-text typing test at a 60-wpm level with 95 percent accuracy in order to take calls on the relay floor.

Calculating Typing Speed

We calculate typing speed by adding the number of characters typed (includes spaces) and dividing by 5 to get the number of words. This number is then divided by the number of minutes to get the average number of words per minute.

Example

- The CA types 335 words (1,675 characters) in 5 minutes
- 335 ÷ 5 = 67 WPM

We calculate accuracy percentage as follows: Number of total words as defined above minus the number of errors (an error is any misspelled, added or omitted word) equals the total accurate words. The total number of accurate words is divided by the number of total words to get the accuracy rate.

Example

- The CA types 335 words – 11 errors = 324 total accurate words.
- 324 ÷ 335 = 96.7% Accuracy

Frequency of Typing Tests

We conduct standardized typing tests of every CA every three months. We also perform test calls to document current proficiency levels of the CAs and to make sure they are making progress over the term of their employment. Conducting typing tests during live relay calls also ensures that our CAs are meeting typing requirements during actual calls and that CAs are not "learning" the test.

CAs that do not pass these typing tests or do not pass any of the blind, random tests, are pulled off the phone and provided with additional training until compliance is met.

As confirmed by third party analysis, our CAs consistently lead the industry in their ability to type at 60 wpm with remarkable accuracy, thus speeding up the call processing. In our most recent TRS Quality Testing, our CAs typed at an amazing 78.5 words per minute with a typing accuracy average of 99%.

Performance-Based Proficiency Testing

We use an array of quantifiable testing mechanisms, including proficiency tests, to ensure the highest quality standards in the industry for our CAs. Our performance-based testing is used to measure the CAs skills against those required by the FCC. These exams consist of Trainers placing calls involving a variety of scenarios, testing Trainees in the various types of relay calls (i.e. VCO & HCO). As part of the testing, skills such as the following are assessed:

- Proficiency
- Professionalism
- Procedures
- Language
- Voice quality
- Decorum
- Professional knowledge

Each CA must pass these exams before relaying calls on their own. A CA who cannot pass these examinations within the probationary period will not be utilized as a relay CA. To ensure CAs do not

"learn" the test, tests are kept under lock and key and portions of the tests are changed routinely. We retain documentation of this testing for auditing purposes.

Oral Exam (Performance-Based Testing)

Our performance-based testing is used to measure the CAs skills against those required by the FCC. Various types of relay calls (i.e. VCO & HCO) are tested. These exams consist of Trainers placing calls involving a variety of scenarios, regularly testing CAs in such areas as:

- Procedures
- ASL Gloss translation
- Professional judgment (reading, conversation with garble and/or missing letters or misspelled words, etc.)
- Knowledge of relay procedures
- Conveyance of non-TTY and TTY user's tone of voice or expressive words
- Understanding of deaf culture
- Ethics and confidentiality
- Call set up
- Setting up appropriate billing arrangements for international calls, TRS calls from pay phones or calls made to pay-per-call services.
- Relaying the call
- Typing and spelling accuracy
- Overall proficiency of translating written ASL (when requested)

Such things as proficiency and professionalism, procedures, language, voice quality, and professional knowledge and skills are evaluated.

CA Performance Monitoring

With the belief that quality is of the utmost importance, we constantly monitor our CAs. Utilizing our advanced relay platform, we have established a unique remote call monitoring system to continually monitor call performance. Such things as proficiency and professionalism, procedures, language, voice quality, and professional knowledge and skills are evaluated daily.

We are continually evaluating our CAs to ensure quality call processing. A Relay Supervisor and TRS Trainer conduct both formal call evaluations, in which the call is observed from start to finish, and informal evaluations.

We perform additional informal spot-checking to ensure CAs are performing properly on every call. Relay Supervisors, the TRS Trainers, and the Lead CAs perform spot-checks. A call is observed and the CA is given a score based on the information that was collected during the session. Informal Monitors are used primarily as a coaching tool to provide real time coaching.

Formal Audits

In addition to ongoing monitorings, we conduct Formal Audits on each CA. Formal Audits consist of an observation and scoring of a scripted call on reading, conversation with garble and/or missing letters or

misspelled words, etc. Formal Audits are different from formal monitorings in that they are scripted and that typing is scored for both words per minute and accuracy. We require scoring from two individuals, including a Quality Team Member, on Formal Audits.

Individuals that do not pass the typing portion of the Formal Audit are retested and/or will undergo typing training.

Annual Proficiency Tests

We also perform Annual Proficiency Tests in which we observe and score a scripted call from beginning to end. We also score typing for both WPM and accuracy. However, proficiency tests are designed to test more areas of skill and procedure than formal audits. We require that two individuals, including a Quality Team Member, score the annual proficiency testing.

Quality Assurance Process

We put a very strong emphasis on quality assurance. We are continually evaluating our quality measurements and "raising the bar" so that our CAs are constantly improving and delivering the highest quality service on each call. In addition to our internal evaluations, we utilize Cositics to provide third-party independent evaluations. Cositics evaluations are explained in detail further on in this section.

Lead CAs, Supervisors, and TRS Trainer remotely monitor CAs so that the CA does not know when they are being monitored. Feedback is immediately given to the CA upon the completion of call monitoring. In addition to remote monitorings Relay Supervisors, Lead CAs, and the TRS Trainer may also do "side-by-side" monitoring. During these sessions, the Monitor is sitting in the workstation next to the CA during a live call. This option offers immediate coaching after the call and is often done if a CA is on quality probation.

As a result of the COVID Pandemic, many CAs are working from home, which means that side-by-side monitoring is not possible. Instead, more frequent informal monitoring (or partial call observation) are performed. Frequent informal monitorings provide additional opportunities to coach on procedure and employee conduct.

We score each applicable category, for both formal and informal monitorings, as "Pass/Fail." After we calculate the scores from the call monitoring, our supervisors meet with the CA to discuss monitoring results and to track progress and improvement each month.

CAs who are not in compliance with our quality standards are immediately pulled off the relay floor and are put on probation or a Quality Improvement Plan for further training and re-testing, and are monitored more frequently to ensure continued improvement.

Supervisors track quality scores for team competitions and evaluations and to identify areas in which additional training may be needed. A center report that allows us to monitor overall quality is also generated.

Quality meetings are held every two weeks where we review quality calculations for the center, identify trends, and implement action plans to overcome individual and/or center limits. If we identify a particular issue that seems to be affecting the center, we address it immediately through individual meetings, group meetings, memos or postings in the workstations.

If a CA has an individual limit that needs to be overcome, we will put that CA on probation and, depending on the severity of the issue, the CA is retrained, counseled, and warned. If the issue is ongoing after several retraining attempts, counseling, and warnings, termination could be in order.

We identify trends by comparing the performance of each CA from one month to the next. As we identify these trends, we build model CAs by implementing needed training, incentive programs, etc. This not only offers more opportunities for the CA (improved quality scores and higher pay), but it also allows us to deliver top quality service and ensure customer delight. In addition, we review and test every CA at least annually to ensure that their call processing is continually improving and their relay knowledge is growing.

This system gives us an accurate picture of each CA's skills, allows us to set quality improvement goals for individuals and the entire center, and provides a record for future progress to be measured against. We also use the information from our call monitoring when making changes to our TRS program. This includes developing new calling procedures, determining topics for refresher training, and determining the emphasis for CA communication, i.e. newsletters, bulletin boards, or motivational activities.

We set quality goals that allow CAs to challenge themselves. This is an integral component of our quality assurance and is used to further encourage our CAs to excel at their jobs. In addition to helping keep our quality the best in the industry, goal setting has also helped improve our already excellent retention rate. Plus, relay users benefit from the quality our CAs deliver as a result of their experience.

Supervisors review CA goals and expectations on a monthly basis. CAs that meet specific targets receive wage increases and additional job responsibilities, often being promoted to Lead CAs and/or Supervisor as these positions become available.

Third Party Quality Assurance TRS Testing

To ensure that calls are processed accurately and efficiently, we continually conduct both blind and standardized tests of every CA. Blind testing is performed for each of our relay centers by Cositics (a well-respected auditing firm who is experienced in evaluating relay performance) in addition to internal testing by Hamilton.

Cositics places "mystery shopping" test calls each month to measure the quality of our TTY and CapTel services in both English and Spanish and to see how we rank with other relay providers. Each test call is evaluated for accuracy using multiple criteria including such key performance indicators as:

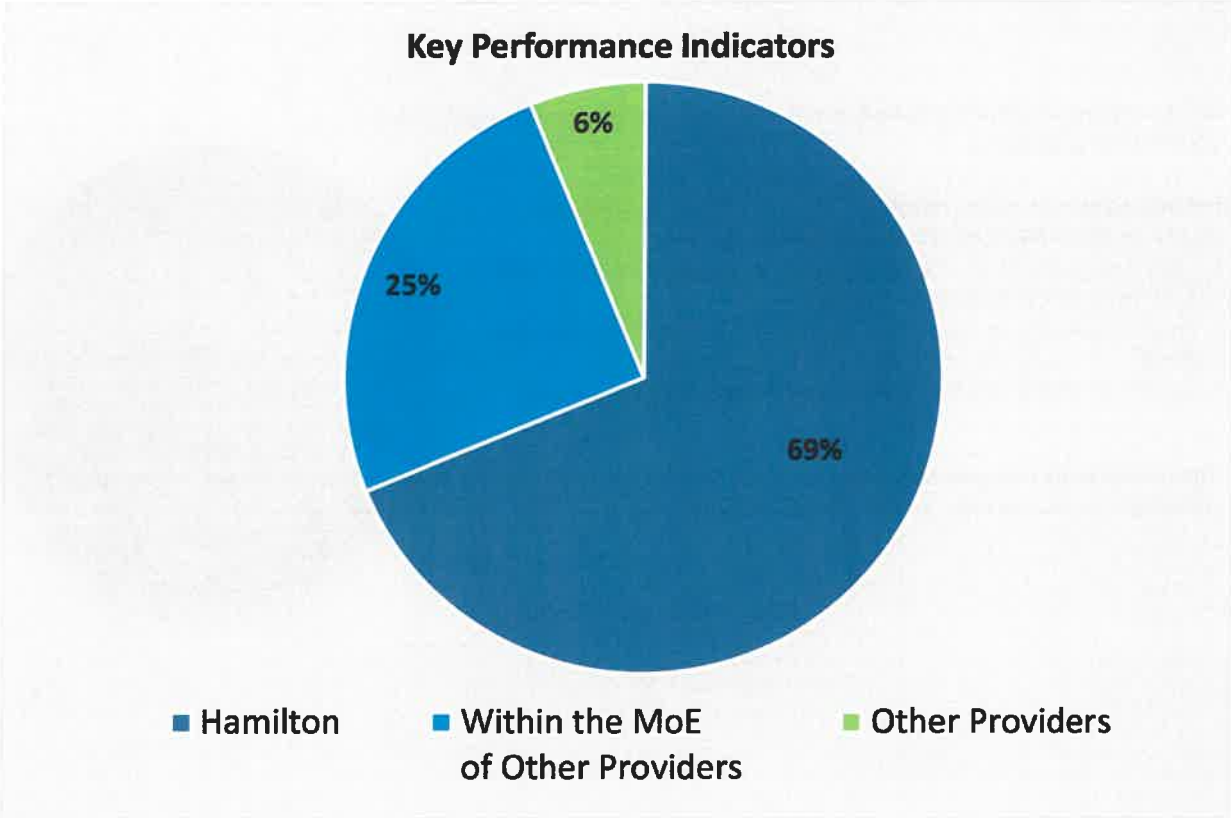
- Typing accuracy
- Words added or changed
- Spelling

- Spoken accuracy
- Typed words per minute

Additionally, Cositics conducts an annual independent comparative study of the major relay service providers in the U.S. The TRS Performance Index measures agent accuracy, typing speed, and the overall customer experience using objective Key Performance Indicators (KPI). The providers are then ranked based on their score in each performance category, or KPI. Cositics annual National Relay Service Competitive Index provides relay service companies with insight and competitive intelligence to compare their performance to that of other relay service providers.

In the midst of the worst pandemic this nation has seen in over 100 years, at a time when fast **and accurate** call processing is vital, Hamilton's Communications Assistants continue to stand out as detailed below.

As you consider other proposals, we ask you to recognize the outstanding, industry leading call quality that we provide. Hamilton led the industry, either outright or within the margin of error (MoE), in every KPI except one, conversation time. In that KPI, where the MoE is not applicable, Hamilton's average conversation time was **within 0.005 seconds** of the industry average.



We ask you to recognize the Outstanding, Industry-Leading Call Quality that Hamilton provides.

Based on the results of the 2021 TRS Performance Index, we are proud to announce that Hamilton scored "Best in Category" in the following KPIs:

- **Connect time**
- **Lowest number of spelling errors**
- **Lowest number of critical errors**
- **Shortest session minutes per call**
- **Spoken accuracy**
- **Spoken accuracy at or over 95% (tied)**
- **Passed Calls***

We tied for "Best in Category" in the following KPIs (within the margin of error):

- **Percentage of calls typed over 60 WPM**
- **Customer Care**
- **Typing Speed**
- **Fewest missing words**

* Passed Calls: The "Passed Calls" KPI is the hallmark of a perfectly handled call. It is a combination of several other KPI's. The call must meet or exceed all performance KPI's and must have outstanding Customer Care with zero errors. This KPI epitomizes the Perfect Call, so we are extremely excited to be able to say we lead in this most important category.

We go to great lengths to ensure outstanding quality of service, setting the pace in accurate call processing.

For eight years in a row, Hamilton has scored Best in Category results in these Key Performance Indicators:

- **Typed accuracy at 97.7% while typing at an average of 79.5 WPM**
- **Calls typed at or above 95% accuracy**
- **Percentage of calls typed at or above 95% accuracy and 60 plus WPM**
- **Lowest average number of words added or changed per call**

The results verify that year after year, Hamilton continues to lead the industry in providing high-quality, accurate call processing.

Passed Calls include all of the following attributes:

- Greater than 95% Typing Accuracy
- 60 Words Per Minute or higher
- No Critical Errors
- 100% Verbatim Accuracy
- No Customer Care Errors

d. Ethics (e.g., how a CA interacts with clients).

Ethics and Confidentiality

All CAs are given thorough training on the significance and importance of maintaining confidentiality from both a legal perspective and a moral perspective. We give all CAs a copy of our Confidential Policies prior to being allowed in the relay service center. **All** relay personnel, not just CAs, are required to sign a Pledge of Confidentiality. Both our CA Training Manual and CA Procedure Handbook include additional rules and regulations which must be followed to prevent any unintentional disclosure of confidential information. Please see the following section for more details on our strict adherence to confidentiality.

CA Code of Ethics

We train every CA on the importance of abiding by the CA Code of Ethics. The Hamilton CA Code of Ethics, which has been adapted from the National Registry of Interpreters for the Deaf (RID) Code of Ethics, has been modified to more accurately reflect the specific demands of the CA.

The Hamilton CA Code of Ethics includes the following rules presented and discussed in this training segment:

- CA shall keep all relay-related information strictly confidential.
- The CA's only function is to facilitate communication between individuals who are unable to communicate via traditional telephone.
- CAs shall read exactly what they see and type exactly what they hear verbatim without adding or deleting anything.
- CAs shall not counsel, advise, or interject personal opinion.
- CAs shall relay messages faithfully by using proper voice inflection to convey the speaker's text and meaning to the best of his or her ability.
- Whenever a CA is in doubt about the accuracy of the information being relayed, the CA shall clarify with the sender to ensure accuracy.
- Whenever necessary, the CA shall request clarification for spelling of proper nouns, phone numbers, addresses or anything else that is unclear or garbled.
- CAs shall inform each party involved in the relay process what is occurring at all times for the duration of the call.
- CAs shall refrain from relaying calls whenever they feel a possible conflict of interest or if either party is someone they know.
- CAs may find specific calls uncomfortable due to religious, political, racial, moral or sexual differences. CAs are expected to relay most of the calls they receive; however, they should not continue a call where personal feelings may interfere with the quality of the relay. CAs may call a Supervisor if this situation occurs.

We have a reputation for maintaining high levels of confidentiality throughout the years, and we continue to make every effort to promote confidentiality throughout our company. Knowing that

confidentiality is at the core of providing quality, reliable relay services, we strictly enforce all TRS Confidentiality and CA Code of Ethics requirements. While it is easy to state that confidentiality policies are practiced, we back these statements with our actions, beginning with our policy that requires immediate termination for any violation of confidentiality.

e. Confidentiality.

We give all CAs a copy of our Confidential Policies prior to being allowed in the relay service center. **All** relay personnel, not just CAs, are required to sign a Pledge of Confidentiality (see further in this section) promising not to disclose the identity of any callers or fellow CAs, or any information learned during the course of relaying calls, regardless of content; either during or after their period of employment. We diligently protect all financial, statistical, personal, technical data and information such as TRS caller preference, profile, or 711 information from unauthorized use and disclosure.

Our CAs understand the importance of maintaining the privacy and confidentiality of all parties who use relay services.

- We maintain no written or electronic script or record of any type of call content beyond the duration of the call
- We only collect that personal information necessary to resolve complaints
- We do not use this information for any other purpose.

In addition to signing the Pledge of Confidentiality, we ensure that our CAs adhere to all aspects of the Relay System Code of Ethics as found in the previous section.

Both our CA Training Manual and CA Procedure Handbook include additional rules and regulations which must be followed to prevent any unintentional disclosure of confidential information. Hamilton employees, including those not working in the relay center are familiar with and adhere to these guidelines.

Our policies and procedures ensure the protection of electronically collected information as well as information obtained by the CA in the course of relaying a call. They ensure that relay users have the same high level of confidential and legal protections accorded to standard public telephone network users regarding security and freedom from unwarranted collection of information by unauthorized parties.

Speech-to-Speech CAs do have the authority, at the request of the STS user, to retain information beyond the duration of a call in order to facilitate the completion of consecutive calls. They are given the ability to keep records of the content of any conversation and to retain information from a particular call in order to facilitate subsequent calls if requested. STS CAs will also repeat any information (without the Speech-to-Speech user having to say the same thing each time) during subsequent calls if requested to do so. Speech-to-Speech CAs only retain this information for as long as it takes to complete the subsequent outbound calls related to the same inbound call.

Specific policies to meet the needs of the FPSC or Florida Relay users can be implemented. Copies of Hamilton's Pledge of Confidentiality and confidential policy are available to relay users.

Please see further in this Tab in **Section B.13** for additional details on confidentiality of calls.

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

We use a number of different testing mechanisms, including proficiency tests, to ensure the highest quality standards in the industry for our CAs. Each CA must pass these exams before relaying calls on their own. Any CA who cannot pass this examination within a three-month probationary period will not be utilized as a relay CA.

6. Communications Assistant (CA) Training

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

Our initial and on-going training continually emphasize the importance of intent, functional-equivalency, and how necessary it is to relay all types of secondary activities. As stated throughout this proposal, our relay service is very functionally equivalent to the service provided to those who do not use the relay. In addition to the training material listed in **Section 5** above, our CA training includes the following.

TRS Training Plan

Our TRS Quality Team is responsible for the overall training program, including classroom and role-play activities in all centers. This provides consistency, not only in initial training, but also in ongoing training and in our quality assurance processes, including monitorings and formal audit assessments.

CA Training Outline

Our CAs receive training in the areas outlined below. We continually update our CA training in order to keep current with the latest practices and technologies. STS CAs receive additional training as outlined in the STS Training Course Catalog found further in this Tab in **Section B.22.**

- Relay Centers
- Relay Access and 711 Numbers
- Confidentiality Agreement and Code of Ethics
    - See further in this section for more on our CA Code of Ethics
- Employee Responsibilities

- Scheduling Information
- Lockers
- CA Responsibilities
- Relay Floor Guidelines
- Basic Call Processing
- TTY
- Voice
- VCO
- HCO
- Two-Line VCO and HCO
- Other Miscellaneous Call Types
- International Calls
- Customer Care/Complaint Handling
- Emergency Calls
  - Please see further in this Tab in **Section B.27** for more on our provisioning of emergency calls.
- Transferring Calls
- Recordings
- Answering Machine/Voice Mail
- Turbo Interrupt
- Billing
- Call Release
- Customer Profile
- Directory Assistance
- Training Script
- Ergonomics
- Introduction to Deaf Culture & ASL Gloss
- Facts and Myths About Deafness
- Identifying ASL Gloss on a call
- Proficiency Evaluation

Procedures

Utilizing a detailed CA Procedures Manual, we train our CAs in our policies and procedures related to call handling. We have worked closely with our State Administrators to ensure our Procedures Manual matches the needs of our relay users.

Identification of CA Trainee

We identify Trainees to both customers of a relay call at the onset of each conversation. For example, the CA sends to the TTY user, "Florida TRS CA # _____ (m/f) T NBR PLS Q GA" or voices to the non-TTY user, "Florida Relay CA # ____ Trainee. Area code and number to dial please."

State of the Art Workstations

Having the best trained CAs starts with ensuring they have the best tools, including our enhanced workstations. Our innovative workstations make use of the latest networking and technology available, including less hardware, larger monitors, and enhanced features as well as more on-screen prompts and a more automated process. Included in our 3rd generation workstations are the following features, all of which provide faster, more accurate call processing and more choices for our relay users:

- Easy CA Interface
- Streamlined workstation
  - Less hardware
  - All server based
  - Bigger monitors
- Enhanced features
  - Latest headset technology
  - Ability to route 711 calls based on preference
- Flexibility and gained Efficiencies
  - Remote workstation capability
  - Reduced call set-up and wrap-up

Trainees learn how to handle specific technical problems that may arise and the proper responses, including:

- How to track technical problems
- How to fill out technical forms
- When to call for a Supervisor
- Tips on how the computer and other relay equipment works

We also use the following methods to ensure our CAs are updated on new policies, procedures, and technical information:

- Informational CA meetings are conducted on at least a monthly basis. These meetings are also used to review existing policies or procedures and as a forum to discuss issues or problems.
- A bulletin board in the Operations Area is updated on a regular basis.
- The workstations are equipped with a Policy and Procedure Manual which contains a Hot Key (Macro) list for quick, easy referencing as well as a listing of relay phone numbers.
- Any time a new policy or procedure is introduced, a reminder is posted in the workstations until CAs become completely familiar with the new policy or procedure. These procedural updates are also posted on an internal Relay Intranet.

Linguistics Training

We provide linguistics training during the initial training, refresher training, and through regular communication formats. Linguistics training provides familiarity with state-specific proper names, words, dialects and common abbreviations, as well as their spelling and pronunciation. As part of our linguistics training, we make use of puzzles and other training materials to

familiarize CAs with names, words, dialect and pronunciations that are specific to a particular state. We utilize these and other exercises to help our CAs become more familiar with state specific names and places.

ASL Gloss Translation

We dedicate a great deal of training on how to translate ASL to conversational English or Spanish. We utilize videos, manuals, observation and role play scenarios to practice these skills. Additionally every CA receives a manual covering syntax during the Translator/Interpreter Certification portion of their training. This manual has proved to be a valuable tool for CAs as they develop their skills in this area.

The fundamentals of ASL training includes in-depth information on deaf syntax, culture and basic limited signing. Because understanding deaf culture is an integral part to understanding a written conversation from a deaf person, we include experts in deaf culture during these training opportunities. New hires and seasoned CAs gain tremendous awareness of the logic and history behind certain phrasing types and seemingly odd uses of certain English terms.

Additional programs include:

- A program designed by Daniel Burch, a past president of the national Registry of Interpreters for the Deaf. This program goes into great depth on how to perform translations from limited written English to correct spoken English.
- Training CAs to evaluate the meaning of Deaf writing. Our CAs are trained to carefully look at portions of a completed conversation to find clues to understanding deaf usage of interrelated English sentences and to focus decoding efforts on noun and verb placement and to look for hints of "voice" that are not overtly present.

Our CAs have repeatedly expressed their satisfaction with these sessions.

Understanding and Translating Limited English or Spanish

We provide CAs training in translating limited written English or Spanish to correct spoken English or Spanish via intensive training in three areas.

1. First, we train the CA to gain an understanding of how deaf and hard of hearing people typically write English or Spanish and the background behind that. This includes syntax, abbreviations, word choices, etc.
2. We then instruct CAs on the proper ways to translate this form of English or Spanish into conversational written English or Spanish.
3. Finally, our CAs are taught how to translate from simple written English or Spanish to conversational spoken English or Spanish.

By developing skills in these three areas, and in this order, we have discovered that our CAs are much more capable of translating relay calls. Before translating calls, our CAs must pass a proficiency exam which tests the skills needed to meet this requirement.

Ongoing CA Training

We know that customer satisfaction starts with employee satisfaction, and that providing additional training to our CAs gives customers a higher quality relay service. That's why we've made a commitment to make sure that every employee adds to and improves their skills while employed at Hamilton. This is another benefit of working for a company that not only wants its customers to be satisfied, but its employees as well.

- In addition to the initial culture training that CAs receive, we provide additional specialized Cultural Training annually.
- Our CAs receive ongoing training in relay procedures as well as training in such subjects as CAs skills, including those skills which relate to customer service, conflict management, performance coaching, organizational communication, interpersonal skills, state and national legislation, policy issues and much more.
- We continue to host updated training sessions in the various areas of the operation of the relay center (sign language, disability awareness, spelling, grammar, typing speed, relay equipment and procedures, etc.).
- Following is a list of additional training and education seminars that have been provided to our CAs.
    - Teaming
    - Total Quality Management - (Joe Gillham)
    - Prescriptive Writing - (Correspondence Course)
    - Telecommunications for the Deaf (Jennifer Kirk)
    - Meeting Leadership
    - Role of Supervisor
    - Performance Coaching
    - Problem Solving
    - Strategic Planning
    - Process Flow Charting
    - Mission Statement
    - Managing Multiple Projects, Objectives & Deadlines
    - Indispensable Assistant
    - Leadership and Supervisory Skills for Women
    - Effective Planning
    - Powerful Communications Skills for Women
    - Business Writing for Results
    - Goal Setting - (Lynette Block)
    - Personal Management/Time Management
    - Succeeding As a New Supervisor
    - Managing Conflict in the Workplace
    - Motivational Skills for Supervisors
    - Customer Service
    - Organizational Communication
    - Computer Training
    - Communication Skill Development

- Supervisory Workshop
- Time Quest - Franklin Covey
- Be A More Effective Team Leader
- Cultivating Winning Attitudes
- Self Defense Workshops
- Safety Programs

By offering these types of courses, we are able to assist each employee in reaching their full potential. It is this philosophy of continual training that helps keep the turnover rate among our CAs low, while making for great relay service and satisfied relay users on every call.

Please see further in this Tab in **Section B.22** for information on Hamilton's Speech to Speech Training program.

7. Staff Training

All relay center staff, including management, shall receive training in ASL, deaf culture, needs of hearing, speech and dual sensory impaired users, 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.

Deaf Culture Training

Our initial training for newly hired CAs includes 20 hours of training devoted to a variety of deaf and hard-of-hearing perspectives in areas such as:

- ASL "gloss"
- ASL style and grammar
- Cultures of people who are deaf, hard-of-hearing, and who have difficulty speaking
- Considerations and accommodations for people who are deaf, hard-of-hearing, or who have difficulty speaking
- Accessibility and communication within the communities of deaf, hard-of-hearing, and those who have difficulty speaking
- Relay etiquette
- CA role (including sensitivity training)

Training is conducted via videos, observation, and participation in both simulated and live calls. A variety of interactive sessions as well as training seminars with staff that are familiar with the communities of people who are deaf, hard-of-hearing, or who have difficulty speaking.

While we use a variety of trainers throughout our training period, our TRS trainer is responsible for the overall program. Employees who have a vast comprehension on the subject of hearing loss including Deaf Culture, oversee our Culture and Sensitivity Training, with our ASL Staff Interpreter serving as the primary facilitator.

We also provide **12 hours** of additional specialized Cultural Training annually.

Our proposal includes a detailed staff training plan outline, indicating training topics, time frames, and a list of individuals representing the deaf community used to assist with the training.

Trainer Diversity

We have several people on staff (listed below) who are very familiar with people who are deaf, hard-of-hearing, or have difficulty speaking. Their expertise is shared during the training experience and is used on an on-going basis to refresh CAs.

- **Simone Morrison,** ODHH, NIC, ASL Staff Interpreter. Simone is a certified ASL Interpreter. She is responsible for interpreting interactions between staff and/or outside contacts as well as aiding in Cultural Training. Simone has strong ties to the Deaf Community with a vast amount of experience in the interpreting field, along with excellent communication skills and professionalism.
- **John Fechter,** Regional Outreach Manager. John is responsible for directing outreach personnel and activities to ensure that state outreach activities are carried out according to specific objectives, with his end goal being to increase the number of outreach activities and the effectiveness of marketing programs. John resides near Minneapolis, MN and has two deaf children.
- **Mitchell Levy,** CapTel Product Manager. Mitchell is responsible for identifying ways to enhance the overall quality of TRS and CapTel services by making suggestions that improve call experiences for relay users. Fluent in ASL and written English grammar, Mitchell possesses diverse communication skills and provides a unique perspective to culture training.

In addition to our in-house expertise, we also host relay user panels from time to time in our centers for training purposes. Relay users are invited to share their experiences with the relay and why it is important for a CA to understand the different needs of relay users.

Introduction to Deaf Culture Courses

All of our newly hired employees take "Introduction to Deaf Culture" courses within the first few days of their training. Different areas are covered to increase awareness, knowledge, and sensitivity to various cultural differences of customers we serve.

We share historical information, along with photographs, with employees to develop an awareness of the challenges that people who are deaf and hard-of-hearing experience concerning access to the telephone. The advancement in technologies, including wireless devices and high-speed Internet access, has enhanced the lives of deaf and hard-of-hearing people across the country.

The first area focuses on general information about people with hearing loss and difficulty speaking. Understanding these demographics is vital to a skilled CA. Training in this area includes:

- The varying degrees of hearing loss
- Deaf and Hard-of-Hearing definition

- The difference between "Capital D" Deaf and lower case "d"
- How the numbers of those with hearing loss are increasing annually
- Communication Methods
  - Oral
  - Pidgin Signed English (PSE)
  - SEE1
  - SEE2
  - Signed English
  - Rochester Method
- Considerations for Communications
- Assistive Technologies in the home and in public places including listening devices and telecommunications

We also focus on Deaf Culture with emphasis on cultural differences between the Deaf community and the hearing community with explanations of how these differences tend to occur. CAs benefit from understanding the common language usage of grassroots deaf populations during telephone conversations as well as in daily life. Subjects covered include:

- How deaf people know when a baby is crying or a phone is ringing
- How deaf people wake up in the morning
- How deaf people understand TV
- The definition of "a culture"
  - Sharing of a common language, values, experiences, folklores and community
- American Sign Language and other communication methods
- Experiences; oppression, discrimination and education
- Community activities, events and clubs
- Cultural differences – the deaf culture is a high-context culture
- Norms and Social Behaviors
- Name Signs – a unique part of the deaf community
- Deaf Folklore – an integral part of the deaf culture

We then provide a history of Deaf America. Historical information of individuals who are deaf and hard of hearing over the last 200 years is shared with employees. Employees learn about:

- Thomas Hopkins Gallaudet
- Laurent Clerc – a deaf educator
- The establishment of schools for the deaf
- The International Congress on Education of the Deaf in Milan
- Deaf Humor
- Facts and myths about deafness
- National Association of the Deaf and the fight against oralism



Thomas Hopkins Gallaudet & Alice Cogswell

- The invention of the TTY
- The Americans with Disability Act
- Individuals with Disabilities Education Act

Another section of our training concentrates on language used on calls including writing styles, American Sign Language "gloss," and grammar. In fact, all Hamilton CAs go through an entire course to ensure competency on translation/interpretation. CAs are introduced to basic ASL training during the initial training period. The fundamentals of ASL training include in-depth information on ASL syntax and basic limited signing. A great portion of our training period is dedicated to basic ASL. We emphasize these topics and more in our Deaf Culture courses.

This section also includes sensitivity training, finger spelling, manual English and relay service operations. Specific topics covered include:

- ASL Gloss
- How does ASL compare to English and other languages?
- Limited Written English
- Sentence structure differences, including sample phrases
    - Sentence Types
    - Contradictions
    - Transcription, not translation
    - Tense markers
- ASL idioms
- Unique terms in ASL Gloss

The final section of training focuses on processing relay calls including what to do when identifying limited written English or ASL Gloss and how to translate between the two. CAs learn how to modify the TTY user's statement to appropriate English and to type verbatim from the voice user to the TTY user. At the end of this module, CAs take a certification exam to ensure they are competent in translation of ASL Gloss to English.

CA role is stressed throughout the initial training, during mentor sessions and during post monitoring discussions with the primary Supervisor. A section of training is devoted to providing strategies for CAs to use to cope with stressful and difficult situations that may occur while relaying calls while maintaining excellent customer care.

Ongoing Deaf Culture Training:

We provide all our CAs with additional Deaf Culture training modules on a regular basis. Recent examples of these training modules include:

- The Passionate Lives of Deaf and Hard of Hearing People
- ASL Alphabet
- "Who We Are"

  - This powerful series contains training from people in the community who are Deaf, hard of hearing, have cochlear implants, have difficulty speaking, CODAs, etc. This is the most popular among Operators.
- "Who Am I?" Hamilton Team
- The History of the Americans with Disabilities Act
- 21st Century Communications and Video Accessibility Act (CVAA)
- Different Perspectives on Cochlear Implants
- Deaflympics
- Deaf Jam
- "That Deaf Guy" Comics
- Deaf Trivia
- See What I'm Saying
- Deaf Athletes
- Audism
- Hear & Now
- Heroes with Hearing Loss Panel Video
- Black Deaf History
- ASL Gloss - Time
- ASL Gloss - Humor
- A.G. Bell
- Voices from El-Sayed
- "Deaf, Deaf World" Game
- Deaf Culture and Folklore
- Deaf-Blind
- Tomorrow Dad Will Still Be Deaf
- Bottom Dollars
- Biztown
- Deaf Out Loud


Signing of the ADA

We utilize the Advisory Committee, the TRS Administrator, other organizations and the relay user community to assist with training and to provide essential feedback in areas such as Deaf Culture awareness, meeting the needs of individuals who are dual sensory impaired, relay procedures, ethics, etc. We believe that by combining the perspectives of the relay provider with organizations that serve relay users, Florida Relay will be among the best in the nation.

Please see the previous section for additional details on our attention to training on ASL Gloss Translation and Understanding and Translating Limited English or Spanish.

8. Counseling of CAs and Staff

Bidders are required to outline a program for counseling and support that will help CAs and staff deal with the emotional aspects of relaying calls. Those providing this staff support shall have

training in dealing with the emotional aspects of handling relay calls. However, in counseling sessions, the CA shall not give to the support person the names of callers involved. The counseling support system shall follow the confidentiality provisions of this RFP.

Communication Assistant Counseling

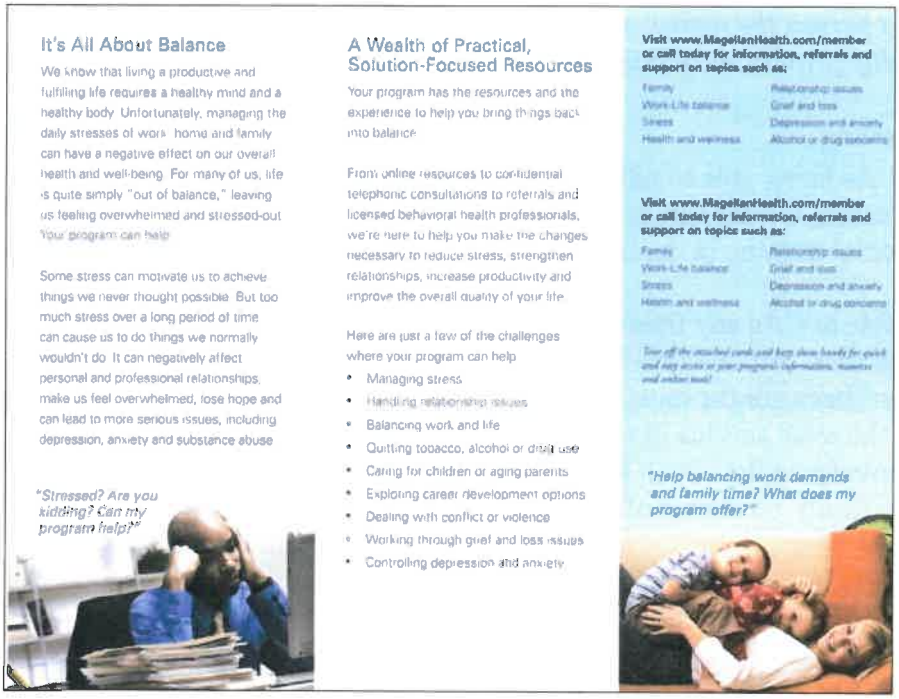
We understand the importance of CAs being able to talk about their emotions and to develop tools to cope with their feelings. For this reason, we encourage CAs to discuss their emotions and frustrations with supervisors, who have had special training in dealing with emotional or difficult calls.

Supervisors or managers are available to CAs any time counseling is needed. Even during counseling, we ensure that the confidentiality of each call remains intact. Because of the confidentiality issue and the fact that our managers and supervisors are the most experienced people available, we elect to keep these issues within the confines of the relay service in most situations. All counseling is done in a private office and begins with a reminder to the CA to keep specifics of the call to an absolute minimum and to use general terms only (specifically no names of the callers are to be discussed.)

Supervisors are also available to help CAs who are actively engaged in especially difficult or emotional calls, with the supervisor assisting the CAs as needed throughout the call. Supervisors also organize and lead group discussions of common CA experiences. This is done in initial CA training and at the quarterly refresher training held at every Hamilton relay center.

We also offer and encourage the use of an Employee Assistance Program (EAP), which the company provides at no cost through its employee benefit package. The EAP allows employees to call 24 hours a day, 7 days a week for confidential counseling related to any work or personal concerns. In addition to phone counseling, employees can be referred to local licensed counselors for issues requiring more personal one-on-one attention. These counselors will be made aware of the special needs of our CAs, the particular intricacies of the job they perform, and that the utmost confidentiality be stressed and practiced at all times.

Our CA counseling support system complies with all confidentiality requirements and is provided at no additional expense to the State.





9. *Procedures for Relaying Communications*

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

Unless requested otherwise by a relay user, our CAs will relay all calls according to the following procedures. CAs convey the full content, context and intent of the communication they translate without intervening in the communication process. All of our policies and procedures related to call handling incorporate this philosophy. Initial and on-going training continually emphasize the importance of intent, functional-equivalency, and how necessary it is to relay all types of secondary activities. As stated throughout this proposal, our relay service is very functionally equivalent to the service provided to those who do not use the relay.

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.

All CAs identify themselves by a four-digit CA identification number, not by name, at the start and end of each call. This number, as well as gender identification (if available), is in a macro sent to the TTY user and spoken to the voice user.

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.

It is standard procedure for CAs to keep the TTY user informed on the status of the call for such things as dialing, ringing, busy, disconnect, explaining relay, fax sound or on hold. This information is always typed in parentheses. They also inform the TTY user of non-verbal sounds the voice user is making such as yawning, coughing, laughing, humming, etc. During hold periods, CAs maintain contact with the caller in order to receive further instructions.

Additionally our CAs:

- Indicate to the TTY users when another voice person has become involved in the call
- Identify whether the non-TTY user is (M) male, (F) female, or child at the beginning of every call
- Immediately identify the gender of the new party involved in the call to the TTY user
- Identify gender each time there is a change in callers
- Include gender identification on message processing systems
    - If a CA is absolutely unsure about whether it is a male, female or child's voice then gender is identified by using a (Q); the TTY equivalent of a question mark.
- Relay all comments directed to either party by the CA, or directed to the CA by either party. CAs type this information in parentheses.

Our CAs consistently follow the policy of typing to the TTY user or verbalizing to the hearing party exactly what is said or typed at all times during the conversation.

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.

No Explanation/No Identification of Relay

We pride ourselves on providing relay services that allow the relay user to determine the aspects of the call he or she will handle. This gives relay users the option of whether or not to introduce relay, explain and identify relay, identify one's gender, etc.

Our CAs are trained not to explain relay when the TTY user types NE. Instead of asking "Are you familiar with relay?" the CA will say "A person who may be deaf or hard of hearing is calling you through Florida Relay. This is CA ####. One moment for your conversation to begin."

When a TTY user types "NI" (no identification) to the CA, we will not give any indication that the call is coming from a TTY user. No "GAs" will be used nor will the CA use any other scripted language.

These preferences can be done on a per call basis or through our customer profile. **At Hamilton, the customer has control.**

We provide an extensive customer profile database. Relay users may indicate how their calls are handled by including their calling preferences in their Customer Profile. This feature allows Hamilton to customize our relay service for each relay user. Once activated, the customer profile appears on the CA's screen each time the relay user calls the relay so that the CA can properly process the call according to the user's preferences.

Relay users do not have to use their preset preferences on every relay call. These preferences can be used at the discretion of the relay user on each relay call. Details of our profile database can be found in **Section 9.p** below.

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.

Verbatim

As required by the FCC, CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, relay all conversation in real time and verbatim with the following exceptions:

- A TTY user has a "Translator Preference" on their Customer Profile
- Either one of the relay users involved in the conversation requests translation
- The relay user requests summarization

CAs convey the full content, context and intent of the communication they translate without intervening in the communication process. All our policies and procedures related to call handling incorporate this philosophy. Initial and on-going training continually emphasize the importance of intent, functional-equivalency, and how necessary it is to relay the various types of secondary activities.

Verbatim Versus Transliteration

If the voice user requests summarization or translation the CA seeks permission from the TTY user involved in the call. If agreeable, the CA will then begin to summarize or translate the call as requested. Relay users who always want summarization or translation, can select this option on the customer profile. When providing this service, the CA summarizes or translates the hearing person's English back into written English at a level that the deaf person can understand and voices in Standard English.

We train CAs and Supervisors to serve as relay translators. The role of the translator is not to interpret ASL since American Sign Language is not a written language. Rather, to translate "ASL gloss" into conversational English (and vice versa) without compromising meaning or intent.

In compliance with all FCC rules STS CAs are permitted to facilitate a call for a user who has difficulty speaking if the user does not oppose the intervention. STS CAs do not interfere with the independence of the user; the user maintains complete control of the conversation.

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.

When explaining relay to the hearing party, the CA types (explaining relay) in parentheses for the benefit of the TTY user. Conversely, when explaining relay to a TTY user, the CA will inform the voice user that he/she is explaining relay.

If requested by the user, we will not announce a call as a relay call or will allow the TTY user to explain relay. This can be done on a per call basis or through the customer profile.

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.

Conveying Tone of Voice to a TTY User

Our CAs understand the importance of conveying tone and are well trained to type appropriate emotion, inflection, etc. This is not limited to just voice inflexion; CAs also let the TTY user know the tone of voice the non-TTY caller is using when it has a significant impact on the conversation and it is not otherwise conveyed in the textual content, context or intent of the call. When conveying tone of voice to a TTY user, parentheses are used.

Conversational Tone of Voice

Similar to the way CAs excel at conveying tone of voice *to* a TTY user, they are equally adept in adopting a conversational tone of voice and tempo appropriate to the call when speaking *for* the TTY user. Based on what is typed, CAs use the proper voice tone to relay anger, sadness, happiness, etc. so that the TTY user's meaning and intent are evident. Proper inflection must be used as well, such as raising your voice pitch to indicate a question. We practice this skill in our training sessions so that both parties involved in a relay call are delighted with the relay call experience.

Background Noises

CAs are trained to type background noise in parentheses so that a TTY user is kept informed of what is going on throughout the call. Examples include, but are not limited to: (baby crying in bkgd) (car honking in bkgd) (dog barking in bkgd) etc.

Gender of Voice Users

CAs identify whether the voice user is (M) male, (F) female, or child at the beginning of every call. If the CA is absolutely unsure whether it is a male, female or child's voice then gender is identified by using a (Q), which is the TTY equivalent of a question mark. Our CAs also immediately inform relay users when another voice person has become involved in the call and identify the gender of the new party. All of this is done automatically unless the user asks that it not be done; either on an individual call or through specific instructions in his/her profile.

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

Our CAs immediately inform relay users when another voice person has become involved in the call and identify the gender of the new party.

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.

Our CAs consistently relay exactly what is said or typed at all times during the conversation. This includes all comments directed to either party by the CA, or directed to the CA by either party. CAs use parentheses to keep the TTY user informed of what is being said by the CA or spoken to the CA.

Use of Parenthesis

Any time a CA needs to communicate directly with a TTY user (i.e. request that information be repeated due to garbling), the CA will use parentheses and precede the request with "CA here" so there is no confusion about who is making the request. When CAs communicate directly with a standard telephone user, they also precede the request or statement with "CA here".

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.

Whenever necessary, our CAs will request clarification for spelling of proper nouns, phone numbers, addresses or anything else that is unclear or garbled. CAs use parentheses so that the TTY user knows the CA has entered the call to complete the verification process.

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.

We comply with the State and FCC's requirement regarding change of CAs for TRS, STS and CapTel.

We would like to explain the impact of COVID-19 restrictions, including social distancing requirements, on our call takeover ("CTO") procedures. In normal circumstances prior to COVID-19, CAs occasionally were switched out for another CA due to a variety of reasons after processing a call for at least 10 minutes. The CTO was virtually transparent to the user because the new CA physically sat down at the same workstation that the other CA previously occupied. Because of social distancing requirements due to the pandemic, that practice was suspended. As a result, there are practical challenges presented by the inability to handle CTOs in the normal fashion. These challenges also present themselves in a work-from-home environment.

We have instituted several methods for resolving CTO issues while still following social distancing guidelines.

Change of TRS and STS CA

TRS and STS CTOs are only allowed in between outbound calls. In the event of an urgent need for relief while an outbound caller is still on the line, with Supervisor approval, the CA may release the outbound caller and transfer the inbound caller to another CA. The CA keeps both parties informed during this process.

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.

Our CAs are trained, advised, and follow procedures which prohibit making value judgments regarding any aspects of a relay call including profanity, obscenity or the legality of any messages. Obscenity included in the conversation between the inbound and outbound parties, even if it is referring to a CA, will not be construed as obscenity directed at the CA.

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

We do not require relay users to give their name or the name of the party they are calling, except in those rare instances when needed for billing purposes. This information is never recorded in any form. If a name would facilitate the call, we allow the CA to ask for that information and explain the purpose for doing so. However, the CA will not refuse to process a call if the caller refuses to give their name.

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

We transmit all conversations between TTY and voice callers in real time. No records of conversations are kept; therefore information cannot be relayed from one party to the other unless both parties are present on the call.

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

We have never and will never place any restrictions on the length or number of single or sequential calls placed by customers through the relay center. We have never requested the caller finish early. We manage our traffic loads in a manner which does not require us to ask customers to call back later under any circumstances and will do so for the relay users in Florida.

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.

When requested, CAs will switch a call to another CA who is of the gender requested by the caller and retain that gender throughout the relay call. CAs do not ask for an explanation for why a switch was requested. As an added value, we have the technical capability to automatically route calls to CAs of the preferred gender (if available) based on customer profile selection.

Direct Access for STS, Spanish Users and Gender Preference

As an added value to our customers, we have implemented a technical solution that allows direct access to Speech-to-Speech and Spanish (including Spanish STS) relay services when dialing 711.

- Customers who indicate STS or Spanish as their preferred connect mode are automatically routed – there is no further action needed.
- If a customer has indicated in his or her profile that a specific gender of CA is preferred, they will automatically be answered by a CA of that gender, if one is available. If the preferred gender is not available, the call will still be answered and processed.

This is another example of our strong commitment to continually bring more options and solutions to our customers.

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.

Customer Profile Database

Relay users may customize how their calls are handled by completing a customer profile form. This feature allows us to customize our relay service for each relay user. Once activated, the customer profile appears on the CA's screen each time the relay user calls the relay so that the CA can properly process the call according to the user's preferences. Relay users do not have to use their preset preferences on every relay call. These preferences can be used at the discretion of the relay user on each relay call.

Direct Access for STS, Spanish Users and Gender Preference

As mentioned above, we have implemented a technical solution that allows direct access to Speech-to-Speech and Spanish (including Spanish STS) relay services when dialing 711.

Speed dialing

Relay users can enter 50 Speed Dial contacts in their Customer Profile, which is presented to the CA each time the relay user calls the relay. Contacts are listed by the name the user will ask for and can include any combination of family, friends, work and emergency numbers. To make a call, the relay user simply instructs the CA to call a person listed in their customer profile (i.e. "Call Bob").

Emergency Numbers

Relay users can add local emergency numbers to their speed dialing list on their Customer Profile. This feature can save valuable time when time is of the essence. A relay user could simply type call Fire or call 911 and the CA will automatically dial the appropriate PSAP. However, we encourage all relay users to call 911 direct.

Customer Profile Security

Customer profiles are based on ANI or a pre-established ten digit number. This provides a very high level of security and keeps all confidentiality practices intact. The customer profile database can only be accessed internally (the database resides on site and is part of our relay platform) and a password and PIN system is used to further secure the data. With this password, the relay user can request changes to the profile at any time.

Preference Options

As previously mentioned, customer profile information can be customized by the relay user and is presented to the CA each time the relay user calls the relay. These preference options are listed below.

Hamilton Relay Customer Profile Fields:

Customer Information

Profile Field	*Information Purpose*
Name	First & Last Name: used for identification purposes.
Address	Street Address, City, State & ZIP Information used for further contact needs (account verification, service updates, etc.) and emergency services.
E-mail Address	Information used for further contacting client.
Phone Number	Used for profile identification when placing a call, as well as follow up.

Mailing List	Allows the user to choose to be included in the State Relay or Hamilton Relay mailing lists to receive newsletters and other important information regarding Telecommunications Relay Services.

Personalized Features

Profile Field	*Information Purpose*
Profile Security	Password: Secret Word consisting of 4-10 letters and/or numbers. Choosing a Password ensures the relay user is the only person who can make changes to their profile.
Multi-User Feature	PIN: Secret number 4 digits long. A PIN allows relay user to have their own profile if more than one relay user living in their household.
Remote Profile Feature	PIN: Allows relay user to access their customer profile when using the relay from any telephone or web-based computer, in any location.
Language Type	Allows user to select their preferred language. Options include English and Spanish.
Preferred Permanent Connection Mode	Call Handling Options: Allows relay users to specify how they want their calls answered by the relay. Options include: TTY, VCO, HCO, STS, Spanish, Telebraille and Voice.
Preferred CA Gender	Allows relay users to specify the gender of the CA that the user prefers for each call.
Carrier of Choice	Relay users will not be charged for local or long distance calls. However, there are situations when payment may be necessary. This includes: • calls placed from payphones • calls placed to and from international locations • calls placed to Directory Assistance • calls placed to pay per call services (e.g., 900 numbers)
Translator	When the translator option is selected, the CA will translate ASL to English and English to ASL for both the TTY user and the voice user unless given other instruction.
No Abbreviations	By choosing "No Abbreviations", the CA will type word for word, without using abbreviations.

Profile Field	*Information Purpose*
Slow Type Buffer	Our slow type buffer allows the CA to type at a normal pace while sending the text to the relay user at rates of text in increments of 5 words per minute. CAs have the ability to turn this feature on or off on a per call basis.
Spell Check Turned Off	By turning spell check off, the relay user will see mistakes or misspelled words. Spell check is turned on automatically.
Speed Dialing	Relay users may choose up to 50 numbers they would like programmed for speed dial. When a relay user makes a call to a number on their speed dial list, they first connect to the CA and just tell the CA, "pls call Mom".
Customizable Greetings	Allows relay users to customize how the CAs identify relay to the person they are calling; for example, using their first name in the greeting. The profile also allows the relay user to choose to have the CA never explain relay or never identify the relay to any person called.
Restrictions	Allows the relay user to select the types of calls to be blocked from their telephone including 900, International, Directory assistance, toll-free and Operator assistance calls.
Background Noise	Allows the relay user to choose whether or not to receive background noise information during their call.
Tone of Voice	Allows the relay user to choose whether or not to receive voice descriptions.
Long Hold Times	When this feature is selected, the CA will continue to stay on hold but will not ask the relay user repeatedly if they would like to continue the call.
User reads slowly	DBS user reads slowly so patience is required
CA speak slowly	Request that CA talk slowly so patience is required
STS Contacts	STS users can add contact information and hours of availability at each location so that a hearing user can ask for the STS user by name and be automatically connected with them in their registered location
STS Messages	Allows STS users to dictate messages. CAs can save the message in the user's profile for up to 2 hours so that the STS user doesn't have to repeat the information.

Profile Field	*Information Purpose*
Abbreviate Auto Message	This allows the CA to abbreviate messages when typing recordings or IVRs, allowing the User to receive a summarized recorded message.
Retain Information	This allows the retention of information from one inbound call for subsequent calls for STS users. • STS Preferences allow for temporary dictated messages to be saved for 2 hours after the completion of a call, in case that dictated message may be needed again. The message is associated with the ANI, so if the caller dials Florida Relay from the same number within the next 2 hours, that message is still available for use.
Open Line/Mute Transmission of STS User	This allows the user to communicate with the CA privately without the voice user hearing the conversation.
Specific instructions to STS CA	○ Before dialing, user prefers that the CA asks: "Shall I tell the party who is calling?" ○ User prefers that CA confirm call handling preferences before dialing requested number ○ User prefers for callers to ask to call them by name rather than by telephone number.
Standard message to leave on answering machine	This allows users to identify caller by name, request call back, specify call back number, and provide the relay telephone number.
Notes	Allows the relay user to provide CAs with additional information they would like included or known for every call.

Guide

Profile Field	*Information Purpose*
Guide for Understanding your Customer Profile	A guide is included to help the relay user understand the purpose of each section or to better understand how to complete the profile to best meet their needs.

Input of Database Information and Changing Preferences

Making it easy for relay users, our customers may establish, modify, or delete their profile through Customer Care, by mail, fax, e-mail or through the website. If the online option is chosen, upon

completion of the profile the customer is sent a "thank you for submitting page" link that lists the fields as submitted, and instructions for printing a copy.

Our Customer Care Representatives will send a confirmation copy of a profile when requested, and will confirm the user's mailing address, fax number or email address. However, these fields are not required to be completed to establish a Customer Profile.

While our CAs are allowed to make some changes to the profile on a per-call basis, permanent changes to the profile must be made through our Customer Care Department. The relay user's customer profile is available via voice, TTY, STS, and any other mode offered.

Remote/Multi-User Profile Feature

With our Remote/Multi-User Profile, each person can establish his/her own profile, and access their profile from any phone and through any type of relay service. Relay users simply give their 7-digit password and 4-digit PIN number to the CA, to permit the CA to view the customer's pre-selected preferences. This feature is of great benefit to customers who have more than one relay user living in the household. Additionally users who travel are always able to access their profile from anywhere.

Upon Termination of Contract

Upon termination of the contract, we will transfer the customer profile database to a new Relay Provider. We will transfer this data in a usable format at least 60 days in advance of our last day of service.

We absolutely will not use any data gathered from providing relay service for any purpose other than connecting the Florida Relay user to their called party. We have not, and never will make any relay information available for sale or distribution. We will not sell, distribute, share or reveal in any way the information referenced above, unless compelled to do so by lawful order.

10. Languages Served

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

We will provide at all times CAs who are capable of providing relay service to users who use English, Spanish, or ASL during their relay calls.

Our standard screening process tests all job applicants for fluency in English. Please see previously in this Tab in **Section B.5** for detailed information regarding our training procedures. Florida Relay will be staffed at all times with CAs who have been trained to translate limited written English to correct spoken English. Please see previously in this Tab in **Section B.7** for detailed information.

Spanish-to-Spanish Relay and Spanish-to-English Translation

CAs fluent in the Spanish language are scheduled for all shifts, 24 hours a day, seven days a week to provide Intrastate Spanish-to-Spanish and Spanish-to-English translation service. Interstate Spanish-to-Spanish minutes are billed to the Interstate TRS Fund.

To provide continuity to Florida Relay users, we will utilize the current Florida Relay toll-free Spanish number for Spanish relay calls. Florida toll free Spanish calls will be associated with a separate queue for Spanish calls so that calls flow immediately to Spanish speaking CAs. If a Spanish-speaking relay user calls another 800 access number, we have the ability to transfer the call to a Spanish-speaking CA.

Relay users who always want to have their calls answered by a Spanish-speaking CA can select "Spanish" as an option on their Customer Profile. This option allows Spanish-speaking relay users to dial 711 and have their calls automatically answered by a Spanish-speaking CA.

We process the same call types on our Spanish lines as we do on our English voice and TTY lines, including TTY, VCO, HCO, STS and 900 calls.

Spanish CA Training

Spanish CAs are evaluated by the Spanish Supervisor who determines if the CA speaks Spanish without a distorted non-Spanish accent. CAs fluent in conversational Spanish must pass rigorous tests (Berlitz or equivalent) that measure Spanish language skills including vocabulary, grammar and syntax.

Spanish CAs also receive Speech-to-Speech training and must complete the same training as traditional CAs. Spanish CAs are supplied with English and Spanish versions of relay scripts.

Descriptions of how our CAs identify and explain Spanish and Spanish-to-English Translation Relay services to the end user are available upon request.

11. Additional Languages Served

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

We understand that the FPSC does not require the selected vendor to serve languages other than English, Spanish or ASL, which we provide.

12. Shift Advisor/Consultant

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

We ensure that a Supervisor fluent in ASL translation is on duty at the relay center at all times to assist CAs with ASL translation.

As discussed previously in this Tab in **Section B.7**, our CAs are able to translate calls from limited written English language into English for the hearing party. Before relaying calls, all our CAs must pass a proficiency exam which tests the skills needed to meet this requirement. In addition, we ensure that a Supervisor fluent in ASL translation is on duty at the relay center at all times to assist CAs with ASL translation.

13. Confidentiality of Calls

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

Confidentiality

We give all CAs a copy of our Confidential Policies prior to being allowed in the relay service center. **All** relay personnel, not just CAs, are required to sign a Pledge of Confidentiality (see further in this section) promising not to disclose the identity of any callers or fellow CAs, or any information learned during the course of relaying calls, regardless of content; either during or after their period of employment. We diligently protect all financial, statistical, personal, technical data and information such as TRS caller preference, profile, or 711 information from unauthorized use and disclosure.

Our CAs understand the importance of maintaining the privacy and confidentiality of all parties who use relay services.

- We maintain no written or electronic script or record of any type of call content beyond the duration of the call
- We only collect that personal information necessary to resolve complaints
- We do not use this information for any other purpose.

In addition to signing the Pledge of Confidentiality, we ensure that our CAs adhere to all aspects of the Relay System Code of Ethics as found previously in this Tab in **Section B.5.d.**

Both our CA Training Manual and CA Procedure Handbook include additional rules and regulations which must be followed to prevent any unintentional disclosure of confidential information. Hamilton employees, including those not working in the relay center are familiar with and adhere to these guidelines.

Our policies and procedures ensure the protection of electronically collected information as well as information obtained by the CA in the course of relaying a call. They ensure that relay users have the same high level of confidential and legal protections accorded to standard public telephone network users regarding security and freedom from unwarranted collection of information by unauthorized parties.

Speech-to-Speech CAs do have the authority, at the request of the STS user, to retain information beyond the duration of a call in order to facilitate the completion of consecutive calls. They are given the ability to keep records of the content of any conversation and to retain information from a particular call in order to facilitate subsequent calls if requested. STS CAs will also repeat any information (without the Speech-to-Speech user having to say the same thing each time) during subsequent calls if requested to do so. Speech-to-Speech CAs only retain this information for as long as it takes to complete the subsequent outbound calls related to the same inbound call.

Specific policies to meet the needs of the FPSC or Florida Relay users can be implemented. Copies of Hamilton's Pledge of Confidentiality and confidential policy are available to relay users.

Policies of Confidentiality

Following is a general outline of some of the policies we use and will continue to use to preserve confidentiality:

1. All CAs are given thorough training on the significance and importance of maintaining confidentiality from both a legal perspective and a moral perspective.
2. Before being allowed in the relay service center and before taking any live calls, CAs are required to sign a Pledge of Confidentiality. (See Pledge of Confidentiality further in this tab.)

When relaying calls or analyzing data, our company follows the confidentiality practices as described here. Specific policies to meet the needs of FPSC users can be implemented. Copies of our Pledge of Confidentiality and confidentiality policy are available at no cost to relay users.

All CAs working in an at-home environment are required to sign an At-Home Confidentiality Agreement with specific, additional requirements to ensure confidentiality of calls processed from home offices, these include:

- Working in a separate, secure room with restricted access (the "Secure Workspace").
- Not allowing any other individual access to the Secure Workspace while working.
- Keeping equipment at their residence and controlling access to Hamilton owned equipment at all times.
- Agreeing to an inspection of the Secure Workspace by Hamilton management, FCC employees, and/or other authorized officials, if requested.
- Agreeing to use only call center technology provided by Hamilton to process Relay calls, and to use that technology only to process Relay calls, and to not alter or disable any of the functionality of that technology.

- It is important to note that Hamilton Relay workstations are not connected to the internet – all TRS and CapTel workstations and platforms are on a closed network for strict privacy and confidentiality reasons.

Hamilton Relay
Confidentiality Agreement for Hamilton Employees

By signing this Agreement, I, _____, acknowledge that Federal Law prohibits the disclosure of confidential information in connection with the Relay Service. I recognize the responsibilities and duties this places upon me and its bearing on my continued employment. By agreeing to employment with Hamilton, I agree to the following conditions:

1. I will not disclose to any individual, including fellow Hamilton personnel, the identity of any caller or information I may acquire about a caller while relaying his/her conversation, except in emergency call handling, or in instances of resolving a complaint.
2. Except as set forth above, under no circumstances will I act upon any information I may acquire while relaying conversations.
3. I will not allow any individual to watch or listen while processing actual calls, except for authorized training and quality monitoring purposes, or supervisor assistance in processing a call.
4. I will not bring any recording devices into the Relay workspace, unless I have been granted permission to do so in order to complete my authorized tasks. Recording devices are devices capable of recording, capturing, or transmitting images or information and include but are not limited to: cell phones, cameras, tablets, USB storage devices, and smart watches.
5. I will not bring writing utensils such as pens, pencils, highlighters, and markers into the Relay workspace. Writing utensils necessary for conducting authorized tasks will be provided by the company when needed.
6. I will not keep any written or electronic form of a conversation beyond the duration of the call, except as allowed for Speech-to-Speech Relay service.
7. Except for any information necessary for billing purposes or gathering caller profile or 7-1-1 information when requested by the caller, I will not collect or use a caller's personal information.
8. I will not reveal my CA/OPR number in conjunction with my name to any non-Hamilton employee. Nor will I disclose the names, schedules or personal information of any fellow CA/OPR or supervisor working at the Relay Service to any non-Hamilton employee.
9. I understand that the FCC requires me to relay everything that is said by either party verbatim even if portions of the conversation are offensive to me personally.
10. In the event of my resignation or termination of my employment, I will continue to hold in strictest confidence all information related to the work I have performed as a Hamilton employee.

I understand further that any of the above breaches in confidentiality will lead to disciplinary action up to and including immediate dismissal.

Signature: _____ Date: _____

Print Name: _____

Position: _____

Facility Design for Confidentiality

We understand the importance of maintaining the privacy of persons who use relay services and have taken the following steps in our relay facilities to ensure that the confidentiality of all parties in connection with relay conversations is preserved.

- All Relay Centers are isolated to assure confidentiality standards including building security, call handling, and CA decorum
- We have physically planned each of our relay centers to prevent video screens containing call information from being visible to visitors or other persons not authorized to see them
- In each of our relay centers, we have positioned the doors leading into the relay room in a manner that when opened only workstation panels can be seen
- The panels around each workstation are at least 5.5 ft. tall and are deep enough to prevent monitors from being seen
- We have positioned viewing windows in a manner that prevents the CA's terminals from being seen by visitors or unauthorized personnel
- We allow only authorized personnel onto the relay floor

Violation of Confidentiality

Our policy requires that any CA or supervisors who, after an investigation, have been found to violate the confidentiality rules and regulations are terminated immediately. Additionally, we make a written report both for the complaint file of the relay service as well as for the personnel file of the individual or individuals alleged to be involved.

Treatment of TRS Customer Information

We do not use any information obtained from relay calls or customer profiles for any purpose other than connecting the TRS user to his/her called party. We never sell, distribute, share or reveal this information in any way. We do not use any information obtained from relay calls to support other business interests or divisions. We do allow customers the option of receiving additional information from Hamilton if so desired.

a. When training new CAs by the method of sharing past experience, trainers shall not reveal any of the following information:

(1) Names of the parties on the call.
(2) Originating or terminating points of specific calls.
(3) Specifics of the information conveyed.

Confidentiality During Training

Our CAs are given thorough training on the importance of maintaining confidentiality from both a legal and moral perspective. From day one of the training program, CAs are taught how to work in a "confidential" environment, with a whole section of the CA Procedure Handbook dedicated to the

importance of confidentiality. Even during CA training when the trainer may share past experiences, they do not reveal any of the following information:

- Names, genders, or ages of the parties involved in the call
- Originating or terminating points of the call
- Specifics of the information conveyed

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

Discussion of Calls

CAs understand that they shall not discuss, even amongst themselves or with their supervisors, any names or specifics of any relay call except in instances of resolving complaints.

- They understand that they may discuss the general situation surrounding a call with their supervisor to clarify how to handle a particular type of relay call and for that limited purpose only.
- They are specifically trained how to ask questions about procedures without revealing names or specific information that will identify callers.
- They are also trained to recognize emergency or life-threatening situations and to understand those circumstances in which names and specific information may be disclosed in order to expeditiously address the situation.

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

Watching or Listening of Actual Calls

No one is allowed to watch or listen to actual calls other than the CA. The only exception is for training or monitoring purposes or other purposes specifically authorized by the FPSC.

d. A copy of the FPSC rules on confidentiality shall be provided to a user upon request and at no cost.

Copies of Hamilton's Pledge of Confidentiality and confidentiality policy are available at no charge to relay users.

14. Types of Calls to be Provided

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

We transmit all conversations between TTY and voice callers in real time. No records of conversations are kept; therefore information cannot be relayed from one party to the other unless both parties are present on the call. Through state-of-the-art technology, using highly trained and skilled CAs, we provide 24x7, statewide TRS and CTS service whereby a person who is deaf, deaf-blind, hard of hearing, or who has difficulty speaking can communicate over the existing telecommunications network with a standard phone user (and vice-versa) through the voice assistance of the relay service (Communication Assistant).

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

We provide VCO, two-line VCO, VCO to TTY and VCO to VCO as well as all other combination of call types involving VCO. Please see further in this Tab in **Section B.19** for a detailed description of Hamilton's provision of VCO calls.

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

We provide HCO, two-line HCO, HCO to TTY, HCO to HCO and CTS Service as well as all other combination of call types involving HCO. Please see further in this Tab in **Section B.19** for a detailed description of Hamilton's provision of HCO calls. Please see **Section B.20** for a detailed description of Hamilton's provision of CTS Service.

Please see **Attachment C** for a complete list of all features offered by Hamilton Relay as well as a detailed explanation of Hamilton's provision of these types of calls.

15. Call Release Functionality

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

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

TTY to TTY Call Release

We provide our customers a true call release function which removes the workstation from the call, satisfying this FCC requirement. Call release is utilized when processing TTY to TTY calls when it is necessary to go through a voice switchboard first, or if the originating TTY user is using a calling card that is accessed by calling an 800 number first.

Once the CA reaches a compatible TTY user and ensures the two TTY parties are communicating, we release the call from the workstation so that the CA can take other incoming calls.

Voice to Voice Calls

If a voice caller connects to another voice caller through the relay, the CA will voice the following:

> "This is CA/OPR #### please call your party directly without the relay service. Thank you. Good bye."

Misuse of Relay Escalation Process

Our responsibility as a relay provider to prevent waste is taken very seriously and we have developed extensive techniques to combat misuse of relay and disallowed calls.

Hamilton requests that the FPSC keep the following component of its proposal Proprietary and Confidential as it is considered trade secret work product which, if released, would give advantage to our business competitors and serve no public purpose.

- Misuse of Relay Escalation Process

Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others.

Hamilton has uploaded this confidential information to a secure site. An email generated by Beth Slough will be sent to the FPSC with a link to access this confidential information.

Inactivity Release

As required by the RFP, we will release a call when a TTY user using the relay system is inactive for more than thirty (30) seconds following our standard disconnect procedure. Supervisors approve all disconnects, ensuring that relay customers are not prematurely disconnected.

16. Speed dialing

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

Hamilton's customer profile allows relay users to indicate calling preferences. Customer profile information is presented to the CA each time the relay user calls the relay and includes the option of Speed Dialing.

In the Speed Dialing section of the Customer Profile form, customers list the first name and phone number of people they call often through the relay. When a customer wants to call that person, they simply instruct the CA to call that person. There is no need to give the number to the CA. Please see previously in this Tab, **Section 9.p** for detailed information regarding Hamilton's provision of Customer profile databases.

Relay users can enter up to 50 Speed Dial contacts in their Customer Profile, which is presented to the CA each time the relay user calls the relay. Contacts are listed by the name the user will ask for and can include any combination of family, friends, work and emergency numbers. To make a call, the relay user simply instructs the CA to call a person listed in their customer profile (i.e. "Call Bob").

Relay users can add local emergency numbers to their speed dialing list on their Customer Profile. This feature can save valuable time when time is of the essence. A relay user could simply type call Fire or call 911 and the CA will automatically dial the appropriate PSAP. However, we encourage all relay users to call 911 direct.

STS Relay users can set-up their profile to include contact information by hours of availability and location. This allows a hearing user the ability to ask for the STS user by name and be automatically connected with them at their registered location based upon the hour of the day and day of the week.

Remote/Multi-User Profile Feature

With our Remote/Multi-User Profile, each person can establish his/her own profile, and access their profile from any phone and through any type of relay service. Relay users simply give their 7-digit password and 4-digit PIN number to the CA, to permit the CA to view the customer's pre-selected preferences. This feature is of great benefit to customers who have more than one relay user living in the household. Additionally, users who travel are always able to access their profile from anywhere. Please see previously in this Tab in **Section 9.p** for more detailed information on our Customer Profile Database.

17. Three-Way Calling Functionality

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

Three-Way Calling

If the customer has purchased this feature from their LEC, we can provide this feature by either tying the third party directly into the conversation or tying the third party in by making a second call to the relay center.

TRS Conference Calling

In addition to three-way calling, we also support conference calling. The customer requests that we relay a conference call and the TTY user gives the number to dial and any access codes required to join the conference call.

Three-way Calling via CapTel

FCC compliant Three-way calling will be available to CapTel users in Florida. A standard telephone user can initiate a three-way call to a CapTel user in the following manner:

The party with three-way calling feature on his/her phone line would hook flash to put the other person on hold, and would then dial the national CapTel voice number and give the CA the CapTel user's telephone number or dial the CapTel user direct if a 2-Line CTS user. All three parties would be joined and the CapTel user would receive captions on the call.

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

Hamilton Remote Conference Captioning (RCC)

Hamilton Relay offers Remote Conference Captioning (RCC), with real time captioning, to enable text users to participate in conference calls. We offer this service in both English and Spanish, **24 hours a day, seven days a week.** Please note that RCC is not subject to TRS standards but it is verbatim, confidential and secure.

We provide RCC in conjunction with Caption First (CFI), an industry leader in this area of service. CFI has been providing real-time captioning and CART services since 1989. Caption First holds the following national certifications:

- WOSB – Woman-Owned Small Business (NWBOC)
- SBE – Small Business Enterprise (NWBOC)
- WBE – Women's Business Enterprise (WBENC)
- DOBE – Disability-Owned Business Enterprise (USBLN)
- GSA Schedule (#GS10-FF-166AA)

My heartfelt thanks to the Hamilton Relay/Virginia RCC team. Without your and your services, your patience, your friendship, and professionalism, my time working from home these past few months would have been so much harder.

Thankfully,

Ronald L. "Ron" Vaughan, PMP, CMIIC

Reston, VA

Caption First Mission & Vision

"The mission of Caption First is to serve individuals and organizations by providing high-quality communication access, converting the spoken word into the written word, anytime and anywhere. Our focus is on the dignity of individuals and the success of our clients.

The vision of Caption First is to be the best and most well-respected CART, captioning and transcription company as defined by its successful clients, satisfied employees, quality vendors and caring owners. We will use as our tools the latest technology, highly skilled professionals and ethical business practices. These tools enable us to provide word-for-word services that are easy to use whenever, wherever and however needed."

In order to use RCC, a consumer needs access to a conference bridge, which allows the captioner to listen to the audio portion of the call; and a computer, tablet or smartphone with access to the Internet. There is no software to download, just a link to follow to view the captions. RCC services are delivered to relay users as shown here.

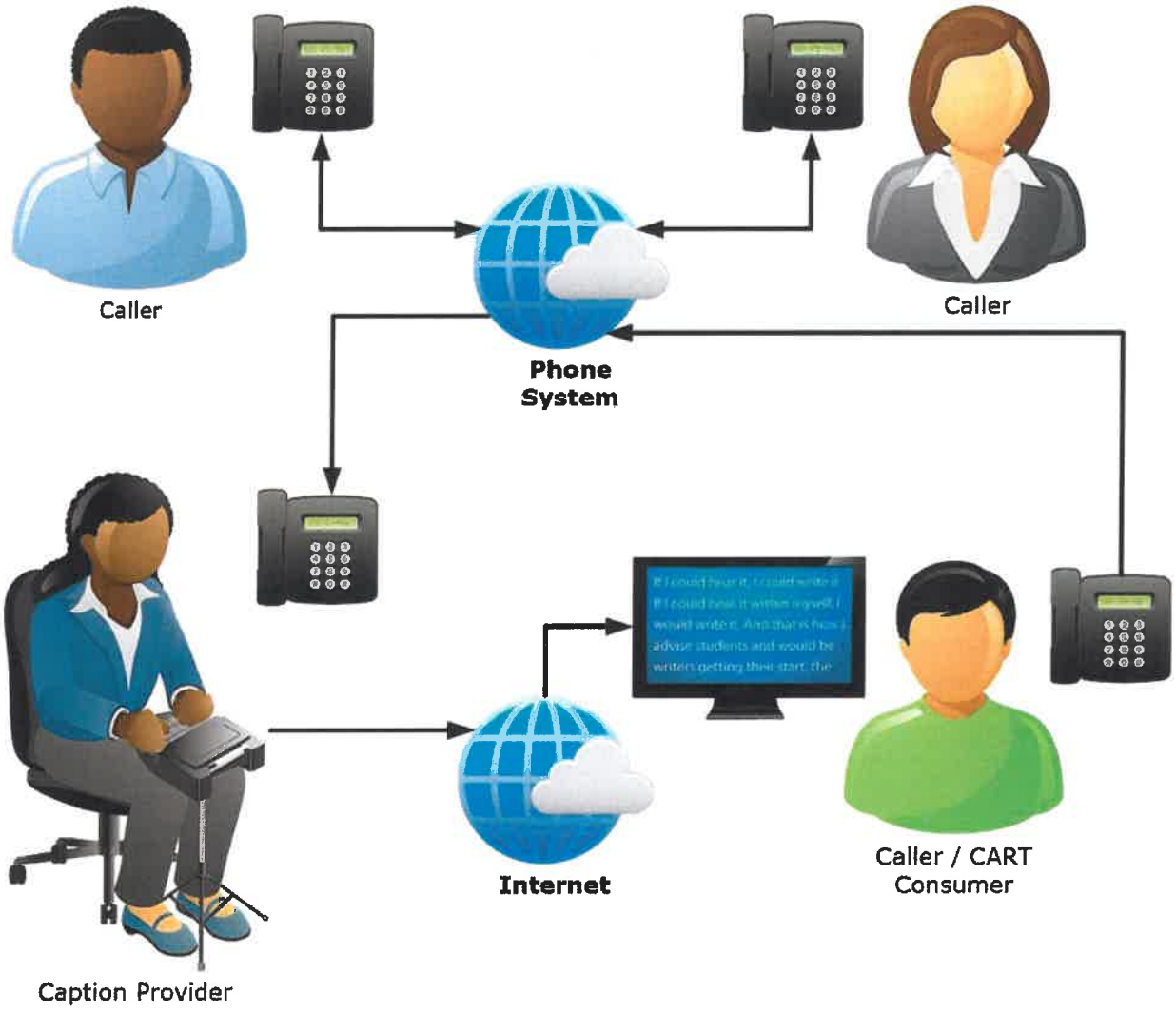
If this service is purchased by the Florida PSC, Relay users may request RCC services by completing an RCC Scheduling Request Form on the Florida Relay website or by calling RCC Customer Service. We guarantee Florida Relay users access to RCC Services if scheduled 24 hours in advance. We also offer RCC Services with a two hour notice for emergency situations. **Unedited transcripts are available immediately.** Finished transcripts are also available if the State includes this add-on feature as part of their contract.



Here's how RCC works:

- The captioner accesses the audio either through a conference call bridge or other method.
- The captioner then listens and produces real-time streaming text that is sent over the Internet.
- The text is viewed by the consumer on a computer or mobile device with an Internet connection by clicking on a link that is provided.
    - The internet link is unique to each call.
    - Consumers may also request the use of a password when logging on.
- An unlimited number of participants are able to log on.
- The text shows up just seconds after someone has spoken.
- The background color as well as the text color, font style and size are completely customizable.
- At any time, the RCC user can scroll up to review text.
- The (unedited) transcript, may be copied or printed at any time.
- RCC reports are provided with the monthly reporting package.

Here is a diagram showing how RCC works:



We will provide Florida with 30,000 free minutes of RCC annually!

RCC is for group calls such as teleconferences, webinars and trainings over the telephone.

RCC use Communication Access Realtime Translation (CART) service to deliver captions over the Internet. The RCC writer joins the conference call by calling the number provided to receive the audio portion of the call. The words are placed on a secure website that is accessible to the user over the Internet so that they can read the words in real time.

Embedded Captions

A bonus feature available through Hamilton RCC is embedded captions. Consumers utilizing Zoom, WebEx, YouTube Live or Adobe Connect for their conference calls have the option of having captions embedded directly into those platforms!

Because the RCC writer joins the conference bridge in use for the particular meeting, there is no limit on the number of participants. There could be situations in which an industry conference call is scheduled. All members of the industry call in to the conference bridge using their own mode of communication (some people use voice, some use VRS, some use HCO, some use STS and some may use RCC).

Individuals who have difficulty hearing on the phone and who have the ability to speak for themselves compose the largest segment of the population who benefit from RCC. Put simply, RCC is beneficial in any situation where an individual needs access to visual communication of the spoken word.

All Hamilton Relay captioners undergo extensive testing and training by Caption First and are certified by the National Court Reporters Association (NCRA). All have been awarded, and currently hold at least one of the following certifications:

- CRR – Certified Realtime Reporter
- CRC – Certified Realtime Captioner

All captioners are required to keep current continuing education requirements for their certification and are tested to write at a minimum of 180 words per minute while maintaining 98% accuracy or better. Most of our captioners actually write in excess of 200 words per minute with over 99% accuracy.

"As a hard of hearing business person, I have been wanting a *free conference captioning service* for years now.

I have used the VA Relay Conference Captioning (RCC) service twice now and I love it! It was so easy to request it, and then the relay operators did a wonderful capturing everything people on my conference call were saying… it was fantastic! My dream come true! I love it!

I have shared this great service with many people in my field to check this out!

I plan to use it again and again! Thanks VA Relay!"

Nancy Anderson
George Mason University, Training and Technical Assistance Center (TTAC)

18. Voicemail and Interactive Menus

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

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

The bidder shall 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?

Machine Recording Capabilities

Our recording function allows the CA to record a voice announcement and then play back the message at a speed controlled by the CA, ensuring accurate message transmittal. The message is retained for the length of the call, which prevents the caller from having to call back several times to get the entire message. Once the originator of the call disconnects, the recording is automatically deleted from the system. By having advanced recording technology, we eliminate the problem of "fast recording" for the CA and ensures that communication is received and transmitted accurately.

Answering Machine Procedures

Just like all other calls, we follow the directions of the user when an answering machine is encountered. Whether relaying the voice answering machine greeting to a text-based user, or leaving a message on a voice answering machine, our CAs are trained to follow the instructions of the user.

Answering Machine procedures are as follows:

1. The CA informs the relay calling party that an answering machine has been reached.
   a. At this point the relay user can tell the CA to leave a message if they do not want the CA to type the entire recording.
   b. Otherwise, the CA will type the entire answering machine message.
   c. The CA will record the message and convey it in its entirety.
2. The CA then asks the caller if they want to leave a message.
3. If yes, the CA will either voice or type the message onto the answering machine.
4. CA notifies the calling party that the message has been left.

If the relay user gives the CA different directions than outlined above on how they want the call handled, the CA will follow the user's directions. The customer's directions always override established procedures.

Voice Mail

CAs can retrieve and relay TTY messages to voice users, and voice messages to TTY users from voice processing systems. We use hot keys (automated macros) to alert relay users to the presence of a recorded message and/or interactive menu. CAs use the following procedures to obtain or leave messages for relay users:

1. The CA informs the user that they have reached a voice processing system and asks if they want to leave a message.
2. If the user requests message retrieval, the CA will obtain the appropriate access codes from the user. We do not retain access codes or any other information needed to access a voice mail system subsequent to the call. This information is considered "call" information and just like any other call information, is kept completely confidential.
3. After accessing the voice processing system, the CA relay the messages that have been recorded or leave a message as requested. We make use of our advanced recording function to capture this information.

Our notepad feature, an enhanced function of our workstation, allows CAs to electronically track special instructions given at the beginning of the call. Electronically capturing information such as account numbers, menu options, access codes, extensions, etc. gives the CA constant visual access to the caller's instructions. To guarantee confidentiality, all notes are automatically erased from the workstation at the end of the call.

Answering Machine Retrieval (Single-Line)

With this service, CAs can retrieve messages from a voice or TTY answering machine or a single line telephone.

1. The caller requests Automatic Message Retrieval (AMR) or Single Line Answering Machine (SLAM) and plays the messages to the CA by putting the handset near the speaker of the answering machine.
2. Our technology records the messages, enabling the CA to capture the information and type it back to the relay customer.
3. Once the call is completed, the recording is automatically erased.

19. Voice and Hearing Carry-Over

The provider shall provide both voice and hearing Carry-Over upon request of the user. A TDD user may request Voice Carry-Over (VCO) which will allow him/her to speak directly to the telephone user and receive the message typed back on the TDD. In addition, a TDD user may request Hearing Carry-Over (HCO) which will enable the TDD user to directly hear what the telephone user is saying and type back his/her message, which will be spoken by the operator.

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

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).

Our list of distinct VCO and HCO features, as well as additional call types that Hamilton can process can be viewed in **Attachment C**.

Voice Carry Over

We provide Voice Carry Over which allows people who can speak but have difficulty hearing, the ability to place and receive calls. The VCO user voices their own message directly to the other party without the transmission being processed by the CA. The CA then types the conversation spoken to the VCO user so it can be read on their TTY. We allow relay users to request VCO services without the normal TTY transmission that is typically required. A VCO user can connect by voice and say "VCO" and we connect the call. The CA informs the VCO users that VCO is on by sending a macro that states (VCO ON GA).

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

VCO Gate

We provide VCO Gated Services, in which VCO users call a toll free number dedicated to VCO via the current Florida Relay VCO access number. The VCO user's call is then routed and processed by CAs experienced with VCO.

Two-Line VCO

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

To place a two-line VCO call, the relay user must have two telephone lines and 3-way calling. The TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. Once connected in voice, the customer conferences in the third party (the party they want to speak with). Now, the CA only types what the third party says and is virtually invisible to the voice customer.

Reverse Two-Line VCO
Our Two-line VCO feature also works in the reverse when a voice user places a call to a two-line VCO user through relay. In this case, it is called Reverse Two-line VCO.

VCO Permanent Branding
We provide permanent branding through our customer profile. Customers who always want to connect VCO are automatically connected to VCO without CA intervention at the workstation.

VCO with Privacy
We provide VCO with Privacy upon request in which the CA does not hear the VCO party speaking through the relay and only types voiced responses back to the VCO user.

VCO-TTY and TTY-VCO
We provide this service in which VCO users can call a TTY user (or vice versa) through relay. The VCO user voices his/her conversation that the CA types to the TTY user. The TTY user types his/her conversation directly to the VCO user.

VCO-VCO
This service allows two VCO users to contact each other through relay. With VCO to VCO service the CA types to both parties, saving the VCO users from having to type their part of the conversation.

VCO-HCO and HCO-VCO
With this service a VCO or HCO user can call a HCO or VCO user through relay. The VCO user voices his/her conversation directly to the HCO user. The HCO user's typing goes directly to the VCO user.

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

Hearing Carry Over (HCO)
Hearing Carry Over (HCO) allows people who have difficulty speaking to place and receive calls through relay. The HCO caller hears the communication directly from their caller without the transmission being processed by the CA. The CA then voices the conversation typed by the HCO user to the other party.

HCO users are able to utilize both TTY modes, acoustic mode and direct connect mode.

A variety of HCO call types are available through Hamilton Relay and are described below.

Two-Line HCO

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

Reverse Two-Line HCO

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

HCO Permanent Branding

We provide permanent branding through our customer profile. Customers who choose this feature are automatically connected to HCO without any CA intervention at the workstation.

HCO with Privacy

We provide HCO with Privacy upon the customer's request, which gives privacy for the standard telephone user talking with an HCO user. The CA is not able to hear the hearing person's conversation that goes directly to the HCO user. The CA voices the conversation typed by the HCO user to the other party.

HCO-TTY and TTY-HCO

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

HCO-HCO

This service allows two HCO users to contact each other through the relay. We provide HCO to HCO service where the CA voices to both parties, saving the HCO users from having to read the other party's conversation.

HCO-VCO and VCO-HCO

We provide this service for VCO and HCO users to call a HCO or VCO through relay. The VCO user voices his/her conversation directly to the HCO user. The HCO user's typing goes directly to the VCO user.

HCO to Speech-to-Speech

With this service, a HCO user can call a person who has difficulty speaking, who does not use a TTY, with the CA voicing the HCO user's typed conversation to the STS user. The STS user can either voice his/her conversation directly to the HCO user or can call on the CA to "re-voice" as needed.

20. Captioned Telephone Voice Carry-Over

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.

CTS Scope of Service

We provide Captioned Telephone Services (CTS) 24 hours a day, 7 days a week, 365 days a year in a manner that is functionally equivalent to traditional voice calls. CTS users place a call in the same way as dialing a traditional phone. As they dial, the CapTel phone automatically connects to a captioning service. When the other party answers, the CapTel phone user hears everything that is said, just like a traditional telephone call. Developed by Ultratec, Inc. and provided through Captioned Telephone, Inc. (CTI), CapTel allows individuals with hearing loss to view word-for-word captions of their telephone conversations.

Through a subcontracting relationship with CTI of Madison, Wisconsin, we process CapTel calls from a combination of thirteen geographically diverse centers. We subcontract aspects of CapTel including the technology, equipment, and minimal captionists to CTI.

We were the first relay provider to process CTS calls from our own call centers. We have now expanded our CTS call processing to the point where we process most of our own state traffic as well as some of our IP-CTS calls. Processing CTS calls from thirteen geographically dispersed locations (includes six CTI centers) provides a level of redundancy far above our competition.

Similar to a traditional telephone, the CapTel phone allows hard of hearing callers to talk and listen to individuals using a traditional phone. The difference is that the CapTel phone allows the user to read the other party's conversation on the phone's built-in screen while listening to the voice of the other party. This device is perfect for individuals who have good speech but cannot hear well over the phone.

A specially trained operator conveys the words from a hearing user into text messages, where it can then be read on the CapTel phone's screen. The captions appear almost simultaneously with the spoken word, allowing CTS users to understand everything that is said - either by hearing it or by reading it.

The CapTel phone benefits hard of hearing individuals by allowing them to enjoy natural telephone conversations through its high level of amplification, yet gives them the capacity to check the captions for added clarity. Differing from a TTY, a CapTel phone is a telephone designed to allow the user to have natural back and forth conversations with captioning support.

FCC CapTel Regulations and Waivers

The FCC issued a separate Ruling specifically for CapTel on August 1, 2003: Declaratory Ruling CC Docket No. 98-67, FCC 03-190. In this Ruling the FCC:

- Found that Captioned Telephone VCO Service (CapTel Service is a form of this) is a type of TRS.
- Clarified that certain TRS mandatory minimum standards do not apply to Captioned Telephone VCO Service.
- Waived other TRS mandatory minimum standards for captioned telephone VCO service

On July 14, 2005 the FCC clarified that Two-Line Captioned Telephone Service is a type of telecommunications relay service eligible for compensation from the Interstate TRS Fund.

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

Captioned Telephone waivers include:

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

Hamilton CapTel meets or exceeds all FCC minimum standards.

History of CapTel

CapTel technology was developed by Ultratec, Inc., of Madison, Wisconsin. In 2002, Ultratec licensed CapTel, Inc. ("CTI") to perform call center work for CapTel service and began consumer testing throughout the United States. We were the first TRS provider to trial CapTel Service in the State of Wisconsin. In 2003, CapTel technology was approved by the FCC enabling individual states to offer CapTel as part of their relay services. As demonstrated below, CTI continues to be a leader in the industry by demonstrating its ability to adapt to improvements in CapTel technology and to implement state-of-the-art technology in providing the service.

Hamilton CapTel Enhancements

Enhanced CapTel Technology – Exclusively From Hamilton

Our aggressive pursuit of new services and technologies led us to become the first provider to trial CapTel, the first provider to offer N11 access, the first to offer state-specific CapTel reporting (including state-specific ASA, state-specific service level with and without abandons and state-specific abandon call information), the first provider to introduce single phone mobile CapTel service and the first provider with a CapTel Call Me #; a ten-digit, personal phone number that makes it possible to receive captioned calls on an individual's PC/Mac, Smartphone and Tablet, all with just one number. Hamilton CapTel for Web, iOS and Android allows users to place and receive calls – while reading word-for-word captions – on a single device, accessing many platforms.

Hamilton was the first provider to process CapTel calls out of their centers

Hamilton was the first to add CapTel seats and workstations in its own call centers. Integrating the latest in telecommunications technology, we are now able to offer greater diversity and redundancy in our call handling - two key components to ensuring a positive call experience for every user. We now process CapTel calls from thirteen locations. Please see below for more on our ability to provide a level of CapTel call processing redundancy that is unmatched in the industry.

Hamilton Relay is not a national wireless company making our perspective of relay services significantly different. We did not get into the relay and CapTel business to simply enhance our own wireless service. We truly believe that we have the core competencies, the experience and the dedication needed to provide the highest quality Relay and Captioned Telephone services available. We are constantly enhancing and upgrading our technology in order to meet the distinctive needs of the relay and CapTel user.

Hamilton CapTel – The Quality Leader

Hamilton CapTel – The Quality Leader

Since 1978, Ultratec has been working to make telephone access more convenient and reliable for people with hearing loss. Today, their equipment is recognized worldwide as the standard for excellence in text telecommunications. By putting the customer's needs first, Ultratec has grown to become the world's largest manufacturer of TTYs. Today, Ultratec TTYs are recognized worldwide as the standard for excellence in text telecommunications.

Ultratec's Technological Innovations-Technology Timeline

Below is information highlighting the technological invention of Captioned Telephone beginning in the year 2000, which clearly demonstrates Ultratec's ability to adapt to improvements in Captioned Telephone technology and to implement state-of-the-art technology in providing the service. Please visit Ultratec's website at http://www.ultratec.com/about/timeline.php for a detailed Technology Timeline that itemizes by year, Ultratec's technological inventions from 1978 to 2012.

2000 – Consumer testing begins on CapTel, or Captioned Telephone, a new breakthrough that allows people who have difficulty understanding what is being said over the telephone to receive live captions of their telephone conversations. CapTel is the key to making telephone calls functionally equivalent to traditional voice calls, enabling people who are deaf or hard of hearing to enjoy telephone conversations with the same ease, speed, and confidence as telephone callers everywhere.

2002 – Consumer testing continues on Captioned Telephone throughout the United States, with more and more states conducting consumer trials over the course of the year. In recognition of its adoption of Ultratec's CapTel and Fastran technology, the state of Wisconsin receives the NASCIO Recognition Award for Outstanding Achievement in the field of Information Technology.

2003 – Captioned Telephone technology is approved by the FCC, enabling individual states to offer Captioned Telephone as part of their relay services. In announcing the decision, FCC Chairman Michael Powell states that Captioned Telephone "brings important innovation and additional choice to Americans with hearing disabilities." Ultratec develops 2-line Captioned Telephone, offering Captioned Telephone users even greater flexibility/control over their own calls.

2004 – In January, Hawaii becomes the first state to offer full service captioned telephone service to its Relay customers. Many more states convert from consumer trials to full Captioned Telephone over the course of the year. By December, the majority of states, nationwide, offer full service Captioned Telephone as part of their standard relay service. Captioned Telephone service is also available nationwide through the Federal Relay Service.

2005 – Expansion is underway at Ultratec's Communications Research Center as interest and demand for Captioned Telephone service continues to soar.

2006 – The FCC approves IP-Based CapTel service, paving the way for people to receive Captioned Telephone captions of their telephone calls using the convenience of the Internet.

2007 – CapTel expands to open a new call center in Milwaukee, Wisconsin. Located in the heart of downtown Milwaukee, the new call center provides expanded service for CapTel users nationwide, while creating hundreds of job opportunities for local residents. Milwaukee Mayor Tom Barrett officially opens the new center.

2008 – Hamilton Relay begins offering Web CapTel service over the Internet. Web CapTel enables people to view captions of their telephone calls in their web browser during their conversations. With Web CapTel, people use whatever telephone they want - their cell phone, business phone, or home service - and still view captions of the call on their computer screen.

2009 – Hamilton begins providing Mobile CapTel. Hamilton was the first provider to introduce single-phone mobile Captioned Telephone service. Hamilton Mobile CapTel allows users to place and receive calls – while reading word-for-word captions – on a single device. Hamilton CapTel for Smartphones can be used anywhere on a single, mobile telephone that is capable of supporting both voice and data simultaneously through a 3G, 4G or Wi-Fi connection.

2009 – The introduction of CapTel 800 provided many new features including the ability to turn captions on/off as needed, adjustable font sizes and colors and a phone book to store frequently called numbers (97 names)

2009 – The release of the 800i with internet access allowed callers to dial CapTel users' phone number directly.

2011 – Hamilton began processing CapTel calls from its Nebraska center. Hamilton was the first relay provider to process CapTel calls out of their own centers.

2012 – Hamilton expanded its CapTel call processing to its Louisiana and Maryland centers.

2012 – With the introduction of Hamilton CapTel for Smartphones, PC/Mac and Tablets, Hamilton Relay is making equal access for all individuals a reality, wherever they are.

2012 – The introduction of the new CapTel 840 and 840i provides many new features for consumers including extra-large, high resolution 7" captions window with adjustable font sizes and colors, a built-in Answering Machine that shows the captions of voice messages and one-touch access to the CapTel Help Line - 24 hours a day.

2012 – CTI expanded its CapTel call processing to Orlando, Florida.

2013 – The introduction of the Hamilton CapTel Call Me Number, a ten-digit, personal phone number that makes it possible to receive captioned calls on an individual's PC/Mac, Smartphone and Tablet, all with just one number.

2013 – The introduction of the 880i with extra-large font sizes & display options are ideal for people with low vision, who have difficulty viewing standard-sized captions.

2014– Hamilton expanded its CapTel call processing to its Georgia center.

2014 – Ultratec release the CapTel 2400i. This is the first CapTel phone featuring touch screen technology. Other features include a large colorful display, dial-by-picture capability, a built-in answering machine and Wi-Fi capability.

2014 – Ultratec releases the CapTel 840 PLUS which has the flexibility to meet users' telephone needs with just one device - whether they have traditional analog lines or IP telephone lines. This product helps address user issues if their telecommunications provider moves to a VoIP platform.

2015 – With the introduction of Braille CapTel users can read word-for-word captions on a dynamic Braille display.

2015 – Hamilton expands its CapTel call processing to its new call center in Wichita, Kansas.

2016 – CTI expanded its CapTel call processing to Appleton, Wisconsin.

2017 – CTI expanded its CapTel call processing to Arlington, Texas.

2017 – Hamilton expanded its CapTel call processing to Pittsfield, Massachusetts.

2018 – Hamilton expanded its CapTel call processing to Columbus, Georgia.

CapTel Technology

For more than 30 years, Ultratec has set the pace in text telecommunications, inventing new ways for people to communicate with one another. Some of Ultratec's breakthrough technologies include:

- CapTel Captioned Telephone
- Using a TTY with a Cellular Phone
- Voice Carry Over (VCO)
- Turbo Code®
- Caller ID in a TTY
- Communication between TTYs and Computers

CTI has the following areas of technical expertise:

- Managing major call centers
- Training CAs to perform Captioned Telephone Service
- Telephony and network engineering
- Captioned telephone technology

Captioned Telephone Services are provided from a combination of Hamilton and CTI's CapTel Service Relay Centers. Hamilton works with CTI to supply adequate staffing to provide CTS users with a highly professional service.

We ensure that the necessary personnel, telecommunications equipment and facilities are in place to comply with the provisions enumerated in this RFP, and other state or federal requirements that affect the provision of CTS in Florida.

Hamilton CapTel Enhancements

We have worked with the Administrators in our CapTel States to seek input on their opinion of CapTel service, identify concerns and pinpoint features or services that they desire to see added to the program.

We are committed to the provision of Captioned Telephone Service and work in many areas in an effort to improve the service and to provide options for Administrators and consumers. Following is a list of our recent enhancements which clearly demonstrate our continued investment in CapTel, our vision of CapTel and our plan to support emerging technology and industry standards.

- CapTel Seats. Hamilton was the first to add CapTel seats and workstations in its own call centers. Integrating the latest in telecommunications technology, we now offer greater diversity and redundancy in our call handling - two key components to ensuring a positive call experience for every user.
- ANI Based Billing for Captioned Telephone Service. We will provide the State of Florida with ANI based billing. This means that the State will only pay for intrastate Florida calls. ANI Based Billing eliminates the need for the unusual usage patterns that would indicate a user is no longer a resident of Florida.
- State-Specific Reporting. **Hamilton was the first to offer this feature.** We will continue to provide state-specific CapTel reporting including the following items:

  - state-specific ASA
  - state-specific Service Level with and without abandons
  - state-specific abandon call information

- Default Amplification Settings. Several state administrators have shared with us their desire to have a choice in the default amplification settings on CapTel devices. We have worked with CTI to make platform changes that allow a state program to configure the units purchased by the equipment program to have 40 decibel minimum turned on or off based on each state's needs. The FPSC can change these settings at any time.
- N11 Dialing Access. We make three-digit dialing available to CapTel users in all Hamilton states. A CapTel user dials the N11 code on their CapTel phone. Based on the CapTel user's incoming ANI, the CapTel platform automatically matches the ANI to the correct N11 10-digit telephone number and places the call for the CapTel user. In order to accomplish this task, we obtained the information to map NPA-NXX information to the correct N11 service center and worked with CTI to integrate in to the CapTel platform. **Hamilton was the first provider to offer this feature.**
- Enhanced Winter Preparedness Plan. We worked with CTI to develop a Winter Preparedness Plan to address staff's ability to arrive to work due to inclement weather. This plan includes providing rides to staff when public transportation is unavailable as well as incentives to work extra hours and even sleeping arrangements at the center
- Spanish Customer Service. With the 840i, 880i or 2400i CapTel phone or with a software upgrade to the 800 model, if the telephone is set to Spanish and the user presses the customer service button, the call will automatically route to the Spanish customer service.
- Spanish Menu Options. Setting the phone to "Spanish" will automatically set the phone menu to Spanish as well. This feature is currently available with the 840i, 880i and 2400i models and is also available with a software upgrade to the 800 model.
- Expanded Customer Service. CTI Customer Service is now available 24 hours a day to ensure that consumers have customer care at all times. On those Holidays that CTI Customer Service is closed, Florida CapTel Customer Service calls will be routed to Hamilton Customer Care for processing. CapTel Customers can also call our CapTel Customer Service number, which is also available 24 hours a day seven days a week.
- Intercept Message. We worked with CTI to implement a courtesy intercept message (other than "waiting for captions") during situations that result in long hold times. The new intercept message says, "Please stay on the line. Your captions will be available shortly."
- CapTel Technology. It is also important to ensure that equipment and technology is tested and upgraded frequently. Hamilton and CTI communicate frequently and review plans to ensure redundancy, including:
  - Replaced servers with ones that have lower power requirements
  - "Going green"
  - Allows for longer power if back-up power is needed

  - New servers allow for more robust monitoring to see signs of trouble before it would affect call processing
- Servers and core switching gear are on a sonnet fiber ring at each location
- 3 diverse fiber networks

Captioned Telephone Staffing

We ensure that adequate staffing will be supplied to provide CTS users, with an average answer speed of 85% of all calls answered within 10 seconds on a daily basis (including during times of increases or spikes in call volume) including abandons. We communicate with CTI frequently to project future demand so all standards can be met. Additionally, as an experienced CTS provider **that processes a majority of our state CTS traffic**, we are in a position to further ensure that staffing needs are met to consistently reach a high answer performance.

Along with adequate staffing, we and CTI provide adequate trunking capacity, CA workstations, and equipment capacity to meet the current FCC Standard of 85% of all calls answered within 10 seconds on a daily basis. Additionally we track the number of CapTel phones distributed to users. Combining this with an average length of each call allows us to predict the number of Captioning Assistants that are needed.

With these pieces in place, we can easily accommodate Florida CTS traffic and additional increases in traffic volume through the contract term. The FPSC will not incur additional cost if expansion is required.

We ensure that the necessary personnel, telecommunications equipment and facilities are in place to comply with the provisions enumerated in this RFP, and other state or federal requirements that affect the provision of CTS in Florida.

711 Via CapTel

We provide voice consumers the ability to call a CTS user by dialing 711 rather than the CapTel 800 number. Voice users can use this on a per-call basis or as an option on the Customer Profile.

Spanish CTS

Intrastate and Interstate Spanish Language Captioned Telephone Services are available to Florida CapTel users from 7:00 a.m. to 11:00 p.m. Central Time. To use Spanish CapTel, the user may either call the Spanish CapTel toll-free number or select the Spanish option under the menu settings. Once selected, calls automatically route to a Spanish captioning CA. Voice users dial the Spanish toll-free access number to call a Spanish CapTel user and have the call captioned in the Spanish language.

Setting the phone to "Spanish" automatically sets the phone menu to Spanish as well. This feature is currently available with the 840, 840i, 2400i and 880i models and is available with a software upgrade to the 800 model.

Spanish Customer Service: With the 840i, 2400i and 880i CapTel phone, or with a software upgrade to the 800 model, if the telephone is set to Spanish and the user presses the customer service button, the call will automatically route to the Spanish customer service.

True Caller ID via CTS

CapTel users in Florida will be provided with True Caller ID which passes along the 10-digit number of the person calling, consistent with FCC requirements. The actual identity of the Calling Party is presented to the Called Party's Caller ID box (True Caller ID). However, if the Calling Party blocks their Caller ID, the Called Party does not receive Caller ID information, functionally equivalent to a normal telephone call. Caller ID information of the Called Party is shown on the CapTel display screen.

Three-way Calling via CapTel

FCC compliant Three-way calling will be available to CTS users in Florida. A standard telephone user can initiate a three-way call to a CapTel user in the following manner:

The party with three-way calling feature on his/her phone line would hook flash to put the other person on hold, and would then dial the national CapTel voice number and give the CA the CapTel user's telephone number or dial the CapTel user direct if a 2-Line CTS user. All three parties would be joined and the CapTel user would receive captions on the call.

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

Call-Waiting via CapTel

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

No charges will be assessed to CapTel users for these local exchange non-basic services beyond what the user pays their LEC for these services.

Speed Dialing via CapTel

Speed Dialing, which is built into the CapTel phone's Dialing Directory, allows users to quickly dial frequently called phone numbers and is available to all Florida CapTel users. To speed dial a number that the CapTel user has saved in the CapTel memory, the user simply presses the button next to the "Memory Dial/Redial" arrow. A list of saved numbers along with the last number dialed is displayed. The user then presses the button next to the number they wish to dial again and CapTel dials the number automatically.

Using Automated (Touchtone) Systems via CapTel

CTS users have access to audiotext, interactive voice response units and answering machines including message retrieval services and can easily receive and/or leave messages on answering machines or voice mail systems with automated menus. The CTS user can press the CapTel number buttons at any time during a call to make selections. The captioning service continuously transcribes what is heard regardless of what the CapTel user is saying or which buttons they press.

Leaving Messages on Answering Machines via CapTel

The CapTel user may begin leaving their message as soon as they see "BEEP" on the display screen or hear the recorded greeting end the same way they would with a regular phone.

Retrieving Voice Mail Messages via CapTel

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

Captioning External Answering Machine Messages via CapTel

CapTel users can receive captions of voice messages left on an answering machine that is near the CapTel phone. Users press the menu button on the CapTel phone until the "Caption External Answering Machine Messages" is displayed. Users place the CapTel phone handset mouthpiece next to the answering machine speaker, and then play the answering machine message aloud, following the instructions on their CapTel screen. When finished, hanging up the CapTel handset causes the "Caption External answering Machine Messages" feature to go off automatically.

Voice-In Calls via CapTel

All voice-in calls to the CapTel Captioning Service receive the following voice greeting:

"Thank you for calling the Captioned telephone service. Please enter the area code and phone number of the person you are calling followed by the pound sign."

CTS Answer Performance

We ensure that 85% of all Florida CTS calls will be answered within 10 seconds on a daily basis, including abandons. We will report Florida-specific daily answer time to the FPSC on a monthly basis.

We ensure that adequate network facilities are used with the provision of CTS so that under projected calling volume the probability of a busy response due to loop trunk congestion is functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

CTS Blockage

We ensure CTS compliance with the P.01 customary TRS industry standard for blockage, which means that no more than one call in 100 will receive a busy signal when calling the Captioning Center at the busiest hour. This will be measured by sampling the number of calls being blocked at a minimum of

every 30 minutes during Captioned Telephone operation and will be reported to the FPSC on a monthly basis.

CapTel Intercept Messages (Emergency Situations)

Intercept messages are provided in the event of a call center evacuation. CTS calls will receive an announcement that says, "Due to an emergency, CAs need to leave the center. Please hang up and try your call later or dial 711 to use TRS VCO."

CapTel Courtesy Message

While recorded messages at the CapTel Service Center are not typically used to answer incoming CTS calls, voice calls are answered by an automated greeting asking for the telephone number, after which the voice user is placed on hold. This ensures the fastest Captioned Telephone Service possible. However, in the event of longer than typical wait times, CTS calls will receive an announcement that says, "Please stay on the line. Your captions will be available shortly." Courtesy messages are built into the Captioned Telephone and messages will appear on the telephone's display.

End User Billing

On August 5, 2020, the FCC released a Report and Order (FCC 20-105) in which it repealed the equal access and billing option requirements for state program telecommunications relay services (TRS) providers.

CapTel users are not charged for local or long distance calls. We will process CapTel calls free of charge. Because relay is not involved in long distance for 2 line CapTel call users may be billed by their long distance providers for the voice portion of the call.

CapTel Call Billing Record

Each call detail record is functionally equivalent to that of a non-CapTel Relay Service and captures accurate jurisdictional information so that each call is billed to the appropriate entity, i.e. to the State or to the Interstate TRS Fund. CapTel Call Detail Records contain the following information:

- Call date
- Originating telephone number
- Terminating telephone number
- Starting time of call
- Ending time of call
- Call duration for billing purpose
    - Based on conversation time, the time in minutes and seconds, from the moment when the relay center is connected with the called telephone number and conversation begins until the caller hangs up.
- If necessary, phone number, calling card or credit card number to be billed

The CapTel service is capable of processing calls that are interstate in nature. All interstate call minutes, including international calls, are billed to the Interstate TRS Fund and will be reported monthly to the FPSC.

CapTel Network Access

We ensure that the CapTel will allow Captioned Telephone users to place all network call types commonly supported by TRS including intrastate, interstate, and toll-free and pay per call services. The only exception is single line 9-1-1. Because 911 calls placed using one-line Captioned Telephone are **not** routed through the captioning service, this requirement does not apply to CapTel.

CapTel N11 Dialing Access

We made three digit dialing available to CapTel users in all Hamilton states. A CapTel user dials the N11 code on their CapTel phone. Based on the CapTel user's incoming ANI, the CapTel platform automatically matches the ANI to the correct N11 10-digit telephone number and places the call for the CapTel user. In order to accomplish this task, we obtained the information to map NPA-NXX information to the correct N11 service center and worked with Captioned Telephone, Inc. (CTI) to integrate into the CapTel platform. **Hamilton was the first provider to offer this feature.**

CapTel Regionally Restricted Numbers

Hamilton ensures that CapTel users in the State of Florida will have access to regionally restricted 800/888/877 numbers and pay for service numbers including business offices of local telephone companies that have special prefixes.

Dialing 911 in an Emergency – Two-Line CapTel

When calling 911 using 2-Line CapTel, one line is routed directly to the appropriate 911 center which receives the caller's ANI information directly from the network in the same way as a non-CTS call. The second line is routed through the captioning center. This allows the user to receive captions on one line and hear the conversation on the other line.

Dialing 911 in an Emergency – Single Line CapTel

When calling 911, the single line CapTel user's call is automatically routed to the appropriate 911 center because the call was placed from the user's home line. Single Line CapTel 911 calls are **not** routed through the captioning service. This means:

- There are no delays in accessing emergency personnel, as calls are directly connected to a 911 call center.
- Emergency 911 Services will know the ANI of the caller and be able to locate the individual and send appropriate help, based on the location from which the CapTel call is placed.
- Emergency 911 calls are **not** captioned in the same manner that regular CTS calls are.
  - The CTS user speaks directly into the handset as with any other CTS call.
  - The 911 dispatcher is able to hear everything the CTS user says but the CTS user may not be able to hear the dispatcher.
  - The dispatcher can type instructions on a TTY, which will appear on the CapTel display screen.

CapTel Training

CapTel CAs are required to have the requisite experience, expertise, skills, knowledge and education; and are adequately trained to accurately caption in a professional manner the words spoken by the hearing party without intervening in the communication between the parties. CTI and Hamilton have a detailed CA training plan in place to ensure that all standards as applied by the FCC to the provision of CTS are met by each CapTel CA.

CapTel Training Overview

CapTel Captioning Assistant (CA) Training includes comprehensive training on the CapTel Service Workstation equipment and other instruction including live call handling experience. Prospective CAs are required to meet all of the CapTel, Inc. standards for becoming a CA. These standards include the ability to consistently meet call-handling skills such as word per minute averages, accuracy averages as well as attendance and attitude standards as set by CapTel management.

Training consists of ten days of classroom and hands on training. If all CapTel captioning standards are met, training continues with five days of transition training being mentored by a qualified CA monitor. At any time if a prospective CA does not demonstrate the ability to achieve the expected standards, they may be removed from the training group and terminate employment.

CapTel Orientation

CapTel Orientation includes Training Team introductions, building tour, required employment paperwork, introduction to call center policies, confidentiality requirements, and expected standards that must be met to pass training.

Training Class

CapTel training is an interactive class combining video and hands on instruction. Each class introduces a new skill set and allows the trainee time to apply those skills. Skills are introduced starting with building a basic voice profile and incorporating more complex skills each day that build on the previous day's information.

A simulation program is used to provide the CA with a live captioning experience. The simulator allows individuals to listen to various pre-recorded scripts that simulates the conversation or voice of the hearing person and allows the CAs to practice the appropriate captioning skills. Once all of the skills sets have been taught, CAs are provided an opportunity to shadow live calls and gain exposure to actual speed and content of calls being made by clients.

During the second week of training, standardized timings are given to CAs to determine the aptitude of the CA's captioning skills. Each CA is required to successfully pass two rounds of timings consecutively prior to handling live calls. Timings allow trainers to evaluate the level of accuracy and speed of CA to determine if they are able to meet and maintain our quality standards. CAs are timed each day and progress is reviewed until a CA meets the expected standards or it is determined the individual is not suited for the position.

CapTel Customer Awareness Training

CapTel training includes Customer Awareness Training, including training related to meeting the communication needs of consumers who are deaf, hard of hearing and who have difficulty speaking and operations of telecommunications equipment.

Training Transition & Graduation

CAs that meet the required quality standards through the standardized timing program are placed on the production floor with an experienced and qualified CA Coach. The CA Coach provides 1-on-1 coaching for every call processed by the trainee. Trainees are evaluated on live call processing and are required to meet a progression of quality standards throughout the week before graduating to the call floor to process calls independently.

CapTel Ongoing Training

CapTel CAs receive ongoing training throughout their employment. This includes:

- Monitoring on each shift. If they need additional training or re-training, they are taken off line and given the necessary training.
- Training on new features and capabilities of CTI's CapTel service platform including new or improved voice recognition systems used.
- Ongoing testing through the administration of Timing Scripts in a test environment.

In addition, CAs are periodically monitored while processing live calls. The scores of each CA are maintained in a database. No other information regarding conversations is kept at any time.

CapTel Quality Assurance Including Training and Monitoring

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

After initial training, CapTel trainees are tested through the administration of timing scripts in a test environment. Each CA is required to successfully pass two consecutive rounds of timings prior to handling live calls. Trainees are also required to meet specified monitor scores when being evaluated on live call processing.

CAs are tested through the administration of Timing Scripts in a test environment. CAs are also 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. The CA testing program requires a proficiency level for CapTel CAs of 130 WPM speed of transcription with a 98% accuracy requirement in a testing environment. Accuracy is the percentage of error subtracted from 100% of text received. Errors are words that materially change the context of the sentence, including missing words of sentences.

CapTel CAs receive necessary ongoing training. 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. CAs also receive training on new features and capabilities of the service platform including new or improved voice recognition systems used.

Testing results will be made available on site to the FPSC periodically for review. Note that this is a testing program only and does not guarantee speed or accuracy levels for actual CapTel Service.

CTI also has reporting mechanisms and alarm systems to detect and record failures.

Third Party Quality Assurance Captioned Telephone Testing

As an additional and important quality control tool, we utilize Cositics to provide third-party, independent evaluations of Captioned Telephone service. Cositics is a well-respected auditing firm who is experienced in evaluating relay performance.

Cositics provides an annual Captioning Telephone Service Performance Index (the Index) where auditors measure vital details on every test call; ranging from missing details, spelling errors, words changed or missing, to total errors. The Index is an independent comparative study of all major Captioned Telephone Service providers in the US, ranking providers based on their score in each performance category.

We thoroughly analyze the results of the Index to not only see how we stack up against other captioning services but more importantly, to ensure that we continue to provide the quality service our customers are used to receiving. We continue to be a leader in overall captioning accuracy, which demonstrates our focus on critical service components that significantly impact the customer experience.

The Cositics CTS Index is divided into two areas which were audited separately, evaluating performance for browser-based and for device-based Captioned Telephone Service. Our stellar performance in both areas is highlighted below.

Hamilton continues to showcase its stellar performance in numerous key performance indicators.

Device-Based Captioning Solutions

Hamilton's 2020 CapTel call processing accuracy is showcased in its first place finish in the following key categories:

- Overall accuracy*
- Average errors per call
- Total missing sentences
- Average words changed
- Average words missing
- Average missed correction opportunities
- Average vital details missing

- Average vital details changed
- Average vital details not corrected
- Average Incorrect Additions*

According to the Cositics 2020 Captioning Telephone Service Performance Index

Hamilton continues to be a leader in the overall accuracy of Captioned Telephone calls.

Hamilton improved on its already stellar performance from last year in the following areas:

- Average corrections
- Average words changed
- Total spelling errors
- Average captioner typed incorrectly
- Average vital details not corrected
- Average vital details changed
- Average session time

Browser-Based Captioning Solutions

Hamilton CapTel placed first in the following categories:

- Connect time
- Average non-vital details corrected
- Overall accuracy*

Hamilton improved on its already stellar performance from last year in the following categories:

- Average connect time
- Average non-vital details corrected
- Average session time
- Average captioner typed incorrectly
- Average speaker unclear
- Average speaker unclear missing words

The CTS Performance Index is designed to measure the customer experience. Our results are a testament to the commitment we have to providing the best customer experience possible.

*Tied - within the Error of Estimation (EoE). One or more competitors maybe within the EoE. – Cositics

CapTel Customer Service

CapTel Customer Service is available through the following toll-free numbers, which are accessible from anywhere in the United States:

- 888-269-7477 Captioned Telephone (Voice and TTY)
- 866-670-9134 Captioned Telephone (Spanish-to-Spanish)

CapTel Customer Service is staffed 24 hours a day including weekends with the exception of the following holidays: Labor Day, Memorial Day, Independence Day, Thanksgiving, Christmas, New Year's Day and Easter. On those holidays Florida CTS customer service calls will be routed to Hamilton Customer Care based on ANI. Expression of concerns and requests for assistance can be submitted via email, phone, or fax. Florida CTS Customers can also call Hamilton Customer Care directly, which is available 24 hours a day seven days a week, 365 days a year.

Spanish Customer Service: With the 840i, 880i or 2400i CapTel phone, if the telephone is set to Spanish and the user presses the customer service button, the call will automatically route to the Spanish customer service.

Change of CapTel CA

We comply with the State and FCC's requirement regarding change of CAs for CapTel.

We would like to explain the impact of COVID-19 restrictions, including social distancing requirements, on our call takeover ("CTO") procedures. In normal circumstances prior to COVID-19, CAs occasionally were switched out for another CA due to a variety of reasons after processing a call for at least 10 minutes. The CTO was virtually transparent to the user because the new CA physically sat down at the same workstation that the other CA previously occupied. Because of social distancing requirements due to the pandemic, that practice was suspended. As a result, there are practical challenges presented by the inability to handle CTOs in the normal fashion. These challenges also present themselves in a work-from-home environment.

We have instituted several methods for resolving CTO issues while still following social distancing guidelines.

CapTel CTOs are only allowed in the event of an urgent need for relief.

- 1-Line CapTel:
  - the CTO process is more complex due to the limitations of the PSTN architecture, because the captions and the voice portion of the call travel over the same telephone line. When a CTO is needed, there is no technically feasible option other than to direct the user to end the call and dial again.
- 2-Line CapTel, in which one line is dedicated to the captions and the second line is dedicated to the voice part of the call:
  - when a CTO is needed, the user is simply directed to press the captions button and a new CA takes over the call with minimal disruption to the call flow.

CapTel CAs 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 ten minutes when answering and placing a call;
- CapTel personnel will have the requisite experience, expertise, skills, education, knowledge and training to perform CapTel Services in a professional manner.

CapTel Confidentiality Policy

CapTel CAs adhere to strict policies of confidentiality which comply with all FCC confidentiality requirements. The success of CapTel depends on quality and complete confidentiality as consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence. CapTel CAs do not discuss the contents of captioned calls, caller identifying factors, calling points, or other information about captioned calls other than what is necessary to train other CAs. CapTel CAs are also prohibited from intentionally altering a relayed conversation.

The only information collected is personal information necessary to provide and bill for the Captioned Telephone Service being rendered. Information obtained during a CTS call may be shared with a member of the CapTel management staff who has asked for specific information which may be needed to clarify technical, policy, emergency, or customer service issues. Information about call content is discussed in a private area only.

The CapTel Service is isolated to assure confidentiality standards are upheld. Equipment and structural accommodations made to the CA workspace ensure the confidentiality of CTS user's calls, preventing the CTS users on one call from overhearing a CA processing another call.

Following is a Confidentiality Agreement that all CapTel Captionists are required to sign prior to taking any live calls.

Confidentiality Agreement

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

I have read the above Confidentiality Policy and understand a breach of confidentiality will result in disciplinary action up to and including termination of employment at CapTel, Inc. I recognize the serious and confidential nature of my position and therefore promise to abide by these guidelines.

Employee Name_____

Date_____

CapTel CA Counseling

If a Captionist feels the need to "vent" about a call due to problems, complaints or stress from handling a call they may ask to speak to a Supervisor or other member of management in a private area. CapTel CAs also have access to counseling when needed. In situations that require counseling it is necessary that the confidentiality of each call remains intact. However, general call information may be shared to clarify, vent, or teach.

CapTel Complaint Resolution

CapTel Customer Service is staffed 24 hours a day including weekends with the exception of the following holidays: Labor Day, Memorial Day, Thanksgiving, Christmas, New Year's Day and Easter. On those holidays Florida CapTel customer service calls are routed to Hamilton Customer Care based on ANI. Expression of concerns and requests for assistance can be submitted via email, phone, or fax. Florida CapTel Customers can also call Hamilton Customer Care directly, which is available 24 hours a day seven days a week, 365 days a year.

Caption Telephone Inc. (CTI) has established procedures for handling complaints regarding Captioned Telephone Service whether they contact the CapTel Customer Service Department directly, Hamilton Customer Care, or the regulatory body. Working with CTI, we respond to all complaints, service, network or equipment inquiries from users, and/or the FPSC in a timely and professional manner. Each complaint is addressed promptly by one of CTI's representatives with the goal of 'same day service' when technically feasible. The CapTel Customer Service Department documents follow-up information and resolution for any complaint that is not handled within 24 hours.

If a CapTel customer contacts Hamilton Customer Care we are just as committed to handling their complaint, even after hours, and will act immediately to resolve their issues. We will ask the customer for any pertinent information regarding the complaint and explain that Customer Care will contact them again after investigating the complaint. We maintain customer contact information for handling and escalating complaints, and service, network or equipment failures.

CTI reports all complaints to our Customer Care Department. Complaints, including their resolution, are logged in our Customer Care database and retained throughout the life of the contract or until the next application for certification is granted.

We report all complaint activity to the FPSC on a monthly basis. These reports include:

- The number of customer service inquiries categorized by topic areas
- A separate log of complaints and compliments with the date the complaint or compliment was logged
- The nature of the complaint or compliment
- The date of resolution and how it was resolved
- A Record ID number to enable the FPSC to quickly and easily identify the details of those particular complaints

$75 Self-Purchase Program for Customers

If so desired, we will provide CapTel phones for just $75.00 (normally a retail value of $495) to consumers directly (the CapTel 880iB with Braille capabilities not included). End users can make use of a 90-day trial period, which guarantees that if they are not entirely happy with CapTel, they can return the phone for a full refund within 3 months. To obtain a CapTel phone, end users simply submit a completed order form to WCI (Weitbrecht Communications, Inc.) which we will make available via the CapTel website and through our Customer Care Department.

$75 State Equipment Distribution Program

We have received a great deal of feedback from Administrators in the States we provide CapTel Service asking that $75 phones be made available to state equipment distribution programs. We have arranged with WCI to offer CapTel devices to State Equipment Programs as part of the per-minute rate. We are pleased to offer this program to the state of Florida.

Ultratec Limited Warranty

The $75 price includes a 5-year limited warranty (no additional extended warranties)

- If customer calls with a problem that requires repair, Ultratec will send a replacement like-new CapTel unit to the customer at no cost.
- The customer packs the old CapTel in the same box and sends back to Ultratec (at no cost).
- The Customer keeps replacement unit as their new CapTel phone to use.
- Phones that come in are repaired and re-issued as part of the Replacement Program.

CapTel Redundancy/Switching System

No other contractor can provide the level of redundancy that we do. Processing CTS calls from **thirteen geographically dispersed locations** provides a level of redundancy and assurance to our states that they are unable to obtain from any other contractor. This is just one more area where Hamilton CapTel is unmatched!

Each CapTel Service Relay Center is equipped with redundant systems for power; utilizing a combination of battery backup, commercial UPS supply, and/or auxiliary generator to supply uninterruptible power to the CapTel Center for a minimum of 8 hours. Redundant systems for power include ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

It is also important to ensure that equipment and technology is tested and upgraded frequently. CTI has made the following recent changes:

- Replaced servers with ones that have lower power requirements
  - Going "green"
  - Allows for longer power if back-up power is needed
- New servers allow for more robust monitoring to see signs of trouble before it would affect call processing
- Servers and core switching gear are on a sonnet fiber ring at each location
  - 3 diverse fiber networks
- Added a second data center so if one goes down, the other takes over and has the ability to run all CapTel centers

CTI has developed a complete plan for dealing with natural and man-made problems including but not limited to terrorism and phone line cut accidents. The plan, described in detail below, details the level of escalation, which will be employed to deal with the problem and restore service. CTI's plan is designed to ensure that no aspect of relay service is impaired.

CapTel Switching System

The CapTel switching system includes a redundant Central Processing Unit (CPU) on "hot stand-by" to ensure that no calls are dropped due to processor failure. The switching system also includes:

- A full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities
- On-line monitoring
- Real time programming capabilities which will not take the system off-line
- The ability to perform preventative maintenance without taking the system off-line

An inventory of spare critical components is maintained on site to ensure the required levels of service are met.

CapTel Disaster Recovery/Continuity of Operations/Pandemic Plan/Winter Emergency Preparedness Plan/Network and Data Security

Along with our subcontractor, CTI, we have developed contingency plans for maintaining 24/7/365 CapTel operational status. This includes a complete plan for dealing with natural and man-made problems including but not limited to terrorism and phone line cut accidents. The plan details the level of escalation, which will be employed to deal with the problem and restore service. This plan is designed to ensure that no aspect of relay service is impaired.

- In the event of a disaster affecting CapTel centers, we would follow specifically outlined procedures in which we will act immediately to restore service to CapTel users. As an added layer of protection, we will advise CapTel users to dial 711 to use their phone in VCO mode. We will notify the TRS Administrator immediately if a major problem occurs.
- CTI has also developed a Winter Emergency Preparedness Plan for when the CapTel Call Centers are faced with inclement weather that affects the staff's ability to arrive to work.
- CapTel Inc. has installed and maintains a number of different security measures to protect the privacy of CapTel calls, access to CapTel systems, and to protect the integrity and unauthorized access to customer data.
- All CTI centers are interconnected in order to provide back-up service for each other. Equipped with redundant systems for power, switching equipment, call processing servers, data network servers and LAN gear, most equipment failures can be corrected quickly at any CapTel call center, avoiding complete loss of service.
- Additionally, all Hamilton CTS locations are equipped with redundant power systems.

Processing CTS calls from a combination of thirteen geographically dispersed centers provides Florida with a level of redundancy unmatched by any other captioned telephone provider – a key component to ensuring a positive call experience for every CTS user.

2-Line Captioned Telephone Service

By using two telephone lines, the CapTel users listen to their conversation on one line while receiving typed text from the captioning service on the other line. 2-Line Captioned Telephone Service truly enhances the functional equivalency and quality of Captioned Telephone Service, including:

- There is no separate telephone number for voice callers to remember because calls are direct between parties; standard phone user's simply dial the user's phone line directly instead of dialing an 800 number and accessing the captioning service.
- 2-Line CapTel supports enhancements that users have purchased from their local telephone company, including call waiting and Automatic Call Back (*69)
- Captions can be turned on or off at any time during the call

- Multiple users in the same location can enjoy a conversation via another extension in the home or office.
- Captioning is available on emergency 911 calls; when calling 911 the 2-Line CapTel users' call is routed through the captioning center allowing the user to receive captions on one line and hear the conversation on the other line.

Requirements for 2-Line CapTel Service

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

Single-Line CapTel versus Two-Line CapTel

	1-Line CapTel	2-Line CapTel
Number of Lines For those with only digital phone service, additional options are available. For more information visit www.hamiltoncaptel.com or call 888-514-7933.	Requires one standard (analog) telephone line or DSL with an analog filter.	Line 1 (voice) can be an analog telephone line or DSL with an analog filter, Digital Cable or VoIP line. Line 2 (captions) must be an analog telephone line or DSL with an analog filter.
How Calls are Managed	Spoken conversations and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.
Captioning	Captions must be turned on prior to dialing the number to call. A red light indicates that captions are "on".	Captions can be turned on or off at any point in the conversation.
Outgoing Calls	Outgoing calls are automatically routed through the CapTel call center.	Both incoming and outgoing calls are automatically routed through the CapTel call center.
Calling a CapTel User	People calling the CapTel user must first dial the toll free number for CapTel; then dial the CapTel user's phone number when prompted.	People calling the CapTel user dial that person's number directly.

	1-Line CapTel	2-Line CapTel
Calling Features	Call-waiting and automatic call back (*69) are not available.	Call-waiting and automatic call back (*69) can be used.
911 Calls Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911.	Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the CapTel call center. Calls are processed as VCO calls whereby the 911 call-taker can hear everything you say, and then types his/her response, which appears on the CapTel display screen. You speak directly into the handset, as you would with any other CapTel call. Note: VCO stands for "Voice Carry Over", a service that allows callers to speak for themselves and read typed responses.	Calls placed to 911 are captioned through the CapTel call center. Spoken conversation is received through one line, while captions are provided through the second line.

Internet Protocol CapTel Service (IP CTS)

We provide FCC compliant IP CTS whereby users have the option of receiving captions on a CapTel phone, PC/Mac, Smartphone or Tablet. Hamilton CapTel offers a complete suite of solutions for home, office and mobile telephones that provide real-time, word-for-word captions of everything that is said during a call.

We will continue to meet all FCC requirements in operating our IP CapTel and will abide by all FCC requirements and waivers. Today, the Interstate TRS Fund is paying for IP CapTel Service minutes.

CapTel 840i

The CapTel 840i uses your telephone service to provide voice and a high-speed internet connection to provide captions. The 840i has the following enhanced features:

- Extra-large, high resolution 7" captions window with adjustable font sizes and colors
- Built-in Answering Machine shows the captions of voice messages
- Time stamps Answering Machine messages and conversations
- One-touch access to the CapTel Help Line - 24 hours a day, 7 days a week (a dedicated button automatically connects the user to Customer Service)
- Phone Book allows for storage of 97 names and numbers
- Adjustable volume control (up to 40dB gain) for captioned calls. AES encryption for optimal security and privacy

- Speed dial keys for one-touch dialing of frequently called numbers
- Wi-Fi compatible for use anywhere in range of the user's wireless network.

CapTel 2400i

We offer the 2400i for those individuals that prefer a touch-screen navigation for on-screen menus. The 2400i has a larger size and feel of a modern business phone and has the following enhanced features:



- Large, 10" touch-screen display
- Multiple font sizes and colors
- Captions can be turned on/off as needed
- Custom tone control for optimal hearing
- Built-in Answering Machine with captions
- One-touch access to CapTel Customer Service
- Phone Book allows for storage of 97 names and numbers
- Speed dial keys for one-touch dialing of frequently called numbers
- Dial-by-Photo capability
- Wi-Fi compatible for use anywhere in range of the user's wireless network.
- Built-in speaker phone with adjustable volume for hands-free calling
- Bluetooth connectivity

CapTel 880i

The 880i's extra-large font sizes & display options are ideal for people with low vision, who have difficulty viewing standard-sized captions. The 880i has the following enhanced features:



- Extremely large display screen
- Extra-large font sizes/options for optimal viewing
- Captions can be turned on/off as needed
- Callers dial CapTel user's number directly
- Built-in Answering Machine
- One-touch access to CapTel Customer Service
- Phone book to store frequently called numbers (95+ names)
- Wi-Fi compatible for use anywhere in range of the user's wireless network.
- Speed dial keys for one-touch dialing of frequently called numbers

CapTel 840 PLUS

The CapTel 840 PLUS has the flexibility to meet users' telephone needs with just one device - whether they have traditional analog lines or IP telephone lines. This product helps address user issues if their telecommunications provider moves to a VoIP platform.

CapTel 880iB

Also referred to as "Braille CapTel", the 880iB is specifically designed for braille readers who have difficulty hearing over the phone, braille CapTel users can read word-for-word captions on a dynamic braille display.



With Braille CapTel, the user connects their Braille display reader (sold separately by other vendors) to the CapTel 880iB via Bluetooth or with a USB cable. During their calls, the CapTel 880iB displays captions of everything the caller says on the Braille display for the user to read in Braille.

Braille CapTel users can read captions at their own speed, scrolling through captions using the buttons on the braille device. The Braille CapTel phone works with a headset, neck loop or T-coil for hands-free use.



Hamilton CapTel For Business™, Interconnected by Tenacity

Exclusively from Hamilton is a CapTel solution, designed specifically for the workplace. Hamilton CapTel for Business allows businesses to seamlessly integrate CapTel into the Cisco® VoIP environment through the installation of the Hamilton CapTel phone application. No additional equipment is required.

Designed to work at work, business professionals using Hamilton CapTel for Business experience a familiar, natural flow of conversation – with the added clarity of word-for-word captions – even on conference calls!

Hamilton CapTel for Web

Hamilton CapTel for Web is an innovative way to access captioned telephone service via the Internet with a computer and any telephone (i.e. landline, cell phone or smartphone). CapTel users read captions of what is said on their PC/Mac, while listening and talking over their desired telephone.

Hamilton CapTel for iOS and Androids

Hamilton CapTel for Smartphones can be used anywhere on a single, mobile telephone that is capable of supporting both voice and data simultaneously through a 3G, 4G or Wi-Fi connection and is available on most smartphone devices and networks. We have launched Hamilton CapTel for Smartphones via the iPhone App, and the Android App.

Recognizing the importance of mobility, Hamilton CapTel for Smartphones allows users to place and receive calls – while reading word-for-word captions – on a single mobile device. We were the first provider to introduce single-phone CapTel service on smartphones.

Individuals using Hamilton CapTel can use their Tablet and any telephone (i.e. landline, office, cell phone, smartphone) to place calls using the Hamilton CapTel App. CapTel users read captions of what is said on their Tablet, while listening and talking over their desired telephone. Hamilton CapTel for

Tablets can be used anywhere using an Android or iOS Tablet with a connection to the network via a cellular carrier or Wi-Fi along with any telephone service.

With Hamilton CapTel for Web, iOS and Android, Hamilton Relay is making equal access to all individuals a reality, wherever they are.

CapTel Conclusion

If awarded the contract, the CapTel program will serve all existing End Users in Florida and will allow an unlimited number of users every month if desired by the FPSC.

We are more than qualified to manage Florida CapTel for the FPSC. We have all the resources needed to be successful in Florida. We have the people, outstanding financial resources and a strong desire to deliver the best possible service to CapTel users in Florida.

We look forward to providing our industry leading level of CapTel Service to the State of Florida.

The provider shall conduct monthly test calls on live calls using a statistically valid sample of its 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.

We have a Quality Assurance Plan which includes conducting, quantifying, recording, and scoring on a monthly basis its own separate quality assurance test call results. In addition, CTI has a similar plan in place.

We also utilizes Cositics to provide third-party, independent evaluations of Captioned Telephone service. Cositics is a well-respected auditing firm who is experienced in evaluating relay performance.

We carefully examine the results of all these calls to identify root causes in order to improve the quality of service for all Captioned Telephone users. Results shown above under **Third Party Quality Assurance Captioned Telephone Testing** showcase our superior captioned telephone call processing.

We will provide the State with summaries of our monthly Quality analysis which includes accuracy percentage and words per minute scores from Hamilton's monthly evaluation test calls. We will also share the results of the annual test calls Cositics performs for Hamilton.

21. Turbocode™

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

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

Turbo Code

As an enhanced protocol, we provide Turbo Code as part of our base price. Turbo Code is faster than Baudot (similar to "real-time"). Turbo Code also allows for "interrupt" capability while one party is still typing. Our modems auto-detect the relay user's equipment for Turbo Code; if found, we automatically connect in "Turbo Code" to the relay user. Relay users are able to automatically connect "Turbo Code" on every relay call type.

Enhanced Turbo Code

Enhanced Turbo Code brings the relay experience much closer to being functionally equivalent with traditional voice calls. Relay users whose TTYs include E-Turbo (the TTY must be E-Turbo capable) merely push a "relay" button, then dial the number of the person they are calling directly.

E-Turbo equipped TTYs store user specific data (the user has total control over this data), and handles the details of connecting to the relay service; automatically transmitting caller preferences, such as VCO preference, CA gender preference etc. Each time a relay call is placed, these details are automatically passed on from the E-Turbo TTY to the Relay Service. Because this exchange is done automatically "behind the scenes," the need for the TTY caller to "set up" the call with the CA is eliminated.

22. Speech to Speech

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

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

Speech-to-Speech

Speech-to-Speech (STS) service is especially useful for people who have difficulty speaking or being understood on the telephone. STS involves specially trained CAs who are familiar with the speech patterns of a wide variety of individuals who have difficulty being understood. STS users are able to communicate withs standard phone users and other relay users such as VCO, HCO, TTY, 2LVCO, or other STS users. We only use specially trained CAs to process STS calls.

Speech-to-Speech Proficiency

In order to become a STS CA, an employee must pass the same proficiency tests as traditional CAs and demonstrate the ability to understand a variety of difficult speech patterns by passing an additional speech recognition proficiency screening.

STS Speech Recognition Screening

To assess the CA's ability to understand the irregular speech patterns of people with speech disabilities, a screening test is administered to STS CA applicants. This screening tool is an audio tape with various sentences spoken by different individuals with a variety of speech difficulties including the following:

- Phrases spoken by a person with a severe speech disability;
- Phrases spoken by a person with a moderate speech disability;
- Phrases spoken by a person with a mild speech disability;
- Phrases spoken with the assistance of an augmentative communication device.

A STS CA candidate revoices each of the scenarios above and must achieve a score of 80 percent or higher to be eligible to become a STS CA. Please see below for a sample of the STS screening test.

Hearing Acuity

Each STS CA candidate is tested for hearing acuity by a licensed Audiologist to ensure qualification for calls. Hearing acuity levels follow:

- Score 88% or higher in each ear using a 50-word, W-22, or NU6 speech recognition test.
- Hearing acuity averaging 35dB or lower in each ear using a pure tone sensitivity test at 250 Hz, 500 Hz, 1000 Hz, 2000 Hz, and 4000Hz.
- A state-licensed or CCC-A certified audiologist using calibrated equipment administers the speech recognition tests and pure tone tests.
- If a STS CA does not meet the hearing acuity levels defined above, we assess the candidate for specific skills, experience, or other expertise that qualify them to function as an STS CA.
- Our CA headsets have adjustable volume controls which support a wide range of hearing frequencies in excess of the hearing acuity levels noted above.

Speech-to-Speech Training

As stated previously, prospective STS CAs must meet stringent requirements before being accepted into the STS Training Program, including:

- Pass the same tests as traditional CAs
- Meet the strict STS criteria
- Pass a STS exam by successfully demonstrating the ability to understand a variety of speech patterns
- Demonstrate their fluency in English
- Complete specific testing of English language skills, specifically vocabulary, grammar and syntax as well as speech comprehension
- Be tested for hearing acuity by a licensed Audiologist to assure that they are competent to understand people with a variety of speech patterns.

Once a candidate has met a list of stringent prerequisites to be accepted into the STS program, they receive specialized STS training in which they:

- Learn about speech disabilities
- Are given specific strategies to use in order to facilitate calls between STS users and end users
- Receive detailed training on STS policies and procedures
- Receive eight hours of instruction from a certified Speech Language Pathologist, focusing on the anatomy and mechanics of speech production and effective communication strategies

Speech-to-Speech Training Course Catalog

- Core Units
  - History & Purpose of Speech-to-Speech
  - STS CA Role
  - Call Handling Options
  - SLP Training: Speech and Language Impairments

- Skill Training
  - Patience & Sensitivity
  - Context & Memory
  - Dictated Messages
  - Enhanced Technical Features
  - CA Support & Intervention
  - Communication Strategies
  - Revoicing

- Call Type Training
  - Call Types: STS with Voice (or HCO) Users
  - Call Types: STS with TTY Users
  - Call Types: STS with VCO Users
  - Call Types: AAC/SGD Users
  - Call Types: Other Call Types

- Augmentative and Alternative Communication
  - SLP Training: Augmentative and Alternative Communication (AAC)
  - SLP Training: Augmentative and Alternative Communications (AAC) Systems
  - SLP Training: Augmentative and Alternative Communication (AAC) Symbols

- Additional Training
  - SLP Training: Strategies to Improve Performance and Understanding
  - Mentored Call Handling I-V

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

Speech-to-Speech Qualifications

Each STS CA spends hours listening to live calls with an experienced STS CA (Mentor), observing and learning our consumer's speech patterns. When the new STS CA feels comfortable and has demonstrated success in comprehension of our consumers' speech patterns as witnessed by the STS Mentor or the STS Supervisor, the STS CA may begin to relay calls independently with the Mentor or STS Supervisor acting as an observer and helper.

Quarterly Speech to Speech Text
Part 1 True or False

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

1. The caller can request a different CA? True or False
2. The caller can request a different gender CA? True or False
3. The caller can request a specific CA? True or False
4. The person with the speech disability is the person who decides if the CA should revoice or not. True or False
5. The CA can voice the name and number of the speed dial selected? True or False

The new STS CA is not allowed to relay STS calls alone until they have demonstrated an acceptable level of comprehension with most consumers. Even after that level of comprehension has been reached, the new STS CA is regularly observed by the Mentor or STS Supervisor in order to ensure quality performance and progress.

Assessments

Before processing STS calls, each STS CA is tested to measure their ability and are retested quarterly. These assessments consist of audio tapes designed to measure the CA's ability to understand a variety of speech patterns. The assessments also include a written test designed to measure understanding of STS policies and procedures, and their ability to apply them to specific situations. Please see sample tests below.

Speech to Speech Quarterly Quality Assessment

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

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

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

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

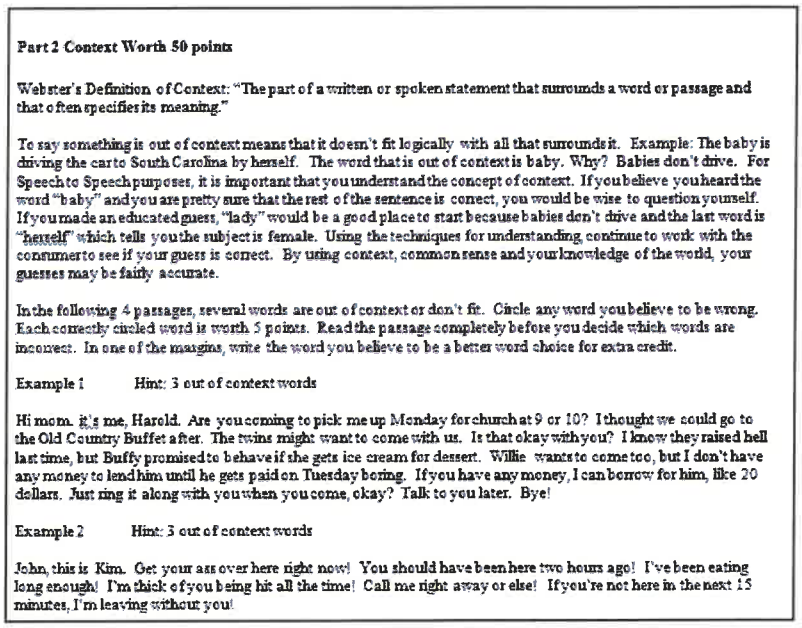
4. A consumer says please call _____ and tell them _____ is calling. List at least 3 techniques you would use to help understand the person's names.

STS Assessment Records

Test results are summarized and documented (without the use of CA names) so that the State can verify and analyze test results without violating personnel confidentiality. The STS CA scores are categorized in the following manner:

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

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



Part 2 Context Worth 50 points

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

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

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

Example 1 Hint: 3 out of context words

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

Example 2 Hint: 3 out of context words

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

Speech-to-Speech Call Processing

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

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

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

STS users can leave messages on answering machines or other voice processing systems. STS CAs are instructed to wait a few seconds after hearing the answering machine "beep" in order to allow the STS User to leave a message. STS callers can also dictate a message to the STS CA in advance so that the STS CA can recite a prepared message to an answering machine.

Call Set Up via Email

Our STS services also include Call Set Up via E-mail whereby an STS or VA-STS user emails Hamilton prior to their call. The STS user can share presentation material, attendee lists, or other information to make the call smoother for the user. We have received very good feedback from STS users on the benefits of these features.

STS Stored Message

STS callers can dictate a message to the STS CA in advance so that the STS CA can recite a prepared message to an answering machine. Our STS Preferences allow temporary dictated messages to be saved

for 2 hours after the completion of a call, in case that dictated message may be needed again. The message is associated with the ANI, so if the caller dials Florida Relay from the same number within the next 2 hours, that message is still available for use.

If the STS user does not dictate a message and an answering machine or service is encountered, STS CAs are instructed to wait a few seconds after hearing the answering machine "beep" in order to allow the STS user to leave a message. If the user does not leave a message, the STS CA will disconnect from the answering machine and ask the STS user if they would like to leave a message. If so, the STS CA will allow the STS user time to dictate the message, and then will redial the same number and leave the dictated message on the answering machine.

STS Profile

We provide STS users the same profile and features that are available to other relay users including a speed dial list. A relay user simply gives the name of the person to call to the CA, and the CA will repeat the name and state the number of the person to call. STS customers can also provide specific instructions to the CA on a per call basis. We will transfer this information to a new STS provider prior to the end of the contract.

Following are additional Speech-to-Speech options that are available for STS customers, which includes the preferences contained in RFP **Section B.9.p** and more.

- Mute or not mute transmission of the STS user's voice to the other party
- STS relay users can set-up their profile to include contact information by hours of availability and location. This allows a hearing user the ability to ask for the STS user by name and be automatically connected with them at their registered location based upon the hour of the day and day of the week.
- Retain information from one inbound call for subsequent calls
- 411 – the ability to ask callers to call by name rather than by number
- Inform the CA if the STS consumer uses a voice synthesizer and Augmentative Alternative Communication devices, as well as the brand
- Direct the CA to ask specific questions of the STS user before the call begins, including "Shall I tell the party who is calling?"
- Determine who will explain the relay to the other party
- Require the CA to confirm call handling preference before dialing the requested number
- A standard message to leave on an answering machine
- Inform the CA if the person the STS user is calling is familiar with Speech-to-Speech
- Inform the CA if the number being dialed is a business, financial institution, personal/social contact
- Dictated messages to be left on answering machines stored in customer profile for 2 hours
- Other special instructions

Speech to Speech Mute

Our Customer Profile contains an option titled "Open Line/Mute Transmission of STS User". This feature provides an open line, with no switching, so that the CA, the caller and the called party can all either speak or listen. STS users are able to choose, on a call-by-call basis or in their customer profile, whether or not the calling party can hear the speech disabled person's voice.

Change of a STS CA

STS call takeovers are only allowed in between outbound calls. In the event of an urgent need for relief while an outbound caller is still on the line, with Supervisor approval, the CA may release the outbound caller and transfer the inbound caller to another CA. The CA keeps both parties informed during this process.

Never Guess

STS CAs are trained to use a variety of questioning techniques to obtain clarification. Any time the CA deems it necessary to ask for assistance, a second STS CA or a STS trained supervisor may assist by listening to the STS User's speech pattern until the STS CA may continue to successfully relay the call.

We believe that the best way for the STS user to indicate to the CA that the user is speaking directly to them is to simply say the word "CA" and then continues with what they would like to say to the CA. This indicates to both the CA and the person being called that the current portion of the conversation is for the CA only. This allows the conversation to be put "on hold" until the STS User and the CA are able to clarify what is being said, or new instructions from the STS user are provided. Once this clarification is made, the STS CA will indicate to the called party that the conversation is continuing by saying, "The conversation continues with…." and continuing to revoice the conversation for the STS user.

Speech-to-Speech (STS) Call Flow	
Call Arrival	CA greets caller, requests number to dial
Call Set Up	CA confirms caller's familiarity with STS, provides explanation if needed
	CA confirms revoicing instructions & other user call handling expectations
	CA verbally confirms number to dial before dialing
Outbound Call	CA dials, connects to called party, and verifies familiarity with STS
Relayed Conversation	CA revoices as instructed during Call Set Up
Call Wrap Up	CA offers caller the option to make additional calls and follows instructions given
Call Closing	CA re-states their CA number, then closes call

Speech-to-Speech/Spanish

STS Service from us is also available in Spanish. Relay users can select "Spanish" and "STS" as an option on their Customer Profile.

Speech-to-Speech/VCO

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

STS to other TRS Communication Modes

We also allow STS users to place calls to people who use a TTY or other TRS-communication modes such as 2-Line VCO, HCO, 2-Line HCO, or to another STS user. Speech-to-Speech can be used a variety of ways:

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

With us, STS users can use any phone they want, mobile or land line, to connect to an STS CA. Our speech-to-speech users can connect directly to an STS CA, through ANY phone, by dialing 711 or the STS toll-free number.

STS Training Line

The Speech-to-Speech (STS) User Training Line is a specialized service provided by highly trained and skilled STS staff, not an add-on to our Customer Care Department. Our Customer Care Department does provide education to current and potential customers however; our STS Training Line is a separate and distinct service. The STS Training Line is a resource for individuals, family, friends, medical professionals, businesses and organizations to familiarize themselves with the proper etiquette and standard procedures of using STS. Individuals who are residents of Florida and/or intend to use the STS Service with a Florida resident will be eligible to utilize the training line.

On the STS User Training Line, our representatives are prepared to:

- Describe how STS calls are placed and what happens on a typical STS call

- Explain call handling instructions including; dictated messages, privacy options, and "first thoughts" (information shared with the CA before dialing)
- Explain strategies used to help clarify speech patterns
- Review and establish Customer Profile options
- Place practice calls

The STS User Training Line is available 24/7 and can be reached by contacting the Customer Care Department. However, our User Training Line is not a function of our Customer Care Department. We are unique in that we utilize highly trained and skilled STS staff to handle User Training Line calls.

This feature is separately priced. It can be added to the Florida Relay Service at any time at the then current price.

Visually Assisted Speech-to-Speech

The purpose of Visual Assisted Speech-to-Speech (VA-STS) is to provide the STS CA with visual communication cues including lip reading, spelling in the air, facial expressions and other physical movements that may facilitate comprehension of what the person who has difficulty speaking is saying.

VA-STS capability supports a STS user that is connected to the Relay Provider via a regular STS telephone audio call through the Public Switched Telephone Network (PSTN). The STS user will need to have a telephone connection, as well as compatible video equipment, and an internet connection with enough bandwidth to enable a clear video connection between the STS CA and the STS user.

The STS user is able to indicate automatic requests for a video connection via their STS Customer Profile. If a STS customer has a completed Customer Profile form associated with their telephone number, the CA will receive this information when connected to the STS user during the initial telephone call.

A STS user who has the required equipment will first call Florida Relay using their telephone and connect with a STS CA via the Toll Free STS access number. Once this connection has been established, the STS CA will place a secondary call by using the STS user's Skype software account, connecting the CAs video equipment with the STS user's video equipment using a high speed internet connection. This will allow the STS CA to not only hear the STS user's voice, but to watch facial expressions and mannerisms that may help them to understand the STS user in a clearer manner. A STS user will not be able to initiate an inbound call via video. The CA then places the outbound relay call via the relay workstation.

All standard STS call procedures will remain the same for VA-STS calls. As with our STS User Training Line, we only uses highly trained and skilled STS staff to process VA-STS calls.

This feature is separately priced. It can be added to the Florida Relay Service at any time at the then current price.

23. Access to Pay Per Call Services (i.e. 900/976)

The provider shall provide access to pay per call services such as 900/976 numbers.

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

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

Pay-Per-Call Services

We provide relay users access to intrastate and interstate 800 and 900 pay-per-call services in which the company providing the service bills the end-user directly. We do not require relay users to dial a separate access number to utilize pay-per-call services. A relay user simply calls Florida Relay Service, gives the 800 or 900 number to the CA and the call is processed as a standard really call.

On all 900 numbers, CAs inform the relay user the dollar amount per minute associated with the call and asks them if they want to continue the call. The CA types:

(CA/Opr here the nbr you called will cost $_per_ will you pay Q) GA

This is the point in which callers can disconnect without being charged. As we do not process billing for pay-per-call calls, but rather relay the conversation between the Relay user and the 900-service provider, the denial of pay per call calls or of high bill complaints is between the two parties.

Customers who do not want pay-per-calls made from their telephone line through relay can complete a customer profile form and restrict (block) pay-per-call relay calls from that particular telephone line. Because no 900 blocking information is automatically passed from the LEC, we rely on customer profile data as the only resource for this information. However, if a LEC were to contact us with this information, we would use that resource to block 900 access.

If someone tries to make a pay-per-call relay call from a line that has a block on it, the CA will receive blocked notification at the workstation and will be unable to place the call. The CA notifies a supervisor who will refer the customer to Florida Relay Service Customer Care who will then suggest that the customer call their 900/976 provider, and would offer assistance to the customer in doing so.

Please note that during a recent twelve month review of one of our State relay programs we showed no usage of pay-per-call services through the Relay. We anticipate this will be the case in Florida as well.

24. Caller ID

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

True Caller ID

Our relay platforms deliver true Caller ID in which the actual information of the calling party (not the relay center number) appears on the called party's Caller ID box. We provide this information on all call types and on all carriers.

- Included in the calling line identification information that passes through the relay service is call blocking information.
  - This information passes through automatically to the called party with no relay intervention.
  - The relay user has complete control over blocking information with their local phone company, whereby if the Caller ID block indicator is enabled on the call when we receive it, the relay caller's number is not passed on to the called party.

Our provisioning of Caller ID technology complies with all FCC rules.

25. Last Number Redial

Last Number Redial allows the caller to have the system dial the last number called via relay without the caller having to give the number to the CA.

We provide Last Number Redial in which we store a relay user's last number dialed in our database for twenty-four hours after the caller disconnects from our system. The next time the relay user calls relay, this information is available to the CA on the workstation. The customer may instruct the CA to "dial my last number" or give a new number to the CA to dial.

26. Obscenity Directed at the Operator

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

In the event that a caller is behaving inappropriately towards the CA, not directing conversation to the other party, or not giving a number to dial, the CA will request a supervisor who informs the caller that the call will be disconnected if the inappropriate behavior continues. All such activity is documented on an observation sheet and on a disconnect sheet.

27. Emergency Calls

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

Emergency Calls

FCC Requirements for Emergency Call Handling

"Emergency call handling requirements for TTY-based TRS providers. TTY-based TRS providers 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."

Procedure for Handling TRS Emergency Calls

The key to providing the best TRS service in emergency situations is to maintain an updated list of PSAP numbers.

We partner with Bandwidth, a national provider of emergency calling telephony services. We ensure that relay users are automatically and immediately connected to an appropriate PSAP through the use of Bandwidth's PSAP database.

In the event that a caller instructs us to dial 911 through relay, the CA immediately initiates an emergency call with a few simple keystrokes. The call is automatically routed through Bandwidth's system, which automatically routes the call to an appropriate PSAP. The CA then relays the call in the same manner as any other relay call.

Our emergency call procedures follow:

- In the event that a caller instructs us to dial 911 through relay, the CA accesses Bandwidth's database through a single stroke on the keyboard, which immediately routes the call to an appropriate PSAP.
- The CA relays the call in the same manner as any other relay call.
- If the caller is using a cellular or wireless phone, the ANI is not a good indication of the caller's location. In such case, the CA asks for the caller's location and initiates an automated search for an appropriate PSAP.

TTY to TTY Communications Between PSAP and Caller

In a continued effort at quality service, we always process direct TTY to TTY communications between the PSAP and the TTY caller, however, we will "release" these calls if so desired.

If a Caller Disconnects Before Being Connected to the PSAP

If a caller disconnects before being connected to a PSAP, we pass the caller's telephone number to the PSAP. Our advanced technology initiates a software command to write a record of the ANI calling for emergency assistance. The Supervisor can then access this information, so no matter when the caller hangs up, we can send the correct ANI information to the 911 center and give the dispatcher any pertinent information collected on the call. This allows the PSAP to follow their regular procedures, which is to call back the person calling for help.

While it is never our intent to be a substitute 911 center, we will not turn away an emergency call and will take reasonable steps to get the call placed and summon the necessary help.

Direct Dial for Emergency Numbers

Relay users can add local emergency numbers to their speed dialing list on their Customer Profile. This feature can save valuable time when time is of the essence. A relay user could simply type call Fire or call 911 and the CA will automatically connect the caller to an appropriate PSAP. Callers may also provide us with a specific emergency number on a per-call basis, in which case, we dial that number.

PSAP Database Redundancy

In the event that Bandwidth should experience technical difficulties resulting in its database becoming unavailable, we have established multiple modalities in which to access their database. This redundant process ensures that Relay users are connected to an appropriate PSAP.

Educating the Public about Calling 911 Direct

Through our outreach programs and educational materials, we strive to inform relay users about how to use 911 services, encouraging them to call 911 direct. We also encourage relay users to contact their local emergency service personnel using a TTY to ensure that the 911 center will process a TTY call correctly if there ever were an actual emergency. Our Outreach Coordinators routinely give presentations to 911 centers, providing training to emergency dispatchers on how to handle TTY or relay calls correctly.

Training for Emergency Call Handling

We thoroughly train our CAs and Supervisors on the proper handling of 911/emergency calls. We use proficiency exams to measure CA skill levels for 911 emergency calls. We handle emergency calls as expeditiously and effectively as possible. While it is never our intent to be a substitute 911 center, we will not turn away an emergency call and will take reasonable steps to get the call placed and summon the necessary help.

Hamilton NG911, Inc. (HNG)

Hamilton recently increased its presence in the world of emergency call processing with Hamilton NG911, Inc. (HNG). HNG is the newest Hamilton business line and is a division of Hamilton Telecommunications.

Hamilton NG911 is a full service public safety provider, working to create a unique and comprehensive solution, including cutting-edge technology to enhance accessibility. For example, Hamilton NG911's capabilities include the development of the Hamilton PLUG, which implements the specific session initiation protocols (SIP) needed to comply with NENA's i3 specifications for the legacy public safety answering point (PSAP) gateway to allow the PSAP to participate in a NG 9-1-1 network. Hamilton's PLUG can be utilized by both those with, and without, a Voice-Over IP (VoIP) network to support Real-Time Text (RTT).

Hamilton NG911 recently participated in the Federal Communication Commission (FCC) Accessibility Innovations Expo to demonstrate the use of RTT in a wireless 9-1-1 emergency call, enabling the wireless mobile caller and PSAP operator to communicate via both voice and text. Hamilton Relay is committed and prepared to integrate NG 9-1-1 service to better serve individuals who are deaf, hard-of-hearing, deaf-blind or have difficulty speaking.

28. Blockage

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.

Call Blockage

We ensure that call blockages for Florida Relay users will be no different from that experienced by non TRS callers. Our relay system is designed to a P.01 standard, meaning that no more than one call in 100 will receive a busy signal when calling the Relay Center at the busiest hour.

The only time relay users will experience a busy signal is when the user is experiencing an outage or other technical difficulty in their own telephone network. Our incoming network capacity is well in excess of peak load requirements, ensuring that there is been no blockage at our switch points.

Although very unlikely, in the event our switch is down, calls are automatically rerouted to our other switch (our switch puts calls in a "queue" in order to handle them in the order received and to assign them on a rotating basis to the various workstations) or intercept messages are used rather than busy signals.

The reference to a "network blockage" is referring to the underlying carrier's network, not to an incident in the provider's platform, something that the relay provider has no control over.

Our relay system is provisioned in such a manner that call blockage or busies do not happen.

- We use the Public Switched Network between the origination point of the call and our interexchange carrier's point of presence, and in the reverse for outbound.
- Our IXC routes traffic back and forth from the IXC point of presence to our relay switching platforms via SIP protocols over a VoIP network.
- Network capacity for call processing is more than sufficient to assure that blockage does not occur under reasonably foreseeable operating conditions.

- Our call network can dynamically route, overflow, and failover between all our facilities and switches.
- Our switches are high-speed, stand-alone, non-blocking digital switching matrices.
- The system auto-detects problems and moves to the secondary system immediately if necessary.
- The system is fully redundant to ensure quality and reliable performance.

We look forward to providing Florida users a type of relay service where blockage does not exist.

TRS Blockage Measurement

We monitor and measure our TRS blockage rate every thirty minutes, twenty-four hours a day to ensure its service remains at P.01 or better. Should the grade of service ever fall below P.01, we will take immediate action to correct the situation.

29. Answer Time

The provider is responsible for answering, except during network failure, 85 percent of all calls daily within 10 seconds of reaching the relay switch by any method which results in the caller's call immediately being placed, not put in a queue, or on hold. 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.

85/10

In response to the COVID-19 pandemic Hamilton Relay activated its Pandemic/Infectious Disease Plan. This unprecedented situation resulted in a declaration of a national emergency. Hamilton's mission has always been to keep people connected, and during times of crisis, this becomes even more important. The priority of this plan is to keep our employees and our communities safe and healthy, while also ensuring we can continue to deliver uninterrupted access to the relay services that are relied upon by so many.

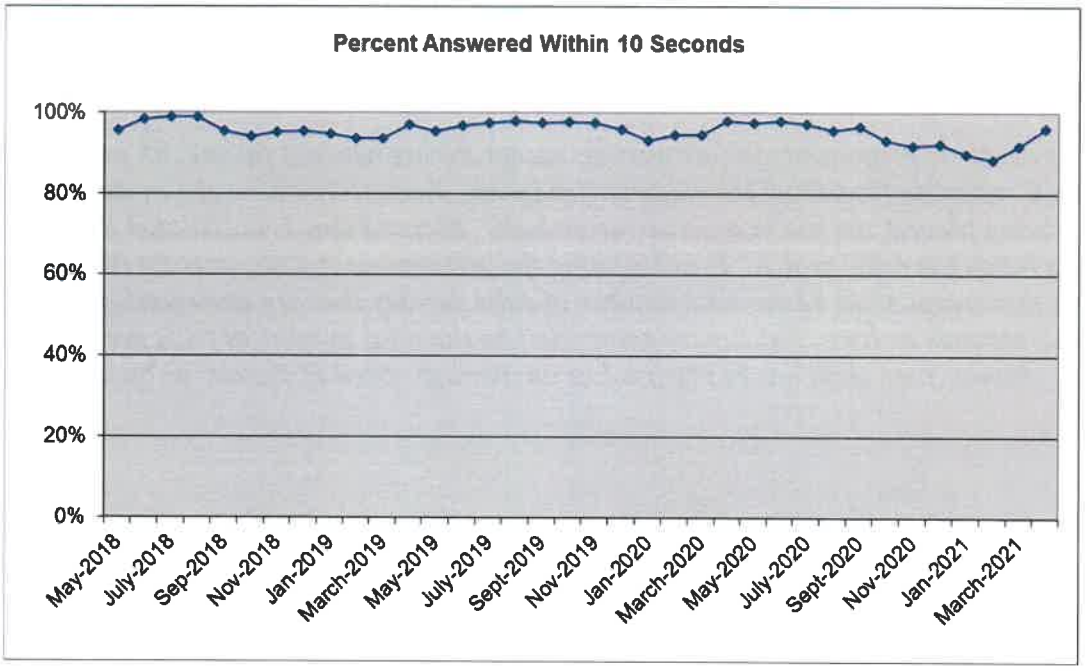
Throughout the pandemic, we experienced an unprecedented increase and fluctuation in relay volumes. On March 16, 2020, the FCC released a waiver Order, which was designed to bring much-needed relief for TRS providers as they experienced surging call volumes. The Order specifically waived the daily 85% in 10 answer performance requirement conditional on the TRS provider ensuring that 85% of calls are answered within 120 seconds, measured on a monthly basis. The FCC waiver was extended through August 31, 2021.

In spite of this waiver, our team works diligently every day to answer 85% of calls within 10 seconds. Answer performance on several occasions was lower than usual. Even so, a telling indicator of Hamilton's commitment to our customers is that over the past 3-year period, we've answered an average

of 96% of all calls within 10 seconds daily even though one of those years was in the midst of a pandemic.

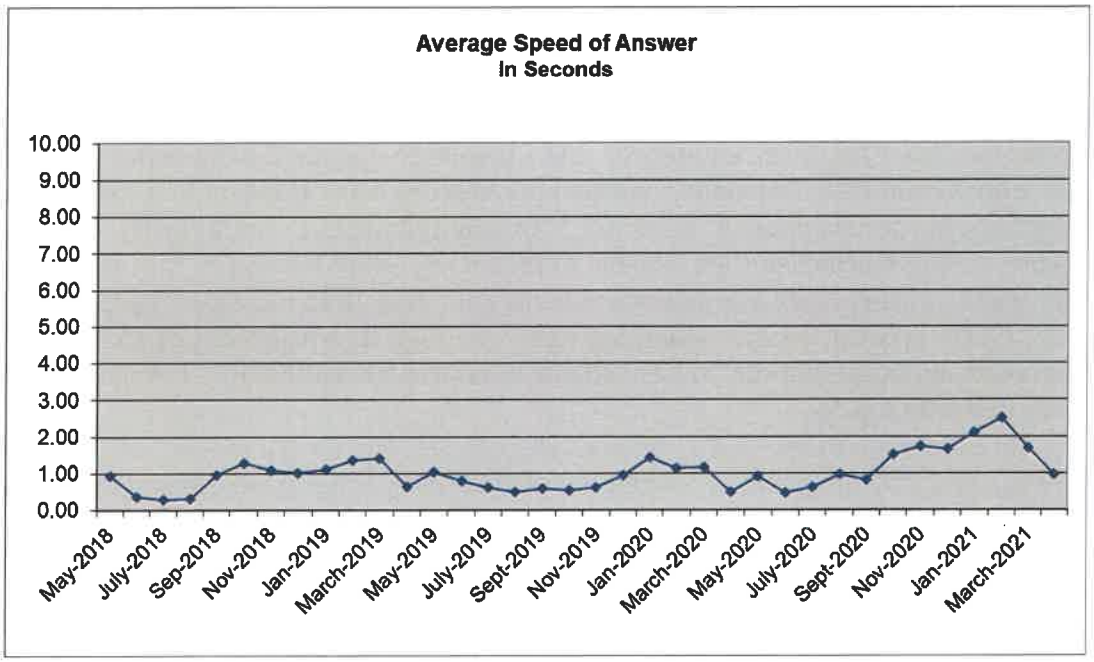
The ten seconds begins at the time the call enters the TRS system. Abandoned calls are included in this daily answer performance calculation according to FCC Rules. As part of our standard reporting package, we also track and report our average speed of answer on both a daily and monthly basis.

Average Answer Time (ASA) is probably the most effective statistic for predicting if a relay caller has to wait for a CA to answer. Over the past 3-year period, our ASA was 1.02 seconds, an exceptionally superior answer performance rate. You can see, even though some days where answer performance was lower than usual, the average wait time for a customer is just a few seconds.



ASA is measured by using the sum of actual answer seconds divided by the number of inbound calls on a daily and monthly basis. We evaluate ASA on a daily basis by sampling the answer time every 30 minutes of operation (beginning and ending at midnight).

We provide relay service that is responsive not only to call volumes (able to keep answer seconds low) but is also responsive to individual relay users. As soon as a relay call arrives at the workstation, the workstation automatically connects the call, preparing the CA for an immediate response to the relay user.



Our CAs work very hard to reduce call setup and wrap-up times for our states, ensuring the fastest, most cost-effective relay service possible. We train our CAs to immediately dial out as soon as the originator of the relay call gives them the telephone number, making sure that relay users do not experience excessive delays between the CA answering and the CA processing a call.

- Once a voice originator provides the number, the CA voices the number back to ensure accuracy, and then immediately dials out.
- A TTY originator receives a text macro from the CA as soon as the TTY user types GA to the CA.
    - The automated hot key says "Dialing XXX-XXX-XXXX"
    - As this hot key is sent, the number is being dialed.

The answer performance calculations (ASA and Percent in 10) taken from our call detail record will be reported to the Commission in our monthly reports and in our annual report to the State. We never use a weighted service level to calculate answer performance. Our calculations comply with the answer time reporting requirements. Please see **Attachment F** for a sample report.

We are delighted to offer this unmatched quality of answer performance, which will greatly benefit the relay users across Florida.

30. Equipment Compatibility

It is necessary for the system to be capable of receiving and transmitting in both Baudot and ASCII codes, as well as voice. It is also required that the relay system be capable of automatically

identifying incoming TDD signals as either Baudot or ASCII. All equipment shall be compatible with the basic protocol of TDDs distributed in Florida through the Administrator.

Telecommunications Equipment and Software

We will furnish the necessary facilities, equipment, and software to operate Florida Relay in a manner that is compliant with current FCC standards. We are able to receive and transmit in a variety of voice and text based formats, at speeds generally in use for TRS communication. Additionally, our workstations and switching mechanisms are capable of processing other formats as they become available to relay users. This is especially important in the evolution from analog to digital based telephony. As the PSTN network sunsets, Hamilton Relay, through its advanced RTT technology, ensures that text based solutions continue to be available to relay users nationally. For more details, see further in this Tab in **Section B.36**.

We ensure the FPSC that our equipment is compatible with industry-wide standards and that all transmission circuits meet FCC interexchange performance standards for circuit loss and noise.

Automatic Numbering Identification (ANI) Technology

Our switch utilizes a self-learning database, which allows us to automatically connect relay users in the correct mode, ensuring that connections are made faster and with more reliability. The database records the modality used for the last call associated with the ANI of the caller and automatically connects in that mode for all future calls.

First time text users calling through our relay centers will experience a varied connect time depending on the equipment used. Our system first sends Turbo Code signals, then Baudot tones are sent. Since Baudot tones are the last tones sent, relay users with this type of equipment will wait a few seconds more on the first call.

If the relay user changes equipment, our system attempts to connect at the next higher speed automatically, ensuring that the switch will make the higher speed connection. After this, our equipment automatically connects the caller at the correct speed associated with that ANI.

After the first call or the first call after changing equipment, our system automatically connects a call from that ANI in the appropriate connect mode without the customer completing a caller profile, which is described in **Attachment C.**

Outbound calls are dialed out in voice mode so the CA can hear the progress of the call.

- If the phone is answered by a modem, the CA will switch to the appropriate mode based on the tone heard with one keystroke.
- If a voice user originates the call and a voice person answers it, the CA will request the text device.

Our automatic identification of connection mode reduces valuable call set-up time for relay users, and connections are made faster and with more reliability.

31. Transmission Levels

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

We understand and will comply.

32. Measuring Equipment Accuracy

Every meter, recording and ticketing device used to capture call details for billing subscribers or the FPSC/Administrator as well as for providing traffic information shall be tested prior to its installation and shall be accurate 97 percent of the time to within a one second grace period. All equipment shall be maintained in a good state of repair consistent with safety and adequate service performance. Quarterly testing of the measuring equipment accuracy shall be performed by the provider and files should be maintained for the duration of the contract for FPSC review upon request.

We understand and will comply. Today, our accuracy greatly surpasses 97 percent. Our switch is acceptable for all public phone measurements and its accuracy is guaranteed by the manufacturer. Please see the next Section in this Tab for detailed information regarding Hamilton's switching system. In addition, we sync our timing devices to the atomic clock in Boulder on at least a weekly basis. To ensure the highest level of service, our technical staff monitors all systems daily and scans all log files daily for any indication of a potential problem. All CAs complete an observation sheet for any calls in which they experience a technical difficulty so that technicians can analyze and identify any potential problems. We will provide a very high level of reporting accuracy to the State of Florida.

33. Emergency Operations and Uninterruptible Power

The provider shall provide an uninterruptable power system sufficient to operate each relay center processing Florida relay traffic at busy season busy hour load. The uninterruptible power system shall support the switch system and its peripherals, switch room environmental (air conditioning, fire suppression system, emergency lights and system alarms), operator consoles/terminals, operator worksite emergency lights, and Call Detail Record recording. Provisions shall be made to meet emergencies resulting from failure of power service, sudden and prolonged increases in traffic, storms, lightning, etc. Employees shall be instructed as to the procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of relay service.

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

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

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

TRS Uninterruptible Power

All our relay centers make use of an uninterruptible power supply (UPS) which supports relay technology and operations during a loss of power through the combination of battery and generator back-up. This allows us to continue uninterrupted relay service during short or long-term power outages. In the event of a power outage, batteries supply power until generators come on-line, which is just a matter of minutes. Generators, which are tested monthly, are supplied with enough fuel to run for a minimum of 24 hours. We also have arrangements with a supplier who has put us on a priority list to provide fuel during times of crisis so that if needed, generators can provide power for any long-term power outage.

The power system supports the switch system and its peripherals:

- Switch room environmentals
  - Air conditioning/heating
  - Dry fire suppression system
  - Emergency lights
  - System alarms
- CA consoles/terminals
- CA work-site and lighting and
- Call Detail Record (CDR) recording at each center

As a company, we provide auxiliary power sources for nine central offices in addition to our relay centers. We have significant experience at purchasing, installing, testing and ensuring that such back-up equipment is in place. Our back-up power systems have redundancy features functionally equivalent to the equipment in normal central offices including uninterruptible power for emergency use.

Location of TRS Switches and Relay Platforms

- Our switches and relay platforms are located in two geographically diverse locations. Workstation equipment, database information, and CAs are located in all our relay centers.
- Incoming calls are primarily controlled by an Automatic Call Distributor (ACD) and switch equipment via redundant T-1 circuits.
- For redundancy purposes, call centers can also operate off the ACD and switch equipment in the alternate facility via redundant T-1 circuits.

- Incoming relay calls enter our relay network and are then connected to workstations in any Hamilton facility. This all happens instantaneously with no call delays. Calls made to the terminating party exit through the call network as well.

The following is a step-by-step description of the current route, which relay calls travel and what happens to the call at each stage of the route. In this network configuration relay users use the Public Switched Network via an 800 number (or by dialing 711) to arrive at either of our switches at which time calls are routed to the first CA available for processing. As technology changes, we will update our system accordingly.

- **Step One - TTY or Voice Caller Calls the Relay Service:**
  The initial 800 or 711 call made by the relay customer travels over the Public Switched Network, transporting the relay call to Hamilton's IXC point of presence.

- **Step Two - Transport of the Incoming Call (TTY or Voice):**
  Upon reaching the IXC, calls are routed to the appropriate Hamilton switch, determined by routing rules defined by Hamilton at the IXC level, via dedicated circuits. If the call cannot be delivered to the intended switch, it will automatically and instantly be delivered to Hamilton's other switching facility. Florida TRS calls can be routed to any Hamilton relay center.

- **Step Three - Switching of the Call:**
  Upon delivery to our switch, the call is put in queue to be answered by a workstation. It is important to note that we put all calls into a "queue" in order to handle them in the order received and to assign them on a rotating basis to the various workstations, but this is not visible to the relay customer.

  Our switches are high-speed, stand-alone, non-blocking digital switching matrixes that are fully redundant to ensure reliable performance, and expandable to accommodate future growth. They utilize standard T1 interfaces and the SS7 network, linking it to other digital switches. The system is set up to automatically access the secondary redundant hardware on the switch with no human intervention. The system auto-detects problems and moves to the secondary system immediately if necessary

  Because our switches are fully independent, we provide a network configuration with a routing diversity that is very difficult to match and virtually unbeatable in terms of minimizing the potential for relay downtime. With this configuration our technicians are always in a position of having several routing options and more than one switching option as a back-up in the event of a failure in hardware or software.

- **Step Four - Database Access:**
  The relay switch system and workstations access a database for a variety of reasons, such as customer profile data and jurisdiction lookups. Redundant database servers are used to ensure the availability of the information required to effectively process calls.

- **Step Five - Call Arrives at Relay Workstation:**
  After the call has been routed to the first available CA, their workstation auto-answers the call. Our systems will automatically detect the appropriate connection method for text users if not already defined by customer profile.

Another software tool is utilized to obtain the necessary management reports produced by the relay service. These reports contain information about average answer seconds, abandoned calls, average work time per call, connected call counts, average call length, CA productivity, etc.

As previously mentioned, we use the Public Switched Network between the origination point of the call and our interexchange carrier's point of presence and in the reverse for outbound calls. Trunks are purchased from a certified IXC and handle traffic back and forth from the IXC point of presence to our relay switching platforms. Trunking capacity between the local network and the relay switching platforms, for both originating calls and terminating calls, is more than sufficient to assure that blockage does not occur under any reasonably foreseeable operating conditions. These trunks also have overflow capabilities among all of our facilities.

We currently have 72 inbound and 72 outbound trunks at both of our switching points. This is a sufficient number of trunks to accommodate Florida Relay traffic.

TRS Switching System

Our switch is a programmable, non-blocking switching system that supports a wide range of digital telephony services. Its open, modular architecture and programmable interfaces allow for simplified and cost-effective application development. The switch supports up to 2,048 ports in a single high-density system. Its components include a matrix CPU, network interface cards, Digital Signal Processing service cards and SS7 packet engine cards. Our switch adapts to standard network and line interfaces, including T1, E1, J1, and ISDN PRI.

The InterCall Switch Operating System (ISOS) was developed in response to the need to quickly develop applications on the programmable switching platforms. The ISOS can simply be loaded on a UNIX host, and plugged into the switch to offer basic tandem type switching capabilities including routing and call detail records. The ISOS is a fully operational basic switch and has great flexibility. We took advantage of this flexibility and have customized many relay functions in the ISOS operating system.

Our relay workstation application takes advantage of the power and flexibility of the ISOS operating system. It provides a high level of CA control processing with complete flexibility to connect any type of call protocol to any other type of call protocol. A database maintains a preference of each caller to speed up call connections and to provide information for tailored call processing.

Our host controller is housed in a redundant server environment and will automatically failover to prevent dropped calls in the event of technical failure. In addition, we maintain redundant and geographically dispersed host controllers and switches to facilitate failover in a disaster recovery

situation. We maintain an inventory of spare critical components for the switching system onsite to ensure that the required levels of service are met.

Our switch is a high-speed, stand-alone, non-blocking digital switching matrix. The system is fully redundant to ensure quality, reliable performance. The system utilizes a standard T1 interface that enables it to be linked to other digital switches. Cards and power supplies within the system are redundant which gives us the flexibility to switch from one side of the switch to the other to perform updates or to troubleshoot without interrupting call processing. The system is set up to automatically access the secondary operating system on the switch with no human intervention. The system auto-detects problems and moves to the secondary system immediately if necessary.

If one of our switching systems cannot be returned to service by transferring control to redundant equipment, the calls are rerouted to another switching system. The switching systems are designed to provide a very high level of operational security with two fully redundant processors and power supplies in each switch. The control systems provide online system monitoring and real-time programming capabilities that will not take the system off-line and the ability to perform preventative maintenance or repair while the system is online. Remote capabilities are also provided so the system can be remotely monitored, reconfigured or controlled as necessary. All of this is provided to ensure the required levels of service are continually met.

Our flexible system architecture connects every workstation to both switching locations so that the workstation can utilize either system in the event that one becomes unreachable. This also allows us to provide uninterrupted service during maintenance windows. We provide network redundancy with two separate high-speed routes provided by two different carrier groups connecting all centers.

In an effort to keep abreast of the latest technology, we have made changes to our relay platform in recent years.

Network Access

Florida Relay users will be able to place calls from within Florida to any point in the world and from all points outside Florida to any point within Florida.

We provide functionally equivalent network access for our relay users including:

- Local calls originating and terminating within Florida
- Intralata, interstate calls which are considered local – Billed to the Interstate TRS Fund
- Intralata calls originating and terminating within Florida
- Interstate calls that originate within Florida and terminate outside of Florida – Billed to the Interstate TRS Fund
- Interstate calls that originate outside of Florida and terminate in Florida – Billed to the Interstate TRS Fund
- Interstate calls that originate outside of Florida and terminate outside of Florida – Billed to the Interstate TRS Fund

Relay users in Florida may access the relay service by dialing 711, or they can call the toll-free 800 numbers, which are accessible anywhere in the United States.

Switching

- Upgraded our switching servers to new hardware that is more than 50 times faster than the servers they replaced.
- Evolved operating systems on switching servers from 32 bit system to 64 bit system with more robust hardware support. This new environment also provides improved debugging tools, which increases the speed of troubleshooting and correcting errors.
- Tested and deployed new switching control code which:
  - Allows additional ad hoc reporting capabilities for comprehensive traffic analysis.
  - Enhanced failover and recovery. The new system is much more seamless if the main host should fail, and allows the secondary host to take over much faster. This in turn has further increased our capabilities to avoid service interruptions.

Our host controller software is highly customized software that we have migrated to multiple platforms and receives new enhancements and security patches as applicable. We own the source to this code and therefore no other company has access to it. We support our own software internally and are not necessarily bound to any specific hardware option and even keep open the option of moving to an entirely new switch hardware if our current platform of choice stops meeting the needs of our customers. Flexibility is one of our goals, and we are very quick to adapt to the desires of the states that contract us. Owning and writing our own code allows us to do this. Other providers may not fully understand the capacities provided by this solution if they are using a host controller software that does not allow them the same customization and flexibility.

Database

- Replaced database servers with new hardware that is more than 50 times faster than the servers they replaced.
- Replaced legacy profile database servers with SQL servers for improved redundancy and database management.

We use MS SQL because it meets our needs perfectly. However, we always strive to not be bound by any one hardware or software. We also use MySQL and have used Sybase in the past – we are not so beholden to any vendor that we will always use their products for every circumstance. One of the benefits of contracting with us is that we can quickly and efficiently introduce new technology, something that larger companies are just not able to do.

Workstation

- Completed a multi-year upgrade of production workstations to newer, standardized hardware.
- Workstations are either 32 or 64 bit.
- Rolled out several new workstation versions to support a variety of new features.
- Upgraded the STS Database to include the following enhancements:

- STS Relay users can set-up their preferences to include contact information by hours of availability and location. This allows a hearing user the ability to ask for the STS user by name and be automatically connected with them at their registered location based upon the hour of the day and day of the week.
- Retained information from one inbound call for subsequent calls
  - Our STS offering allows temporary dictated messages to be saved for 2 hours after the completion of a call, in case that dictated message may be needed again. The message is associated with the ANI, so if the caller dials Florida from the same number within the next 2 hours, that message is still available for use.
- 411 – the ability to ask callers to call by name rather than by number
- Mute or not mute transmission of the STS user's voice to the other party
- Inform the CA if the STS consumer uses a voice synthesizer and/or Augmentative Alternative Communication devices, as well as the brand
- Direct the CA to ask specific questions of the STS user before the call begins, including "Shall I tell the party who is calling?"
- Determine who will explain relay to the other party
- Require the CA to confirm call handling preference before dialing the requested number
- A standard message to leave on an answering machine
- 50 frequently called numbers that can be dialed by name or number
- Inform the CA if the person the STS user is calling is familiar with Speech-to-Speech
- Inform the CA if the number being dialed is a business, financial institution, personal/social contact
- Other special instructions
- Visually Assisted Speech-to-Speech
- Dictated messages to be left on answering machines stored in customer preference for 2 hours

Our upgraded workstations make use of the latest networking and technology available. They include less hardware, larger monitors and enhanced features as well as more on-screen prompts and a more automated process. Among other new features, our new workstations include:

- Easy CA Interface
- Streamlined Workstation
  - Less hardware
  - All server based
  - Bigger monitors
- Enhanced Features
  - Latest headset technology
  - Ability to route 711 calls based on preference requests, such as CA gender preference, Spanish, or STS
  - Customer Care numbers accessed in the system
  - Faster and easier access to preference data
  - E-Turbo Code
- Flexibility and Gained Efficiencies

- Remote workstation capability
- Reduced call set-up and wrap-up
- New processes to reduce misdials

These technology upgrades allow us to provide more choices as well as faster and more accurate call processing for our relay users.

We either have developed and own or have properly licensed software and software source, firmware and other related intellectual property related to the Hamilton relay platform which may be required to perform the relay services described in this response. We will continue to add features, develop, enhance and upgrade our relay platform to provide the latest in relay services to our relay customers.

Disaster Recovery Plan

We consider our Disaster Recovery/Continuity of Operations and Pandemic Plans, which also includes our Back-up Plan and Emergency Plan, as an investment to protect our customers and employees and ensure that relay users have continuous, uninterrupted access to TRS. This plan continues to evolve as new technology and procedures are implemented.

- The plan allows us to deal with natural disasters and man-made problems including but not limited to weather, terrorism and phone line cut accidents.
- It details the level of escalation, which will be employed to deal with the problem and restore service and is designed to ensure that no aspect of relay service is impaired.
- If any level of the plan is implemented and a problem occurs which escalates the situation to a higher level of service interruption, the next level of the plan will be implemented.
- We have defined specific time frames in which each action step of the disaster recovery plan should be enacted.
- A detailed record of each step taken as well as the time the step was put into action will be recorded.

Back-up Plan

Our Back-Up Plan includes the use of thirteen geographically dispersed call centers, alternate switching of calls and the provision of redundant circuits to geographic areas. Our alternate routing plans are designed to ensure continuous service to Florida Relay under "back-up" conditions and to ensure that Florida Relay users should rarely if ever experience downtime as a result of network or switching failure.

Included in our Back-up Plan which works to guarantee continuous technical service are:

- Geographically separated switching sites
- Dual processor switches
- Connection to fiber facilities on sonnet rings to carry incoming and outgoing relay traffic from our IXC's point of presence to the center
- A point of presence for each of our switch locations
- Two geographically diverse routes connecting the workstations to the switch
- Circuits between the connecting facilities are redundant

- Bidirectional Forward Detection failover mechanisms between our redundant circuits in all centers.

The routes described below are also used to dynamically route calls to other centers for overflow purposes if we are experiencing long queue times at any center. No calls are dropped during this process. Overflow and the use of alternate facilities happens automatically. Full traffic reporting is maintained during any use of alternate facilities.

1. We use a VoIP telephony network interconnected with the public switched telephone network to connect relay users to our relay network. When a relay user calls the relay, the call is placed on the public switched network and is then delivered to our (or our IXC's) point of presence. There are many layers of redundancy in this combination of public telephone networks.
2. Our call traffic is carried by major national telephony providers who have built in redundancy to ensure calls are delivered. They have mechanisms to route around failures and maintain continuity of service for all of their nationwide telephone service customers.
3. If the disaster is such that the local outbound or inbound connections are affected in one of our switching networks then the traffic would be rerouted by automatic overflow through a diverse and separate existing network to the unaffected switch site. If one of the switches is not operational, incoming calls are automatically rerouted over another network facility to the other switch immediately. This is pre-programmed into the network. Full reporting capabilities are maintained throughout this whole process.
4. Through our underlying carrier, we have access to the routing plans for 800 numbers and can change those plans at any time. This means that we can send traffic associated with our 800 numbers to any switching point and can even allocate traffic from one 800 number to multiple switches.
5. With redundancy and diversity in hardware, software, networks and routes, the Florida TRS traffic will reach a Hamilton relay switch for call processing. This type of configuration assures network reliability and resiliency for Florida Relay users 24 hours a day.
6. We also have redundant connections between our switches and all of our call centers. If any call center were to become non-operational, traffic will automatically route to unaffected centers.

At almost all points in our network and in the IXC networks we use, both originating and terminating circuits have redundancy levels equivalent to or exceeding those used for voice conversations in the Public Switched Network.

We take great pride in our reliable and quality relay services. Maximizing redundancy and diversity in our switching and routing network to prevent downtime is just another example of our dedication to relay users.

Pandemic/Infectious Disease Plan

In addition to other components for business continuity, we have had a pandemic response plan in place for the past several years. Our management team actively and routinely reviews and revises our

Pandemic/Infectious Disease and Disaster Recovery Plan to make sure that it contains information that is both current and relevant. Some specifics of the plan include:

- Maintain a list of local emergency contacts, ensuring the accuracy of contact information.
- Maintain a sufficient supply of particle masks, antibacterial hand soaps, hand sanitizers, and cleaning supplies.
- Maintain a sufficient supply of water, food and hygiene products if staff were needed to stay in the relay centers for a period of time.
- Post flyers containing health tips and safety instructions in visible locations in each of its centers.
- Routine communication with each our teams and employees regarding health tips and safety instructions
- Assign a response team responsible for observation, preparedness and response planning; and educating staff with communication on the CDC's recommendation for prevention.

2020 Covid-19 Pandemic

In response to the current Covid-19 pandemic, we activated our Pandemic/Infectious Disease Plan and refined it to meet the current CDC requirements. This unprecedented pandemic situation, resulting in a declaration of a national emergency, also resulted in the activation of our holistic pandemic plan. At Hamilton, our mission has always been to keep people connected, and during times of crisis, that mission becomes even more important. The priority of this plan is the to keep our employees and our communities safe and healthy, while also ensuring we can continue to deliver uninterrupted access to the relay services that are relied upon by so many.

As part of our response plan:

- Our Senior Management and response team met daily, assessing the situation and ensuring the plan is being implemented, and is updated as needed to match current situations.
- We expanded our existing telecommuting policies and procedures company-wide , ensuring that employees have the required equipment, network access and security to work from home. We implemented a phased approach for employees to telecommute, sending employees who were not essential to be in one of our buildings home first and have tiered plans should we need to have all employees working from home.
- We obtained travel and access letters from the Department of Homeland Security to allow Hamilton employees, including CAs, to travel to work as needed during any curfew or shelter-in-place directive from state or local officials.
- We also communicated our plans and the essential nature for some of our employees to be in the building and need to travel to and from work with local/state law enforcement.
- We prepared and assigned CAs to begin working from home in a phased approach.
- We have restricted access to our buildings to employees and essential vendors.
- For the health and well-being of our CAs, we implemented the following in our centers:
    - Increased hygiene awareness and supplies (handwashing and hand sanitizers, wiping down workstations, etc.).
    - Increased cleaning throughout the center (wiping down surfaces throughout the day, more extensive cleaning routines, misting alcohol spray in workstations, etc.).

  - Adapted attendance and PTO policies to support employees' personal needs, whether that be childcare issues, exposure concerns, personal illness or self-quarantining.
  - Adjusted procedures and processes to improve social distancing and reduce physical contact with common items.
- Communicated information to our employees frequently through an employee intranet; posters and videos in center locations; and through text messaging to Communication Assistants to ensure all employees have access to the information they need.
- In the best interest for those in our local communities as well as our employees, we suspended all in-person outreach activities in our state programs. Our outreach team has been providing outreach through webinars and other online activities while we continue to plan future outreach events
- We are communicating often with our State Relay Administrators to keep them informed about the issues and steps being taken to address issues as they arise.
  - We informed them early on and at regular intervals of the increase in relay call volume and the affect that has on answer performance.
  - We shared the high priority communications we sent to the FCC regarding Hamilton Relay's Coronavirus update, as well as the FCC's response where they waived the daily 85% in 10 answer performance requirement, conditional on the providers ensuring that 85% of calls are answered within 120 seconds, measured on a monthly basis.
  - We let them know when our first group of CAs began working from home and the steps we were taking to ensure ongoing confidentiality.
  - We assured them that we will include a report containing a list of CA identification numbers for those CAs who are working from home in their monthly reporting packet.
- We stayed in regular communication with each of our states so that we can stay informed of state actions and plans so that we can use this information to make decisions appropriate for each location.
- We continue to listen to our states and work hard to communicate with them in a clear, cooperative way. We appreciate and value regular collaboration during these unparalleled times.

Keeping our Customers Informed

As part of our continuing effort to keep our customers informed we posted customer notifications on the Hamilton Relay website.

Likewise, the dial-in voice message states, "Due to the national public health crisis, we are experiencing longer than normal wait times. Please remain on the line as we connect you to the next available operator. Thank you for your patience."

This situation continues to evolve even as we prepare to ship this bid. Our ability to be proactive, rather than reactive, and to quickly make decisions as situations change is key to our ability to ensure we are constantly able to provide these essential services. It is this forward-thinking planning and preparation that makes Hamilton the right choice for relay services in Florida.

Our number one priority is to always ensure that people who rely on TRS and Captioned Telephone to communicate have access to the service and to ensure confidentiality and security of our customer's calls. Whenever such a pandemic occurs, the FPSC can be assured that we have a tested plan in place and that we are committed to providing continuous service to Florida Relay users.

Other Measures used to ensure that relay calls reach a Hamilton Center

No interruption in service due to natural disasters

We know what it means to be prepared. For years, we've had detailed plans and procedures in place to counter the threat posed by hurricanes, blizzards and other severe weather. In numerous instances over the years we've implemented those plans to ensure continuous service.

- **August 2020 Hurricane Laura and Tropical Storm Marco**
  In August, our Baton Rouge, Louisiana location was in the path of Tropical Storm Marco and Hurricane Laura. During this dual storm we again activated our Emergency Preparedness Plan, ensuring that service levels continued to be met. Having much of our staff working from home during these emergencies is actually a benefit when it comes to storm prep as travel to and from the center is not a concern during or after the storm. However, we were prepared to allow our CAs to work from the center if they should lose power or internet for extended periods of time.
- **2020 Tropical Storms Cristobal**
  In June, our Baton Rouge, Louisiana location was in the path of Tropical Storm Cristobal. we activated our emergency preparedness plan for both TRS and Captioned Telephone to ensure that we have sufficient coverage in the event our Baton Rouge center or local employees are impacted.

- **May 2020 Wisconsin Flooding**
  In May, CTI's Milwaukee, Wisconsin center experienced a serious water issue as a result of flooding that has affected their ability to continue operating safely in the building.
- **January 2020 Winter Storm Isaiah**
  On January 8, 2020 we have activated our winter preparedness plan ensuring that service levels continued to be met. Winter weather associated with this storm impacted CTI's Wisconsin call centers, as well as Hamilton's call centers in Nebraska, and Kansas, as well as severe weather associated with this storm impacting our call centers in Albany, Georgia; Columbus, Georgia and Baton Rouge, Louisiana.
- **2018 Hurricane Michael**
  On October 10, 2018 our Albany center was in the direct path of Hurricane Michael, and as a result, it had to temporarily be shut down. Through our dynamic call routing system, we were able to route calls to our unaffected centers.
- **2016 Hurricane Matthew**
  During this Category 5 Atlantic hurricane we again activated our Emergency Preparedness Plan, ensuring that service levels continued to be met.
- **2016 Flooding**
  Hamilton once again activated its Emergency Preparedness Plan during the flooding of Baton Rouge in August 2016.
- **February 2016 Winter Storm Kayla**

During this blizzard, which shut down much of the plains states and closed the Nebraska center, we ramped up operations at our other facilities in order to maintain service levels.

- **January 2016 Storm Jonas**
  Many CAs volunteered to stay in the centers to ensure traffic coverage due to heavy amounts of snow over the weekend.
- **2015 New England Blizzard**
  The January 27, 2015 blizzard in which we closed the MA Center until the ban on travel was lifted by the Governor of the state of MA.

January 2017 Disaster Destroyed Hamilton Call Center

- *Our Albany, Georgia center was damaged in the midst of a severe storm on January 2, 2017 and we once again activated our Emergency Preparedness Plan.*
- *We immediately rerouted calls to our other unaffected centers.*
- *60 CAs temporarily relocated to our other centers*
- *By January 23, 2017, we opened two temporary Centers in Albany while we rebuilt our existing Albany center.*
- *On April 23, 2017, only 111 days after the January storm, we reopened our completely rebuilt Albany center.*

By having effective contingency plans in place, including back-up generators and emergency "on-call" teams of employees, we are able to maintain the technical and human resources needed to continue operating during natural disasters. This includes:

- Employees voluntarily staying at the center overnight.
- Rerouting a portion of the traffic to compensate for anticipated staff shortfall at the affected center.
- Bringing in extra CAs in the unaffected centers – employees in these centers did extraordinary things (rearranged schedules, worked long days, etc.) to process as many calls as possible.

Our network redundancy and great employees ensured success during these disasters. We share these as examples of the measures we take to ensure that every relay call is processed. The combination of our network and our people simply guarantee the best relay service.

2018 Circuit Failures Due to Fire

- *In the middle of the night of September 12, 2018, our Frostburg, Maryland Center experienced multiple circuit failures due to a fire in a manhole on a shared portion of the route.*
- *Both our primary and secondary routes were affected.*
- *TRS services automatically and immediately failed over to our Virtual Private Network (VPN).*
- *CapTel services were also moved to the VPN.*
- *We ran all relay services successfully on the VPN during the entire outage.*
- *No calls were affected and customers were unaware of a circuit failure.*

Due to prior planning for an emergency such as this, relay services were not impacted and we continued to process calls without interruption.

Department of Homeland Security Action Plan

Following the recommendations of the Emergency Preparedness and Business Continuity Stand, developed by the National Fire Protection Association (and endorsed by the America National Standards Institute and the Department of Homeland Security) we developed a plan of action according to the Department of Homeland Security (DHS) guidelines, to ensure that TRS will continue to operate in the event of terrorist acts.

The following outline contains the major points we considered in developing our plan to stay in business in the event of man-made and/or natural disasters:

- Be informed i.e. keep abreast of which disasters are most common in the areas of our facilities
- Continuity planning
- Careful assessment of both internal and external functions to determine which staff, materials, procedures and equipment are absolutely necessary to keep TRS operating
- Determination of which employees should participate in the plan, focusing on those with expertise vital to daily technical functions in addition to managers and executives
- Developed a list of Administrators and contact information
- Emergency planning for employees
- Communication before, during and after disaster
- Emergency supplies
- Evacuation Plan
- Order evacuation – chain of command
- Emergency routes and exits
- Communicate with people who are deaf or hard of hearing, who might not hear emergency instructions given verbally or on intercom systems
- Secure facilities i.e. seal or board the building/room
- Secure equipment
- Test back-up plan/alternate routing/battery back-up systems

- Communicate with service providers (underlying carrier and other TRS providers) to develop potential alternatives to power the vital aspects of TRS during an emergency
- Annual emergency plan review

Please see previously in this Section for information on our use of alternate switching of calls and the provision of redundant circuits to geographically dispersed areas.

Pandemic Plan

In addition to other components for business continuity, our management team actively reviews and revises our Pandemic Flu Disaster Recovery Plan to make sure that it contains information that is both current and relevant. Some specifics of the plan include:

- Developed plans with other relay providers to provide backup services to one another in the event that a national pandemic outbreak would impact staffing and service levels.
- Reviewed our list of local emergency contacts to ensure accuracy of contact information.
- Ensured that we have a sufficient supply of particle masks, antibacterial hand soaps, and sanitizers.
- Ensured that we have a sufficient supply of water, food and hygiene products to keep staff in relay centers for a period of time if necessary.
- Posted flyers containing health tips and safety instructions in visible locations in each of its centers.
- Assigned staff members who are responsible for monitoring the news and any CDC recommendations and reporting that information to management immediately upon release of new information so that we can immediately implement applicable steps.

If such a pandemic occurs, the FPSC can be assured that we have a tested plan in place and that we are committed to providing continuous service to Florida Relay users.

Telecommunications Service Priority Program

In a continuing demonstration of our emergency preparedness, we have enrolled all of our relay circuits in the National Telecommunications Service Priority Program (TSP). We have received a priority level assignment of 3 from the Department of Homeland Security and worked with our carriers and local exchange carriers to implement the TSP. Our active participation in the TSP program requires local exchange carriers to restore service to the affected Hamilton Relay circuit as quickly as possible consistent with the priority status assigned to the circuit. Our relay network is designed to reroute traffic to our other centers, which are geographically separated by great distance, to ensure uninterrupted service with minimal downtime. However, in the event of a local, regional or national disaster that caused relay service to be disrupted, our TSP assignment ensures we will receive priority attention before non-TSP service.

34. Intercept Messages

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

Intercept Messages

Intercept messages should never be needed as our system provides for automated overflow capability to our other centers. However, if due to multiple circuit failures or for any other reason, traffic cannot be rerouted the callers will be notified with the below intercept messages, which is transmitted in TTY and voice.

- "Hamilton Telecommunications…Thank you for calling. We are currently experiencing a temporary interruption in telephone service; please try your call again later."

To activate the intercept message, we send a request to our IXC's network provider requesting automatic re-routing to intercept messages. Once submitted, the automated processing will enable or disable the message within minutes. Intercept messages on inbound circuits in the public switching network are not under our control.

Minutes of use attributed to accessing intercept messages are not included in the billable minutes. Nor do we count a call as "answered" when the intercept or courtesy message is activated. Only when a CA answers, is a call counted as "answered."

Courtesy Message

If so desired, we will supply a courtesy message after three rings, to inform callers that they have reached Florida Relay. The courtesy message, transmitted in TTY and voice states, "You have reached the relay. Please hold for a CA." If the call has not been answered after 15 seconds, the message repeats as follows, "Please hold for a CA". This message and the timing can be changed if so desired.

Users of Hamilton Relay never receive a busy signal from us. The only time relay users will experience a busy signal is when there is an outage or other technical difficulty in the user's telephone network.

35. Service Expansion

The bidder shall show the capability of expanding services in response to increasing demand. The bidder shall develop and illustrate in its proposal a detailed plan of how this expansion will be accomplished. The plan shall include, but not be limited to, trunking capacity, CA workstations, personnel, 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.

Staffing for Call Volume/Usage Patterns

We have developed an advance scheduling tool that uses the Erlang formula to predict the number of CAs needed for each hour of each day. Employees monitor staffing patterns continuously, analyzing

answer times and call volume reports to ascertain the need for scheduling adjustments. Scheduling adjustments can be made on a 15 minute, half hour, hourly, weekly and monthly basis.

Historical data reports are reviewed to build "projection" tables to determine the appropriate staffing levels for future scheduling needs; including for hiring purposes, but more immediately, what hours require additional resources for the next week.

To accommodate temporary traffic bursts, or during emergencies, we make use of automatic routing changes. The same routing changes discussed previously in this Tab in Section B.35 under the title of Back-up Plans are the routes used during temporary traffic bursts. We can route Relay traffic to any available Relay Center.

We know that our process for projecting staffing for each hour of each day will meet and exceed the FCC and Florida standards for relay service over the life of this contract. However, we also recognize that changes in technology and use of the relay may change during the contract and will make the necessary changes to our staffing plans (if any are required) to ensure that answer performance standards are met and exceeded.

Each Relay center is staffed with a full contingent of management and supervisory personnel and includes the following positions:

- Center Manager
- Senior Supervisor
- Supervisor
- Trainer(s)
- Lead CAs
- Staffing Supervisors

Service Expansion

Should TRS growth necessitate that service expansion be necessary, we have the facilities in place, or are in a position to quickly obtain the required facilities and equipment at no additional charge to the State. Our call centers are on the leading edge of technology, have outstanding quality and employ highly qualified CAs. Consequentially, even during times of growth or fluctuations in traffic, we will meet the RFP requirements. We have more than a sufficient number of trunks at both switching points to accommodate Florida Relay traffic.

The following additional factors have been taken into consideration should expansion to accommodate increased call volumes be necessary. Expansion needs have been efficiently planned allowing for the most cost-effective use of available resources. This is just one more way Hamilton brings efficiency to Florida Relay to keep costs down.

- We have additional capacity at our relay centers. We always maintains at least 10 percent more workstations than normally needed at peak load times to accommodate sudden growth and will do the same for Florida.

- Our hardware and software are more than adequate to expand for any level of traffic reasonably anticipated. Trunking capacity in our toll routes and our interexchange routes going out of centers have additional capacity if more is needed, which has never happened. All of the needed telecommunications hardware and software could be provisioned to handle an increase in call volume and could be put in place within two weeks. If additional incoming circuits and outgoing circuits are needed from our network service provider, we can provision additional circuits within one month while using overflow routes to other centers to handle traffic in the meantime.
- As a matter of practice we project traffic levels out for 12 months. This has allowed us to sufficiently predict CAs needed, workstations and other facility needs. Any expansions made for Florida Relay traffic would be done while still maintaining the standards in the RFP. We have a great deal of experience in meeting the traffic demands of relay users.
- We are always looking for professional and qualified people to become CAs. We have certain standards and work practices that must be met and for these reasons, we never want to pass up a qualified CA candidate. We have also been very successful in the past at getting our CAs to volunteer to work overtime to cover unexpected increases in traffic load until staffing needs are met.

With these pieces in place, we can easily accommodate the Florida TRS traffic as it is today and any increases in traffic volume through the contract term. We have more than enough personnel, telecommunications equipment, and facilities to comply with the provisions of this RFP, and other state or federal requirements. If expansion is required, the FPSC will not incur any additional cost.

36. New Technology

The users should be allowed to benefit from advancing technology. The bidder should keep abreast of technological changes in the provision of relay service to inform the FPSC and Administrator when new enhancements are available and at what price, and to provide the FPSC the opportunity to purchase such enhancements or upgrades to the service.

State-of-the-Art Technology

With us, Florida will achieve functional equivalent TRS through state-of-the-art technology. As shown through the below examples, we work diligently to provide states with the most cost-effective and efficient relay service possible.

Recent examples of our ability to provide state-of-the-art technology follow:

- Our upgraded workstations make use of the latest networking and technology available. By building intuitive processes such as these, CAs are allowed to focus more on relaying the call.
- Among other new features, our new workstations include:
  - New processes to reduce misdials
  - Enhanced Turbo Code
  - Customer Care numbers accessed in the system
  - An automated search feature
  - Faster and easier access to preference data

- Visually Assisted Speech-to-Speech (VA-STS)
  - This exciting feature provides the STS CA with visual communication cues. We will provide this feature to the State if so desired. We only use highly trained and skilled STS staff to process VA-STS calls.
- STS User Training Line. We will provide this feature to the State if so desired. We are unique in that we utilize highly trained and skilled STS staff to handle User Training Line calls.
- Hamilton CapTel for Web, iOS and Android allows users to place and receive calls – while reading word-for-word captions – on a single device. Please see **Attachment C** for complete descriptions of this service.

Our focus on providing solutions that ensure communication is accessible to our consumers includes:

- **The widest range of CapTel solutions, including mobile and web Captel**
- **Hamilton CapTel for Business Interconnected by Tenacity™ - this Hamilton exclusive is the only workplace captioned telephone solution nationwide**
- **Live chat available on the Hamilton CapTel website**
- **A Real Time Text (RTT) solution**

Superior Relay Platform

Our continued investments in technology and innovation means that we operate on a superior relay platform and are ideally positioned to adapt to rapidly changing technology. We proactively take advantage of technological advancements in order to provide the highest quality service to Florida's relay users.

- We've had an IP infrastructure since 2012 and have a track record of reliability and stability.
  - Our TRS platform and agent workstations are based entirely on an IP infrastructure.
- We engage TTY and other modem resources at the interconnection points between our IP infrastructure and the Public Switched Telephone Network (PSTN) in order to ensure maximum reliability for TTY (i.e. reduced garbling) and other modem connections.
- Our centralized IP based network and simplified workstations makes it faster and easier to scale and adjust relay operations as needed.

Our third generation workstations make use of the latest networking and technology available. This includes less hardware, larger monitors and enhanced features as well as more on-screen prompts and a more automated process. All of which provides faster, more accurate call processing with less set-up and wrap times as well as more choices for our relay users.

Real-Time Text



We are the industry leader in Real Time Text (RTT). RTT is an important development, one that may improve technology access to individuals who rely on TRS and augment existing TRS technologies. We are prepared and eager to implement RTT.

Our TRS platform and agent stations are capable today of supporting new technologies such as RTT and High Definition Audio. Unlike legacy TTY's, RTT is designed to work within a Voice over IP (VoIP) network. As our network is completely IP based, and has been for many years, there is no need for a wholesale restructuring of our infrastructure to accommodate digital technology and related advancements such as RTT.

RTT is important, not only because of the continued evolution from analog to digital phone lines, but also because it is more functionally equivalent for relay users, and we have worked hard to develop a custom and robust RTT solution.

Some of the benefits of RTT include:

- RTT allows you to talk and type on a phone call (co-existing on the same call), while TTY is transmitted over phone lines as a series of audible tones
- RTT can transmit and receive text at the same time
- RTT transmission speed is much faster (real time)

Beyond integration of RTT between 711 Relay and cell phones, we have engineered an RTT capable wireline phone to be used with 711 Relay on VoIP networks. This technology is available exclusively from Hamilton. We look forward to the opportunity to demonstrate this technology to the DHS.

RTT has been developed as a supplement to, or replacement of voice communications and is particularly useful for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking as it allows a more natural, bi-directional flow of text based conversation to take place compared with the "type-enter-wait-read-response-reply" technology of IM (chat) and SMS. Characters appear as they are typed or created, not as a block of text after it is written.

RTT is communicating using text that is the closest to voice communication. In fact, when RTT is fully mainstream, it will be solving one of the biggest accessibility problems of Internet communications for people who are deaf or hard of hearing!

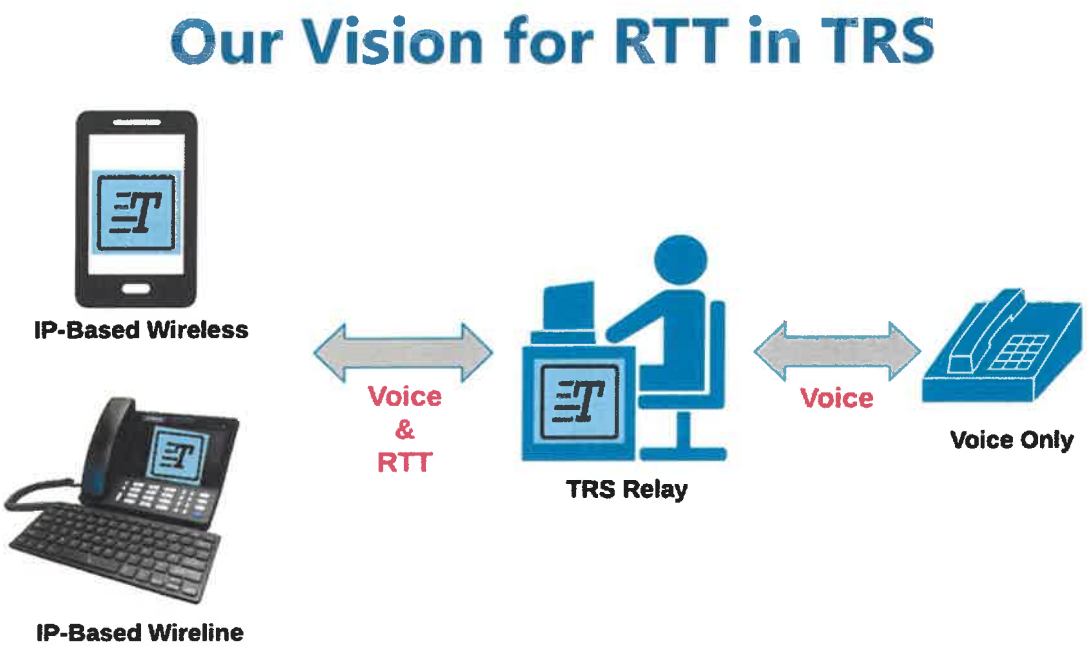
However, it only works on an IP Network, so it can't work on the PSTN for calls to 911, 711, or anyone with a TTY. RTT also will not work to call most landlines, such as businesses whose phones do not support text of any sort.

We support RTT in our Relay Platform in addition to continuing to support TTY and other text communication protocols. Our solution is "RTT Ready." The determination of whether or not a

particular relay call can take advantage of RTT over TTY is reliant on the wireless or wireline carrier who provides service to the consumer who is placing/receiving the call with Hamilton Relay, with a device that is RTT capable.

There are no Tier 1 wireless carriers currently capable of connecting RTT to Relay, therefore all RTT calls through Relay are currently connected in Baudot and processed as a normal TTY call. We are in progress with RTT testing with each of the Tier 1 wireless carriers and are working to ensure that we will be able to interoperate RTT to RTT as soon as these carriers are ready.

Upon implementation of RTT Protocol via Relay, an RTT consumer can access Relay by 711 or any access number. A Florida RTT user may choose to use their RTT device in other modes such as VCO or HCO. CTS calls are processed utilizing proprietary voice to text software developed by Ultratec.



Transliteration

Transliteration is needed when an RTT user chooses to transmit characters that are valid RTT characters, but are not valid TTY characters, due to limitations in the Baudot Protocol character set used by TTYs. The reverse transmission direction does not involve transliteration, i.e. characters received by an RTT user from a TTY do not need to be transliterated, because every TTY character can be transported and displayed on an RTT device.

We support both RTT and TTY as native communication protocols, and so the only circumstance where transliteration would occur for us is in the scenario where a consumer is using an RTT capable device on a carrier that has deployed an RTT to TTY gateway for the call between that RTT capable device and Hamilton.

Our preferred solution is to establish RTT-RTT interoperability with carriers, as RTT-RTT interoperability eliminates the RTT to TTY gateway, and thus eliminates the transliteration problem.

To the extent that there is a time period where the consumer's carrier is RTT-capable but not yet capable of RTT-RTT interoperability with Hamilton, transliteration may occur. The only party that would be receiving the transliterated characters would be Hamilton Relay, not the consumer on the RTT device. The consumer would receive characters (Baudot Protocol character set) which can be displayed on an RTT device. In this circumstance, we propose that the solution to transliteration is not a technical solution, but rather a non-technical solution that involves training Communication Assistants to recognize when transliteration is occurring and to compensate for it.

RTT Outreach

Our outreach coordinators have all been trained on Hamilton's RTT capabilities, including hand's on training with our new RTT capable VoIP phone (see below). We have also developed print material including a facts sheet. Outreach Coordinators are well versed and ready to share their expertise on Real Time Text.

Call Billing/Invoicing Procedures

RTT calls, while reported as a separate call mode, will be billed as a TRS call and invoiced on a per minute basis. Exact billing procedures and RTT call mode scenarios are not yet developed. For example, since an RTT call can become a voice call at any time, procedures and rules will need to be developed to determine which parts of the call are compensable.

We know that RTT will have an impact on TRS relay. Whether it will increase or decrease usage is still unknown. We anticipate relay users who are deaf or hard of hearing will be some of the early adopters of RTT, as it is a convenient alternative to VRS in some situations. As more devices become RTT-enabled, there will likely be more direct calling. Regardless of how RTT affects TRS relay, we are poised to continue as an industry leader in RTT technology.



Optional RTT Trial - Hamilton Relay RTT Capable VoIP Phone Trial

Hamilton Relay has recognized that there is a need for RTT technology in wireline phones, in addition to mobile devices. Beyond integration of RTT between 711 Relay and cell phones, we have engineered an RTT capable wireline phone to be used with 711 Relay on VoIP networks. This technology is available exclusively from Hamilton.

This trial requires separate pricing. Please let us know if you are interested in receiving more details on this cutting-edge technology and how to launch this trial in Florida.

Graphic Illustration of Real Time Text

We recognize that the previous description is very technical in nature. The following graphics simply illustrate how RTT works.

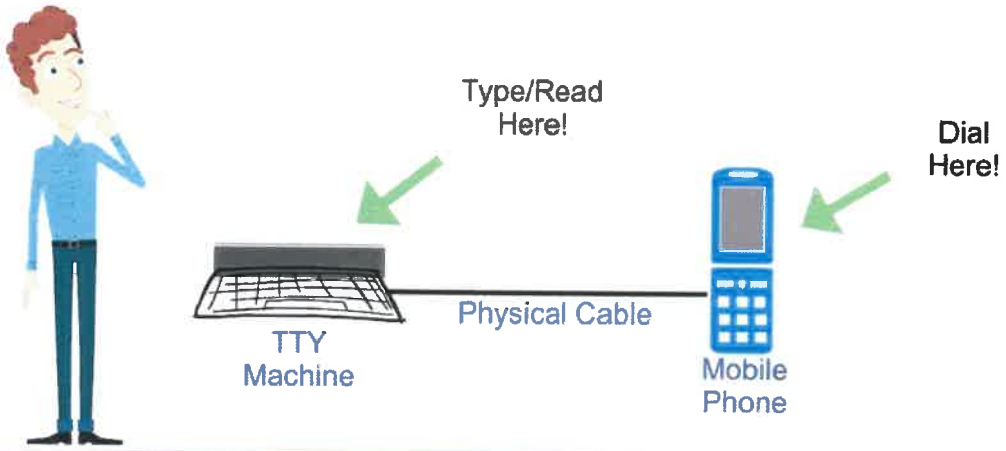
GRAPHICS BEGIN ON NEXT PAGE

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Since 2003, wireless carriers have supported TTY compatible phone calls on their mobile networks.

COMPLIANCE Achieved!

The solution involves a TTY machine attached to a mobile phone.



It is time for an improved solution that works on a single device.





A smartphone on a wireless IP network



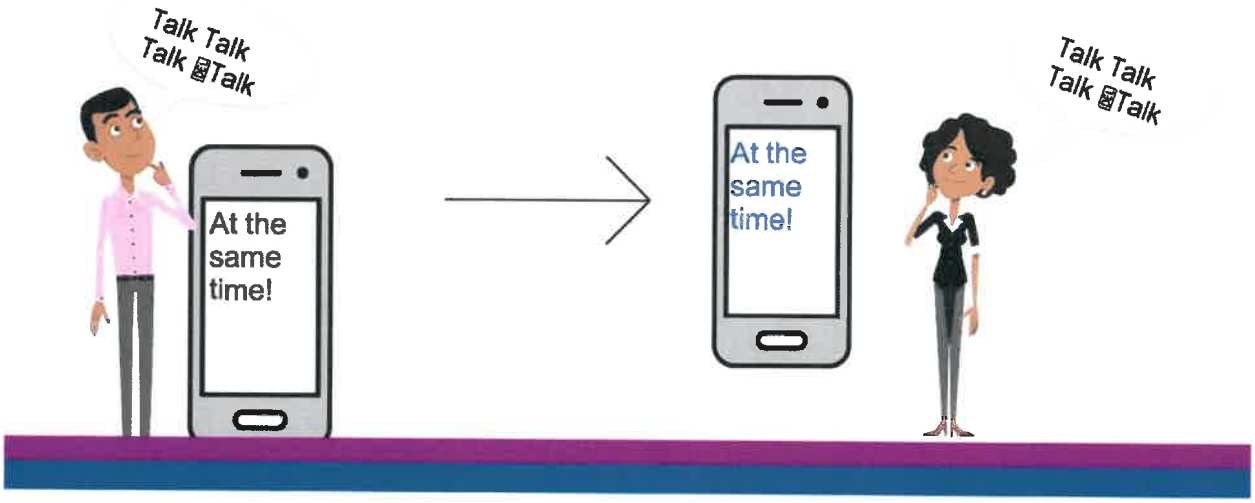
This is potentially great news for consumers because very few people actually use a TTY machine with a mobile phone today.

People started writing standards documents to determine HOW to make this happen.



REAL TIME TEXT (RTT)

Allows you to talk (Voice) and type (RTT) on a phone call



REAL TIME TEXT (RTT)

RTT only works on an IP Network, so it can't work directly on the PSTN (Public Switched Telephone Network) for calls with...



911



711 Relay



Anyone with a TTY

REAL TIME TEXT (RTT)

In Dec 2016, The FCC ruled that Wireless Carriers can support RTT (instead of TTY) given the following conditions:

RTT to RTT Interoperability

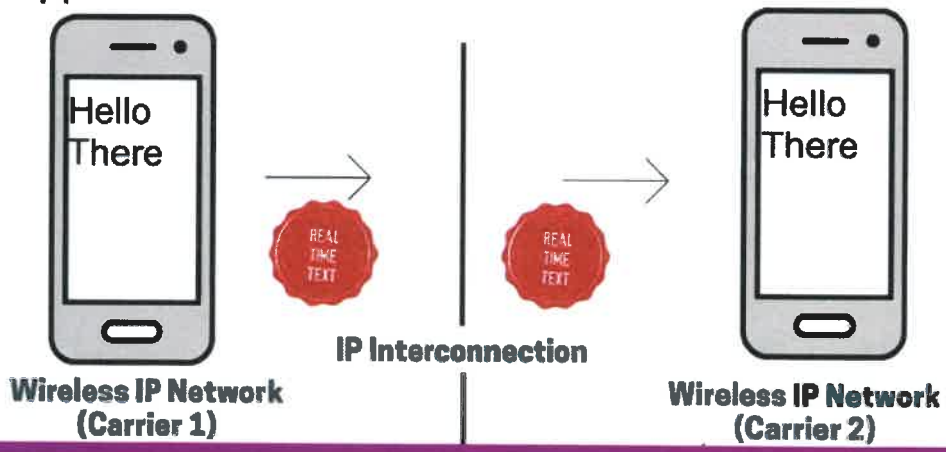
RTT to TTY Backwards Compatibility

Tier I Carriers by December 31, 2017.
Tier II Carriers by June 30, 2020.

RTT to RTT INTEROPERABILITY

RTT Interoperability

Carriers that support RTT must interoperate with other Carriers that support RTT



RTT Interoperability

Carriers must deliver RTT to an RTT-Capable 911 PSAP (i.e. an NG911 PSAP via an ESInet)



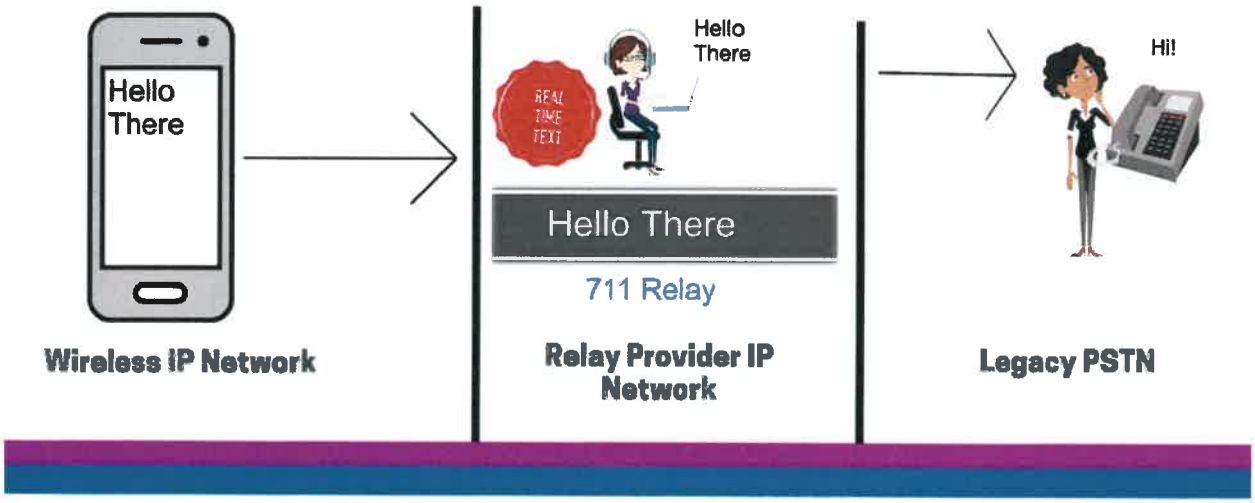
RTT Interoperability

Carriers also need to interoperate RTT with TRS Providers who support RTT (i.e. Hamilton Relay) to deliver and accept calls to/from 711

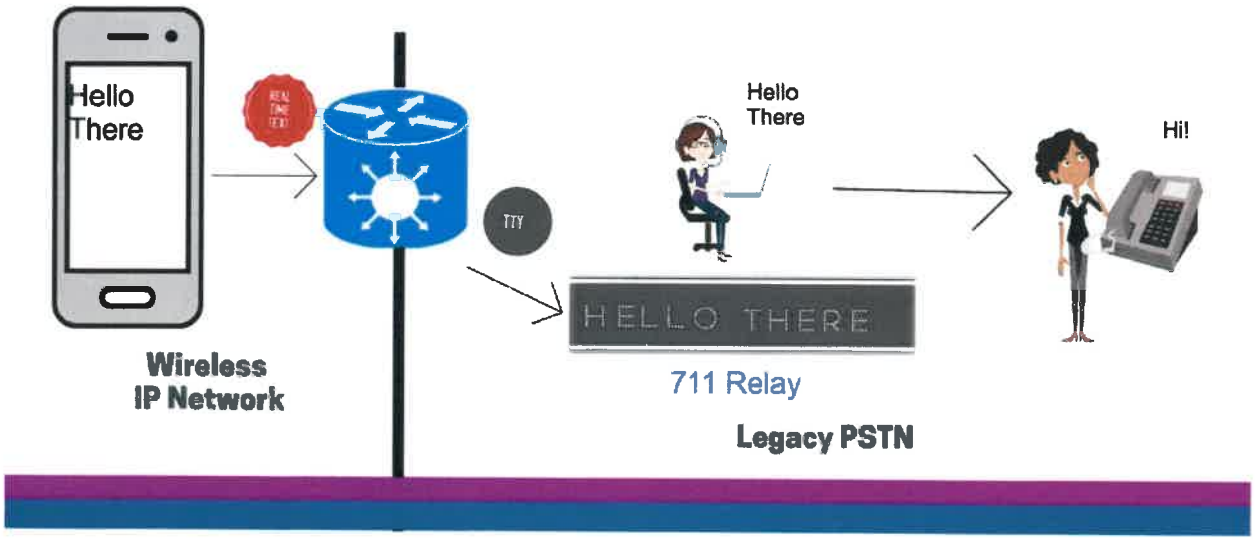


RTT Interoperability

This ensures that TRS users receive the benefits of RTT for "RTT to Voice" calls



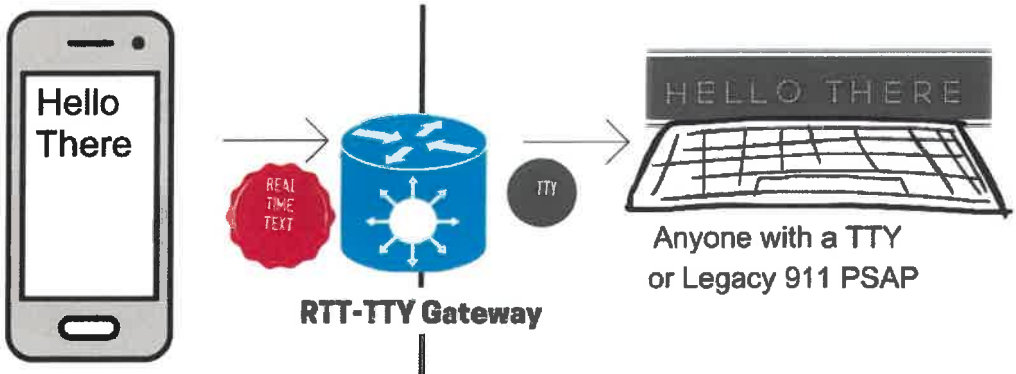
Otherwise, Relay via a RTT-TTY gateway would be slower, more expensive, and less functionally equivalent than Relay should be for "RTT to Voice" relay calls.



RTT to TTY BACKWARD COMPATIBILITY

RTT Backward Compatibility

Carriers must put RTT to TTY gateways in place for calls with a TTY or Legacy 911 PSAP



RTT Backward Compatibility

Gateways only need to be in place until a "sunset" date (sometime between 2021 and 2025?)





RTT Backward Compatibility

Most IP Network to PSTN voice calls don't need a RTT-to-TTY gateway

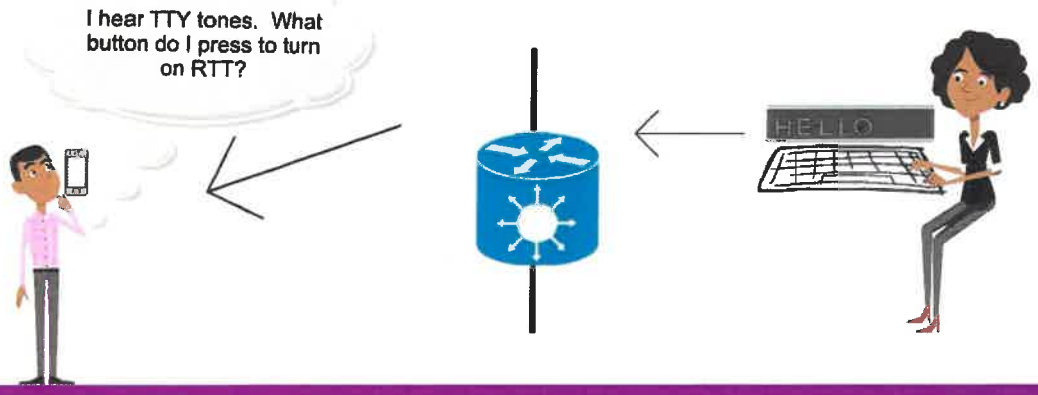






RTT Backward Compatibility

It is hard for the network to determine if a PSTN call is voice or TTY, so the responsibility falls on the RTT user



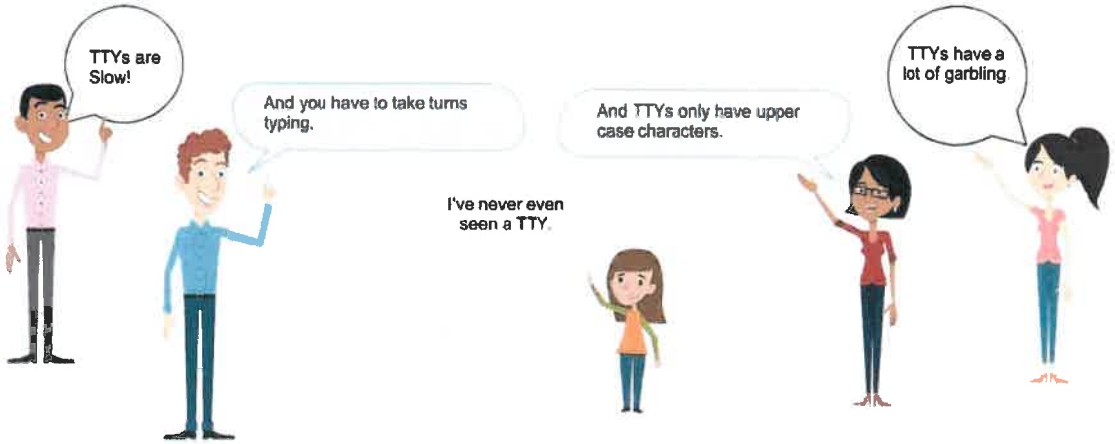
RTT Backward Compatibility

Standards have been written to minimize RTT-TTY gateway use by proposing a "default off" setting for RTT call origination and answering.



See:
*ATIS 0700029
*ATIS 1000068
*3GPP 29.163 Annex I

There are a number of limitations with TTYs that make using RTT to TTY gateways potentially confusing for consumers.



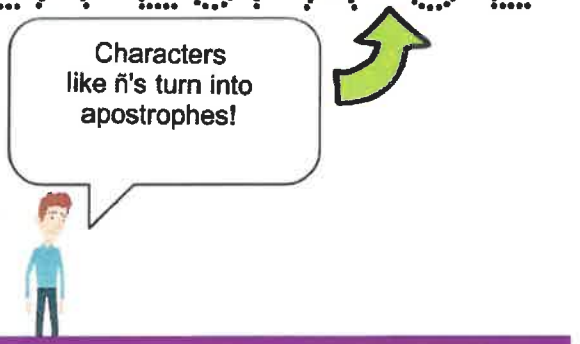
Real Time Text is Super Fast

AND TTY TEXT IS SLOW



Real Time Text habla Español

AND TTY HABLA ESPA'OL



RTT-TTY Gateways

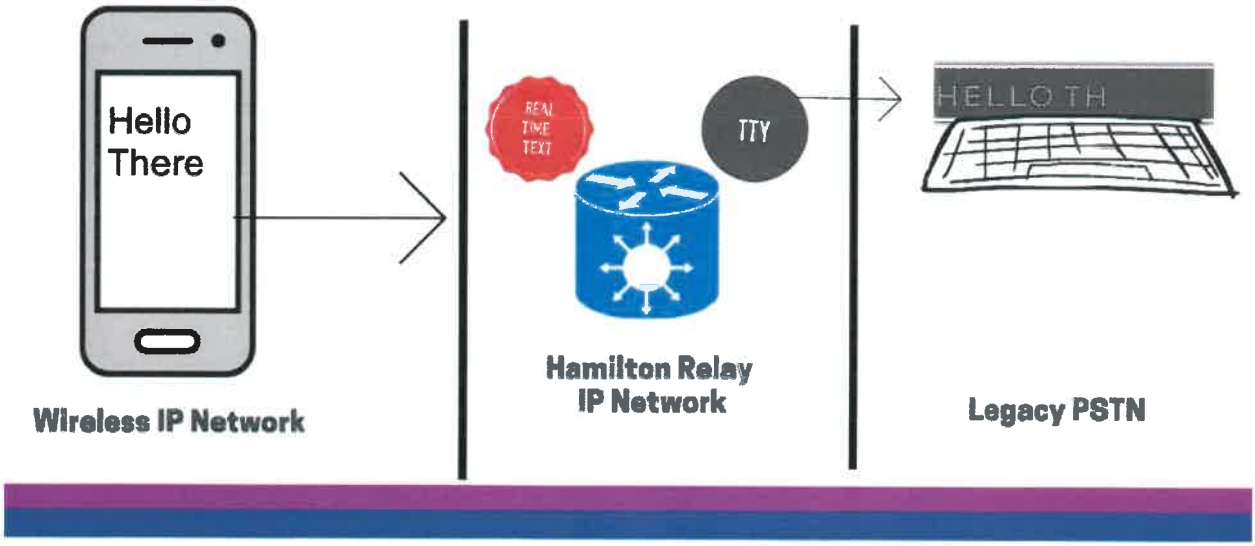
Pros:

1. Gateways allow RTT devices and TTYs to 'talk.'
2. Gateways enable direct dialing.

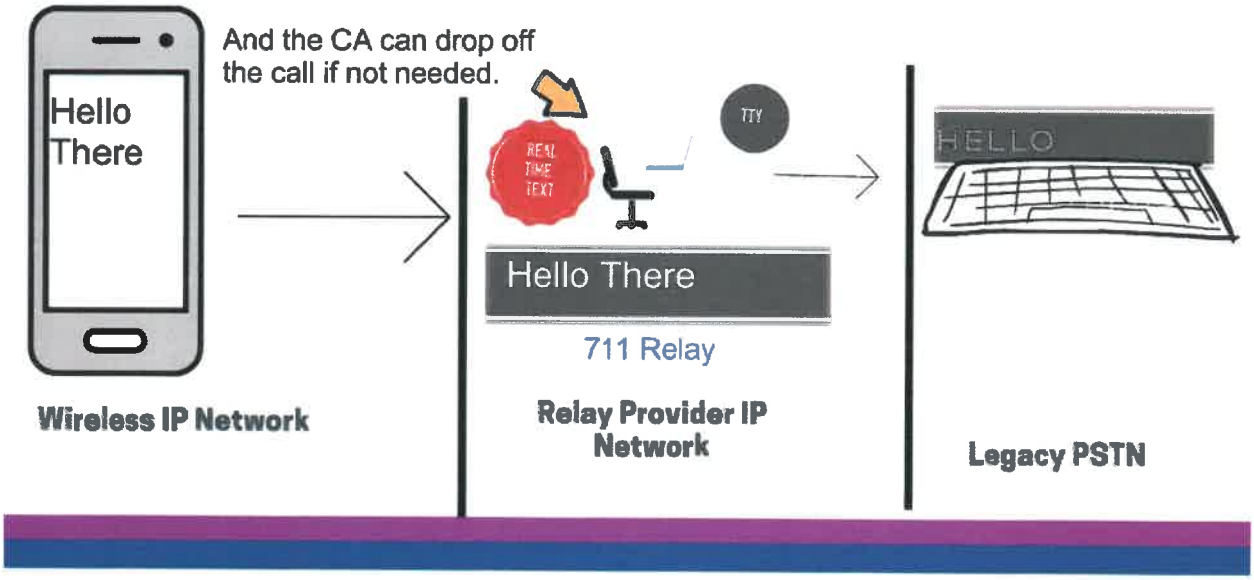
Challenges:

1. Some RTT call controls are set to "Default off"
2. TTY and RTT have differences, so gateways can be confusing for consumers not familiar with TTY

Hamilton Relay supports RTT, and can provide Carriers with a RTT to TTY gateway



Hamilton Relay can also provide a gateway that is "attended" by a Communication Assistant (CA)



Hamilton Relay
RTT-TTY Gateway Solution

1. Leverages IP interconnection to Hamilton Relay

2. TTY users know that our "TTY technology" works

3. Enables carriers to not deploy their own gateways that will only be needed for a few years

Plans to Inform the State of Technological Advances

We will work to ensure that enhancements are cost-effective for the State of Florida and will notify the FPSC of our intent to make technological improvements to our system. We will inform the FPSC of new developments or products as they occur.

Upgrades in Technology/Process in Determining of Technology is Reliable

We take advantage of innovations and technological improvements to continually enhance Florida's Relay service so as to achieve functional equivalency. As a 119-year-old telecommunications company, our company is on the leading edge of new technology. In addition to our Relay, Innovation and Telephone divisions, we also provide:

- Internet Services
- IP Television (an improvement over cable TV)
- Computer sales and service
- Managed Hosting and Online Data Backup
- Long Distance services

There are new advances in these areas every day and we are constantly watching for opportunities to use the technological advances in these areas in relay.

Our relay platform is ideal for today's rapidly changing technologically advanced environment. We use flexible software and hardware (i.e. standard carrier switch, common equipment frames, standard T1 interfaces, windows servers, UNIX operating System, etc.) where components can easily be modified in order to accommodate new technology.

We know that setting our technological development priorities cannot be done in a vacuum. That's why we are very active in the Deaf and Relay communities. We rely on user feedback a great deal and can quickly add new features and make changes based on that feedback and from our own internal evaluations. We are also involved in several industry groups to stay abreast of the latest FCC activities, user needs, and developing technology, for instance:

- Dixie Ziegler, Hamilton's Vice President of Relay, has demonstrated her commitment to the Telecommunications Relay and Captioned Telephone industry by serving six terms years on the Disability Advisory Committee subcommittee as IP CTS Working Group chair. In 2019 Dixie was appointed as a Member Of The Third Term Disability Access Committee. Previously Dixie was selected by the Chair of the Consumer Advisory Committee to serve as the TRS Subcommittee Chair. Prior to that she served two terms as a council member of the National Exchange Carrier Association (NECA) Relay Advisory Council and two terms as a member on the Consumer Advisory Committee (CAC) of the Federal Communications Commission.
- Beth Slough, Director of Account Management and Compliance Manager, has oversight of the account management and bid writing team, as well as compliance related actions of all Relay employees to ensure regulatory compliance. Beth was recently appointed to serve on the FCC Disability Advisory Committee. She also served two terms as an alternate on the FCC Disability Advisory Committee. While serving in this capacity, she played a key role on several Working

Groups which were tasked with developing recommendations and best practices to provide guidance to the Commission in areas such as:

- The registration of IP CTS users in the TRS User Registration Database (TRS URD)
- IP CTS quality metrics
- Real Time Text – Video Relay Services

Beth has represented Hamilton Relay at the National Association of State Relay Administrators and has participated on several industry panels discussing TRS topics such as RTT and 911, Speech to Speech relay, state bid process, Remote Conference Captioning and Captioned Telephone.

- Phil Hupf, Senior Analyst serves on the Interstate TRS Advisory Council.

Hamilton personnel also attend telecommunications related tradeshows to look for opportunities to bring new technology to relay. All of which allows our company to not only design features to make relay better for customers, but also features that minimize the amount of time required to handle relay calls thus saving the State money.

Procedure for Pricing the New Technology

If new or increased technologies and corresponding services develop or any changes in the state and/or federal laws, rules and/or regulations are required with different cost elements, we will, in good faith, negotiate an appropriate pricing structure with the FPSC. We are pleased to offer Florida a full suite of technologically enhanced features and services which are identified throughout this proposal, and have submitted a fixed price for these services in our Cost Proposal.

Hamilton Relay is more than just features and services. In fact, most relay providers have similar features and services. So what makes the difference? Our people! Our entire company is dedicated to providing high quality relay service - from the Hamilton management team to each Communication Assistant. At Hamilton, we know how to provide "Relay Your Way®". As a result, we customize our service to meet each need of our customers.

37. Consumer Input and Participation in Advisory Committee and FPSC Proceedings

The telephone users shall have input on the quality of the delivery of service. Bidders shall develop a plan to include the FPSC 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 shall 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.

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.

Consumer Input – The Foundation of Hamilton's Outreach

We understand the importance of incorporating relay user input to provide a high quality relay service. We seek consumer input constantly through a variety of methods. Relay users' ideas and feedback are vital to our mission to be responsive to the needs of our customers. Recommendations made by users are carefully evaluated by our team and shared with the regulatory body.

To measure customer satisfaction, we routinely conduct assessments of our relay service by seeking input from the regulatory body, the contract administrator, Advisory Boards and relay users. We meet with consumer groups and organizations at various locations across the state. Our Outreach Coordinators reach out to current or potential consumers in the State, they specifically ask for consumer feedback. The marketing and outreach teams work with the Account Manager to meet state contract needs and to approve consumer input questions.

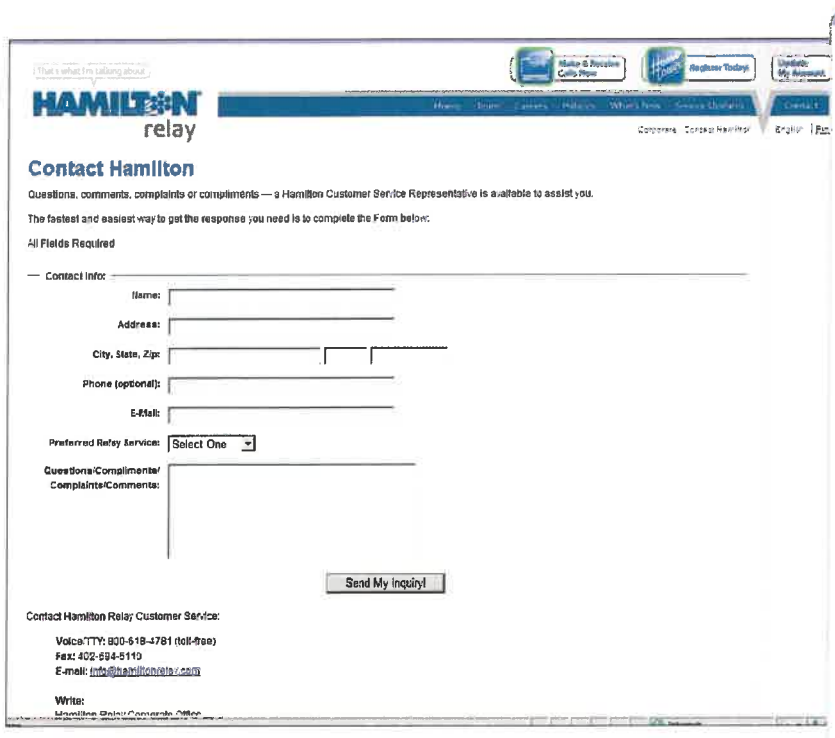
By gathering and utilizing consumer input to improve service quality, we have earned a reputation for responding to the needs of our customers. Some additional methods we may use to gather consumer input include:

- Customer Care: Suggestions, compliments, policy review requests and complaints received by the Customer Care Department are analyzed for trends and incorporated into service improvement plans.
- Outreach Coordinator: The Outreach Coordinator solicits consumer input from the relay community through formal and informal methods. The Outreach Coordinator is connected to the relay community through organizations, groups, and one-on-one meetings with consumers. The Outreach Coordinator also gathers feedback on consumer needs for equipment.
- Webinar Surveys: Immediately following a webinar on our virtual platform, Outreach Coordinators provide an optional survey for attendees to complete online. The purpose of this survey is to:
    - Gather feedback on the presentation to continue to improve on the content, style and/or handouts provided
    - Respond to any remaining questions attendees may have
    - Determine if attendee has used Relay in the past six months; if yes, then gather feedback on their experience
    - Share relevant feedback with the State in reports

- Formal Surveys: Annual surveys are distributed via Hamilton Relay's newsletter, The Relay Connector. Results are analyzed for trends.
- Town Hall Meetings: We conduct Town Hall Meetings in the format of a general forum to share information and encourage consumer input on Relay. Feedback and input are sought regarding all aspects of relay.

Our Policy and Procedure Committee evaluates the input with a focus on how to best serve our customers. This committee looks for patterns in the feedback in order to identify areas requiring additional training or quality monitoring. The committee also makes recommendations to change policies and procedures to satisfy relay users based on consumer input. Just as the needs of the relay community change, so too do our training programs, policies, and procedures. This ensures we are constantly providing the type of relay service desired by the users of Florida Relay.

As reinforced throughout this proposal, we do not require customers to accept a standardized relay service. Rather, we adjust to accommodate the needs and preferences of our customers. Feedback from users of Florida Relay is invaluable to us as we continue providing the best, most user-friendly Relay and CapTel service in the country.



HAMILTON relay

Contact Hamilton

Questions, comments, complaints or compliments — a Hamilton Customer Service Representative is available to assist you.

The fastest and easiest way to get the response you need is to complete the Form below:

All Fields Required

— Contact Info: ———————————

Name:

Address:

City, State, Zip:

Phone (optional):

E-Mail:

Preferred Relay Service: Select One

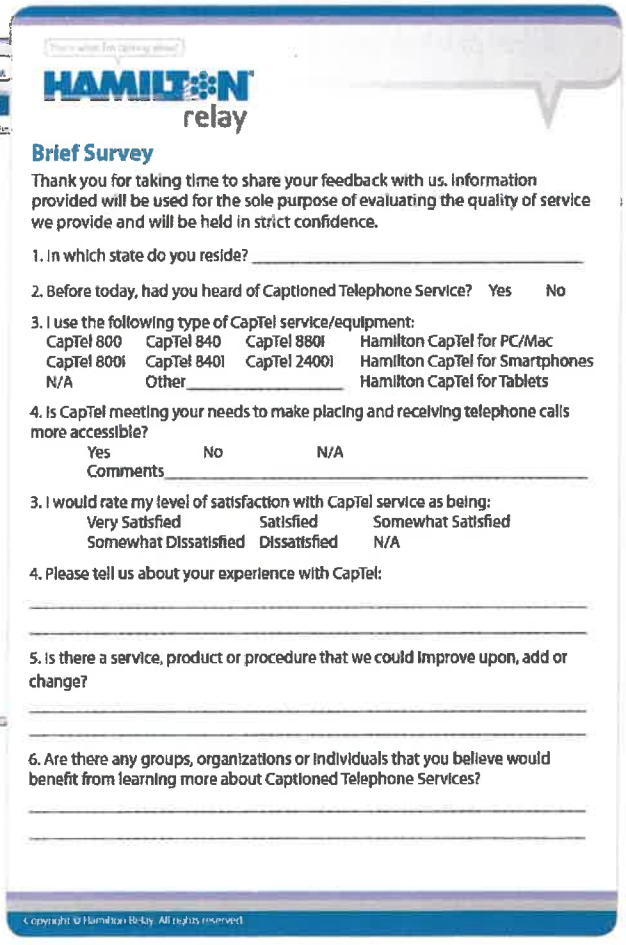
Questions/Compliments/ Complaints/Comments:

Send My Inquiry!

Contact Hamilton Relay Customer Service:

Voice/TTY: 800-618-4781 (toll-free)
Fax: 402-694-5110
E-mail: info@hamiltonrelay.com

Write:



HAMILTON relay

Brief Survey

Thank you for taking time to share your feedback with us. Information provided will be used for the sole purpose of evaluating the quality of service we provide and will be held in strict confidence.

1. In which state do you reside? _____

2. Before today, had you heard of Captioned Telephone Service? Yes No

3. I use the following type of CapTel service/equipment:
CapTel 800 CapTel 840 CapTel 880i Hamilton CapTel for PC/Mac
CapTel 800i CapTel 840i CapTel 2400i Hamilton CapTel for Smartphones
N/A Other_____ Hamilton CapTel for Tablets

4. Is CapTel meeting your needs to make placing and receiving telephone calls more accessible?
Yes No N/A
Comments_____

3. I would rate my level of satisfaction with CapTel service as being:
Very Satisfied Satisfied Somewhat Satisfied
Somewhat Dissatisfied Dissatisfied N/A

4. Please tell us about your experience with CapTel:

5. Is there a service, product or procedure that we could improve upon, add or change?

6. Are there any groups, organizations or individuals that you believe would benefit from learning more about Captioned Telephone Services?

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Customer Service Quality Levels

The primary function of the Customer Care Department is to provide education and outreach to current and potential customers on relay usage and to respond to concerns, compliments and requests for information. These activities are performed with the belief that customers are the most important part of relay. As we've stated throughout our proposal, we adjust to meet the needs of customers – customers are not forced to do it our way.

Through our outstanding customer care and internal programs, we strive to please relay users in every aspect of calls processed by Hamilton Relay. In fact, our entire staff - from management to operations to customer care places a large focus on satisfying each relay user in key areas such as customer service and call handling. Our responsiveness and dedication to each Florida Relay user continually makes the job of the Relay Administrator easier.

As we strive to provide the best Relay and CapTel service in the country, feedback from users of Florida Relay is invaluable to us. It helps us to customize and give relay users choices; that's why we spend so much time collecting it.

Through our community forums, user group meetings and internal customer service systems, we are able to implement changes quickly and satisfy customers almost immediately in most cases. Our consumer input mechanisms truly allow us to offer "Relay Your Way®."

As discussed, our formal Consumer Input Survey is performed annually, and we will report those results to the FPSC annually. For any additional consumer input we receive via Florida post-webinar surveys, we will report those service quality evaluations to the FPSC within 15 calendar days after the last month in each quarter.

Relay Advisory Committee

We build relationships with Advisory Committees in our relay states across the country. These Committees help us to customize our service for users in each state, ensuring that customer needs are known, and service improvement ideas are shared. We believe these groups are the source some of our most useful, actionable feedback.

The Account Manager and the Outreach Coordinator are our primary representatives of attendance at Advisory Committee meetings. In addition, our Director of Account Management and Compliance Manager and/or the Regional Outreach Manager may attend these meetings and are available to the FPSC and the Advisory Committee as needed. We did not include travel or per diem costs of the FPSC or its Advisory Committee in our bid price since those costs are funded by the State.

At these meetings, we provide state-specific outreach and operations reports, traffic reports, customer complaints, new technologies that impact outreach activities and other relevant topics as requested.

We will work closely with the FPSC Advisory Committee, gathering feedback regarding advertising, training and public relations, quality of service, effectiveness of policies and/or procedures, ideas and suggestions for improvement, and other business the Advisory Committee would like to discuss. We

look forward to working with the Florida Relay Advisory Committee where the FPSC will witness our commitment and level of responsiveness to TRS and CapTel users.

38. Complaint Resolution

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

> Your customer service went above and beyond to help my family, ensuring my grandmother quickly received a phone.
> - *Hamilton CapTel User*

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.

TRS Customer Care Access Number

We will provide Customer Care 24 hours a day, 7 days a week via a toll-free telephone number which is accessible from anywhere in the U.S., ensuring that your customers have constant access to customer support. Unique to Hamilton is that we have established separate toll-free Customer Care numbers for each state that we provide relay services and will do the same for Florida.

Promotion of Customer Care Numbers

We will promote the Florida Relay Customer Care Number through Outreach and Customer Care activities; relay materials, etc. so that relay users know how to contact our Customer Care Department. The CapTel Customer Service number is listed on Florida Relay CapTel materials, including the Florida Relay CapTel website.

Customized Customer Care in Florida Communities

We provide Customer Care 24 hours a day ensuring that relay users have constant access to customer support because we believe that our customers are the most important part of relay.

The primary functions of our Customer Care Department are:

- To provide education and outreach to current and potential customers
  - Understanding TTY procedures
  - How to place relay calls
  - Long Distance providers (Carrier of Choice) for correctional facilities and for TRS calls from pay phones.
  - Billing
  - Test calls
  - Referrals to the state Equipment Distribution Program
  - Educating users on new or enhanced features
- To respond to concerns, compliments and requests for information
- To immediately handle complaints
  - Our Customer Care Department always follows-up with each complainant to ensure the problem has been addressed to his/her satisfaction
- Customer Profile assistance
  - Identification as a VCO, HCO or STS user
  - Explaining call handling preferences

In addition to these services provided by our Customer Care Department, we offer a separate and distinct Speech-to-Speech (STS) User Training Line. This specialized service is provided by highly trained and skilled STS staff, not as an add-on to our Customer Care Department. Please note that this specialized service, provided by STS specialists, is separately priced. Please see previously in this Tab in **Section B.22** for more details.

An additional component of our Customer Care comes from our outreach team. Our outreach team will be involved with organizations in the state that serve relay users as well as in local and state events. At these types of events, we will have equipment set up to allow actual hands on experience in making relay calls and will gather feedback at these events to make our service even better.

Complaint Resolution

With Hamilton, Florida Customer Care activities, including inquiries, comments, compliments and complaints, will be handled by personnel trained on Deaf Culture and the needs of individuals who have difficulty speaking or hearing. Our CAs do not handle inquiries or complaints.

Customers may contact us via a toll-free telephone number, e-mail, through the Florida Relay web-site, in person, in writing or via Live Chat. Additionally, any caller to the relay center having a complaint (or compliment) is able to reach a supervisor or customer care representative while still on line during a relay call. Contact information for customer inquiries is described in appropriate printed outreach material that is distributed to the general public.

In the event of a Customer Care contact regarding Florida Relay, we have trained staff members that follow an established procedure that varies depending on the gravity of the situation.

- We direct inquiries for materials to the Florida Relay Outreach Coordinator. Customer Care staff, along with the Florida Relay Outreach Coordinator, are responsible for building one-on-one relationships with customers, sending the appropriate materials and ensuring the customers' requests have been met.
- We direct feedback involving CAs to the CA's Supervisor and the Relay Center Manager. We share all feedback with the CA. We share constructive feedback along with the appropriate coaching, re-training and counseling steps to resolve the situation. Our detailed call records show each key command (not actual text) the CA makes. We have the ability to investigate CA complaints and will take disciplinary action when needed.
- We direct complaints regarding service/procedure issues to the appropriate internal personnel. Technical issues are given to our technical support staff and are addressed promptly. We discuss procedural issues at internal quality meetings and appropriate action is initiated.

Our Customer Care staff, in communication with the Director of Account Management and Compliance Manager (who reviews all complaint information), has ultimate responsibility for all contacts. We respond to all customer inquiries within 24 hours and to resolve complaints within 72 hours; however, all complaints are resolved within 10 calendar days depending on the complexity of the problem.

As your provider, we will share all consumer complaints with you and will work with you to determine the best solution. Because everyone associated with Hamilton Relay is responsible for satisfied customers, we empower our employees to do what they need, within the boundaries of providing relay service, to accommodate customers. This philosophy minimizes the number of complaints and provides customers with satisfaction.

If the customer is not satisfied with the resolution of the complaint or with any action taken, our monthly report to the FPSC will so state. The customer always has the opportunity to file a complaint or appeal with the FPSC in order to have the complaint and action of ours reviewed for such action as the FPSC may deem appropriate.

Customer Care Database

We document every contact made with the Customer Care Department in our Customer Relations Management (CRM) tool. This includes contacts via our toll-free Customer Care number, the customer inquiry form or on-line feedback form, in writing, via Live Chat, or in person. Each database record includes:

- The name and/or address of the customer (if given)
- The date and time received
- The CA identification number
- If a complaint, the nature of the complaint
- The specific relief or satisfaction sought
- The result of the investigation
- The resolution of the complaint
- The date of the resolution
- The Customer Care representative responsible for handling the complaint

Hamilton's standard practice is to keep all reports, including Customer Care reports for five years after conclusion of a contract, far surpassing the required life of the contract and for 12 months after conclusion of the contract period.

Compliment/Complaint Reporting

Our Customer Care Department follows up with every customer who files a complaint, whether through our Customer Care Department or the regulatory body.

- Customer Care collects pertinent information regarding the complaint, and determines if the problem was operational or technical in nature.
- Upon resolution, Customer Care follows-up with the customer and explains the process and resolution to the customer's satisfaction.
- Customer Care information is kept on file and reported to the FPSC monthly (see **Attachment F** for a sample report).
- Each report includes
    - The total number of complaints/comments/inquiries and the category of the contact
    - A separate log of compliments/complaints with the date the compliment/complaint was logged
    - The nature of the compliment/complaint
    - The date of resolution and how it was resolved

Complaint Log

We provide each of our states with Complaint Log Summaries indicating the number of complaints received for the previous 12-month period, ending May 31. These logs are delivered to our states' regulatory body by June 15th each year in order to submit them to the FCC by July 1st.

Complaint information, including resolution, is kept on file and available to the FPSC. We issue each complaint a Record ID number to enable the State and the FCC to quickly and easily identify the details and contact information of a particular complaint.

While each provider submits the required state-specific complaint reporting, no other provider supplies as detailed and extensive reporting as we do. It is also clear from the content of these reports that no other relay provider can supply the quality of service we do. For instance, our complaint logs include Miscellaneous External Complaints and Fraudulent/Harassment Calls; issues that are outside of Hamilton's control. While this policy increases the number of reported complaints, (which our competition points to as a negative) we choose to provide this detailed information to our states in order to provide them with a complete understanding of the issues relay users encounter.

It is imperative that you compare the contents of the complaints (not just the quantity) to get a clear picture of our responsiveness and dedication to doing "what it takes" to satisfy Florida users. We would also encourage the Evaluation Committee to contact the individuals listed in **Attachment B** of this proposal concerning both the number of complaints and the manner in which we have handled those complaints.

Point of Contact for Complaints, Compliments, Grievances, Inquiries and Suggestions

The following information has been submitted to the FCC as Hamilton Relay's point of contact for TRS consumer information, complaints, compliments, grievances, inquiries and suggestions about Hamilton's service:

Dixie Ziegler, Vice President of Relay
Hamilton Relay, Inc.
1006 12th Street
Aurora, NE 68818
Voice/TTY 402-694-5101
Fax: 402-694-5037
E-mail: dixie.ziegler@hamiltonrelay.com
Website: www.hamiltonrelay.com

39. Charges for Incoming Calls

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

We do not charge relay users for use of the relay service. Users access the relay service via dialing 711 or toll-free 800 numbers which are accessible anywhere in the United States. Calling and called parties bear no charges.

On August 5, 2020, the FCC released a Report and Order (FCC 20-105) in which it repealed the equal access and billing option requirements for state program telecommunications relay services (TRS) providers.

We do not charge Relay users for the service when they make local or long-distance calls. There are only four call types that may require a billing method from TRS users:

1. calls placed from payphones
2. calls placed to and from international locations
3. calls placed to Directory Assistance
4. calls placed to pay-per-call services e.g., 900 numbers

We may use several methods to ensure proper billing of these types of calls, which may include collect calling and calling card payment methods.

CapTel users are not charged for long distance calls. Because relay is not involved in long distance for 2-line CapTel calls, users may be billed by their long-distance providers for the voice portion of the call.

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46. Special Needs

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

"Special Needs" means 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. (However, 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.

We are committed to hiring people with disabilities for management positions, shown by our disability representation on Hamilton's Board of Directors. Throughout our nearly three decades as a relay provider, we have employed individuals who are deaf or hard of hearing in the below positions (as outlined in **Section B.5** above). We intend to continue to recruit and hire such individuals for a variety of positions in the future.

- President of Relay
- President and Director of Hamilton Telephone Company
- State Outreach Manager
- Account Manager
- Relay Center Manager

- Assistant Relay Center Manager
- Program Manager
- CapTel Product Manager
- Internet Based Relay Services Product Manager
- Outreach Coordinator
- Customer Service Manager
- Customer Service Representative

We currently employ a long list of individuals with disabilities which is explained in full in **Section B.5** above. Our staff has a great deal of subject matter knowledge in the area of Deaf and Deaf/Blind services. Our CAs undergo extensive training to ensure all relay calls are handled in a manner that is sensitive to the social/cultural variations of relay users accessing the relay service. Our CAs are very sensitive to the different mannerisms that appear in relay calls and are dedicated to making sure conversation takes place.

We will work very closely with the State to ensure that relay services for Deaf, Deaf/Blind and Speech to Speech users are tailored to support the wide diversity of Florida's population as well as all consumers who require enhanced relay functionalities in their communication, including the enhancements listed below.

Internet Protocol CapTel Service (IP CTS)

We provide FCC compliant IP CTS whereby users have the option of receiving captions on a CapTel phone, PC/Mac, Smartphone or Tablet. Hamilton CapTel offers a complete suite of solutions for home, office and mobile telephones that provide real-time, word-for-word captions of everything that is said during a call.

We will continue to meet all FCC requirements in operating our IP CapTel and will abide by all FCC requirements and waivers. Today, the Interstate TRS Fund is paying for IP CapTel Service minutes.

CapTel 880iB

Also referred to as "Braille CapTel", the 880iB is specifically designed for braille readers who have difficulty hearing over the phone, braille CapTel users can read word-for-word captions on a dynamic braille display.



With Braille CapTel, the user connects their Braille display reader (sold separately by other vendors) to the CapTel 880iB via Bluetooth or with a USB cable. During their calls, the CapTel 880iB displays captions of everything the caller says on the Braille display for the user to read in Braille.

Braille CapTel users can read captions at their own speed, scrolling through captions using the buttons on the braille device. The Braille CapTel phone works with a headset, neck loop or T-coil for hands-free use.

Typing Speed Buffer

Our Typing Speed Buffer allows CAs to type at a normal pace while text appears on screen at the speed the user selects; beginning at 10 words per minute up to 45 words per minute, (in increments of 5). Relay users can select this in their profile or ask the CA at any time before or during the phone call to adjust the communication speed. This option is available for all text call types in both English and Spanish.

Verbatim Versus Transliteration

If the voice user requests summarization or translation the CA seeks permission from the TTY user involved in the call. If agreeable, the CA will then begin to summarize or translate the call as requested. Relay users who always want summarization or translation, can select this option on the customer profile. When providing this service, the CA summarizes or translates the hearing person's English back into written English at a level that the deaf person can understand and voices in Standard English.

We train CAs and Supervisors to serve as relay translators. The role of the translator is not to interpret ASL since American Sign Language is not a written language. Rather, to translate "ASL gloss" into conversational English (and vice versa) without compromising meaning or intent.

In compliance with all FCC rules STS CAs are permitted to facilitate a call for a user who has difficulty speaking if the user does not oppose the intervention. STS CAs do not interfere with the independence of the user; the user maintains complete control of the conversation.

We do not charge for special needs services – they are included as part of Hamilton's base price. Hamilton's Customer Service Team will promote any equipment that can be used by those with physical limitations as it comes available. Hamilton's customer service team will serve as a resource to assist Florida relay users with all types of issues– whether temporary or permanent.

47. Unsolicited Features in Basic Relay Service

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 shall 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; enhanced transmission speed or any proposed service enhancements and technological enhancements which improve service.

1. Quality Assurance Manager

All Relay Florida customers will benefit from Hamilton's Quality Assurance Manager. The QA Manager provides structure and guidance to TRS and CapTel Supervisors and Lead CAs/Operators with regards to performing quality monitoring, TRS Audit calls, and CapTel Monthly Timing calls. Additionally, the QA Manager:

- Ensures consistent quality and training standards and protocols are maintained across all Hamilton Relay centers.
- Monitors training and floor activities for compliance with state and federal guidelines as well as CA/Operator compliance with call handling procedures.
- Monitors quality metrics measured and published by 3rd parties and works with internal and external stakeholders to improve Hamilton's performance on these key performance indicators.
- Oversees and assists in the training and development of new and existing TRS and CapTel team members.
- Oversees and assists with on-going training of TRS and CapTel CAs/Operators regarding technical and/or procedural changes.
- Coordinates and leads the TRS and CapTel Quality Team meetings. Responds to Supervisor and Training Team feedback about existing CAs/Operators and determines appropriate training-based solutions for improvement.

2. Outreach to Florida Consumers

As part of our per-minute price, we will provide a high-quality in-house outreach and marketing program that provides an added value to the services offered through Florida Relay in collaboration with Florida Telecommunications Relay, Inc. (FTRI). We will budget $15,000 annually to provide the following outreach and marketing in the State of Florida:

- Highly-qualified outreach support team who are experts in Telecommunications Relay and Captioned Telephone Services
- Community Forum (Town Hall) Outreach Program
- Relay Friendly Business Outreach Program
- Hamilton Relay Annual Awards Program:
    - Deaf Community Leader Award
    - Better Hearing and Speech Month Recognition Award
    - High School Senior Scholarship Award
- Accessible webinar presentations and trainings
- Electronic marketing materials and/or handouts
- Contributing content for FTRI's website
- Florida Relay page on Hamilton Relay website under State Services: https://hamiltonrelay.com/state-services.html
- Educating communities on IP CTS and new technologies available

We will provide a team of outreach experts who build strong relationships with organizations serving individuals with hearing and speech loss, in addition to members of these communities. We have expertise in planning and conducting community forums in partnership with the State and a variety of organizations that serve individuals who are deaf, hard of hearing, deaf-blind , as well as people with

speech differences or whose primary language is Spanish. Along with building these relationships, we have the means to promote these forums, create customized materials and collect feedback from participants.

In addition to these community forums, we can offer additional education and distribution of Florida Relay (and FTRI) materials through our community outreach programs within each contract year. The Relay Friendly Business program is designed to introduce businesses and organizations to the benefits of making their employees, services and products readily available for individuals who have difficulty hearing or speaking over the phone. This program offers instructions on how to make and receive relay calls, proper relay etiquette and smoother communication to avoid hang ups between businesses and relay users.

Hamilton Relay enjoys the opportunity to give back to the communities we serve each year by recognizing leaders within states where we are the contracted relay and/or captioned telephone service provider. The Better Hearing and Speech Month Recognition Award is concurrent with National Better Hearing and Speech Month in May, which provides an opportunity to raise awareness and provide resources around the varying aspects of hearing loss and communication disorders. We present the Hamilton Relay Deaf Community Leader Award each year during this national celebration – when people gather to honor and celebrate their culture. Creating opportunities to further a student's higher education is also a priority for Hamilton Relay. The goal of the Hamilton Relay Scholarship is to support students who are deaf, hard of hearing, deaf-blind or have difficulty speaking in their post-secondary education.

Our national team has had presence in Florida for years, averaging five in-person events annually, including the County Veterans Service Officer Association of Florida training and LeadingAge Florida. Hamilton also has developed a strong partnership with Outreach, Education & Installations (OEI) of CapTel® in Florida. We partner with OEI to provide additional support to CapTel customers in Florida. This additional presence adds value to Florida Relay because it offers additional experts and support of CapTel services to Florida residents and knowledge about the FTRI's equipment distribution program.

Our Florida Account Manager and Hamilton's Outreach Management team will collaborate with FTRI and TASA to identify ways that we can support FTRI outreach efforts in Florida, such as:

- Promoting IP CapTel via National events and presentations
    - At these events we make sure users are familiar with the State's services and equipment program
- Working with CapTel's Outreach, Education and Installation (OEI) personnel to attend additional events
- Working with OEI to perform one-on-one visits/installations

Our outreach efforts have long been admired throughout the industry; it's the foundation of our success and the key to yours. We are aggressive and proactive in providing customized outreach programs that educate individuals about our services. In fact, we are confident that no other relay provider matches our efforts, or even come close to the level of outreach that we provide.

We provide our states with an Outreach Coordinator who is responsible for all aspects of outreach and relay awareness. This person educates the public about the many benefits, features and services available through Hamilton Relay. Our Outreach Coordinators are involved in the Deaf and Hard of Hearing communities and build personal relationships with customers, ensuring that their requests have been met.

A major part of our outreach effort is presenting relay information and demonstrating equipment to organizations and groups. This includes relay user groups, businesses, schools and other public and private entities, libraries and government entities, to describe relay and how it works. We have implemented numerous outreach programs designed to reach hard of hearing and elderly people including giving presentations and workshops at senior citizens centers and physical and mental health service providers.

At all these events we distribute informational materials describing how to use TRS and CTS services. Additionally, we use public relations campaigns to expose these services to a broader audience of people throughout the states we serve.

We know that besides the technology required to provide functionally equivalent telecommunications services, outreach is fundamental. Through refining and distributing materials to target audiences, posting these materials on the state relay website, media campaigns, advertising and trade shows, we will continue to lead the industry in the quantity and quality of outreach activities performed.

If you are interested in a full-time outreach program, Hamilton will provide pricing upon request. A description of our comprehensive outreach program is explained in **Attachment E.**

3. Relay Account Management

We will provide Florida Relay with an Account Manager for the purposes of representing Florida Relay and Florida community involvement. We will assign or hire this person upon contract award. Our Account Management Team monitors contracts to ensure compliance, and our Director of Account Management and Compliance Manager directs this Team with regular meetings and projects intended to provide our Contract Administrators with strengthened resources.

The Account Manager will manage the contract between Hamilton and the State. This individual oversees the actions of the parties involved to ensure contract compliance and is responsible for determining that each party successfully completes assigned duties and responsibilities. The Florida Relay Account Manager acts as the primary Point of Contact for questions, concerns and issues related to TRS and CapTel services. The Florida Relay Account Manager:

- Ensures contract compliance
- Plans, develops, and manages strategies for Florida Relay
- Works closely with Florida Relay Customer Care to interface with relay customers, including assisting Customer Care in processing consumer complaints regarding Florida Relay
- Works closely with the FPSC to develop outreach programs geared to consumers and businesses
- Coordinates with the FPSC to maximize publications and media

- Provides monthly reports to the FPSC
- Has the ability to handle TRS and CapTel issues
- Assists the FPSC with TRS and CapTel issues and concerns
- Meets as required, with the FPSC and/or the Contract Administrator

Members of our management team and the Florida Relay Account Manager will remain in close contact with the Contract Administrator throughout the life of the contract. We use a variety of methods to ensure effective communication, such as video calls, emails and formal letters.

We will provide Florida with "Account Management YOUR WAY," a philosophy in which we customize our Account Management to meet the needs of our States. We are unmatched in this area.

Please refer to **Attachment A** for a description of the personnel who will be involved in the operation of Florida Relay, including resumes and job descriptions and organizational charts. In addition to the individuals listed in **Attachment A** there is a whole team of professionals that will assist in the operation of Florida Relay.

4. Third Party Evaluations

As previously described in **Section B.27**, we utilize Cositics, a well-respected auditing firm who is experienced in evaluating relay performance, to provide third-party, independent evaluations of our relay services. We utilize Cositics to place "mystery shopping" test calls each month to measure the quality of our TTY and CapTel services in both English and Spanish and to see how we rank with other relay providers. Each test call is evaluated for accuracy using multiple criteria including such key performance indicators as:

- Typing accuracy
- Words added or changed
- Spelling
- Spoken accuracy
- Typed words per minute

As discussed previously, our formal Consumer Input Survey is performed annually, and we will report those results to the FPSC annually. For any additional consumer input we receive via Florida post-webinar surveys, we will report those service quality evaluations to the FPSC within 15 calendar days after the last month in each quarter.

5. State-of-the-Art Technology

With us, Florida will achieve functional equivalent TRS through state-of-the-art technology. As shown through the below examples, we work diligently to provide states with the most cost-effective and efficient relay service possible.

Recent examples of our ability to provide state-of-the-art technology follow:

- Our upgraded workstations make use of the latest networking and technology available. By building intuitive processes such as these, CAs are allowed to focus more on relaying the call.

- Among other new features, our new workstations include:
  - New processes to reduce misdials
  - Enhanced Turbo Code
  - Customer Care numbers accessed in the system
  - An automated search feature
  - Faster and easier access to preference data
- Visually Assisted Speech-to-Speech (VA-STS)
  - This exciting feature provides the STS CA with visual communication cues. We will provide this feature to the State if so desired. We only use highly trained and skilled STS staff to process VA-STS calls.
- STS User Training Line. We will provide this feature to the State if so desired. We are unique in that we utilize highly trained and skilled STS staff to handle User Training Line calls.
- Hamilton CapTel for Web, iOS and Android allows users to place and receive calls – while reading word-for-word captions – on a single device. Please see **Attachment C** for complete descriptions of this service.

Our focus on providing solutions that ensure communication is accessible to our consumers includes:

- **The widest range of CapTel solutions, including mobile and web Captel**
- **Hamilton CapTel for Business Interconnected by Tenacity™ - this Hamilton exclusive is the only workplace captioned telephone solution nationwide**
- **Live chat available on the Hamilton CapTel website**
- **A Real Time Text (RTT) solution**

6. Superior Relay Platform

Our continued investments in technology and innovation means that we operate on a superior relay platform and are ideally positioned to adapt to rapidly changing technology. We proactively take advantage of technological advancements in order to provide the highest quality service to Florida's relay users.

- We've had an IP infrastructure since 2012 and have a track record of reliability and stability.
  - Our TRS platform and agent workstations are based entirely on an IP infrastructure.
- We engage TTY and other modem resources at the interconnection points between our IP infrastructure and the Public Switched Telephone Network (PSTN) in order to ensure maximum reliability for TTY (i.e. reduced garbling) and other modem connections.
- Our centralized IP based network and simplified workstations makes it faster and easier to scale and adjust relay operations as needed.

Our third generation workstations make use of the latest networking and technology available. This includes less hardware, larger monitors and enhanced features as well as more on-screen prompts and a more automated process. All of which provides faster, more accurate call processing with less set-up and wrap times as well as more choices for our relay users.

7. Real-Time Text



As previously described in **Section B.36**, we are the industry leader in Real Time Text (RTT). RTT is an important development, one that may improve technology access to individuals who rely on TRS and augment existing TRS technologies. We are prepared and eager to implement RTT.

Our TRS platform and agent stations are capable today of supporting new technologies such as RTT and High Definition Audio. Unlike legacy TTY's, RTT is designed to work within a Voice over IP (VoIP) network. As our network is completely IP based, and has been for many years, there is no need for a wholesale restructuring of our infrastructure to accommodate digital technology and related advancements such as RTT.

RTT is important, not only because of the continued evolution from analog to digital phone lines, but also because it is more functionally equivalent for relay users, and we have worked hard to develop a custom and robust RTT solution.

8. Hamilton Remote Conference Captioning (RCC)

As previously described in **Section B.17**, we will provide Remote Conference Captioning to the State, if so desired. Hamilton Relay offers Remote Conference Captioning (RCC), with real time captioning, to enable text users to participate in conference calls. We offer this service in both English and Spanish, **24 hours a day, seven days a week.** Please note that RCC is not subject to TRS standards but it is verbatim, confidential and secure.

9. Hamilton CapTel For Business™, Interconnected by Tenacity



Exclusively from Hamilton is a CapTel solution, designed specifically for the workplace. Hamilton CapTel for Business allows businesses to seamlessly integrate CapTel into the Cisco® VoIP environment through the installation of the Hamilton CapTel phone application. No additional equipment is required.

Designed to work at work, business professionals using Hamilton CapTel for Business experience a familiar, natural flow of conversation – with the added clarity of word-for-word captions – even on conference calls!

This service is separately priced. Please let us know if you are interested in receiving more details on this cutting-edge technology.

10. Additional Features

All features listed below are included in Hamilton's basic per minute rate unless otherwise stated. As you can see, Hamilton provides a whole range of advanced relay features at no additional cost.

Customer Care/Outreach/Personnel:

- 24 hour Customer Care via TTY and Voice
- Customer Friendly Language and Procedures
- Customer Care via the Internet, including Live Chat
- State Specific Web Pages
- Complete Confidentiality
- Advanced CA Training
- Remote Monitoring of CAs
- CA Counseling Services

Enhanced Features:

- Alpha–Numeric Dialing
- Answering Machine Retrieval (Single-Line)
- ASL Translation
- Automated Call Routing
- Automated Number Identification (ANI)
- Automatic Connection Mode
- Average Speed of Answer
- Background Noises
- Cellular/Wireless/PCS Phone Access
- CA Gender ID
- CA Gender Preferences
- CA in-call Replacement
- CA Typing Speed
- CapTel® (Separately Priced)
  - ANI billing (if desired)
  - State specific Reporting
  - N11 dialing
  - $75 Equipment Program
  - Default Amplification Settings
  - Hamilton CapTel for Web
  - Hamilton CapTel for iOS and Android
- Courtesy Messages
- Customer Database:
  - Multi-User Feature
  - Remote Access
  - Language Type
  - Answer Mode Preference

  - Preferred CA Gender
  - Translator
  - No Abbreviations
  - Slow Type Buffer
  - Spell Check Turned Off
  - Speed Dialing
  - Customized Greetings
  - Billing Preferences - Direct, Collect, Calling Card, etc.
  - Call Restrictions - 1+, 0+, International, 900/976, etc.
  - Commonly Called Numbers - Speed Dialing
  - Spell Check
  - Notes for Special Instructions
  - Expanding Abbreviations
- Dialed Number Verification
- Directory Assistance
- Emergency Assistance
- Emergency Call Handling/Emergency PSAP Database
- Emergency Numbers
- Enhanced Modems
- Error Corrections/Abbreviation Expansion
- Enhanced Turbo (E-Turbo)
- Hearing Carryover (HCO)
- HCO-HCO
- HCO Permanent Branding
- HCO-TTY and TTY-HCO
- HCO with Privacy
- Inbound International
- Intercept Messages
- Last Number Redial
- LEC Calling Services:
  - True Caller ID (SS7)
  - CID Per Line (Global) Block / CID Per Call Block
  - CID Per Call Blocking Macros
  - Call Screening (Call Rejection) (Call Block)
  - Call Acceptance
  - Anonymous Call Rejection
  - Preferred Call Forwarding
  - Unique Flash
  - Three-Way Calling
  - Call Forwarding
- Machine Recording Capabilities
- N11 dialing Access
- Pagers

- Regional 800/888/877 & Businesses with Special Prefixes
- Relay Your Way®
- Remote Conference Captioning (RCC) (Separately Priced)
- Reverse Two-Line HCO
- Reverse Two-Line VCO
- Roaming
- Slow Type Buffer
- Spanish
- Spanish to English Call Translation
- Speech Disabled Indicator
- Speech-to-Speech
  - Speech-to-Speech/Spanish
  - Speech-to-Speech/VCO
  - Speech-to-Speech to other TRS Communication Modes
  - Speech-to-Speech User Training line (Value-added Service)
  - Visually Assisted Speech-to-Speech (Value-added Service)
- Split Screen
- Transfer Gate Capabilities
- TTY to TTY (Call Release)
- Turbo Code
- Two-Line HCO
- Two-Line HCO/Speech-to-Speech
- Two-Line VCO
- Variable Time Stamp Macro
- Voice Call Progression
- Voice to Voice Call Release
- Voice Carryover (VCO)
- VCO Gate, if desired
- VCO Greeting Identifier
- VCO-HCO and HCO-VCO
- VCO Permanent Branding
- VCO-TTY and TTY-VCO
- VCO-VCO
- VCO with Privacy
- Voice Gender ID
- 1010 Numbers
- 7-1-1
- 900/800 Pay Per Call

Network And Reporting:

- Self-Learning Database
- Automatic Branding of Call Speed

- Automatic Number Identification
- Complete Switching and Network Redundancy
- Enhanced Back-up Power
- Automatic Rerouting of Calls to Prevent Service Interruptions
- Technical Flexibility
- Intercept Messages
- Courtesy Messages
- Fantastic Reporting System

Disaster Recovery Plan:

- Detailed Disaster Recovery Plan

48. IP-Relay Service, IP-Captioned Telephone Service, and 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. If required by the FCC, the bidder shall be capable of providing Video Relay Service.

IP Relay

Hamilton discontinued its provision of IP Relay Service effective May 15, 2013. If the States become responsible for the provision of IP Relay Service during the term of this contract and if the FPSC desires, we will provide an IP proposal to the State of Florida and will provide pricing at that time.

Internet Protocol CapTel Service (IP CTS)

We provide FCC compliant IP CTS whereby users have the option of receiving captions on a CapTel phone, PC/Mac, Smartphone or Tablet. Hamilton CapTel offers a complete suite of solutions for home, office and mobile telephones that provide real-time, word-for-word captions of everything that is said during a call.

We will continue to meet all FCC requirements in operating our IP CapTel and will abide by all FCC requirements and waivers. Today, the Interstate TRS Fund is paying for IP CapTel Service minutes.

CapTel 840i

The CapTel 840i uses your telephone service to provide voice and a high-speed internet connection to provide captions. The 840i has the following enhanced features:

- Extra-large, high resolution 7" captions window with adjustable font sizes and colors
- Built-in Answering Machine shows the captions of voice messages
- Time stamps Answering Machine messages and conversations
- One-touch access to the CapTel Help Line - 24 hours a day, 7 days a week (a dedicated button automatically connects the user to Customer Service)
- Phone Book allows for storage of 97 names and numbers
- Adjustable volume control (up to 40dB gain) for captioned calls. AES encryption for optimal security and privacy

- Speed dial keys for one-touch dialing of frequently called numbers
- Wi-Fi compatible for use anywhere in range of the user's wireless network.

CapTel 2400i

We offer the 2400i for those individuals that prefer a touch-screen navigation for on-screen menus. The 2400i has a larger size and feel of a modern business phone and has the following enhanced features:



- Large, 10" touch-screen display
- Multiple font sizes and colors
- Captions can be turned on/off as needed
- Custom tone control for optimal hearing
- Built-in Answering Machine with captions
- One-touch access to CapTel Customer Service
- Phone Book allows for storage of 97 names and numbers
- Speed dial keys for one-touch dialing of frequently called numbers
- Dial-by-Photo capability
- Wi-Fi compatible for use anywhere in range of the user's wireless network.
- Built-in speaker phone with adjustable volume for hands-free calling
- Bluetooth connectivity

CapTel 880i

The 880i's extra-large font sizes & display options are ideal for people with low vision, who have difficulty viewing standard-sized captions. The 880i has the following enhanced features:



- Extremely large display screen
- Extra-large font sizes/options for optimal viewing
- Captions can be turned on/off as needed
- Callers dial CapTel user's number directly
- Built-in Answering Machine
- One-touch access to CapTel Customer Service
- Phone book to store frequently called numbers (95+ names)
- Wi-Fi compatible for use anywhere in range of the user's wireless network.
- Speed dial keys for one-touch dialing of frequently called numbers

CapTel 840 PLUS

The CapTel 840 PLUS has the flexibility to meet users' telephone needs with just one device - whether they have traditional analog lines or IP telephone lines. This product helps address user issues if their telecommunications provider moves to a VoIP platform.

CapTel 880iB

Also referred to as "Braille CapTel", the 880iB is specifically designed for braille readers who have difficulty hearing over the phone, braille CapTel users can read word-for-word captions on a dynamic braille display.



With Braille CapTel, the user connects their Braille display reader (sold separately by other vendors) to the CapTel 880iB via Bluetooth or with a USB cable. During their calls, the CapTel 880iB displays captions of everything the caller says on the Braille display for the user to read in Braille.

Braille CapTel users can read captions at their own speed, scrolling through captions using the buttons on the braille device. The Braille CapTel phone works with a headset, neck loop or T-coil for hands-free use.

Hamilton CapTel For Business™, Interconnected by Tenacity

Exclusively from Hamilton is a CapTel solution, designed specifically for the workplace. Hamilton CapTel for Business allows businesses to seamlessly integrate CapTel into the Cisco® VoIP environment through the installation of the Hamilton CapTel phone application. No additional equipment is required.



Designed to work at work, business professionals using Hamilton CapTel for Business experience a familiar, natural flow of conversation – with the added clarity of word-for-word captions – even on conference calls!

Hamilton CapTel for Web

Hamilton CapTel for Web is an innovative way to access captioned telephone service via the Internet with a computer and any telephone (i.e. landline, cell phone or smartphone). CapTel users read captions of what is said on their PC/Mac, while listening and talking over their desired telephone.

Hamilton CapTel for iOS and Androids

Hamilton CapTel for Smartphones can be used anywhere on a single, mobile telephone that is capable of supporting both voice and data simultaneously through a 3G, 4G or Wi-Fi connection and is available on most smartphone devices and networks. We have launched Hamilton CapTel for Smartphones via the iPhone App, and the Android App.

Recognizing the importance of mobility, Hamilton CapTel for Smartphones allows users to place and receive calls – while reading word-for-word captions – on a single mobile device. We were the first provider to introduce single-phone CapTel service on smartphones.

Individuals using Hamilton CapTel can use their Tablet and any telephone (i.e. landline, office, cell phone, smartphone) to place calls using the Hamilton CapTel App. CapTel users read captions of what is said on their Tablet, while listening and talking over their desired telephone. Hamilton CapTel for

Tablets can be used anywhere using an Android or iOS Tablet with a connection to the network via a cellular carrier or Wi-Fi along with any telephone service.

With Hamilton CapTel for Web, iOS and Android, Hamilton Relay is making equal access to all individuals a reality, wherever they are.

We will continue to meet all FCC requirements in operating our IP Captioned Telephone and Mobile CapTel services and will abide by all FCC requirements and waivers. We are in full compliance with all FCC Rules for IP-CapTel. Today, the Interstate TRS Fund is paying for all IP Captioned Telephone Service minutes.

Video Relay Service

We discontinued our provision of Video Relay Service effective December 1, 2008. If the States become responsible for the provision of Video Relay Service during the term of this contract and if the FPSC desires, we will provide a VRS proposal to the State of Florida at that time.

49. Redundancy

Please provide information regarding redundant coverage offered nationally, such as the number of call centers.

Call Routing and Center Facilities

Hamilton Relay calls are handled via true dynamic call routing in which the next available CA within our network processes TRS and/or CapTel calls as they are received. This maximizes efficiency and service. We also have the ability to process TRS and CapTel calls from at-home CAs, such as in times of national emergencies. All CAs are provided with comprehensive and in-depth training and follow the same call procedures, so no matter where a call is handled, relay users receive the same high quality service.

Relay Facility

We have thirteen call centers which are geographically separated by great distance, to ensure uninterrupted service with minimal downtime. Each of our relay centers has a secure call center floor that is separated from other business. The space has doors that are clearly marked for admittance only by authorized personnel to preserve the confidentiality of relay conversations. Secured by locked doors, the relay center is accessible only via a biometric scanner. Each call center is staffed with its own operational and technical staff. Battery backup and an uninterruptible power source are available to operate the equipment, lighting and other peripherals in emergency situations

Locations of Hamilton Centers

- Aurora, Nebraska
- Albany, Georgia
- Baton Rouge, Louisiana
- Columbus, Georgia

- Frostburg, Maryland
- Pittsfield, Massachusetts
- Wichita, Kansas

Locations of CTI Centers

- Appleton, Wisconsin
- Arlington, Texas
- Madison, Wisconsin
- Milwaukee, Wisconsin
- Orlando, Florida
- Tampa, Florida

Virtual Call Center

Because of the obstacles presented by the COVID-19 pandemic, including social distancing and other health directed measures enacted by the CDC, health departments and state and local municipalities, we recognized the need to develop a virtual call center network to support work at home call processing. We communicated this need with the FCC and on March 16, 2020 the FCC clarified that there is no prohibition from CAs working from home for all forms of TRS (DA 20-281). We then notified our state relay administrators and shared that the virtual call center allows us to not only ensure the safety and health of our employees, but to also ensure that our customers continue to have uninterrupted access to critical relay services.

Virtual call center CAs process TRS and CapTel calls remotely on a dedicated private network. The virtual call center is an extension of the physical call center and operates utilizing the same standards and requirements. All CAs are provided with comprehensive and in-depth training and follow the same call procedures, so no matter where a call is handled, relay users receive the same high quality service. Reporting and CA quality monitoring capabilities also remain intact.

Additionally, processing relay calls from a virtual call center provides an additional layer of redundancy during disasters such as hurricanes, flooding, tornados, power outages and global pandemics such as we are currently experiencing.

Location of TRS Switches and Relay Platforms

- Our switches and relay platforms are located in two geographically diverse locations. Workstation equipment, database information, and CAs are located in all our relay centers.
- Incoming calls are primarily controlled by an Automatic Call Distributor (ACD) and switch equipment via redundant T-1 circuits.
- For redundancy purposes, call centers can also operate off the ACD and switch equipment in the alternate facility via redundant T-1 circuits.
- Incoming relay calls enter our relay network and are then connected to workstations in any Hamilton facility. This all happens instantaneously with no call delays. Calls made to the terminating party exit through the call network as well.

The following is a step-by-step description of the current route, which relay calls travel and what happens to the call at each stage of the route. In this network configuration relay users use the Public Switched Network via an 800 number (or by dialing 711) to arrive at either of our switches at which time calls are routed to the first CA available for processing. As technology changes, we will update our system accordingly.

- **Step One - TTY or Voice Caller Calls the Relay Service:**
  The initial 800 or 711 call made by the relay customer travels over the Public Switched Network, transporting the relay call to Hamilton's IXC point of presence.

- **Step Two - Transport of the Incoming Call (TTY or Voice):**
  Upon reaching the IXC, calls are routed to the appropriate Hamilton switch, determined by routing rules defined by Hamilton at the IXC level, via dedicated circuits. If the call cannot be delivered to the intended switch, it will automatically and instantly be delivered to Hamilton's other switching facility. Florida TRS calls can be routed to any Hamilton relay center.

- **Step Three - Switching of the Call:**
  Upon delivery to our switch, the call is put in queue to be answered by a workstation. It is important to note that we put all calls into a "queue" in order to handle them in the order received and to assign them on a rotating basis to the various workstations, but this is not visible to the relay customer.

  Our switches are high-speed, stand-alone, non-blocking digital switching matrixes that are fully redundant to ensure reliable performance, and expandable to accommodate future growth. They utilize standard T1 interfaces and the SS7 network, linking it to other digital switches. The system is set up to automatically access the secondary redundant hardware on the switch with no human intervention. The system auto-detects problems and moves to the secondary system immediately if necessary

  Because our switches are fully independent, we provide a network configuration with a routing diversity that is very difficult to match and virtually unbeatable in terms of minimizing the potential for relay downtime. With this configuration our technicians are always in a position of having several routing options and more than one switching option as a back-up in the event of a failure in hardware or software.

- **Step Four - Database Access:**
  The relay switch system and workstations access a database for a variety of reasons, such as customer profile data and jurisdiction lookups. Redundant database servers are used to ensure the availability of the information required to effectively process calls.

- **Step Five - Call Arrives at Relay Workstation:**
  After the call has been routed to the first available CA, their workstation auto-answers the call. Our systems will automatically detect the appropriate connection method for text users if not already defined by customer profile.

Another software tool is utilized to obtain the necessary management reports produced by the relay service. These reports contain information about average answer seconds, abandoned calls, average work time per call, connected call counts, average call length, CA productivity, etc.

As previously mentioned, we use the Public Switched Network between the origination point of the call and our interexchange carrier's point of presence and in the reverse for outbound calls. Trunks are purchased from a certified IXC and handle traffic back and forth from the IXC point of presence to our relay switching platforms. Trunking capacity between the local network and the relay switching platforms, for both originating calls and terminating calls, is more than sufficient to assure that blockage does not occur under any reasonably foreseeable operating conditions. These trunks also have overflow capabilities among all of our facilities.

We currently have 72 inbound and 72 outbound trunks at both of our switching points. This is a sufficient number of trunks to accommodate Florida Relay traffic.

TRS Switching System

Our switch is a programmable, non-blocking switching system that supports a wide range of digital telephony services. Its open, modular architecture and programmable interfaces allow for simplified and cost-effective application development. The switch supports up to 2,048 ports in a single high-density system. Its components include a matrix CPU, network interface cards, Digital Signal Processing service cards and SS7 packet engine cards. Our switch adapts to standard network and line interfaces, including T1, E1, J1, and ISDN PRI.

The InterCall Switch Operating System (ISOS) was developed in response to the need to quickly develop applications on the programmable switching platforms. The ISOS can simply be loaded on a UNIX host, and plugged into the switch to offer basic tandem type switching capabilities including routing and call detail records. The ISOS is a fully operational basic switch and has great flexibility. We took advantage of this flexibility and have customized many relay functions in the ISOS operating system.

Our relay workstation application takes advantage of the power and flexibility of the ISOS operating system. It provides a high level of CA control processing with complete flexibility to connect any type of call protocol to any other type of call protocol. A database maintains a preference of each caller to speed up call connections and to provide information for tailored call processing.

Our host controller is housed in a redundant server environment and will automatically failover to prevent dropped calls in the event of technical failure. In addition, we maintain redundant and geographically dispersed host controllers and switches to facilitate failover in a disaster recovery situation. We maintain an inventory of spare critical components for the switching system onsite to ensure that the required levels of service are met.

Our switch is a high-speed, stand-alone, non-blocking digital switching matrix. The system is fully redundant to ensure quality, reliable performance. The system utilizes a standard T1 interface that

enables it to be linked to other digital switches. Cards and power supplies within the system are redundant which gives us the flexibility to switch from one side of the switch to the other to perform updates or to troubleshoot without interrupting call processing. The system is set up to automatically access the secondary operating system on the switch with no human intervention. The system auto-detects problems and moves to the secondary system immediately if necessary.

If one of our switching systems cannot be returned to service by transferring control to redundant equipment, the calls are rerouted to another switching system. The switching systems are designed to provide a very high level of operational security with two fully redundant processors and power supplies in each switch. The control systems provide online system monitoring and real-time programming capabilities that will not take the system off-line and the ability to perform preventative maintenance or repair while the system is online. Remote capabilities are also provided so the system can be remotely monitored, reconfigured or controlled as necessary. All of this is provided to ensure the required levels of service are continually met.

Our flexible system architecture connects every workstation to both switching locations so that the workstation can utilize either system in the event that one becomes unreachable. This also allows us to provide uninterrupted service during maintenance windows. We provide network redundancy with two separate high-speed routes provided by two different carrier groups connecting all centers.

In an effort to keep abreast of the latest technology, we have made changes to our relay platform in recent years.

CapTel Redundancy/Switching System

No other contractor can provide the level of redundancy that we do. Processing CTS calls from **thirteen geographically dispersed locations** provides a level of redundancy and assurance to our states that they are unable to obtain from any other contractor. This is just one more area where Hamilton CapTel is unmatched!

Each CapTel Service Relay Center is equipped with redundant systems for power; utilizing a combination of battery backup, commercial UPS supply, and/or auxiliary generator to supply uninterruptible power to the CapTel Center for a minimum of 8 hours. Redundant systems for power include ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

It is also important to ensure that equipment and technology is tested and upgraded frequently. CTI has made the following recent changes:

- Replaced servers with ones that have lower power requirements
  - Going "green"
  - Allows for longer power if back-up power is needed
- New servers allow for more robust monitoring to see signs of trouble before it would affect call processing
- Servers and core switching gear are on a sonnet fiber ring at each location
  - 3 diverse fiber networks

- Added a second data center so if one goes down, the other takes over and has the ability to run all CapTel centers

CTI has developed a complete plan for dealing with natural and man-made problems including but not limited to terrorism and phone line cut accidents. The plan, described in detail below, details the level of escalation, which will be employed to deal with the problem and restore service. CTI's plan is designed to ensure that no aspect of relay service is impaired.

CapTel Switching System

The CapTel switching system includes a redundant Central Processing Unit (CPU) on "hot stand-by" to ensure that no calls are dropped due to processor failure. The switching system also includes:

- A full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities
- On-line monitoring
- Real time programming capabilities which will not take the system off-line
- The ability to perform preventative maintenance without taking the system off-line

An inventory of spare critical components is maintained on site to ensure the required levels of service are met.

CapTel Disaster Recovery/Continuity of Operations/Pandemic Plan/Winter Emergency Preparedness Plan/Network and Data Security

Along with our subcontractor, CTI, we have developed contingency plans for maintaining 24/7/365 CapTel operational status. This includes a complete plan for dealing with natural and man-made problems including but not limited to terrorism and phone line cut accidents. The plan details the level of escalation, which will be employed to deal with the problem and restore service. This plan is designed to ensure that no aspect of relay service is impaired.

- In the event of a disaster affecting CapTel centers, we would follow specifically outlined procedures in which we will act immediately to restore service to CapTel users. As an added layer of protection, we will advise CapTel users to dial 711 to use their phone in VCO mode. We will notify the TRS Administrator immediately if a major problem occurs.
- CTI has also developed a Winter Emergency Preparedness Plan for when the CapTel Call Centers are faced with inclement weather that affects the staff's ability to arrive to work.
- CapTel Inc. has installed and maintains a number of different security measures to protect the privacy of CapTel calls, access to CapTel systems, and to protect the integrity and unauthorized access to customer data.
- All CTI centers are interconnected in order to provide back-up service for each other. Equipped with redundant systems for power, switching equipment, call processing servers, data network servers and LAN gear, most equipment failures can be corrected quickly at any CapTel call center, avoiding complete loss of service.
- Additionally, all Hamilton CTS locations are equipped with redundant power systems.

Processing CTS calls from a combination of thirteen geographically dispersed centers provides Florida with a level of redundancy unmatched by any other captioned telephone provider – a key component to ensuring a positive call experience for every CTS user.

50. Performance Bond

The provider will be required to furnish an acceptable performance bond, certified or cashier's check, or bank money order equal to the estimated total first year price of the contract. The bond may be renewed annually and shall be in effect for the entire duration of the contract and provided to the FPSC upon execution of the contract or upon request of the FPSC's contract manager.

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

a. The surety company shall be authorized to do business in the state of Florida.

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

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

d. The surety company shall provide 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.

We understand and will comply with all bonding requirements. Upon contract award, we will obtain a performance bond, certified or cashier's check, or bank money in form and substance acceptable to the State and will provide it to the State upon contract award.

51. Submission of Monthly Invoice

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

Payment is due within 30 days of receipt of a proper invoice. If payment is not received within the 30 day due date, the FPSC will be liable for interest charges at prime lending rates that will be incurred against the unpaid balance until such time as payment is received.

The invoices provided by relay provider for the FRS shall specify to whom payment shall be made and the address to which such remittance shall be mailed. If FPSC or its assigned Administrator disputes any portion of a monthly invoice, the disputing party shall provide to relay provider a detailed explanation of and manner of calculations of the disputed amounts. Relay provider will promptly address the claim with the FPSC or its Administrator and attempt to resolve the problem within thirty (30) days. If the dispute is between relay provider's Administrator and relay provider and these two parties cannot resolve the issue within thirty (30) days of the due date of the bill, relay provider shall so advise the FPSC. The FPSC will address the dispute as soon as possible. If relay provider overcharges the FPSC on any monthly invoice and the overage is paid, relay provider shall issue a credit in the amount of the overage plus interest charges at prime lending rates. Interest shall be calculated from the date such payment is received by relay provider ("Payment Date"), until the date such credit is issued.

We understand and will comply with the above invoicing requirements. Please see **Attachment F** for a copy of our proposed invoice and other statistical reports.

52. Travel

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

We understand and will comply.

53. Reporting Requirements

The provider shall provide to the contract manager and the Administrator the following written reports by the 25th calendar day of each month reporting data for the previous month. More frequent or more detailed reports shall also be provided upon request.

The Florida Relay Contract Manager and the Administrator will receive Hamilton's invoice by the 14th of the month and written reports including complaint data by the 25th of each month for the activity in the previous month.

Traffic Reports

The FPSC will receive our monthly traffic reports, including complaint data, by the 25th of each month. Our reporting package will capture Florida Relay activity for the previous month and will include the reports delineated below. In addition to statistical reports, we will provide requested customer care, outreach, operations and technical reports.

As requirements change, we have the ability to modify these reports so that the reporting needs of Florida Relay are met. Our reporting capabilities are very vast and our reporting system immensely flexible, and as with the other aspects of our relay service, reports can be customized.

Upon award of the contract, we will schedule a post award reporting meeting. This meeting, with the Florida Contract Administrator, our Billing and Reporting team and our Account Manager for Florida is to ensure that reporting requirements have been interpreted correctly and to verify that the reports sent to the State answer the statistical questions of the FPSC. We will work with the FPSC to provide desired reporting information.

We specialize in tailoring our relay service until the parties involved in the process are satisfied. Reporting is no exception.

Our reports are electronically produced and automatically tracked through our switching and billing systems. Please see **Attachment F** for a sample of the reports delineated below.

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.

Please refer to **Attachment F, Report B**, for a sample reporting format.

(2) Number of incoming call minutes associated with each of the categories of incoming calls in a.(l) above.

Please refer to **Attachment F, Report C**, for a sample reporting format.

(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).

Please refer to **Attachment F, Report D**, for a sample reporting format.

(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.

Please refer to **Attachment F, Report E**, for a sample reporting format.

b. Average daily and monthly blockage rate.

Please refer to **Attachment F, Report G**, for a sample reporting format.

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

Please refer to **Attachment F, Report G**, for a sample reporting format.

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

Please refer to **Attachment F, Report F**, for a sample reporting format.

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)).

Please refer to **Attachment F, Report H**, for a sample reporting format.

f. Number of outgoing local, intraLATA toll, intrastate interLATA, interstate and international calls for the month. (Total should equal total of a.(3)).

Please refer to **Attachment F, Report A**, for a sample reporting format.

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)).

Please refer to **Attachment F, Report B**, for a sample reporting format.

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 47 CFR 64.604(c)(1)(ii), by June 15 covering the previous 12 months of complaints ending May 31 of that year.

Compliment/Complaint Reporting

All compliment/complaint activity is reported to the FPSC monthly. Included in the reports are; the number of customer care inquiries categorized by topic areas, a separate log of compliments/complaints with the date the compliment/complaint was logged, the nature of the compliment/complaint, the date of resolution and how it was resolved (see **Attachment F** for a sample report).

Complaint Log

We provide all our states with Complaint Log Summaries indicating the number of complaints received for the previous 12-month period, ending May 31. These logs are delivered to our states' regulatory body by June 15th each year in order to submit them to the FCC by July 1st

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

We will submit monthly reports to the FPSC. These monthly reports will include the results of any user evaluations conducted.

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

We understand and will comply.

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

We understand and will comply.

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.

Please refer to **Attachment F, Report K**, for a sample reporting format.

m. The provider shall submit the necessary documentation to the FPSC that complies with the state certification requirements of 47 CFR 64.606 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.

On behalf of the FPSC, we will prepare an application for Renewal of Current Certification to have Florida Relay be certified as a Telecommunications Relay Service pursuant to the rules and procedures set forth by the Federal Communications Commission. All states in which we currently provide relay have been certified for the certification time period beginning July 26, 2018 and ending July 25, 2023.

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.*

We understand.

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.

In addition to statistical reports, we have the ability to provide requested customer service, outreach, operations, and technical reports. We will work with the FPSC to provide desired reporting information in the format requested.

54. Transfer to New Provider

When relay service is transferred to a new provider, the provider shall make every effort to ensure that service is transferred to the new provider so that relay users do not experience an interruption in service. The relay service and consumer service 800 or other telephone numbers shall be made available to the new provider, with the new provider paying any costs associated with transferring the numbers to the new provider. Provision of customer profile data to the incoming provider shall be provided at least sixty (60) days prior to the outgoing provider's last day of service.

We understand and will comply.

55. Insurance Coverage

During the term of the Contract, the provider shall provide insurance coverage for itself and all of its employees used in connection with the performance of services under this Contract and ensure that all subcontractors shall be similarly covered as provided herein. Such policies shall be issued by a financially sound carrier and/or carriers duly authorized to do business in the State of Florida. Such insurance coverage shall hold the FPSC harmless from any act, negligence or omission on the part of provider, its employees, agents or subcontractors and their employees in the execution or performance of the obligations assumed hereunder. This insurance will include Worker's Compensation as required by law and comprehensive general liability and bodily injury insurance in amounts no less than $1,000,000 per occurrence and $2,000,000 general aggregate.

We understand and will comply.

56. Optional Florida Call Center

A bidder may, at its option, elect to place a call center in Florida through which relay traffic may be routed. A bidder 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 March 1, 2022. Bidders meeting the criteria for a Florida call center will be awarded 100 points. Partial points will not be awarded in this category.

We understand. We will process a percentage of Florida Captioned Telephone calls the following centers in Florida:

- Orlando, FL
  2602 Challenger Tech Court, Suite 190,
  Orlando, FL 32826
  407-514-5900

- Tampa, Florida
  10500 University Center Drive
  Suite 160
  Tampa, FL 33612
  813-902-2511

Call Routing and Center Facilities

Hamilton Relay calls are handled via true dynamic call routing in which the next available CA within our network processes TRS and/or CapTel calls as they are received. This maximizes efficiency and service. We also have the ability to process TRS and CapTel calls from at-home CAs, such as in times of national emergencies. All CAs are provided with comprehensive and in-depth training and follow the same call procedures, so no matter where a call is handled, relay users receive the same high quality service.

Relay Facility

We have thirteen call centers which are geographically separated by great distance, to ensure uninterrupted service with minimal downtime. Each of our relay centers has a secure call center floor that is separated from other business. The space has doors that are clearly marked for admittance only by authorized personnel to preserve the confidentiality of relay conversations. Secured by locked doors, the relay center is accessible only via a biometric scanner. Each call center is staffed with its own operational and technical staff. Battery backup and an uninterruptible power source are available to operate the equipment, lighting and other peripherals in emergency situations

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- Wichita, Kansas

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- Arlington, Texas
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Virtual Call Center

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Additionally, processing relay calls from a virtual call center provides an additional layer of redundancy during disasters such as hurricanes, flooding, tornados, power outages and global pandemics such as we are currently experiencing.

At this time, the national emergency continues, and "stay-at-home" and "social distancing" restrictions remain in effect in many state and local jurisdictions, with uncertain timetables for their removal.

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HAMILTON RELAY

Tab 6

Proposal for Telecommunications Relay and Captioned Telephone Relay Services

FLORIDA

C. TECHNICAL BID PROPOSAL FORMAT

1. Format

The bidder's proposal shall be organized in the same order as the items listed in the checklist form in Section E except Signature of Acceptance items require no response other than a signature on the checklist. Signing means that the item has been reviewed and the bidder agrees to comply with the item. The person signing shall be the person in the bidder's organization authorized to make the proposal. For items for which points may be awarded, the bidder shall explain how it will provide the service described in the RFP. For pass/fail items, the bidder shall provide the information requested.

a. The original and eight (8) two-sided copies of the technical proposal shall be filed. The original and five (5) copies of the price proposal shall be filed.

b. The technical proposal shall be contained in a three-ring binder indicating the name of the bidder and indicating that the contents of the binder is the technical bid proposal only. Price proposals are not eligible for FPSC electronic filing. (The price proposal shall be submitted in a separate sealed envelope - see Section D.)

c. Each page of the technical proposal shall be numbered at the bottom center of each page and each page should be consecutively numbered with no repetition of page numbers, except attachments that can be numbered A-1, B-1, etc. For example, there shall only be one page 1, one page 50 and one page 500 in the technical proposal. Page numbering shall only be done in Arabic numerals with no pages numbered with other characters such as 5.7, iii, 6-a, XIX, or similar numbering systems, except attachments as described above. Attachments can have their own numbering system. Attachments shall be labeled by letters (e.g., A, B, C, etc.) and page numbers for attachments should begin with the attachment letter designator (e.g., A-1, B-1, C-1, etc.).

d. In the top or bottom margin of each page, the name of the company shall be identified.

e. To the extent possible, all pages of the proposal shall be on 8½ x 11" white paper. However, individual presentations which the bidder is unable to place on an 8½ x 11" page in a readable format may be presented on a larger page.

f. Attachments can have their own numbering system. Attachments shall be labeled by letters (e.g., A, B, C, etc.) and page numbers for attachments shall begin with the attachment letter designator (e.g., A-1, B-1, C-1, etc.).

We understand and have complied.

2. *Transmittal Letter*

The transmittal letter on the original of the technical proposal shall contain the original manual signature of the person submitting the proposal on behalf of the bidder. The technical proposal copies shall also contain the typewritten signer's name and title. The transmittal letter shall clearly identify the complete legal name of the bidder. In the transmittal letter, the bidder shall state that it will comply with all requirements of the RFP. Any exceptions to the RFP's terms and conditions will result in disqualification from the solicitation process.

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

We understand and have complied.

3. *Public Entity Crimes Provision*

Pursuant to Section 287.133, Florida Statutes, a person or affiliate who is on the convicted vendor list following a conviction for a public crime may not submit a bid on a contract to provide any goods or services to a public entity. The person or affiliate may not be awarded a contract or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity and may not transact business with any public entity in excess of the threshold amount provided for in Florida Statute 287.017 for Category Two ($35,000) for a period of 36 months from the date of being placed on the convicted vendor list.

We understand. Hamilton is not on the convicted vendor list.

4. *Financial Information*

To allow the FPSC to evaluate the financial responsibility of the bidding company, the following items shall be submitted with the proposal for the bidding company (and its parent company, if applicable). Online access via a secure website1 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:*

   (l) *Statement of income and related earnings,*

[1]A bidder may file a claim of confidentiality pursuant to Rule 25-22.006(5), F.A.C., or the bidder may file a formal request for confidential classification pursuant to Rule 25-22.006(4), F.A.C. Documents received by means of the Internet cannot be considered confidential.

(2) Cash flow statement,

(3) Balance sheet, and,

(4) Opinion concerning financial statements from an outside CPA;

b. Primary Banking source letter of reference.

We understand. Hamilton requests that the FPSC keep the following component of its proposal Proprietary and Confidential as it is considered trade secret work product which, if released, would give advantage to our business competitors and serve no public purpose.

- Attachment G – Financial Information

Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others.

Hamilton has uploaded this confidential information to a secure site. An email generated by Beth Slough will be sent to the FPSC with a link to access this confidential information.

Hamilton has included its primary banking source's letter of reference in **Attachment G**.

5. Experience and Customer References

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.

We have provided the above information, including the number of outgoing calls for the most recent month at the time this proposal was written for each state in which it is currently providing relay services. For complete information on Hamilton's experience and qualifications to provide relay service to the State of Florida, please see Attachment B.

State	Contract Duration	Description	Contact
California	6/2/2010 – Present	• TRS • CTS • Fourth consecutive contract	Brent Jolley Interim State of California TRS Administrator California Public Utilities Commission 505 Van Ness Avenue San Francisco, CA 94102 Email: Brent.Jolley@cpuc.ca.gov
District of Columbia CTRS	10/24/2014 – Present	• CTS • Third consecutive contract	Paul Martinez Acting Deputy Executive Director Public Service Commission of the District of Columbia 1325 G Street N.W. Suite 800 Washington, DC 20005 Phone: (202) 626-9216 Email: pmartinez@psc.dc.gov
District of Columbia TRS	07/13/2014 – Present	• TRS • Third consecutive contract	Paul Martinez Acting Deputy Executive Director Public Service Commission of the District of Columbia 1325 G Street N.W. Suite 800 Washington, DC 20005 Phone: (202) 626-9216 Email: pmartinez@psc.dc.gov
Georgia	4/1/2006– Present	• TRS • CTS • Fourth consecutive contract	Tonika Starks Contract Administrator, Georgia Relay Georgia Public Service Commission Service 244 Washington Street, SW Atlanta, Georgia 30334-5701 Voice: (404) 657-4990 Email: tstarks@psc.state.ga.us
Idaho	12/1/1992 – Present	• TRS • CTS • Sixth consecutive contract	Kelli Toohill Idaho TRS Administrator P.O. Box 351 Lynden, WA 98264 Voice: (604) 652-0447 Email: idahorelay@gmail.com
Iowa	1/1/2005 – Present	• TRS • CTS • Third consecutive contract	Kelsey Seaberg Project Manager, Relay Iowa 1375 E. Court Des Moines, IA 50319 515-725-7367 Email: Kelsey.Seaberg@iub.iowa.gov

State	Contract Duration	Description	Contact
Commonwealth of Kentucky	5/16/2016 – Present	• TRS • CTS	Jim Stevens Contract Administrator, Kentucky Relay Kentucky Public Service Commission 211 Sower Boulevard P.O. Box 615 Frankfort, KY 40602 Phone: 502-564-3940 Email: jim.stevens@ky.gov
Louisiana	1/15/1998 – Present	• TRS • CTS • Fourth consecutive contract	Ted Hankins President, Louisiana Relay Administration Board 100 CenturyLink Drive Monroe, LA 71203 Phone: 318-388-9416 Cell: 318-235-5400 Email: ted.hankins@centurylink.com
Maryland	5/31/2007 – Present	• TRS • CTS • Third consecutive contract	David Bahar Project Manager for Maryland Relay 301 West Preston Street, Suite 1008A Baltimore, MD 21201 Video Phone: (443) 842-7590 Email: david.bahar@maryland.gov
Commonwealth of Massachusetts	7/1/2008 – Present	• TRS • CTS • Third consecutive contract	Monna Wallace Massachusetts Relay Administrator Director of Programs, Massachusetts State 911 Department 151 Campanelli Drive, Suite A Middleborough, MA 02346 Phone: 508-828-2911 Email: monna.wallace@state.ma.us
Michigan Individual Telephone Companies and Associations	2/1/2015 – Present	• TRS • CTS	Scott Stevenson President, Telecommunications Association of Michigan Phone: (517) 482-1258 Website: www.telecommich.org
Montana	2/28/2006 – Present	• TRS • CTS • Second consecutive contract	Mary Taylor State Contract Manager/Project Manager MTAP Executive Director PO Box 4210 Helena, MT 59604 Voice: (406) 444-4290 Email: mary.taylor@mt.gov

State	Contract Duration	Description	Contact
New Mexico	7/1/2009 – Present	• TRS • CTS • Fourth consecutive contract	Nathan Gomme Relay Administrator, State of New Mexico New Mexico Commission for Deaf & Hard of Hearing 505 Marquette Ave NW Albuquerque, NM 87102 VP: (505) 435-9319 Email: nathan.gomme@state.nm.us
Commonwealth of Pennsylvania CTRS	8/6/2007 – Present	• CTS • Third consecutive contract	Eric Jeschke Contract Administrator, Pennsylvania Relay Pennsylvania Public Utility Commission 400 North Street Keystone Building Harrisburg, PA 17120 Phone: (717) 783-3850 Email: ejeschke@state.pa.us
Commonwealth of Pennsylvania TRS	12/16/2014 – Present	• TRS	Eric Jeschke Contract Administrator, Pennsylvania Relay Pennsylvania Public Utility Commission 400 North Street Keystone Building Harrisburg, PA 17120 Phone: (717) 783-3850 Email: ejeschke@state.pa.us
Saipan	10/1/2004 – Present	• TRS • Second consecutive contract	Rob Harrell Micronesian Telecommunications Corporation (d/b/a IT&E) P.O. Box 500306 Saipan, MP 96950 Phone: (670) 682-2614 Email: rob.harrell@itehq.net
Utah	8/1/2020	• TRS • CTS	Gary Widerburg Commission Secretary Heber M. Wells Bldg, 4th Floor 160 "East 300 South Salt Lake City, Utah 84111 Phone: (801) 530-6713 Email: gwiderburg@utah.gov

State	Contract Duration	Description	Contact
Commonwealth of Virginia CTS	4/1/2011 – Present	• CTS	Doug Leslie Strategic Sourcing Consultant Supply Chain Management Virginia Information Technologies Agency (VITA) 11751 Meadowville Lane Chester, Virginia 23836-6315 Phone: (804) 416-6161 Email: doug.leslie@vita.virginia.gov
Commonwealth of Virginia TRS	7/31/2015 – Present	• TRS	Doug Leslie Strategic Sourcing Consultant Supply Chain Management Virginia Information Technologies Agency (VITA) 11751 Meadowville Lane Chester, Virginia 23836-6315 Phone: (804) 416-6161 Email: doug.leslie@vita.virginia.gov
Washington	7/1/2015 – Present	• TRS • CTS	Steven Peck ODHH TRS Contract Administrator Department of Social and Health Services 4450 10th Ave SE, Lacey, WA 98503 PO Box 45301, Olympia, WA 98504 Phone: (360) 339-7762 Email: pecksc@dshs.wa.gov

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

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

Additional References:

Following are names and contact information of persons who could respond to requests for the quality of services rendered by Hamilton Relay:

Name	Contact Information
John Birznieks California CPUC Communications Division	505 Van Ness Avenue, Third Floor San Francisco, CA 94102 Phone: (415) 703-5888 Email: John.Birznieks@cpuc.ca.gov

Name	Contact Information
David Weiss California Deaf and Disabled Telecommunications Program CRS Department Manager	DDTP 1 Kaiser Plaza, Suite 1101 Oakland, CA 94612 TTY: (510) 735-8588 Fax: (510) 271-8234 Email: dweiss@ddtp.org
Barry Saudan California Deaf and Disabled Telecommunications Program Chief Executive Officer	DDTP 1 Kaiser Plaza, Suite 1101 Oakland, CA 94612 Phone: (510) 268-4754 Email: bsaudan@ddtp.org
Terri Jo Maddox California Hamilton Relay Consumer	2214 Sundale Drive Rancho Cordova, CA 95670 Phone: (916) 708-8680 Email: terrizane@sbcglobal.net
Don Senger California Hamilton Relay Consumer	2304 Platt Drive Martinez, CA 94553 Phone: (925) 228-3040 Email: d.senger@juno.com
Lara Walt District of Columbia DC Relay Manager	1325 G Street N.W. Suite 800 Washington, D.C. 20005 Phone: (202) 626-5100 Fax: (202) 393-1389 Email: lwalt@psc.dc.gov
Virginia Moore Kentucky Executive Director of KCDHH	Kentucky Commission on the Deaf and Hard of Hearing 632 Versailles Rd Frankfort, KY 40601 Phone: 502-573-2604 Fax: 502-573-3594 virginia.moore@kcdhh.ky.gov
Bonnie Eades Louisiana Past President of the Louisiana Relay Administration Board	921 Beauregard Parkway Covington, LA 70433 Mobile: (985) 707-8277 Email: bonnieeades@bellsouth.net
Naomi DeDual Louisiana Past Secretary of the Louisiana Relay Administration Board	Email: naomi.dedual@la.gov
Charlotte Roy Louisiana Past Member of the Louisiana Relay Administration Board	1035 Bridge St. Hwy Parks, LA 70582 Phone: (337) 845-5210 Email: cmroy13@aol.com

Name	Contact Information
Thelma Covello Louisiana Former Vice President of the Louisiana Relay Administration Board	205 Herring Street Leesville, LA 71446 TTY: (337) 239-7056 Fax: (337) 239-3817 Email: Lsucajunlady@aol.com
James A. Stevenson Maryland Governor's Advisory Board for Telecommunications Relay	108 Washington Street P.O. Box 1724 Cumberland, MD 21501-1724 Phone: (301) 759-2047 Voice Fax: (301) 759-2014 Email: james.stevenson@acps.k12.md.us
Ryan McAnany Michigan Michigan Public Service Commission Manager, Rates and Financial Analysis	Telecommunications Division 7109 West Saginaw Hwy, 1st Floor Lansing, MI 48917 Phone: (517) 284-8196 Email: mcananyr@michigan.gov
Ron Bibler Montana Montana Telecommunications Access Program Committee	518 Deer Drive Great Falls, MT 59404 Phone: 406-727-0184 Email: ron@biblerfinancial.com
Bob Dunbar Idaho Former TRS Administrator	2545 N. Waggle Pl. Meridian, ID 83646 Voice/Fax: (208) 846-8371 Email: rdd0245@gmail.com
Sam Martinez New Mexico Former Relay Administrator for Relay New Mexico	State of New Mexico Commission for Deaf & Hard of Hearing 2500 Louisiana NE, Suite 400 Albuquerque, NM 87110 Office Phone: V/TTY: (505) 881-8824 VP: (505) 814-7841 Email: Sam.Martinez@state.nm.us
Shannon E. Smith, MBA/HRM New Mexico Former Relay Administrator for Relay New Mexico	1081 West Innovation Rd Kearney, MO 64060 Phone: (816) 501-8478 Email: shannon@teltex.com
Melissa Derr Pennsylvania Bureau of Technical Utility Services; Pennsylvania Public Utility Commission	400 North Street Keystone Building Harrisburg, PA 17120 Phone: (717) 783-3850 Fax: (717) 787-4750 Email: mderr@pa.gov
Leslie A. Kelly Pennsylvania Center for Independent Living of South Central Pennsylvania	1658 Princeton Road Altoona, PA 16602 TTY: (814) 949-1912

Name	Contact Information
Stephen H. Schultz Pennsylvania Pennsylvania TRS Advisory Board Board Member	PO Box 1553 Camp Hill, PA 17001-1553
Diana Bender, Ph.D. Pennsylvania Pennsylvania TRS Advisory Board Past Board Member, Chairperson	101 Oakwood Lane Phoenixville, PA 19460
Jodi Goodenough	Telecommunications Relay Specialist Heber M. Wells Bldg, 4th Floor 160 "East 300 South Salt Lake City, Utah 84111 Phone: 801-715-3470 Email: jgoodenough@utah.gov
Clayton Bowen Virginia Former Contract Administrator for Virginia VDDHH Relay & Technology Programs Manager	1602 Rolling Hills Drive, Suite 203 Henrico, VA 23229-5012 Phone: (800) 552-7917 Voice/TTY Office: (804) 662-9704 Fax: (804) 662-9718 Email: clayton.bowen@vddhh.virginia.gov
Deborah O'Willow Washington ODHH Director	4450 10th Ave SE Lacey, WA 98503 OR PO Box 45301, Olympia, WA 98504 Phone: 360-529-5754 (V/VP) Email: Deborah.OWillow@dshs.wa.gov

Following are some of the comments that our relay users have made about our relay service in the last several months:

- "I am so excited about purchasing the 'Captioning Telephone' that I would like everyone to know. I bought it for my friend Marion who is 98 years old and hard of hearing. I used to call her quite often on the phone and she couldn't hear me most of the time…I called and ordered the phone for Marion which was a birthday and X-mas gift. You would be amazed at the difference… She is a different person because she is able to communicate with other people now."

  Muriel R. Ohlin, Hamilton Relay Consumer

- "The outreach coordinator has gone way above and beyond in customer service by meeting Hamilton CapTel users outside of normal business hours to help them learn to use the Hamilton technology. Additionally, it's always a joy to see the outreach coordinator at the frequent local expos and exhibits in our area… Hamilton has generously sponsored our newsletter for the past few years, which we have much appreciated."

  Yael Shaner, Past President, Association of Late Deafened Adults, Atlanta Chapter (ALDA-Peach)

- "Hamilton Relay provides a valuable service to our community by providing the current Relay services, making telecommunication simple, dependable and convenient for people who have difficulty using a standard phone."

  Charlie Frew, Executive Director, Jerusalem House

- "The outreach coordinator and Hamilton Relay have been amazing partners in our efforts to educate public safety communications professionals to provide effective emergency telephone services to people with disabilities… Without the assistance of such a wonderful company, we would not be able to provide the level of training our members and attendees deserve and have come to expect."

  Angela Bown, Executive Council Representative, Georgia Association of Public Safety Communications Officials (APCO)

- "The (Hamilton) outreach coordinator is very skilled in making families comfortable with technology that can oftentimes be intimidating. . . . . The services provided by Hamilton Relay help to bring the latest technology into the homes of our students and their families expanding communication ease and access to the world. Please consider the importance of their mission as you review their contract bid for service in your state."

  Marsha Domingue, Retired Program Specialist, Hearing Impaired Program, East Baton Rouge Parish School System

- "The outreach coordinator did a remarkable job representing Hamilton Relay and the participants at the recent Baltimore Federal Executive Boards EEO Diversity/Inclusion and Disability Awareness Symposium were very impressed with the assistive technology and Ms. Khan. The outreach coordinator also previously provided displays at an outreach event held here at US Army Chemical Material Agency (CMA), Aberdeen Proving Ground with raving reviews. We have found Hamilton Relay to be an invaluable asset in regards to outreach to those individuals with disabilities as well as an advocate to provide awareness to individuals without disabilities. I consider Hamilton Relay a reliable and professional source for the industry.

  Leon G. Patterson, Equal Employment Opportunity Officer, US Army Chemical Materials Agency

- "Hamilton has operated Louisiana's relay system in a manner that is not only responsive to the needs of the deaf/hard of hearing, speech disabled and hearing community, but in an efficient, innovative and professional manner. Hamilton has been very responsive to the Relay Board's requests and has been easily accessible to the Board on a daily basis."

  Julia Thornton, Former Secretary/Treasurer Louisiana Relay Administration Board

- "My services with Hamilton, CapTel Customer Service and the new CapTel phone 840i has just been great! My world of communication is possible with this phone and I would be lost without it. Living alone and having to make business or personal calls would not be possible without this phone and services.... To have Marta Cagle as the Virginia CapTel Outreach person is another asset covering the Fredericksburg area. She knows her job and is always available to assist in correcting problems as they arise and/or answer any questions. She also knows how to set up the phone in just a few minutes plus explaining all features about the phone. My world would be lost without her! She is also a great understanding friend! She also assisted me in getting the CapTel app for my smartphone phone. I love it and it helps me when I am away from home. I will just be happy to know that it will stay on to receive incoming calls, etc. upon some update of your revisions."

  Louise Stoneberger, consumer

- "We learned about Hamilton Relay/Mass Relay Services at a Lou Gehrig's disease support group, and we reached out to them for help. They were great. They responded quickly with a comprehensive overview of what was available, customized to my wife's particular situation. Within a very short time we had a "TTY" type device set up in our home, and began to use the Hamilton Relay/Mass Relay Services center that allows my wife to contact folks over the phone despite her inability to speak. It makes a real difference to have such a capability, and we are very grateful to Hamilton Relay/Mass Relay Services for making it happen."

  Bob M., consumer

- "Hamilton Relay has done an outstanding job in promotion its services in Iowa. This isn't easy, as the deaf and hard-of-hearing population is not large and can be difficult to reach. I see Hamilton representatives at events, conferences, and workshops across the state (even at legislative days), using appropriate opportunities to inform Iowans of the services available to them.

Cynthia Angeroth, Outreach Coordinator, Iowa School for the Deaf

- "My name is Dennis Lewis and I am a lifelong residence of the state of Louisiana I have been a customer of Hamilton Telecomm (Louisiana Relay Services) since it beginning here in Louisiana. Back then they offered a few services. Over the years Hamilton has grown by leaps and bounds always leading the way with the most up to date technologies as they become available, this has made for a very satisfactory relationship between Hamilton Telecomm and me."

  Dennis Lewis, consumer, Port Allen, La.

- "...Hamilton Relay's customer service is the highest I witnessed during my tenure as the Relay Administrator! Hamilton Relay's Communications Assistants have exhibited a rare combination of speed and accuracy that has enabled Hamilton to produce a very high volume of work while maintaining very high standards for quality. Hamilton Relay's professionalism also extends to their management team. The Hamilton Relay team's upbeat demeanors and can do attitudes brightened the procurement process and made the transition from the old contractor very low maintenance. Hamilton Relay is a contractor that approaches their work with intelligence, organization, communication skills, service and a positive attitude."

  Shannon E. Smith, MBA/HRM

- "I look at Hamilton like a Swiss knife with so many powerful useful tools at very low cost in helping the deaf of Louisiana to succeed in their career. No matter what or where you coming from that Hamilton will always be there to keep my career successful as possible."

  Danny Theaux, Board Member of Louisiana Commission for the Deaf

- I have also personally witnessed the excellent work that their state outreach coordinators do. When someone has difficulty making the technology work all they have to do is call Hamilton and someone comes to work with them to resolve the issue.

  James Litvack, PARI Independent Living Center Representative

- "Hamilton Relay Service's customer service is personal, direct and very hands on. They go to great lengths to ensure that their services are of the highest quality. Their staff is professional yet friendly and approachable. They regularly and actively seek and act upon customer input regarding their services."

  Steven R. Smart, President Professional Interpreting Enterprise.

- "The [Hamilton] Relay Operators are actually professional and I have always felt comfortable with them on communication with my hearing callers."

  John Dreyson, consumer.

- "Hamilton Relay has consistently supported the Deaf Community and acknowledged the importance of their customers. I applaud the outstanding service and commitment of Hamilton Relay."

  Daniel Houlihan, consumer.

- "The Customer Service Representatives as well as the CA's have always treated me with respect and gone out of their way to help whenever I have had a question or concern."

  Janet L. Sims, STS/2-Line HCO consumer.

- "I am a 60 year old non-speaking quadriplegic. Hamilton Relay has given me an additional way to keep in touch with my family and friends even though I cannot speak. Hamilton Relay has always been prompt, courteous, and helpful if you have a problem; should ever the need arise."

  Michael Brunet Sr., consumer.

- "I feel Hamilton Relay truly recognizes and understands the variety of special needs that persons with different levels of hearing loss encounter both on the telephone and internet."

  Ann Boyd, consumer

- "I would like to recommend Hamilton Relay Service be allowed to continue servicing the deaf/hearing impaired in Louisiana as I've seen their service in action & they are second to none."

  Debbie LeBlanc, Cued Speech Transliterator for the Deaf and Hard of Hearing in Ascension Parish

- "They [Hamilton] have truly been receptive to the needs of the deaf by continuing to seek out new services."

  Jennifer Gaudet, Associate Director of Individual & Family Assistance, Catholic Charities Diocese of Houma Thibodaux

- "Because of this excellent and reassuring connection with the company and the exceptional service the relay provide, I believe Louisiana's deaf population is in good hands with this company [Hamilton]."

  Deputy Susie Cambre, Director of Elderly Services/Community Relations, Tangipahoa Parish Sheriff's Office

- "As a resident of Louisiana and a person with a hearing loss, I would like to emphasize how valuable I have found the expertise of those who are employed by Hamilton especially during my tenure as State Coordinator for Hearing Loss Association of America."

  Peggy Thompson, consumer

- "The staff [Hamilton] has been extremely friendly as well as knowledgeable of their technology devices and services and more than willing to help provide support at all levels and settings."

  Paula Huckabee, Speech/Language Pathologist-Augmentative Communication Specialist, Caddo Public Schools

As an FCC certified TRS provider for over 30 years and the provider of TRS and/or CapTel to users through 21 contracts in 15 states, the District of Columbia and the Island of Saipan, Hamilton demonstrates that it has the corporate experience relevant to this project.

In the past 15 years we have been awarded nineteen new state contracts for the provision of TRS and/or Captioned Telephone, resulting from RFP processes.

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

Number of Outgoing Calls

Hamilton requests that the FPSC keep the following components of its proposal Proprietary and Confidential as it is considered trade secret work product which, if released, would give advantage to our business competitors and serve no public purpose.

- Tab 6, section 5.b – number of outgoing calls for most recent month

Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others.

Hamilton has uploaded this confidential information to a secure site. An email generated by Beth Slough will be sent to the FPSC with a link to access this confidential information.

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 shall provide the telephone numbers that can be used to dial the bidder's relay service.

The contracts in place for Hamilton's relay service in other states do not allow Hamilton to place INTRAstate Florida calls. However, to make a test call using Hamilton Relay Service, please dial the appropriate toll-free number listed below. Please note that Hamilton Relay Service is an INTERstate relay and can only process calls from one state to another.

Hamilton Relay Service
TTY: 800-833-5833
Voice: 800-833-7833
Spanish: 888-797-5281
Speech to Speech: 800-242-6558

Hamilton Relay provides Traditional Relay and Captioned Telephone services through 21 contracts in 15 states, the District of Columbia and the Island of Saipan, and is a provider of Internet-based Captioned Telephone services nationwide. As such, we are able to provide numerous references, including other state regulatory bodies, relay users, industry associations, advisory boards and commissions and more. Please see **Attachment B** for a complete list of references and reference letters in support of Hamilton Relay.

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.

We understand. Please see the table provided previously in this section.

6. Subcontractors

If the bidder proposes to use subcontractors, the bidder shall identify those subcontractors and indicate the scope of their role in the provision of relay service. The bidder shall also indicate what experience the subcontractor has in providing the service for which it would contract with the provider. Once the contract is awarded, any change in subcontractors shall be reviewed and acknowledged by the FPSC.

We subcontract aspects of CapTel Services including the technology, equipment, and a minimal percentage of the captioning labor to Captioned Telephone, Inc. (CTI) of Madison, Wisconsin. We will process a majority of the CapTel calls from our centers. Please see **Tab 5 Section 20** for detailed information regarding Hamilton's provision of CapTel. Please see **Attachment D** for more information on CTI.

7. Bid Security Deposit

A $500,000 bid security deposit shall be furnished to the FPSC with the original of the proposal. The bid security deposit shall be in the form of a bond, a certified or cashier's check, or bank money order that is valid through the point of execution of the contract, 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. 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.

We understand and have complied. The Bid Security Deposit in the form of a bond, as contained in **Attachment G** of our proposal remains intact to ensure that Hamilton can deliver a performance bond in compliance with RFP and contract requirements.

8. Check List of Proposal Content

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

For items requiring a Signature of Acceptance, the same person shall sign each item indicating that the item has been reviewed and the bidder agrees to comply with the item.

NOTE: For filing part of a bid proposal electronically, please contact the Commission Clerk at (850) 413-6770 to discuss your filing. CONFIDENTIAL INFORMATION MAY NOT BE FILED ELECTRONICALLY.

We understand and have complied.

HAMILTON RELAY

Attachment A

Proposal for Telecommunications Relay and Captioned Telephone Relay Services

FLORIDA

Key Personnel and Additional Staff Directing the Relay

Hamilton Relay is managed to ensure that every employee has the necessary skills to perform their job in a manner that exceeds relay requirements and meets the high quality standards set by our company. Our size ensures that senior management will be involved in all phases of the management of Florida Relay Service (FRS). All employees are committed to providing a relay service that satisfies every relay user. Florida will receive this same commitment to excellence in relay service from Hamilton.

Hamilton Personnel

We continuously look for opportunities to do what's right and best for the customer. One of the best ways to do this is having employees who are knowledgeable, well rounded and who maintain integrity.

- Account Managers are experts in contract compliance, rules and regulations, state outreach activities and so much more.
- We have an entire team of Quality experts focused on designing programs that result in the highest quality service nationally.
- In the Cositics 2021 TRS Index our CAs outstanding work and effort resulted in Hamilton leading the industry, either outright or within the margin of error (MoE), in every KPI except one, conversation time. In that KPI, where the MoE is not applicable, Hamilton's average conversation time was **within 0.005 seconds** of the industry average.
- In the 2020 CTS Index we placed first in 13 categories.
- We have an entire outreach and marketing team that is committed to increasing awareness of relay and making a difference in the lives of the people we serve.
- Our technology team consists of innovators, programmers, developers, technicians, and security experts. This diverse team makes sure today's technology works, builds future technologies and develops policies to ensure customer and state data is secure from physical and cyber threats.

Key Personnel positions assigned to this project include the Director of Account Management, and the Account Manager. We will promptly notify the State of any changes in these key personnel positions during the term of the contract. Replacement personnel will have comparable training, experience, and abilities as the person originally proposed for the position.

Beth Slough

Director of Account Management and Compliance Manager

Responsible for ensuring contract compliance and assessing quality and customer care in State programs.
Project Manager for Florida Relay Service



As Hamilton Relay's Director of Account Management and Compliance Manager, Beth has oversight of the account management and bid writing team, as well as compliance related actions of all Relay employees to ensure regulatory compliance. Beth oversees the development and implementation of Hamilton Relay programs to ensure compliance with TRS and Captioned Telephone requirements established by the FCC, State Regulatory Bodies, and Contract Administrators and as contained in contracts and RFPs.

As a result of more than twenty years' experience in Telecommunications Relay Service, she possesses a well-rounded, diverse knowledge of Relay, CapTel and deaf culture. Beth has in-depth knowledge of Federal and State TRS and CapTel requirements and utilizes that sophistication to ensure compliance and assess quality and customer care in Hamilton Relay programs. Beth has played a key role in the growth of Hamilton Relay. Beth was recently appointed to serve on the FCC Disability Advisory Committee. She also served two terms as an alternate on the FCC Disability Advisory Committee. While serving in this capacity, she played a key role on several Working Groups which were tasked with developing recommendations and best practices to provide guidance to the Commission in areas such as:

- The registration of IP CTS users in the TRS User Registration Database (TRS URD)
- IP CTS quality metrics
- Real Time Text – Video Relay Services

Beth has represented Hamilton Relay at the National Association of State Relay Administrators and has participated on several industry panels discussing TRS topics such as RTT and 911, Speech to Speech relay, state bid process, Relay Conference Captioning and Captioned Telephone.

Beth also has a personal connection to hearing loss as late deafness and tinnitus is common in her family. Growing up seeing the daily challenges that her grandmother, aunts and uncles experienced as a result of hearing loss, Beth has always had a personal interest in not only learning about assistive technology but also finding innovative ways to contribute.

Beth reports directly to the Vice President of Relay.

Contact Information: Hamilton Relay
1006 12th Street
Aurora, NE 68818

Phone: (402) 694-5101
Fax: (402) 694-5037
beth.slough@hamiltonrelay.com

Employee to be assigned upon contract award

Florida Relay Service Account Manager
Ensures that policies and procedures for statewide relay service are followed.

We will provide Florida Relay Service with an Account Manager who will manage the contract between Hamilton and the State. This individual will oversee the actions of all parties involved to ensure contract compliance and will be responsible for determining that each party successfully completes all assigned duties and responsibilities. The FRS Account Manager will act as the primary Point of Contact for questions, concerns, and issues related to relay services.

See further in this Attachment for a complete job description for the Account Manager.

Additional Staff Directing the Relay

In addition to the key personnel assigned to this project that are listed above, there is an entire team of operations professionals that will assist as needed in the management of FRS. Please see further in this attachment for organizational charts, resumes, and job descriptions for additional staff.

Name and Title	Responsibilities	Qualifications
 **John Nelson** President of Hamilton Relay, Inc., CEO and Director of Hamilton Telecommunications	• Holds overall responsibility for relay at the management level • Provides support and direction to employees • Strategic planning and management	• Bachelor's Degree in History • Experience in support and maintenance of telecommunication equipment • Strong skills in software development and troubleshooting
 **Dixie Ziegler** Vice President of Relay Services	• Manages every aspect of the Relay business line • Plays an active role in delivering new products and services to consumers	• Served two terms on the Interstate TRS Council and Consumer Advisory Committee • Served as TRS Subcommittee Chair of the FCC • Member of the Disability Advisory Committee
 **Andrea Groelz** Director of Relay	• Assists with the day-to-day management of Relay with an emphasis in operations and technical staff • Directs Operations and Technical teams with the goal of ensuring compliance and quality performance	• Bachelor's Degree in Management Information Systems • Background in process engineering • Past call center management and production project management experience
 **Lauren Cramer** Senior Relay Outreach and Marketing Manager	• Oversees outreach and marketing program and all extended functions for each Hamilton state relay program • Works with the Regional Outreach Managers to implement new outreach and marketing programs	• Bachelor's Degree in Public Relations • Past experience as a State outreach coordinator and account manager • Strong knowledge of deaf culture and ASL
 **Anne Girard** Director of Marketing, Hamilton Relay	• Responsible for defining and promoting Hamilton Relay brand, product development and offerings • Participates in FCC regulatory matters • Reviews changes to the marketplace and industry and adjusts marketing plans accordingly	• Bachelor's Degree in Psychology • Past Product Development and Regulatory Manager • Certified Sign Language Interpreter

	**Robert Patterson** Director of Operations	• Directs all relay operations activities for all of Hamilton's relay centers and business lines • Responsible for ensuring that relay services, features, and quality standards meet all expectations of relay users	• Bachelor's Degree in Psychology • Served as past manager of Hamilton's largest relay center • Strong background in Call Center Management and Quality Customer Service
	**Naomi Kowalski** CapTel Relay Manager	• Directs all CapTel Relay operations and works with Relay Center Managers with an emphasis on quality and efficiency • Oversees the development of CapTel Relay Supervisors and other staff • Prepares and teaches comprehensive training programs • Nebraska Center Manager	• Experience in call centers • Has performed in administrative positions since 2001 • Past experience as the Facility Operations Manager of the Hamilton Contact Center Services
	**Mitchell Levy** CapTel Product Manager	• Ensures that policies and procedures for statewide CapTel services are followed • Manages Hamilton Relay's strategy for CapTel service to develop and coordinate marketing tactics for all national markets • Responsible for finding ways to enhance the overall quality of TRS and CapTel relay services	• Bachelor's Degree in Information Systems • Prior experience as a Hamilton Outreach/Account Manager • Fluent in ASL • Current CapTel user
	**Greg Stephens** Relay Technical Manager	• Responsible for technical operations at assigned Relay Centers • Responsible for resolving technical support issues and the development of new programs • Communicates and enforces corporate IT policies and standards	• Bachelor's Degree in Physics and Master's Degree Business Administration • Experience in programming/analysis and software development

As stated previously, Dixie Ziegler, Vice President of Relay, will hold primary responsibility for Florida Relay Service.

Dixie Ziegler
Vice President of Relay
Hamilton Telecommunications
1006 12th Street
Aurora, NE 68818
Voice/TTY: 402-694-5101
FAX: 402-694-5037
E-mail: dixie.ziegler@hamiltonrelay.com

Project Implementation/Staff Organization

Following is a list of Hamilton's personnel who will provide additional support for Florida Relay Service throughout the term of the contract.

- Account Management
  - Gary Lewien
  - Christa Cervantes
  - Asia Johnson
  - Melissa McMahan
  - Tina Collingham
  - April Campbell
  - Allison LaBrie
- Relay Center Management/Operations Support
  - Donte' Bibbins
  - David Castellano
  - Shannon Whisenand
  - Larry Canup
  - Naomi Kowalski
  - Tracy Smith
- Assistant Managers of Supervisors and CAs
  - Brenda Malsbury
- Quality Assurance and Training
  - Michael Le
- Marketing of Hamilton Relay
  - Makayla Jones
- Staff Interpreter
  - Simone Morrison
- Human Resources Management
  - Amy Miller
- Tax and Compliance Manager
  - Jerry Petermann
- Accounting Manager
  - Matt Reimer
- Senior Analyst
  - Phillip Hupf
- Billing and Reporting
  - Nicole SaBell
- Plant and Switching Manager
  - Pat Shaw

Affirmative Action Policy Statement and Plan

Hamilton Telecommunications is committed to the equal treatment and equal opportunities of all applicants and current employees. We will continually strive to make employment decisions based strictly on qualifications and to foster the participation of all protected groups within the hiring and promotion process. In undertaking affirmative action, Hamilton Telecommunications will not practice reverse discrimination by giving undue preferential treatment to any protected group, by using quotas or other unequal opportunity devices. Rather, the affirmative action program has been developed to reinforce and enhance a merit based employment concept which ensures that all segments of our community have an equal opportunity to enter employment on the basis of open and fair competition and to gain advancement according to their proven ability and fitness.

Hamilton Telecommunications maintains a comprehensive affirmative action plan which was developed to remove discriminatory employment barriers from all facets of our personnel policies and practices whenever and wherever they are found to exist. This affirmative action plan is designed solely to enable all applicants and employees to compete for employment opportunities on an equal basis regardless of race, color, national origin, age, sex, disability, or religious affiliation, unless there exists a bona fide occupational qualification.

Management and supervisory personnel are expected to become aware of, and all employees are expected to abide by, Hamilton Telecommunications policies and efforts concerning equal employment and affirmative action. Specifically, management is expected to cooperate with the development of valid job descriptions and selection tests; to be responsible for making objective employment decisions and to report any condition that has the appearance or effect of discrimination solely on the basis of an individuals race, color, national origin, religion, age (over 40), sex, marital status, pregnancy, or physical disability.

As a supplement to Hamilton Telecommunication's policy on equal employment opportunity, Hamilton Telecommunications additionally adopts this policy on affirmative action measures that may be taken from time to time as a means of ensuring that all people have reasonable access to, and consideration from, Hamilton Telecommunications. In recognition to the potential of all individuals who wish to gain entrance into the active work force, Hamilton Telecommunications has adopted this policy.

In carrying out its affirmative action efforts, Hamilton Telecommunications shall regularly take the following steps as a means of making jobs known to the greater pool of perspective applicants who may be qualified for employment, and to continuously improve upon any practice that is found to be discriminatory in any respect:

- Continually develop and recommend any policies, procedures, or programs that are in Hamilton Telecommunications best interest to consider as a means of strengthening equal employment opportunities and the validity of employment decisions.

- Development of recruiting sources that would provide information about current and future job openings to as many sectors of the labor market as possible.

- Develop and use selection testing methods and standards that are clear, concise and valid.

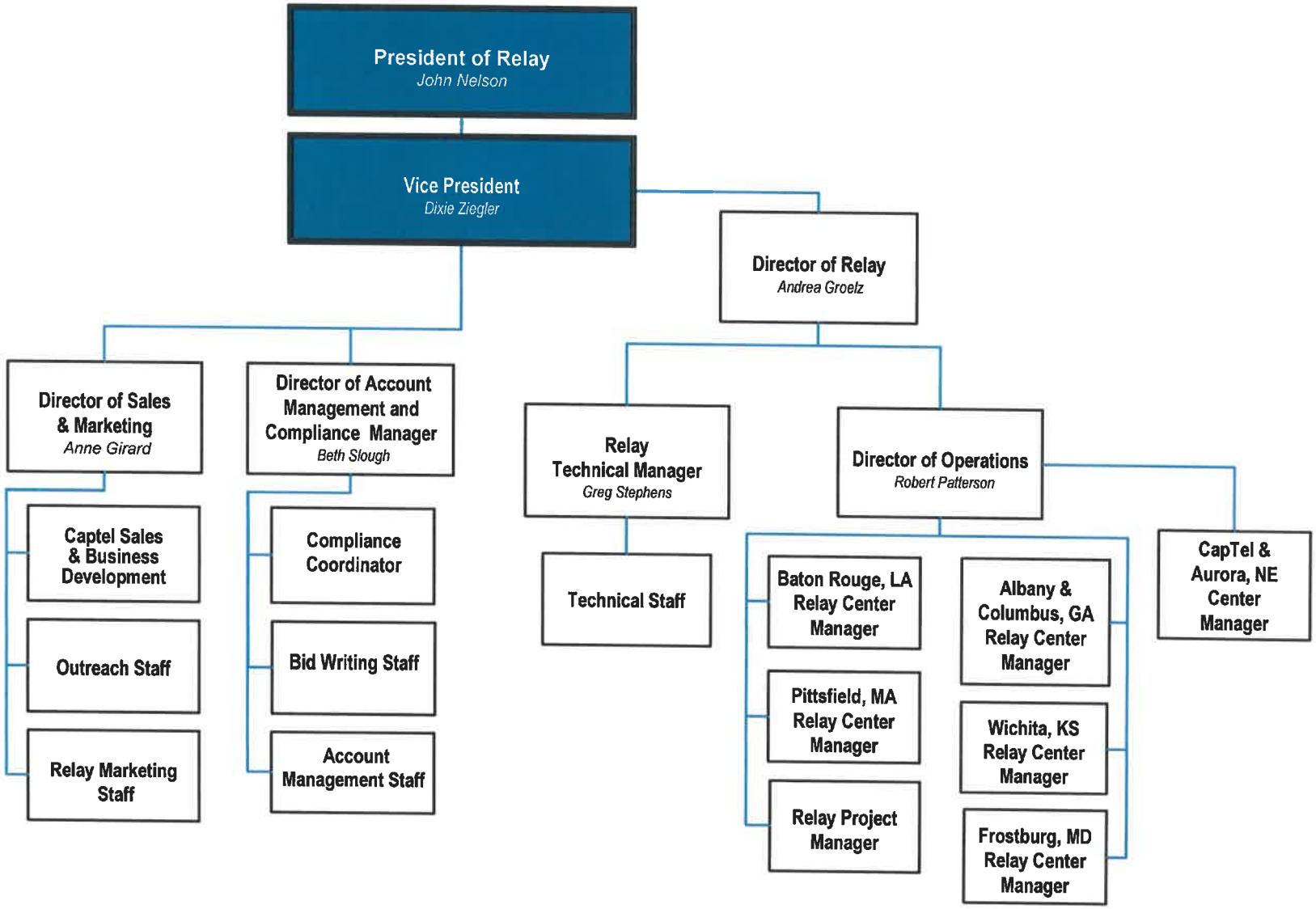
- Review and update job descriptions to ensure that they are relevant in all respects to actual job duties, requirements and qualifications.

- Quickly, fairly and effectively investigate all internal complaints of discrimination and take the appropriate corrective action when warranted.

- Continually monitor hiring decisions to evaluate the effectiveness of current policies.

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

Hamilton Relay, Inc. (HRI)



HAMILTON CONFIDENTIAL AND PROPRIETARY INFORMATION

John A. Nelson

1006 12th Street, Aurora, NE, 68818 · (402) 694-5101 · john.nelson@hamiltontel.com

PROFESSIONAL PROFILE

CEO of Hamilton Telecommunications and the company's eight business line divisions. As a Director of Nedelco and several of its wholly owned subsidiaries, John provides oversight and leadership to all members of the Hamilton management team and staff.

PROFESSIONAL EXPERIENCE

Hamilton Telecommunications – Aurora, Nebraska
Officer and member of Hamilton Senior Management Team, 2002 - Present
President and CEO of Nedelco, 2015 – Present
Currently: President of Hamilton NG911, Inc., Hamilton Long Distance Company, Hamilton Relay, Inc., Hamilton.net, Hamilton Information Services. Executive Vice President of Hamilton Telephone Company. Vice President of Nedelco Services Corporation.

- Responsible for the strategic direction and management of the Company.
- Provides direction and leadership to members of Hamilton Telecommunications management
- Responsible for Customer, Employee, and Shareholder success.
- Oversees and directs strategic planning and management.

Hamilton Telecommunications – Baton Rouge, Louisiana
Computer Telephony Systems Specialist, 1998 - 2002

- Provide on-site support for all equipment and software related to Hamilton's Baton Rouge, Louisiana relay center and all administrative hardware and software
- Assist in developing and troubleshooting software for Hamilton's relay services

The Village at Breckenridge, Wyndham Resort – Breckenridge, Colorado
System Administrator, 1991 – 1998

- Maintained Unix based file server
- Provided first-line software support for server including interfaces to in-room video system, video check-out system, PBX system, call accounting system and point of sales system in the resort's bars and restaurants.
- Provided software solutions to management and training to users
- Provided support as needed for PBX switch
- Produced short range occupancy forecasts to assist in the development of staffing projections
- Facilitated booking and scheduling of ground transfers and car rentals

PBX Operator, Front Desk Clerk, Relief Night Auditor

- Coordinated four to eight hotel switchboard operators
- Arranged schedules, answered phones, and provided special customer support as needed

- Performed end of day bookkeeping functions as needed.

Hamilton Telephone Company – Aurora, Nebraska

Computer Programmer/Consultant, 1987 – 1991

- Developed and implemented a CAD/CAM system
- Researched existing systems, purchased equipment and customized software to render it compatible with established mapping formats
- Developed a dBase IV application shell to provide database system that enabled telephone operators to provide directory information services

CERTIFICATIONS, CURRENT AND PAST POSITIONS

- Nebraska Telecommunications Association Board of Directors – Since 2006
- Nebraska Telecommunicators Association – Past President
- Edgerton Explorit Foundation Board of Directors - President

EDUCATION

Southern Methodist University – Dallas, TX

B.A. History – 1991

REFERENCES

Eric Carstenson
President, Nebraska Telecommunications Association

Diane Keller
Chief Executive Officer, Memorial Community Health

Sen. Curt Friesen
34th Legislative District, Nebraska Unicameral Legislature

Dixie J. Ziegler

1006 Twelfth Street • Aurora, Nebraska 68818 • (800) 618-4781 V/TTY •
dixie.ziegler@hamiltonrelay.com

Education

Dana College
Bachelor of Science in Marketing, Organizational Communications, and Print Media Communications (Valedictorian)

Experience

Hamilton Telecommunications • Aurora, Nebraska • 1994 to Present
Director, then Vice President of Relay Services and now also serving as Chief Operations Officer

- Responsible for the management of all areas of the Relay business line including operations, marketing, account management, and technical services.
- Responsible for financial outcome of this business line, including profit and loss for its operations.
- Directs operational manager to ensure appropriate and profitable staffing while maintaining high quality service.
- Directs technical manager to ensure operation 24 hours a day and that competitive products are released to the market place in a timely fashion to increase overall usage of Hamilton Relay.
- Directs marketing manager to ensure fulfillment of all state outreach requirements and to ensure that national marketing efforts increase overall usage of Hamilton Relay.
- Directs account manager to ensure all FCC and state contract requirements are met.
- Provides timely, concise and accurate reports to senior management and the Company's Board of Directors.
- Manages the overall business line in a manner consistent with corporate policies, procedures and principles.
- Communicates on a consistent basis through various mediums with all Hamilton Telecommunications managers.
- Performs corporate development activity to continue the growth of the division. Researches and recommends new features and services.
- Coordinates with Human Resource Manager to ensure that personnel and human resource issues are handled proactively and on a timely basis.

Activities

- Served on the National Exchange Carrier Association (NECA) Relay Advisory Council
- Served on the Consumer Advisory Committee (CAC) of the Federal Communications Commission
- Aurora Chamber of Commerce member
- 4-H Leader
- Serving on the Disability Access Committee (DAC) of the Federal Communications Commission as chair of IP CTS Working Group

Beth Slough

1006 Twelfth Street • Aurora, Nebraska 68818 • (800) 618-4781 V/TTY
beth.slough@hamiltonrelay.com

Experience

Hamilton Telecommunications • Aurora, Nebraska • 1998 to Present

Director of Account Management and Compliance Manager, 2015 to Present

- Coordinates, plans and implements relay compliance policies. Responsible for maintaining the regulatory compliance of Hamilton Relay in a complex environment, including developing new procedures, managing employee compliance, and managing documentation and reporting of such compliance.
- Oversees the development and oversight of programs to ensure compliance with the policies and procedures for TRS and Captioned Telephone programs established by the FCC, State Regulatory Bodies, Contract Administrators and as contained in contracts and RFPs.
- Consults with Relay Department Managers to ensure compliance in reporting, outreach, technical, quality of service, training, customer service, and all other aspects of each customer contract and FCC regulations. Provides guidance, support and oversight to departments regarding compliance.
- Develops and implements the standards, procedures and guidelines required to establish the compliance policies.
- Responsible for adherence to related compliance policies.
- Develops and maintains an actionable compliance plan that is tested and validated on a regular basis.
- Uses risk analysis techniques to identify compliance threats and related risks.
- Investigates compliance violations and prepares reports specifying corrective action for the current situation and preventative actions to be taken in the future.
- Serves as the primary contact for internal auditors, third-party auditors, and regulatory agency examiners for all compliance audits and examinations. Applies audit findings.
- Oversees State and Federal reports including FCC Re-Certification Applications.
- Directs account managers to ensure all FCC and state contract requirements are met.
- Acts as the primary contact with all intrastate telecommunications relay service contract decision-makers.
- Represents Hamilton at regulatory meetings with Advisory Boards, Contract Administrators required staff meetings and/or solicitation activities as needed.
- Responsible for editing all external communications with state regulatory bodies and for keeping employees informed of the same.
- Edits presentations to state regulatory bodies and advisory councils using presentation skills, visual aids and written proposals.

National TRS Contract Manager, 2006 to 2015

- Development and coordination of internal and external communication within Hamilton Relay Service.
- Responsible for editing all external communication. Edits presentations to prospective clients using presentation skills, visual aids and written proposals.

- Provides support and direction to account managers to ensure contract compliance.
- Acts as the primary contact with all intrastate telecommunications relay service contract decision-makers. Keeps abreast of RFP activity in all states as well as work to obtain the needed information to ensure Hamilton is able to submit a competitive bid response.
- Edits bid packages. This includes coordinating the bid process and completing bid documents within the designated time constraints.
- Assists the Vice President of Relay and Marketing Manager in marketing Hamilton Relay Service to other states, along with its national services.

Relay Communications Coordinator, 2001 to 2006

- Assists the Director of Relay and Contract Manager in marketing Hamilton Relay Service to other states.
- Designs presentations to prospective clients using presentation skills, visual aids and written proposals.
- Writes, designs, and edits internal and external company newsletters, brochures, and other related communication, including videos.
- Writes and edits bid packages and proposals for new business. This includes coordinating the bid process, writing bid documents according to each state's requirements and completing bid documents within the designated time constraints.
- Formulates communication and advertising concepts aimed at increasing relay minutes. Responsible for growing the number of relay minutes in the states served by Hamilton through outreach activities and written materials.
- Coordinates outreach activities and materials between all of Hamilton's outreach personnel. Increases outreach activities and effectiveness in all of Hamilton's states.
- Assesses quality and customer service in the Relay Services area.

Administrative Assistant, 2000 to 2001

- Assists management in the completion of company projects.
- Prepares cover letters, notices, agendas and minutes for all Corporate Board and Stockholder Meetings and properly files each.
- Assists Director of Relay in the completion of bid packages and proposals.
- Coordinates travel and meeting arrangements for key members of management.
- Maintains the Hamilton Filing System
- Coordinates a variety of marketing related projects.

Lead Communication Assistant, 1998 to 2000

- Conveys messages of all types to TTY users from voice users and vice versa.
- Solves routine problems and directs non-routine problems to the relay supervisor.
- Sets and assures conformance of standard policy and procedure.
- Understands the use of computer work stations used to relay conversations, including call routing related to equal access.
- Assists in comprehensive training of Communications Assistants.
- Provides leadership and motivation for Communications Assistants.
- Stresses quality in all work situations

Andrea Groelz

1006 Twelfth Street • Aurora, Nebraska 68818 • (800) 618-4781 V/TTY •
andrea.groelz@hamiltonrelay.com

Education

University of Nebraska - Omaha
Peter Kiewit Institute, Summa Cum Laude

- BS in Management Information Systems
- Minor in Computer Science
- Concentration in Internet Technologies

Experience

Hamilton Telecommunications • Aurora, Nebraska • November 2015 to Present
Director of Relay

- Manages Hamilton Relay's operations and technical teams to ensure appropriate and profitable staffing while maintaining high quality service.
- Directs Hamilton's Relay's operations and technical teams in a manner which ensures all services are operational 24 hours a day.
- Oversees effective compensation plans and strategies for operational and technical teams and ensures the same is carried out throughout the division.
- Coordinates with Human Resource Manager to ensure that personnel and human resource issues are handled proactively and on a timely basis.
- Oversees quality and compliance of services with all regulatory rules and ensures Hamilton's own high quality standards are met in operations and technical.
- Manages product development and leads and performs project management as needed.
- Adheres to all budgetary requirements and ensures operational and technical financial goals are met. Assists in the development of annual financial goals and budget preparation.

KMA One • October 2010 to October 2015
Project Manager, Director of Operations, VP of Operations

- Participated in strategic planning.
- Managed staff (project managers, IT, administrative) and call teams.
- Managed project budgets, timelines, client interface and reporting.
- Managed call teams to support marketing campaigns.
- Managed new and strategic clients. Wrote new business proposals and responded to RFPs.
- Staffed telemarketing teams according to fluctuating project volumes. Included recruiting, interviewing, hiring, onboarding, training, and coaching.
- Evaluated, changed, and implemented compensation plans of staff and telemarketers. Included annual merit increases, pay-by-results, incentive pay, and hourly pay.
- Coordinated with HR Manager on payroll and personnel issues.

Equifax • October 2004 to 2010
Production Project Manager, Manager, Credit Marketing Fulfillment and Project Management Teams, Integrated Solutions Director

- Oversaw metrics to track quality and value across the enterprise.
- Managed program implementation of $19m credit analytics database. In addition to overall project management, also instrumental in pricing negotiations, writing contracts, ensuring compliance, and project design and fulfillment.
- Managed production and project management teams. Responsible for developing high performers, building strong teams, and handling difficult employees. Set objectives and provided performance reviews.
- Concurrently managed 6-10 credit marketing projects while maintaining standards for quality and timeliness. Executed database match queries and attribute and model calculations. Performed quality checks before shipping output to customer.

The Gallup Organization, 2003 to 2004
E-Learning Flash Developer, Project Engineer/Project Manager

- Created functional specifications for developers based on stakeholder project visions.
- Created and managed project timelines, budgets, and resource allocation, and oversaw projects through all stages of the product development lifecycle.
- Represented Gallup in the HR-XML Consortium, which developed the standards for XML code passed between HR firms. Gallup became the first HR-XML certified company in its industry.
- Used Flash and ActionScript to make e-learning modules handicap accessible and translatable.
- Led a team of contractors in the development of a configurable version of Gallup's employee satisfaction product and managed UAT on that product.

Anne Girard

343 Cedar Street NW #122, Washington, DC 20012 202-679-5359 • anne.girard@hamiltonrelay.com

Education

Antioch University – Santa Barbara, CA
M.A. Clinical Psychology, 1997-1999 (Degree Pending)

Antioch University – Santa Barbara, CA
B.A. Liberal Studies, Clinical Psychology, 1994-1997

Other Education:
Extensive Landmark Education Leadership, Development and Communication Training

Various professional and personal development courses, seminars, mentorship

Experience

Hamilton Telecommunications, Aurora, NE • 2004 to Present
Director of Sales & Marketing 2012 to Present

- Develops, implements and directs strategic annual sales and marketing plan consistent with company goals.
- Responsible for leading all aspects of sales and marketing, including establishment and maintenance of brand identity, collateral development, web-based marketing, national advertising, campaigns, events and sales programs through various channels.
- Responsible for the performance and development of sales and marketing staff. Regularly coaches and leads team toward results.
- Establishes and manages annual sales and marketing budget. Tracks results to projections.
- Maintains relationship with sales channel partners to ensure results and partner satisfaction.
- Leads product management team to the end goal of increasing the number of relay minutes for relay services through the development of new or enhanced relay services and features, which meet the demand of the relay user community, as well as internal operations staff. Interacts with all required departments, including but not limited to technical, marketing, sales, accounting and operations.
- Responsible for market research activities within Hamilton Relay by use of existing outreach staff, surveys, focus groups, involvement in national relay activities, and a variety of other means.
- Leads and evaluates competitive analysis. Considers changes to the marketplace and industry and adjusts sales and marketing plan accordingly. Maintains awareness of competition and technology within the industry by reading trade publications, listservs, attending conferences, etc., keeping management informed of new produces/services/features within the industry, the strengths and weaknesses of Hamilton as compared to its competition, and other similar competitive information

- Responsible for customer relations direction, interaction and service delivery as coordinated through team.
- Assists in the management of regulatory affairs by representing Hamilton in meetings at the Federal Communications Commission. Responsible for understanding all related current FCC rules and regulations and works closely with Hamilton's counsel, integrating regulatory requirements in marketing and sales programs
- Monitors and assesses reports on relay service quality from users.

Director of Marketing, 2007 to 2012

- Responsible for establishing marketing direction and leading team toward results.
- Reviews changes to the marketplace and industry and adjusts marketing plan accordingly. Responsible for leading all aspects of marketing, including establishing and maintaining brand identity, personnel, setting marketing direction, material development, web-based marketing, national advertising/marketing.
- Performs product management responsibilities to the end goal of increasing the number of relay minutes for all of Hamilton's relay services through the development of new relay features, enhancements, and services, which meet the demand of the relay community.
- Responsible for developing and recommending modifications and improvements to Hamilton's technology with the goal of improving relay services through communicating and interacting with all required departments, including but not limited to technical, marketing and operations.
- Responsible for market research activities within Hamilton Relay by use of existing outreach staff, surveys, focus groups, involvement in national relay activities, and a variety of other means.
- Assists operations management, as part of product management responsibilities, to improve workstation functionality for Communication Assistants and Video Interpreters.
- Responsible for monitoring competition within the relay industry by reading trade publications, listservs, attending meetings, etc. and keeps the Vice President Relay informed of new features within the industry, the strengths and weaknesses of Hamilton as compared to its competition, and other similar competitive information. Stays abreast of technological changes occurring in the relay industry.
- Assists in the management of regulatory affairs by representing Hamilton in meetings at the Federal Communications Commission, working closely with Hamilton's counsel, writing drafts of proceedings and other such tasks as assigned.
- Responsible for understanding all current FCC rules and regulations and for developing a clear understanding of all current FCC proceedings that affect TRS.

Product Development/Regulatory Manager, 2004 to 2007

- Responsible for making Hamilton a leader in the development of new relay features, enhancements, and services, which meet the needs and desires of the relay community.
- Responsible for all market research activities within Hamilton Relay.

- Uses information gathered to present statistics and facts as to why product development is needed for specific services.
- As part of product management responsibilities, assists operations management to improve workstation functionality for Communications Assistants and Video Interpreters.
- Responsible for leading product development teams within the division to ensure progress and communication between all required departments, including but not limited to technical, marketing and operations.
- Assists in the management of regulatory affairs by representing Hamilton in meetings at the Federal Communications Commission, working closely with Hamilton's counsel, writing drafts of proceedings and other such tasks as assigned.
- Monitors the competition within the relay industry by reading trade publications, listservs, attending meetings, etc. and keeps the Vice President of Relay informed of new features within the industry, the strengths and weaknesses of Hamilton as compared to its competition, and other similar competitive information. Stays abreast of technological changes occurring in the relay industry.

Critical Skills

- Strategic Sales & Marketing Planning
- Brand Development and Promotion
- Sales and Business Development
- Project Management
- Event Planning
- Budget and Expense Control
- Staff Development and Motivation
- Solid familiarity with Relay industry concepts, practices, and procedures.
- Certified Sign Language Interpreter, NAD Level III, 1991
- Excellent oral and written communication
- Proficiency with client relationship management tools and databases, Microsoft Office

Lauren Gifford

3703 Perry St. • Brentwood, MD 20722 • (202) 215-3159• lauren.gifford@hamiltonrelay.com

Experience

Senior Relay Outreach and Marketing Manager January 2017 – Present
Hamilton Relay

- Direct, oversee, and coordinate state contractual outreach agreements and marketing planning and preparation for Relay; implement improvement plans when necessary.
- Develop, plan, and implement department goals and objectives; recommend and administer policies and procedures.
- Supervise and participate in the development and administration of the budget; direct the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement mid-year adjustments.
- Support Outreach Coordinators in their outreach work ensuring effectiveness of marketing programs in designated Hamilton states
- Responsible for adhering to budgetary guidelines in all designated state outreach programs as deemed by Senior Relay Managers. Monitors outreach financial reports.
- Work with outreach staff to develop and communicate effective programs on accessing and using relay service in each of their states, including delivering presentations to prospective clients on relay services using presentation skills, visual aids, and written proposals.

Account Manager 2011 – 2016
Hamilton Relay

- Account Manager for several Relay contracts, acting as point of contact between the contract administrators and Hamilton Relay.
- Implements and enforces the policies and procedures for the programs established by the contract administrators and proposals, such as reporting, outreach, marketing, technical, quality of service, training, customer service, in order to meet contract deliverables.
- Represents Hamilton at regulatory meetings with Advisory Boards and outreach functions across the states for which the company provides services.
- Selected as Project Manager for Internal Audit project and tracked quality and compliancy within the five Hamilton Relay call centers in order to meet federal, state, and Hamilton Relay requirements. This project resulted in the creation of electronic filing within the five call centers and meeting compliances in all state and federal audits.
- Develops corrective action in areas of the contract that require improvement.

Outreach Coordinator 2010 –2012
Hamilton Relay, Washington, DC

- Outreach Coordinator for both the Telecommunications and Captioned Telephone Relay Services contracts in the District of Columbia and Pennsylvania.
- Conducted presentations to groups, such as senior living facilities, civic organizations, businesses, and government organizations to educate on the Relay Services available to them both locally and nationally, which led to educating the local communities.
- Attended tradeshows and exhibitions, as an exhibitor, to provide information to attendees regarding Relay services available within their state of residence.
- Project Manager for State Outreach Follow-up Program, which provides Hamilton Relay's Outreach Coordinators with resources to be able to follow-up with customers within their designated states.

Customer Communications Specialist 2007 –2009
Group 1 Software, Inc., Lanham, MD

- Wrote technical communications for multiple Group 1 Software products and distributed to customers via a mass email distribution system, using DreamWeaver, Eloqua and RightFax, in order to increase customer satisfaction.
- Held the position of ScrumMaster for AutoBuild, a Group 1 product for software developers leading the daily meetings, organizing information and providing updates for the team.
- Of a staff of approximately 50, received professional recognition as Technical Support Rookie of the Year and Third Quarter Technical Support MVP.
- Created and edited a bi-monthly web-based newsletter, consisting of technical communications, product updates and customer-related articles.

Emergency Room Secretary 2007 –2007
Union Memorial Hospital, Baltimore, MD

- Entered in patient information for current patients during treatment and at time of discharge.
- Answered phones, which consisted of patient questions, doctor pages, and calls from other units within the hospital.
- Communicated with doctors and nurses in order to provide the best patient care.

Public Relations Intern 2006 – 2007
Union Memorial Hospital, Baltimore, MD

- Wrote employee-focused articles for a bi-monthly newsletter that included hospital news, new services and upcoming events.
- Wrote patient featured articles for Destinations, a quarterly consumer magazine that promotes wellness and health education.

Critical Skills

- Experience in Customer Relationship Management using Siebel v7.7 and Oracle
- Basic HTML knowledge using DreamWeaver
- Proficiency in Microsoft Office
- Excellent organizational and communications skills
- Firm knowledge of American Sign Language and Deaf Culture

Robert J. Patterson

9107 Bluebonnet Centre Blvd. • Baton Rouge, Louisiana 70809 • (225) 291-4500 V/TTY • robert.patterson@hamiltonrelay.com

Education

Southeastern Louisiana University
Bachelor of Arts in Psychology, 1995

Experience

Hamilton Telecommunications • Baton Rouge, Louisiana • 2000 to Present
Director of Operations, 2007 to Present

- Responsible for growing all types of relay minutes through solid operational performance in all business lines.
- Responsible for improving and measuring the overall quality of all types of relay services, including benchmarking programs that monitor the competition. Develops or recommends service or quality improvements based upon the feedback of relay employees and users.
- Responsible for monitoring all operational related line items on the financial statements and adhering to budgetary constraints as it relates to the management of all centers and specific projects.
- Monitors compliance with federal and state requirements related to relay system performance on a daily basis and develops corrective actions in areas that are in noncompliance.
- Develops precise scheduling models in order to ensure appropriate staffing to meet traffic demands.
- Manages all personnel issues in a manner that follows center policies and procedures.
- Understands, monitors, maintains, and communicates policies and procedures clearly, accurately, and in a timely fashion.

Senior Manager, 2000 to 2007

- Oversee quality on the relay floor. Responsible for determining how to improve the overall quality of relay services by making suggestions that improve call procedures and call processing for relay users. Develops or recommends service or quality improvements based upon the feedback of relay employees and users.
- Monitor compliance with federal and state requirements related to relay system performance and develops corrective actions in areas that are in noncompliance.
- Review relay statistics on a daily basis and uses such information to increase the efficiency of the center and enhance the quality of service to end-users.
- Develop incentive programs that allows us to meet the needs of our customers as well as motivate employees.
- Participate in outreach activities to gain feedback from relay user community.

Magellan Behavioral Health• Baton Rouge, Louisiana • 1996 to 2000
Account Manger
Manager of Member & Provider Services/Operations Manager
Contract Liaison/Information Systems
Customer Service Representative

Meadow Wood Hospital• Baton Rouge, Louisiana • 1995 to 1996
Mental Health Technician

Naomi Kowalski

1006 Twelfth Street • Aurora, NE 68818 • (800) 618-4781 V/TTY •
naomi.kowalski@hamiltonrelay.com

Education

Central Community College
Paralegal Studies, 2001-2004

Experience

Hamilton Telecommunications • Aurora, Nebraska • 2006 to Present
CapTel Relay Manager, July 2012to Present

- Directs all CapTel Relay operations and works with Relay Center Managers with an emphasis on quality and efficiency
- Oversees the development of CapTel Relay Supervisors and other staff
- Prepares and teaches comprehensive training programs
- Nebraska Center Manager

CapTel Trainer, 2011 to July 2012

- Prepares and teaches comprehensive training programs that are designed to maximize the effectiveness of new and existing CapTel Captioning Assistants. Train, supervise, and evaluate Captioning Assistants and Supervisors.

Facility Operations Manager. Hamilton Contact Center Services

- Overseeing all aspects of the call center operations within a fast pace environment including supervision and training.
- Ensured compliance with all state and federal regulations.
- Ensured proper staffing in line with projected call volume forecasts.
- Worked with clients to achieve program goals and drivers
- Managed a staff of over 50 employees

Timberline Telemarketing Services • 2001 to 2006
Call Center Manager, 2006

- Manage a team of over 25 employees with a strong focus on both consumer and B2B sales
- Coaching and development of employees to develop good sales skills
- Focus all staff on key program metrics to achieve program goals and drivers

HR/Trainer, 2005-2006

- Responsible for hiring and human resource matters within a fast paced call center environment
- Conduct all training and development of staff with an emphasis on sales and compliance
- Possessed a thorough knowledge and understanding of various products and services from clients in order to teach others

Account Service Representative, Corporate Compliance Coordinator, Administrative Assistant, 2001-2005

- Account Service representative--called on both consumer and B2B sales campaigns
- Corporate Compliance Coordinator—wrote new compliance policies for the call center due to new legislation that affected our industry and maintained compliance files and records
- Administrative Assistant—helped with all administrative duties including, but not limited to payroll and office file management

Gregory E. Stephens

1001 Twelfth Street • Aurora, Nebraska 68818 • (402) 694-5101 (Via Voice through relay) • greg.stephens@hamiltontel.com

Education

Academy X, San Francisco, CA
Java Fundamentals, 2005

New Horizons Training Center, Lincoln, NE
Microsoft's Course 1013 Mastering Visual Basic, 1999

Breanau University, Gainsville, GA
Masters of Business Administration-Maintained 3.5+ GPA while at a sea going command in the Navy, 1995

University of Nebraska, Lincoln, NE
BS, Physics

Experience

Hamilton Telecommunications • Aurora, NE • 2000 to Present
Relay Technical Manager, April, 2006 to Present

- Responsible for technical operations at assigned Relay Centers

Software Developer, February, 2000 to April, 2006

- Team member for the first SIP & MPEG4 based Video conferencing system in the country.
- Convinced Senior Management on the need for additional programming talent; recruited a developer from Bell Labs.
- First relay provider to utilize AOL's AIM service for telecommunications (beating MCI and Sprint)
- Designed, implemented a Video conference system based on Netmeeting API's.
- Designed, implemented, tested a JAVA enabled web client into an existing telecommunications network, utilizing a COM+ architecture. This required developing and extending my skill set into JAVA, C, COM
- Developed applications utilizing Dialogic/Intel's API's (C, C++) to telephony control boards.
- Improvement of Legacy system: Worked out bugs and added enhancements to better position ourselves in the market.

Baldwin Filters • Kearney, NE • 1995 to 2000
Programmer/Analyst

- Project management: worked with a software vendor bringing a multi million dollar warehouse expansion on-line. Duties ranged from initial design and vendor selection to implementation as Microsoft SQL DBA and working with the vendor on resolving problems and conflicts.

- Designed and implemented an application (full Life cycle responsibilities) that is used by sales fleet (100+ salesmen) for surveying end users equipment for potential sales, using Visual basic and Access, and the WIN 32 API.
- Report writing for various manufacturing needs.
- WAN administration on legacy system. 3 Remote sites-responsible for communications between sites and all HP peripherals. Also dealt with System management functions for legacy systems, such as determining need for memory and disk upgrades. As well as planning for disaster recovery, backups/restores etc.

Tools/Platforms

- Visual Basic/ .NET
- C/C++
- Java
- ATL
- COM
- DCOM
- MTS
- COM+
- WIN NT
- WIN 2000/03
- MS Access
- SYBASE
- MYSQL
- MSSQL Server
- SQL
- HP3000
- IBM PC
- CITRIX

Position Title:	Vice President of Relay	**Job Code:**	057
Division:	Relay	**Status:**	Exempt
Department:	Administration		

Reports to:

President of Hamilton Relay

Position summary:

Responsible for the management of all areas of the Relay business line including operations, marketing, account management, and technical services. Responsible for the overall financial results of this corporate entity.

Essential functions:

- Responsible for financial outcome of this business line, including profit and loss for its operations.
- Develops operating budget each fiscal year.
- Manages expenses within the fiscal year's budget.
- Directs Director of Relay to ensure appropriate and profitable staffing while maintaining high quality service and technical manager to ensure operation 24 hours a day and that competitive products are released to the market place in a timely fashion to increase overall usage of Hamilton Relay.
- Directs marketing manager to ensure fulfillment of all state outreach requirements and to ensure that national marketing efforts increase overall usage of Hamilton Relay.
- Directs account manager to ensure all FCC and state contract requirements are met.
- Provides timely, concise and accurate reports to senior management and the Company's Board of Directors.
- Manages the overall business line in a manner consistent with corporate policies, procedures and principles.
- Communicates on a consistent basis through various mediums with all Hamilton Telecommunications managers.
- Performs corporate development activity to continue the growth of the division. Researches and recommends new features and services.

- Develops effective compensation plans and strategies for relay management and ensures the same is carried out throughout the division.
- Coordinates with Human Resource Manager to ensure that personnel and human resource issues are handled proactively and on a timely basis.
- Shows a high commitment to education and encourages individuals to continue to grow their skills and knowledge.

Other responsibilities:

- Develops strategic plans making use of company-wide input mechanisms.
- Actively participates in company-wide strategic and long term planning efforts.
- Demonstrates a high level of leadership and visibility in relay management and Hamilton Telecommunications management.
- Performs similar work related duties as assigned.
- Holds a valid driver's license and has the ability to travel alone.

Preferred education, experience, and skills:

- Bachelor's degree in business, marketing, telecommunications or related field.
- Two to three years of experience in relay management or related field preferred.
- Ability to read, write, speak and understand English well; with strong verbal, written and interpersonal communication skills.
- Ability to handle multiple projects and meet multiple deadlines.
- Strong computer skills including knowledge of computer networks, word processing software, spreadsheet software, and telecommunications networks.

Position Title:	Director of Account Management and Compliance Manager	**Job Code:**	211
Division:	Account Management and Compliance	**Status:**	Exempt
Department:	Administration		

Reports to:

Vice President of Relay

Position summary:

Position is responsible for the management of the account management team including bid writing team and oversight of the compliance related actions of all Relay employees to ensure Relay's regulatory compliance.

Essential functions:

Relay Compliance Manager:

- A management position which will coordinate, plan and implement relay compliance policies. Responsible for maintaining the regulatory compliance of Hamilton Relay in a complex environment, including developing new procedures, managing employee compliance, and managing documentation and reporting of such compliance.
- Oversees the development and oversight of programs to ensure compliance with the policies and procedures for TRS and Captioned Telephone programs established by the FCC, State Regulatory Bodies, Contract Administrators and as contained in contracts and RFPs.
- Consults with Relay Department Managers to ensure compliance in reporting, outreach, technical, quality of service, training, customer service, and all other aspects of each customer contract and FCC regulations. Provides guidance, support and oversight to departments regarding compliance.
- Develops and implements the standards, procedures and guidelines required to establish the compliance policies.
- Responsible for adherence to related compliance policies.
- Develops and maintains an actionable compliance plan that is tested and validated on a regular basis.
- Uses risk analysis techniques to identify compliance threats and related risks.
- Investigates compliance violations and prepares reports specifying corrective action for the current situation and preventative actions to be taken in the future.

- Serves as the primary contact for internal auditors, third-party auditors, and regulatory agency examiners for all compliance audits and examinations. Applies audit findings.

- Oversees State and Federal reports including FCC Re-Certification Applications.

Other Essential functions:

- Directs account managers to ensure all FCC and state contract requirements are met.

- Acts as the primary contact with all intrastate telecommunications relay service contract decision-makers.

- Represents Hamilton at regulatory meetings with Advisory Boards, Contract Administrators required staff meetings and/or solicitation activities as needed.

- Responsible for editing all external communication with state regulatory bodies and for keeping employees informed of the same.

- Edits presentations to state regulatory bodies and advisory councils using presentation skills, visual aids and written proposals.

- Directs bid writing team including oversight of the bid process and ensuring completion of bid documents within the designated time constraints.

- Keeps abreast of RFP activity in all states and strives to obtain the needed information to ensure Hamilton is able to submit a competitive bid response.

- Oversees special projects such as bid redesign project, consumer input programs, market research, etc.

- Edits internal and external company newsletters, brochures, and other related communication, including videos to ensure materials match state TRS and CapTel program requirements.

- Assists Director of Marketing and Vice President of Relay as needed in defining and targeting potential customer groups to help focus communication efforts.

- Assesses quality and customer service in the Relay Services area.

- Stresses quality in all work situations.

Other responsibilities:

- Ability and willingness to work non-standard hours as needed.

- Possesses an ability, willingness and desire to obtain educational opportunities and to attend seminars related to job description.

- Performs other work-related duties as assigned.

Education, experience, and skills:

- Bachelor's Degree in Business Administration, Communications, Marketing, Public Relations or related field or two to three years related work experience is required.

- Strong communication skills, including outstanding writing skills are required.

- Strong knowledge and or experience working with individuals or organizations within the deaf, hard of hearing and/or speech impaired community is helpful.
- Deaf and hard of hearing individuals are encouraged to apply.
- Experience and knowledge of American Sign Language is desirable.
- Ability to understand and carry out instructions.
- Ability to communicate in English well.
- Proficiency with computer terminals and keyboards.
- Knowledge of software such as Microsoft Word and Microsoft Publisher.
- Effectively organizes and prioritizes multiple deadlines and projects.
- Possess a valid driver's license.
- Ability and willingness to travel alone.

Position Title:	Account Manager	**Job Code:**	074
Division:	Relay	**Status:**	Exempt
Department:	Account Management and Compliance		

Reports to:

Director of Account Management and Compliance Manager

Position summary:

Manages contracts between Hamilton Relay and multiple state customers. Oversees the actions of all parties involved to ensure contract compliance. Responsible for ensuring that each party successfully completes all assigned duties and responsibilities.

Essential functions:

- Responsible for working with the regulatory bodies to resolve state Relay contract issues and serves as the primary point of contact (POC) between the regulatory bodies and Hamilton.
- Manages and enforces the policies and procedures for TRS and Captioned Telephone programs established by the regulatory bodies, contract administrators and as contained in the contracts and RFPs. Policies and procedures include such areas as reporting, outreach, technical, quality of service, training, customer service, and all other aspects of each customer contract.
- Oversees the monitoring and compliance of federal and state requirements related to relay system performance and develops corrective action plans in areas that require improvement.
- Represent Hamilton at regulatory meetings with advisory boards and regulatory bodies.
- Responsible for monitoring quality within the Relay Division (i.e. Operator procedures, consistent language, typing, spelling, etc.) to determine that Hamilton's internal quality standards and all contract requirements are being met.
- Monitors Outreach Programs for RFP and contract compliance in states served. Responsible for the overall effectiveness of outreach activity and that the needs of the user community are met.
- Assist Hamilton technical personnel in identifying issues and problem resolution. Act as a liaison between Hamilton technical personnel and states served.
- Responsible for identifying potential conflicts or other needs within the Relay Center and reporting those concerns or ideas.
- Participates in marketing and outreach efforts in the states served.

Other responsibilities:

- Ability and willingness to work non-standard hours as needed.
- Maintains strict confidentiality of all relay calls.
- Effectively organizes and prioritizes multiple deadlines and projects.
- Continued professional development through attendance at seminars related directly to job responsibilities.
- Observes outreach coordinators in states served at least once per year in order to assist the Outreach Manager in evaluating the effectiveness of said coordinators.
- Analyze, review, and approve monthly reports for each state served.
- Develop professional networks within regulatory bodies and relay community.
- Manage and develop programs related to areas of expertise.
- Performs similar work related duties as assigned.

Education, experience, and skills:

- Associate or Bachelor's Degree or comparable work experience along with a minimum of three years related experience.
- Direct work experience with a Telecommunications Relay Service preferred.
- Knowledge of American Sign Language is helpful.
- Deaf and hard of hearing individuals are encouraged to apply.
- Ability to organize and prioritize work and meet deadlines.
- Strong written, analytical and interpersonal skills.
- Possess a valid driver's license.
- Ability and willingness to travel alone.

Position title:	Outreach Coordinator	**Job Code:**	074
Division:	Relay	**Status:**	Non - Exempt
Department:	Outreach		

Reports to:

Regional Outreach Manager

Position summary:

Responsible for coordinating and implementing outreach activities designed to promote Telecommunication Relay Services and Captioned Telephone Relay Services. Requires significant travel.

Essential functions:

- Provides education and guidance to residential, commercial, instructional, and public sectors within the community about relay services.
- Works closely with the regulatory body and the telecommunications equipment distribution programs and conducts joint outreach activities throughout the year.
- Develops annual outreach plan designed to promote relay services.
- Plans and implements innovative outreach activities that support the annual outreach plan.
- Facilitates awareness and stimulates involvement in targeted communities (Deaf, Hard of Hearing, DeafBlind, individuals who have difficulty speaking, senior citizens, and Spanish speaking individuals) to increase the awareness of relay services.
- Coordinates and conducts demonstrations, presentations, exhibits, and training programs regarding relay services for prospective customers including businesses, agencies, and organizations.
- Gathers and shares customer feedback with Hamilton Relay management with the goal of improving products and the effectiveness of the services offered.
- Promotes Hamilton programs and campaigns through participation in local, regional and national events, conferences, association meetings, and B2B (business-to-business) field visits.
- Participates in outreach meetings, advisory council meetings, outreach activities and marketing summits.
- Implements and monitors programs/projects as directed by management, and sees the programs/projects through to completion.

Other Responsibilities:

- Travel is significant in this position.
- Stays abreast of technological changes occurring in the relay industry.
- Stresses quality in all work situations.
- Ability and willingness to work non-standard hours as needed, including evenings and weekends.
- Performs other work-related duties as assigned.

Education, experience, and skills:

Education and Experience:

- Bachelor's degree and two or more years of experience in the design and implementation of public outreach, public relations, or related marketing experience are required.
- Experience in the telecommunications field, Telecommunications Relay Service or Captioned Telephone Service is a strong plus.

Skills:

- Excellent presentation skills.
- Experience in public relations activities.
- Excellent English writing skills.
- Knowledge of software such as CRM programs, Microsoft Outlook, Microsoft Word, Microsoft Excel and Microsoft Power Point.
- Ability to develop effective outreach and educational campaigns.
- Ability to confidently communicate (oral and written) with a wide variety of audiences.
- Ability to plan, schedule, organize and execute multiple projects.
- Ability to understand and follow directions.
- Capacity to develop and maintain effective working relationships with the regulatory body, organizations within the public, private, and non-profit sectors.
- Knowledge of and ability to understand various communication modes used by current and potential relay users.
- Familiarity with the communities that could benefit from services Hamilton offers:
    - Hard of Hearing Community
    - Senior Community
    - People with Speech Difficulties
    - Deaf Community
    - DeafBlind Community
    - Spanish Speaking Community
- Ability to communicate fluently through the use of American Sign Language (recommended).

- Ability to lift up to 50 lbs.
- Possess a valid driver's license.
- Ability and willingness to travel alone.

Position Title:	Director of Relay	**Job Code:**	209
Division:	Relay	**Status:**	Exempt
Department:	Administration		

Reports to:

Vice President of Hamilton Relay

Position summary:

Located in Aurora, Nebraska, this person will be responsible for assisting with the general management of the Relay business line with an emphasis in the areas of operations and technical services. Responsible for managing the day to day operations of the Relay business line.

Essential functions:

- Manages Hamilton Relay's operations and technical teams to ensure appropriate and profitable staffing while maintaining high quality service.
- Directs Hamilton's Relay's operations and technical teams in a manner which ensures all services are operational 24 hours a day.
- Oversees effective compensation plans and strategies for operational and technical teams and ensures the same is carried out throughout the division.
- Coordinates with Human Resource Manager to ensure that personnel and human resource issues are handled proactively and on a timely basis.
- Oversees quality and compliance of services with all regulatory rules and ensures Hamilton's own high quality standards are met in operations.
- Oversees quality and compliance of services with all regulatory rules and ensures Hamilton's own high quality standards are met in technical.
- Manages product development and leads and performs project management as needed.
- Adheres to all budgetary requirements and ensures operational and technical financial goals are met. Assists in the development of annual financial goals and budget preparation.
- Manages in a manner consistent with corporate policies, procedures and principles.
- Communicates on a consistent basis through various mediums with all Hamilton Telecommunications managers and other Relay Managers.

- Shows a high commitment to education and encourages individuals to continue to grow their skills and knowledge.

Other responsibilities:

- Ability and willingness to work non-standard hours as needed.
- Actively participates in relay strategic and long term planning efforts.
- Demonstrates a high level of leadership and visibility in Relay Management and Hamilton Telecommunications management.
- Performs similar work related duties as assigned.

Education, experience, and skills:

- Bachelor's degree in business, management, marketing, telecommunications or related field.
- Five to seven years of experience in related field preferred.
- Ability to read, write, speak, and understand English well, with strong verbal, written and interpersonal communication skills.
- Ability to handle multiple projects and meet multiple deadlines.
- Strong computer skills including knowledge of computer and technical networks, word processing software, spreadsheet software, and telecommunications networks.
- Possess a valid driver's license.
- Ability and willingness to travel alone.

Position Title: Senior Relay Outreach and Marketing Manager **Job Code:** 245

Division: Relay **Status:** Exempt

Department: Sales and Marketing

Reports to:

Director of Sales and Marketing

Position summary:

Directs and oversees Relay Outreach and Marketing objectives, strategies and policies. Directly supervises Regional Outreach Managers and guides assigned Marketing Staff. Plan, direct, and review the activities and operations of the Outreach Team. Coordinate assigned activities with other departments and outside agencies; and provide policy, technical and administrative support to the Director of Sales and Marketing. Individual will be required to travel as needed.

Essential functions:

- Direct, oversee, and coordinate state contractual outreach agreements and marketing planning and preparation for Relay; implement improvement plans when necessary.
- Develop, plan, and implement department goals and objectives; recommend and administer policies and procedures.
- Supervise and participate in the development and administration of the budget; direct the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement mid-year adjustments.
- Support Outreach Coordinators in their outreach work ensuring effectiveness of marketing programs in designated Hamilton states
- Responsible for adhering to budgetary guidelines in all designated state outreach programs as deemed by Senior Relay Managers. Monitors outreach financial reports.
- Work with outreach staff to develop and communicate effective programs on accessing and using relay service in each of their states, including delivering presentations to prospective clients on relay services using presentation skills, visual aids, and written proposals.
- Work with outreach staff to ensure effective communication with relay users regarding new development and service enhancements in each of their states.
- Work with outreach staff to coordinate attendance at a variety of functions that are attended by the relay using community in each of their states.

- On occasion, with each state outreach person, attend and represent Hamilton and the state relay service at meetings of the Public Utilities Commission, Relay Advisory Board, and appropriate state and national associations related to relay services.

- Work with outreach staff to organize and facilitate focus / user groups for discussion of quality and effectiveness of relay services in each of their states.

- Assist outreach staff in assessing focus / user group input and makes recommendations for modifications and improvements based on that input. Gather information and convey relay users' needs to Hamilton to assist them in the development of new features.

- Stay abreast of technological changes occurring in the relay industry, paying particular attention to technology and advances made by Hamilton's competitors.

- Plan and lead effective outreach meetings and trainings.

- Interface with other managers on a regular basis, participate in staff meetings, company meetings, and planning sessions.

- Interface with users and user groups to determine their current and future Relay needs.

Other responsibilities:

- Ability and willingness to work non-standard hours as needed.

- Effectively organizes and prioritizes multiple deadlines and projects.

- Travels to current and potential customer locations to promote all relay products and services offered by Hamilton.

- Possesses an ability, willingness, and desire to obtain educational opportunities and attend seminars related to enhancing marketing skills.

- Performs other work related duties as assigned.

Preferred education, experience, and skills:

- Bachelor's degree in business, public relations, marketing, or related area with five years or more of associated experience.

- Communicates fluently through the use of American Sign Language and written English.

- Experience in public relations activities.

- Experience in the development, execution and/or management of marketing plans and activities.

- Excellent communication and presentation skills to a wide range of audiences

- Deep and broad business acumen with strong analytical, decision making, and problem solving skills.

- The ability to lead and execute in a multi-faceted, fast-paced dynamic environment.

- A strong talent mindset – exceptional people management and team performance experience.

- Direct work experience with a Telecommunications Relay Service preferred.

- Deaf and hard of hearing individuals are encouraged to apply.
- Ability to organize and prioritize work and meet deadlines.
- Strong written, analytical, and interpersonal skills.
- Possess a valid driver's license.
- Ability and willingness to travel alone.

Position title:	Regional Outreach Coordinator and Administrative Lead	**Job Code:**	253
Division:	Relay	**Status:**	Non - Exempt
Department:	Outreach		

Reports to:

Regional Outreach Manager

Position summary:

This full-time position is responsible for coordinating and implementing outreach activities designed to promote Telecommunications Relay Service (TRS) and Captioned Telephone Services and increase the number of customers served by Hamilton Relay.

Essential functions:

- Participates and assists in the administration of Relay Outreach; research, compile, analyze, and summarize data for special projects.
- Performs a wide variety of complex, responsible, and confidential duties for immediate supervisor; composes and prepares correspondence, travel reimbursement requests, and other material as required.
- Implements and monitors programs/projects as directed by management and sees the programs/projects through to completion.
- Assists in preparing, coordinating and monitoring the assigned budget.
- Provides education and guidance to residential, commercial, instructional and public sectors within the community about State Relay. Develops Annual Outreach Plan designed to promote State Relay; Plans and implements innovative outreach activities and marketing programs that support the Annual Outreach Plan.
- Facilitates awareness and stimulates involvement in target communities (Deaf, Hard of Hearing, General, Deaf-Blind and Speech Disabled) to increase the use of relay services within the states in which Hamilton Relay provides services.

- Works closely with Hamilton Relay Management to coordinate outreach efforts throughout the U.S. Coordinates and conducts demonstrations, presentations and training for businesses, residents, and organizations.

- Gathers customer feedback and shares it with Hamilton Relay Management toward the goal of improving the effectiveness of the products and services offered.

- Researches specific programs and events that occur throughout the U.S. Coordinates events with other Outreach Coordinators in Hamilton Relay states.

- Participates in scheduled Outreach meetings, Outreach activities and summits.

- Manages time effectively between State Relay outreach, administrative tasks and special projects.

Other responsibilities:

- Travels extensively throughout the U.S.

- Stresses quality in all work situations.

- Stays abreast of technological changes occurring in the relay industry.

- Ability and willingness to work non-standard hours as needed.

- Performs other work-related duties as assigned.

Education, experience, and skills:

Education and Experience:

- Bachelor's degree and two or more years of experience in the design and implementation of public outreach, public relations or related marketing experience are required.

- Experience in the telecommunication field, Telecommunications Relay Service or Captioned Telephone Service is a strong plus.

Skills:

- Excellent presentation skills.

- Experience in public relations activities.

- Ability to develop effective outreach and educational campaigns.

- Ability to confidently communicate (oral and written) with a wide variety of audiences.

- Knowledge of software such as CRM programs, Microsoft Outlook, Microsoft Word, Microsoft Excel and Microsoft Power Point.

- Ability to plan, schedule, organize and execute multiple projects.

- Ability to understand and follow directions.

- Strong analytical and interpersonal skills.

- Capacity to develop and maintain effective working relationships within the public, private and non-profit sectors.

- Knowledge of and ability to understand various communication modes used by current and potential relay users.

- Familiarity with the user communities that could benefit from services Hamilton offers:
  - Hard of Hearing Community
  - Senior Community
  - Deaf Community
  - DeafBlind Community
  - People with Speech Difficulties
  - Spanish Speaking Community

- Ability to communicate fluently through the use of American Sign Language (recommended).

- Be able to lift up to 50 lbs.

- Possess a valid driver's license.

- Ability and willingness to travel alone.

Position Title:	Director of Sales and Marketing	**Job Code:**	055
Division:	Sales and Marketing	**Status:**	Exempt
Department:	Administration		

Reports to:

Vice President of Hamilton Relay

Position summary:

Oversees and directs Hamilton Relay's sales and marketing programs and teams. Develops strategic sales and marketing objectives. Responsible for product development and customer relations from the user's perspective.

Essential functions:

- Develops, implements, and directs strategic annual sales and marketing plan consistent with company goals.
- Responsible for leading all aspects of sales and marketing, including establishment and maintenance of brand identity, collateral development, web-based marketing, national advertising, campaigns, events and sales programs through various channels.
- Responsible for the performance and development of sales and marketing staff. Regularly coaches and leads team toward results.
- Establishes and manages annual sales and marketing budget. Tracks results to projections.
- Maintains relationship with sales channel partners to ensure results and partner satisfaction.
- Leads product management team to the end goal of increasing the number of relay minutes for relay services through the development of new or enhanced relay services and features, which meet the demand of the relay user community, as well as internal operations staff. Interacts with all required departments, including but not limited to technical, marketing, sales, accounting and operations.
- Responsible for market research activities within Hamilton Relay by use of existing outreach staff, surveys, focus groups, involvement in national relay activities, and a variety of other means.
- Leads and evaluates competitive analysis. Considers changes to the marketplace and industry and adjusts sales and marketing plan accordingly. Maintains awareness of competition and technology within the industry by reading trade publications, listservs, attending conferences, etc., keeping management informed of new products/services/features within the industry, the strengths and weaknesses of Hamilton as compared to its competition, and other similar competitive information

- Responsible for customer relations direction, interaction and service delivery as coordinated through team.
- Assists in the management of regulatory affairs by representing Hamilton in meetings at the Federal Communications Commission. Responsible for understanding all related current FCC rules and regulations and works closely with Hamilton's counsel, integrating regulatory requirements in marketing and sales programs.
- Monitors and assesses reports on relay service quality from users.
- Adheres to all company policies, procedures and business ethics codes and ensures that they are communicated and implemented within the team.
- Delegate's authority and responsibility with accountability and follow-up.
- Sets examples for team in areas of personal character, commitment, organizational and selling skills, and work habits.
- Plans and organizes effective meetings with agenda, minutes and appropriate follow up.
- Demonstrates ability to interact and cooperate with all company employees.
- Stresses quality in all work situations.

Other responsibilities:

- Ability and willingness to work non-standard hours as needed.
- Travels to current and potential customer locations.
- Performs other work-related duties as assigned.

Education, experience, and skills:

- Outstanding communication skills required.
- Communicates fluently through the use of American Sign Language and written English.
- Bachelor's Degree or comparable work experience along with a minimum of three years public relations experience.
- Experience in public relations activities.
- Direct work experience with a Telecommunications Relay Service preferred.
- Ability to organize and prioritize work and meet deadlines.
- Strong written, analytical, and interpersonal skills.
- Strong computer skills and technology awareness.
- Possess a valid driver's license.
- Ability and willingness to travel alone.

Position Title:	Director of Operations	**Job Code:**	530
Division:	Relay	**Status:**	Exempt
Department:	Operations		

Reports to:

Director of Relay

Position summary:

Directs all Relay operations and related activities for all of Hamilton's Relay Centers and business lines with primary emphasis on quality and efficiency. Oversees the development and activities of Relay Center Managers and staff to ensure success of the company. Has primary responsibility for ensuring that Relay services and quality standards meet the expectations of all types of Relay users.

Essential functions:

- Maintain solid operational performance, striving for optimal efficiency and quality on an hourly and daily basis.
- Measure and improve the overall quality of all types of Relay services, including benchmarking programs that monitor the competition. Develop or recommend service or quality improvements based upon the feedback of Relay employees and users.
- Monitor all operational related line items on financial statements and adhere to budgetary constraints as it relates to the management of all centers and specific projects.
- Monitor compliance with federal and state requirements related to relay performance on a daily basis and develop corrective actions in areas that are in noncompliance.
- Develop and oversee use of precise scheduling models in order to ensure appropriate staffing to meet traffic demands.
- Manage all personnel issues in a manner that follows corporate policies, procedures, and principles.
- Understand, monitor, maintain, and communicate policies and procedures clearly, accurately, and in a timely fashion.
- Manage and motivate Center Managers and other direct reports. Hold your team accountable for accomplishing their goals. Evaluate the operations team and encourage individuals to grow in their skills and knowledge. Conduct and assist with performance evaluations and wage calculations.
- Manage and minimize employee attrition.

- Work with Relay Technical Manager to improve relay systems functionality with the end goal of higher efficiency and improved service.
- Analyze report data and recommend improvements.
- Show a high commitment to education and encourage individuals to continue to grow their skills and knowledge.
- Actively participate in Relay Management to evaluate Relay's effectiveness and efficiency in meeting operational and program goals. Lead new programs and projects as needed.

Other responsibilities:

- Sign and abide by Hamilton Relay Service Confidentiality Agreement, even after employment has ended.
- Ability and willingness to work a flexible schedule and non-standard hours as needed.
- Assume other duties and responsibilities as assigned.

Preferred education, experience, and skills:

- Bachelor's degree or equivalent work experience.
- Three to five years of experience managing multiple call centers preferred.
- Must have the ability to interact professionally and work productively with the public, industry and agency representatives and other external and internal customers.
- Must have the ability to maintain objectivity and confidentiality when dealing with a variety of complex and potentially sensitive projects.
- Must have the ability to communicate effectively in both oral and written English.
- Ability to stand, sit and walk for extended periods of time.
- Possess a valid driver's license.
- Ability and willingness to travel alone.

Position Title:	CapTel Relay Manager	**Job Code:**	141
Division:	Relay	**Status:**	Exempt
Department:	Operations		

Reports to:

Director of Operations

Position Summary:

Prepares and teaches comprehensive training programs that are designed to maximize the effectiveness of new and existing CapTel Captioning Assistants. Trains, supervises, and evaluates Captioning Assistants, Lead Captioning Assistants, Supervisors, and Trainers.

Essential functions:

- Constructs training programs designed to provide Captioning Assistant trainees with the skills and knowledge necessary to succeed in their positions.
- Produces and oversees weekly schedules for Captioning Assistants, Supervisors, and Lead Captioning Assistants. Monitors and reports on staffing efficiency
- Gains and maintains a strong understanding of all relay related information relevant to Captioning Assistants and the training of Captioning Assistants.
- Develops goals and objectives for Trainers, Supervisors, and Lead Captioning Assistants
- Manages Quality Assurance Department for the CapTel Centers.
- Identifies shortcomings in trainees and informs the Trainer and Supervisors of these weaknesses.
- Responds to Trainer and Supervisor feedback on existing Captioning Assistants and determines an appropriate training based solution for improvement.
- Assesses the abilities of each NE Captioning Assistant Trainee and determines a realistic timeframe for beginning full CA responsibilities.
- Utilizes existing presentation and training materials in a creative and effective manner.
- Adjusts training program to fit the continually changing needs of the relay environment.
- Measures recruiting and training methods and reports information to the Human Resources Manager, Relay Center Manager, Director of Operations.

- Solicits and utilizes recommendations for training topics from many resources including the Director of Operations, Relay Center Manager, Supervisors, and external resources.
- Utilizes a variety of methods to aid the improvement of each Captioning Assistant as it relates to call processing.
- Provides direct supervision to Captioning Assistants when resolving difficult or unusual call situations.
- Develops and fosters a positive, energetic, enthusiastic work atmosphere that stresses team above self.
- Responds to customer questions and resolves complaints regarding CapTel service activities.
- Collects, files and forwards biweekly payroll data such as employee timesheets, bonus/incentive information ad pay rate change forms in a highly confidential manner in the NE Center.
- Ability and willingness to travel alone.

Other Responsibilities:

- Sign and abide by Hamilton Relay Service Confidentiality Agreement, even after employment has ended.
- Maintains the ability to work flexible hours as will teach day and evening training classes.
- Regular attendance that is punctual and dependable is required.
- Carries out "special project" needs as assigned.
- Willingness to act as a Captioning Assistant when needed.

Preferred education, experience and skills:

- A combination of three to five years' work experience or schooling related to education or training is desirable.
- Experience working with the hard of hearing community or relay experience is desirable.
- Strong verbal, interpersonal and presentation skills.
- Ability to organize and prioritize work.
- Ability to maintain strict confidentiality.
- Proficient with computers and software programs.
- Ability to read, writes, speaks and understands English well.
- Strong analytical and interpersonal skills.
- Hold a valid driver's license and have the ability to travel alone.

Position Title:	Relay Technical Manager	**Job Code:**	061
Division:	Relay	**Status:**	Exempt
Department:	Technical		

Reports to:

Director of Relay

Position summary:

Directs and coordinates activities of the Relay Technical Department which is responsible for providing effective computer service to all Relay employees. Implement, communicate, and enforce corporate and departmental IT policies and standards and provide timely and frequent communications of changes and issues. Has primary responsibility for ensuring that Relay technical systems provide effective service for internal and external customers.

Essential functions:

- Lead, train and assign work to technical personnel, including direct reports, contractors, and internal partners.
- Develop and enforce technical policies and procedures. Ensure complete and accurate documentation of all Relay technical systems and procedures. Provide technical input to operations procedures.
- Manage exempt and nonexempt employees (local and remote), contractors and consultants working in support of Relay Information Technology, including establishing requirements, overseeing the work, and setting priorities.
- Oversee resolution of technical support issues. Ensure timely and complete resolutions.
- Maintain hands-on involvement in the day-to-day operations ensuring timely and effective support for all Relay information systems.
- Develop technical and personnel performance standards. Evaluate the IT team and encourage individuals to grow in their skills and knowledge. Conduct and assist with performance evaluations and wage calculations.
- Participate in ongoing training to improve own skills and skills of department.
- Analyze report data and recommend improvements or the development of new programs.
- Coordinate with corporate IT management on product development and acquisition as well as IT standards and security.

- Oversee and/or conduct facility and network planning, documentation, and ongoing maintenance. This includes physical buildings (owned or rented), security systems, electrical power backup, phones, PCs, etc.

- Actively participate in Relay Management to evaluate Relay's effectiveness and efficiency in meeting operational and program goals. Lead new programs and projects as needed.

- Monitor all technical and building related line items on the financial statement and adhere to budgetary constraints as it relates to the technical management of all centers and specific projects.

Other responsibilities:

- Ability and willingness to work a flexible schedule and non-standard hours as needed.

- Must be willing to be on call on a scheduled and unscheduled basis.

- Assume other duties and responsibilities as assigned.

Supported systems and services include:

- Hardware and software for Excel Telephone Switching equipment or a telephony environment.

- PC's (XP, Win 7 and up, Ubuntu), servers (2003, 2008, BSD, Debian), and databases (Microsoft SQL, MYSQL).

- Data and voice transmission lines.

Preferred education, experience, and skills:

- Bachelor's degree, preferably in Computer Science or Management Information Systems or closely related field.

- Progressive experience in information technology including two (2) years in a supervisory or management capacity.

- Ability to interact professionally and work productively with the public, industry and agency representatives and other external and internal customers.

- Ability to maintain objectivity and confidentiality when dealing with a variety of complex and potentially sensitive projects.

- Ability to communicate effectively in both oral and written English.

- Possess a valid driver's license.

- Ability and willingness to travel alone.

Physical Requirements:

- Ability to lift and move a minimum of 50 pounds up or down a flight of steps.

- Ability to stand, sit, crouch, and kneel for long periods of time.

- Ability to manipulate and use hand tools.

Position Title: Customer Care Representative **Job Code:**

Division: Relay **Status:** Non - Exempt

Department: Sales and Marketing

Reports to:

Customer Care Manager

Position summary:

Responsible for providing exemplary customer care to users of Hamilton's relay services. Delivery method includes telephone, email, TTY, and in person.

Essential functions:

- Responds to customer inquiries with the specific goal of resolving issues customers may experience related to any of Hamilton's relay products/services. This may include answering simple questions, providing direction as to where information can be obtained, or troubleshooting and technical support.
- Maintains comprehensive records of all interactions with customers by entering information about such interactions into CRM. Ensures record keeping is in order to support the collection of information for State and FCC reporting.
- Works diligently to provide high quality support to customers which includes timely follow-up to ensure customer satisfaction.
- Escalates and coordinates as appropriate more complicated technical issues while ensuring customers are aware of the progress being made toward issue resolution.
- Interfaces with Technical, Operations and Marketing Teams to provide timely insight into current customer issues and provides recommendations around improvements to services and/or policies and procedures that can support improved customer experience.
- Regularly tests and records outcomes of testing Hamilton's Relay and CapTel services to ensure they are properly functioning, and escalates issues to Technical and Management.
- Updates Customer Profile information at users' request.
- Tracks and records customer suggestions for improvement and shares that information with the appropriate department, i.e. technical, operations, marketing, management, etc.
- Serves as a member of the Product Testing Team as new products/services are developed and before they are introduced to customers.

Other responsibilities:

- Performs similar work related duties as assigned.

Preferred education, experience, and skills:

- High school education, some college preferred.
- Strong analytical and interpersonal skills.
- Ability to communicate effectively and demonstrate patience in a variety of situations using a variety of methods.
- Awareness of and sensitivity to customer confidentiality.
- Awareness of and exposure to the culture and communication needs of people who are deaf, hard of hearing or have difficulty speaking.
- Proficient in spoken and written English.
- Proficient in data entry and accompanying computer programs including CRM and Microsoft Office.
- Ability to organize and prioritize assignments and meet deadlines.
- Attention to detail.

HAMILTON RELAY

Attachment B

Proposal for Telecommunications Relay and Captioned Telephone Relay Services

FLORIDA

Experience and Proven Capabilities

As shown below, we have a well-established record of success and will meet and exceed the expectations of the Florida Public Service Commission (FPSC) and Florida Relay Service users.

- We provide Traditional Relay and Captioned Telephone services through 21 contracts in 15 states, the District of Columbia and the Island of Saipan, and are a provider of Internet-based Captioned Telephone services nationwide.
- We have been providing telecommunication relay service for over **30 years**.
- When CapTel was first introduced, several states participated in a trial of CapTel Service. **We were the first TRS provider to trial CapTel Service.**
- We are a facility-based telecommunications relay provider. The equipment we use and our network and switching configuration are thoroughly explained in this response. We own and operate all our own relay equipment.
- We have received consecutive contract awards and renewals from many of our states.
- In the past fifteen years we have been awarded nineteen new state contracts for the provision of TRS and/or CapTel, resulting from RFP processes.
    1. We began providing TRS and CapTel to Utah on August 1, 2020.
    2. We began providing TRS and CapTel to Kentucky on May 16, 2016
    3. We began providing TRS service to Virginia on July 31, 2015.
    4. We began providing TRS and CapTel to Washington on July 1, 2015.
    5. We began providing TRS and CapTel in Michigan on February 1, 2015.
    6. We began providing TRS service to Pennsylvania on December 16, 2014.
    7. We began providing CapTel to the District of Columbia on October 24, 2014.
    8. We began providing TRS to the District of Columbia on July 13, 2014.
    9. We began providing Captioned Telephone services to Virginia on April 1, 2011.
    10. We began providing CapTel service to Massachusetts on August 1, 2010.
    11. We were selected as one of two new Telecommunications Relay Service providers for the State of California and the sole CapTel provider for the State of California. We began providing service on June 2, 2010. We became the sole provider of services in California on June 2, 2015
    12. We began providing TRS and CapTel to New Mexico on July 1, 2009.
    13. We began providing TRS to Massachusetts from an in-state facility on July 1, 2008.
    14. We began providing CapTel service to Pennsylvania on August 6, 2007.
    15. We began providing TRS and CapTel to Maryland on June 1, 2007.
    16. We began providing CapTel services for Iowa on January 1, 2007.
    17. We began providing TRS to Georgia on April 1, 2006.
    18. We began providing TRS and CapTel to Montana on February 26, 2006.
    19. We began providing TRS to Iowa on January 2, 2005.

We are more than qualified to manage Florida Relay Services for the FPSC. Florida Relay Services users will receive personal attention from us and complete responsiveness, something our competitors cannot, or will not, deliver. Our company is of the size that we can individualize our programs to meet the needs of relay users. In addition, we have all the resources needed to be successful in Florida; we have the people, outstanding financial resources and a strong desire to deliver the best possible service to Relay users in Florida.

Overview of Current Government Contracts

Following is a complete list of our TRS and CTRS customers. The name and phone number of the contact person in the contracting entity for each of our customers are listed below.

State	Contract Duration	Description	Contact
California	6/2/2010 – Present	• TRS • CTS • Fourth consecutive contract	Brent Jolley Interim State of California TRS Administrator California Public Utilities Commission 505 Van Ness Avenue San Francisco, CA 94102 Email: Brent.Jolley@cpuc.ca.gov
District of Columbia CTRS	10/24/2014 – Present	• CTS • Third consecutive contract	Paul Martinez Acting Deputy Executive Director Public Service Commission of the District of Columbia 1325 G Street N.W. Suite 800 Washington, DC 20005 Phone: (202) 626-9216 Email: pmartinez@psc.dc.gov
District of Columbia TRS	07/13/2014 – Present	• TRS • Third consecutive contract	Paul Martinez Acting Deputy Executive Director Public Service Commission of the District of Columbia 1325 G Street N.W. Suite 800 Washington, DC 20005 Phone: (202) 626-9216 Email: pmartinez@psc.dc.gov
Georgia	4/1/2006– Present	• TRS • CTS • Fourth consecutive contract	Tonika Starks Contract Administrator, Georgia Relay Georgia Public Service Commission Service 244 Washington Street, SW Atlanta, Georgia 30334-5701 Voice: (404) 657-4990 Email: tstarks@psc.state.ga.us

State	Contract Duration	Description	Contact
Idaho	12/1/1992 – Present	• TRS • CTS • Sixth consecutive contract	Kelli Toohill Idaho TRS Administrator P.O. Box 351 Lynden, WA 98264 Voice: (604) 652-0447 Email: idahorelay@gmail.com
Iowa	1/1/2005 – Present	• TRS • CTS • Third consecutive contract	Kelsey Seaberg Project Manager, Relay Iowa 1375 E. Court Des Moines, IA 50319 515-725-7367 Email: Kelsey.Seaberg@iub.iowa.gov
Commonwealth of Kentucky	5/16/2016 – Present	• TRS • CTS	Jim Stevens Contract Administrator, Kentucky Relay Kentucky Public Service Commission 211 Sower Boulevard P.O. Box 615 Frankfort, KY 40602 Phone: 502-564-3940 Email: jim.stevens@ky.gov
Louisiana	1/15/1998 – Present	• TRS • CTS • Fourth consecutive contract	Ted Hankins President, Louisiana Relay Administration Board 100 CenturyLink Drive Monroe, LA 71203 Phone: 318-388-9416 Cell: 318-235-5400 Email: ted.hankins@centurylink.com
Maryland	5/31/2007 – Present	• TRS • CTS • Third consecutive contract	David Bahar Project Manager for Maryland Relay 301 West Preston Street, Suite 1008A Baltimore, MD 21201 Video Phone: (443) 842-7590 Email: david.bahar@maryland.gov
Commonwealth of Massachusetts	7/1/2008 – Present	• TRS • CTS • Third consecutive contract	Monna Wallace Massachusetts Relay Administrator Director of Programs, Massachusetts State 911 Department 151 Campanelli Drive, Suite A Middleborough, MA 02346 Phone: 508-828-2911 Email: monna.wallace@state.ma.us

State	Contract Duration	Description	Contact
Michigan Individual Telephone Companies and Associations	2/1/2015 – Present	• TRS • CTS	Scott Stevenson President, Telecommunications Association of Michigan Phone: (517) 482-1258 Website: www.telecommich.org
Montana	2/28/2006 – Present	• TRS • CTS • Second consecutive contract	Mary Taylor State Contract Manager/Project Manager MTAP Executive Director PO Box 4210 Helena, MT 59604 Voice: (406) 444-4290 Email: mary.taylor@mt.gov
New Mexico	7/1/2009 – Present	• TRS • CTS • Fourth consecutive contract	Nathan Gomme Relay Administrator, State of New Mexico New Mexico Commission for Deaf & Hard of Hearing 505 Marquette Ave NW Albuquerque, NM 87102 VP: (505) 435-9319 Email: nathan.gomme@state.nm.us
Commonwealth of Pennsylvania CTRS	8/6/2007 – Present	• CTS • Third consecutive contract	Eric Jeschke Contract Administrator, Pennsylvania Relay Pennsylvania Public Utility Commission 400 North Street Keystone Building Harrisburg, PA 17120 Phone: (717) 783-3850 Email: ejeschke@state.pa.us
Commonwealth of Pennsylvania TRS	12/16/2014 – Present	• TRS	Eric Jeschke Contract Administrator, Pennsylvania Relay Pennsylvania Public Utility Commission 400 North Street Keystone Building Harrisburg, PA 17120 Phone: (717) 783-3850 Email: ejeschke@state.pa.us
Saipan	10/1/2004 – Present	• TRS • Second consecutive contract	Rob Harrell Micronesian Telecommunications Corporation (d/b/a IT&E) P.O. Box 500306 Saipan, MP 96950 Phone: (670) 682-2614 Email: rob.harrell@itehq.net

State	Contract Duration	Description	Contact
Utah	8/1/2020	• TRS • CTS	Gary Widerburg Commission Secretary Heber M. Wells Bldg, 4th Floor 160 "East 300 South Salt Lake City, Utah 84111 Phone: (801) 530-6713 Email: gwiderburg@utah.gov
Commonwealth of Virginia CTS	4/1/2011 – Present	• CTS	Doug Leslie Strategic Sourcing Consultant Supply Chain Management Virginia Information Technologies Agency (VITA) 11751 Meadowville Lane Chester, Virginia 23836-6315 Phone: (804) 416-6161 Email: doug.leslie@vita.virginia.gov
Commonwealth of Virginia TRS	7/31/2015 – Present	• TRS	Doug Leslie Strategic Sourcing Consultant Supply Chain Management Virginia Information Technologies Agency (VITA) 11751 Meadowville Lane Chester, Virginia 23836-6315 Phone: (804) 416-6161 Email: doug.leslie@vita.virginia.gov
Washington	7/1/2015 – Present	• TRS • CTS	Steven Peck ODHH TRS Contract Administrator Department of Social and Health Services 4450 10th Ave SE, Lacey, WA 98503 PO Box 45301, Olympia, WA 98504 Phone: (360) 339-7762 Email: pecksc@dshs.wa.gov

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

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

Additional References:

Following are names and contact information of persons who could respond to requests for the quality of services rendered by Hamilton Relay:

Name	Contact Information
John Birznieks California CPUC Communications Division	505 Van Ness Avenue, Third Floor San Francisco, CA 94102 Phone: (415) 703-5888 Email: John.Birznieks@cpuc.ca.gov
David Weiss California Deaf and Disabled Telecommunications Program CRS Department Manager	DDTP 1 Kaiser Plaza, Suite 1101 Oakland, CA 94612 TTY: (510) 735-8588 Fax: (510) 271-8234 Email: dweiss@ddtp.org
Barry Saudan California Deaf and Disabled Telecommunications Program Chief Executive Officer	DDTP 1 Kaiser Plaza, Suite 1101 Oakland, CA 94612 Phone: (510) 268-4754 Email: bsaudan@ddtp.org
Terri Jo Maddox California Hamilton Relay Consumer	2214 Sundale Drive Rancho Cordova, CA 95670 Phone: (916) 708-8680 Email: terrizane@sbcglobal.net
Don Senger California Hamilton Relay Consumer	2304 Platt Drive Martinez, CA 94553 Phone: (925) 228-3040 Email: d.senger@juno.com
Lara Walt District of Columbia DC Relay Manager	1325 G Street N.W. Suite 800 Washington, D.C. 20005 Phone: (202) 626-5100 Fax: (202) 393-1389 Email: lwalt@psc.dc.gov
Virginia Moore Kentucky Executive Director of KCDHH	Kentucky Commission on the Deaf and Hard of Hearing 632 Versailles Rd Frankfort, KY 40601 Phone: 502-573-2604 Fax: 502-573-3594 virginia.moore@kcdhh.ky.gov
Bonnie Eades Louisiana Past President of the Louisiana Relay Administration Board	921 Beauregard Parkway Covington, LA 70433 Mobile: (985) 707-8277 Email: bonnieeades@bellsouth.net
Naomi DeDual Louisiana Past Secretary of the Louisiana Relay Administration Board	Email: naomi.dedual@la.gov

Name	Contact Information
Charlotte Roy Louisiana Past Member of the Louisiana Relay Administration Board	1035 Bridge St. Hwy Parks, LA 70582 Phone: (337) 845-5210 Email: cmroy13@aol.com
Thelma Covello Louisiana Former Vice President of the Louisiana Relay Administration Board	205 Herring Street Leesville, LA 71446 TTY: (337) 239-7056 Fax: (337) 239-3817 Email: Lsucajunlady@aol.com
James A. Stevenson Maryland Governor's Advisory Board for Telecommunications Relay	108 Washington Street P.O. Box 1724 Cumberland, MD 21501-1724 Phone: (301) 759-2047 Voice Fax: (301) 759-2014 Email: james.stevenson@acps.k12.md.us
Ryan McAnany Michigan Michigan Public Service Commission Manager, Rates and Financial Analysis	Telecommunications Division 7109 West Saginaw Hwy, 1st Floor Lansing, MI 48917 Phone: (517) 284-8196 Email: mcananyr@michigan.gov
Ron Bibler Montana Montana Telecommunications Access Program Committee	518 Deer Drive Great Falls, MT 59404 Phone: 406-727-0184 Email: ron@biblerfinancial.com
Bob Dunbar Idaho Former TRS Administrator	2545 N. Waggle Pl. Meridian, ID 83646 Voice/Fax: (208) 846-8371 Email: rdd0245@gmail.com
Sam Martinez New Mexico Former Relay Administrator for Relay New Mexico	State of New Mexico Commission for Deaf & Hard of Hearing 2500 Louisiana NE, Suite 400 Albuquerque, NM 87110 Office Phone: V/TTY: (505) 881-8824 VP: (505) 814-7841 Email: Sam.Martinez@state.nm.us
Shannon E. Smith, MBA/HRM New Mexico Former Relay Administrator for Relay New Mexico	1081 West Innovation Rd Kearney, MO 64060 Phone: (816) 501-8478 Email: shannon@teltex.com
Melissa Derr Pennsylvania Bureau of Technical Utility Services; Pennsylvania Public Utility Commission	400 North Street Keystone Building Harrisburg, PA 17120 Phone: (717) 783-3850 Fax: (717) 787-4750 Email: mderr@pa.gov

Name	Contact Information
Leslie A. Kelly Pennsylvania Center for Independent Living of South Central Pennsylvania	1658 Princeton Road Altoona, PA 16602 TTY: (814) 949-1912
Stephen H. Schultz Pennsylvania Pennsylvania TRS Advisory Board Board Member	PO Box 1553 Camp Hill, PA 17001-1553
Diana Bender, Ph.D. Pennsylvania Pennsylvania TRS Advisory Board Past Board Member, Chairperson	101 Oakwood Lane Phoenixville, PA 19460
Jodi Goodenough	Telecommunications Relay Specialist Heber M. Wells Bldg, 4th Floor 160 "East 300 South Salt Lake City, Utah 84111 Phone: 801-715-3470 Email: jgoodenough@utah.gov
Clayton Bowen Virginia Former Contract Administrator for Virginia VDDHH Relay & Technology Programs Manager	1602 Rolling Hills Drive, Suite 203 Henrico, VA 23229-5012 Phone: (800) 552-7917 Voice/TTY Office: (804) 662-9704 Fax: (804) 662-9718 Email: clayton.bowen@vddhh.virginia.gov
Deborah O'Willow Washington ODHH Director	4450 10th Ave SE Lacey, WA 98503 OR PO Box 45301, Olympia, WA 98504 Phone: 360-529-5754 (V/VP) Email: Deborah.OWillow@dshs.wa.gov

Following are some of the comments that our relay users have made about our relay service in the last several months:

- "I am so excited about purchasing the 'Captioning Telephone' that I would like everyone to know. I bought it for my friend Marion who is 98 years old and hard of hearing. I used to call her quite often on the phone and she couldn't hear me most of the time…I called and ordered the phone for Marion which was a birthday and X-mas gift. You would be amazed at the difference… She is a different person because she is able to communicate with other people now."

  Muriel R. Ohlin, Hamilton Relay Consumer

- "The outreach coordinator has gone way above and beyond in customer service by meeting Hamilton CapTel users outside of normal business hours to help them learn to use the Hamilton technology. Additionally, it's always a joy to see the outreach coordinator at the frequent local expos and exhibits in our area… Hamilton has generously sponsored our newsletter for the past few years, which we have much appreciated."

  Yael Shaner, Past President, Association of Late Deafened Adults, Atlanta Chapter (ALDA-Peach)

- "Hamilton Relay provides a valuable service to our community by providing the current Relay services, making telecommunication simple, dependable and convenient for people who have difficulty using a standard phone."

  Charlie Frew, Executive Director, Jerusalem House

- "The outreach coordinator and Hamilton Relay have been amazing partners in our efforts to educate public safety communications professionals to provide effective emergency telephone services to people with disabilities… Without the assistance of such a wonderful company, we would not be able to provide the level of training our members and attendees deserve and have come to expect."

  Angela Bown, Executive Council Representative, Georgia Association of Public Safety Communications Officials (APCO)

- "The (Hamilton) outreach coordinator is very skilled in making families comfortable with technology that can oftentimes be intimidating. . . . . The services provided by Hamilton Relay help to bring the latest technology into the homes of our students and their families expanding communication ease and access to the world. Please consider the importance of their mission as you review their contract bid for service in your state."

  Marsha Domingue, Retired Program Specialist, Hearing Impaired Program, East Baton Rouge Parish School System

- "The outreach coordinator did a remarkable job representing Hamilton Relay and the participants at the recent Baltimore Federal Executive Boards EEO Diversity/Inclusion and Disability Awareness Symposium were very impressed with the assistive technology and Ms. Khan. The outreach coordinator also previously provided displays at an outreach event held here at US Army Chemical Material Agency (CMA), Aberdeen Proving Ground with raving reviews. We have found Hamilton Relay to be an invaluable asset in regards to outreach to those individuals with disabilities as well as an advocate to provide awareness to individuals without disabilities. I consider Hamilton Relay a reliable and professional source for the industry.

  Leon G. Patterson, Equal Employment Opportunity Officer, US Army Chemical Materials Agency

- "Hamilton has operated Louisiana's relay system in a manner that is not only responsive to the needs of the deaf/hard of hearing, speech disabled and hearing community, but in an efficient, innovative and professional manner. Hamilton has been very responsive to the Relay Board's requests and has been easily accessible to the Board on a daily basis."

  Julia Thornton, Former Secretary/Treasurer Louisiana Relay Administration Board

- "My services with Hamilton, CapTel Customer Service and the new CapTel phone 840i has just been great! My world of communication is possible with this phone and I would be lost without it. Living alone and having to make business or personal calls would not be possible without this phone and services.... To have Marta Cagle as the Virginia CapTel Outreach person is another asset covering the Fredericksburg area. She knows her job and is always available to assist in correcting problems as they arise and/or answer any questions. She also knows how to set up the phone in just a few minutes plus explaining all features about the phone. My world would be lost without her! She is also a great understanding friend! She also assisted me in getting the CapTel app for my smartphone phone. I love it and it helps me when I am away from home. I will just be happy to know that it will stay on to receive incoming calls, etc. upon some update of your revisions."

  Louise Stoneberger, consumer

- "We learned about Hamilton Relay/Mass Relay Services at a Lou Gehrig's disease support group, and we reached out to them for help. They were great. They responded quickly with a comprehensive overview of what was available, customized to my wife's particular situation. Within a very short time we had a "TTY" type device set up in our home, and began to use the Hamilton Relay/Mass Relay Services center that allows my wife to contact folks over the phone despite her inability to speak. It makes a real difference to have such a capability, and we are very grateful to Hamilton Relay/Mass Relay Services for making it happen."

  Bob M., consumer

- "Hamilton Relay has done an outstanding job in promotion its services in Iowa. This isn't easy, as the deaf and hard-of-hearing population is not large and can be difficult to reach. I see Hamilton representatives at events, conferences, and workshops across the state (even at legislative days), using appropriate opportunities to inform Iowans of the services available to them.

  Cynthia Angeroth, Outreach Coordinator, Iowa School for the Deaf

- "My name is Dennis Lewis and I am a lifelong residence of the state of Louisiana I have been a customer of Hamilton Telecomm (Louisiana Relay Services) since it beginning here in Louisiana. Back then they offered a few services. Over the years Hamilton has grown by leaps and bounds always leading the way with the most up to date technologies as they become available, this has made for a very satisfactory relationship between Hamilton Telecomm and me."

  Dennis Lewis, consumer, Port Allen, La.

- "...Hamilton Relay's customer service is the highest I witnessed during my tenure as the Relay Administrator! Hamilton Relay's Communications Assistants have exhibited a rare combination of speed and accuracy that has enabled Hamilton to produce a very high volume of work while maintaining very high standards for quality. Hamilton Relay's professionalism also extends to their management team. The Hamilton Relay team's upbeat demeanors and can do attitudes brightened the procurement process and made the transition from the old contractor very low maintenance. Hamilton Relay is a contractor that approaches their work with intelligence, organization, communication skills, service and a positive attitude."

  Shannon E. Smith, MBA/HRM

- "I look at Hamilton like a Swiss knife with so many powerful useful tools at very low cost in helping the deaf of Louisiana to succeed in their career. No matter what or where you coming from that Hamilton will always be there to keep my career successful as possible."

  Danny Theaux, Board Member of Louisiana Commission for the Deaf

- I have also personally witnessed the excellent work that their state outreach coordinators do. When someone has difficulty making the technology work all they have to do is call Hamilton and someone comes to work with them to resolve the issue.

  James Litvack, PARI Independent Living Center Representative

- "Hamilton Relay Service's customer service is personal, direct and very hands on. They go to great lengths to ensure that their services are of the highest quality. Their staff is professional yet friendly and approachable. They regularly and actively seek and act upon customer input regarding their services."

  Steven R. Smart, President Professional Interpreting Enterprise.

- "The [Hamilton] Relay Operators are actually professional and I have always felt comfortable with them on communication with my hearing callers."

  John Dreyson, consumer.

- "Hamilton Relay has consistently supported the Deaf Community and acknowledged the importance of their customers. I applaud the outstanding service and commitment of Hamilton Relay."

  Daniel Houlihan, consumer.

- "The Customer Service Representatives as well as the CA's have always treated me with respect and gone out of their way to help whenever I have had a question or concern."

  Janet L. Sims, STS/2-Line HCO consumer.

- "I am a 60 year old non-speaking quadriplegic. Hamilton Relay has given me an additional way to keep in touch with my family and friends even though I cannot speak. Hamilton Relay has always been prompt, courteous, and helpful if you have a problem; should ever the need arise."

  Michael Brunet Sr., consumer.

- "I feel Hamilton Relay truly recognizes and understands the variety of special needs that persons with different levels of hearing loss encounter both on the telephone and internet."

  Ann Boyd, consumer

- "I would like to recommend Hamilton Relay Service be allowed to continue servicing the deaf/hearing impaired in Louisiana as I've seen their service in action & they are second to none."

  Debbie LeBlanc, Cued Speech Transliterator for the Deaf and Hard of Hearing in Ascension Parish

- "They [Hamilton] have truly been receptive to the needs of the deaf by continuing to seek out new services."

  Jennifer Gaudet, Associate Director of Individual & Family Assistance, Catholic Charities Diocese of Houma Thibodaux

- "Because of this excellent and reassuring connection with the company and the exceptional service the relay provide, I believe Louisiana's deaf population is in good hands with this company [Hamilton]."

  Deputy Susie Cambre, Director of Elderly Services/Community Relations, Tangipahoa Parish Sheriff's Office

- "As a resident of Louisiana and a person with a hearing loss, I would like to emphasize how valuable I have found the expertise of those who are employed by Hamilton especially during my tenure as State Coordinator for Hearing Loss Association of America."

  Peggy Thompson, consumer

- "The staff [Hamilton] has been extremely friendly as well as knowledgeable of their technology devices and services and more than willing to help provide support at all levels and settings."

  Paula Huckabee, Speech/Language Pathologist-Augmentative Communication Specialist, Caddo Public Schools

As an FCC certified TRS provider for over 30 years and the provider of TRS and/or CapTel to users through 21 contracts in 15 states, the District of Columbia and the Island of Saipan, Hamilton demonstrates that it has the corporate experience relevant to this project.

In the past 15 years we have been awarded nineteen new state contracts for the provision of TRS and/or Captioned Telephone, resulting from RFP processes.

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

June 3, 2021

Curtis Williams
c/o Mr. Adam J. Teitzman, Commission Clerk
Office of Commission Clerk
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Hamilton Relay

Dear Mr. Williams:

Hamilton Relay has been the wireline Telecommunications Relay Service and Captioned Telephone service provider for the District of Columbia since 2014. Hamilton Relay has provided excellent service for District of Columbia TRS and CapTel customers during that time. During the reporting period of July 1, 2019 through June 30, 2020, Hamilton Relay no complaints regarding TRS or CapTel.

Hamilton Relay has a detailed continuity of operations plan in place, which it has used for natural disasters and the current pandemic. For imminent weather events, Hamilton Relay provides information on how the event is expected to impact its operations, and then provides updates during the weather event to explain how its plans are operating and identify any problems that are occurring. Hamilton Relay has also provided timely information during the pandemic and worked to maintain the quality of its service while protecting its employees.

Hamilton Relay also performs outreach to inform District of Columbia residents about the TRS and CapTel services it provides. Hamilton Relay outreach staff have attended many District of Columbia functions targeted to groups that may need TRS and CapTel services. Hamilton Relay has also worked with local government offices to help promote TRS and CapTel.

Hamilton Relay was also very helpful during the FCC recertification period. Hamilton Relay's draft Recertification Application was thorough and timely. Hamilton Relay provides accurate information and bills to the District of Columbia Universal Service Trust Fund Administrator.

I would recommend Hamilton Relay's wireline TRS and CapTel services. Hamilton Relay provides high quality service and is very responsive to our requests. Should you need further information, please call me at 202-626-9191 or email me at lwalt@psc.dc.gov.

Sincerely,

Lara H. Walt

Lara H. Walt
Senior Attorney Advisor
Public Service Commission of the District of Columbia

Andy Beshear
Governor

Rebecca W. Goodman
Secretary
Energy and Environment Cabinet

Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
P.O. Box 615
Frankfort, Kentucky 40602-0615
Telephone: (502) 564-3940
Fax: (502) 564-3460
psc.ky.gov

Michael J. Schmitt
Chairman

Kent A. Chandler
Vice Chairman

Talina R. Mathews
Commissioner

June 3, 2021

Curtis Williams
c/o Mr. Adam J. Teitzman
Commission Clerk, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Docket No. 20210049-TP

Dear Mr. Williams:

Hamilton relay has been the provider for Kentucky Relay since May 2016; however they were the provider of Kentucky relay for a period of eleven years in the late 90's through the 2000's.

Hamilton provides a full array of services to the Commonwealth including Traditional TRS and CapTel. Through the contracts in prior years and in this new contract Hamilton has provided exceptional service to both the Commonwealth and consumers. Hamilton has met or exceeded all of the contract requirements.

I have personally been involved with all aspects of the Relay Contracts for the Commonwealth since the mid 90's. If you have any questions feel free to contact me.

Sincerely,

Jim Stevens
PSC Policy Research Consultant

LOUISIANA RELAY ADMINISTRATION BOARD

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ERNEST E. GARRETT III

June 3, 2021

Mr. Curtis Williams
Regulatory
Office of Industry Development & Market Analysis
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Williams:

Please accept this letter of reference of Hamilton Relay Services. Hamilton Relay Services began providing telecommunication relay services for the State of Louisiana in 1998 and Captel services in 2009. Hamilton is also in the process of testing the desk top Real Time-Time Text trial in Louisiana.

The Louisiana Relay Administration Board rates Hamilton's performance of work as excellent. This rating is based on their ability to consistently provide quality services while also providing the quantity of TRS services needed; their administrative knowledge and willingness to assist, and their commitment to outreach activities, customer service and customer satisfaction.

Hamilton Relay Services work is consistently completed within the contract parameters; and they provide quarterly reports, customized as requested, in advance of the required timelines. Payment for TRS services is reimbursed on an established fee, therefore, services are consistently rendered according to the terms and conditions of their contract.

It is our opinion that Hamilton's immediate responsiveness to and resolution of issues that may arise during service delivery, and their extensive outreach activities, are amongst their strengths. Customer service and satisfaction are a priority in all aspects of service deliver; and they also have a low staff turnover. No areas of weakness have been identified in the services they provide.

The Louisiana Rely Administration Board would certainly be willing to contract with Hamilton Relay Services again; and in fact, recently did so in 2017. If additional information is needed, please do not hesitate to contact me at ted.hankins@centurylink.com.

Sincerely,

Ted M. Hankins

Ted M. Hankins, President
Louisiana Relay Administration Board

STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
OFFICE OF THE DEAF AND HARD OF HEARING

November 30, 2020

Curtis Williams
c/o Mr. Adam J. Teitzman, Commission Clerk
Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Williams,

This is a letter of recommendation for Hamilton Relay on behalf of the Washington State Office of the Deaf and Hard of Hearing.

Hamilton is currently the Washington State Telecommunications Relay Service (TRS) provider and has been since July 1, 2015. Hamilton provides both TRS and Caption Telephone Services (CTS) in our state including outreach services. We have not worked with Hamilton previously and as a result we have noted the following:

- The account manager assigned to our state is knowledgeable, flexible, patient and responsive to our questions and requests. She meets with us often via videoconference to discuss progress of our outreach plan and keeps us informed on any TRS issues and when they are resolved.
- The outreach coordinator does an excellent job providing outreach services in our state and is a very innovative person who seeks to find methods to improve outreach and ensure that consumers understand how to use the relay services.
- The Hamilton team offered us a detailed invoice template tailored to the specifications of our state contract. These invoices are easy to read and if there are any questions, Hamilton responds quickly.
- The Hamilton team has excellent design ideas for our outreach materials and I have been very happy with the materials they have designed and printed.

Ultimately, we have overall been very satisfied with the TRS/CTS and outreach services that Hamilton provides in Washington State. We look forward to working with Hamilton Relay through the next 5 years. If you have questions please feel free to contact me. My number is 360-339-7762 or email at steven.peck@dshs.wa.gov.

Sincerely,

Steven Peck, CPM
Washington State TRS Program Manager

Iowa Utilities Board

Geri D. Huser, Chair
Richard W. Lozier, Jr., Board Member
Joshua J. Byrnes, Board Member

June 3, 2021

Curtis Williams
(850) 413-6924
(850) 413-6925 (Fax)
cjwillia@psc.state.fl.us
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Williams,

Please accept this letter as a recommendation for Hamilton Relay (Hamilton) on behalf of the Relay Iowa program overseen by the Iowa Utilities Board (IUB).

Since January 1, 2005, Hamilton has been Iowa's telecommunications relay service (TRS) provider. Hamilton also has been Iowa's captioned telephone relay service (CTRS) provider since January 1, 2007. In December 2019, Hamilton's most recent contract was due to expire or be extended for an additional three years. The IUB opted to extend this contract for the additional three-year time period.

As project manager for this program, I am very pleased with the service and support we receive from Hamilton. Hamilton's staff is always willing to answer any questions that we might have regarding its products and services, and we receive responses in a timely manner. Reports and invoices are on time and are typically provided prior to the contractual deadline. Additionally, Hamilton has a very good rapport with the IUB's Dual Party Relay Council, an advisory group that meets quarterly to make recommendations to the IUB on TRS/CTRS matters.

We have always found Hamilton personnel to be extremely cooperative, knowledgeable, quick to respond, and willing to assist with any requests we make or questions we have. They are friendly and professional in all interactions. Our Iowa Outreach Manager is thoughtful, motivated, and constantly thinking of new ways to reach Iowans in need of relay services. Hamilton's outreach is not a one-size-fits-all approach, and our state's specific needs are always carefully considered. Our Relay Account Manager and the Director of Account Management consistently keep us well informed of any issues that may arise that could affect our contract, such as weather-related issues.

Regarding overall customer service and timeliness in responding to customer inquiries, issues and resolutions, we find Hamilton to be quite responsive. Hamilton is proactive in

determining why problems are happening and then taking action to correct them. Based on the monthly customer service reports we receive, resolutions are carried out efficiently and effectively. Hamilton quickly and thoroughly resolves consumer complaints, most within 24 hours. A complaint has never been escalated to the state level.

We are extremely pleased with all aspects of our business relationship with Hamilton and would highly recommend them to others.

Please feel free to contact me should you have further questions.

Sincerely,

/s/ Kelsey Seaberg

Kelsey Seaberg
Project Manager, Relay Iowa
(515) 725-7367
kelsey.seaberg@iub.iowa.gov

EDUCATION and WORKFORCE DEVELOPMENT CABINET
Kentucky Commission on the Deaf and Hard of Hearing

Andy Beshear
Governor

Jacqueline Coleman
Lieutenant Governor
and Secretary

632 Versailles Road
Phone 502-573-2604 * VP 502-416-0607
Fax: 502-573-3594
Frankfort, KY 40601
www.kcdhh.ky.gov

Mary Pat Regan
Deputy Secretary

Virginia L. Moore
Executive Director

June 3, 2021

Curtis Williams
c/o Mr. Adam J. Teitzman
Commission Clerk, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
Docket No. 20210049-TP

Dear Mr. Williams,

The Kentucky Commission on the Deaf and Hard of Hearing (KCDHH) administers the Telecommunications Access Program (TAP), which provides specialized telecommunications equipment to individuals within the state of Kentucky with a hearing loss or speech disability.

Hamilton Relay provided relay services for Kentucky from 1997 through 2008 and again won the contract effective May 2016. Hamilton has always provided exceptional services to our consumers of traditional relay and captioned telephone services (CapTel). Hamilton also works in partnership with KCDHH to complete outreach events, individual trainings, and installation of equipment throughout the state. Their staff has always been very responsive to our needs and willing to implement new ideas that the program may have, or make suggestions for improvement. A Hamilton representative always attends our TAP Advisory Board meetings to update staff and consumers on new trends in relay services and ensure that we are aware of any consumer needs. Hamilton is a very family oriented company and works well with consumers and staff.

The Public Services Commission (PSC) administers the contract for Relay Services in Kentucky. We work in tandem with Hamilton and the PSC to meet all the requirements of our contract and expand on services determined to be valuable to our consumer base.

Kentucky has been highly satisfied with Hamilton's services over the years, and we look forward to continuing to work with this worthy organization.

Please don't hesitate to contact me at 502-573-2604 if you have any further questions.

Sincerely,

Virginia L. Moore, Executive Director
Kentucky Commission on the Deaf and Hard of Hearing
Telecommunications Access Program

MONTANA DPHHS Healthy Communities.

Department of Public Health and Human Services

Disability Employment & Transitions Division ♦ Montana Telecommunications Access Program
111 N Last Chance Gulch, Suite 4C ♦ PO Box 4210 ♦ Helena, MT 59604-4210
Toll Free: 800-833-8503 ♦ Fax: 406-444-5999

Greg Gianforte, Governor

Adam Meier, Director

June 3, 2021

Curtis Williams
(850) 413-6924
(850) 413-6925 (Fax)
cjwillia@psc.state.fl.us
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Hamilton Relay – letter of reference

Dear Mr. Williams,

It is my pleasure to write a letter of reference for Hamilton Relay. I have worked with Hamilton Relay since July of 2018, when I was hired as the new the Director of the Montana Telecommunications Access Program (MTAP). Hamilton Relay has been attentive and responsive in explaining their services and providing training to me and my staff. From what I've experienced so far, it is apparent to me that Hamilton Relay is a leader in providing relay services.

In my time so far with this program, I have had the following observations regarding Hamilton Relay:

- The contract manager is knowledgeable, flexible and has been extremely responsive to any questions I have had.
- I have close contact with the account manager, who has been very responsive in working with MTAP.
- The outreach coordinator works with MTAP to participate in six outreach events in Montana each year and provides updates to the Montana Governor's Committee on Telecommunications Access Service at each meeting.
- Hamilton Relay's presentations to the Montana Governor's Committee on Telecommunications Access Services for Person with Disabilities are comprehensive, informative and up-to-date. They keep the committee informed on new technologies, often presenting and demonstrating them at committee meetings. These activities are always well received by the committee.
- They have been prompt about keeping me informed during the pandemic and flexible in offering alternative options for continued outreach efforts to ensure public awareness of services.

Hamilton Relay was awarded a second consecutive contract with Montana Telecommunications Access program in 2016: the first contract was awarded in 2006. Obviously, we are very satisfied with the TRS/CTS that Hamilton Relay provides.

If you have further questions, please feel free to contact me. My phone number is 406-444-4290.

Sincerely,

Mary Taylor

Mary Taylor
Director- Montana Telecommunications and Access Program
mary.taylor@mt.gov

June 8, 2021

Curtis Williams
Deputy Executive Director for Administrative Matters
Public Service Commission of the Florida
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Williams,

Hamilton Relay, Inc. ("Hamilton") has been the provider for Georgia TRS since 2005. They provide traditional (TTY-based) TRS, Spanish language traditional TRS, Speech-to-speech relay (STS) service, and Captioned telephone relay service for the state of Georgia.

Hamilton's current contract term is April 1, 2021 – March 31, 2023, with the option of a two-year extension and has met or exceeded all of the applicable operational, technical and functional mandatory minimum standards set forth in section 64.604 of the Commission's rules.

We have been extremely satisfied with Hamilton's performance and have never had any issues associated with any of their contracts.

If you have any questions, please do not hesitate to contact me at (404) 657-4990.

Sincerely,

Tonika Starks
TRS Coordinator
Utilities Division
Georgia Public Service Commission
244 Washington Street, SW
Atlanta, Georgia 30334-5701

101 Oakwood Lane
Phoenixville, PA 19460

May 17, 2021

Curtis Williams
c/o Mr. Adam J. Teitzman, Commission Clerk
Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

To Whom It May Concern:

I served on the Pennsylvania Telecommunications Relay Service Advisory Board as a representative of hard of hearing people from 2000 until 2008; I served as Chairperson of the board from 2003 until 2008. During that time we were able to add captioned telephone service to the relay services offered to Pennsylvanians and Hamilton Relay was selected by the Pennsylvania Public Utility Commission to administer the service. I have been very satisfied with our captioned telephone service and believe that Hamilton has done an excellent job of overseeing the service in Pennsylvania. I also found Hamilton representatives to be very helpful to anyone interested in this service, and appreciated the many outreach events that Hamilton Relay has conducted in order to make the service better known to those who could benefit from it.

Sincerely yours,

Diana Bender, Ph. D.
dandrbender@aol.com

May 17, 2021

Curtis Williams
c/o Mr. Adam J. Teitzman, Commission Clerk
Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

To whom it may concern,

I am writing on behalf of the Hamilton Relay bid for contract service in your state. As a recently retired supervisor of public school services for deaf and hard of hearing students and parents, I frequently used Hamilton Relay Services to connect with families in the community. This is a critical service used to schedule interpreters for deaf parents for school events, to set up meetings or to conduct critical phone conferences. Having a variety of relay options is invaluable in assisting instructional staff and school personnel with this task by facilitating easy communication between home and school.

In addition to the providing relay communication with deaf and hard of hearing individuals, Hamilton Relay has provided outreach services to the community. They offer frequent professional development seminars to our teachers to demonstrate their services so teachers can serve as a bridge to educate the families about services that are available to help their children and link them to the Relay. They conduct in-home demonstrations on the use of their services and equipment and have attended informational meetings scheduled by the school system for parents. The outreach coordinator is very skilled in making families comfortable with technology that can oftentimes be intimidating.

In the span of a thirty plus year career in education of the deaf and hard of hearing, I have witnessed vast technological advances that have improved the quality of the lives of the deaf and hard of hearing students we serve. The social media world we live in today is a critical component of education. The services provided by Hamilton Relay help to bring the latest technology into the homes of our students and their families expanding communication ease and access to the world. Please consider the importance of their mission as you review their contract bid for service in your state.

Respectfully,

Marsha Domingue
Retired Program Specialist
Hearing Impaired Program
East Baton Rouge Parish School System
(225)753-7895
Email: ozere@cox.net

May 18, 2021

To whom it may concern,

I am a member of a family that has a congenital hearing loss. I am very hard of hearing. I am also legally blind. I have children who live in various cities throughout the midwest. I have a son and daughter in Michigan, also two daughters in Iowa. I had not been able to "call" my children for quite some time (one and a half years).because the options of tty and VCO were very uncomfortable for them I felt very frustrated and alone in this situation.. So I needed some form of Communication that could enable me to use a large font.

I discovered Cap-tel phones through Deaf Services Unlimited in Des Moines. I learned about Hamilton Relay and the Outreach Manager was Lori Sporrer. I got Lori Sporrer email address from DSU and contacted her right away with questions about Cap-tel phones. Lori was so helpful and sincere in her communications. I was very pleased with Ms. Sporrer's professional, positive and knowledgeable assistance. I ordered my Cap-tel which allowed computer interface for the much needed large font.

Having used my Cap-tel telephone for a few years now. I know with prideful certainty that Hamilton relay is always there to provide professional and comprehensive service continuously all day and night. They are always there serving the deaf and hard of hearing community. I thank Hamilton Relay and Lori Sporrer for helping me to reconnect with my family and friends.

Sincerely,

Kelly J. Martin
401 3rd Street #100
Des Moines, IA 50309
515-890-3485

2 HEAR AGAIN

OLD TOWN MALL
901 E. KIMBERLY ROAD
STE. #8
DAVENPORT, IOWA 52807
Phone: 563-445-6444

To Whom It May Concern:

I am writing this letter in regard to the Hamilton Relay Program. My office of recent had an open house demonstration of the Captel phone and Lori Sporrer had conducted this for us. I want to send a huge thanks for her efforts as this is a much needed program.. The isolation of those that can not hear is not lonely but also a safety factor. Lori explained how to use the phone in a " very easy way to understand"!

Thanks again for all the help.

Sincerely,

Sharon Hobart

Sharon Hobart

2 HEAR AGAIN

DEAF-BLIND CONTACT CENTER, INC.

DEAF-BLIND CONTACT CENTER INC.

Curtis Williams
c/o Mr. Adam J. Teitzman, Commission Clerk
Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

To Whom It May Concern:

I would like to provide a letter of reference for the Hamilton Telecommunications company's Relay service for the State of Florida. The Deaf-Blind Contact Center is a non-profit organization that provides social and enrichment opportunities to those that are Deaf-Blind in our area. Many of our members still rely exclusively on the TTY, as they are unable to take advantage of the new Video Phone services. Hamilton Relay Service has been instrumental in facilitating their communication needs. The Relay Service has worked hard to get the information needed to the community; they have had exhibitor tables at many of the Deaf-Blind events, and spread the word about their services whenever possible. They have participated in the Annual Health Fair and the ASL Festival at Northeastern University, and have participated in the Deaf-Blind Awareness Day at the State House. They have provided scholarships to deserving high school seniors as well. They are a true benefit to our community, and many of our members would not be able to communicate effectively without their services.

I give my permission for Hamilton Relay to use my letter of reference in this and any future state bids.

Respectfully,

Brian Mansur
Program Coordinator
Deaf-Blind Contact Center

215 BRIGHTON AVENUE, ALLSTON, MA 02134
TTY/ (617) 245-4925 V/text (978) 809-1160
VP: (617) 206-3841 FAX: (617) 254-4929
E-MAIL: dbccoffice@gmail.com

Lighthouse Louisiana
Vision Beyond Sight

We in Louisiana are fortunate to live in a state contracted with Hamilton Relay. As a professional working in the Deaf community, I cannot recommend Hamilton Relay highly enough. I urge you to consider choosing Hamilton to serve your state.

Within a few weeks of beginning my job as the new Deaf Services manager at Lighthouse Louisiana, Hamilton's outreach coordinator, Carol Tisdale, contacted me to set up a meeting. She was enormously helpful and eager to explain the resources that Hamilton offers to the Deaf, hard of hearing, Deaf-blind and speech-impaired members of our community. My department serves seventeen parishes in the New Orleans and Baton Rouge areas, with two outreach coordinators to present at these events. Remarkably, Ms. Tisdale is present at every single outreach and health fair that we attend, in addition to performing these duties for all the others parishes across the large state of Louisiana. She is a delight to work with, and genuinely cares about increasing her knowledge base to be able to provide the very best services to her clients.

Ms. Tisdale's strong work ethic and generous approach to collaboration as a fellow service-provider in the Deaf community is indicative of Hamilton's focus on community engagement. Hamilton prioritizes serving its clients, and consequently does enormous good for an often-overlooked community. Ms. Tisdale has been instrumental in setting up educational events in settings as diverse as first responder call centers, social worker fairs, disability-related conferences, senior advocate meetings, and even the state school for the Deaf. These events are critical in promoting awareness amongst those consumers who can benefit from relay services, practitioners and other professionals who can refer consumers, and finally the broader community. Hamilton not only invests in thorough outreach, but also produces high-quality print materials and other resources to help clients and service providers navigate their many offerings. This commitment to customer service sets them apart. I urge you, for the good of the residents in your state, to choose Hamilton Relay as your relay service provider.

Sincerely,

Nicky Gillies, NIC
Deaf Services Manager
The Lighthouse for the Blind in New Orleans, Inc.

123 State St New Orleans, LA 70118
504-899-4501
www.lighthouselouisiana.org

2773 North Flannery Road Baton Rouge, LA 70814
225-275-1200

i·e·s·d·b·
Idaho Educational Services for the Deaf and the Blind

"Education, Communication and Independence for Life"

March 18, 2021

Curtis Williams
c/o Mr. Adam J. Teitzman, Commission Clerk
Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Williams,

The Idaho Educational Services for the Deaf and the Blind (IESDB) has been working with Hamilton Relay for many years. Hamilton Relay has been a very valuable partner to our organization, school, students, and families. We have had the opportunity to work with Hamilton Relay in a number of ways that have impacted the success of our students.

IESDB is currently serving 1750 students, birth to 26 years old across the state of Idaho. Hamilton Relay has brought the gift of communication and access to many of our students. We have invited Hamilton Relay to present directly to our students, which provided our students hands-on demonstrations teaching them how to use Hamilton Relay services, these demonstrations have been very empowering to our students. We have invited them to set up booths at some of our workshops and trainings we hold annually focusing on parent education, transition, work readiness, and independent living. They always honor our requests to partner. Their representatives are professional, positive, and are always ready and willing to team with us.

I highly recommend Hamilton Relay Services, their partnership will be very valuable in Idaho. They will bring the gift of communication and access to individuals of all ages who are deaf or hard of hearing in the State of Florida. Please do not hesitate to contact me if you have any questions or you would like to learn more about the variety of ways we have partnered to provide supports to our students across the State of Florida.

Sincerely,
Paula Mason

Paula Mason
Idaho Educational Services for the Deaf and the Blind
1450 Main Street Gooding, Idaho 83330
(208)-934-4457
paula.mason@IESDB.org

May 19, 2021

Curtis Williams
c/o Mr. Adam J. Teitzman, Commission Clerk
Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Williams:

I am very pleased to provide a reference for Hamilton Relay Services. I am a member of the Montana Speech and Hearing Association's (MSHA) Executive Board. We recently had our Fall Convention in Billings. The Montana Speech and Hearing Association has over 200 members who are licensed speech-language pathologists and audiologists in our state. The MSHA Convention also attracts other professionals, such as teachers, as well as graduate students.

Emilie Banasiak, our regional representative from Hamilton Relay Services, came to Montana to be an exhibitor at our convention. She partnered with the Montana Telecommunications Access Program (MTAP) to showcase the latest technology available for people in need. We very much appreciated her attendance, as she was able to meet and assist several MSHA members during her stay in Billings.

There are many people living in Montana who need access to assistive technology for communication in not only their work places, but also in their daily lives at home. Without that assistance, many would be isolated and have lower qualities of life. Hamilton Relay Services brings that assistance to those people in ways that are timely, compassionate, and practical! Their partnerships with other service organizations in Montana make them valued members of Montana communities. I look forward to continued support from Hamilton Relay Services in Montana's future! Please contact me at 406-422-6095 or lcannon@msdb.mt.gov if more information is needed.

Sincerely,

Lisa Cannon

Lisa Cannon, Au.D
Consulting Audiologist for the Montana School for the Deaf and the Blind
Audiology Member at Large – MSHA Executive Board
President – Montana Audiology Guild

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Beth Anderson, Howard House Director

To Whom It May Concern:

I am the Director of the San Diego Brain Injury Foundation which is an information and referral non-profit network with the mission *to improve the quality of life for people with a brain injury and their families living in San Diego County.*

On two separate occasions the Outreach Coordinator from Hamilton Relay has come to our support group meetings to present a program on the free services available through Hamilton Relay. Although I do not know how many of our members use their services, I do know that we have many individuals whose speech is difficult for others to understand, and have difficulty communicating by telephone. The services that Hamilton Relay provide allows an individual to remain independent of the availability of an assistant or caregiver--thus improving their quality of life.

I give my permission for Hamilton Relay to use my letter of reference in this and any future state bids.

Sincerely,

Susan Hansen

Susan Hansen, CEO

Every year brain injury affects more than 11,000 people in San

Post Office Box 84601, San Diego, California 92138
Telephone: 619-294-6541...Fax: 619-294-2911...Website: www.sdbif.org
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1081 West Innovation Drive, Kearney, MO 64060
www.teltex.com

May 21st, 2021

To Whom It May Concern:
I am writing this letter as the past Relay Administrator for the State of New Mexico Commission for Deaf & Hard of Hearing from July September 2008 through November 1st, 2013; and as the Director of Accessibility with Teltex, Inc.

During my tenure as the Relay Administrator, Hamilton Relay had been the contract provider of Traditional Relay Services and Captioned Telephone Service since July 1st, 2009. As the Director of Accessibility for Teltex, I have worked closely with Hamilton Relay in regards to our Apple & iOS Program from January 1st, 2014 to present.

During the last 9 years, I developed a very high regard for Hamilton Relay based on the outstanding performance providing Traditional Relay Services and Captioned Telephone Services in the State of New Mexico. In fact, Hamilton Relay's customer service is the highest I have witnessed during my term as the Relay Administrator!

Hamilton Relay's Communication Assistants have exhibited a rare combination of speed and accuracy that has enabled Hamilton to produce a very high volume of work while maintaining very extraordinary standards for quality. Consumers have often said that "I can't believe the high quality of Hamilton Relay"! Hamilton Relay's professionalism also extends to their management team. The Hamilton Relay team's upbeat demeanors and can-do attitudes brightened the procurement process and made the transition from the old contractor very low maintenance. Hamilton Relay's team exhibits strong human relations skills that enable them to interface very effectively with many different constituencies including Deaf, Hard of Hearing, hearing, State Government and stakeholders. Hamilton Relay is a naturally caring company with a strong helping orientation who consistently demonstrates a solid service orientation towards our clients.

As you can tell by now, I am quite impressed with Hamilton Relay and give them my strongest recommendation for other States looking for a Traditional Relay Service and Captioned Telephone Service provider. Hamilton Relay is a contractor that approaches their work with intelligence, organization, communication skills, service and a positive attitude.

If you have any questions or need additional information, please feel free to reach me at 816.629.1949 or via email at Shannon@teltex.com.

Sincerely,

Shannon E. Smith, MBA/HRM
Director of Accessibility

Telecommunications Access Iowa
A PROGRAM OF THE IOWA UTILITIES BOARD

6925 Hickman Road • Des Moines, Iowa 50322
515.282.5099 Voice/Relay • 515.200.2898 Video Phone • 1.800.606.5099 Toll Free
info@teleiowa.com • www.teleiowa.com

On behalf of Telecommunications Access Iowa (TAI), I am pleased to recommend Hamilton Relay as they respond to the Requests for Proposals for relay contracts nationwide. Hamilton Relay is currently the state provider of the relay services program in Iowa, also known as Relay Iowa. As administrator for TAI, we work closely with Relay Iowa and their Outreach Coordinator in our outreach and marketing efforts.

In the 10+ years that Hamilton has had the contract for Relay Iowa, I have found working with them to be exceptional. They are reliable, prompt, and organized. Any inquiries made by our staff are responded to quickly. In the course of our day to day work, our customer's level of satisfaction depends greatly on how efficiently we respond to their needs. Our entire team knows that if an individual calls TAI needing help with relay services, referring them on to Relay Iowa will get a helpful response right away.

Hamilton Relay understand the specific needs of the individuals they are serving and takes the time to ensure each person is addressed respectfully and efficiently. They do not subscribe to a "one size fits all" mentality. They sincerely strive to find the best fit when it comes to what type of relay service to recommend and what equipment would work best for that individual. I recommend their services wholeheartedly.

Sincerely,

Diana Kautzky

Diana Kautzky, Deaf Services Unlimited

Administrator of Telecommunications Access Iowa

Hamilton Relay Service

Dear April,

I would be honored to submit my letter of recommendation detailing my experience with Hamilton Relay and related companies. My experience with your organization goes back about five years. I had recently had a cochlear implant because my hearing had gotten much worse. I was following the path of many hearing loss people and finding it easier to be alone than dealing with the frustration of not being sure of what was said to me.

At the suggestion of a friend, I was urged to join HLAA-Pennsylvania, (I am currently the marketing director of that organization). I was invited to attend a Town Meeting by Sherrie LeuVey, (the previous outlook coordinator in Pennsylvania). I was introduced to many of the people that you serve, and learned much, including the importance of helping others.

I had previously worked for IBM for many years and was working at the time in the Telecom industry developing a distribution channel for Comcast Metrophone, and later Sprint PCS and Verizon. All of these companies knew the value and impotence of customer support, and it was a major requirement of the job. This was made very clear to me during this time. The area I lived in, Wayne, PA, was hit by a bad snow and ice storm, and was without power or phone service. I had an elderly neighbor who lived alone and I was concerned about his well being, and knocked on his door to see if he needed help. He thanked me and replied that the only thing that concerned him was not having a phone for communication if needed for an emergency.

I learned first hand, the importance of phone service to everyone, especially the elderly and families with children. I had a portable cell phone at the time, (a wireless phone in a bag with a cigarette lighter adapter and antennae attached), I showed him how to use it and he was very relieved and grateful to have a connection to help him if he needed. Reliable phone service should never be taken for granted.

In the coming years, companies like Hamilton Relay, CapTel, Caption Call, Innocaption and others have further improved this service with captioning. Smartphone apps and improved technology every day.

Hamilton Relay has been a leader in this area and is expected to continue to show the way it should be done.
I am proud to be a user of your CapTel product and the technology that it runs on. Please keep up the good work.
I am very appreciative of the support that Cheryl Deitz has been to me. I give my permission for Hamilton Relay to use my letter of reference in this and any future state bids.
Best regards,

Lee Williams
Director of Marketing
leewilliams@hlaa-pa.org

FROM: Christopher Rudolf, MSW, LCSW-C
Charlestown Retirement Community
707 Maiden Choice Lane
Resident Services Coordinator
Catonsville, Maryland 21228

21 May 2021

SUBJECT: Hamilton Relay

TO: Curtis Williams
c/o Mr. Adam J. Teitzman, Commission Clerk
Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

I am writing in regards to Hamilton Relay who is being considered as the relay service provider for the State of Florida.

In addition to my role as a case manager at a Continuing Care Retirement Community, I facilitate the Hearing Loss Support Group and Low Vision Support Group. Each group meets 5 times a year and I arrange for guest speakers who provide information about services, equipment, research, etc. related to hearing loss and vision loss. Hamilton Relay has spoken to our residents each year from 2013 thru 2019 and has provided valuable information about the services & equipment that is available to residents who are struggling to use their telephone due to hearing loss, vision loss, or other physical concerns. Several of our residents have personally benefitted from relay services and special telephone equipment – which has improved their ability to communicate as well as their quality of life. Jennifer Curran, Outreach Coordinator for Hamilton Relay, has provided easy to understand presentations and demonstrations of equipment when speaking to our Hearing Loss and Low Vision Support Groups at Charlestown Retirement Community.

I strongly recommend for the State of Florida to consider Hamilton Relay to be the provider for its relay services.

Finally I give my permission for Hamilton Relay to use my letter of reference in this and any future state bids

Sincerely,

Christopher Rudolf, MSW LCSW-C
Charlestown Retirement Community

Christopher Rudolf, MSW, LCSW-C
Resident Services Coord II
Resident Services
Office: 410-737-8838 ext. 8308
707 Maiden Choice Lane
Catonsville, MD 21228
www.EricksonLiving.com

Charlestown

To Whom It May Concern:

This is in reference to Hamilton Relay who is being considered as a relay service provider in Florida.

Hamilton is extremely accessible with the information to provide to professionals and consumers for those individuals who are dealing with hearing deficits. The Cap Tel and Web Cap Tel options for individuals dealing with hearing loss enables individuals to not feel as cut off from the rest of the world. As a professional in the senior care industry and a daughter of someone that is severely hearing impaired, the Web Cap Tel service has been an amazing way to communicate with my mother and for her also to open up her world and continue relationships with other family and friends.

It gives her the chance to communicate beyond her four walls and helps her family keep her depression in check as she continues to age in her home which is her wish. Thank you for allowing this service to continue and the community resources available to support it.

Thank you

Lori Brandt

Lori Brandt
LIFE Director of Outreach

Albright LIFE Lebanon
113 S. 9th Street
Lebanon, PA 17042

Main: (717) 376-1133
Direct: (717)376-1442
Fax: (717)376-1450
Lori.Brandt@albrightcare.org
AlbrightLife.org

To whom it may concern, May 24, 2021

Brendan Underwood has visited the Milton Senior Center several times to present, demonstrate and inform the participants about the Georgia Relay program. Brendan is very knowledgeable about the products he represents and is so kind and considerate of each participant. He gives a great presentation and makes the group feel comfortable to ask any questions and then takes the time to fully and completely answer. Brendan has such a fun, easy going personality that has endeared him to all of us here and we always enjoy his visits. We feel very fortunate having him represent Georgia Relay for the folks at the Milton Senior Center.

Warm regards,

Karen Fowler

Manager

Milton Senior Center

770-475-7500

April,

My husband and I moved February 29th to a retirement community. Our son came over a week later and got our Cap Tel phone up and working. He couldn't get the captioning up so we called a gentleman using the blue button on our phone and the captioning did then come up. We failed to tell him at the time that the answering machine wasn't functioning on our phone. Prior to this we got a letter from Lori Sporrer asking if we got our phone up and operating. We called her after settling in and talked to her about our answering machine problem. She called us and tried several things to get it "working." Then she said "Let's try one more thing. Have your husband call me on his cell phone and I'll work him through steps hopefully to get it operating." He called and talked to her and she gave him step by step directions to make it work. It did and now we can retrieve messages left on our phone and the captions come up too.

Lori is a real sweetheart and though we've never met in person we feel like we know her. With much effort she worked until she found a solution to our problem. We are so thankful that she came into our lives and feel she is a real asset to the Relay Iowa Outreach program.

We want you to "relay our thanks to her."

Sincerely,

Elizabeth A. Boland
3460 Starlite Drive Apt. 203
Dubuque, IA 52003

I wanted to express my appreciation for the program presented to us on December 14th by Jennifer Curran Pearson, Outreach Coordinator, Maryland Department of Information Technology. Jennie had a good deal of information on communication access to share with our Hearing-Vision Support Group here at Collington.Kendal CCRC in Mitchellville. Some of us are now in the process of filling out the MAT application for evaluation.

We have had representatives from communication equipment companies provide information about their devices during the two years since we formed our support group. We never knew that we could be evaluated by someone who could provide specific equipment to try and find what would be best suited to our needs. Once we have gone through the evaluation and trial process, we will report our experience to our support group. Others can be expected to apply at that time.

Thank you again for this very helpful program. We appreciated having Jennie Pearson here, She was a very knowledgeable and personable speaker.

Sincerely yours,

Diane O. Fleming,PhD
Group Leader, Hearing-Vision Support Group
10450 Lottsford Rd, Apt 243
Bowie/mitchellville, MD 20721-2743

Brain Injury Alliance
IOWA

On behalf of The Brain Injury Alliance of Iowa, I am offering my support to Hamilton Relay as they respond to Requests for Proposals for relay contracts nationally. They are the current provider in Iowa. My team and I have had the pleasure of working with Lori Sporrer at Hamilton Relay over that last several years. She has been able to provide Iowans who have a brain injury with necessary resources and services, which is very valuable.

We have also been fortunate enough to have her present information to our team and our clients about the services they offer to Iowans with brain injury and other disabilities. It's clear that they have a commitment to ensuring everyone has communication access.

I would highly recommend Hamilton Relay.

Brandi Jensen

Brandi Jensen, BS, CBIS
Director of Programs and Services
Brain Injury Alliance of Iowa
515-274-9757
brandijo@biaia.org

I am writing today to share my positive experiences working with Hamilton Relay/Relay Iowa. I manage a home care agency for older adults, and have found your resources to be very helpful to a number of clients I serve.

The interactions I have had with representatives from Hamilton Relay have all been informative and I have found them to be very responsive to my needs.

Please feel free to reach back out should you have further questions.

Amy Alden
General Manager
Home Instead Senior Care

PROGRESSIVE
SERVICE • ACCESS • OUTCOMES
REHABILITATION ASSOCIATES

MERCY
IOWA CITY

May 22, 2020

April Campbell
Hamilton Telecommunications
1006 12th Street
Aurora, NE 68818

Dear Ms Campbell,

I am a speech-language pathologist at Mercy Hospital, Iowa City. I feel very fortunate to have crossed paths with Lori Sporrer at our annual Speech Language Hearing Association conference several years ago.

Lori and I have worked together for several years. She has traveled many times to Mercy Hospital, Iowa City, to assure that we are able to provide our hearing and speech impaired patients with options for better communication.

First, she offered to come to our hospital and explain to our department all that Hamilton Telecommunications/Relay Iowa has to offer. She returned to set up two Captel phones; the phones have been a terrific addition to the Pocket-talkers we had been loaning to hearing impaired patients during their hospital stays.

When she learned that we had a support group for adults with acquired speech/language difficulty, Lori returned as invited speaker to explain to the group all the equipment available to hearing and speech impaired persons in Iowa.

You have a true asset in Lori Sporrer. She has been so responsive and valuable to our department, our hospital, and our patients.

Sincerely,

Marcia Akeson, M.A., CCC/SLP
Speech-Language Pathologist.

City of Urbandale

Urbandale Public Library • 3520 86th Street • Urbandale, IA 50322-4056 • 515.278.3945

November 20, 2020

On behalf of the Urbandale Public Library, I am pleased to recommend Hamilton Relay as they respond to Requests for Proposals for relay contracts nationwide.

My team and I came to work with Hamilton Relay early in 2020 when Outreach Project Manager Lori Sporrer approached us about sharing information about relay services to our library patrons.

What began as a conversation about a one-time public presentation evolved into a robust menu of activities! Scheduled throughout the month of September in honor of Deaf Awareness Month, events included:

- A virtual information fair that attracted nearly 50 attendees across three states.
- A weekly book club for kids ages 9-12 to discuss "You Don't Know Everything, Jilly P! by Alex Gino, a story about a girl whose little sister is born deaf. Lori attended each session to discuss the story and taught the kids some basic words in sign language.
- A special session of the library's monthly Making History series featuring a reading of "The William Hoy Story: How a Deaf Baseball Player Changed the Game" by Nancy Chumin.

Both our patrons and our staff came away with a better understanding of Deaf culture and resources available to the deaf and hard of hearing. These impactful events would not have been possible without the professionalism and creativity of the Hamilton Relay staff. My team and I wouldn't hesitate to work with Hamilton Relay again and, in fact, plan to do so next year!

My team and I sincerely value our partnership with Hamilton Relay and recommend their services to other organizations.

Best regards,

Laura Sauser
Community Manager
Urbandale Public Library

Kentucky Partnership for Families and Children, Inc.

600 Teton Trail, Frankfort, KY 40601
Phone: 502-875-1320 Fax: 502-875-1399
Parent toll free number: 1-800-369-0533
www.kypartnership.org

March 25, 2021

Hamilton Relay Corporate Office
1006 12th Street
Aurora, NE 68818

Dear Hamilton Relay:

Kentucky Partnership for Families and Children, Inc. (KPFC) is a statewide, non-profit, family organization. We serve youth whom have behavioral health challenges and their parents/families. In 2020 KPFC began hosting virtual cafes for parents, dads, and transition age youth (teens and young adults). We were so excited when a therapist at one of Kentucky's community mental health centers referred some of the teens she provides therapy to KPFC's Youth Café. Some of these teens are deaf and an ASL interpreter is provided for them. I have familiarity with deaf culture, but my co-workers do not.

When Peggy Ward contacted KPFC to demonstrate how the relay system works and how we might use it with a customer that has a communication challenge, we were so grateful. At our staff meeting on March 17, 2021, Ms. Ward virtually joined us to explain the system and the various opportunities it offers for different types of challenges. This information will allow our staff to communicate with our customers by phone via the relay service. I believe the information Peggy provided helped to alleviate anxiety regarding the usage of the relay services for our staff.

Ms. Ward was extremely knowledgeable regarding Kentucky's relay service system. She was able to answer almost all of our questions. The questions that she was unable to answer, she located the answer and emailed it to me immediately after our meeting. Thank you for providing this valuable service to residents of Kentucky whom have a communication or hearing challenge as well as to those of us who care for, and work with, them.

Sincerely,

Carol W. Cecil
Executive Director

Empowering families and youth across Kentucky affected by behavioral health challenges.

To Whom It May Concern:

Since I lost my hearing 13 years ago and received a cochlear implant, my largest hurdle was the telephone. Recently I received information regarding captioned service through Iowa Relay and thus began my journey of obtaining a captioned phone service. Everyone was so helpful in advising and getting me set up.

Lori Sporrer, Outreach Project Manager has assisted me in getting started with this service and answered any question I had. She made it real easy for me to understand and I am so grateful for CapTel and Hamilton Relay. I no longer have to hand my phone To my husband to interpret for me, I can carry on a decent conversation with my friends And family.

I am thankful for the individual who gave me the brochure regarding CapTel and Hamilton services and thus began my journey of talking and listening (reading caption) on the phone.

I love my captioned phone. Thank you Lori and all who have helped me get this far.

Sincerely

Bonnie Kirkholm

I have been a happy and very satisfied user of Hamilton Relay Services with my CapTel phone for the past two years. Hamilton's relay agents are very proficient in captioning what the person at the other end of the line is saying, enabling me to enjoy a normal phone conversation with family, friends and businesses that I need to contact for various needs. I would highly recommend them to anyone who needs the services of a relay agent, whether for use of a CapTel phone, TTY or their unique services on web CapTel and mobile CapTel.

Don Senger
Martinez, CA

May 25, 2021

Curtis Williams
c/o Mr. Adam J. Teitzman, Commission Clerk
Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

To Whom It May Concern:

I am writing this letter in support of Hamilton Relay Telecommunication Services on behalf of my parents, John and Jeanne Gannon, who are deaf residents of Iowa.

My parents utilize their CapTel phone, which allows them to communicate by reading the text of the conversation. We initially had some issues setting up the phone and understanding the functions, but we were provided excellent customer service.

Lori Sporrer, the Outreach Project Manager, has been excellent to work with and we appreciate her efforts on behalf of the deaf and hard-of-hearing community in Iowa.

We have found the services provided by Hamilton Relay Services to be outstanding and we hope to remain in partnership with them in the future.

Sincerely,

Brenna Kahler
On behalf of John & Jeanne Gannon

1504 McKinley Drive
Ames, Iowa 50010

To Whom it May Concern,

I am a late-deafened adult and use Relay Iowa, provided by Hamilton Relay, for all my phone calls. I am very happy with the Voice Carry Over service that I receive. My incoming and outgoing calls are set for VCO, so I don't have to ask for it each time. I like to be able to use voice, as my speech is still understandable, and it is faster than typing. Also, I prefer to be able to speak to the relay operator (CA) directly for calls that involve a switchboard or for difficult calls. I've always found the Communication Assistants polite and helpful. I hope your state will contract with Hamilton Relay for Relay services.

Sincerely,

Nancy Applequist

As an active member of several HOH, Late Deafened and other HLC (Hearing Loss Community) groups for a number of years (since 1988), I have had an opportunity to work with and evaluate several different companies who provide equipment and services to our communities (HOH, Deaf, deaf, vision impaired and others). I have served on a number of panels and committees focusing on a range of topics including captioning, cochlear implants and veterans services. I was born hearing, grew up HOH and became deaf. I have a cochlear implant (Advanced Bionics) received in 1994. I have learned ASL. I am part owner and run a construction company.

Hamilton Relay, and their employees, individually and collectively, are very positively focused on providing a good service with good equipment. They have shown themselves to be open to criticism and willing and able to improve their products and services. This is important.

More importantly, Hamilton has shown vision in their willingness to encourage and support the integration of the communication between different parts of our community. This has already started and the benefits are obvious. The first benefit is to the individuals within our community. The growth and support of our very important social groups. As these develop, the connections will provide an opportunity for individuals to learn about the different technologies available and how to make use of them. Hamilton has put the development of this social structure ahead of quick, superficial marketing strategies. It turns out that the benefit to the community will, over time, provide benefit to the company, Hamilton. This is an investment in social good, which, over time, will result in good business. I'd like to support this priority, this recognition that doing good is doing well.

Thank you,
Richard (Rick) Rutherford
HLAA
ALDA
BEA (Bionic Ear Assoc)
BIA (Batteries Are Included)

To Whom it may concern

My wife has Lou Gehrig's disease, and she cannot speak at all, though her hearing is fine, and her ability to type is not yet affected.
We learned about Hamilton Relay/Mass Relay Services at a Lou Gehrig's disease support group, and we reached out to them for help. They were great. They responded quickly with a comprehensive overview of what was available, customized to my wife's particular situation. Within a very short time we had a "TTY" type device set up in our home, and began to use the Hamilton Relay/Mass Relay Services center that allows my wife to contact folks over the phone despite her inability to speak. It makes a real difference to have such a capability, and we are very grateful to Hamilton Relay/Mass Relay Services for making it happen.

Bob M
Massachusetts

I am so excited about purchasing the "Captioning Telephone" that I would like everyone to know.

I bought it for my friend Marion who is 98 years old and hard of hearing. I used to call her quite often on the phone and she couldn't hear me most of the time. I was telling my son about it and he showed me an article he had read about. It was all about the "Captioning Phone" and the Company that sold them.

I called and ordered the phone for Marion which was a birthday and X-mas gift. You would be amazed at the difference. She talks to me and is able to answer me and my questions. She has talked to many of her old friends that she hasn't been able to for a long time. She loves her phone and everytime which is often, she thanks me for purchasing it for her.

She is a different person because she is able to communicate with other people now. Thank you "Captioning Phone." I am now recommending it to people I know have difficulty hearing on the phone.

You may add or subtract on this article. I just wrote what when on with my experience with Marion.

Sincerely,

Muriel R. Ohlin
838 Lake Drive
Snellville, Georgia
30039
phone 770-483-7580

I feel that captioned telephone has helped me a lot. When I talk to my family who live far away and they use their cell phone, sometimes it's not the best understanding them but with captions on my phone I can understand clearly. You just have to be patient. I also appreciate the help with using the phone and Hamilton's Customer service as they came to my house to help me personally.

Elvira Barboni

To whom it may concern: 10/29/14

I have my Captel phone I received it from the state program about a year and a half ago. Now that I have it I can't imagine how I made it before receiving it. I can talk to my family, my friends, people at my church now. I'm not as lonely as I was before getting it. Before even with my hearing aids I just couldn't hear like make out what some people said, it was very embarrassing. When Captel was so patient with me when she came and set up my Captel. She took her time in explaining and answering my questions I had was important to me that I was comfortable using it. She even came back out when I called her requesting more help. I keep her cards with me so I can refer people that could use a Captel.

Sincerely
Frances Atkinson

Dear Mr or Mrs,

I have a 2 line Captel phone and have had it for 3 years. It was and continues to be my lifeline. I'm a widow and have profound hearing loss in both ears. I live alone also and I am active in the community and my church, without my captel phone. I'd have to rely on my friends to get messages to me. That's no way to have to live and thank goodness I don't have too. The phone is easy to use and Navita Cayle with Hamilton Relay has been a blessing. There have been a couple times when my captions weren't working and my friend Evelyn called Navita and she always made sure to come with in a day or two. Each time she came to resolve my issues, she wouldn't quit until they were working. I couldn't be happier with the accuracy of my captions and the

the customer service I get with Hamilton and my Optel phone.

Debbie Rubalcaba

10/28/19

To Whom It May Concern:

I have been profoundly Hearing Impaired all of my Life. I have been a Hearing HealthCare Provider for over 20 years.

When it comes to meeting my Patients needs Hamilton is the only outfit that is not biased and provides very nice service that goes beyond normal parameters. Other companies are quite not reliable. Hamilton simply does their job efficiently in a Old Fashioned Way that my Senior Patients and I expect, but sadly, is lacking elsewhere.

Thomas Mentkowski
Calif. Lic #2907
BC-HIS

To Whom it May Concern,

My name is Andrew Fitzenrider and I am a person who stutters. I often use the Speech to Speech (STS) relay service to make telephone calls.

I am pleased to write this letter of recommendation on behalf of Hamilton Relay in Washington State. My experiences using STS provided by Hamilton Relay have been very positive. As a person with a speech disability, I have been very impressed with Hamilton's customer service and overall quality in meeting my individual needs.

Please contact me if you have any questions or would like more information. Thank you for considering Hamilton Relay as your provider.

Sincerely,
Andrew Fitzenrider
(260) 243-9678

May 25, 2021

To Whom this may concern,

I am pleased to provide this reference letter for Hamilton Relay. Hamilton Relay has provided the best telecommunication relay service for the Deaf community here in Louisiana. This is a very reliable service that shows their professionalism in their conduct, honesty and forthright. I am 100% satisfied with Hamilton Relay and the service they provide. This is a great way to be voice for the deaf, hard of hearing and speech disabled.

Sincerely,

Tanya Brown

Brenda LeMieux
4024 4th Ave. N.
Great Falls, MT 59405

May 27, 2021

To Whom It May Concern:

I am quite fortunate to have Hamilton Relay Service as our Montana's relay service. I really appreciate and am satisfied with Hamilton Relay Service. I have used Hamilton Relay Service with the medical and other agencies on numerous of business since I like to have the printed information after our conversation. Hamilton Relay Service customer service is always ready to help and show their patience and try to make the information clear. I always enjoyed having our Montana Hamilton Representative to come to any of our Montana deaf events such as Montana Association of the Deaf conference, Deaf Awareness Day, and Montana School for the Deaf and the Blind. Our Montana Hamilton Representative always makes the time to social and shares the update information as well as answering any to our questions. I have attended Montana School for the Deaf and the Blind Family Learning Weekend numerous of times. I always enjoy meeting new and listen to any Deaf/Hard of Hearing Hamilton Representative's biography and see how he/she succeed with his/her education and career. They all have made a great impact for many of our parents to hear and knowing that their child can be succeed as a Deaf/Hard of Hearing person. Hamilton recognizes and awards Deaf Leader Award and Better hearing and Speech Month Awards to any nominated person who demonstrated as a wonderful role model and a leader in any of Deaf/Hard of Hearing events. They also awarded the Hamilton Relay Scholarship to a qualifying graduating high school senior who is Deaf, Hard of Hearing or Speech Disabled for their post-secondary education. As a whole, I believe Hamilton Relay Service is an excellent program for our Montana.

"I give my permission for Hamilton Relay to use my letter of reference in this and any future state bids."

Sincerely,

Brenda LeMieux

May 27, 2021

Curtis Williams
c/o Mr. Adam J. Teitzman, Commission Clerk
Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Williams,

Hamilton Relay provides excellent services including outreach and customer support. Additionally, Hamilton Relay customer service staff are friendly, knowledgeable and professional. They respond in a timely manner to assist customers by resolving their issues.

Hamilton Relay also continues to develop innovative communication technologies for the Deaf and Hard of Hearing communities to enhance access in their daily life.

I wholeheartedly endorse Hamilton Relay as an effective TRS provider for the State of Florida. They have provided the top-notch services for consumers and businesses. Many people who utilize Hamilton Relay have the ability to communicate effectively with others.

Sincerely,

Sitara Sheikh

Sitara Sheikh
sitaranasim@gmail.com
207-213-1695

In mid-July 2015, my wife and I went to the Springfield, La. Council on Aging for lunch as we occasionally do. I had no idea that day would be such a turning point in my life. Unknown to us the Louisiana Outreach Coordinator for Hamilton Relay, Mrs. Carol Tisdale, had scheduled a presentation on a product I had never heard of. Mrs. Tisdale told us about the Hamilton Relay telephones that are made specifically for the hearing impaired.

I am a service connected veteran with a high degree of hearing loss. Because of this disability I had much difficulty speaking on the phone, until now. Mrs. Tisdale introduced me to the CapTel telephones which changed that immediately. The CapTel telephones are a miracle worker for any hearing impaired person. This line of telephones feature large screens which print out the words of the person you are speaking to. If you miss part of the conversation you can read what was said on the large screen.

Hamilton Relay is in the process of enlarging their marketing base so they can assist as many hearing loss victims as possible. I highly recommend them. Their service is great, the quality of their equipment is excellent and best of all they are able to assist the poor as their product and services are free.

I give my permission for Hamilton Relay to use my letter of reference in this and any future state bids.

Thank you so much for making such a big difference in my life,

Francis P. Mula, Jr.
Hammmond, La.

Curtis Williams
c/o Mr. Adam J. Teitzman, Commission Clerk
Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Williams,

I am a Pennsylvania resident who recently started using the Hamilton cell phone app for captioning calls. As an elderly person with hearing impairment, I appreciate the quick and helpful response to my request for assistance in learning to use the app. Hamilton staff were very patient and persistent in investigating my problem then leading me through the solution. They even sent a customer service rep to my home when I had difficulty understanding the process.

Don Sandman

I give my permission for Hamilton Relay to use my letter of reference in this and any future state bids.

April Campbell
Bid Writer
Hamilton Telecommunications
1006 12th St.
Aurora, NE 68818

Kathi Mestayer
105 Gilley Dr
Williamsburg, VA 23188

HI, April:

This letter is to describe and confirm my experience and satisfaction with Hamilton Relay's service in Virginia.

One thing that impressed me was the customer service; Eric Alvillar came out to my home, which is over an hour's drive from his office, to install my phone, answer my questions, and go through a dry run to make sure I could do it myself. He left me his number in case I had any questions, but that hasn't happened.

I also know that Eric has been down here in Williamsburg, VA at a couple of our Senior-Living facilities, talking with them about the availability and accessibility provided by Hamilton's technology. That's a big need in our small town; a lot of people retire here, need to stay in touch with their friends and families, and really struggle with hearing on the phone without captioning.

Eric also has a very pleasant interpersonal manner, and puts people at ease, which is always a help.

Thanks,

Kathi Mestayer
kwren@widomaker.com

Hi CapTel,

My family would like to sincerely thank you for providing my grandmother (MaryLouise Rzeszewski) a CapTel 840 phone.

For some background information, my grandmother is severely hard-of-hearing, but it was never a problem since my grandfather would always answer the phone. Back in March, my grandfather was hospitalized, leaving my grandmother home alone with limited ability to communicate with us. Due to COVID-19 and social distancing, and my grandfather being in the hospital, my grandmother was unable to effectively communicate with us which was both frustrating and dangerous. Although she was eligible and approved through Temple University's Technology program, the pandemic delayed fulfillment of her order. Your customer service went above and beyond to help my family, ensuring my grandmother quickly received a phone. We would especially like to thank Mitchell Levy for his assistance and exceptional customer service.

My grandmother is very grateful for her new phone and ability to communicate with her family. We sincerely appreciate your kindness and compassion, helping to make a difficult time much easier!

Thank you,
The Rzeszewski Family

HAMILTON RELAY

Attachment C

Proposal for Telecommunications Relay and Captioned Telephone Relay Services

FLORIDA

Florida Relay Services Package

CUSTOMER CARE/OUTREACH/PERSONNEL:

- 24 hour Customer Care via TTY and Voice
- Customer Friendly Language and Procedures
- Customer Care via the Internet, including Live Chat
- State Specific Web Pages
- Complete Confidentiality
- Advanced CA Training
- Remote Monitoring of CAs
- CA Counseling Services

ENHANCED FEATURES:

- Alpha–Numeric Dialing
- Answering Machine Retrieval (Single-Line)
- ASL Translation
- Automated Call Routing
- Automated Number Identification (ANI)
- Automatic Connection Mode
- Average Speed of Answer
- Background Noises
- Cellular/Wireless/PCS Phone Access
- CA Gender ID
- CA Gender Preferences
- CA in-call Replacement
- CA Typing Speed
- CapTel® (Separately Priced)
  - ANI billing (if desired)
  - State specific Reporting
  - N11 dialing
  - $75 Equipment Program
  - Default Amplification Settings
  - Hamilton CapTel for Web
  - Hamilton CapTel for iOS and Android
  - Hamilton CapTel for Business
- Courtesy Messages
- Customer Database:
  - Multi-User Feature
  - Remote Access
  - Language Type
  - Answer Mode Preference
  - Preferred CA Gender
  - Translator
  - No Abbreviations

    - Slow Type Buffer
    - Spell Check Turned Off
    - Speed Dialing
    - Customized Greetings
    - Billing Preferences - Direct, Collect, Calling Card, etc.
    - Call Restrictions - 1+, 0+, International, 900/976, etc.
    - Commonly Called Numbers - Speed Dialing
    - Spell Check
    - Notes for Special Instructions
    - Expanding Abbreviations
- Dialed Number Verification
- Directory Assistance
- Emergency Assistance
- Emergency Call Handling/Emergency PSAP Database
- Emergency Numbers
- Enhanced Modems
- Error Corrections/Abbreviation Expansion
- Enhanced Turbo (E-Turbo)
- Hearing Carryover (HCO)
- HCO-HCO
- HCO Permanent Branding
- HCO-TTY and TTY-HCO
- HCO with Privacy
- Inbound International
- Intercept Messages
- Last Number Redial
- LEC Calling Services:
    - True Caller ID (SS7)
    - CID Per Line (Global) Block / CID Per Call Block
    - CID Per Call Blocking Macros
    - Call Screening (Call Rejection) (Call Block)
    - Call Acceptance
    - Anonymous Call Rejection
    - Preferred Call Forwarding
    - Unique Flash
    - Three-Way Calling
    - Call Forwarding
- Machine Recording Capabilities
- N11 dialing Access
- Pagers
- Regional 800/888/877 & Businesses with Special Prefixes
- Relay Your Way®
- Remote Conference Captioning (RCC) (Separately Priced)
- Reverse Two-Line HCO
- Reverse Two-Line VCO
- Roaming
- Slow Type Buffer
- Spanish

- Spanish to English Call Translation
- Speech Disabled Indicator
- Speech-to-Speech
  - Speech-to-Speech/Spanish
  - Speech-to-Speech/VCO
  - Speech-to-Speech to other TRS Communication Modes
  - Speech-to-Speech User Training line (Value-added Service)
  - Visually Assisted Speech-to-Speech (Value-added Service)
- Split Screen
- Transfer Gate Capabilities
- TTY to TTY (Call Release)
- Turbo Code
- Two-Line HCO
- Two-Line HCO/Speech-to-Speech
- Two-Line VCO
- Variable Time Stamp Macro
- Voice Call Progression
- Voice to Voice Call Release
- Voice Carryover (VCO)
- VCO Gate, if desired
- VCO Greeting Identifier
- VCO-HCO and HCO-VCO
- VCO Permanent Branding
- VCO-TTY and TTY-VCO
- VCO-VCO
- VCO with Privacy
- Voice Gender ID
- 1010 Numbers
- 7-1-1
- 900/800 Pay Per Call

NETWORK and REPORTING:

- Self-Learning Database
  - Automatic Branding of Call Speed
- Automatic Number Identification
- Complete Switching and Network Redundancy
- Enhanced Back-up Power
- Automatic Rerouting of Calls to Prevent Service Interruptions
- Technical Flexibility
- Intercept Messages
- Courtesy Messages
- Fantastic Reporting System

DISASTER RECOVERY PLAN:

- Detailed Disaster Recovery Plan

All Features listed above are included in Hamilton's basic per minute rate unless otherwise stated. As you can see, Hamilton provides a whole range of advanced Relay features at no additional cost unless otherwise stated.

Standard Features

We will provide many features and services to Florida at no charge. Our per minute rate includes all the features listed below unless otherwise stated. The following features and services are listed in alphabetical order for ease of use in locating specific items.

Alpha–Numeric Dialing

If a relay user gives the Communication Assistant (CA) an alpha-numeric number to dial (i.e. 1-800-HAMILTO), the CA automatically translates and dials the appropriate 10 digit number.

Answering Machine Retrieval (Single-Line)

A service in which the CA retrieves messages from a voice or TTY answering machine or a single line telephone. The caller requests Automatic Message Retrieval (AMR) or Single Line Answering Machine (SLAM) and plays the messages to the CA by putting the handset near the speaker of the answering machine. Our technology records any messages, enabling the CA to capture the information and type or voice it back to the relay customer. Once the information is relayed to the caller and the caller disconnects, the recording is automatically erased.

Automated Call Routing

During peak traffic periods, our switching equipment automatically routes calls to a workstation located in another Hamilton relay center to ensure the required levels of service are always met. If one of our switching systems is down for any reason, the calls will automatically overflow to another switching system.

Automated Number Identification (ANI)

ANI is the telephone number of the originating party. We utilize ANI technology on all of our incoming relay circuits. Our switching equipment recognizes this information and presents it to the CA workstation. ANI is used to determine call jurisdiction.

Automatic Connection Mode

Our Automatic Connection Mode feature provides an automatic connection to the relay at the speed of the equipment used by the caller for all callers who have used Hamilton's Relay Services at least one time before. The first time callers reach our center the "self-learning" database is updated with the caller's originating telephone number and the speed or call type at which the user connected to the center i.e. TTY, ASCII or Voice. After the first call, the center's equipment automatically connects at the correct speed whenever it connects to that particular telephone number.

Average Speed of Answer

Throughout the pandemic, we experienced an unprecedented increase and fluctuation in relay volumes. On March 16, 2020, the FCC released a waiver Order, which was designed to bring much-needed relief for TRS providers as they experienced surging call volumes. The Order specifically waived the daily 85% in 10 answer performance requirement conditional on the TRS provider ensuring that 85% of calls are answered within 120 seconds, measured on a monthly basis. The FCC waiver was recently extended through August 31, 2021.

In spite of this waiver, our team works diligently every day to answer 85% of calls within 10 seconds. Answer performance on several occasions was lower than usual. Even so, a telling indicator of Hamilton's commitment to our customers is that over the past 3-year period, we've answered an average of 95% of all calls within 10 seconds daily even though one of those years was in the midst of a pandemic.

Background Noises

Background noise is anything heard by the CA during a relay call which would normally be known to a hearing person. The TTY user is continually informed of what is going on throughout the call. We put this type of information in parentheses.

We also provide tone of voice information when it has a significant impact on the content, context or intent of the relay call.

Cellular/Wireless Access

We process wireless calls the same as any other call type. Our relay switch is capable of processing relay calls that involve cellular and personal communications services (PCS). These services are part of the Public Switched Network, and they are handled just like any other relay call. There is no difference in how voice or text initiated calls through relay are processed over wireless devices.

CA Gender ID

All CAs identify themselves with an appropriate gender identification (if available) by sending a macro to the TTY user and speaking to the voice user.

CA Gender Preferences

Calls can be automatically routed to a CA with the gender indicated in the customers' profile. Alternately, upon request, CAs will switch a call to another CA who is of the gender requested by the caller. That gender CA is retained for the user throughout the relay call.

CA in-call Replacement

As a matter of practice, we do not change CAs during a call. This exceeds the FCC rule that requires a CA to stay with the call for a minimum of 10 minutes or 20 minutes for STS calls. Even at the end of shifts, over lunch hours, and during other breaks, CAs stay with a call until it is completed. We only substitute a CA if obscenity is directed to the CA, a perceived conflict of interest exists, or another major emergency exists. A change never takes place until either the calling or called party has completed their part of the conversation (typed or stated GA).

CA Typing Speed

All CAs must type at least 60 words per minute. We exceed this service level by requiring CAs to maintain a 95% accuracy level while typing 60 wpm. This ensures not only fast typists but also ACCURATE typists. The average typing speed of Hamilton's Relay CAs is 79 wpm with 99% accuracy.

Courtesy Messages

If desired, we will supply a courtesy message after three rings, to inform callers that they have reached Florida Relay. Our courtesy message is transmitted in TTY and voice. Our courtesy message follows: "You have reached the relay. Please hold for a CA." If the call has not been answered after 15 seconds, the message repeats as follows, "Please hold for a CA".

Customer Profile Database

Relay users may indicate how their calls are handled by including their calling preferences in their Customer Profile. This feature allows us to customize our relay service for each relay user. Once activated, the customer profile appears on the CA's screen each time the relay user calls the relay so that the CA can properly process the call according to the user's preferences. Relay users do not have to use their preset preferences on every relay call. These preferences can be used at the discretion of the relay user on each relay call.

Customer Profile Security

Customer profiles are based on ANI or a pre-established ten-digit number. This provides a very high level of security and keeps all confidentiality practices intact. The customer profile database can only be accessed internally (the database resides on site and is part of our relay platform) and a password and PIN system is used to further secure the data. With this password, the relay user can request changes to the profile at any time.

Preference Options

As previously mentioned, customer profile information can be customized by the relay user and is presented to the CA each time the relay user calls the relay. These preference options are listed below.

Hamilton Relay Customer Profile Fields:

Customer Information

Profile Field	*Information Purpose*
Name	First & Last Name: used for identification purposes.
Address	Street Address, City, State, & ZIP Information used for further contact needs (account verification, service updates, etc.) and emergency services.
E-mail Address	Information used for further contacting client.
Phone Number	Used for profile identification when placing a call as well as follow up.
Mailing List	Allows the user to choose to be included in the State Relay or Hamilton Relay mailing lists to receive newsletters and other important information regarding Telecommunications Relay Services.

Personalized Features

Profile Field	*Information Purpose*
Profile Security	Password: Secret Word consisting of 4-10 letters and/or numbers. Choosing a Password ensures the relay user is the only person who can make changes to their profile.
Multi-User Feature	PIN: Secret number 4 digits long. A PIN allows relay user to have their own profile if more than one relay user is living in their household.
Remote Profile Feature	PIN: Allows relay user to access their customer profile when using the relay from any telephone or web-based computer, in any location.
Language Type	Allows users to select their preferred language. Options include English and Spanish.
Preferred Permanent Connection Mode	Call Handling Options: Allows relay users to specify how they want their calls answered by the relay. Options include: TTY, VCO, HCO, ASCII, STS, Spanish, Telebraille and Voice.
Preferred CA Gender	Allows relay users to specify the gender of the CA that the user prefers for each call.
Carrier of Choice	Relay users will not be charged for local or long distance calls. However, there are situations when payment may be necessary. This includes: • calls placed from payphones • calls placed to and from international locations • calls placed to Directory Assistance • calls placed to pay per call services (e.g., 900 numbers)
Translator	When the translator option is selected, the CA will translate ASL to English and English to ASL for both the TTY user and the voice user unless given other instruction.
No Abbreviations	When "No Abbreviations" is selected, the CA will type word for word, without using abbreviations.
Slow Type Buffer	Our slow type buffer allows the CA to type at a normal pace while sending the text to the relay user at rates of text in increments of 5 words per minute. CAs have the ability to turn this feature on or off on a per call basis.

Profile Field	*Information Purpose*
Spell Check Turned Off	By turning spell check off, the relay user will see mistakes or misspelled words. Spell check is turned on automatically.
Speed Dialing	Relay users may choose up to 50 numbers they would like programmed for speed dial. When a relay user makes a call to a number on their speed dial list, they first connect to the CA and then just tell the CA, "pls call Mom".
Customizable Greetings	Allows relay users to customize how the CAs identify relay to the person they are calling; for example, using their first name in the greeting. The profile also allows the relay user to choose to have the CA never explain relay or never identify the relay to any person called.
Restrictions	Allows the relay user to select the types of calls to be blocked from their telephone including 900, international, directory assistance, toll-free and operator assistance calls.
Background Noise	Allows the relay user to choose whether or not to receive background noise information during their call.
Tone of Voice	Allows the relay user to choose whether or not to receive voice descriptions.
Long Hold Times	When this feature is selected, the CA will continue to stay on hold but will not ask the relay user repeatedly if they would like to continue the call.
User reads slowly	DBS user reads slowly so patience is required.
CA speak slowly	Request that CA talk slowly so patience is required.
STS Contacts	STS users can add contact information and hours of availability at each location so that a hearing user can ask for the STS user by name and be automatically connected with them in their registered location.
STS Messages	Allows STS users to dictate messages. CAs can save the message in the user's profile for up to 2 hours so that the STS user doesn't have to repeat the information.
Abbreviate Auto Message	This allows the CA to abbreviate messages when typing recordings or IVRs, allowing the user to receive a summarized recorded message.

Profile Field	*Information Purpose*
Retain Information	This allows the retention of information from one inbound call for subsequent calls for STS users. o STS Preferences allow dictated messages to be saved for 2 hours after the completion of a call in case that dictated message may be needed again. The message is associated with the ANI, so if the caller dials Florida Relay from the same number within the next 2 hours, that message is still available for use.
Open Line/Mute Transmission of STS User	This allows the user to communicate with the CA privately without the voice user hearing the conversation.
Specific instructions to STS CA	o Before dialing, user prefers that the CA asks: "Shall I tell the party who is calling?" o User prefers that CA confirm call handling preferences before dialing requested number o User prefers callers ask to call them by name rather than by telephone number.
Standard message to leave on answering machine	This allows users to identify caller by name, request call back, specify call back number, and provide the relay telephone number.
Notes	Allows the relay user to provide CAs with additional information they would like included or known for every call.

Guide

Profile Field	*Information Purpose*
Guide for Understanding your Customer Profile	A guide is included to help the relay user understand the purpose of each section or to better understand how to complete the profile to best meet their needs.

Input of Database Information and Changing Preferences

We make it easy for relay users to establish a profile. Customers may establish their profile through customer service; by mail, fax, or email; or via Hamilton's website. Relay users can modify or delete their profile through these same options. If the online option is chosen, the customer is sent a "thank you for submitting page" link upon completion of the profile that lists all fields as submitted. Instructions for printing are provided.

Customer Care Representatives will send a confirmation copy of a profile when requested and will confirm the user's mailing address, fax number or email address. Relay users have the option of keeping their mailing address, fax numbers or e-mail on their customer profile. This information is not required to have a Customer Profile. We allow the CA to make some changes to the profile on a per-call basis; however, permanent changes to the profile must be made through Customer Care.

Remote/Multi-User Profile Feature

With our Remote/Multi-User Profile, each person can establish his/her own profile and access their profile from any phone and through any type of relay service. Relay users simply give their 7-digit password and 4-digit PIN number to the CA to permit the CA to view the customer's pre-selected preferences. This feature is of great benefit to customers who have more than one relay user living in the household. Additionally users who travel are always able to access their profile from anywhere.

Upon Termination of Contract

Upon termination of the contract, we will transfer the customer profile database to a new Relay Provider. We will transfer this data in a usable format at least 60 days in advance of our last day of service.

Customer Care

We recognize the importance of responsive customer care and place a large focus on responding to the needs of our customers. Our Customer Care Department works to resolve all customer issues in a timely manner. The Customer Care Department instructs relay users on how to place relay calls, answers questions about any changes that have been made, assists relay users with billing questions, performs equipment testing, provides a variety of referral numbers to state organizations, and schedules one-on-one outreach visits for training purposes or larger outreach activities. Customer Care is available 24 hours a day to ensure customers have constant access to customer support.

Deaf/Blind Pacing/Slow Typing Requests/Slow Type Buffer

Our slow type buffer allows the CA to type at a normal pace while sending the text to the relay user at rates of text in increments of five words per minute. CAs have the ability to turn this feature on or off on a per call basis.

Dialed Number Verification

CAs verify the number to be dialed by voicing it back to the voice user or typing it back to the TTY user. (We use a hotkey to do this, so there is no CA intervention.) The relay user will see "Dialing XXX-XXX-XXXX". Both of these features ensure that the correct number is dialed and gives the relay user an opportunity to notify the CA if the carrier information is incorrect.

CAs verify all pertinent information, including the number to be dialed, names, proper names, account numbers, and dollar amounts.

Directory Assistance

We process directory assistance requests in the same manner as other relay requests. We will continue to offer Directory Assistance as long as this service is available. If Directory Assistance is not available through a particular carrier, we offer National Directory Assistance as an alternative.

The cost to Florida for the relay minutes associated with intrastate directory assistance calls are billed based on the same rates as provided in the Price Proposal. Interstate directory assistance calls are billed to the Interstate TRS Fund.

Emergency Assistance

We provide emergency assistance to all relay users. The key to providing the best service in emergencies is to maintain an updated list of Public Emergency Service Answering Point numbers (i.e. 911 centers). We accomplish this through two mechanisms to ensure that relay users are connected to the appropriate PSAP: 1) through the use of Bandwidth, a national provider of emergency calling telephony services, and 2) through the PSAP database maintained by Hamilton. **Please see Tab 5, Section 27** for detailed information about the emergency assistance we provide.

Emergency Numbers

Relay users can add local emergency numbers to their speed dialing list on their Customer Profile. This feature can save valuable time when time is of the essence. A relay user could simply type call Fire or call 911, and the CA will automatically dial an appropriate PSAP. However, we encourage all relay users to call 911 direct.

Enhanced Turbo Code

Enhanced Turbo Code (E-Turbo) is capable of storing user specific data (the user has total control over this data) which is automatically transmitted to the relay at the beginning of a call, such as whether they are VCO users, whether they'd like a male or female CA, and what long distance carrier they'd prefer to use. Each time a relay call is placed, these details are automatically passed on from the E-Turbo TTY to the relay service, thereby eliminating the need to "set up" the call with the CA.

Relay users whose TTYs include E-Turbo merely push a "relay" button then dial the number of the person they are calling directly. Their E-Turbo equipped TTY handles the details of connecting to the relay service and automatically passes on the caller's preferences (such as long distance carrier of choice, VCO preference, etc.). Because this exchange is done automatically "behind the scenes," the TTY caller does not have to interact with the CA. This brings the relay experience much closer to "functional equivalence" with traditional voice calls.

Error Corrections/Abbreviation Expansion

To increase typing speed and reduce conversation time, we utilize an error correction program, which automatically checks words to be transmitted against our dictionary of commonly misspelled words. If a misspelled word is found, the spell checking software automatically corrects the word before it is sent to the TTY users. While the software automatically corrects any typographical errors of commonly misspelled words, proper nouns are not affected.

The spelling database is continually updated with new words as needed. Relay users have seen the benefits as fewer typing errors are seen. This is one more way we continue to bring quality service to our relay customers.

Our workstations also utilize a software feature that allows CAs to use common abbreviations, which are automatically expanded to the entire word in the transmitted text, which speeds up the transmission of the call.

Relay users can specifically request to use or not use Spell Check or to not expand abbreviations via Hamilton's customer profile. With Hamilton, relay users can customize exactly how they want their relay calls processed.

Free Long Distance

Hamilton will provide long distance service to TRS and CTS users at no cost to the users. There are only four call types that may require a billing method from TRS users:

1. calls placed from payphones
2. calls placed to and from international locations
3. calls placed to Directory Assistance
4. calls placed to pay per call services (e.g., 900 numbers)

CapTel users are not charged for long distance calls. Because relay is not involved in long distance for 2-line CapTel calls, users may be billed by their long distance providers for the voice portion of the call.

Hearing Carry Over (HCO)

This feature allows people who have difficulty speaking place and receive calls. The HCO caller hears the communication directly from their caller without such transmission being processed by the CA. The CA then voices any conversation typed by the HCO user to the other party.

We allow HCO users to utilize both TTY modes, acoustic mode and direct connect mode. A variety of HCO call types are also available through Hamilton relay. A voice person receiving a call from an HCO user will experience the following:

> "A person who may have difficulty speaking and uses Hearing Carry Over is calling through Florida Relay. This is CA # _____. Have you received an HCO call before?"

If the party answers yes, the CA will VOICE:

> "One moment for your conversation to begin."

If the party answers no, the CA will VOICE:

> "The person calling you through the relay uses Hearing Carry Over. The caller can hear you and I will simply read your caller's typed response to you. When I say, "Go Ahead", it is your turn

to talk. Please talk directly to your caller and say, "Go Ahead", when you are finished speaking. One moment for your conversation to begin."

HCO-HCO

This service allows two HCO users to contact each other through the relay. We provide HCO to HCO service where the CA voices to both parties, saving the HCO users from having to read the other party's conversation.

HCO Permanent Branding

We provide permanent branding through our customer profile. Customers who choose this feature are automatically connected to HCO without any CA intervention at the workstation. Once HCO is connected, the CA voices "HCO ON" followed by "Florida Relay CA # ____. Area code and number to call please".

HCO-TTY and TTY-HCO

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

HCO with Privacy

We provide HCO with Privacy upon the customer's request, which gives privacy for the standard telephone user talking with an HCO user. The CA is not able to hear the hearing person's conversation that goes directly to the HCO user. The CA voices the conversation typed by the HCO user to the other party.

Inbound International

We provide inbound International calling in which the relay user pays to place a call from an international location to the relay center. We then place the outbound call to a destination in the United States free of charge and relay the conversation for them. All processed international calls are billed to the Interstate TRS Fund.

Intercept Messages

Intercept messages should never be needed as our system provides for automated overflow capability to our other centers. However, if, due to multiple circuit failures or for any other reason, traffic cannot be rerouted, the callers will be notified with the below intercept messages, which is transmitted in TTY and voice.

> "Hamilton Telecommunications…Thank you for calling. We are currently experiencing a temporary interruption in telephone service; please try your call again later."

To activate the intercept message, we send a request to our IXC's network provider requesting automatic re-routing to intercept messages. Once submitted, the automated processing will enable or disable the message within minutes. Intercept messages on inbound circuits in the public switching network are not under our control.

Minutes of use attributed to accessing intercept messages are not included in the billable minutes. Nor do we count a call as "answered" when the intercept or courtesy message is activated. Only when a CA answers is a call counted as "answered."

Last Number Redial

We provide Last Number Redial in which we store a relay user's last number dialed in our database for twenty-four hours after the caller disconnects from our system. The next time the relay user calls relay, this information is available to the CA on the workstation. The customer may instruct the CA to "dial my last number" or give a new number to the CA to dial.

Local Exchange Carrier (LEC) Calling Services

Our relay service interfaces with these types of features at no additional cost to the State or the TRS users beyond what the user pays their LEC for these services. LEC calling features are passed through with no relay intervention. As a local telephone company, we have a great deal of experience working with relay users who have purchased enhanced services from their local telephone companies. We have developed our relay service to be compatible with the network used by telephone companies to pass through the below services in a truly functionally equivalent manner.

- True Caller ID
  We provide true Caller ID service where the actual information of the calling party (not the relay center number) appears on the Caller ID box. We provide this information on all call types and on all carriers. We will pass, send, and receive calling line identification information, including blocking information from users calling through the relay service. We have included true Caller ID as part of our base price.

- Caller ID (CID) Per Line (Global) Block/CID Per Call Block
  Calling line information is provisioned on the relay customer's line by the LEC. All forms of Caller ID Blocking (Global or per call blocking) pass through on a per call basis with no relay intervention. All forms of calling line identification information and blocking features purchased by the LEC are passed through with no relay intervention.

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

- Call Acceptance
  Call Acceptance is provisioned on the relay customer's line by the LEC. Call Acceptance lets a relay user block calls except those from their list of special phone numbers. A relay user can add, delete, or change numbers on their list at any time. This feature is often used in order to prevent nuisance and solicitation calls. If someone calls through relay from a number not on the list, the

caller receives a pre-recorded announcement stating the caller is not accepting calls at this time, which the relay will type or voice to the originating caller. Calls from numbers not on the list are blocked.

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

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

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

- Call Trace
  Customers who have purchased Call Trace through their LEC can make use of Call Trace through relay, which works without relay intervention.

- Last Call Return
  Because the actual information of the calling party (not the relay center number) appears on the Caller ID box, the customer is able to see the telephone number of their last incoming call. To return the call, the customer simply calls relay and gives the CA the number on the Caller ID to call back. If the customer does not have Caller ID, Hamilton provides last call return within the duration of the same inbound call.

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

- TRS Conference Calling
  In addition to three-way calling, we also support conference calling. The customer requests that we relay a conference call, and the TTY user gives the number to dial and any access codes required to join the conference call.

Machine Recording Capabilities

Our recording function allows the CA to record a voice announcement and then play back the message at a speed controlled by the CA. The CA informs the relay user through the use of a hot key on the CA's terminal that a recording has been reached, followed by another hot key stating, "CA HERE WOULD YOU LIKE COMPLETE MSG TYPED OR HOLD FOR A DEPT OR LIVE PERSON Q."

If a caller requests a department or live person, the CA types, "HLDING FOR DEPT/PERSON" and presses the appropriate option when the recording prompts.

If a caller requests listening to the complete message, the CA sends a hot key that states, "COLLECTING INFO PLS HLD," and the CA continues to collect the recording.

The message is retained for the length of the call, which prevents the caller from having to call back several times to get the entire message. Once the originator of the call disconnects, the recording is automatically deleted from the system. By having advanced recording technology, we eliminate the problem of "fast recording" for the CA and ensure that communication is received and transmitted accurately.

Pagers

We handle relay calls that involve pagers and beepers. There is no difference in call processing for text-initiated calls made through pagers.

Regionally Directed Toll-Free Numbers

Because we pass true Caller ID information, the caller's ANI will reflect a Florida number. This allows users access to regionally directed toll-free numbers, resulting in the call being routed to the correct state or regional location.

Regionally Restricted Toll-Free Numbers

Our relay service also allows access to restricted 800 numbers and other special prefixes. We provide this service in each of our relay states. We ensure that relay users in Florida will have access to regional 800 numbers and other special prefixes.

Remote Conference Captioning (RCC) – ADDITIONAL SERVICE

We provide Remote Conference Captioning (RCC) with real time captioning, which enable text users to participate in conference calling. We offer this service in both English and Spanish. **This service requires separate pricing**. We have provided pricing for this additional enhanced feature in our cost proposal.

We will provide RCC in conjunction with Caption First (CFI), a company that has been providing real-time captioning and CART services since 1989 and is an industry leader in this area of service.

RCC services will include Communication Access Realtime Translation (CART) service delivered over the Internet for use by Florida Relay users.

All Hamilton Relay captioners undergo extensive testing and training by Caption First and are certified by the National Court Reporters Association (NCRA). All have been awarded, and currently hold at least one of the following certifications:

- CRR – Certified Realtime Reporter
- CRC – Certified Realtime Captioner

Florida Relay users may request RCC services by completing a RCC Scheduling Request Form on the Florida Relay website or by calling the Florida Relay Customer Care. We guarantee Florida Relay users access to RCC Services if scheduled 24 hours in advance. We also offer RCC Services with a two-hour notice for emergencies.

In order to use Remote Conference Captioning, a consumer needs the following

- Accessibility to a conference bridge, which allows the captioner to listen to the audio portion of the call.
- A computer, tablet, or smartphone with access to the Internet. There is no software to download, just a link to follow to view the captions.

Reverse Two-Line HCO

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

Reverse Two-Line VCO

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

Roaming

Hamilton provides a service known as "roaming" which allows relay users traveling to another state to use the same 800 number from their home state. This prevents relay users from having to find or know the relay 800 numbers for the state they are traveling to. However, with 711 accessible in every state, this service may not be required.

Spanish Relay

CAs fluent in the Spanish language are scheduled for all shifts, 24 hours a day, seven days a week to provide Intrastate Spanish to Spanish and Spanish to English translation service. Interstate Spanish to Spanish minutes are billed to the Interstate TRS Fund.

To provide continuity to Florida Relay users, we will utilize the current Florida Relay toll free Spanish number for Spanish relay calls. Florida toll free Spanish calls will be associated with a separate queue so that calls flow immediately to Spanish-speaking CAs. If a Spanish-speaking relay user calls another 800 access number, we have the ability to transfer the call to a Spanish speaking CA.

Relay users who always want to have their calls answered by a Spanish-speaking CA can select "Spanish" as an option on their Customer Profile. This option allows Spanish-speaking relay users to dial 711 and have their calls automatically answered by a Spanish-speaking CA.

We process the same call types on Spanish lines as we do on our English voice and TTY lines, including TTY, VCO, HCO, ASCII, STS and 900 calls.

Speech Difficulty Indicator

HCO users can indicate in the customized greeting section of their profile that they have difficulty speaking. For example, when an HCO user places a call to a TTY user, the CA will inform the TTY user that the caller has difficulty speaking. An indicator will appear in the Notes section of the CA workstation. CAs will uniformly recognize an "s" typed by a TTY user at the beginning of a call to indicate that the caller has difficulty speaking.

Speech-to-Speech (STS)

STS service allows individuals who have difficulty speaking to use their own voice or a speech synthesizer when using the relay. Specially trained CAs process Speech-to-Speech calls. We give STS users access to the same profile and all of the features contained within that profile which are currently available to other relay users.

Speech-to-Speech/Spanish

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

Speech-to-Speech/Voice Carry Over (VCO)

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

STS to other TRS Communication Modes

We also allow STS users to place calls to people who use a TTY or other TRS-communication modes such as 2-Line VCO, HCO, 2-Line HCO, or to another STS user. Speech to Speech can be used a variety of ways:

- Two hearing individuals, with the CA repeating the words of the STS user.
- Two individuals with difficulty speaking with the CA repeating both people's words.

- A VCO user and a hearing person, with the CA repeating the words of the VCO user if the hearing person does not understand the user's speech and with the CA typing what is said by the hearing person to the VCO user.
- A TTY user and a STS user without a TTY, with the CA typing the words of the STS user to the TTY user.
- Hearing Carry Over (HCO) with the person who has difficulty speaking typing what they would like to say, and the CA voicing it to the hearing user.
- Hearing Carry Over (HCO) in combination with Speech to Speech.

STS Training Line – (Value-added Service)

The Speech-to-Speech (STS) User Training Line is a resource for individuals, family, friends, medical professionals, businesses, and organizations to familiarize themselves with the proper etiquette and standard procedures of using STS. Individuals who are residents of Florida and/or intend to use the STS Service with a Florida resident will be eligible to utilize the training line.

On the STS User Training Line, our representatives are prepared to:

- Describe how STS calls are placed and what happens on a typical STS call
- Explain call handling instructions including dictated messages, privacy options, and "first thoughts" (information shared with the CA before dialing).
- Explain strategies used to help clarify speech patterns
- Review and establish Customer Profile options
- Place practice calls

The STS User Training Line is available 24/7 and can be reached by contacting the Customer Care Department. However, our User Training Line is not a function of our Customer Care Department. We are unique in that we utilize highly trained and skilled STS staff to handle User Training Line calls. **This service requires separate pricing**. We have provided pricing for this additional enhanced feature in our cost proposal.

Visually Assisted Speech-to-Speech – (Value-added Service)

The purpose of Visual Assisted Speech To Speech (VA-STS) is to provide the STS CA with visual communication cues, including lip reading, spelling in the air, facial expressions and other physical movements, that may facilitate comprehension of what the person who has difficulty speaking is saying.

VA-STS capability supports a STS user that is connected to the Relay Provider via a regular STS telephone audio call through the Public Switched Telephone Network (PSTN). The STS user will need to have a telephone connection, as well as compatible video equipment, and an internet connection with enough bandwidth to enable a clear video connection between the STS CA and the STS user.

The STS user is able to indicate automatic requests for a video connection via their STS Customer Profile. If a STS customer has a completed Customer Profile form associated with their telephone

number, the CA will receive this information when connected to the STS user during the initial telephone call.

A STS user who has the required equipment will first call FRS using their telephone and connect with a STS CA via the Toll Free STS access number. Once this connection has been established, the STS CA will place a secondary call by using the STS user's Skype software account, connecting the CAs video equipment with the STS user's video equipment using a high-speed internet connection. This will allow the STS CA to not only hear the STS user's voice but to watch facial expressions and mannerisms that may help them to understand the STS user in a clearer manner. A STS user will not be able to initiate an inbound call via video. The CA then places the outbound relay call via the relay workstation.

All standard STS call procedures will remain the same for VA-STS calls. As with our STS User Training Line, we only use highly trained and skilled STS staff to process VA-STS calls. **This service requires separate pricing**. We have provided pricing for this additional enhanced feature in our cost proposal.

Split Screen

Our relay platform is compatible with software that makes use of "split screens." We make use of split screens for **all** relay calls - the CA's typing is displayed in one window, and the relay user's typing is displayed in another window on the monitor of the CA workstation.

Three-Way Calling

If the customer has purchased this feature from their LEC, we can provide this feature by either tying the third party directly into the conversation or tying the third party in by making a second call to the relay center.

Transfer Gate Capabilities

If a relay user calls 711 or the TTY relay access number and requests another service (such as STS, Spanish, etc.), we have the ability to transfer the call to the appropriate workstation for call processing.

TTY to TTY Call Release

We provide our customers a true call release function, which removes the workstation from the call, satisfying this FCC requirement. Call release is utilized when processing TTY-to-TTY calls where it is necessary to go through a voice switchboard first or if the originating TTY user is using a calling card that is accessed by calling an 800 number first.

Once the CA reaches a compatible TTY user and ensures the two TTY parties are communicating, we release the call from the workstation so that the CA can take other incoming calls.

Turbo Code

As an enhanced protocol, we provide Turbo Code as part of our base price. Turbo Code is faster than Baudot (similar to "real-time") and does not have the limitation of ASCII. Turbo Code also allows for "interrupt" capability while one party is still typing. Our modems auto-detect the relay user's equipment

for Turbo Code; if found, we automatically connect in "Turbo Code" to the relay user. Relay users are able to connect automatically to "Turbo Code" on every relay call type.

Two-Line HCO

Two-line HCO allows the relay user to listen to the conversation on one line while typing on the other. To place a two-line HCO call, the ASCII/TTY user calls relay, connects with a CA, and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the relay user conferences in the third party via the voice line (the party they want to speak with). After connecting to the third party, the CA only voices what the HCO user types. The CA is virtually invisible to the voice customer, allowing two-way uninterrupted conversation to take place.

Two-Line HCO/Speech-to-Speech

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

Two-Line VCO

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

To place a two-line VCO call, the relay user must have two telephone lines and 3-way calling. The TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. Once connected in voice, the customer conferences in the third party (the party they want to speak with). After connecting to the third party, the CA only types what the third party says and is virtually invisible to the voice customer.

Variable Time Stamp Macro

Our automated workstations begin measuring time the moment the originating party connects to relay and continues measuring time until the originating party disconnects. Workstations also measure the length of each individual call the originating party has made while connected to that workstation. We notify the TTY user when the called party has disconnected and indicate the time of disconnection. We automatically capture the time a voice user disconnects and include this time in the macro used to notify the text party that the other party has disconnected, i.e. "PERSON HUNG UP AT 16:34 CST GA." This information is available to relay users upon request.

Voice Carry Over (VCO)

We provide Voice Carry Over, which allows people who can speak but have difficulty hearing the ability to place and receive calls. The VCO user voices their own message directly to the other party without the transmission being processed by the CA. The CA then types the conversation spoken to the

VCO user so it can be read on their TTY. We allow relay users to request VCO services without the normal TTY transmission that is typically required. A VCO user can connect by voice and say "VCO" and we connect the call. The CA informs the VCO users that VCO is on by sending a macro that states (VCO ON GA).

VCO users are able to utilize both TTY modes, acoustic mode and direct connect mode. A voice person receiving a call from a VCO user will experience the following:

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

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

If the party answers yes, the CA will VOICE:

> "One moment for your conversation to begin."

If the party answers "No," the CA will send a macro (EXPLAINING RELAY) to the VCO user and will voice:

> "The person calling you through the relay uses Voice Carry Over. You will hear the person speaking directly to you. When the caller says, "Go Ahead," it is your turn to talk. Then I will simply type everything I hear on your end of the line, so please talk slowly and directly to your caller. Please say "Go Ahead" when you are finished speaking. One moment and you will hear your caller's voice."

VCO Gate

We provide VCO Gated Services, in which VCO users call a toll free number dedicated to VCO via the current FRS VCO access number. The VCO user's call is then routed and processed by CAs experienced with VCO.

VCO Greeting Identifier

CAs inform VCO users that VCO is on by sending a macro that states (VCO ON GA). Please refer to the section titled Voice Carry Over in this Attachment for more detailed information regarding provision of VCO.

VCO-HCO and HCO-VCO

With this service, a VCO or HCO user can call an HCO or VCO user through relay. The VCO user voices his/her conversation directly to the HCO user. The HCO user's typing goes directly to the VCO user.

VCO Permanent Branding

We provide permanent branding through our customer profile. Customers who always want to connect to VCO are automatically connected to VCO without CA intervention at the workstation. Once VCO is

connected, the CA sends the "VCO ON" hot key followed by another hot key "Florida CA XXXXF NBR PLS GA".

VCO-TTY and TTY-VCO

This service allows VCO users to call a TTY user (or vice versa) through relay. The VCO user voices his/her conversation, which the CA types to the TTY user. The TTY user types his/her conversation directly to the VCO user.

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

VCO-VCO

This service allows two VCO users to contact each other through relay. With VCO to VCO service, the CA types to both parties, saving the VCO users from having to type their part of the conversation.

VCO with Privacy

We provide VCO with Privacy upon request in which the CA does not hear the VCO party speaking through the relay and only types voiced responses back to the VCO user.

Voice Gender ID

CAs indicate to the TTY user the gender of the non-TTY relay user at the beginning of the call – (M) Male, (F) Female or (Child) Child. If the CA is absolutely not sure, the CA will type (Q), the TTY equivalent of a question mark.

CAs also indicate to the TTY user when another voice person has become involved in the call. They identify the gender of the new party involved in the call immediately.

7-1-1

All services available from Hamilton are accessible through 711, including Speech-to-Speech and Spanish. Hamilton will meet all the same general requirements set forth for all relay calls when 711 is dialed rather than an 800 number.

Pay-Per-Call Services

We provide relay users access to intrastate and interstate 800 and 900 pay-per-call services. We do not require relay users to dial a separate access number to utilize pay-per-call services. A relay user simply calls FRS and gives the 800 or 900 number to the CA. The call is then processed as usual.

On all 900 numbers, CAs inform the relay user the dollar amount per minute associated with the call and asks them if they want to continue the call. This is the point in which callers can disconnect without being charged. Customers who do not want pay-per-calls made from their telephone line through relay can complete a customer profile form and restrict (block) pay-per-call relay calls from that particular telephone line. Because 900 blocking information is not automatically passed from the LEC, we rely on customer profile data as the only resource for this information. However, if an LEC were to contact us with this information, we would use that resource to block 900 access.

If someone tries to make a pay-per-call relay call from a line that has a block on it, the CA will receive blocked notification at the workstation and will be unable to place the call. The CA notifies a supervisor who will refer the customer to Florida Relay Service Customer Care who will then suggest that the customer call their 900/976 provider and would offer assistance to the customer in doing so.

ADDITIONAL FEATURES

1. CAs always follow the relay users' instructions. This includes instructions in the profile or specific instructions given on any individual relay call. For example, if a relay user instructs the CA not to type a recorded message and identifies the option he wishes to reach by number, the CA will bypass the recording and go directly to the option indicated. This dramatically increases the speed of call processing for the relay user.
2. We educate all people who dial the relay about relay, even if the person calling dialed the wrong number.
3. We have the ability to dial 00 from our workstations to reach an operator if so desired by the relay user.
4. Relay users can make use of their customer profile even when dialing 711.
5. If the CA or a technical error disconnects the called party, the CA will redial the called party.
6. If a relay user requests the CA to give the full toll-free relay number during the conversation, Hamilton's CAs will give the number as requested.
7. CAs give relay users who want another state's relay number the correct information.
8. If so desired by the relay user, we have the ability to work with regular telephone operators to interrupt another telephone line or to check a line for conversation.
9. We allow the relay user to control all aspects of the calls. We put no restrictions on the number or duration of calls placed through relay. Relay users are also able to request a specific CA gender.
10. We will meet all blockage and answer time standards. Our answer performance is outstanding.

We are willing to customize the above procedures and the rest of our procedures for the Florida Public Service Commission and will customize our relay service to meet the needs or desires of Florida Relay users.

Following in this Attachment, we have included sample materials including the Relay Customer Profile and Guide to Understanding Your Customer Profile.

We have the ideal relay platform for today's rapidly changing technologically advanced environment. As a result, we can quickly add new features and make changes based on the input from relay users and from our internal evaluations. We will take advantage of innovations and technological improvements to enhance our relay service. We will design features to make the relay better for customers as well as features that minimize the amount of time required to handle relay calls.

Louisiana Relay

Louisiana Relay Customer Profile

1. Customer Information

Phone Number: _____

First & Last Name: _____

Address: _____

City: _____ State: _____ Zip: _____

E-mail Address: _____

Please indicate the best way to contact you:

☐ E-mail ☐ Phone: TTY / VCO / HCO / STS / Voice (circle one)
☐ U.S. Mail ☐ Fax (Please provide number _____)

☐ **Please include me on the Louisiana Relay Mailing List.**
☐ **Please include me on the Hamilton Relay Mailing List.**

2. Multi-User Profile/Remote Profiles
Password + Personal Identification Number (PIN)

The multi-user/remote feature is of great benefit if you have more than one relay user living in your household or are away from your primary phone number. The PIN also ensures that you are the only person who can make changes to your profile. When accessing your profile from another location (remotely), please provide the CA with the 7-digit Password and 4-digit PIN (secret number) so the CA can access your profile options.

Password: ☐☐☐☐☐☐☐
Choose 7 letters and/or numbers for Password

PIN: ☐☐☐☐
Choose 4 numbers for PIN

Louisiana Relay

3a. Making Relay Calls

Every time I CALL Relay, I use…

Language (select one): ☐ English ☐ Spanish

☐ VCO ☐ w/ keyboard ☐ w/out keyboard	☐ 2 Line VCO ☐ w/ ASCII ☐ w/ Turbo Code	☐ TTY ☐ ASCII ☐ Speech-to-Speech	☐ HCO ☐ 2 Line HCO	☐ Voice only: ☐ 711 ☐ 800#

☐ I am a voice user who wants to call a CapTel user.

When available, I prefer the gender of the CA relaying my call to be:
☐ Male ☐ Female ☐ Either

3b. Answering Relay Calls

If you live with a person who answers relay differently than you, skip this section.
Every time I ANSWER a Relay call, I use:

Language (select one): ☐ English ☐ Spanish

☐ VCO ☐ w/ keyboard ☐ w/out keyboard	☐ 2 Line VCO ☐ w/ ASCII ☐ w/ Turbo Code	☐ TTY ☐ ASCII ☐ Speech-to-Speech	☐ HCO ☐ 2 Line HCO	☐ Voice only

4. For every Relay call I make, I want…

Check the service you want with every relay call you make.

☐ **Translation –** *Translate ASL to conversational English*
☐ **Spell Check Turned Off**
☐ **No Abbreviations**
☐ **Typing Speed Buffer-** Text appears on screen beginning at 10 wpm and may be increased in increments of 5 up to 45 words per minute.

Preferred Typing Speed _____wpm (10 wpm up to 45 wpm)

Louisiana Relay

5. Speech-to-Speech (STS) Relay Connections

(If you do not use STS, skip to Section 6)

Revoicing Preferences:

☐ **I want the CA to repeat everything I say:**
- ☐ Let the other person hear me
- ☐ Don't let the other person hear me

☐ **CA assists as needed by other party:**
- ☐ Automatically
- ☐ When requested by either party

I want the CA to retain specific call content information from calls I make to use for making consecutive calls. ☐ Yes ☐ No

I use a Voice Synthesizer and/or Augmentative and Alternative Communication (AAC) device. ☐ Yes ☐ No

If yes, identify by brand or describe. You may also include notes for the Operator on how to best work with you when you use your device.

_____

I want the CA to confirm call handling preferences before dialing my requested number. ☐ Yes ☐ No

I give permission for callers to request to call me by name rather than by telephone number. *(Example: The person calling you can tell the CA "I'd like to call Bob Smith.")* ☐ Yes ☐ No

If yes, how do you want to be listed in the directory?

_____

I use Visually Assisted Speech-to-Speech: ☐ Yes ☐ No

If yes, please list your Skype™ username.

_____

Standard First Instructions that I would like the CA to ask me on every call:
Example: Before dialing, I want the CA to ask "Shall I inform the other party who is calling?"

_____

_____

_____

Louisiana Relay

Standard Message for CAs to Leave on Answering Machines
Example: "Hi, this is Bob. Please call me back through STS Relay at 888-272-5530 and ask the CA to dial my number 123-555-4567."

_____

_____

_____

Please indicate the best time to contact you at the number listed on page 1:

Day(s): _____ From: _____ AM / PM to _____ AM / PM

If you have another number you would like to profile (such as a work number), please complete another form with the customized profile options you would like to be used for that number.

6. Long Distance Company

You will not be charged for local or long distance calls. However, there are situations when payment is necessary, including international calls, directory assistance, pay phones and pay-per-call services.

My long distance company is: _____

7. Speed Dialing

You may choose up to 50 speed dials. Include area code with phone number. If you are a Speech-to-Speech (STS) user, please mark the box to indicate that the person is familiar with STS, or leave it blank if they are not. Contact Customer Care, at any time, to add more numbers to your speed dial list.

Name	***Phone Number***	***Familiar with STS***
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Louisiana Relay

8. Greetings

☐ **I want CAs to say my first name to the people I call**. Name: _____
Example: "This is Louisiana Relay CA #4444 with a call from Bob."

☐ **I want CAs to tell the people I call that:**

☐ I am deaf ☐ I am hard of hearing
☐ I have difficulty speaking ☐ I am deaf-blind

Example: "This is Louisiana Relay CA #4444 with a call from a person who has difficulty speaking."

☐ **(NE)** Never explain how to use relay to any person I call.

☐ **Never identify Relay** to any person I call.
(Requires "My Hello" below)

☐ **"My Hello"** CAs will greet the people you call this way:
Example: "Hi, Bob here. How are you?"

_____
(50 characters including spaces)

9. Restrictions

Some people do not allow calls that cost extra to be made from their telephone. If you check any items on this list, you will not be able to make those types of calls through Relay.

☐ Long Distance	☐ 900/976/800	☐ International	☐ Directory Assistance	☐ Operator Assistance

10. Notes Section

Provide any additional call handling instructions or information for the CA here:

_____

_____

_____

Louisiana Relay

When completed please return to:

Louisiana Relay Customer Care
P.O. Box 285
Aurora, NE 68818
Fax: 402-694-5110
Voice/TTY: 888-699-6869
Email: LARelay@HamiltonRelay.com
Or fill out your Customer Profile on-line at: www.LA-Relay.com
Your Customer Profile should be activated within 24-72 hours from receipt. All customer information is kept confidential.

Louisiana Relay

Louisiana Relay Guide for Understanding Your Customer Profile

We want to make sure that all the relay calls you make and receive are as individual as you are. Please read the helpful instructions below and complete a customer profile. User preferences are then automatically available to the Communication Assistant (CA) every time you make or receive a call. This can save on call processing time – connecting you with family, friends and businesses in a more efficient and effective manner.

1. Customer Information

Please complete all of the information in this section. This is kept strictly confidential.

2. Multi-User Profile/Remote Profiles-Personal Identification Number (PIN)

The Password and PIN are useful in the following situations: When there is more than one user in your home, when you want to access your profile from a remote location, and when you want to make sure you are the only person who can make changes to your profile. Simply give your password and PIN to the CA to permit him/her to view your selected preferences.

Password: Your password prevents other people from changing any information on your profile without your permission. It must be 7 letters and/or numbers.

PIN: Your PIN must be 4 numbers.

3a. Making Relay Calls

This section allows you to select the way you **CONNECT TO** relay. *If you live with a person who uses relay differently than you, each person should create his/her own multi-user profile.*

Language: If no language selection is made, your calls will be answered by an English speaking CA.

Voice Carry Over (VCO): VCO is an effective service for people who have hearing loss and use their voice on the phone. The VCO user speaks directly to the person being called and, through specialized equipment, reads what is spoken by the other party.

ASCII (Computer/TTY): ASCII allows a person who is deaf or hard of hearing to type their messages and read the other person's responses. This method of connecting is ideal for a person who uses a computer or a TTY with ASCII settings to communicate through the relay service.

Louisiana Relay

Hearing Carry Over (HCO): HCO is especially useful for people who can hear, but who regularly or occasionally have difficulty speaking over the phone. Users listen directly to the person called and, through specialized equipment, type their responses to the other party.

Speech-to-Speech (STS): STS is ideal for individuals who have difficulty speaking. STS relay involves specially trained CAs who are familiar with a wide variety of speech patterns and revoice the relay user's part of the conversation. If you are a STS user, complete Section 5.

Voice Only: Voice Relay allows standard phone users to communicate with individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking and who may use a TTY, TeleBraille, or other assistive telecommunications device. A CA facilitates the call by relaying messages between the individuals, according to their communication needs.

Select **I am a Voice user who wants to call a Captioned Telephone user** when you are a voice user setting up your profile to contact a Captioned Telephone user.

Gender: You may choose the gender of the CA you prefer to relay your call. When available, your call will be answered by a CA of that gender; otherwise, your call will be answered by the next available CA.

3b. Answering Relay Calls

This section allows you to select the way you want to **ANSWER** or receive your relay calls.

Important: After your Customer Profile has been entered into the database, all relay calls made or received from your profiled phone number will connect automatically as listed on your Profile. *If you live with a person who answers relay differently than you, skip this section.*

4. For every Relay call I make, I want...

Let us know if any of the following features may be helpful to you during your relay call. *If you only use Speech-to-Speech, you may skip this section.*

Translation: Native ASL relay users or people who do not feel comfortable with written English can have the CA voice in standard English and type back in ASL word order. The CA will translate for both the TTY user and the voice user unless they are instructed not to.

Spell Check Turned Off: By turning spell check off you may run across mistakes or misspelled words. Spell check is turned off automatically when Typing Speed Buffer is requested.

Louisiana Relay

No Abbreviations: Typically, the CA will abbreviate words during a relay call. For example, PLS = please, MTG = meeting, TMW = tomorrow. By choosing "No Abbreviations", the CA will type word for word, without using abbreviations.

Typing Speed Buffer: Hamilton's Typing Speed Buffer feature allows CAs to type at a normal pace while text appears on screen of your device, beginning at 10 words per minute up to 45 words per minute. Relay users can select this in the profile or ask the CA at any time before or during the phone call to adjust the communication speed in increments of 5 words per minute.

5. Speech-to-Speech Relay Connections

This section allows you to select the way you want ALL of your STS relay calls to be handled. *If you do not use STS, skip to Section 6.*

Revoicing Preferences: You may choose if you want your voice to be heard by the other party or just by the CA, and/or at what time the CA should assist with the conversation. This privacy feature can be activated or de-activated upon verbal instruction of the STS user while on calls.

I want the CA to retain specific call content information from calls I make to use for making consecutive calls: The CA may retain information from one call in a session to be used in consecutive calls within the same session. For example, if you would like to make several calls with the same message, the CA may use the details of the first call in consecutive calls within the same session. This saves you from having to repeat the details several times. Once your session with that CA has ended, the information is no longer available.

I use a Voice Synthesizer and/or Augmentative and Alternative Communication (AAC) Device: If you use an AAC device, you can provide special instructions to the CA such as make and model information or how to most effectively work with you when you use your equipment. For example, you may want to provide the following instruction to the CA: "CA, if you don't understand something, tell me to press the Repeat Button on my device."

I want the CA to confirm call handling preferences before dialing my requested number: If you answer "yes" to this question, the CA will verbally confirm all call handling preferences with you before dialing.

I give permission for callers to provide my name rather than my telephone number when they call me: This option allows CAs to look for your name in an internal directory to find the number to dial, even if the caller doesn't know your number.

Standard First Instructions: During call set up, the CA will always confirm re-voicing instructions & explanation preferences, ask if you would like the CA to tell the

party who is calling, and give the option to provide last minute instructions. You may provide additional instructions for the CA to always use. Your preference will be stored and the CA will act accordingly.

Standard Message for CAs to Leave on Answering Machines: You may store a default message to leave on answering machines and voicemail systems if the CA encounters one. Example: "Hi, this is Bob. Please call me back through STS Relay at 888-272-5530 and ask the CA to dial my number 123-555-4567."

Availability: You may indicate what days and times you are available at the number provided with this profile. If you have another number you would like to profile (such as a work number) please complete another form for the customized profile options you would like to be used for that number.

6. Long Distance Company

Local and long distance calls can be placed at no cost. Payment is necessary for international calls, directory assistance, pay phone and pay-per-call services. Please contact Customer Care for a list of participating long distance providers.

7. Speed Dialing

Write the name, area code and phone number of the people you frequently call. It's that simple! When you want to call that person, first connect to the CA and just tell the CA "Pls call Mom GA". You can have 50 people on your Speed Dial list. Speech-to-Speech users may also indicate if the person they are calling is familiar with STS.

For example: Mom 414-123-4567
Doctor 920-333-4455
Daycare 715-987-4561

8. Greetings

The greeting feature(s) you choose will be used on ALL RELAY CALLS.

I want CAs to use my first name to the people I call: If you select this feature, the CA will say your name as the call is introduced. For example: "This is Louisiana Relay CA #4444 with a call from Bob." If you live with another relay user, this will only work if each person creates his/her own multi-user profile.

I want CAs to tell the people I call that I am deaf, hard of hearing, deaf-blind, or have difficulty speaking: If you select this feature, the CA will tell the person you are calling that you are deaf, hard of hearing, deaf-blind or have difficulty speaking. For example: "This is Louisiana Relay CA #4444 with a call from a person who is deaf."

(NE) Never explain how to use the relay to any person I call: If you select this feature, the CA will not explain how the relay works to the people you call. For

Louisiana Relay

example: "A person who may be deaf or hard of hearing is calling you through Louisiana Relay. This is CA 4444. One moment for your conversation to begin."

Louisiana Relay uses the following language to explain relay. "The person calling you through the relay is typing their conversation and I will read it to you. When I say, "Go Ahead", it's your turn to talk. Then I will type everything I hear on your end of the line, so please talk slowly and directly to your caller. Please say, "Go Ahead", when you are finished speaking. One moment for your conversation to begin."

(NI) Never identify the relay to any person I call: If you select this feature, the CA will not inform the person you are calling that you are using the relay. This works best when a relay user is calling someone who is familiar with the caller and knows how to use relay. If you choose "NI", you MUST also choose "MY HELLO" listed below.

My Hello: If you select this feature, the CA will read what you have written as a greeting on all calls. It is very important that the CA has something to say when the hearing person first answers the phone. This greeting is limited to 50 characters including spaces. **Only select this feature if you do not like any of the options above or if you picked "NI".**

NOTE: If you have a profiled greeting or if you type a greeting before the CA dials, the CA will read your greeting immediately. For example: "This is Louisiana Relay CA #4444 with a call from Bob. Have you received a relay call before? One moment for your conversation to begin. GA".

9. Restrictions

You can stop someone from making long distance, international, 900, Directory Assistance or Operator Assisted relay calls from your home. This feature can save you money by protecting your phone bill. Once you choose the kinds of calls you want blocked, no one will be able to make those types of relay calls from your number.

10. Notes

Use this space to provide additional call handling instructions to be stored in your profile.

When completed please return to:

Louisiana Relay Customer Care
P.O. Box 285 • Aurora, NE 68818
Fax: 402-694-5110
Voice/TTY: 888-699-6869
Email: LARelay@HamiltonRelay.com
Or fill out your Customer Profile on-line at: www.LA-Relay.com

HAMILTON RELAY

Attachment D

Proposal for Telecommunications Relay and Captioned Telephone Relay Services

FLORIDA

CapTel, Inc.

Hamilton will subcontract aspects of Captioned Telephone Service including the technology, equipment, and minimal captionists to CapTel, Inc. (CTI) of Madison, Wisconsin.

Hamilton is the prime contractor and will be responsible for its subcontractor's performance.

Subcontractor's Staff Qualifications

CapTel, Inc. Key Personnel and Staff

Following is a list of the key CapTel, Inc. personnel who will be involved with the operation of Florida Relay Service.

Person	Position
Pam Frazier	Call Center Director, CapTel, Inc.

Ms. Frazier joined Ultratec, Inc. in 1991 as a Customer Service Representative. She was promoted in 1994 to Marketing Specialist, continued to work in the Marketing department as a Supervisor in 1996, and then promoted to Marketing Manager in 1998. Starting in 1999, Ms. Frazier worked as the Marketing Manager while assisting with development and testing of Fastran and CapTel technologies. This included setting up call center operations and training of all call center positions. In 2002, Ms. Frazier was promoted to Director of the CapTel Call Center in Madison, Wisconsin.

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

Jayne M. Turner	Vice President, CapTel, Inc.

Ms. Turner joined Ultratec in 1983 as a sales representative, was promoted to Manager of Corporate Sales in 1986, and to Vice President of Corporate Sales in 1994. Her responsibilities include equipment distribution for the USA and international market areas, customer service, supervising domestic and international service centers, and financial management. In 2000 she became the Vice President of CapTel, Inc. and is currently responsible for overall operations of the captioning center, coordinating the interactions between operations and technical staff as well as financial management and reporting.

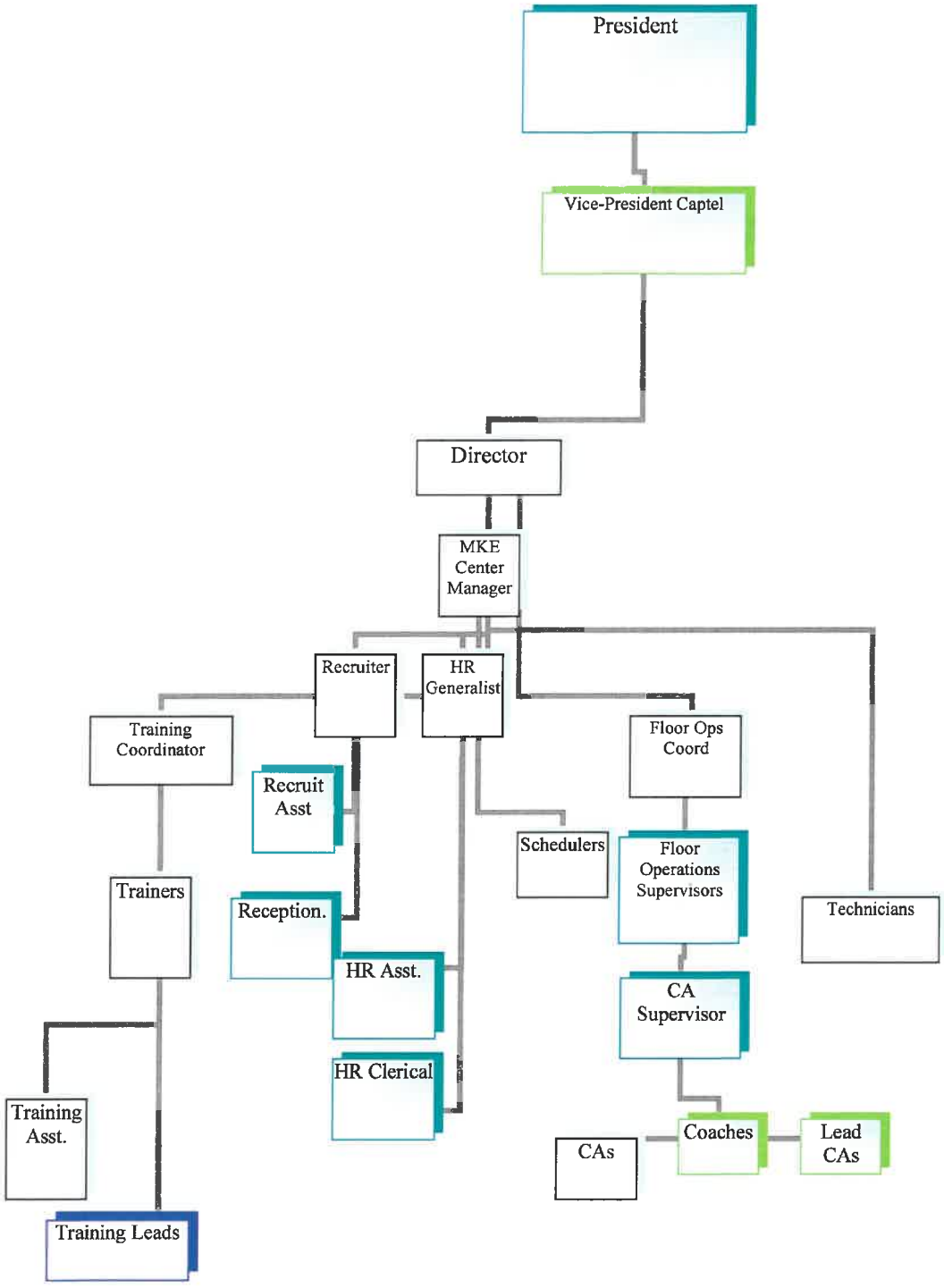
Ms. Turner received a Bachelor of Science Degree in Secondary Education from the University of Wisconsin, Stevens Point.

Pamela Holmes — Director of Consumer & Regulatory Affairs and CapTel Customer Service

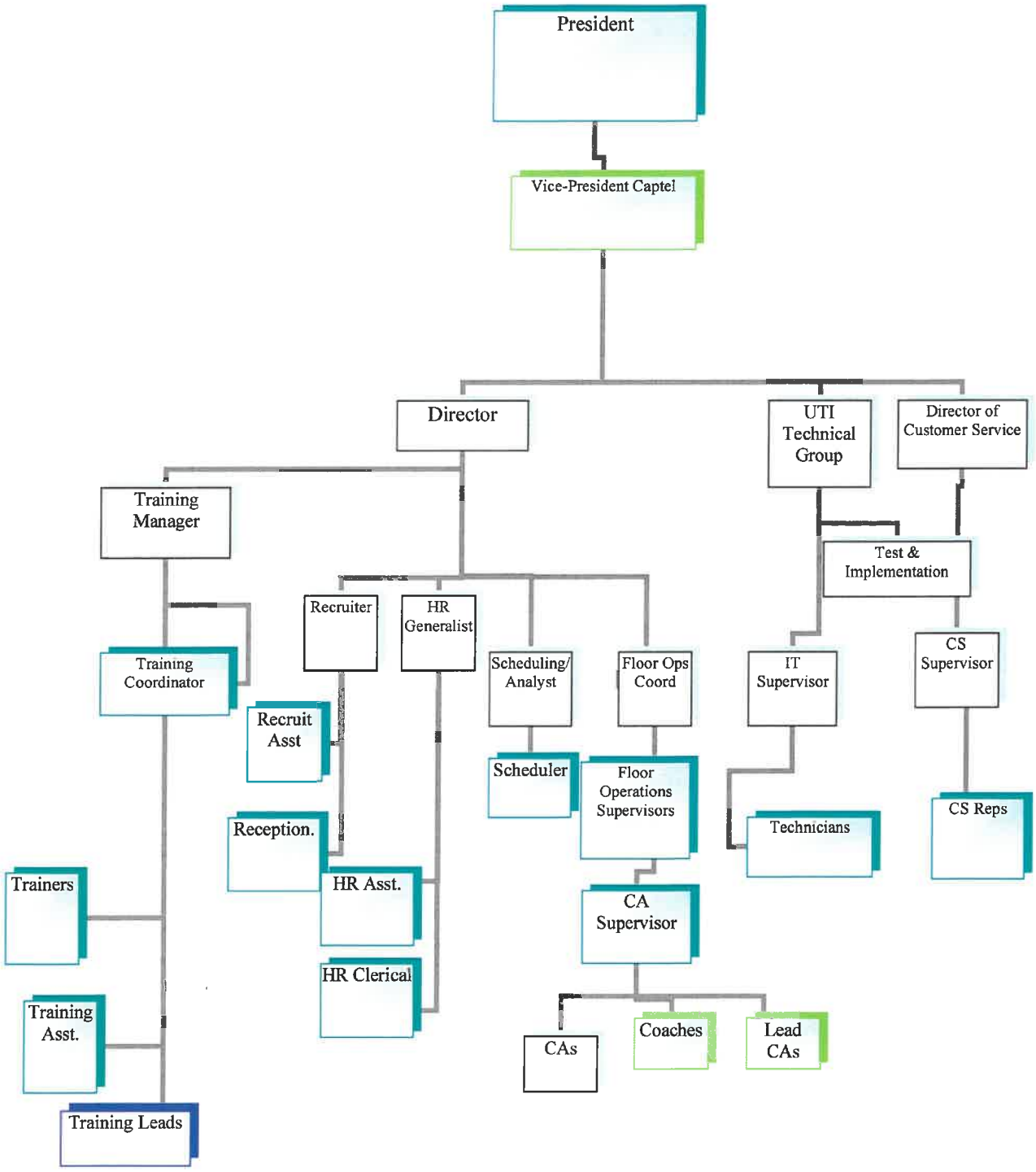
Ms. Holmes came to Ultratec in 1987 from having worked with, and for, deaf and HoH mainstreamed students in Wisconsin and Georgia. At Ultratec she works closely with government regulatory bodies, performs public speaking, and operates CapTel Customer Service Department. In 2010, she was appointed by President Obama and confirmed by the Senate to serve as a Member of the National Council on Disability (NDC). She brought considerable experience with communication access matters and expertise in the Americans with Disabilities Act (ADA) to this role as Board member. Currently, Ms. Holmes serves as a subcommittee chair for the Disability Advisory Committee.

Ms. Holmes 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.

Captel, Inc. Organizational Chart
Milwaukee, WI



Captel, Inc. Organizational Chart
5801 Research Park



Jayne Turner

5801 Research Park Blvd., Madison, WI 53719 – 608-441-8800 – jayne.turner@captelmail.com
(608) 238-3008 (FAX)

Education

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

Experience

Ultratec, Madison, Wisconsin
Vice President, CapTel, Inc, 2000 - Present

- Responsible for over-all operations of the captioning center. Coordinates the interactions between operations and technical staff, as well as financial management and reporting.

Ultratec, Madison, Wisconsin
Vice President of Corporate Sales, 1994 – 2000

- Responsible for equipment distribution for the USA and international market areas, customer service, domestic and international service centers and financial management.

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

Ultratec, Madison, Wisconsin
Sales Representative, 1986 - 1986

Pamela A. Frazier

5801 Research Park Blvd., Madison, WI 53719 – 608-441-8800 – pam.frazier@captelmail.com
(608) 238-3008 (FAX)

Education

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

Experience

CapTel, Inc., Madison, Wisconsin
Call Center Director 2001 to Present

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

Ultratec, Madison, Wisconsin
Marketing Manager 1996 to 2001

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

Ultratec, Madison, Wisconsin
Customer Service Representative 1991 to 1996

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

Affiliations

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

Awards and Recognition

Fluent in ASL

Pamela Holmes

450 Science Drive, Madison, WI 53711 – 1-800-269-7477 – pam.holmes@captelmail.com
(608) 238-3008 (FAX)

Education

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

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

Experience

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

- As Director of Consumer & Regulatory Affairs, work involves activity at the local, state, and national level on disability issues related to communication access and regulatory affairs. Work entails monitoring government regulatory activity, drafting submissions to the FCC including the petition for CapTel to be recognized as an enhanced VCO service, speaking at public hearings, making presentations on our products and service, and staying abreast to emerging regulatory and consumer issues.
- Since CapTel's beginnings, Pam has worked exclusively with a core CapTel team on the set up and operation of the Captioned Telephone (CapTel) state consumer trials and full service with expertise in the area of consumer communications, consumer feedback on the product and service, consumer database development and maintenance, and coordination of training and customer support to existing customers. Currently, Pam's primary responsibility is operation of the CapTel Customer Service Department. This includes customer service program development and deployment, hiring and supervision of CapTel Customer Service representatives, and management and direct involvement of day to day concerns and commendations customers communicate by phone, email, fax and mail.

Madison Area School District & outlying school districts, Madison, Wisconsin
Itinerant Teacher/ M-team Consultant, 1984 1987.

- Served as a teacher and consultant to deaf and hard of hearing mainstreamed students, their teachers, school administrators and parents.

Atlanta Area School for the Deaf, Atlanta, Georgia
Teacher of Middle School & High School Students, 1976 - 1984

- Taught home economics, social studies, civics, economics, and language arts to deaf and hard of hearing students. Initiated several extra-curricular activities for students. Was known as an innovative teacher with strong rapport with students and teaching peers.

Affiliations

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

HAMILTON RELAY

Attachment E
Outreach Material

Attachment E

Proposal for Telecommunications Relay and Captioned Telephone Relay Services

FLORIDA

Outreach

At Hamilton Relay, outreach activities are a very important part of how we operate our Relay Service. Education of both relay users and the general public plays a vital role in the success of our relay. We provide a comprehensive relay outreach program in each of the states in which we provide Relay Service in order to assure success of our educational process.

The following Attachment contains samples from our library of outreach materials. It also contains examples of some of the outreach activities with which we have been involved in our Relay States.

Relay Your Way

If the FPSC desires outreach, following are the types of outreach programs Hamilton provides. If the FPSC chooses to have Hamilton provide these types of programs, we will provide pricing at that time.

Hamilton Relay Outreach and Marketing

Throughout this section, we share what outreach means to Hamilton Relay. At Hamilton Relay, our shared goal is to help you build a personalized outreach experience that best suits the communities within Florida. We have built a solid nationwide reputation as the in-person, fully customized experience you can trust. Dedication to providing top-quality outreach programs and local, Florida-based customer support is at the forefront of what we do every day. Annually we prepare an outreach plan based on the needs of the State. We analyze the success of the prior year's plan and adjust the upcoming plan accordingly. We know how important feedback is and we use what we learn from our consumers and our state relay administrators to build a customized outreach program based on the needs of Florida.

Outreach Team:

Our Outreach Team is responsible for all aspects of outreach and relay awareness. This team assists in determining whether or not the needs of the user community are being met, and is responsible for the implementation and overall effectiveness of Relay outreach activity.

- Coordinates and conducts community outreach and education programs across the State.
- Gathers consumer feedback on how to improve the overall quality of relay services.
- Is involved in the relay community and any organizations that serve current or potential relay users in order to maintain the highest customer care quality level.
- Is responsible for building one-on-one relationships with customers.
- Works closely with the Telecommunications Access System Act (TASA) and the FPSC to review and plan the outreach services provided under the contract and provide additional information as requested.
- Actively promotes Florida Telecommunications Relay Inc. (FTRI).



The Outreach Team consists of the following:

- Outreach Coordinator
- Regional Outreach Manager
- State Account Manager
- Senior Relay Outreach and Marketing Manager
- Marketing Projects Coordinator

The Director of Account Management/Compliance Manager, Director of Sales and Marketing and the Vice President of Relay also contribute to the oversight of outreach and marketing of Florida Relay.

Community Outreach, Public Relations and Educational Programs

Our personalized outreach programs are customized to meet the needs of our target audiences and the customers we serve. This list is not intended to be complete or all-inclusive but rather to illustrate the types of activities included in our outreach programs.

We also provide a monthly performance-based report in order to track outreach activity. It includes dates, time periods and type of work activities with specific emphasis on the names of organizations and businesses contacted to promote outreach and education. Please see **Attachment F** for a sample of the outreach report we currently provide our States.

Presentations

We give educational presentations and training sessions about TRS and CapTel to the relay-using community and the general public. Presentations can include a PowerPoint, sharing of personal experiences and demonstration of equipment and services. Presentations can be in person, or they may be conducted by webinar.

Exhibits

As part of our outreach programs, we organize and set up exhibits at conferences, conventions, and tradeshows around the State. Exhibits generally include various information materials and promotional giveaways.



Digital Marketing

Reaching relay users is all about connecting with them where they are spending time – today that may mean connecting with them digitally. We offer our states a variety of digital channels, such as social media, a Florida Relay website, webinars, email and display advertising to connect with current and prospective Florida Relay users.

Social Media

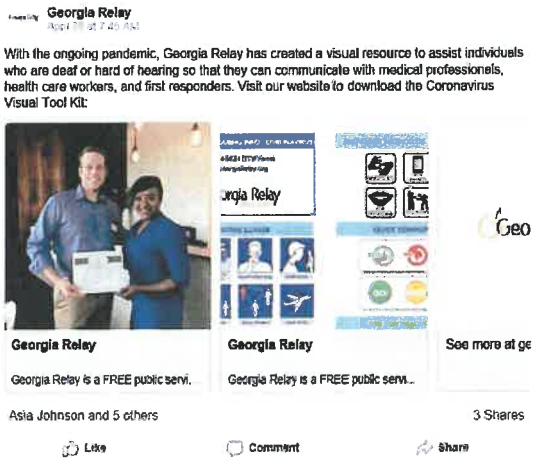
Facebook, Twitter and Instagram allow us to announce upcoming events, provide helpful hints to consumers, and post news, all in a timely manner. We use these channels to network with relay users and inform them of both state and national activities related to the deaf and hard of hearing communities.

- https://www.facebook.com/HamiltonRelay/
- https://twitter.com/hamiltonrelay
- https://www.instagram.com/hamiltonrelay/

As one of our State Administrator's recently noted, "Brochures, flyers, and Facebook advertisements have been a great addition to our TRS program."

- https://www.facebook.com/WashingtonRelay/





Webinars

We offer our states the ability to share information about relay services digitally. Creating and hosting webinars allows us to reach a larger audience than ever before, including those in some of the more rural areas of Florida. It allows us to reach more people in all areas of the State and to interact with them and answer questions.

Contrary to erroneous statements from our competition in recent bids, we have and will continue to have a significant social media presence.

- We have a social media expert who works specifically on spreading the word about Relay and CapTel services through social media.
- We have been utilizing webinars to provide outreach to potential relay users for some time now, contrary to what our competition wants you to think.
- All our Outreach Coordinators are highly trained on best practices of putting on a professional webinar.
    - Sign language interpreters and/or RCC services are available as needed on all webinars.

Please check out either of the links below to view a sample of the virtual outreach Hamilton performs.

- https://youtu.be/7ELMGaFQjFk
- https://youtu.be/IdAVEDwxNgE

Networking Opportunities

Outreach Coordinators attend events that allow them to meet a variety of individuals and organizations with the goal of scheduling events and increasing their reputation in the community.

Meetings

We schedule meetings with one or several people from an organization to talk about services and possibly request a presentation or other outreach activity. This also includes state administrator and council meetings.

I was invited at a special event for the CareMore/Anthem Blue Cross Members and about 160 members mostly seniors attended, social workers and medical professionals. They were happy and thankful for supporting the event and being there to provide information.

- *State Outreach Coordinator*

Home Visits and Installations

Our Outreach Coordinators assist customers with troubleshooting their current equipment or installing new equipment.

Field Visits

Outreach Coordinators introduce themselves to businesses and organizations that could benefit from learning about our services. The goal is to find new contacts and opportunities for future outreach.

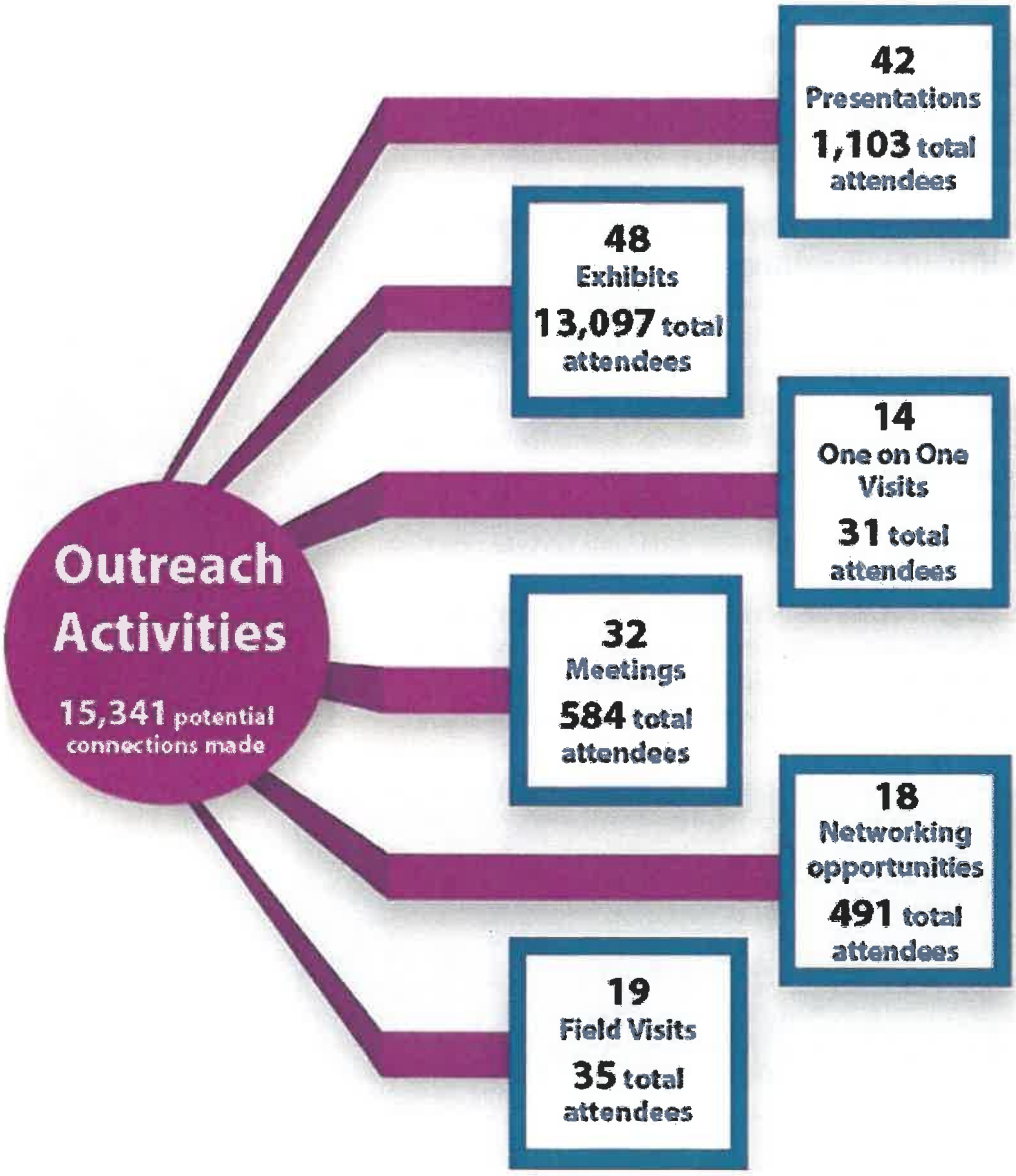
Continuing Education During COVID-19 Pandemic

At the time of this bid submission, we are in the midst of unprecedented Covid-19 Pandemic. At Hamilton, our mission has always been to keep people connected, and during difficult times that becomes even more important. As of March 13, 2020, we suspended in-person outreach activities because of the COVID-19 pandemic. Many events are still being cancelled by event organizers and for those scheduled outreach activities that were not cancelled, we communicated with each point of contact to reschedule and/or offer webinars in place of in-person activities. One example is that we performed a webinar/virtual training with a PSAP because the in-person training was canceled. We remain dedicated to providing outreach and working remotely with customers in a safe and effective manner, while continuing to plan for future outreach. The additional office hours have allowed us time to brainstorm creative ways as a team that will improve upon our outreach programs going forward.

This is yet another reason you should select Hamilton as your relay provider. With Hamilton, social distancing and cancellation of in-person settings does not halt our efforts to educate the public about essential TRS services.


About
California Relay Service
HAMILTON
RELAY

The following graph depicts the number of activities and potential connections made in one year by our Outreach Team in one of our states.



Target Audiences

Emergency Personnel

We have a program specifically targeted toward 911 dispatchers that educates them on how to identify and handle relay calls. We also work with other emergency personnel including, but not limited to:

- Seniors and Law Enforcement Together (SALT)
- Law Enforcement Academy
- Emergency Medical Service (EMS), Firefighters, Police Officers
- Homeland Security and Emergency Management

Speech and Language Professionals and Individuals Who Have Difficulty Speaking

Training speech pathologists and other professionals about the value of Speech-to-Speech (STS) assists Hamilton in reaching this potential group of relay users. It is our position that this group of users is one that cannot be reached via general outreach efforts but instead must be reached through a one-on-one approach. We work closely with organizations serving individuals who have difficulty speaking to educate and train Speech and Language Professionals (SLPs) in school systems, medical institutions, and private practice.



Our outreach strategy focuses on developing relationships with groups and individuals who represent and/or support people who have difficulty speaking. In particular, the Outreach Coordinator attends meetings such as stroke survivor and Parkinson's disease support groups.

Early morning before opening their practice with their patient, I sat down with a neurologist and her team for a presenation. She didn't have an idea about the program and she found the services provided by state through the Relay program especially the Speech to Speech very helpful and beneficial especially for her patients who have speech difficutlties as an effect of stroke, brain injury and/or other mental illness.

- *State Outreach Coordinator*

General Population

Through all of our outreach, we frequently talk to family members, friends, or colleagues of people who could benefit from relay service.

Deaf and Hard of Hearing Communities

We work with state and local agencies or non-profit organizations serving people who are deaf or hard-of-hearing to promote the use of Relay. We approach this process by seeking involvement and input from all interested parties.

Deaf-Blind

We have programs specifically designed to reach people who are deaf-blind. We provide presentations about Relay and the specialized equipment available to the Deaf-Blind community. Part of our outreach effort involves visiting traditionally isolated populations who are either current or potential relay users. One-on-one visits are invaluable; having an Outreach Coordinator go to an individual's home or place of work to help them set up their equipment and teach them how to use Relay results in increased independence.

> *Hamilton's willingness to work with us to adapt to Washington's expectations and the various communities we serve, which include a large deafblind community is outstanding. Hamilton's assigned staff has been willing to learn about our deafblind community members by taking training classes offered by the Deafblind Community Service Center in Seattle.*
> - *Steve Peck - Washington TRS Administrator*

Spanish-Speaking Community

We customize our outreach programs to meet the needs of our audience. When requested, we provide basic materials, presentations, and demonstrations in Spanish through our Spanish-speaking staff or the use of a translator. We look for new avenues to reach out to the Spanish-speaking community, including Hispanic publications and newsletters, Latino festivals, and other Hispanic cultural events.

Native Americans

We initiate and maintain contact with Native American communities, businesses, services and agencies by providing training and attending exhibits and meetings within the community.

Veterans

We have a strong commitment to reaching out to veterans with hearing loss to raise awareness and share information about relay services and how such services can be of benefit to them. We work to establish relationships with local veterans and veteran-based organizations such as:

- American Legion
- Disabled American Veterans
- Veterans for America
- Veterans of Foreign Wars
- Veteran's Administration facilities



We empower Outreach Coordinators with the tools needed to conduct effective outreach to veterans with hearing loss and provide veteran-specific outreach materials.

I presented with the executive team at the Armed Forces Chamber of Commerce about State Relay and Relay Friendly Business program. They found the presentation and information beneficial to both their business members and their employees.
State Outreach Coordinator

Seniors

We focus outreach on seniors who are hard of hearing. We give presentations and workshops to senior citizen centers, senior living facilities, and physical and mental health service providers. We work with state agencies and commissions by providing them with information, hands-on demonstrations, and presentations.

Healthcare Professionals

Healthcare professionals often have patients who could benefit from relay service. We provide education and resources that allow them to connect their patients to services that would be valuable to them.



Businesses, Non-Profits, Civic Organization and Schools

We provide education and outreach to businesses, chambers of commerce, and educational institutions and agencies that are not familiar with or do not understand relay. We go to businesses and give presentations, perform demonstrations, and provide hands-on training for relay usage. We perform this type of training for the business' entire employee base or for as little as one individual.

I presented to the Rotary Club of Capitol Hill. It was an attentive group, who asked thoughtful questions. After the presentation, I was speaking with the Chair, who shared with me that he was moving so that he could provide his wife with additional care. His wife was diagnosed with ALS and was having difficulty communicating. I shared with him about Speech-to-Speech service and discussed how this service could benefit his wife while she was still able to speak on the phone, even if she was having difficulty.
- *State Outreach Coordinator*

Outreach Programs

Relay Friendly Business

Our Relay Friendly Business program is designed specifically to introduce businesses to the benefits of making their services and products readily available for any customer who has difficulty hearing or speaking and uses Relay to make phone calls. The Relay Friendly Business program includes instruction regarding proper phone etiquette when using relay and ensures smoother communication and fewer hang ups between businesses and relay users.

> *Walmart Distribution Center contacted me and wanted to learn how to become more "deaf-friendly." My co-presenter and I presented to about 70 staff members. They are working on becoming more deaf- and relay-friendly, as well as hiring more staff who are deaf or hard-of-hearing. All of the attendees were very receptive and interested. I was even able to connect with a man who had hearing loss and wanted to learn more about getting connected himself.*
>
> - *State Outreach Coordinator*

Town Hall Meeting

We conduct Town Hall Meetings in the format of a general forum to share information and encourage consumer input. Information about the Town Hall Meeting is shared at all outreach events and activities, posted within the community, and distributed to potential attendees. During these meetings we:

- Provide attendees a chance to learn more about Relay and services available that allow individuals who are deaf, hard-of-hearing, deaf-blind or have difficulty speaking to communicate over the phone.
- Provide individuals and organizations an opportunity to share feedback, ideas and suggestions about how we can better serve state residents.
- Answer questions and solicit ideas for changes and/or improvements to relay service.
- Provide an opportunity to collaborate with the state administrator and EDP staff.
- Offer a venue to connect with various audiences in one location at the same time.



Award Programs

Our outreach coordinators are fortunate to meet and work with many individuals who make a difference in the lives of those who are deaf, hard-of-hearing, deaf-blind or have difficulty speaking. In recognition of the hard work and accomplishments of these individuals, we have four award programs. Those award programs include: the Better Hearing and Speech Month Recognition Award, the Deaf Community Leader Award, the High School Scholarship, and the University Scholarship. With the exception of the University Scholarship, a winner from each of our contracted states is chosen for each award annually.

911 Dispatch Training and Education

As part of our outreach to relay users, we encourage them to call 911 directly in an emergency. We provide training and other assistance to emergency dispatchers to ensure awareness of TRS and CapTel services and how they work, including how TTY calls are placed and received.

Hearing Healthcare Program

Building on a well-established national program with hearing healthcare providers, we extend a plan by which the program can be shared and integrated into state outreach. Our primary goal in working with hearing healthcare providers is to make them aware of the available services and to educate them on the benefits a CapTel phone can provide their patients who have difficulty hearing over the phone.

Our Outreach Coordinator works to build relationships with hearing healthcare providers throughout the state to provide information about CapTel, Hamilton Relay, and the State Equipment Distribution Program.

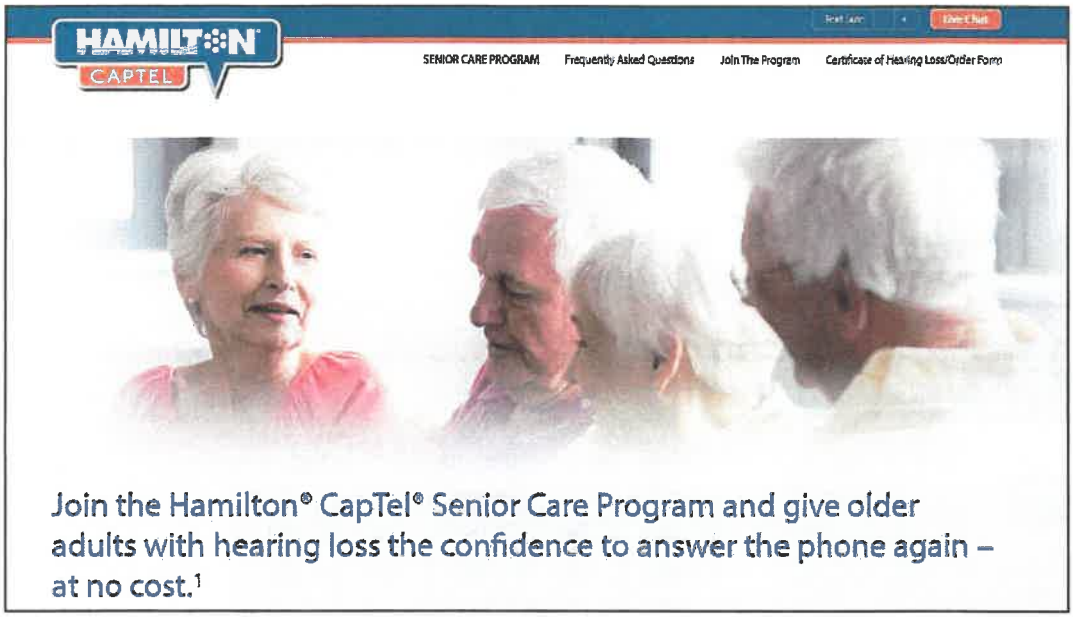
Heroes with Hearing Loss

On a national level, our Heroes with Hearing Loss® program is a resource for veterans, providing insightful solutions to combat hearing loss. The goal of the program is to connect veterans, their families, and their friends with viable answers, including how to obtain a CapTel phone. We have extended our national program to our state outreach programs to build awareness and educate veterans with hearing loss about the services offered through Hamilton.



Senior Care Program

The Senior Care Program was established to educate a variety of service providers who work with seniors with hearing loss. Whether the senior is living at home or within a senior community, service providers can assist in making the telephone accessible again. The program has extended to the state level and allows Outreach Coordinators to work with senior living facility administrators and those who work directly with seniors.



Consumer Feedback

We understand the importance of incorporating relay user input to provide a high quality relay service. We seek consumer input through a variety of methods. By gathering and utilizing consumer input to improve service quality, we have earned a reputation for responding to the needs of our customers.

Some of the methods we may use to gather consumer feedback include:

- Customer Care
- Outreach Coordinator
- Formal Surveys distributed through our newsletter
- Town Hall Meetings

Our Policy and Procedure Committee evaluates the input with a focus on how to best serve our customers. This committee looks for patterns in the feedback in order to identify areas requiring additional training or quality monitoring. The committee also makes recommendations to change policies and procedures to satisfy relay users based on consumer input.

Annual Outreach Plan

The following is a sample Outreach Plan. Our outreach coordinators develop annual outreach plans and goals for their state's work with the state regulatory body to ensure that plans are in line with program goals.

2019-20 Hamilton State Outreach Plan
Maryland State TRS
Name of Outreach Coordinator

Outreach Plan Summary

The annual Outreach plan for your state is an internal document that helps the Outreach team track progress throughout each fiscal year. Within the Outreach Plan Summary, annual goals and target audiences should be included. The Summary should also include an explanation of how you plan to reach these goals, and how they will be measured. Requirements include:
o Direct outreach activities (presentations, exhibits, 1:1, RITE Relay Partner trainings) - 8 to 10 per month on average
o Performs additional outreach activities (field visits, networking, meetings, etc.)
o Participates in award programs and follows the guidelines as provided

2019-20 Outreach Activities

Outreach Activities	Quarterly Goal	Annual Goal	Q1 Results	Q2 Results	Q3 Results	Q4 Results	Total
Direct Outreach Activities							
Presentations	XX	XX	#REF!	#REF!	#REF!	#REF!	#REF!
Exhibits	XX	XX	#REF!	#REF!	#REF!	#REF!	#REF!
1:1 Outreach	XX	XX	#REF!	#REF!	#REF!	#REF!	#REF!
Relay Friendly Business Relay Partner	XX	XX	#REF!	#REF!	#REF!	#REF!	#REF!
TOTAL	XX	XXX	#REF!	#REF!	#REF!	#REF!	#REF!
Indirect Outreach Activities							
Field Visits	XX	XX	#REF!	#REF!	#REF!	#REF!	#REF!
Networking	XX	XX	#REF!	#REF!	#REF!	#REF!	#REF!
Cold Calls	XX	XX	#REF!	#REF!	#REF!	#REF!	#REF!
TOTAL	XX	XX	#REF!	#REF!	#REF!	#REF!	#REF!

2019-20 Primary Target Markets

Primary Target Market	Quarterly Goal	Q1 Results	Q2 Results	Q3 Results	Q4 Results	Total
Deaf Community	XX	#REF!	#REF!	#REF!	#REF!	#REF!
Speech to Speech users	XX	#REF!	#REF!	#REF!	#REF!	#REF!
Government Agencies	XX	#REF!	#REF!	#REF!	#REF!	#REF!
Maryland State Agencies	XX	#REF!	#REF!	#REF!	#REF!	#REF!
Health Care Providers and Facilities	XX	#REF!	#REF!	#REF!	#REF!	#REF!
TOTAL	XXX	#REF!	#REF!	#REF!	#REF!	#REF!

2019-20 Secondary Target Markets

Secondary Target Market	Quarterly Goal	Q1 Results	Q2 Results	Q3 Results	Q4 Results	Total
Local Businesses	XX	#REF!	#REF!	#REF!	#REF!	#REF!
Library Systems	XX	#REF!	#REF!	#REF!	#REF!	#REF!
School Systems	XX	#REF!	#REF!	#REF!	#REF!	#REF!
Other	XX	#REF!	#REF!	#REF!	#REF!	#REF!
TOTAL	XX	#REF!	#REF!	#REF!	#REF!	#REF!

2019-20 State Region Goals

Region(s)	Quarterly Goal	Q1 Results	Q2 Results	Q3 Results	Q4 Results	Total
Region 1 (Western)	XX	#REF!	#REF!	#REF!	#REF!	#REF!
Region 2 (Central)	XX	#REF!	#REF!	#REF!	#REF!	#REF!
Region 3 (Southern)	XX	#REF!	#REF!	#REF!	#REF!	#REF!
Region 4 (Northern Chesapeake)	XX	#REF!	#REF!	#REF!	#REF!	#REF!
Region 5 (Eastern Shore)	XX	#REF!	#REF!	#REF!	#REF!	#REF!
TOTAL	XX	#REF!	#REF!	#REF!	#REF!	#REF!

2019-20 Hamilton Program Goals

2019-20 National Outreach Programs

National CapTel Programs	Q1 Results	Q2 Results	Q3 Results	Q4 Results	Total
Hearing Healthcare Program	#REF!	#REF!	#REF!	#REF!	#REF!
Heroes with Hearing Loss Program	#REF!	#REF!	#REF!	#REF!	#REF!
Senior Care Program	#REF!	#REF!	#REF!	#REF!	#REF!
TOTAL	#REF!	#REF!	#REF!	#REF!	#REF!

National Outreach Program events are stimulated by the National CapTel Marketing Team

National Outreach Activities	Q1 Results	Q2 Results	Q3 Results	Q4 Results	Total
Installs	#REF!	#REF!	#REF!	#REF!	#REF!
National Events	#REF!	#REF!	#REF!	#REF!	#REF!
Field Visits	#REF!	#REF!	#REF!	#REF!	#REF!
TOTAL	#REF!	#REF!	#REF!	#REF!	#REF!

Awards Program	Name of Recipient	Date of Presentation	Number of Centers	Number of Nominees
Hamilton Deaf Community Leader Award				
Hamilton Better Hearing & Speech Month Leadership Award				
Hamilton Relay High School Scholarship Program				

Town Hall	Organization(s) Partnered With	Date of Town Hall	Number of Contacts	Number of Attendees
Hamilton Town Hall Meeting				

UPDATED- 6-28-19
Fiscal 2019-20

Customized Outreach Materials

We work with our states to ensure that the content, format, and method of communication to relay users is in line with the program goals. Informational and promotional materials are made readily available to our target audiences and relevant state and private agencies and organizations. Information is presented in a clear, concise manner and is designed to prompt further usage of relay, as well as contact with Customer Care. Examples of our materials have been included in **Attachment E.**

Promotional Materials

- TRS Brochures
- CapTel Brochures
- Display Materials
- Spanish TRS and CapTel Flyers
- Newsletters
- Bill Inserts and Directory Pages
- TRS Website
- CapTel Website
- Print Advertising
- TRS and CapTel Media Advertisement
- Braille Brochures (upon request)









Directory Pages and Bill Inserts



We develop and provide a bill insert annually for local exchange carriers and other public utilities to use in promoting Florida. This bill insert is designed for both business and residential customers. We have provided a sample of this year's insert in **Attachment E.**

We will develop and provide camera-ready materials for use in telephone directories by telephone companies throughout Florida. The suggested directory page we developed this year is included in **Attachment E.** As in our other states, we will work with local telephone companies of Florida to ensure they are provided with accurate and complete relay information for their telephone directories, including:

- How to use TRS
- The listing of TTY toll-free numbers
- Instructions on 711 access in the directory
- Providing relay information through their directory assistance services.

Description of Complaint Procedures in Printed Materials

Our Complaint Resolution procedures and FCC complaint processes are described on all of Hamilton's TRS websites and brochures.

Written Materials/Ownership

The State of Florida shall have the nonexclusive, royalty-free right to reproduce, publish, or otherwise use materials specifically prepared for the State of Florida during the term of this contract. All outreach, public relations, advertising, marketing, brochures, mailings, recordings, drawings, graphic representations, pictures, and other copyrightable material developed by Hamilton before this date shall remain the property of Hamilton including, but not limited to, any registered or pending trademarks/service marks.

Any future enhancements, variations, modifications, updates, or derivatives of the existing materials in print or other media shall remain the property of Hamilton. Any such materials developed in the future by Hamilton which are developed for purposes of Hamilton's relay service generally, and not designed or created specifically for and paid for by the State of Florida, shall remain the property of Hamilton.

Conclusion

We know that besides the technology required to provide functionally equivalent relay services, outreach is fundamental. As demonstrated throughout this section, we believe that the combination of relay and equipment training will in turn lead to empowered relay users. Through the type of outreach, the way we reach our target audiences, and the specialized outreach programs we have developed, we continue to lead our competitors in the quantity and quality of outreach activities performed. We continue to customize our outreach services to meet the individual needs of relay users and the general public.

Contact Information

How to Connect with Louisiana Relay

To place a call through Louisiana Relay, simply dial 711 or call one of the toll-free numbers below:

- TTY/Voice: 800-766-3777
- Speech-to-Speech (STS): 866-305-1344
- Spanish: 866-305-1343
  (Includes Spanish-to-Spanish. Translation between English and Spanish is available if both parties are within the State of Louisiana.)
- To call a 1-Line CapTel user, dial 877-243-2823 (English) or 866-217-3362 (Spanish).
  To call a 2-Line CapTel user, dial their phone number directly.

If you are traveling out of state or you are in a state that is not served by Hamilton Relay, you can place interstate calls with Hamilton by calling:

- TTY: 800-833-5833 (toll-free)
- Voice: 800-833-7833 (toll-free)

Access and Charges

Access Relay by dialing 711 or the associated toll-free number. Relay services are available 24 hours a day, seven days a week – with no restrictions on the length or number of calls made. It is free to access and use relay services. Long distance charges apply for long distance calls.

Additional contact information behind this page.

Customer Profile

Individual call handling preferences can be stored on file. These preferences include customized greetings, preferred connection option, speed dial numbers, slow type buffer, and more. User preferences are then automatically available to the Communication Assistant (CA) every time you make or receive a call. This can save on call processing time – connecting you with family, friends, and businesses in a more efficient and effective manner.

To create a customer profile online, visit www.LA-Relay.com and select *Customer Profile* to complete and submit your form. You may also contact Louisiana Relay Customer Care.

Louisiana Relay Service is powered through Hamilton Relay of Aurora, Nebraska – a national leader in providing high quality relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking. Hamilton Relay has been offering relay services since 1991 and has built a reputation for outstanding customer service, reliable technology, essential relay education and professional Communication Assistants.

That's what I'm talking about

HAMILTON relay

Louisiana Relay™

Now it's your call… anytime, anywhere with Louisiana Relay Service.



Louisiana Relay Service makes telephone conversations possible for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking on the phone.

Louisiana Relay Service is available at no cost, 24-hours a day, every day – making it possible for individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking to communicate over the telephone.*

Several relay service options are available to accommodate the needs of various users. Primarily, calls are conducted through the use of an assistive communications device such as a TTY, deaf-blind communicator, or other specialized equipment. Details regarding the available relay services in Louisiana can be found on the following pages or online at **www.LA-Relay.com.**

When you connect with Louisiana Relay Service, a Communication Assistant (CA) will facilitate your call – promptly, professionally and accurately. Whether you're connecting with family, friends or businesses, all relay calls are confidential and there are no records kept of relay conversations.



Contact Information (cont.)

Customer Care

If you have suggestions, comments or concerns, please contact:

Louisiana Relay Customer Care
P.O. Box 285
Aurora, NE 68818
Voice/TTY: 888-699-6869
Fax: 402-694-5110
E-mail: larelay@hamiltonrelay.com

If your expressed concern is not resolved to your satisfaction, please submit your concern in writing and mail to:

Relay Administration Board
Attn: President
P.O. Box 91154
Baton Rouge, LA 70821

Póngase en contacto con el Departamento de Servicio al Cliente del servicio de retransmisión de Louisiana para obtener más información sobre el servicio de retransmisión en español.

- Voz/TTY: 866-744-7471
- Fax: 402-694-5110
- Correo Electrónico: spanish@hamiltonrelay.com

Captioned Telephone Customer Service
English: 888-269-7477 • Spanish: 866-670-9134
E-mail: info@hamiltoncaptel.com

In addition, the Federal Communications Commission is available to serve you regarding relay issues.
Visit: www.fcc.gov

Equipment Distribution Program
The Louisiana Telecommunications Access Program provides specialized telecommunications equipment for qualifying Louisiana residents who are deaf, hard of hearing, deaf-blind or have difficulty speaking. To apply for specialized equipment, contact the Louisiana Commission for the Deaf:

Louisiana Commission for the Deaf
628 N. Fourth Street, 2nd Floor
Baton Rouge, LA 70806
Voice: 800-256-1523

Pay Phones
The Federal Communications Commission has ordered that all local relay calls made from a pay phone are free. Callers may simply dial 711 or the toll-free number for Relay. When placing a long distance relay call from a pay phone, the CA must be provided with a way to bill the call (a calling card, for example). Coins cannot be used to pay for a long distance relay call from a pay phone.

Emergency Calls
In the event of an emergency, call 911 or your local emergency services TTY number directly. Louisiana Relay will make every effort to assist in emergencies. Note that relay centers are not 911 centers and do not assume responsibility for the call.

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6 VCO (Voice Carry Over)
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26 Voice

Relay Service Information (inside back cover)

- How to Connect
- Access and Charges
- Customer Care
- Equipment Distribution Program
- Pay Phones
- Emergency Calls
- Customer Profile Instructions (back cover)

* *The relay service is provided at no cost. Equipment charges and standard long distance charges may apply.*

Maximizing Your Relay Experience

711: Easy, nationwide access to Relay.
711 is the national three-digit number for relay access (similar to 411 for information or 911 for emergencies). Simply dial 711 from wherever you are to be connected with Relay.

To ensure your calls are placed through your state's relay service, you may also dial the direct toll-free numbers found on the inside back cover.

Spanish Relay
All relay connection options are available in Spanish. Bilingual Communication Assistants (CA) are available to process Spanish-to-Spanish relay calls. Relay calls can be translated between Spanish and English if you and the person you are calling are both within the state. Additional information about services in Spanish can be found at www.hamiltonrelay.com/espanol/index.html

Customer Profile
Individuals may establish a variety of calling preferences that are automatically displayed for the CA. This can save on call-time and make relay calls smoother and easier.

To create your profile, please see the *Customer Profile* instructions on the back cover.

The Role of the Communication Assistant
All relay calls are kept confidential. The CA's sole function is to facilitate your call. Do not attempt to engage the CA in conversation; rather, address your comments directly to the person you are calling. The CA reads aloud everything typed and

types everything heard, including background noises or side comments.
The CA may also indicate sounds heard on the calls that are not conveyed through the conversation, such as: chuckling, crying, yawning, etc.

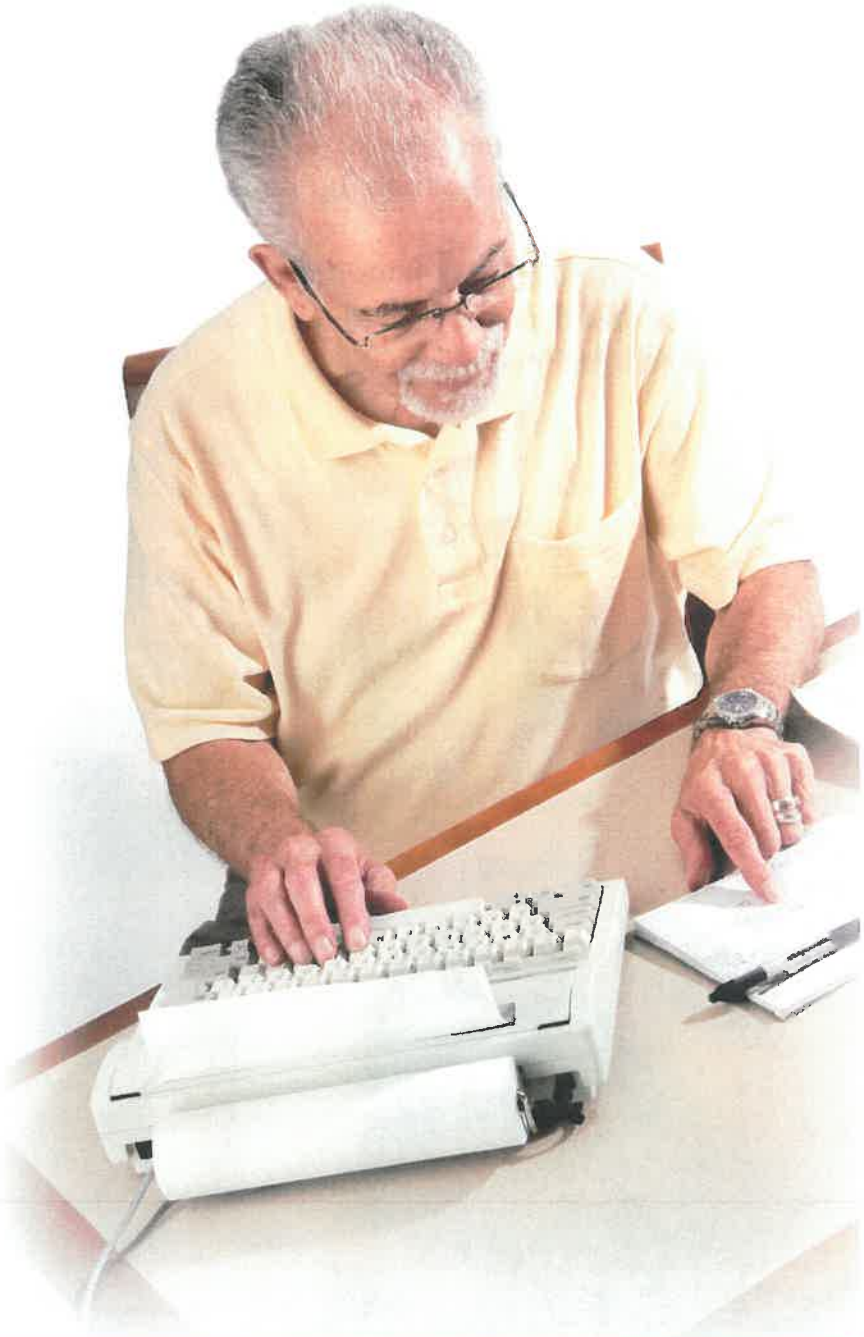
The use of *GA* and *SK*:
GA or *Go Ahead* is a term used in relay calls for turn-taking purposes. When a person hears or sees *GA*, they know it is their turn to respond.

SK or *Stop Keying* is a term used in relay calls to indicate that the conversation is over and it is time to hang up.



TTY (Text Telephone)

TTY (Text Telephone) is the most common way to connect to Relay - allowing a person who is deaf or hard of hearing to type their messages and read the other person's responses.



Making a TTY Call

Using a TTY

- Using your TTY, dial 711 or the toll-free number for your state. (Please see the inside back cover for details.)
- The Communication Assistant (CA) will answer by identifying the Relay and providing his/her CA number and gender. The CA will then type *NUMBER TO CALL PLS Q GA.*
- Provide the area code and telephone number you want to call and any additional instructions.
- Once the call is connected, the CA will ask the person you are calling if he/she is familiar with Relay. If the person is not, the CA will explain how Relay works before the conversation begins.
- The CA will type everything said by the other party, word for word, along with any background noises.
- When you see *GA,* it is your turn to respond. Type *GA* when you are ready for a response. The conversation will proceed in this manner until the call is complete.
- When you have completed your side of the conversation, type *GA to SK* and the CA will close your call.

VCO (Voice Carry Over)

Voice Carry Over (VCO) is an effective service for people who have hearing loss and use their voice on the phone. VCO users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.

Required Equipment To make and receive calls using VCO, you will need either a TTY or a specific VCO device such as the Ameriphone or Uniphone. This equipment will allow you to read telephone conversations on a screen and respond using your own voice.



Making a VCO Call

Using a TTY

- Using your TTY, dial 711 or the toll-free number for your state. (Please see the inside back cover for details.)
- After the Communication Assistant (CA) answers and identifies Relay, type: *VCO PLS GA.*
- Wait for the CA to type, *VCO ON GA* indicating that Voice Carry Over has been activated.
- Pick up the handset and speak to the CA providing the number of the person you wish to call, and any additional instructions. Say *GA* or *Go Ahead* and immediately place the handset back onto the TTY.
- The CA will ask the person you are calling if he/she is familiar with Voice Carry Over. If the person is not, the CA will explain how VCO works before the conversation begins.
- The CA types the response of the other person for you to read on your TTY screen. When you see *GA,* it is your turn to respond by picking up the handset and speaking to the other person.
- When you are ready for the other person to respond, say *GA* and place the handset back on the TTY. Turn-taking continues in this manner until the call is complete.



Using a VCO Device

- Connect to Relay by dialing 711 or the toll-free number for your state. (Please see the inside back cover for details.)
- When the Communication Assistant (CA) answers, simply press the *RLY MSG* button that sends a recorded VCO prompt.
- After the CA answers with *VCO ON GA*, provide the number you wish to call and then say *GA*.
- If necessary, the CA will explain how VCO works to the person you are calling.
- When the conversation is ready to begin, speak directly to the person you are calling and say *GA* when you are ready for a response. The CA types the response of the other person for you to read on your screen, and when you see *GA*, it is your turn to respond. Turn-taking continues in this manner until the call is complete.

Receiving a Call as a VCO User

People calling you can dial 711 or the toll-free number listed on the back page of this pamphlet. If you have not established a Customer Profile, answer incoming calls in one of the following two ways.

Answering Voice First

- Answer the call and say *VCO PLEASE GA*. Immediately connect your TTY or VCO device.
- The CA will send his/her CA number and gender, followed by *VCO ON GA*. You may then speak directly to the caller using *GA* to take turns.

Answering TTY or VCO Device First

- Connect your TTY and type *VCO PLS GA*.
- If you are using a VCO device, simply press the *RLY MSG* button that sends a recorded VCO prompt.
- The CA will send his/her CA number and gender, followed by *VCO ON GA*. You may then speak directly to the caller using *GA* to take turns.

Tips for VCO Users

- When connecting with the CA, do not press any other keys. Doing so will send TTY tones to the CA and may cause confusion about which call method you want to use (TTY or VCO).
- While the other party is speaking, be aware that the CA will not be able to hear you until the *GA* is given and it's your turn to speak.
- You may make as many consecutive calls as you wish. If you wish to make another call, simply inform the CA and provide the phone number.

2-Line VCO

This enhanced relay feature allows for a more interactive conversation by eliminating the use of *Go Ahead*. The CA does not identify Relay and is present only to type what's said by the other party. 2-Line VCO requires the use of two telephone lines, one of which must have 3-way conferencing capabilities.

HCO (Hearing Carry Over)

HCO (Hearing Carry Over) is especially useful for people who can hear, but who regularly or occasionally have difficulty speaking over the phone. HCO users listen directly to the person called and, through specialized equipment, type their responses to the other party.

Making an HCO Call

- Using your TTY, dial 711 or the toll-free TTY number for your state. (Please see the inside back cover for details.)
- When the Communication Assistant (CA) answers, type *HCO PLS GA.*
- Wait for the CA to both type and say *HCO ON GA,* which indicates that Hearing Carry Over has been activated.
- Type the telephone number for the person you wish to call and provide any additional instructions, followed by GA.
- Once the call is connected, everyone on the call will be able to hear each other. Be ready to listen for the voice of the person you are calling.
- The CA will ask the person you are calling if he/she is familiar with Hearing Carry Over. If the person is not, the CA will explain how HCO works before the conversation begins.
- When you hear the person say *Go Ahead,* type your response. The CA will read aloud your response to the other person. Turn-taking continues in this manner until the call is complete.
- To end your call, type *GA to SK* or simply type *Goodbye.*

Receiving a Call as an HCO User

- People calling you may dial 711 or the toll-free Voice number for your state. (Please see the inside back cover for details.)
- If a customer profile has been established, the calls you receive will automatically connect in HCO mode.
- If a customer profile has not been established, answer incoming calls by connecting your TTY and typing *HCO PLS GA*. The CA will then activate Hearing Carry Over and both type and say *HCO ON GA*.

2-Line HCO

This enhanced relay feature allows for a more interactive conversation by eliminating the use of *Go Ahead*. The CA does not identify Relay and is present only to read aloud what's typed by the HCO User. 2-Line HCO requires the use of two telephone lines, one of which must have 3-way conferencing capabilities.



DBS (Deaf-Blind Service)

DBS (Deaf-Blind Service) allows people with combined hearing and vision loss to place and receive telephone calls. DBS users type their messages and read the other person's responses, typed by the Communication Assistant (CA), on a braille display.

Required Equipment

Specialized telecommunications equipment is required, such as a TeleBraille or deaf-blind communicator.



Making a DBS Call

- Using your specialized equipment, dial 711 or the toll-free number for your state. (Please see the inside back cover for details.)
- The CA will answer by identifying Relay and typing *NUMBER TO CALL PLS Q GA.*
- Provide the area code and telephone number you want to call, as well as any additional instructions.
- Once the call is connected, the CA will type everything said by the other party word for word, along with any background noises.
- When you read *GA,* it is your turn to respond. Type your message and add *GA* when you are ready for a response. The conversation will proceed in this manner until the call is complete.
- When you have completed your side of the conversation, type *GA to SK* to close your call.

Slow Type Buffer: A feature used in DBS which allows the CA to type at a normal pace, while sending text to your device at a speed dictated by you (see note below). CAs have the ability to turn this feature on or off on a per call basis.

Note: *The Slow Type Buffer is a common feature used in DBS. You can establish the pace of which text is sent to you by completing a Customer Profile form, or by indicating your preference to the CA before your call. In addition, the CA is able to adjust the speed for you at any time throughout your call.*

STS (Speech-to-Speech)

STS (Speech-to-Speech) is especially useful for people who have difficulty speaking or being understood on the telephone. STS Relay involves specially trained Communication Assistants (CA) who are familiar with the speech patterns of a wide variety of individuals who have difficulty being understood.

Required Equipment

Special telephone equipment is not needed for Speech-to-Speech calls since STS users may use their own voice or an AAC (Augmentative and Alternative Communication) device to communicate.

Making a Call

- Dial 711 or the toll-free STS number for your state. (Please see the inside back cover for details.)
- Provide the CA the number you wish to call, plus any special instructions.
- The CA will ask the person you are calling if he/she is familiar with STS. If the person is not, the CA will explain how STS works before the conversation begins.
- Upon request, the CA will repeat your part of the conversation, in short phrases, and will work closely with you to ensure your entire conversation is understood.
- Say *Go Ahead* or *GA* each time you are finished speaking and are ready for a response. The conversation will proceed in this manner until the call is complete.

- To end your call, say *GA to SK* or simply say *Goodbye.*

Tips for STS Users

- Establish a Customer Profile to store helpful information about your calls. This will allow the CA to process your calls more efficiently. (See back cover.)
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you want before the call is placed.
- If you reach an answering machine, the CA will request and verify your full message and then call back to leave that message.
- It is helpful if you pause while the CA repeats your part of the conversation.
- You or the person you are calling may request that the CA remain in the background. If you need the CA to assist at any time during the call, you must request the CA to do so. This is especially helpful when calling family, friends or others who are familiar with your speech.
- There is no time limit and you may make as many consecutive calls as you want. You should not be concerned with the length of time a call may take.
- You may request a male or female CA and as long as one is available, your request will be honored.

Additional STS offerings may be available in your state. Please contact Customer Care to learn more.

CapTel® (Captioned Telephone)

What is Captioned Telephone?

Captioned Telephone (CapTel) is a service available at no cost* that allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. Through the use of a uniquely designed captioned telephone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the CapTel phone, just moments after the other party has spoken.

This state-of-the-art technology:

- Eliminates the struggle of using the phone due to difficulty hearing.
- Allows for natural conversations.
- Provides a truly interactive calling experience.

* The captioning service is provided at no cost. Equipment charges and standard long distance charges may apply.

CapTel User



CapTel user places and receives calls using a CapTel phone that displays text of the other party's conversation.

Who benefits from Captioned Telephone?

- People who experience significant hearing loss and have understandable speech.
- People who communicate with individuals who experience difficulty hearing over the phone

Required Equipment

In order to make a Captioned Telephone call, a CapTel phone, telephone service and standard electrical power are needed. Internet-based CapTel model phones are also available and require telephone service, standard electrical power and a high-speed Internet connection.

Connecting with CapTel



Captioning Center Operator converts everything the standard phone user says into captions using voice recognition technology.

Captioning Service



Other Party

Family, friends and businesses use a standard phone to communicate with CapTel users.

How it Works

Captioned Telephone service works through the use of a CapTel phone which functions like a traditional phone, with an essential difference: it displays every word the other party says throughout the conversation.

Behind the scenes, a specially trained operator uses voice recognition technology to generate captions by repeating what the standard phone user says.* Captions appear on the bright, easy-to-read display screen of the CapTel phone.

So if you just can't hear on the phone, now you can read as well as listen to what's said for increased clarity on every call.

Placing and Receiving CapTel Calls

It's easy to place and receive calls using CapTel.

CapTel Model 840 Phone *One telephone line (standard analog line or DSL with filter) and standard electrical power required.*

All outgoing calls you make are automatically captioned. Just dial the number of the person you are calling and make sure the red light around the CAPTIONS button on your CapTel phone is on. For incoming calls you may choose to receive captions in either 1-line or 2-line mode.

1-line CapTel Mode (one telephone line connected to your CapTel phone)

- In order for you to receive captions, callers must first dial the toll-free captioning service 1-877-243-2823 (English) or 1-866-217-3362 (Spanish) and then enter your phone number.

- When your CapTel phone rings, with the CAPTIONS button on, simply answer the phone and the captions will appear shortly thereafter.

2-line CapTel Mode (two telephone lines connected to your CapTel phone)

- Calls received are automatically captioned.
- Callers simply dial your phone number directly.
- When your CapTel phone rings, with the CAPTIONS button on, simply answer the phone and the captions will appear shortly thereafter.

Hamilton CapTel 2400i



Hamilton CapTel 840i

CapTel Models 840i and 2400i Phones

One telephone line (can be standard analog, digital, DSL with filter, VoIP or FIOS) and high speed Internet required.

Calls are placed and received in the same manner as CapTel calls in 2-line mode. The only difference is that the CapTel 840i and 2400i model phones require one telephone line as well as high speed Internet (Wired/Ethernet or WiFi). In order to receive captions, make sure that the light around the CAPTIONS button is illuminated.

* *All calls are strictly confidential and no records of any conversations are maintained.*

Comparison Chart

	CapTel Model 840 (1-Line)
Number of Lines	Requires one standard (analog) telephone line or DSL with an analog filter.
How Calls are Managed	Spoken conversations and captions provided through one telephone line.
Captioning	Captions must be turned on for each call. A red light indicates that captions are "on". Adjustable font sizes and colors available for display screen.
Outgoing Calls	Outgoing calls are automatically routed through the CapTel Captioning Center.
Calling a CapTel User	People calling the CapTel user must first dial the toll-free number for CapTel; then dial the CapTel user's phone number when prompted.
Calling Features	Call-waiting and automatic call back (*69) are not supported with captions on.
Three-Digit Dialing *Note that three-digit dialing codes are available in most states and allow quick and convenient access to important services.*	CapTel users are able to dial three digit numbers such as 211 and 411 directly from the CapTel phone.
911 Calls *Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911*	Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the CapTel Captioning Center. Calls are processed as VCO* calls whereby the 911 call-taker can hear everything you say, and then types his/her response which appears on the CapTel display screen. You speak directly into the handset, as you would with any other CapTel call.

** VCO stands for "Voice Carry Over", a service that allows callers to speak for themselves and read typed responses.*

CapTel Model 840 (2-Line)	CapTel Models 840i and 2400i
The first telephone line can be analog or DSL with an analog filter, Digital Cable or VoIP. The second line must be an analog telephone line or DSL with an analog filter.	Requires a telephone line (can be analog, digital, DSL with filter, VoIP or FIOS) and a high-speed Internet connection (Wired/Ethernet or Wi-Fi).
Spoken conversation is provided on one line; captions are provided on the second line.	Spoken conversation is provided through the telephone line; captions are provided through the high-speed Internet connection.
Captions can be turned on or off at any point in the conversation. Adjustable font sizes and colors available for display screen.	Captions can be turned on or off at any point in the conversation. Adjustable font sizes and colors available for display screen.
Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center.	Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center
People calling the CapTel user dial that person's number directly.	People calling the CapTel user dial that person's number directly.
Call-waiting and automatic call back (*69) can be used.	Call-waiting and automatic call back (*69) can be used.
Three-digit dialing functions the same in 1-Line or 2-Line mode.	CapTel users are able to dial three digit numbers such as 211 and 411 directly from the CapTel phone.
Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the second line.	Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the high-speed Internet connection.

Receive Captioned Telephone Calls While on the Go

The same captioned telephone technology that generates captions on a CapTel phone is available on a smartphone, tablet or computer through Louisiana Relay's service provider, Hamilton Relay. With additional ways to receive captions while on the go, making and receiving calls is more accessible than ever. Solutions are available for PC and Mac computers, smartphones and tablets and all options are available 24 hours a day, 7 days a week.

Register for a Hamilton CapTel Account

The first step in accessing Hamilton CapTel on your computer, smartphone or tablet is to set up an account. This simple, one-time process allows you to place and receive captioned calls any time you are logged in with Hamilton CapTel. To register for a Hamilton CapTel Account, visit: www.HamiltonCapTel.com/Register.

When you register, you have the opportunity to obtain a Hamilton CapTel Call Me # which is a personal phone number that makes it possible to receive calls with captions whenever you are logged in to your account – whether on a computer, smartphone or tablet. You can share your Call Me # with family, friends and businesses so that they can call you directly without first having to call the toll-free access number at the captioning center to reach you.

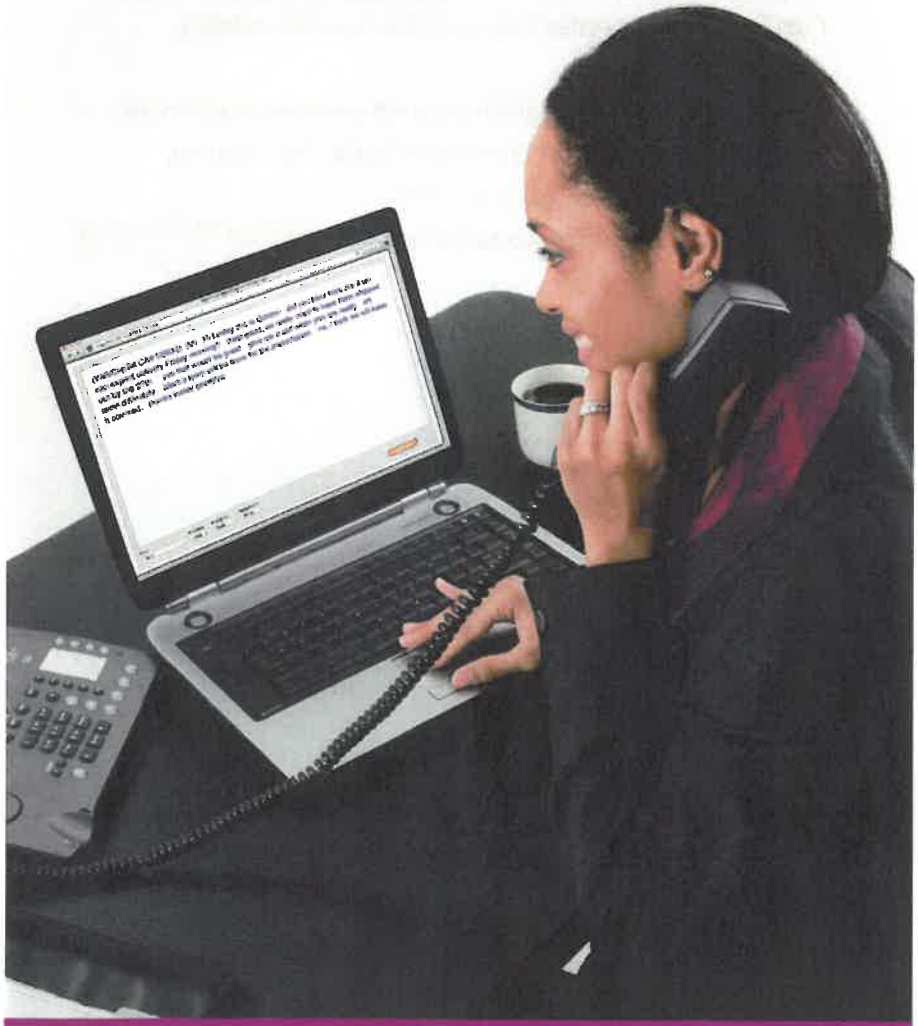
Once an account has been set up, you can choose any or all of the following options.

Internet Protocol Captioned Telephone Service (IP CTS) is regulated and funded by the Federal Communications Commission (FCC) and is designed exclusively for individuals with hearing loss. To learn more, visit www.fcc.gov.

Hamilton CapTel for PC/Mac:

See every word a caller says right on the screen of your PC/Mac. All that's required is a computer with Internet browser, high-speed Internet, any phone, and your Hamilton CapTel Account.

On your PC/Mac, simply log in to your Hamilton CapTel Account by visiting www.HamiltonCapTel.com/Login. Enter the telephone number of the phone you will be using for the call, as well as the telephone number of the person you are calling, then click on the "Place Call" button.



Hamilton CapTel for Smartphones:

Hamilton CapTel for Smartphones lets you place and receive captioned calls on a single mobile device. All that's required is a compatible smartphone, the Hamilton CapTel App and your Hamilton CapTel Account. A hearing aid or cochlear implant compatible hands-free headset can be used to listen to what's being said while you view captions on the screen of your smartphone.

Search for Hamilton CapTel through the app store for your smartphone and download the app to your phone. To place a captioned call, simply log in to the Hamilton CapTel App and enter the number you are calling.

Find out which smartphones and wireless networks are compatible with Hamilton CapTel by visiting: www.HamiltonCapTel.com and selecting the Smartphone Selector.

SmartPhone SELECTOR



Voice and/or data plans may be required when using Hamilton CapTel on a smartphone.

Hamilton CapTel for Tablets:

Using your iPad or Android tablet, any telephone and a high-speed Internet connection, you can receive captions on the screen of your tablet. Download the Hamilton CapTel App from the app store for your tablet. To place a call, log in to the Hamilton CapTel App call screen and enter the number of the person you are calling in the "Number to Dial" box.

How Does it Work?

In general, when you place a call from your computer, smartphone or tablet, once you click on "Place Call", you will receive a call on your phone from the captioning center. You must answer this call in order to receive captions. Once you answer, the number of the person you are calling will automatically be dialed. A captioning screen will then appear on your computer, smartphone or tablet – allowing you to view captions of everything the other person says. As the call proceeds, you can listen to the extent you are able to and respond by speaking directly to the other person.

For More Information:

To learn more about Hamilton CapTel, please visit www.HamiltonCapTel.com. If you have questions or need assistance, please contact Hamilton CapTel Customer Care at 877-455-4227 or info@hamiltoncaptel.com.

Hamilton CapTel may be used to make 911 calls, but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit www.HamiltonCapTel.com/911.

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iPhone, iPad and Mac are trademarks of Apple Inc.

Voice

Voice Relay allows standard phone users to communicate with individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking and who may use a TTY, TeleBraille, or other assistive telecommunications device. A Communication Assistant (CA) facilitates the call by relaying messages between the individuals, according to their communication needs.

Making a Call

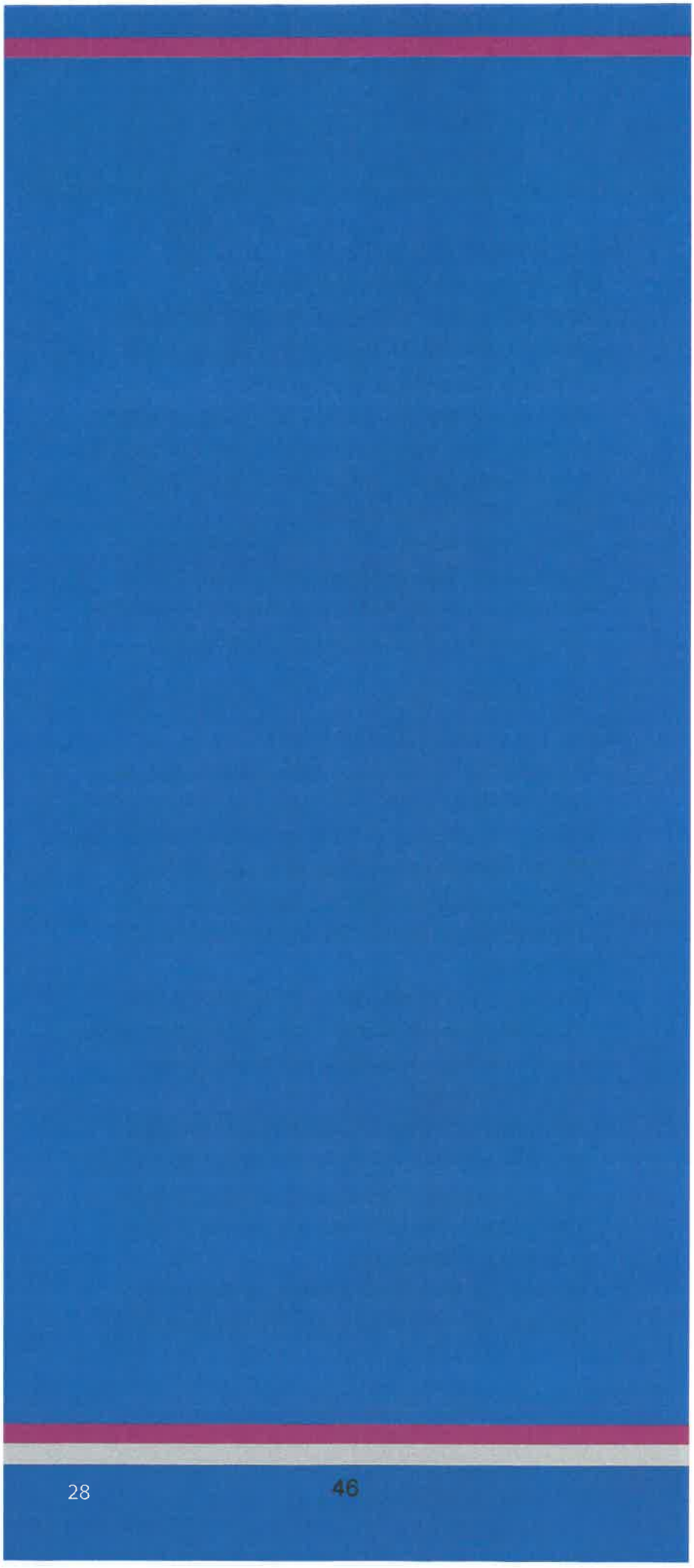
- Dial 711 or the toll-free number for your state. (Please see the inside back cover for details.)
- The CA will answer with his/her identification number and ask for the number you wish to call.
- Provide the area code and telephone number you wish to call, along with any special instructions.
- All messages are relayed word for word. The person you are calling may also be made aware of any audible background noises or conversations occurring near you.
- The CA will facilitate the conversation through a turn taking process. When it is your turn, speak directly and clearly to the person you are calling and say *GA* or *Go Ahead* when you are ready for a response. The other party will begin their message and when you hear the words *GA* or *Go Ahead,* it is your turn to speak again.
- To end your call, say *GA to SK* or simply say *Goodbye.*

Receiving a Relay Call

- When you pick up the phone and hear *This is Relay Service,* someone who may be deaf, deaf-blind, hard of hearing or have difficulty speaking is on the line.
- The CA will give his/her identification number and ask if you have received a relay call before. If necessary, the CA will explain the process before connecting the call.
- The conversation will proceed in the same manner as when making a relay call; say *Go Ahead* or *GA* to indicate you are done speaking and say *GA to SK* to end the conversation.

Tips for Voice Relay Users

- Provide the CA with as much information as possible before your call begins, such as the name of the person you are calling, so that the CA may ask for him/her when the call is answered.
- You may request a male or female CA – and depending on availability, your request will be honored.
- Once you are connected to the person you are calling, speak slower than usual and wait a few moments for a response as there may be a slight delay.
- If you have a series of questions, it is helpful to ask them one at a time, allowing the person you are calling to respond to each question individually. This will reduce any confusion or misunderstandings.
- There is no time limit on calls, and you may make as many consecutive calls as you wish.



LA-Relay.com

Louisiana Relay™

See what they say® with Captioned Telephone



Captioned Telephone allows individuals who have difficulty hearing on the phone to listen while reading captions of what's said to them.

What is Captioned Telephone?

Captioned Telephone (CapTel) is a service available at no cost* that allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. Through the use of a uniquely designed CapTel phone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the CapTel phone, just moments after the other party has spoken.

This state-of-the-art technology:

- Eliminates the struggle of using the phone due to difficulty hearing.
- Allows for natural conversations.
- Provides a truly interactive calling experience.

* The captioning service is provided at no cost. Equipment charges and standard long distance charges may apply.

CapTel User



CapTel user places and receives calls using a CapTel phone that displays text of the other party's conversation.

Who benefits from Captioned Telephone?

- People who experience significant hearing loss and have understandable speech.
- People who communicate with individuals who experience difficulty hearing over the phone.

Required Equipment

In order to make a Captioned Telephone call, a CapTel phone, telephone service and standard electrical power are needed. Internet-based CapTel model phones are also available and require telephone service, standard electrical power and a high-speed Internet connection.

Connecting with CapTel



Captioning Center Operator converts everything the standard phone user says into captions using voice recognition technology.

Family, friends and businesses use a standard phone to communicate with CapTel users.

How it Works

Captioned Telephone service works through the use of a CapTel phone which functions like a traditional phone, with an essential difference: it displays every word the other party says throughout the conversation.

Behind the scenes, a specially trained operator uses voice recognition technology to generate captions by repeating what the standard phone user says.* Captions appear on the bright, easy-to-read display screen of the CapTel phone.

So if you just can't hear on the phone, now you can read as well as listen to what's said for increased clarity on every call.

Placing and Receiving CapTel Calls

It's easy to place and receive calls using CapTel.

CapTel Model 840 Phone

One telephone line (standard analog line or DSL with filter) and standard electrical power required.

All outgoing calls you make are automatically captioned. Just dial the number of the person you are calling and make sure the red light around the CAPTIONS button on your CapTel phone is on. For incoming calls you may choose to receive captions in either 1-line or 2-line mode.

1-line CapTel Mode (one telephone line connected to your CapTel phone)

- In order for you to receive captions, callers must first dial the toll-free captioning service 1-877-243-2823 (English) or 1-866-217-3362 (Spanish) and then enter your phone number.

- When your CapTel phone rings, with the CAPTIONS button on, simply answer the phone and the captions will appear shortly thereafter.

2-line CapTel Mode (two telephone lines connected to your CapTel phone)

- Calls received are automatically captioned.
- Callers simply dial your phone number directly.
- When your CapTel phone rings, with the CAPTIONS button on, simply answer the phone and the captions will appear shortly thereafter.

Hamilton CapTel 2400i



Hamilton CapTel 840i

CapTel Models 840i and 2400i Phones

One telephone line (can be standard analog, digital, DSL with filter, VoIP or FIOS) and high speed Internet required.

Calls are placed and received in the same manner as CapTel calls in 2-line mode. The only difference is that the CapTel 840i and 2400i model phones require one telephone line as well as high speed Internet (Wired/Ethernet or WiFi). In order to receive captions, make sure that the light around the CAPTIONS button is illuminated.

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Comparison Chart

	CapTel Model 840 (1-Line)
Number of Lines	Requires one standard (analog) telephone line or DSL with an analog filter.
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CapTel Model 840 (2-Line)	CapTel Models 840i and 2400i
The first telephone line can be analog or DSL with an analog filter, Digital Cable or VoIP. The second line must be an analog telephone line or DSL with an analog filter.	Requires a telephone line (can be analog, digital, DSL with filter, VoIP or FIOS) and a high-speed Internet connection (Wired/Ethernet or Wi-Fi).
Spoken conversation is provided on one line; captions are provided on the second line.	Spoken conversation is provided through the telephone line; captions are provided through the high-speed Internet connection.
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Register for a Hamilton CapTel Account:

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Hamilton CapTel for Smartphones:
Hamilton CapTel for Smartphones lets you place and receive captioned calls on a single mobile device. All that's required is a compatible smartphone, the Hamilton CapTel App and your Hamilton CapTel Account. A hearing aid or cochlear implant compatible hands-free headset can be used to listen to what's being said while you view captions on the screen of your smartphone.

Search for Hamilton CapTel through the app store for your smartphone and download the app to your phone. To place a captioned call, simply log in to the Hamilton CapTel App and enter the number you are calling.

Find out which smartphones and wireless networks are compatible with Hamilton CapTel by visiting: www.HamiltonCapTel.com and selecting the Smartphone Selector.

SmartPhone SELECTOR



Voice and/or data plans may be required when using Hamilton CapTel on a smartphone.

Hamilton CapTel for Tablets:
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How does it work?
In general, when you place a call from your computer, smartphone or tablet, once you click on "Place Call", you will receive a call on your phone from the captioning center. You must answer this call in order to receive captions. Once you answer, the number of the person you are calling will automatically be dialed. A captioning screen will then appear on your computer, smartphone or tablet – allowing you to view captions of everything the other person says. As the call proceeds, you can listen to the extent you are able and respond by speaking directly to the other person.

For more information:
To learn more about Hamilton CapTel, please visit www.HamiltonCapTel.com. If you have questions or need assistance, please contact Hamilton CapTel Customer Care at 877-455-4227 or info@hamiltoncaptel.com.

Hamilton CapTel may be used to make 911 calls, but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit www.HamiltonCapTel.com/911.

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Connect with Louisiana Relay and CapTel® Service

For information regarding CapTel equipment available on loan through Louisiana Commission for the Deaf, contact:

Louisiana Commission for the Deaf
628 North Fourth Street, 2nd Floor
Baton Rouge, LA 70806
Voice: 800-256-1523 (Toll-Free)

Customer Care - Available 24/7
If you have suggestions, comments or concerns, please contact:
Louisiana Relay CapTel
Customer Care
P.O. Box 285 • Aurora, NE 68818
English: 888-269-7477 • **Spanish:** 866-670-9134
Fax: 402-694-5110
E-mail: larelay@hamiltonrelay.com

If your expressed concern is not resolved to your satisfaction, please submit your concern in writing and mail to:
Relay Administration Board
Attn: President
P.O. Box 91154 • Baton Rouge, LA 70821

In addition, the Federal Communications Commission is available to serve you regarding relay issues.
Visit: www.fcc.gov

Louisiana Relay is powered through Hamilton Relay of Aurora, Nebraska – a national leader in providing high quality relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

HAMILTON relay

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Louisiana Relay

Hi! My name is <Enter Your Name>

To call me, please use Louisiana Relay by dialing 7-1-1 from your home, business or mobile telephone.*

Ask the Communication Assistant to call me at: <Enter Phone Number>

* Relay enables people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled to use the telephone. There is no charge to access Louisiana Relay.

Louisiana Relay

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Louisiana Relay

When our relay conversation begins:

- Speak directly to me in a clear manner. Everything you say is being typed, word-for-word, so that I may read it.
- Say *"Go Ahead"* or *"GA"* to indicate it is my turn to talk.

Louisiana Relay Customer Service
9107 Bluebonnet Centre Blvd.
Baton Rouge , LA 70809
Voice or TTY:
1.888.699.6869

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Voice or TTY:
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Relay Friendly Business

Welcome to the Relay Friendly Business program.

Dear Xxxxxxxxx,

In becoming a Relay Friendly Business, you'll discover that relay users are customers with money to spend. By answering relay calls, your organization can:

- Bring new money into your business
- Attract more customers and increase customer loyalty
- Receive more referrals to your business from others

You can positively impact relay users by making Relay Friendly Business training a part of your employee development plans, and by telling friends and business associates about the program.

We thank you for your participation. Should you have any additional questions, please don't hesitate to call me at XXX.XXX.XXXX.

Taking calls placed through Louisiana Relay is simply good business.

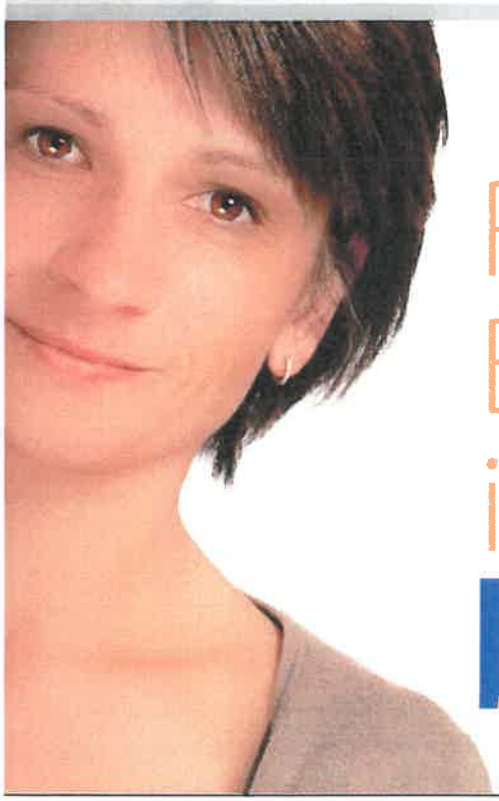
Sincerely,

Name
Title
Louisiana Relay

Louisiana Relay

Louisiana Relay Customer Care
P.O. Box 285
Aurora, NE 68818
1.888.699.6869 Voice/TTY
1.225.293.3583 Fax
larelay@hamiltonrelay.com
la-relay.com

Relay Friendly Business



Relay Friendly Business is **good business.**

Making a telephone call to schedule an appointment, order take-out food or check an account balance is a part of everyday life. For individuals who have difficulty hearing or speaking over the phone and use Relay services to make calls, these everyday contacts can sometimes cause frustration if a business or organization is not familiar with Relay and how it works.

With the goal of educating businesses on how to recognize a Relay call and the benefits of staying on the line, Louisiana Relay offers a training program to businesses and their employees called the Relay Friendly Business program.

To become a Relay Friendly Business or to recommend a business for training, contact Louisiana Relay Customer Care at larelay@hamiltonrelay.com.

Louisiana Relay™

For more information contact: **Louisiana Relay Customer Care** • P.O. Box 285 • Aurora, NE 68818
1.888.699.6869 TTY/Voice • 1.402.694.5110 Fax • larelay@hamiltonrelay.com • la-relay.com

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Relay Friendly Business



Protect your business

Suspicious calls can be received through various means of communication, including relay.

Relay service is intended for use by individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking. Unfortunately, there are people who take advantage of relay services by posing as a relay user in order to conceal their identity and trick businesses into selling them large quantities of merchandise.

There are various ways in which people access relay services to place or receive calls: through a computer, standard telephone, mobile device, or an assistive communications device. As relay calls are facilitated by a Communication Assistant, you are not able to hear the voice of the person on the other end, in most cases. Therefore, it is very important for you to feel comfortable in knowing exactly with whom you are speaking.

Here are a few tips to help determine whether your callers are placing legitimate orders or if they are attempting to scam your business.

Louisiana Relay

It is wise to gather as much information as you can about the caller. Always ask for the caller's full name, address and telephone number. Put procedures in place so that you can verify the credit card information provided.

Hamilton Relay and the Federal Communications Commission (FCC) are taking steps to prevent the misuse of relay and the Federal Trade Commission (FTC) has instructed that persons who have been defrauded should contact the FTC directly at www.FTC.gov or 877-FTC-HELP.

To read the FCC's statement online, please visit www.fcc.gov/cgb/consumerfacts/iprelayfraud.html

Be suspicious if callers:

- Refuse to identify themselves or give a company name
- Refuse to provide a telephone number
- Order large quantities of products, possibly "whatever you have in stock"
- Want the goods shipped immediately through a third party and/or to an overseas location
- Supply multiple credit cards as one or more are declined
- Cannot provide the credit card verification code (the three digit number on the back of the card)
- Wish to pay with a certified check (as a precaution, wait until funds are cleared before shipping merchandise)

For more information contact: **Louisiana Relay Customer Care** • P.O. Box 685 • Aurora, NE 68818
1.888.699.6869 Voice/TTY • 1.225.293.3583 Fax • larelay@hamiltonrelay.com • la-relay.com

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Relay Friendly Business

THIS CERTIFIES THAT

_____

has successfully completed the requirements of the Relay Friendly Business Program and is trained to place and receive relay calls to and from individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

We hereby welcome them as a Relay Friendly Business and acknowledge their time, effort, and commitment to serving their customers.

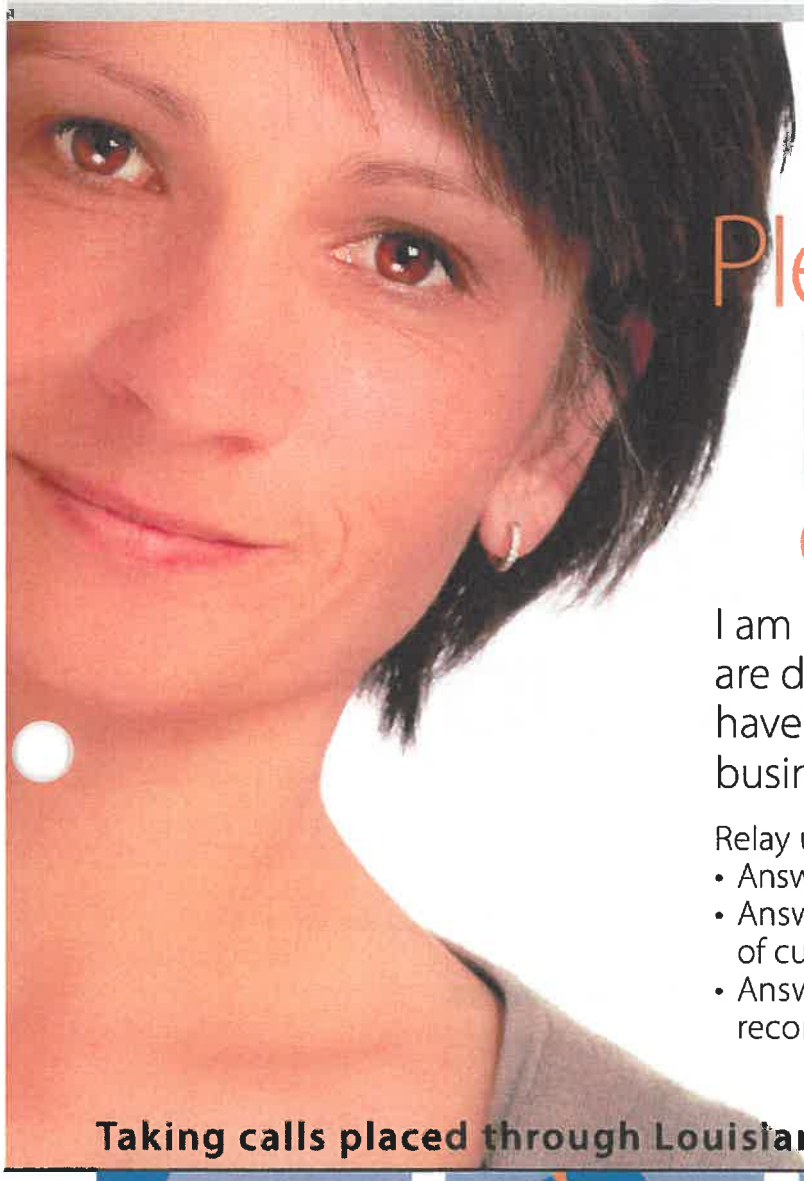
Signed _____

Date _____

Louisiana Relay

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Relay Friendly Business



Please don't hang up on me.

I am one of thousands of individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking wanting to do business with your company.

Relay users are customers with money to spend.

- Answering relay calls can mean increased revenue
- Answering relay calls can increase the number of customers you serve
- Answering relay calls can result in the recommendation of your business to others

Taking calls placed through Louisiana Relay is simply good business.



Relay Caller
The relay caller places a call using relay primarily through the use of an assistive communications device.

Communication Assistant
The Communication Assistant speaks and/or types what's said between callers.

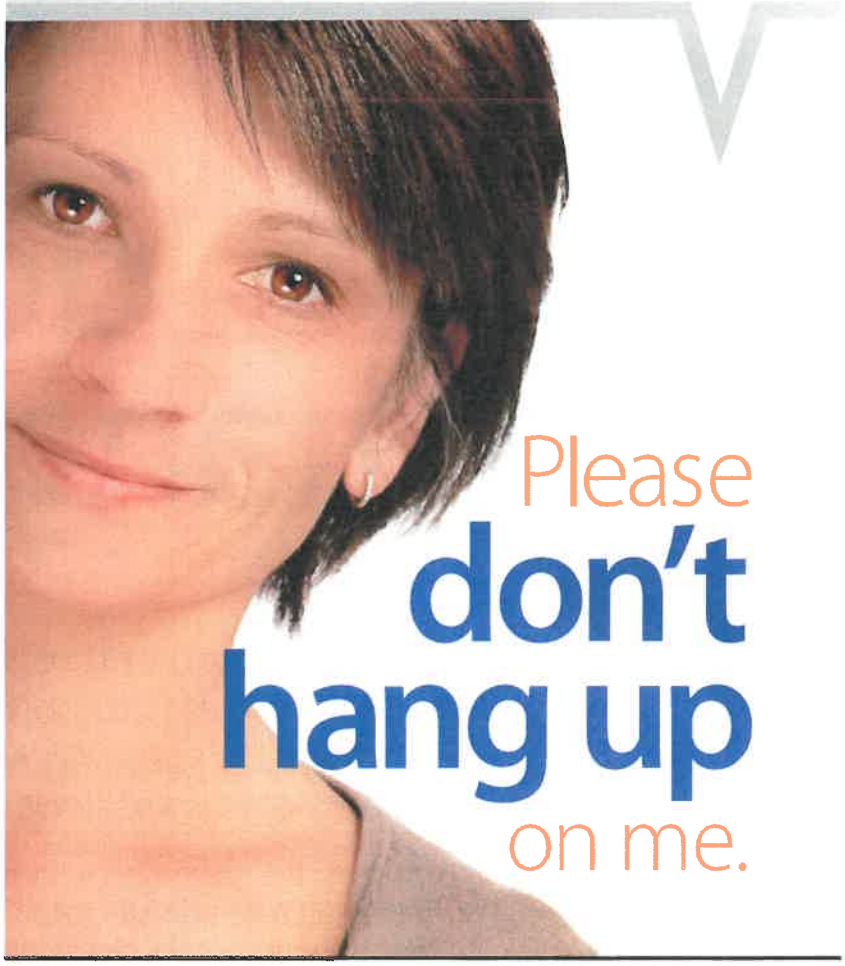
You
Speak as you normally would, just a little slower and say, "go ahead" when you're ready for a response. Turn taking continues in this manner until the call is complete.

Louisiana Relay™

For more information contact: **Louisiana Relay Customer Care** • P.O. Box 285 • Aurora, NE 68818
1.888.699.6869 Voice/TTY • 1.225.293.3583 Fax • larelay@hamiltonrelay.com • la-relay.com

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Relay Friendly Business



Become a Relay Friendly Business

Relay calls are from individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking. By becoming a relay friendly business you'll discover that relay users are customers with money to spend.

- Answering relay calls can mean **increased revenue**
- Answering relay calls can **increase the number of customers you serve**
- Answering relay calls can result in the **recommendation of your business to others**

Relay Friendly Business

You can help your organization be a **Relay Friendly Business** by understanding how a relay call works.



The relay caller places a call using relay primarily through the use of an assistive communications device.



A Communication Assistant then speaks and/or types what is said between you and the relay caller.



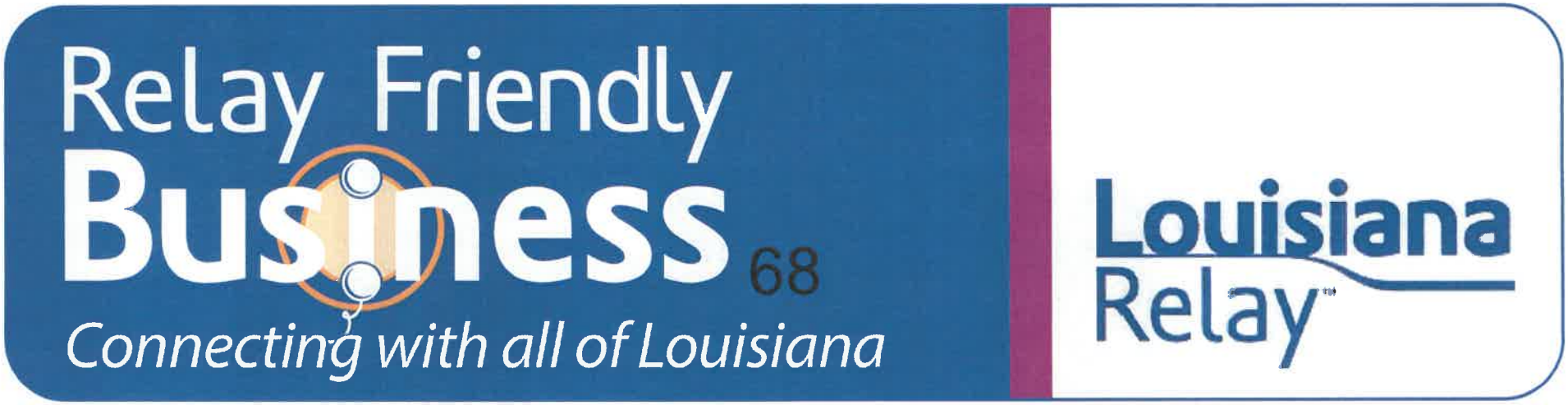
Speak as you normally would, just a little slower and say, "go ahead" when you're ready for a response. Turn taking continues in this manner until the call is complete.

Seem easy? **It is!**

Becoming relay friendly is good for business.

Louisiana Relay

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P.O. Box 285 • Gretna, NE 68818 • 1.888.699.6869 Voice/TTY
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Relay Friendly
Business 68
Connecting with all of Louisiana
Louisiana
Relay

Relay Friendly Business

Connecting with all of Louisiana

Louisiana Relay™

Important Information Regarding Louisiana Relay

Louisiana Relay:
Louisiana Relay is a public service that guarantees all citizens access to prompt, professional and precise communication through a telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone. This helps ensure the ability to connect with family, friends or businesses with ease.

How Louisiana Relay works:
Dial 711 or the toll-free number listed below to connect with Louisiana Relay. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call before starting to relay the conversation. Generally, the CA will voice the typed message from the text telephone (TTY) user to the person on the other end. The CA then relays the spoken words by typing any responses back to the TTY user.

Specialized Services:
Louisiana Relay offers specialized services for individuals with speech disabilities and for Spanish-speaking residents which includes Spanish to English translation. Specially trained CAs are on hand to assist in these types of calls. Since Louisiana Relay offers a variety of services please refer to the website provided or call Louisiana Relay Customer Care for more details.

Captioned Telephone:
Captioned Telephone is ideal and available for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one essential difference: it allows users to listen to their phone conversations while reading captions of what's being said to them.

Access to Services:
Both 711 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 711 while trying to reach Louisiana Relay, please call Louisiana Relay Customer Care. All TRS and English Captioned Telephone services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 7:00 a.m. to 11:00 p.m. CST. Consumers may place relay calls to English-speaking and Spanish speaking individuals within Louisiana, across the United States and even internationally. Conversations are handled with strict confidentiality.

To place a call using Louisiana Relay, dial 711 or dial one of the toll-free numbers below:

TTY: 800-846-5277
Voice: 800-947-5277
Spanish: 800-737-1813
Speech-to-Speech: 888-272-5530

Customer Care Information:
888-699-6869 V/TTY
866-744-7471 Spanish V/TTY
1006 12th Street
Aurora, NE 68818

LARelay@HamiltonRelay.com
LA-Relay.com

Captioned Telephone

Customer Service: 888-269-7477
To call a Captioned Telephone user, dial:
711 or 877-243-2823

Special points of interest:

Equipment Distribution Program
Louisiana residents who have difficulty hearing or speaking that require the use of a text telephone (TTY), TeleBraille or amplification equipment may be eligible for the Telecommunications Access Program (TAP). To see if you or someone you know qualifies for this program, call 800-256-1523 (Voice) or visit the website of the Louisiana Commission for the Deaf at: http://ldh.la.gov/index.cfm/page/318.

Emergency Calls
Please note that 711 can only be used to reach Louisiana Relay. In an EMERGENCY you should continue to use 911. In an emergency, call 911 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY and are prepared to handle emergency calls placed in this manner. Louisiana Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.

Louisiana Relay

What is Louisiana Relay?
Louisiana Relay is a public service that guarantees all citizens access to prompt, professional and precise communication through a telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone. This helps ensure the ability to connect with family, friends or businesses with ease.

How does relay work?
Dial 711 or the toll-free number listed below to connect with Louisiana Relay. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TTY) user to the person on the other end. The CA then relays the spoken words by typing them back to the TTY user. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish-speaking residents.

Captioned Telephone
Captioned Telephone is ideal and available for individuals with hearing loss that can speak for themselves. A captioned telephone works like any other telephone with one essential difference: it allows users to listen to their phone conversations while reading captions of what is being said.
To call a Captioned Telephone user, dial: 711 or 877-243-2823.

How do I apply for specialized equipment?
Louisiana residents with hearing or speech difficulties, that require the use of a text telephone (TTY), TeleBraille or amplification equipment, may be eligible for the Telecommunications Access Program (TAP).

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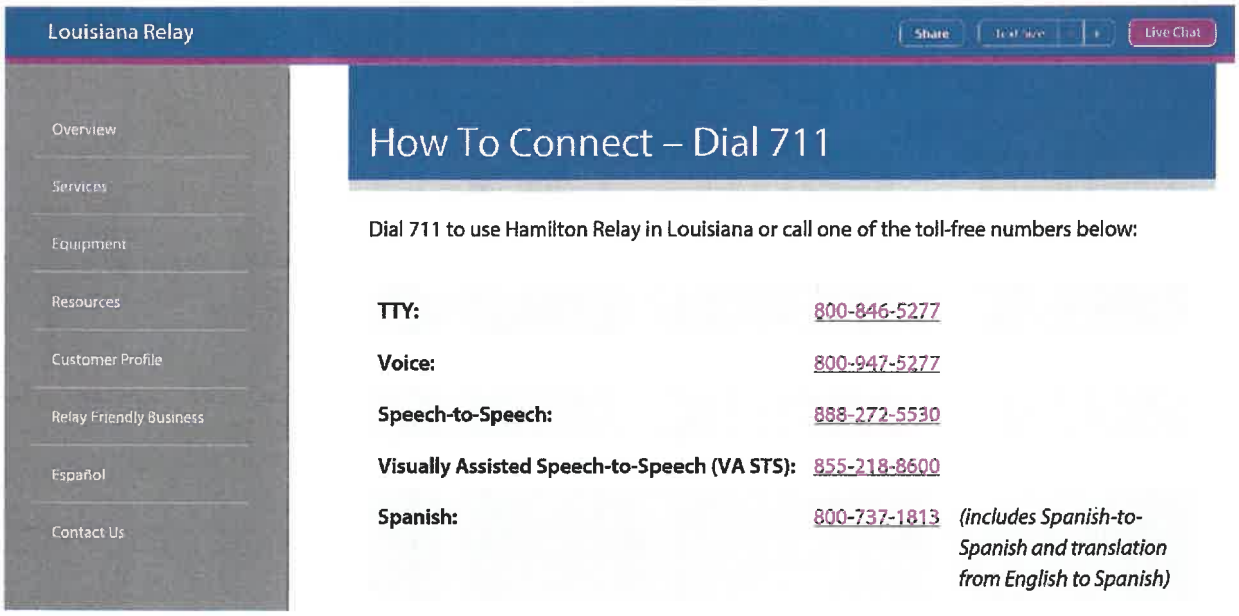
Customer Care:
V/TTY: 888-699-6869
Spanish V/TTY: 866-744-7471
LARelay@HamiltonRelay.com
LA-Relay.com

https://hamiltonrelay.com/louisiana/index.html

Louisiana Relay: Overview

Hamilton Relay provides telecommunications relay services for the state of Louisiana including TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Visually Assisted Speech-to-Speech (VA STS), and Spanish.

When you connect with Louisiana Relay, a Communication Assistant (CA) will connect on the phone with you. Simply give the CA the number you wish to call and your call will be processed promptly, professionally and accurately.



If you are traveling out of State or you are in a State that is not served by Hamilton Relay, you can place interstate calls by calling:

TTY:	800-833-5833	*(toll-free)*
Voice:	800-833-7833	*(toll-free)*

https://hamiltonrelay.com/louisiana/index.html

News & Events

April 30, 2018
College Scholarship awarded to Louisiana High School Senior by Telecommunications Relay Service provider Hamilton Relay

May 13, 2017
Brenda DeKeyzer Lowry selected for Hamilton Relay 2017 Better Hearing and Speech Month Recognition Award for the State of Louisiana

May 10, 2017
College Scholarship awarded to Louisiana High School Senior by Telecommunications Relay Service provider Hamilton Relay

Contact Us

Through Hamilton Relay's high quality professional outreach services, Outreach Coordinators work to ensure individuals within their state are aware of the variety of relay services available to them and understand how to use relay when making or receiving calls.

If you are not sure how relay services in your state work and would like to learn more, contact us!

If you know of an agency, business, school or individual who could benefit from training on how to use relay services, Outreach Coordinators are happy to help educate and provide training to them.

Contact your Outreach Coordinator today!

T. Bobbye Abney
Louisiana Outreach Coordinator

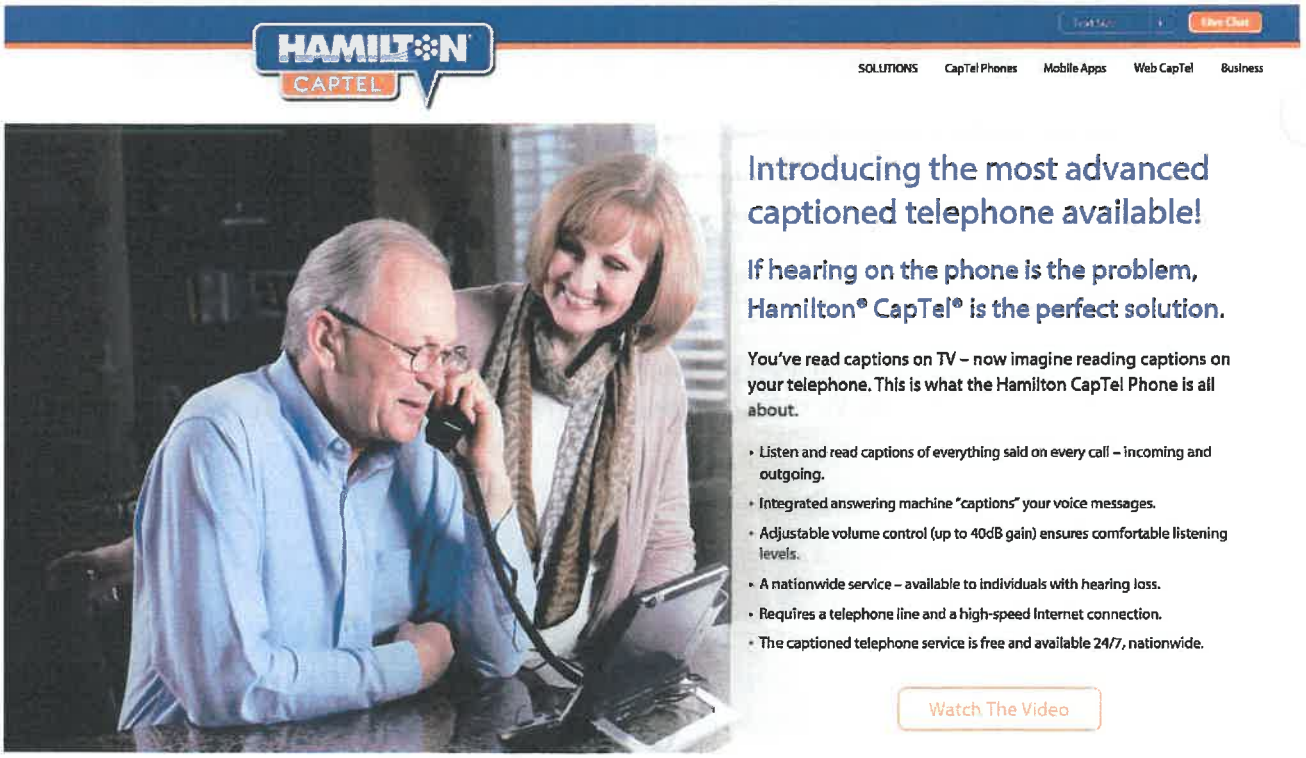
Email: tami-rae.abney@hamiltonrelay.com

Contact T. Bobbye Today



Hamilton CapTel website sample https://hamiltoncaptel.com/





Hamilton CapTel website sample https://hamiltoncaptel.com/



The power of Hamilton® CapTel®

Similar to captions on television, where spoken words appear as written text for viewers to read, Hamilton CapTel provides word-for-word captions of what's said, to the individual who experiences hearing loss, during telephone conversations.

The Hamilton CapTel phone works like a traditional telephone – callers talk and listen to each other – with one very significant difference: captions are displayed on the built-in screen of the CapTel phone.

So if an individual has difficulty hearing on the phone, they can easily read the captions for clarification.



HAMILTON CAPTEL

Talk about life-changing connections

Join the **Hamilton® CapTel® Hearing Healthcare Program** and see the difference one phone call can make for your patients.



Hamilton CapTel 2400i

HAMILTON CAPTEL

Talk about proven results

Since 2003, Hamilton CapTel has made more than 150 million captioned telephone conversations possible for individuals with hearing loss. This is the kind of dedication and proven captioned telephone technology you and your patients can count on every day.

Hamilton CapTel has supported hearing healthcare professionals like you with proven, life-changing solutions for patients who just can't hear on the phone. However, it's not just about using the phone again with confidence – it's about reconnecting your patients who have difficulty hearing on the phone with those who matter most in their lives.

As a hearing healthcare professional, you understand the challenges of hearing loss and how even a simple phone call can influence a patient's outlook on life. This is why we created the Hamilton CapTel Hearing Healthcare Program – specifically for hearing healthcare professionals.



Better health outcomes

When something as simple as a phone call is an obstacle, the domino effect can be long-ranging. For hearing healthcare professionals, embracing a patient-centric care model means delivering solutions that result in better overall health outcomes. Solutions like these help your patients connect with what matters most in their lives.

Find out more at: HamiltonCapTel.com/HHC

HAMILTON CAPTEL

Talk about making the right choice

Regardless of which model captioned phone is chosen, the Hamilton CapTel® Hearing Healthcare Program makes it a snap to certify your patients. Installation support is available over the phone or even in person – sometimes on the same day!

- Listen and read captions of what's said on every call – incoming and outgoing.
- Integrated answering machine captions voice messages.
- Adjustable volume control (up to 40dB gain) ensures comfortable listening levels.
- A nationwide service* – available to individuals with hearing loss at no cost.



Designed for your patients who:
- Prefer touch-screen navigation for on-screen menus
- Like the size and feel of a contemporary phone



- Designed for business users
- Works with many Cisco* phone systems

Hamilton CapTel for Business
Interconnected by Tenacity

Designed for your patients who:
- Prefer extra large font sizes and display options
- Have difficulty viewing standard-sized captions



Designed for your patients who:
- Prefer traditional buttons when navigating on-screen menus
- Like the size and feel of a traditional home phone



Discover more ways to connect your patients to those who matter most in their lives:
HamiltonCapTel.com/HHC · 800-826-7111

*Use of Cisco® systems, Inc. trademarks are not permitted.

HAMILTON CAPTEL



Hamilton CapTel 840i

Talk about relationships



As a hearing healthcare professional, developing a personal and enduring relationship with your patients is critical. It's about care, compassion and trust. Recommending a no-cost* Hamilton CapTel phone to your patients who have difficulty hearing on the phone builds trust, reinforces your dedication to individual patient care and reconnects your patients with family, friends and businesses.

Embrace patient-centric care

Adding Hamilton CapTel as one of your proven, professional recommendations is a great way to embrace a patient-centric care model and deepen your relationship with your patients.



Hamilton CapTel 2400i



HAMILTON CAPTEL



Integration of the Hamilton CapTel Certificate of Hearing Loss/Order Form into your Noah office management software is available! The HIMSA-certified module makes it a snap to certify your patients for a Hamilton CapTel phone within your standard office software – keeping them connected to those who matters most.

Talk about Hamilton® CapTel®

Introducing your patients to Hamilton CapTel has never been easier!

- Program designed expressly for hearing healthcare professionals
- Complimentary in-office demo phones and educational materials
- Simple certification and order process
- Delivery options include direct shipping or in-person delivery with installation
- Support options such as in-person, over the phone or online are available to you and your patients

Join the Hamilton CapTel Hearing Healthcare Program today!

For more information:
800-826-7111
info@HamiltonCapTel.com
HamiltonCapTel.com/HHC

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Introducing Heroes With Hearing Loss

Hearing loss is the number one service-related injury affecting veterans. According to recent studies, 60% of veterans returning from Iraq and Afghanistan come home with tinnitus and hearing loss[1].

Often overshadowed by the other challenges our service men and women face, hearing loss is nevertheless intertwined both physically and emotionally – as a trigger, a constant reminder or an every day frustration. It is a very unique and personal challenge for many veterans.

Fortunately there are solutions available right now to help manage the impact of hearing loss. Our goal moving forward is to connect veterans, their families and friends with viable answers. We firmly believe that hearing loss conversations lead to hearing loss understanding – and ultimately hearing loss solutions.

This is Heroes With Hearing Loss.
The conversation starts here.

[1] *U.S. Department of Defense Hearing Center of Excellence.*

Heroes With Hearing Loss

Designed to raise awareness and initiate meaningful dialog about shared hearing loss experiences among veterans, their families and friends – the Heroes With Hearing Loss program is a platform of engagement, providing insightful solutions and successful lifestyle-focused results.



For more information:

Call Toll-Free: **800-974-1517**
Visit: **HeroesWithHearingLoss.org**
E-mail: **Info@HeroesWithHearingLoss.org**

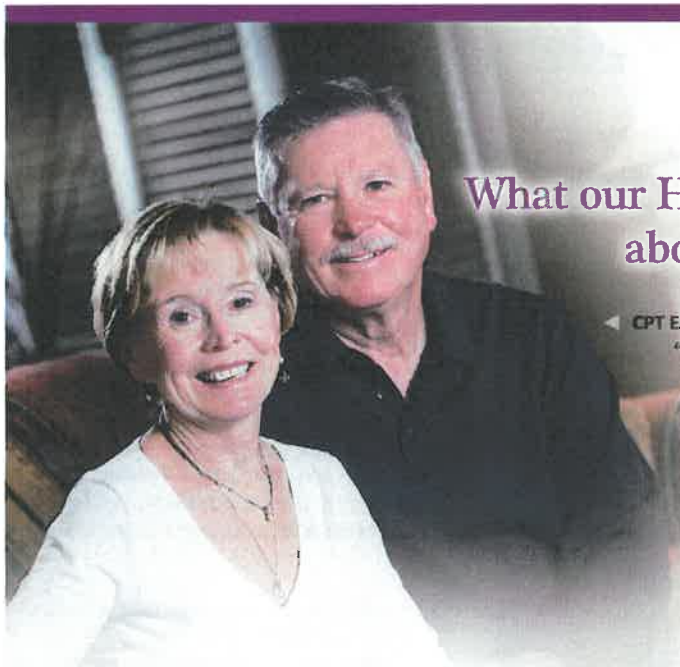
Facebook.com/HeroesWithHearingLoss

Twitter.com/HwHLVeterans

You've Earned This Freedom

Join the hearing loss conversation with our veterans from around the country.





What our Heroes are saying about Hearing Loss

CPT E. Anthony "Tony" Seahorn, USA (Ret.)

"I never viewed hearing loss as serious or as critical as what I call the physical wounds of war. Now I realize that it's all intertwined with my combat experience."

CPT Mark Brogan, USA (Ret.)

"With every hearing loss situation, you have to learn how to advocate for yourself and you have to learn how to help the other person on the other side of the conversation."

Janet Seahorn, My Hero is Tony Seahorn:

"I didn't know how devastating hearing loss was for us until just a few years ago. It's one more thing that Tony lost because of the war."

Sunny Brogan, My Hero is Mark Brogan:

"Halfway through a phone conversation Mark is so lost, because people just don't slow down for people with hearing loss. They don't realize that it really is an issue."

For more insight into the hearing loss conversation, visit **HeroesWithHearingLoss.org**



Committed to Veterans

Heroes With Hearing Loss is sponsored by Hamilton CapTel*, a division of Hamilton Telecommunications – a family-owned company founded in 1901 based in Aurora, Nebraska.

Hamilton greatly appreciates the sacrifices of the men and women who have protected and preserved this great country and, as a result, is pleased to extend their expertise in captioned telephone services – directly to veterans with hearing loss.

Hamilton CapTel makes it possible to listen while reading everything said to you on the phone, making phone conversations simple and accessible for individuals with hearing loss.

Through the Heroes With Hearing Loss program, any veteran with a qualified hearing loss can receive a Hamilton CapTel captioned telephone at no cost.*

We encourage you to find out more about Hamilton CapTel and see if a captioned telephone is a viable solution for you or a veteran you care about. Visit **HamiltonCapTel.com/veterans** for more details.

See what they say

HAMILTON captel

*Independent third-party professional certification required.

Captioned Telephone Service is designed exclusively for individuals with hearing loss and is funded and regulated by the Federal Communications Commission. To learn more, visit www.fcc.gov.

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CapTel is a registered trademark of Ultratec, Inc.

HAMILTON CAPTEL

Talk about **making the right choice**

There's no need to let hearing loss impact the connections that matter most in life. Whether it's with loved ones, friends, business contacts or health care professionals, it's our ability to connect, communicate and collaborate with others that makes our lives whole.

For people with hearing loss, a simple thing like a telephone conversation can become an obstacle. But with the right technology, that obstacle melts away, leaving healthy connections that matter.



For more information about Hamilton CapTel:

877-455-4227
info@HamiltonCapTel.com
HamiltonCapTel.com



Hamilton® CapTel® 840i



Hamilton® CapTel® 880i



Hamilton® CapTel® 2400i

The Hamilton CapTel phone requires telephone service and high-speed Internet access. Wi-Fi capable.

HHC1014

HAMILTON CAPTEL

Talk about **answers**

If you have any questions about Hamilton CapTel or would like more information about our no-cost certification process, please contact Customer Care:

888-225-9211
info@HamiltonCapTel.com
HamiltonCapTel.com

If you prefer to purchase your Hamilton CapTel phone for $75 directly, use Promo Code HHC1014 for FREE shipping directly to your door.

888-514-7933
HamiltonCapTel.com/phone

Facebook.com/hamiltoncaptel

Twitter.com/hamiltoncaptel

FEDERAL LAW PROVIDES PERSONS WHO ARE DEAF, DEAF-BLIND OR HARD OF HEARING WHO USE A TELEPHONE THAT DOES NOT INTERCONNECT WITH THE PUBLIC SWITCHED TELEPHONE NETWORK (PSTN) AT NO CHARGE TO THE USER. CAPTIONED TELEPHONE SERVICE USES AN IP CAPTIONED TELEPHONE TO CONNECT WITH THE CAPTIONS PROVIDED OVER THE INTERNET. WHEN A CAPTIONED TELEPHONE IS USED WITH THE CAPTIONS PROVIDED OVER THE PSTN, THE CAPTIONED TELEPHONE SERVICE MAY USE A LIVE OPERATOR. THE OPERATOR GENERATES CAPTIONS OF WHAT THE OTHER PARTY ON THE CALL SAYS. THESE CAPTIONS ARE THEN SENT TO YOUR PHONE. THERE IS A COST FOR EACH MINUTE OF CAPTIONS GENERATED PAID FROM A FEDERAL ADMINISTERED FUND. To learn more visit fcc.gov. Third-party trademarks mentioned are the property of their respective owners.

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HAMILTON CAPTEL

Talk about **life-changing connections**



Hamilton CapTel 2400i

Amazingly clear phone conversations available at **no cost!***

HHC1014



Hamilton® CapTel® 2400i

Hamilton® CapTel® 880i

Hamilton® CapTel® 840i

Talk about **results**

Since 2003, Hamilton CapTel has made more than 150 million captioned telephone conversations possible for individuals with hearing loss. This is the kind of dedication and proven captioned telephone technology you can count on every day.

- Listen and read captions of what's said on every call – incoming and outgoing.
- Integrated answering machine captions your voice messages.
- Adjustable volume control (up to 40dB gain) ensures comfortable listening levels.
- A nationwide service** – available to individuals with hearing loss at no cost.

Through the Hamilton CapTel Hearing Healthcare Program, you may qualify to receive a Hamilton CapTel captioned telephone at no cost.* It's just a simple 3-step process!

Step 1:
Complete the attached order form with the help of your hearing healthcare professional.

Step 2:
You or your hearing healthcare professional may submit your completed form via email, fax or mail.

Step 3:
Your phone is on the way! Please allow 1-3 weeks for delivery and remember, free installation support is just a phone call away – 888-514-7933. Easy as 1-2-3!

Certificate of Hearing Loss/Order Form (HHC1014)

To receive your Hamilton® CapTel® phone, please provide the requested information below.

**All fields below are required to complete certification and to prevent delays in delivery.*

APPLICANT INFORMATION *(Please print)*

☐ YES, I have high-speed Internet and telephone service where the phone will be used. *(Required for use of the Hamilton CapTel phone)*
Please select your Hamilton CapTel phone: ☐ CapTel 840i ☐ CapTel 880i ☐ CapTel 2400i

☐ NO, I do not have high-speed Internet. Please contact me about other options. *(Charges may apply depending on solution)*

Applicant First Name* | Middle Initial | Last Name*

Address* | City* | State* | ZIP*

Telephone Number* | Email* *(Order confirmation purposes only)*

APPLICANT CERTIFICATION

I understand that Internet Protocol Captioned Telephone Service (IP CTS) is regulated and funded by the Federal Communications Commission (FCC) and in order to obtain a Hamilton CapTel phone at no cost, I must provide valid certification that I have a hearing loss necessitating the use of captioned telephone service. Hamilton CapTel is not responsible for charges incurred in obtaining certification. I also understand that I may be required to provide the last four digits of my social security number and date of birth upon registering my Hamilton CapTel phone.

Applicant Signature* | Date*

HEALTHCARE PROFESSIONAL INFORMATION *(Please print)*

Business/Agency*

Address* | City* | State* | ZIP*

Telephone Number* | Email*

HEALTHCARE PROFESSIONAL CERTIFICATION

I certify, under penalty of perjury, that: 1) this applicant has hearing loss that necessitates the use of Captioned Telephone Service; and 2) I understand that the service is provided by a live communications assistant and is funded through a federal program; and 3) I have not been offered or provided any direct or indirect incentive (financial or otherwise) tied to this consumer's decision to use the service and I have not been referred to the applicant by a TRS provider or its affiliates; and 4) I don't have a business (other than providing this form), family or social relationship with the TRS provider or its affiliates; and 5) no joint marketing arrangement exists between myself/my organization and Hamilton CapTel, and I have not made, nor do I have the opportunity to make, a profit on the sale of IP CTS equipment to consumers.

Please check only one* ☐ Physician ☐ Audiologist ☐ Hearing-related Professional ☐ Government/Veterans Program

Name* | Title*

Signature* | Date*

Applicant authorizes the professional named above to transmit this certification and the information contained herein to Hamilton CapTel.

Please submit the signed certification via one of the following methods:
SCAN & EMAIL: HHC@HamiltonCapTel.com
FAX: 877-300-6686 *(Verify fax delivery: call 877-455-4227 or email HHC@HamiltonCapTel.com)*
MAIL: Hamilton CapTel Hearing Healthcare Program • 1006 12th Street • Aurora, NE 68818

Once your completed form is received, you will be contacted to verify delivery or requested installation support. If shipment has been requested, the phone will ship from Weltbrecht Communications Inc.– please allow one to three weeks for delivery. For questions, contact Customer Care at 877-455-4227.

*Independent third-party professional certification required.
**The captioning service is provided at no cost to the user. Equipment charges and standard long distance charges may apply.

The Hamilton CapTel phone requires telephone service and high-speed Internet access. Wi-Fi capable.

HEARING LOSS PROGRAMS ARE NOT RECOMMENDED FOR INDIVIDUALS WITH NO HEARING LOSS. INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned telephone service may use a live operator. The operator generates captions of what the other party on the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, and these costs are paid from the Interstate Telecommunications Relay Fund (Fund). Hamilton is a registered trademark of Hamilton Relay, Inc. CapTel is a registered trademark of Ultratec, Inc.

Talk about **making the right choice**

There's no need to let hearing loss impact the connections that matter most in life. Whether it's with loved ones, friends, business contacts or health care professionals, it's our ability to connect, communicate and collaborate with others that makes our lives whole.

For people with hearing loss, a simple thing like a telephone conversation can become an obstacle. But with the right technology, that obstacle melts away, leaving healthy connections that matter.



For more information about Hamilton CapTel:

877-455-4227
info@HamiltonCapTel.com
HamiltonCapTel.com



Hamilton® CapTel® 840i



Hamilton® CapTel® 880i



Hamilton® CapTel® 2400i

Talk about **answers**

If you have any questions about Hamilton CapTel or would like more information about our no-cost certification process, please contact Customer Care:

888-225-9211
SCP@HamiltonCapTel.com
HamiltonCapTel.com/SeniorCare

If you prefer to purchase your Hamilton CapTel phone for $75 directly, use Promo Code SCP1014 for FREE shipping directly to your door.

888-514-7933
HamiltonCapTel.com/phone

Facebook.com/hamiltoncaptel

Twitter.com/hamiltoncaptel

FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned Telephone Service may use a live operator. The operator generates a text of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of service provided, paid from a federally administered fund. To learn more, visit fcc.gov. Third party trademarks mentioned are the property of their respective owners.

Talk about **life-changing connections**



Hamilton CapTel 2400i

Amazingly clear phone conversations available at **no cost!***



Hamilton® CapTel® 2400i

Hamilton® CapTel® 880i

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Talk about **results**

Since 2003, Hamilton CapTel has made more than 150 million captioned telephone conversations possible for individuals with hearing loss. This is the kind of dedication and proven captioned telephone technology you can count on every day.

- Listen and read captions of what's said on every call – incoming and outgoing.
- Integrated answering machine captions your voice messages.
- Adjustable volume control (up to 40dB gain) ensures comfortable listening levels.
- A nationwide service** – available to individuals with hearing loss at no cost.

Right now, through the Hamilton CapTel Senior Care Program, you may qualify to receive a Hamilton CapTel captioned telephone at no cost.* It's just a simple 3-step process!

Step 1:
Complete the attached order form with the help of your hearing healthcare professional.

Step 2:
You or your hearing healthcare professional may submit your completed form via email, fax or mail.

Step 3:
Your phone is on the way! Please allow 1-3 weeks for delivery and remember, free installation support is just a phone call away – 888-514-7933. Easy as 1-2-3!

Certificate of Hearing Loss/Order Form (SCP1014)

To receive your Hamilton® CapTel® phone, please provide the requested information below.

**All fields below are required to complete certification and to prevent delays in delivery.*

APPLICANT INFORMATION *(Please print)*

☐ YES, I have high-speed Internet and telephone service where the phone will be used. *(Required for use of the Hamilton CapTel phone)*
Please select your Hamilton CapTel phone: ☐ CapTel 840i ☐ CapTel 880i ☐ CapTel 2400i

☐ NO, I do not have high-speed Internet. Please contact me about other options. *(Charges may apply depending on solution)*

Applicant First Name* _____ Middle Initial _____ Last Name* _____

Address* _____ City* _____ State* _____ ZIP* _____

Telephone Number* _____ Email* *(Order confirmation purposes only)* _____

APPLICANT CERTIFICATION

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Applicant Signature* _____ Date* _____

HEALTHCARE PROFESSIONAL INFORMATION *(Please print)*

Business/Agency* _____

Address* _____ City* _____ State* _____ ZIP* _____

Telephone Number* _____ Email* _____

HEALTHCARE PROFESSIONAL CERTIFICATION

I certify, under penalty of perjury, that: 1) this applicant has hearing loss that necessitates the use of Captioned Telephone Service; and 2) I understand that the service is provided by a live communications assistant and is funded through a federal program; and 3) I have not been offered or provided any direct or indirect incentive (financial or otherwise) tied to this consumer's decision to use the service and I have not been referred to the applicant by a TRS provider or its affiliates; and 4) I don't have a business (other than providing this form), family or social relationship with the TRS provider or its affiliates; and 5) no joint marketing arrangement exists between myself/my organization and Hamilton CapTel, and I have not made, nor do I have the opportunity to make, a profit on the sale of IP CTS equipment to consumers.

Please check only one* ☐ Physician ☐ Audiologist ☐ Hearing-related Professional ☐ Government/Veterans Program

Name* _____ Title* _____

Signature* _____ Date* _____

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SCAN & EMAIL: SCP@HamiltonCapTel.com
FAX: 877-300-6686 *(Verify fax delivery: call 877-455-4227 or email SCP@HamiltonCapTel.com)*
MAIL: Hamilton CapTel Senior Care Program • 1006 12th Street • Aurora, NE 68818

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HAMILTON RELAY

Hometown News

Surviving vs. Thriving

Have you ever watched the TV show *Alone*? The premise is that ten people with extreme survival skills are dropped in a very remote location and are tasked with staying there as long as they can. The person who stays the longest wins the prize money. On one episode, one of the contestants contends that those who stay the longest are not only focused on surviving, but they look for ways to thrive in their environment.

Can you see the parallel between a reality TV show and the reality that many of us find ourselves in today? At Hamilton, we are looking to thrive during this challenging time — not just survive. We have found that the best way to thrive is to look for ways we can innovate in the face of change.

This unprecedented pandemic resulted in the activation of our holistic pandemic plan. We began by actively reviewing and updating our contingency plans for quarantine or shelter-in-place. Our highest priority is to protect the safety and health of our customers, employees and communities while ensuring uninterrupted access to relay services.

We developed procedures for telecommuting, ensuring that employees have the required equipment, network access, privacy and security settings to work from home. Once determined, we began assigning Communication Assistants (CAs) to work from home. Our technical team has worked tirelessly to make sure all CAs are able to deliver high-quality service to our users whether they are working from one of our centers or from home.

> ***"Hamilton has always been very generous in adapting to states' needs even in the best of times and goodness knows these are not the best of times."***
>
> ***–Elissa Moran, former relay administrator***

We actively continue to innovate, collaborate and find solutions for our customers amid these challenging times. We send all our best to your and your family. May we all find ways to thrive.



Hamilton Outreach Innovators

When we met for our Winter Outreach Summit in January, we had no idea what the rest of the year would have in store for us. Fortunately, our resourceful outreach team was up for the challenge!

Hamilton Relay Outreach Coordinators have made great efforts and strides to embrace virtual outreach. Our team has been finding ways to make new connections while staying connected with established contacts. We are talking with healthcare professionals, businesses, nonprofits and organizations across our contract states. In addition, we are putting a greater focus on marketing opportunities such as social media, local advertising and various marketing campaigns.

Virtual networking has been a successful avenue for influential outreach during this time. Building strong relationships now will help provide future opportunities. For example, Northern California Outreach Coordinator, Jhaynehl Fortaleza has been in communications with a local Parkinson's Support Group. As a result, when a scheduled speaker canceled, she was asked to provide a Speech-to-Speech presentation to this group.

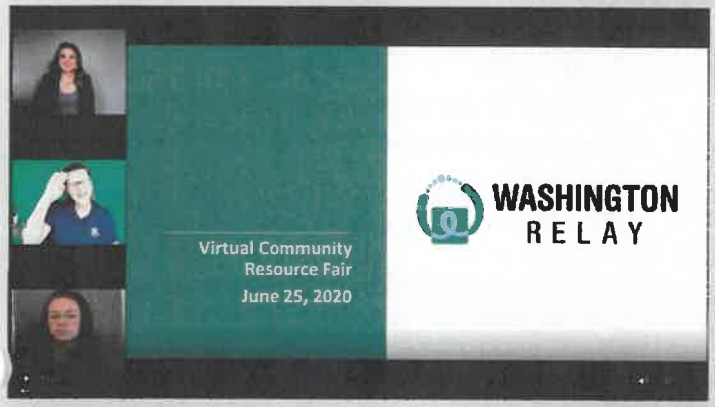
In Maryland, TRS Outreach Coordinator Tarita Turner hosted several statewide webinars in July, celebrating the 30th anniversary of the ADA. In addition to speaking about Maryland Relay, Tarita shared various ideas for celebrating the anniversary, including nominating someone for a Hamilton Relay award.

Hamilton Relay Better Hearing and Speech Month award presentations and 2020 High School Scholarship recipient recognitions went virtual. We were honored to recognize recipients' accomplishments using a virtual platform where family and friends could share in the celebration.



Innovation Leads to Success









There are many outreach success stories to share. Here are just a few:

"I was able to be a part of a panel of Deaf adults for the Idaho CARES Project virtual conference, which was hosted by Idaho Sounds and Beginnings. I loved being able to share stories about my experiences as a person who is Deaf growing up in mainstream public schools, what it is now like for me to be a full-time employee at a Deaf-friendly company and how exciting it is to teach my own child how to speak and sign. I was also able to share how the services provided by Idaho Relay can benefit someone with hearing loss."

Emilie Banasiak
Regional Outreach Coordinator

"I have been conducting webinars and establishing great relationships with nonprofit organizations across the state – including Families Helping Families, the ALS Association of LA/MS and Exceptional Lives."

Bobbye Abney
Louisiana Outreach Coordinator

"California Relay sponsored the Abilities Expo Virtual Experience and had over 450 visitors at our virtual booth!"

Jhaynehl Fortaleza
Northern California Outreach Coordinator

In Iowa, *Lori Sporrer, Relay Iowa Outreach Project Manager,* worked with the equipment distribution program (TAI) to provide its first statewide webinar. This event included key contacts from across the state and provided a virtual educational opportunity for a variety of service providers who work with seniors or hard of hearing individuals. Based on its success, Relay Iowa and TAI plan to continue hosting statewide webinars to a new audience each month.

Dedicated, High-Quality Service

Third Party Quality Assurance TRS Testing

To ensure that calls are processed accurately and efficiently, we continually conduct both blind and standardized tests of every Communication Assistant (CA). Blind testing is performed for each of our Relay Centers by Cositics (a well-respected auditing firm who is experienced in evaluating relay performance), in addition to internal testing by Hamilton, and periodically by the states we serve.

Cositics conducts an annual independent comparative study of the major Relay Service providers in the US. The Performance Index measures agent accuracy, typing speed and the overall customer experience using objective Key Performance Indicators (KPI). The providers are then stack-ranked based on their score in each performance category, or KPI. Cositics annual National Relay Service Competitive Index provides Relay Service companies with insight and competitive intelligence to compare their performance to that of other relay service providers.

We invite you to recognize the level of Outstanding, Industry-Leading Call Quality that Hamilton provides as shared below.

Never one to sit on our laurels, we are dedicated to improving the quality of our service each year. Not only do we lead in many KPIs, but we have also improved our performance from 2019 in these KPIs:

- Connect time
- Conversation time
- Session Time
- Typing Speed
- Average number of words added or changed per call
- Average spelling errors
- Spoken Accuracy
- Percentage of calls spoken at over 95% accuracy

We go to great lengths to ensure outstanding quality of service, setting the pace in accurate call processing. **For six years in a row, Hamilton has scored Best in Category results in these Key Performance Indicators**

- Typed accuracy
- Calls typed at over 95% accuracy
- Lowest average number of words added or changed per call
- Percentage of calls typed at or above 95% accuracy and 60 plus WPM

The results verify that year after year, **Hamilton continues to lead the industry in providing high quality, accurate call processing.**

Based on the results of the 2020 TRS Performance Index, Hamilton is proud to announce we lead the Industry in the following categories:

In the following KPIs, Hamilton scored "Best in Category":

- Typed accuracy at 98.21% while typing at an average of 77.7 WPM with 100% of CAs typing at or above 85% accuracy
- Percentage of calls typed at or above 95% accuracy and 60+ WPM
- Calls typed at over 95% accuracy
- Percentage of calls typed at or above 60 WPM
- Lowest average number of words added or changed per call
- Connect time with Hamilton having the fastest connect time for three years in a row
- Typing speed
- Lowest number of spelling errors (tied)
- Calls spoken at over 95% accuracy (tied)

In the following KPIs, Hamilton tied for "Best In Category" within a margin of error:

- Spoken accuracy
- Passed Calls

Account Management

The Hamilton Relay Account Management team works to ensure smooth operation of relay service within each of the states we serve. We would like to welcome the newest members of our team, Melissa and Asia!



Beth Slough
Director of Account Management & Compliance Manager



Christa Cervantes
Account Manager



Melissa McMahan
Account Manager



Asia Johnson
Account Manager



Allison LaBrie
Project Coordinator



Gary Lewien
Account Manager / Bid Coordinator



April Campbell
Bid Writer / Admin Assistant



Tina Collingham
Compliance Coordinator

The "Passed Calls" KPI is the hallmark of a perfectly handled call. It is a combination of several other KPIs. The call must meet or exceed all performance KPIs and must have outstanding Customer Care with zero errors. This KPI epitomizes the **Perfect Call**, so Hamilton is extremely excited to be able to say we have consistently improved for multiple years.

Passed Calls include all of the following attributes:

- Greater than 95% Typing Accuracy
- 60 Words Per Minute or higher
- No Critical Errors
- 100% Verbatim Accuracy
- No Customer Care Errors

Things to Explore From Home



Google Earth
View virtually anywhere on Earth from the comfort of your home.
Explore at: earth.google.com/web



Condé Nast Traveler
Virtually satisfy your wanderlust through the articles and breath-taking pictures found at this website.
Explore at: cntraveler.com



Wind Walk Travel Videos
Take a walk and experience somewhere new with these virtual walking tours.
Explore at: youtube.com/c/WindWalkTravelVideos/videos

Continued on page 7

Hamilton continues to showcase its stellar performance in numerous key performance indicators.



Cositics CapTel®

Third Party Quality Assurance Captioned Telephone Testing
As an additional and important quality control tool, Hamilton utilizes Cositics to provide third-party, independent evaluations of Captioned Telephone service.

Cositics provides an annual Captioning Telephone Service Performance Index (the Index) where auditors measure vital details on every test call; ranging from delay time, missing details, spelling errors, words changed or missing, to total errors. The Index is an independent comparative study of all major Captioned Telephone Service providers in the US, ranking providers based on their score in each performance category.

We thoroughly analyze the results of the Index to not only see how we stack up against other captioning services but more importantly, to ensure that we continue to provide the quality service our customers are used to receiving. Hamilton continues to be a leader in overall captioning accuracy, which demonstrates Hamilton's focus on critical service components that significantly impact the customer experience.

The Cositics CTS Index is divided into two areas which were audited separately, evaluating performance for browser-based and for device-based Captioned Telephone Service. These results are a testament to the commitment Hamilton has to providing the best customer experience possible.

Browser-Based Captioning Solutions

Hamilton CapTel placed first in the following categories:

- Connect time
- Average corrections
- Average vital details corrected
- Average non-vital details missing
- Average non-vital details changed
- Average non-vital details corrected
- Average non-vital details not corrected
- Total missing sentences (tied for first)
- Average incorrect additions (within the margin of error)
- Overall accuracy (within the margin of error)

Device-Based Captioning Solutions

Hamilton CapTel placed first in the following categories:

- Overall accuracy
- Average errors per call
- Total missing sentences
- Average words missing
- Average missed correction opportunities
- Average vital details missing
- Average vital details changed
- Average vital details not corrected
- Average non-vital details corrected (within the margin of error)
- Average non-vital details missing
- Average non-vital details not corrected
- Average incorrect additions

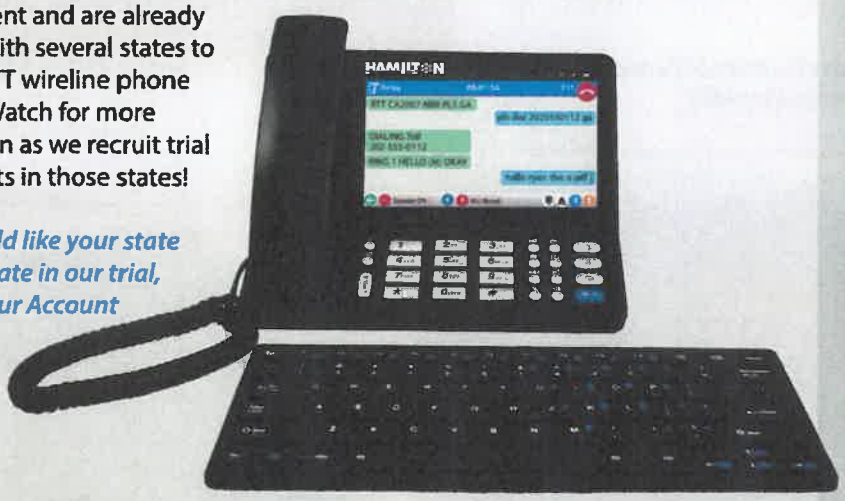
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Are you ready for Real-Time Text?

As a leader in Real-Time Text (RTT), Hamilton Relay knows fast, reliable and efficient communication is the key to better accessibility for all telephone users. RTT is a text communication that provides a more functionally equivalent experience for Relay users as it allows for a more natural conversation.

We recognize the need for RTT technology and are proud of the technology we have in place that makes our platform RTT ready.

We are currently conducting trials that evaluate RTT in the wireline environment and are already working with several states to test our RTT wireline phone solution. Watch for more information as we recruit trial participants in those states!



If you would like your state to participate in our trial, contact your Account Manager.

RCC Updates

With many working from home during quarantine, we've quickly discovered the challenges of those of us with accessibility needs experience. For individuals who have difficulty hearing, Remote Conference Captioning (RCC) makes working from home more manageable.

Hamilton provides RCC in conjunction with Caption First (CFI), an industry leader in real-time captioning and CART services. We are currently working with CFI to make RCC even better for the work-from-home environment by embedding captions in virtual meeting and presentation platforms, such as GoToWebinar and Zoom.

We look forward to more innovation as it relates to RCC. *To learn more about RCC and how to add it to your state's list of services, please contact your Account Manager.*

Things to Explore From Home

Continued from page 5



Cincinnati Zoo Safari
Visit the zoo from the comfort of your home and learn about the fascinating animals that call this zoo "home".
Explore at: http://cincinnatizoo.org/home-safari-resources/



Museums
These twelve famous museums offer virtual tours and exhibits.
Explore at: https://www.travelandleisure.com/attractions/museums-galleries/museums-with-virtual-tours



NASA Expoplanet Exploration
Discover what's out there beyond our solar system.
Explore at: https://exoplanets.nasa.gov/

Now Serving Utah!

Through a competitive procurement process, the State of Utah selected Hamilton Relay as the new Telecommunications Relay and Captioned Telephone Service provider for Relay Utah. Hamilton Relay began providing service on August 1, 2020.

"Serving the residents of Utah again is a great privilege. Hamilton is committed to bringing high-quality relay services to individuals across the state."

- Beth Slough, Hamilton Relay Director of Account Management and Compliance Manager

Celebrating 30 Years of the ADA!

This July marked the 30th anniversary of the Americans with Disabilities Act (ADA) having been signed into law. This monumental legislation ensures that employment opportunities and accessibility accommodations are available to people of all capabilities. As a national provider of Traditional Relay & Captioned Telephone Services established by the ADA Title IV, Hamilton Relay is proud to offer life-changing technology that promotes access & inclusion for Americans who are deaf, hard of hearing, deaf-blind or who have difficulty speaking. Join us in celebrating the ADA!

988 Suicide Prevention

A Federal Communication Commission (FCC) staff report to Congress in 2019 proposed establishing 988 as a three-digit code for the National Suicide Prevention Lifeline.

On July 16, the FCC adopted rules to establish 988 as the new, nationwide, 3-digit phone number for Americans in need to connect with a crisis counselor. The rules require all phone service providers to direct all 988 calls to the existing National Suicide Prevention Lifeline by July 16, 2022.

This easy-to-remember number will offer individuals a way to get the help they need and decrease the stigma surrounding suicide and mental health issues.



Hamilton Hometown News is published by:

Hamilton Relay
1006 12th Street
Aurora, NE 68818
800.618.4781 Voice/TTY
HamiltonRelay.com

Comments?
Please email:
info@hamiltonrelay.com

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HAMILTON RELAY CONNECTOR

STATE RELAY CUSTOMER CARE

California
877-632-9095 English
877-419-8440 Spanish

District of Columbia
866-560-1452 TTY/V

Georgia
866-694-5824 TTY/V

Idaho
800-368-6185 TTY/V

Iowa
888-516-4692 TTY/V

Kentucky
888-662-2406 TTV/V

Louisiana
888-699-6869 TTY/V

Maryland
866-269-9006 TTY/V

Massachusetts
800-720-3479 V
800-720-3480 TTY

Michigan
844-578-6563 TTY/V

Montana
800-833-8503 TTY/V

New Mexico
877-463-0994 TTY/V

Pennsylvania
800-974-1253 TTY/V

Utah
877-831-4782 TTY/V

Virginia
866-894-4116 V
866-246-9300 TTY

Washington
800-974-1548 TTY/V

OUTREACH SPOTLIGHT: Eric Alvillar

Hamilton Relay State Outreach Coordinators work tirelessly to spread awareness and share resources for relay services throughout their states. Their efforts include meeting directly with community groups, hosting seminars and connecting with businesses to educate their staff on becoming relay friendly. Throughout the past year, Outreach Coordinators have worked to identify innovative new ways to provide outreach. Here's how Eric Alvillar of Virginia Relay stayed connected with communities across Virginia.



Eric Alvillar conducting a Virginia Relay Partner training.

Outreach Coordinators like Eric seek to connect with individuals who experience hearing loss or speech difficulties as well as professionals with whom they work. The Virginia Nurses Association (VNA), Hear2Hear and the Disability Law Center of Virginia (DLCV) were just a few of the organizations Eric was able to work closely with throughout 2020.

Despite the challenges that arose as a result of the pandemic, Eric was able to build key relationships and participate in many virtual events including, Hear2Hear webinar series, Deaf Tax Day and the Disability Rights and Resource Virtual Expo. These events allowed for great opportunities to spread awareness of relay services and connect with relay users.

When in-person outreach was suspended, Eric used his creative thinking to come up with ways to continue relationships with fellow Virginians. He became a pro at organizing and hosting virtual training webinars and learned ways to engage with attendees at virtual events. Virtual webinars for Virginia's Relay Partner Program have been a great success.

"I always enjoy educating businesses on how to identify, receive and place relay calls" said Eric. "The Relay Partner Program is available to any business at no cost and is designed to bridge the gap between businesses and relay users. It provides peace of mind for both parties involved."

Upon completion of Relay Partner Program training (otherwise known as Relay Friendly Business), businesses are added to a Relay Partner Directory so relay users can indentify which local businesses are familiar with the use of relay.

We are proud of the creativity, passion and dedication of our team. If you have questions or requests for outreach in your state, we encourage you to visit Hamilton Relay.com to find contact information for your State Outreach Coordinator.



BE PART OF THE NEW WAY TO RELAY!

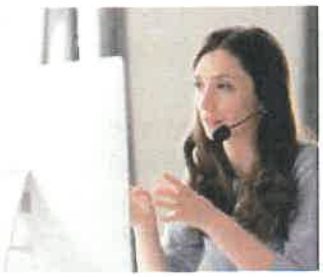
We are excited to announce the start of our Real-Time Text (RTT) trial. This trial will test first-of-its-kind technology that brings RTT capabilities to a digital desktop phone. The RTT phone offers both parties on the line the ability to communicate with voice and text at the same time, allowing for smoother, more real-time calling experience.

We are looking for testers in **Pennsylvania, Louisiana, California and Washington** who meet the following criteria:

- Deaf or combined Deaf & Low Vision
- Have high-speed internet
- Willing to complete online surveys sharing experience
- Willing to use the device for 90 days

We value feedback from the community, and it would have a great impact if you or someone you know tested this innovative desktop phone! To participate in the trial, email info@hamiltonrelay.com or call 800-618-4781.

CUSTOMER CARE CORNER: Role of Communication Assistants



Hamilton Relay strives to accommodate personal calling preferences and to process calls in a prompt, professional and accurate manner. This is made possible by our specially trained Communication Assistants (CAs), who maintain strict adherence to Federal Communications Commission (FCC) regulations in facilitating calls.

All calls made through Hamilton Relay are strictly confidential, with all conversations relayed verbatim (unless otherwise requested). This dedication to accuracy can include additional call elements such as background noise or side comments, ensuring all sides get full conversational context. But this is not the only standard that Hamilton CAs must abide by.

The following rules and policies are among those strictly followed and enforced throughout our relay centers:

- The CA will relay all comments shared between calling parties.
- The CA shall not respond to comments directed to the CA and any such comments are relayed within the conversation.
- The CA shall not have side conversations with either party, even when prompted.
- The CA shall not counsel, advise, judge or interject any personal opinions into any relay call.
- The CA shall relay all information verbatim.
- The CA shall keep all relay calls confidential.

Our CAs understand that they are a vital component to keeping relay users connected with the world. Our team is confident in their ability to handle every call both professionally and accurately. We thank you for your trust in our CAs to keep you connected with family, friends and businesses. We will continue working to deliver the highest quality in call handling.

BETTER HEARING AND SPEECH MONTH RECOGNITION AWARDS



May is National Better Hearing and Speech Month, which focuses on raising awareness and providing resources concerning hearing loss and communication disorders. Hamilton Relay participates in this annual tradition by celebrating community leaders who have made positive, lasting impacts in states where we are the contracted relay and/or captioned telephone service provider. Individuals who are hard of hearing, late-deafened or have difficulty speaking are nominated by their peers and recognized for their accomplishments and influence within their community and state.

To nominate someone in your state, complete our brief online questionnaire at HamiltonRelay.com/BHSM to tell us about your nominee's accomplishments. Forms must be completed by April 9, 2021 for nominees to be considered.

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TUNING IN: Podcasts About Hearing Loss and Resources

Today, there's a podcast for just about everyone, covering just about everything. This includes an ever-growing library of podcasts about hearing loss, with a variety of experienced voices at the helm. These podcasts actively contribute to the industry-wide push for transcribed podcast content and include full transcripts.

Have You Heard? A Listening Project is hosted by Outreach Education Installations (OEI). OEI increases awareness about programs that provide captioned telephones to individuals who struggle to hear over the phone. Episodes focus on advice and resources surrounding daily life with hearing loss, including how to advocate for yourself and how hearing loss can affect your relationships. Episodes are typically 10 to 30 minutes, with new releases at the beginning of every month.

The All Ears at Child's Voice podcast is a helpful resource for hearing professionals and parents of children with hearing loss. This podcast lasts between 30 and 60 minutes, with new episodes about once a month featuring a variety of guests and hosts directly from Child's Voice. Episodes include interviews with hearing professionals, personal stories from people who experience hearing loss, discussions around the latest assistive technologies and much more.

The Hear Me Out! [CC] weekly podcast is hosted by Ahmed Khalifa, a deaf awareness advocate and public speaker. Episodes educate on how to better connect with people who are deaf, including the importance of accessibility, how to engage with people who are deaf, deaf jokes and more. Each podcast typically lasts between 10 and 15 minutes.

3 TIPS FOR STARTING A GARDEN

After a long, hard year, we could all use an activity that boosts our physical health and emotional wellbeing. If you are new to gardening, here are a few tips:

1. Decide what you'd like to grow.
Different vegetables, herbs and flowers will have varying needs for water, soil and space. Planting times will also vary, depending on where you live. This is referred to as your hardiness zone or microclimate.

2. Invest thoughtfully in your gardening.
Much like investing in high-quality cookware, investing in quality gardening tools will save you time, effort and money. Yard or estate sales are great places to find tools — and are budget-friendly and eco-friendly strategies!

Much like woodworking's "measure twice, cut once" rule, you need to plan out space for your plants to grow. Sketch your garden on a piece of paper, noting measurements for plant rows/boxes.

3. Plant with care.
As a first-time gardener, you may be tempted to give your plants too much attention and over water. Soil that is too wet can cause seeds and roots to rot. Generally, vegetables need about 1 inch of water per week to thrive, but research your plants' specific watering preferences. And for those pesky bugs, consider using insect traps over pesticides, and setting up wire or mesh caging around larger plants like tomatoes and green beans.

Our team wishes you a successful growing season and sends you a green thumbs up!



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SPRING WORD SEARCH

Give your brain some exercise with a word search, which highlights some of this season's newsletter topics and stories.

V	G	T	O	G	B	R	F	N	P	O	T
W	H	N	A	K	E	X	E	I	O	P	N
V	W	X	I	N	P	D	Q	B	D	P	K
E	G	D	T	R	R	R	C	V	C	E	N
W	L	R	B	A	P	N	I	P	A	V	V
G	A	L	G	H	N	S	R	U	S	F	R
P	O	U	T	R	E	A	C	H	T	O	V
G	R	O	W	R	H	Y	Q	U	L	V	B
Z	S	B	R	H	I	B	E	E	Q	O	V
W	C	J	Y	R	E	A	G	D	W	F	X
L	L	A	C	G	S	E	L	G	R	G	S
E	T	A	C	I	N	U	M	M	O	C	Q

CALL
COMMUNICATE
GARDEN
GROW
OUTREACH
PARTNER
PODCAST
ROLE
SPRING
TRIAL

HAMILTON RELAY

Hamilton Relay Service
1006 12th Street
Aurora, NE 68818

Address Service Requested

From Our Kitchen to Yours

Crunchy, creamy and tasty as can be! Get your veggie fix with crunchy bits of bacon, courtesy of Relay Compliance Coordinator, Tina Collingham.



Tina Collingham, Relay Compliance Coordinator

AMISH SALAD

Serving Size: 8 **Total Time:** 1 hour **Allergens:** Dairy

INGREDIENTS

1 cup mayonnaise
1 cup sour cream
½ cup sugar
1 head broccoli, chopped
1 head cauliflower, chopped
½ lb. bacon, fried and crumbled
1 cup shredded cheddar cheese



DIRECTIONS

1. Mix mayonnaise, sour cream and sugar for the dressing.
2. Mix other ingredients in a large bowl. Pour over dressing and mix well.
3. Cover and chill until ready to serve.

Exhibits

Event Date	Organization Name	Event City	State	Number of Attendees
3/3/20	Louisiana Center for Health Equity	Baton Rouge	LA	150
3/17/21	Louisiana Enhancing Aging with Dignity Through Empowerment and Respect (LEADER)	Marksville	LA	164
3/18/21	Louisiana Enhancing Aging with Dignity Through Empowerment and Respect (LEADER)	Marksville	LA	164
3/30/21	Louisiana Center for Health Equity	Baton Rouge	LA	60
3/31/21	Louisiana Center for Health Equity	Baton Rouge	LA	60

Field Visits

Event Date	Organization Name	Event City	State	Number of Attendees
1/8/20	Golden Age Nursing Home	Denham Springs	LA	2
1/10/20	Azalea Estates of New Iberia	New Iberia	LA	2
1/21/20	Harvest Manor Nursing Home	Denham Springs	LA	2
1/21/20	LA Plantation	Denham Springs	LA	2
1/24/20	Good Samaritans Nursing Home	Franklinton	LA	2
2/13/20	Cypress Pointe Nursing LLC	Bossier City	LA	2
2/13/20	Pilgrim Manor	Bossier City	LA	2
2/14/20	Northwest LA Veterans Home	Bossier City	LA	2
3/5/20	Azalea Estates of Gonzales	Gonzales	LA	4
3/5/20	Chateau D'ville Rehab & Retirement	Donaldsonville	LA	3
3/5/20	Francois Bend - Gonzales	Gonzales	LA	3
3/5/20	Magnolia Assisted Living	Gonzales	LA	3
3/6/20	Colonial Care Assisted Living Facility	Baton Rouge	LA	4
3/6/20	Livingston Parish Council on Aging	Denham Springs	LA	5

Meetings

Event Date	Organization Name	Event City	State	Number of Attendees
1/24/20	Heritage Manor of Franklinton	Franklinton	LA	2
4/17/20	Families Helping Families of Greater New Orleans	New Orleans	LA	2
4/22/20	Families Helping Families of Acadiana	Lafayette	LA	2
5/15/20	Families Helping Families of Southwest Louisiana	Lake Charles	LA	3
6/11/20	Start Community Health Center	Covington	LA	2
7/9/20	Lighthouse Louisiana- New Orleans	New Orleans	LA	2
8/17/20	New Orleans Police Department	New Orleans	LA	3
11/12/20	LA_2020 Scholarship	Statewide	LA	4

Networking

Event Date	Organization Name	Event City	State	Number of Attendees
1/8/20	Seniors and Law Enforcement Together TRIAD-Tangipahoa Parish	Hammond	LA	14
1/21/20	Seniors and Law Enforcement Together-TRIAD-St. Tammany Parish	Covington	LA	16
1/23/20	Seniors and Law Enforcement Together TRIAD-East Baton Rouge Parish	Baton Rouge	LA	23
1/24/20	Washington Parish Council on Aging	Franklinton	LA	2
2/6/20	Baton Rouge General Hospital	Baton Rouge	LA	10
2/20/20	Seniors and Law Enforcement Together TRIAD-East Baton Rouge Parish	Baton Rouge	LA	14
2/4/21	Louisiana Department of Veterans Affairs (BR Office)	Baton Rouge	LA	115
3/3/21	Baton Rouge Aging Network	Baton Rouge	LA	22
3/9/21	The ALS Association Louisiana/Mississippi Chapter	Baton Rouge	LA	2
3/25/21	Seniors and Law Enforcement Together TRIAD-East Baton Rouge Parish	Baton Rouge	LA	22
4/7/21	Baton Rouge Aging Network	Baton Rouge	LA	18

4/7/21	Family Strong Foundation	Church Point	LA	35
4/22/21	Seniors and Law Enforcement Together TRIAD-East Baton Rouge Parish	Baton Rouge	LA	12

Presentation

Event Date	Organization Name	Event City	State	Number of Attendees
1/14/20	Tangipahoa 911	Amite	LA	10
1/16/20	Tangipahoa 911	Amite	LA	20
2/6/20	Baton Rouge Medical Center - Mid City Campus	Baton Rouge	LA	7
2/13/20	Canaan Tower Apartments	Shreveport	LA	10
2/14/20	Cedar Hills Senior Apartments	Shreveport	LA	15
2/14/20	Parkinson's Disease Support Group of Shreveport	Shreveport	LA	22
3/2/20	Council on Aging_LA_West Baton Rouge	Port Allen	LA	20
3/5/20	Council on Aging_LA_Ascension Parish-Donaldsonville	Donaldsonville	LA	25
3/6/20	LA Plantation	Denham Springs	LA	20
3/10/20	Council on Aging_LA-Ascension Parish-Gonzales	Gonzales	LA	50

Relay Friendly Business

Event Date	Organization Name	Event City	State	Number of Attendees
1/10/20	MediTrans	New Iberia	LA	10

Webinar

Event Date	Organization Name	Event City	State	Number of Attendees
4/7/20	Families Helping Families of Greater Baton Rouge	Baton Rouge	LA	8
4/14/20	Families Helping Families of Greater Baton Rouge	Baton Rouge	LA	10
4/20/20	Families Helping Families of Greater New Orleans	New Orleans	LA	10
4/21/20	Families Helping Families of Greater New Orleans	New Orleans	LA	5
4/24/20	The ALS Association Louisiana/Mississippi	Baton Rouge	LA	3
5/7/20	Families Helping Families of Acadiana	Lafayette	LA	16
5/12/20	Acadia Parish 911	Crowley	LA	5
5/13/20	Acadia Parish 911	Crowley	LA	4
5/14/20	Families Helping Families of Acadiana	Lafayette	LA	2
5/20/20	Families Helping Families of Northeast LA	Monroe	LA	5
5/22/20	Families Helping Families of Northeast LA	Monroe	LA	4
5/27/20	St. Charles Parish Public Schools	Destrehan	LA	3
5/28/20	Families Helping Families of Southwest Louisiana	Lake Charles	LA	12
5/29/20	Families Helping Families of Southwest Louisiana	Lake Charles	LA	8
6/4/20	Louisiana Speech-Language-Hearing Association	Kenner	LA	24
6/17/20	Families Helping Families Bayou Land	Thibodaux	LA	9
6/18/20	Families Helping Families Bayou Land	Thibodaux	LA	8
7/15/20	Exceptional Lives	Baton Rouge	LA	7
7/17/20	Start Community Health Center	Covington	LA	3
8/5/20	Ochsner Medical Center	Covington	LA	10
8/14/20	East Baton Rouge Parish Library	Baton Rouge	LA	2
9/10/20	Ochsner Golden Opportunities	New Orleans	LA	2
9/15/20	Louisiana State University Speech, Hearing, Language Clinic	Baton Rouge	LA	31
9/24/20	Louisiana Commission for the Deaf	Lafayette	LA	4
10/1/20	Ochsner Golden Opportunities	Baton Rouge	LA	1
11/10/20	Families Helping Families of Acadiana	Lafayette	LA	4
11/12/20	Families Helping Families of Acadiana	Lafayette	LA	5
11/16/20	LA_2020 Community Resource Fair	Baton Rouge	LA	8

Webinar

Event Date	Organization Name	Event City	State	Number of Attendees
11/19/20	LA_2021 Scholarship	Statewide	LA	1
11/19/20	LA_2021 Scholarship	Statewide	LA	2
11/19/20	LA_2021 Scholarship	Statewide	LA	4
12/11/20	Disability Rights Louisiana	New Orleans	LA	29
1/18/21	LA_2021 Scholarship	Statewide	LA	1
2/2/21	University of Louisiana at Lafayette	Lafayette	LA	62
3/3/21	Louisiana RTT Wireline Trial Info Session	Statewide	LA	5
3/4/21	Louisiana RTT Wireline Trial Info Session	Statewide	LA	3
3/24/21	LA_2021 BHSM	Statewide	LA	1
3/25/21	LA_2021 BHSM	Statewide	LA	2

HAMILTON RELAY

Attachment F

Proposal for Telecommunications Relay and Captioned Telephone Relay Services

FLORIDA

Reporting

Following are the reporting formats that we propose to use to provide the information requested in this RFP. In addition to statistical reports, we have the ability to provide requested customer service, outreach, operations, and technical reports. We will work with the Florida Public Service Commission (FPSC) to provide desired reporting information in the format requested.

Upon award of the contract, we will schedule a post-award reporting meeting with the TRS Administrator, our Billing and Reporting team, and our Account Manager for Florida. This meeting is to ensure that reporting requirements have been interpreted correctly and to verify that the reports sent to the state answer the statistical questions of the FPSC.

We specialize in tailoring our relay service until the parties involved in the process are satisfied. Reporting is no exception.

MMMM D, YYYY

TRS Administrator
Department
Location Address
Mailing Address
City, State NNNNN-NNNN

XXXXX Relay Service Invoice

MMMM YYYY

	TRS	CapTel
Session minutes	NN,NNN.NN	NN,NNN.NN
Less interstate session minutes	(NN,NNN.NN)	(NN,NNN.NN)
Net billable session minutes	NN,NNN.NN	NN,NNN.NN
Applicable rate per minute	N.NNN	N.NNN
Total due	$ NN,NNN.NN	$ NN,NNN.NN

Adjustments:

Total amount due $ **NN,NNN.NN**

MMMM D, YYYY

TRS Administrator
Department
Location Address
Mailing Address
City, State NNNNN-NNNN

XXXXX Relay Service Monthly Statement

MMMM YYYY

Balance forward MMMM 1, YYYY	$	NNN,NNN.NN
Billing for MMMM YYYY		NN,NNN.NN
Payments: MM/DD/YY		(NNN,NNN.NN)
Adjustments:		
Balance due MMMM 31, YYYY		NNN,NNN.NN
Subsequent payments:		
Current balance due	**$**	**NNN,NNN.NN**

Run Date: MM/DD/YY

Confidential & Proprietary

XXXXX RELAY SERVICE

Jurisdiction Summary

Report A

Data Month: MMM YYYY

All Calls Handled	Session Minutes	Conversation Minutes	Calls	% of All Calls
General Assistance	nnn,nnn.nn		nnnnn	nn.nn
Local	nnn,nnn.nn		nnnnn	nn.nn
Intrastate Intralata	nnn,nnn.nn		nnnnn	nn.nn
Intrastate Interlata	nnn,nnn.nn		nnnnn	nn.nn
Total Intrastate	nnn,nnn.nn		nnnnn	nn.nn
Interstate	nnn,nnn.nn		nnnnn	nn.nn
International	nnn,nnn.nn		nnnnn	nn.nn
Total Interstate	nnn,nnn.nn		nnnnn	nn.nn
Toll Free 8xx	nnn,nnn.nn		nnnnn	nn.nn
9xx Info Service	nnn,nnn.nn		nnnnn	nn.nn
Total Outbound Call Attempts	nnn,nnn.nn		nnnnn	nn.nn
Month Total	nnn,nnn.nn		nnnnn	nn.nn

Complete Calls				
Local	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Intrastate Intralata	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Intrastate Interlata	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Total Intrastate	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Interstate	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
International	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Total Interstate	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Toll Free 8xx	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
9xx Info Service	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Month Total	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn

Totals with TF & 9xx Allocation		
Intrastate + nn% of TF & 9xx	nnn,nnn.nn	nnn,nnn.nn
Interstate + nn% of TF & 9xx	nnn,nnn.nn	nnn,nnn.nn
Month Total	nnn,nnn.nn	nnn,nnn.nn

Run Date: mm/dd/yy | **xxxxx Relay Service** | Report B

Confidential & Proprietary | **Inbound Calls by Method** | Data Month: mmm yyyy

	ASCII		Baudot		Voice		
Day	English	Spanish	English	Spanish	English	Spanish	Total
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn

GA calls nnnnn

Originated by:	Baudot	Voice
Outbound Calls	nnnnn	nnnnn
Avg CM per Complete Call	n.nn	n.nn

Run Date: mm/dd/yy | **xxxxx Relay Service** | Report C

Confidential & Proprietary | **Session Minutes by Originating Method** | Data Month: mmm yyyy

	ASCII		Baudot		Voice		
Day	English	Spanish	English	Spanish	English	Spanish	Total
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n

Run Date: mm/dd/yy | **xxxxx Relay Service** | Report D

Confidential & Proprietary | **Outbound Call Summary** | Data Month: mmm yyyy

	Terminating						
Day	Ascii	Baudot	Voice	Total	Complete	Busy/NA	Total
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn

Run Date: mm/dd/yy | **xxxxx Relay Service** | Report E

Confidential & Proprietary | **Inbound Calls by Center** | Data Month: mmm yyyy

	Center A		Center B		Center C		Inbound
Day	Inbound	% of Total	Inbound	% of Total	Inbound	% of Total	Total
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn

Run Date: mm/dd/yy | **XXXXX RELAY SERVICE** | Report F

Confidential & Proprietary | **Outbound Calls by Call Length** | Data Month: mmm yyyy

Day	0.00 to 10.00	10.01 to 20.00	20.01 to 30.00	30.01 to 40.00	40.01 to 50.00	50.01 to 60.00	Over 60	Total
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn

Run Date: mm/dd/yy | **XXXXX RELAY SERVICE** | Report G

Confidential & Proprietary | **Performance Summary** | Data Month: mmm yyyy

Day	Blockage	ASA	Inbound	Abandon in <= 10 s	Answered in <= 10 s	% Ans in 10 s
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn

Run Date: mm/dd/yy

Confidential & Proprietary

XXXXX RELAY SERVICE

Outbound Calls by Hour

Report H

Data Month: mmm yyyy

	Hour																								
Day	*0*	*1*	*2*	*3*	*4*	*5*	*6*	*7*	*8*	*9*	*10*	*11*	*12*	*13*	*14*	*15*	*16*	*17*	*18*	*19*	*20*	*21*	*22*	*23*	Total
dd ddd	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnnn

Run Date: mm/dd/yy

Confidential & Proprietary

XXXXX RELAY SERVICE

Average Session Minutes per Call

Report I

Data Month: mmm yyyy

Hour

Day	*0*	*1*	*2*	*3*	*4*	*5*	*6*	*7*	*8*	*9*	*10*	*11*	*12*	*13*	*14*	*15*	*16*	*17*	*18*	*19*	*20*	*21*	*22*	*23*	Total
dd ddd	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn

Run Date: MM/DD/YY | **XXXXX RELAY SERVICE** | Report J

Confidential & Proprietary | **CapTel Jurisdiction Summary** | Data Month: MMM YYYY

All Calls Handled	Session Minutes	Conversation Minutes	Calls	% of All Calls
General Assistance	nnn,nnn.nn		nnnnn	nnn.nn
Local	nnn,nnn.nn		nnnnn	nnn.nn
Intrastate	nnn,nnn.nn		nnnnn	nnn.nn
Interstate	nnn,nnn.nn		nnnnn	nnn.nn
International	nnn,nnn.nn		nnnnn	nnn.nn
Toll Free 8xx	nnn,nnn.nn		nnnnn	nnn.nn
9xx Info Service	nnn,nnn.nn		nnnnn	nnn.nn
Total Outbound Call Attempts	nnn,nnn.nn		nnnnn	nnn.nn
Month Total	nnn,nnn.nn		nnnnn	nnn.nn

Complete Calls				
Local	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn
Intrastate	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn
Interstate	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn
International	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn
Toll Free 8xx	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn
9xx Info Service	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn
Month Total	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn

Totals with TF & 9xx Allocation		
Intrastate + nn% of TF & 9xx	nnn,nnn.nn	nnn,nnn.nn
Interstate + nn% of TF & 9xx	nnn,nnn.nn	nnn,nnn.nn
Month Total	nnn,nnn.nn	nnn,nnn.nn

Run Date: mm/dd/yy

Confidential & Proprietary

XXXXX CAPTEL SERVICE

CapTel Usage Summary

Report K

Data Month: mmm yyyy

Day	Answered	Outbound	Complete	Gen Assist	Busy/NA	Average Minutes per Inbound Call						% Ans or Aban in 10	Blocked	% Blocked Calls
						Set/Wrap	Sess Min	Conv Min	Set/Wrp	Sess Min	Conv Min	ASA			
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	n.nn	nn,nnn.nn	nn,nnn.nn	n.nn	nn.nn	nn.nn	n.n	nn%	nn	nn%

Run Date: mm/dd/yy | **XXXXX CAPTEL SERVICE** | Report L

Confidential & Proprietary | **CapTel Average Minutes per Call** | Data Month: mmm yyyy

Conversation minutes per Outbound Call	Outbound Calls
0 to 5.0 Minutes	nnnnn
5.1 to 10.0 Minutes	nnnnn
11.1 to 15.0 Minutes	nnnnn
15.1 to 20.0 Minutes	nnnnn
20.1 to 30.0 Minutes	nnnnn
30.1 to 40.0 Minutes	nnnnn
40.1 to 50.0 Minutes	nnnnn
50.1 to 60.0 Minutes	nnnnn
Over 60.0 Minutes	nnnnn
Total Calls	nnnnn

Run Date: mm/dd/yy | **xxxxx Relay Service** | Report M

Confidential & Proprietary | **Average Call Length** | Data Month: mmm yyyy

By CapTel Phone Device

Call Type	Outbound Calls	Session Min per Outb Call	Conv Min per Outb Call	Set/Wrap per Outb Call
One-line	nnnnn	nn.n	nn.n	nn.n
Two-line	nnnnn	nn.n	nn.n	nn.n
Total	nnnnn	nn.n	nn.n	nn.n

By Inbound Method

Call Type	Outbound Calls	Session Min per Outb Call	Conv Min per Outb Call	Set/Wrap per Outb Call
Voice	nnnnn	nn.n	nn.n	nn.n
CapTel	nnnnn	nn.n	nn.n	nn.n
Total	nnnnn	nn.n	nn.n	nn.n

Run Date: mm/dd/yy | **xxxxx Relay Service** | Report N

Confidential & Proprietary | **Workload by Call Method** | Data Month: mmm yyyy

Captel Service

Call Method	Answered Calls	% of Total	Sess Min	Conv Min	Avg Sess Min per Ans Call
Captel	nnnnn	nn.nn	nnn,nnn.nn	nnn,nnn.nn	nnn.nn
Spanish	nnnnn	nn.nn	nnn,nnn.nn	nnn,nnn.nn	nnn.nn
Voice	nnnnn	nn.nn	nnn,nnn.nn	nnn,nnn.nn	nnn.nn
Month Total	nnnnn	nn.nn	nnn,nnn.nn	nnn,nnn.nn	nnn.nn

Run Date: mm/dd/yy

Confidential & Proprietary

XXXXX CapTel RELAY SERVICE

CapTel Session Minutes per Center

Report O

Data Month: Mmm yyyy

	Center 1		Center 2		Center 3		Center 4		Center 5		Center 6	
Day	SessMin Per Inbound	% of Inb	SessMin Per Inbound	% of Inb	SessMin Per Inbound	% of Inb	SessMin Per Inbound	% of Inb	SessMin Per Inbound	% of Inb	SessMin Per Inbound	% of Inb
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
dd ddd	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%
	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%	n,nnn	nn%

Run Date: XX/XX/XX

Confidential & Proprietary

XXXX Relay Service

Intrastate Minute Report for MARS Submission

Report: MARS

Data Month: XXX

Traditional Relay Service

Month	TRS ConvMin	TRS SessMin	STS ConvMin	STS SessMin	Total ConvMin	Total SessMin
Jan 2017	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn
Feb 2017	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn
Mar 2017	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn
Apr 2017	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn
May 2017	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn
Jun 2017	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn
Jul 2017	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn
Aug 2017	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn
Sep 2017	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn
Total	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn	nn,nnn.nn

Captioned Telephone Relay Service

Month	CTS ConvMin	CTS SessMin
ın 2017	nn,nnn.nn	nn,nnn.nn
Feb 2017	nn,nnn.nn	nn,nnn.nn
Mar 2017	nn,nnn.nn	nn,nnn.nn
Apr 2017	nn,nnn.nn	nn,nnn.nn
May 2017	nn,nnn.nn	nn,nnn.nn
Jun 2017	nn,nnn.nn	nn,nnn.nn
Jul 2017	nn,nnn.nn	nn,nnn.nn
Aug 2017	nn,nnn.nn	nn,nnn.nn
Sep 2017	nn,nnn.nn	nn,nnn.nn
Total	nn,nnn.nn	nn,nnn.nn

Hamilton Relay, Inc.

CapTel Report

Florida

Mmmm yyyy

Total Number of Valid CapTel Phones
CapTel CA Statistics
Customer Service Contacts

Total Number of Valid CapTel Phones

As of mm, dd, yyyy

- nnn – CapTel phones available for use (not all may have been distributed)

CapTel CA Statistics

- Average Word Per Minute (WPM) = nnn wpm
- Average Rate of Accuracy = nn.nn %
- Average Rate of Error = nn.nn%

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
nnnn	mm/dd/yy	Hh:mm	xxxx	xxxxxxxxx	nnnn	nnnn	xxxxxxxxx	xxxxxxxx

Florida Relay Customer Care Report
Month, Year

Inquiry ID	Inquiry Date	Category	Sub-Category	CA/Opr #	Call Type	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution
XXXXXX	mm/dd/yy								mm/dd/yy	
XXXXXX	mm/dd/yy								mm/dd/yy	
XXXXXX	mm/dd/yy								mm/dd/yy	
XXXXXX	mm/dd/yy								mm/dd/yy	

Call Breakdown

Category	Sub-Category	# of SRs
Xxxx	Xxxx	XX
Xxxxx Total		XX
Xxxx	Xxxx	XX
Xxxx Total		XX
Xxxx	Xxxx	XX
Xxxx Total		XX
Grand Total		XX

Call Type	# of SRs
STS	XX
Voice	XX
VCO	XX
HCO	XX
TTY	XX
Email	XX
Grand Total	XX

LOGO

Outreach Report
Date, Year

Presentation

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

Field Visits

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

Exhibits

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

One on One Visits

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

Meetings

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

Giveaways

Name	Amount
hand sanitizer	XX
Light-up pen	XX
Grand Total	XX

Literature

Name	Amount
Spanish Brochures	XX
State CapTel Brochure	XX
State TRS Brochure	XX
Grand Total	XX

Upcoming Outreach Activities

Presentation

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

Exhibits

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

Field Visits

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

Networking

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

One on One Visits

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

Meetings

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

Media

Media	Media Subject	Name of the p	Total viewers/distribution			
Newsletter						
Newspaper						

Commendation and Input

Special Hamilton Outreach Programs

Scholarship 2021 has begun.

SAMPLE

ANNUAL Report

www.hamiltonrelay.com

State Logo Here

Report provided by:

HAMILTON RELAY

The information in this document is considered Proprietary and Confidential.

1006 12th Street • Aurora, NE 68818 • Voice/TTY 800.618.4781 • 402.694.5101

The information in this document is considered Proprietary and Confidential.

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INDUSTRY **Changes**

Emergency Service Accessibility

The Federal Communications Commission (FCC) adopted a Report and Order that will ensure individuals who call 911 from multi-line telephone systems often found in hotels and offices can dial 911 and reach emergency services.

Kari's Law requires multi-line telephone systems to allow users to dial 911 directly without having to dial a prefix to get to an outside line. Kari's Law also requires multi-line telephone systems to provide a notification to front desk or security staff when a 911 call is made in order to make building entry easier for first responders.

Section 506 of RAY BAUM'S Act requires the FCC to conduct a rulemaking proceeding to consider adopting rules to ensure that "dispatchable location" information is shared with dispatchers. Dispatchable location information may include the street address, floor level and room number of a 911 caller.

OUTREACH **Updates**

We are focused on a team approach for delivering outreach services that will result in spending less time on scheduling activities and more time in the field creating awareness about relay services. Individuals supporting this approach include in-state Outreach Coordinator, Account Manager, Regional Outreach Manager, Regional Planning Coordinator, Marketing Projects Coordinator, Senior Relay Outreach & Marketing Manager, Director of Sales & Marketing, Director of Account Management and Compliance Manager.

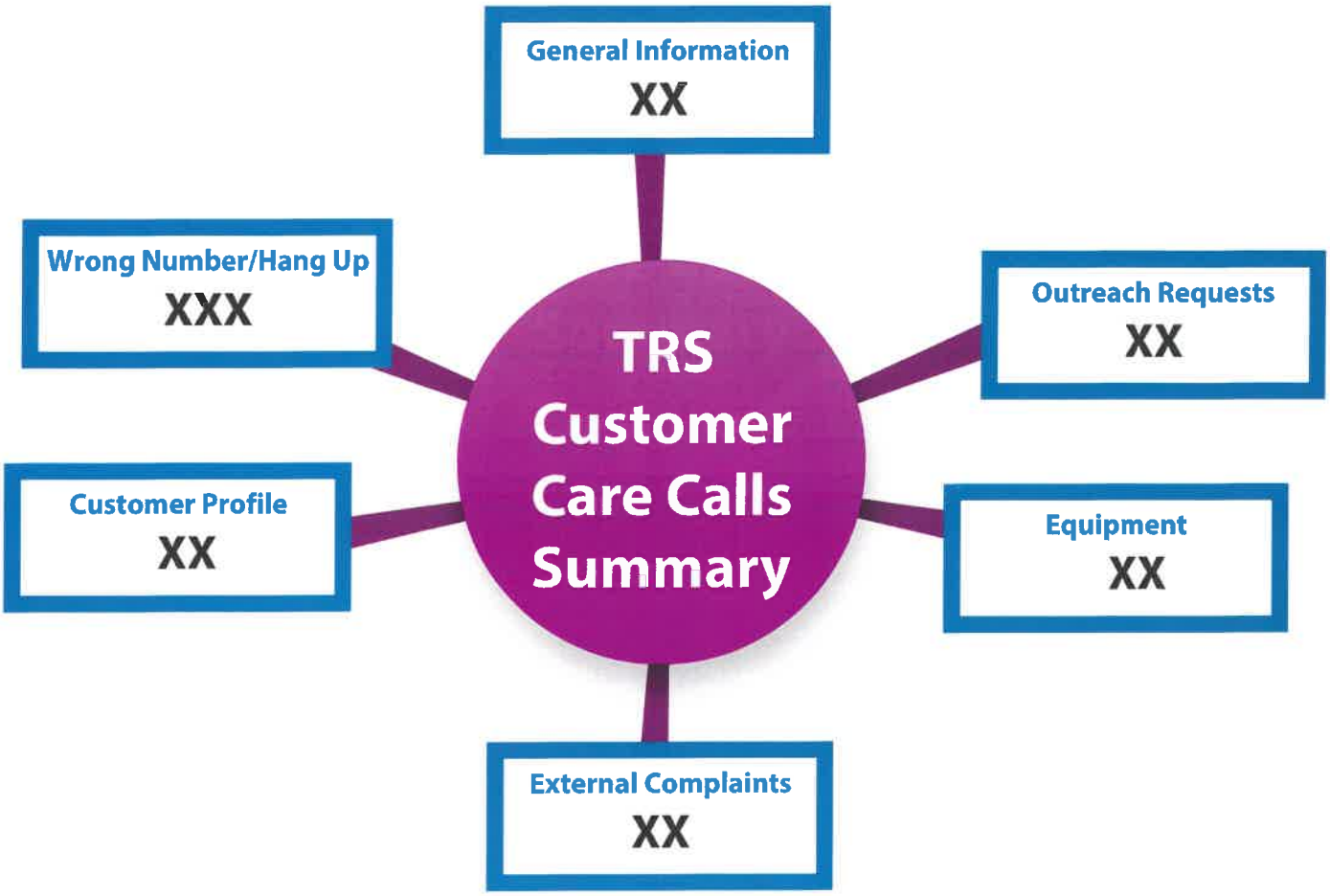
Outreach Training Summit

Twice a year, our teams gather together for a week of extensive training and team building. Every summit provides the team with an opportunity to share experiences, ideas and valuable resources that equip each team member with the tools needed to better serve our communities. During the week, training sessions include skills development, service-specific training and industry updates.

STATISTICAL Reports

TRS Customer Care Summary

Every call that comes into Customer Care, as well as comments sent via fax, letter or email, is logged into Hamilton's Customer Care database. We received a total of XXX inquiries to Customer Care from January 1, XXXX through December 31, XXXX. The majority of the legitimate calls to Customer Care were about general information.



CapTel Customer Care Summary

Every call that comes into CTI Customer Care from a consumer is tracked.

HAMILTON RELAY

Attachment G
Financial Information

Attachment G

Proposal for Telecommunications Relay and Captioned Telephone Relay Services

FLORIDA

CONTAINS CONFIDENTIAL INFORMATION

Hamilton requests that the FPSC keep the following component of its proposal Proprietary and Confidential as it is considered trade secret work product which, if released, would give advantage to our business competitors and serve no public purpose.

- Attachment G – Financial Information

Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others.

Hamilton has uploaded this confidential information to a secure site. An email generated by Beth Slough will be sent to the FPSC with a link to access this confidential information.

Pinnacle Bank

June 2, 2021

Curtis Williams
c/o Mr. Adam J. Teitzman, Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
Re: Docket No. 20210049-TP

Dear Mr. Williams:

I am writing this letter of reference for Hamilton Relay, d/b/a, Hamilton Telecommunications.

For over 40 years, Hamilton and several affiliated companies have been valued customers of Pinnacle Bank of Aurora. The Bank currently has a number of large deposit accounts with Hamilton Relay and several affiliates. These accounts would have average balances in the mid seven to low eight-figure range. We would consider Hamilton our largest and most valuable deposit customer. Possibly the most impressive thing about Hamilton Telecommunications is that they have no current or long-term debt. In these times of huge corporate debt it is very unusual and refreshing to see this type of balance sheet.

Hamilton Telecommunications has provided strong telephone, cable, TV, Internet and deaf relay services to Hamilton County and surrounding counties for over 115 years. Hamilton Telecommunications is now and for the last several decades been owned by the Nelson family. The family is not only known as an excellent corporate citizen, they are also very well thought of as individuals in our community and surrounding service area. I think that you would be very pleased with the deaf relay service that Hamilton Relay would provide.

If you have any questions concerning this letter of reference for Hamilton Relay, please feel free to contact me at the following address or phone number.

Pinnacle Bank
PO Box 229
Aurora NE 68818
Phone: 402-694-2111
E-mail: wade.regier@pinnbank.com

Sincerely,

Wade Regier
Market President

THE HARTFORD

Bid Bond
Surety Department

Bond No. 34BSBIQ5709
Expiration Date: 9/14/2021

KNOW ALL MEN BY THESE PRESENTS,

That we,

Hamilton Relay, Inc.

as Principal, hereinafter called the Principal, and the **Hartford Fire Insurance Company,** a corporation created and existing under the laws of the State of **Connecticut**, whose principal office is in **Hartford, CT**, as Surety, hereinafter called the Surety, are held and firmly bound unto

Florida Public Service Commission

as Obligee, hereinafter called the Obligee, in the sum of **five hundred thousand and NO/100** Dollars (**$500,000**), for the payment of which sum, well and truly to be made, the said Principal and the said Surety, bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

Whereas, the Principal has submitted a bid for

Relay services contract with Florida

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

Signed and sealed this 4th day of **June** A.D. 2021

Witness (If Individual) _____

_____ (Principal)

By John Nelson President (SEAL)
(Title)

Attest (If Corporation) _____

_____

_____ (SEAL)

Attest _____

By Michelle Bivens Attorney-in-fact (SEAL)
(Title)

(Approved by the American Institute of Architects, A.I.A. Document No. A-310, 1970 Edition)

Form S-3266-4 Printed in U.S.A. 12-70

POWER OF ATTORNEY

Direct Inquiries/Claims to:
THE HARTFORD
BOND, T-11
One Hartford Plaza
Hartford, Connecticut 06155
Bond.Claims@thehartford.com
call: **888-266-3488** *or fax:* **860-757-5835**

KNOW ALL PERSONS BY THESE PRESENTS THAT:

Agency Name: COMTECH-LEAVITT INS SERVICES INC
Agency Code: 34-471785

- [X] **Hartford Fire Insurance Company**, a corporation duly organized under the laws of the State of Connecticut
- [X] **Hartford Casualty Insurance Company**, a corporation duly organized under the laws of the State of Indiana
- [ ] **Hartford Accident and Indemnity Company**, a corporation duly organized under the laws of the State of Connecticut
- [ ] **Hartford Underwriters Insurance Company**, a corporation duly organized under the laws of the State of Connecticut
- [ ] **Twin City Fire Insurance Company**, a corporation duly organized under the laws of the State of Indiana
- [ ] **Hartford Insurance Company of Illinois**, a corporation duly organized under the laws of the State of Illinois
- [ ] **Hartford Insurance Company of the Midwest**, a corporation duly organized under the laws of the State of Indiana
- [ ] **Hartford Insurance Company of the Southeast**, a corporation duly organized under the laws of the State of Florida

having their home office in Hartford, Connecticut, (hereinafter collectively referred to as the "Companies") do hereby make, constitute and appoint, ***up to the amount of*** Unlimited :
Michelle Bivens, Joe Weipert, April Yearby of ST GEORGE, Utah

their true and lawful Attorney(s)-in-Fact, each in their separate capacity if more than one is named above, to sign its name as surety(ies) only as delineated above by ☒, and to execute, seal and acknowledge any and all bonds, undertakings, contracts and other written instruments in the nature thereof, on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

In Witness Whereof, and as authorized by a Resolution of the Board of Directors of the Companies on May 23, 2016 the Companies have caused these presents to be signed by its Assistant Vice President and its corporate seals to be hereto affixed, duly attested by its Assistant Secretary. Further, pursuant to Resolution of the Board of Directors of the Companies, the Companies hereby unambiguously affirm that they are and will be bound by any mechanically applied signatures applied to this Power of Attorney.

Shelby Wiggins

Shelby Wiggins, Assistant Secretary

Joelle L. LaPierre, Assistant Vice President

STATE OF FLORIDA
COUNTY OF SEMINOLE } ss. Lake Mary

On this 13th day of February, 2020, before me personally came Joelle LaPierre, to me known, who being by me duly sworn, did depose and say: that (s)he resides in Seminole County, State of Florida; that (s)he is the Assistant Vice President of the Companies, the corporations described in and which executed the above instrument; that (s)he knows the seals of the said corporations; that the seals affixed to the said instrument are such corporate seals; that they were so affixed by authority of the Boards of Directors of said corporations and that (s)he signed his/her name thereto by like authority.

Jessica Ciccone

Jessica Noelle Ciccone
My Commission #FF029702
Expires June 20, 2021

I, the undersigned, Assistant Vice President of the Companies, DO HEREBY CERTIFY that the above and foregoing is a true and correct copy of the Power of Attorney executed by said Companies, which is still in full force effective as of _____.

Signed and sealed in Lake Mary, Florida.

Keith Dozois

Keith D. Dozois, Assistant Vice President

HAMILTON RELAY

Attachment H

Proposal for Telecommunications Relay and Captioned Telephone Relay Services

FLORIDA

Top Reasons to Select Hamilton Relay Services

Throughout this proposal we have provided the numerous reasons for Florida Public Service Commission (FPSC) to select us as its relay provider. We would like to recap some of those reasons.

1. Since our main focus is Relay, the State of Florida and the FPSC can be assured that we don't have ulterior motives to sell cell phones or wireless plans. In fact, we are unique in the industry in that Relay is our main focus. We are not a multi-billion dollar conglomerate where Relay runs the risk of getting lost in an ever-changing bureaucracy. Relay is an important aspect of our business, and we give it the attention it deserves. Only we can deliver this level of commitment.
2. We are a privately held, American owned company, and we intend to stay that way. We are not merging with another company or facing bankruptcy, and we are not at risk of changing our course based on the latest stock transaction. We are dedicated to providing relay service, as **Relay is one of our primary business lines and a fundamental part of our company's mission.**
3. We are focused on being a resource for, and being responsive to the needs of, the TRS Administrator and Florida Relay users, thus providing no hassle contract management for the TRS Administrator.
4. With us, the FPSC and the users of Relay in Florida can be assured that they will receive Relay and CapTel Services that are customized to the needs of Florida, instead of services that are "standardized" across all state programs. We will provide call processing, outreach, reporting, account management and customer service that meet the individual needs of Florida residents.
5. Our track record is that of a company that is responsive to all needs. Our responsiveness allows us to continue to win state contracts and consecutive bid awards. We do the same for Florida.
6. We consistently meet deadlines without being prompted and exceed expectations with our reporting.
7. We have provided Relay since 1991. Currently, we have seven relay centers in operation and provide Traditional Relay and Captioned Telephone services through 21 contracts in 15 states, the District of Columbia, and the Island of Saipan.
8. We still employ many of the key personnel who were responsible for the successful installation, transition, and continued operation of those centers. We have added other experienced staff in the areas of technical, operations, and customer service that will assist with the operation of Florida Relay. **We have the proven experience, knowledge, resources and capabilities to continue to operate Florida Relay.**
9. We have a long-standing reputation of being innovative and aggressive in the pursuit of new technology and new services in telecommunications including True Caller ID, Remote Conference Captioning, and Speech to Text applications such as traditional and web-based Captioned Telephone.
10. Visually Assisted Speech-to-Speech (VA STS), which we can provide to Florida, offers visual cues to the CA that may facilitate comprehension of what a person with a speech disability is

saying. Visual cues may include lip reading, spelling in the air, facial expressions, other physical movements, and typed messages. This service requires separate pricing.

11. Our Speech-to-Speech (STS) User Training Line is a resource for individuals, family, friends, medical professionals, businesses and organizations to familiarize themselves with the proper etiquette and standard procedures of using STS. Individuals who are residents of Florida, and/or intend to use the STS Service with a Florida resident, are eligible to utilize the training line. This service requires separate pricing.
12. Our CAs are truly the heart of our relay operation. Their dedication, professionalism, and willingness to satisfy every relay customer shows through time and time again.
13. We are involved at the national level in relay industry issues. We are a long-term player in the relay business and continue to explore new technological innovations that will assist the relay user community.
14. Relay users are able to communicate with us 24 hours a day through our Customer Care Department. We will engage the relay community to obtain feedback in order to customize our service for Florida Relay users.
15. Our automatic identification of connection speed reduces valuable call set-up time for relay users, and makes connections faster with more reliability. After a relay user's connection speed or voice signal is captured, it is matched with the user's ANI stored in our database so that each time Hamilton Relay receives a call from that number we automatically connect at the correct speed or connection type without the customer completing a caller profile. This type of technology is just another example of how we are continually customizing our relay service and shortening the number of session minutes.
16. We were the first Relay provider to add CapTel seats and workstations to our own call centers. Integrating the latest in telecommunications technology, we now offer greater diversity and redundancy in our call handling - two key components to ensuring a positive call experience for every user. We currently process CapTel calls from our Nebraska, Louisiana, Kansas, Maryland, Massachusetts, and two Georgia centers.
17. We were the first provider to introduce single-phone mobile CapTel service. Hamilton Mobile CapTel allows users to place and receive calls – while reading word-for-word captions – on a single device. Hamilton CapTel for Web, iOS, and Android can be used anywhere on a single mobile telephone that is capable of supporting both voice and data simultaneously through a 3G or Wi-Fi connection.
18. We provide Internet Protocol Captioned Telephone Service (IP CTS). With the introduction of Hamilton CapTel for Web, iOS, and Android, we are making equal access for all individuals a reality, wherever they are.
19. We can provide Florida state-specific CapTel reporting. We were the first provider to offer this feature. State specific reporting includes:
    - state-specific ASA
    - state-specific Service Level with and without abandons and
    - state-specific abandon call information

20. N11 Dialing Access. On January 1, 2011, we made three digit dialing available to CapTel users in all our Relay states. A CapTel user dials the N11 code on their CapTel phone. Based on the CapTel user's incoming ANI, the CapTel platform automatically matches the ANI to the correct N11 10-digit telephone number and places the call for the CapTel user. In order to accomplish this task, we obtained the information to map NPA-NXX information to the correct N11 service center and worked with CTI to integrate it into the CapTel platform. We were the first provider to offer this feature.
21. We have worked with CTI to make platform changes that allow states to have a choice in the default amplification settings on CapTel devices and to have a 40 decibel minimum turned on or off based on each state's needs.

As one can see, there are many advantages to selecting us as the Florida Relay provider. With us, Florida will receive the following benefits:

- Through our advanced training programs, we provide in-depth CA training on Deaf Culture, ASL, and translating limited written English or Spanish to correct spoken English or Spanish.
- We easily accomplish customization for each relay user and consistency in call processing.
- We will be constantly available to the State and any other interested parties, including all organizations that serve relay users. This allows for definitive regulatory and administrative control. We give the State and other interested parties great control in what happens within the relay center, which in turn benefits all relay users.
- The FPSC, the TRS Administrator, and any relay users who desire it will receive constant attention from us. We will provide the FPSC with relay service that is responsive to relay users and to the individuals responsible for regulating the relay.
- We guarantee open communication between the State, the relay using community, and ourselves. We will use the feedback from relay users to change and improve our call processing procedures.
- We will strive to build a partnership with the State and other organizations that serve relay users and welcome any assistance these organizations might offer.
- Because of our size, we are able to meet the needs of individual relay users and provide a level of service that can only come from a company that has the ability to empower employees and has very little bureaucracy.
- We ensure outstanding customer service. Individual relay users can call for help at any time and if needed, someone from the relay will go to their business or home to assist them with equipment.
- We have implemented many programs designed to reach hard of hearing and elderly people. We give presentations and workshops to senior citizens centers and physical and mental health service providers. A major part of our customer care effort involves visiting traditionally isolated persons who are either current or potential relay users.

Our responsiveness and desire to meet the needs of customers through outstanding answer performance and quality on every call makes us the right choice. We look forwar0d to providing Florida Relay users and the FPSC with the quality service and reporting only we can or will provide.

Price Proposal
Original

HAMILTON RELAY

Proposal for Telecommunications Relay Service Docket No. 20210049-TP

Florida

D. THE PRICE PROPOSAL FORMAT

Bidders shall submit their bids on the basis of a charge per billable minute for all services described with the exception of Captioned Telephone in item B. 20. The prices per billable minute for Captioned Telephone in B. 20 shall be separately stated. A format similar to that shown below should be used for the price proposal.

NOTE: THE PRICE PROPOSAL SHALL BE FILED IN A SEPARATE SEALED ENVELOPE MARKED: "SEALED – TO BE OPENED ONLY BY THE FPSC PROPOSAL OPENING OFFICER"

We understand and have complied.

SERVICE PRICE PER BILLABLE MINUTE

1. Basic Relay Service

Bid price shall be on a flat rate basis per billable minute for all billable minutes and not vary depending upon the volume of traffic. Existing contract price for intrastate basic relay service is $1.35 per session minute.

Hamilton will operate the Florida TRS Service for the following fixed rate for the initial 3-year term of the contract.

$2.14 per billable minute*

This price includes 30,000 free minutes of RCC per contract year.**

*Hamilton has identified a per billable (session) minute rate to be utilized throughout the term of the contract for purposes of calculating its due compensation for traditional Telecommunications Relay Service. Hamilton understands that its sole reimbursement for TRS will be calculated by taking the actual number of monthly session minutes per month multiplied by Hamilton's session minute price for traditional telecommunications relay service. Session minutes include the entire time that the relay call is connected to the CA, including the time used to set up the call until the time the CA disconnects the last party.

** RCC events:

- Are one hour minimum
- After the first hour minimum, RCC is reported in 15 minute intervals and is based on the actual time that a captionist is involved in any part of the conference captioning
- Cancellation deadline for RCC calls is one full business day
- A call cancelled on or after the cancellation deadline is reported for the scheduled time

2. *Captioned Telephone*

Bid price shall be on a rate per billable minute for all billable minutes and may vary depending upon the volume of traffic. Existing contract price for intrastate captioned telephone service is $1.69 per session minute.

Hamilton will operate the Florida CTS Service for the following fixed rate for the initial 3-year term of the contract.

$1.80 per billable minute*

*Hamilton has identified a per billable (session) minute rate to be utilized throughout the term of the contract for purposes of calculating its due compensation for Captioned Telephone Service (CTS). Hamilton understands that its sole reimbursement for CTS will be calculated by taking the actual number of monthly session minutes per month multiplied by Hamilton's session minute price for CTS. Session minutes include the entire time that the relay call is connected to the CA, including the time used to set up the call until the time the CA disconnects the last party.

Optional Services

In addition to the services required by this RFP, Hamilton offers the State of Florida several Optional Services at the prices listed below.

Visually Assisted Speech-to-Speech

VA-STS	**$3.86** per-session minute – years 1 through 3

STS User Training Line

STS User Training Line	**$3.86** per-session minute – years 1 through 3

Additional Information to Hamilton's Cost Proposal

In addition to the services listed above and described throughout this proposal, Hamilton's price includes:

- A no hassle contract. Contracting with Hamilton means working with a company that continually strives to provide complete contract compliance without having to be reminded.
- Quality of service, CAs, account management, and outreach that is second to none. We are a company where Relay is an important aspect of our business, and we give it the attention it deserves.
- A superb outreach program that is focused on relay services, not in promoting national products.
- A reporting package that is customized to the needs of the PSC. No other provider can or will deliver the level of detail in reporting that Hamilton does.

Florida Real Time Text (RTT) Wireline Trial

Scope of Work

Background

Hamilton Relay (Hamilton) is a company that for more than 30 years, has been dedicated to connecting individuals who are deaf, hard of hearing, deaf-blind and/or have difficulty speaking over the telephone. As technology evolves, we are committed to discovering how new technologies can improve the lives of the communities we serve.

The telecommunications industry is transitioning to modern digital technology. As telephone service providers continue to phase out old analog based, copper networks, replacing them with fiber and IP-based connections, traditional TTY users are experiencing difficulties because they are communicating with an analog device in a digital world. TTY is a legacy electromechanical typewriter designed for analog voice phone landlines to communicate with another TTY. This technology is over 50 years old.

The TTY user may struggle with garbling and difficulty completing their calls, not to mention missing out on more seamless, enriched conversations that non-TTY users enjoy. Their experience can range from frustrating to downright dangerous when communication difficulties occur during emergency calls.

Real-Time Text (RTT) is a digital, IP-based communication protocol that transmits text immediately as the characters are typed. RTT provides text communication that is more functionally equivalent for Relay users because it allows for conversational bi-directional communication that may also include voice and special characters.

In recognition of the challenges of TTY communication and benefits of RTT, the Federal Communications Commission (FCC) has required that national wireless carriers provide RTT functionality on their mobile devices. There is presently no similar mandate for wireline carriers, but we believe that in-home landline users have similar needs and would also benefit from RTT communication.

Proposed Trial

Hamilton has developed a specialized telephone that can communicate in RTT over a wireline IP-based telephone network that has been configured to transport RTT. The telephone is specially designed to meet the needs of Relay users by enabling RTT conversations to other Hamilton RTT devices, and to Relay.

We are proposing a trial to test the operability of newly developed wireline (landline) Real Time Text (RTT) phones that communicate voice and data over wireline to other RTT users using Voice over Internet Protocol (VoIP) technology. The phones are designed as a digital replacement for analog teletype (TTY) machines currently used by customers of Florida Relay.

The Florida RTT Wireline Trial will explore how RTT may be implemented within wireline networks. The goal of the trial is to understand the usefulness of this new technology for the communities that we serve. The trial will test the specialized telephone with Real-Time Text technology created by Hamilton.

Trialists will be able to use the Hamilton RTT landline phone on the Hamilton VoIP service over an IP-based connection to:

- Communicate directly with other Hamilton RTT trial participants
- Place and receive calls through Florida Relay with RTT speed, clarity, and enhanced capabilities
- Conduct voice or text conversations, or both, according to their preferences, and change their mode during the call

Hamilton's specialized phone will offer all the benefits of RTT:

- Text and voice can co-exist on the same call
- Simultaneous text transmission
- Fastest text response available
- Reliable over IP Networks

A successful trial will demonstrate whether or not the newly developed landline RTT telephone will be able to fully function as the replacement for legacy TTY machines.

Project Scope

The Florida RTT Wireline Trial will include:

- Up to 50 trialists
- 90-day trial period
- Hamilton RTT capable VoIP phone for each trial participant
- Hamilton Long Distance VoIP network which is capable of carrying RTT calls
- Enhanced Relay platform to support RTT
- Project management throughout the engagement
- Development of Operator procedures
- Development of Trialist manual including questionnaires, user guide, test call instructions, etc.
- Collaboration with Florida Public Service Commission (FPSC) and FTRI to identify Trialists
- Training for identified Florida agency staff on device installation as they will conduct the Trialist installations
- Personnel and tools to gather feedback from Trial participants
- Billing and reporting including invoicing, reports in call volume, analysis of Trialist feedback, etc.
- Help desk
    - Provide 24/7 customer support for Trialists via toll-free number, email or live chat

- Project completion final report

Hamilton will work with the FPSC to develop specific requirements and usage guidelines for the Trial. This is new technology and it is important to control the scope of the early phases of the Trial. By doing so, we can accurately measure and assess the goals of the Trial in order to build a foundation for further development.

Not Covered in Scope

- Hamilton anticipates that the initial Trial will include the following scope limitations:
  - Call types will be limited to only those that test RTT-functionality. This means that the following are the only types of calls that will be allowed:
    - Trialist-to-Relay inbound and outbound calls (inter- or intrastate)
    - Trialist-to-Trialist calls without Relay
  - No international calls
    - Hamilton will bear the per-minute costs of each phone call without passing those costs on to the user. For this reason, international calls will not be allowed.
  - No 911 emergency calls
    - Because this is new technology, we want to do extensive and 911-specific testing before presenting the RTT phone as a primary mechanism for emergency calls.
    - We will instruct Trialists that they should not rely on the RTT phone for 911 calls and they should choose an alternate method to contact 911 in an emergency.

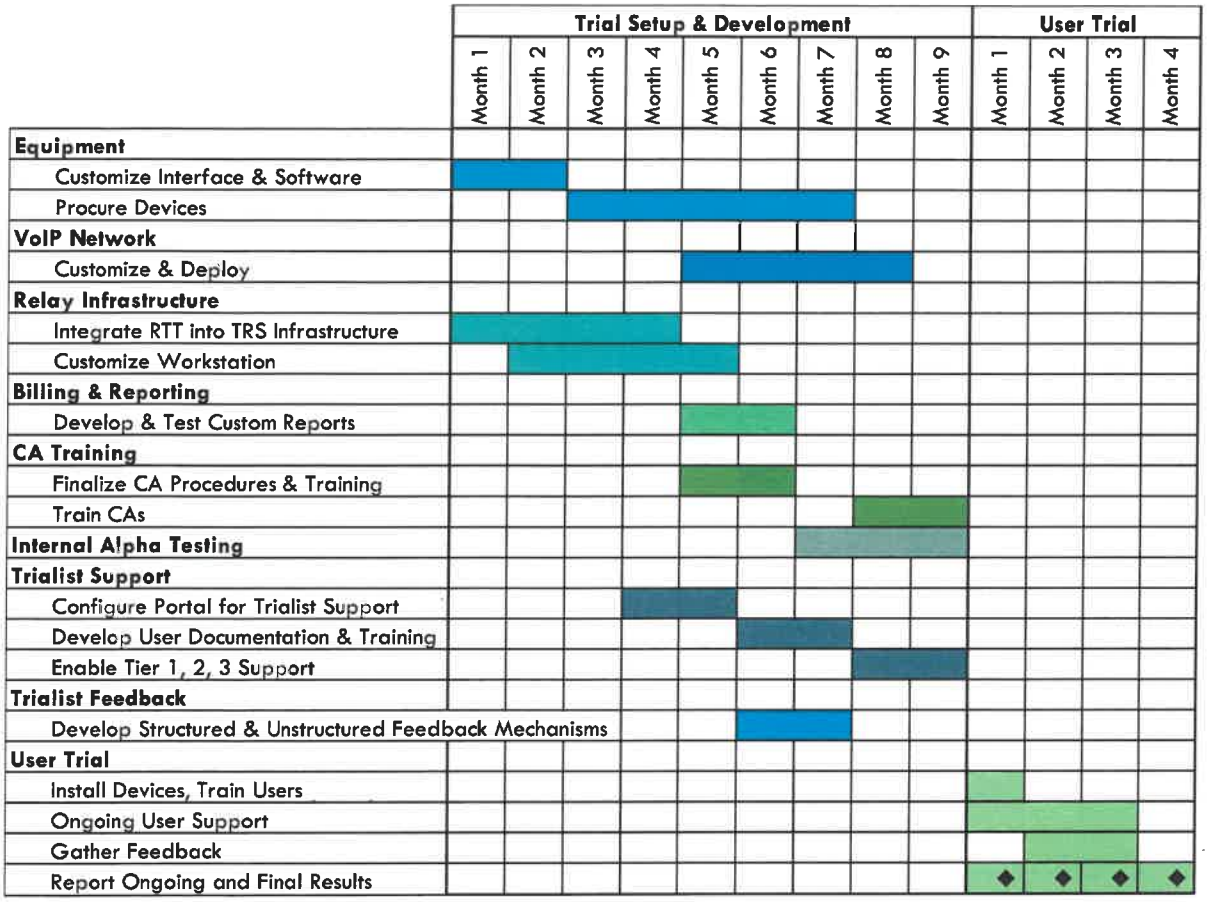
State Responsibilities

FPSC, in collaboration with FTRI will:

- Assist in identifying Trialists
- Assist in the Trialist installations as needed
- Assist in developing specific requirements and usage guidelines for the Trial.

Project Plan

Hamilton envisions that the Florida RTT Wireline Trial will take nine months to develop and deploy. This includes finalizing technical development, manufacturing the equipment, creating user documentation, and developing trial guidelines and survey. Upon completion of the implementation phase, phones can be deployed to Trialist participants and the 90-day Trial will begin. A high-level project timeline is shown below.



Trial Costs

Technical Development, Trial Setup, Operations support for 50 trialists

- $167,575.00 Flat Fee

Per-Minute Rate for CA-involved minutes (through Relay)

- $2.14 per session minute as defined below*

*A Session Minute is defined as the time from the moment a Communication Assistant connects to an incoming RTT call until the moment the Communication Assistant disconnects the last party. This includes incoming calls (busy, no answer, or wrong number) that do not reach the intended called party and includes call set-up and wrap-up.

Conclusion

This trial is separately priced which includes a flat technology fee plus a per session minute rate for minutes of use. Please let us know if you are interested in receiving a price proposal.

Hamilton is excited with the opportunity to partner with the FPSC in this one-of-a-kind project which holds great potential to improve the lives of Florida Relay customers. We intend to collaborate extensively with the FPSC to develop a Trial that is advantageous to all involved and delivers results that can help us determine the benefits and feasibility of taking this technology to the next level.