FILED 10/3/2024
DOCUMENT NO. 09360-2024
FPSC - COMMISSION CLERK

State of Florida

Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

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

DATE: October 3, 2024

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

FROM: Curtis J. Williams, Senior Analyst, Office of Industry Development & Market Analysis

RE: Docket No. 20240043-TP - Document Filing

Please file the documents listed below in Docket No. 20240043-TP.

1. T-Mobile Technical Proposal
2. 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

RECEIVED-FPSC
2024 OCT -3 PM 4:22
COMMISSION
CLERK

Price Proposal
Original

HAMILTON RELAY

Proposal for Telecommunications Relay Service Docket No. 20240043-TP

Florida

D. THE PRICE PROPOSAL FORMAT

Bidders must submit their bid on the basis of a charge per billable minute for services described. Bid price must be on a flat rate basis per billable minute for all billable minutes and not vary depending upon the volume of traffic. The price proposal must be filed in a separate sealed envelope. The envelope should include the following text:

"SEALED – RELAY PRICE PROPOSAL – TO BE OPENED ONLY BY THE PROPOSAL REVIEW COMMITTEE CHAIRMAN."

We understand and have complied.

Hamilton will operate FTRS at the following fixed rate for the initial 3-year term of the contract.

TRS

- $4.40 per session minute*

* Includes a $15,000 annual budget to provide the following outreach and marketing in the state of Florida as described in Tab 5, Section 40, page 168.

Should the State choose to add them, the following optional services, as described in **Tab 5, Section 21**, are available at the same rate per session minute.

Visually Assisted Speech-to-Speech

- $4.40 per session minute

STS User Training Line

- $4.40 per session minute

Optional Services (outside the per minute rate)

In addition to the services required by this RFP, Hamilton offers the State these Optional Services outside of the above per minute rate.

Remote Conference Captioning (RCC)

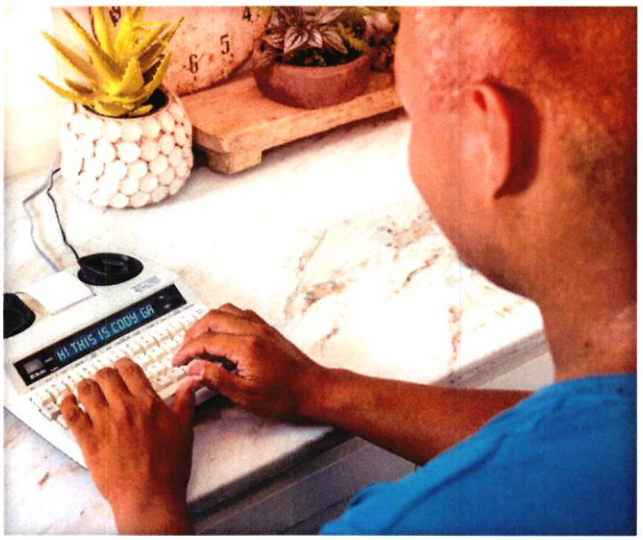
Year 1	$3.80 per session minute
Year 2	$3.80 per session minute
Year 3	$3.80 per session minute

Optional Add-on

- Raw RCC transcripts are available immediately at no charge. If the State selects this option, finished transcripts are available at an additional fee of:
    - **$0.50 per minute**

RCC rates include the following:

- After-hours, weekends, and holidays and Spanish language
- Billed for a minimum of one hour
    - After the first hour minimum, RCC is billed on 15 minute intervals and is based on the actual time that a captionist is involved in any part of the conference captioning
- Cancellation deadline is:
    - One full business day for events of less than four hours
    - Five full business days for events of four hours or longer or multiple-session events
    - Ten full business days for Spanish events
- A call cancelled on or after the cancellation deadline is billable for the scheduled time







T-Mobile's Price Response to:

State of Florida
Florida Public Service Commission
Request for Proposals
for

Telecommunications Relay Service (TRS)

Original

Docket No. 20240043-TP

Monday, August 19, 2024

Jeffrey Branch
Account Executive
813-774-6362
Jeffery.Branch@T-Mobile.com

T-MOBILE FOR GOVERNMENT

Docusign Envelope ID: 242AB2FA-1A57-4AEE-A2AD-45B2369F44CD

T-Mobile

Monday, August 19, 2024

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

Re: *Request for Proposals (RFP) to Provide Telecommunications Relay Service Docket No. 20240043-TP*

Dear Mr. Williams

Florida citizens who need functionally equivalent communication options will continue to benefit from T-Mobile as their Telecommunications Relay Service (TRS) provider. Our all-inclusive relay package incorporates high-quality service performance and customer care, Federal Communications Commission (FCC) standards compliance, customized outreach, and certification. As a result, our relay services are unmatched by other TRS providers.

As the TRS industry leader, providing relay services in 30 states (including Puerto Rico and the US Virgin Islands), we're proud of the relationship cultivated with the citizens of Florida since 2015.

- **Demonstrated Experience:** With over 34 years of experience providing TRS, our team uses relay products and services daily. Along with their family and friends, these employees have the same communication needs and concerns as your users.
- **Community Engagement and Established Relationship:** We greatly value our longstanding partnership and strong relationship with Florida communities. Our team members for Florida Relay Service:
  - **Jeffrey Branch, Senior Account Executive:** Jeffrey has an impressive 25 years of experience in the TRS industry. His insights and strategic approach contribute significantly to our success.
- **Service without Disruption:** With our reliable network connectivity, your Relay users will not experience disruption to the high-quality service they deserve and need.

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:

1355 Powderpuff Drive, Dunedin, FL 34698
813-774-6362 (VP) – 727-667-8657 (text)
jeffrey.branch@t-mobile.com

David Bezzant, Vice President of T-Mobile for Business, is authorized to make this proposal for T-Mobile. David 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:

1633 W Innovation Way 5th Floor, Lehi, UT 84043
425-383-4000 (phone) – 425-378-4040 (fax)
david.bezzant@t-mobile.com

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,

DocuSigned by:
Dave Bezzant
2E6E7C6B8B7430...

David Bezzant
Vice-President, T-Mobile for Government

Docusign Envelope ID: 242AB2FA-1A57-4AEE-A2AD-45B2369F44CD

T-Mobile

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T-Mobile

Florida Relay 711

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T-Mobile

Item 65. The Price Proposal Format (RFP ref. Section D)

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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	$2.58/session
Relay Conference Captioning - RCC	The first 30,000 minutes annually are included at no charge. After 30,000 minutes, RCC service will cease until the new Fiscal year starting March 1, 2025-February 28, 2026. 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 deducted 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
- Florida Account Executive will travel to bi-annual TASA meetings.
- Annual allotment of 30,000 RCC minutes of use

Please find the Florida Relay Service's comprehensive outreach plan in Attachment A.

Attachment A – Florida Relay Service's Comprehensive Outreach Plan

Community Engagement Program for the State of Florida

T-Mobile has over 34 years of experience conducting outreach events throughout the U.S. During the last 16 years, T-Mobile remains committed to the FPSC and Florida Relay Service to ensure functionally equivalent communication access in Florida. We will continue to meet and exceed the expectations of both Floridians and the FPSC. For the upcoming Florida Relay contract and as part of the community outreach budget, T-Mobile will provide a customized outreach program as described below.

T-Mobile is thrilled to propose these exciting additional new features for the Florida Relay outreach program:

- T-Mobile will contribute $20,000 toward a Public Service Announcement (PSA) about Speech-to-Speech (STS) service at no cost to the State - $10,000 in 2025 and another $10,000 in 2026.
- The Florida Relay Account Executive (AE) will plan and host casual events in different towns for the members of the Deaf and Hard of Hearing communities to gather and learn about Florida Relay.
- The new "STS Shortcut Icon" feature will be promoted and shared with Florida residents who have a speech disability. This feature enables the STS users to tap quickly and easily to initiate their STS calls, including those with mobility challenges in addition to their speech disability.
- The Florida Relay AE will sponsor DeafBlind and Deaf/Low Vision events and interact closely with these members. Braille and Large Print versions of the Florida Relay brochures will be provided upon request.
- The Florida Relay AE will explore an opportunity to work with a real-life STS expert who has a speech disability. This individual will give presentations and spread the word about the STS service with others who also have a speech disability.

Account Executive (AE), Jeffrey Branch



Jeffrey will continue to be the FPSC's point of contact for services and pricing presented in T-Mobile's response. He received his Bachelor of Science degree in Business Administration at Gallaudet University in Washington, D.C. Jeffrey possesses excellent communication skills, with fluency in both American Sign Language and written English. Jeffrey currently resides in Florida, is well respected in the community and has been in the TRS industry for 25 years. Jeffrey is involved with the Model Secondary School for the Deaf (MSSD) Alumni Association, Inc., and volunteers with the Greater Dunedin Little League in Dunedin, FL. He is also a member of the National Association of the Deaf (NAD). Jeffrey will continue to:

- Cultivate relationships with the FPSC
- Partner with internal staff to deliver and execute on all contractual requirements
- Provide updates about Florida Relay to the Telecommunications Access System Act (TASA) Advisory Committee
- Maintain an excellent working relationship with local Florida organizations
- Participate in and support local community events
- Answer questions and provide clarifications regarding T-Mobile's bid and pricing
- Provide updates on Federal Communications Commission (FCC) orders and Public Notices
- Notify the State Contract Manager about any new/updated technology
- Submit reports to the State Contract Manager
- Collaborate with the T-Mobile Team – Accessibility Consultation Experts (ACE)

ACEs will provide guidance to the FPSC and Florida community 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 shape the relay industry: TRS, 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.
- **Outreach and Education** - Forming relationships in communities where we live and work, reaching communities virtually and in-person, creating and executing social media strategies, demonstrating wireless expertise
- **Website Equivalence** - Web Content Accessibility Guidelines (WCAG) 2.1 website upgrades for Blind and Low Vision individuals

Outreach Personnel

T-Mobile intends to continue working with local agencies by providing a $15,000 annual budget for Outreach and Educational services on behalf of Florida Relay, as well as collecting customer feedback regarding the products, services and quality offered. While the list is not exhaustive, the agency's outreach activities for Florida Relay include:

- Hosting meetings, presentations, hands-on demonstrations and/or booth at various events throughout the state both in-person and virtually
- Maintaining relevant and up-to-date Florida Relay information on their website.
- Collaborating with the Florida Relay AE to maintain the Florida Relay Facebook page.
- Hosting events such as a Taste of Technology, Career Day, and Communications Summit 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.
- Attending/Hosting local events such as coffee meet and greets, workshops and training sessions.
- Conducting Interactive webinars, social media activities, and training videos
- Distributing Florida Relay collateral to the community where appropriate



Road Tour, St. Augustine, Florida 2024

NEW! Complimentary Public Service Announcement (PSA) about Speech-to-Speech (STS) Service

For the years 2025 and 2026, T-Mobile will contribute $10,000 to Florida Relay's $5,000 for an STS PSA to continue to increase awareness for Florida residents with speech disabilities. The PSA campaign will educate Florida residents about Speech-to-Speech (STS) service. With this budget, see below for examples of a PSA schedule for the year 2025 in the Gainesville market and 2026 in the Tallahassee-Thomasville market.

T-Mobile

Florida Relay - Speech to Speech	Daypart	# Spots
Gainesville Market		
Weeks of 1/6, 1/13, 1/20, 1/27/2025		
WNBW NBC		
Family Feud	MF 12n-1p	16
Kelly	MF 2p-3p	16
Dr. Oz	MF 3p-4p	16
Daily Mail	MF 5:30p-6p	16
NBC Nightly News	MF 6:30p-7	8
NFP Bonus	M-Su 5a-1a	16
		88
WGFL CBS		
Hot Bench	MF 10a-11a	16
Price is Right	MF 11a-12n	12
Jeopardy	MF 12n-1:30p	12
Bold & Beautiful	MF 1:3p-2p	0
Let's Make a Deal	MF 3p-4p	12
Ellen	MF 4p-5p	0
Judge Judy	MF 5p-6p	12
CBS4 News at 6p	MF 6p-6:30p	8
NFP bonus	M-Su 5a-1a	20
		92
EGFL CW		
Justice with Mablean	MF 2p-2:30p	16
Justice with Mablean	MF 2:30p-3p	16
Judge Judy	MF 4p-4:30p	16
Judge Judy	MF 4:30p-5p	16
NFP Bonus	M-Su 5a-1a	16
		80
WCBJ ABC		
TV 20 News	MF 6a-7a	0
Good Morning America	MF 7a-9a	12
The Doctors	MF 9a-10a	12
Drew Barrymore	MF 10a-11a	12
The View	MF 11a-12p	12
TV20 Noon News	MF 12p-12:30p	12
Right this Minute	MF12:30p-1p	12
Strahan & Sara	MF 1p-2p	12
Dr. Phil	MF 3p-4p	0
TV20 News at 5pm	MF 5p-5:30p	12
Not-for-profit bonus	M-Su 5a-1a	20
		116
WOGX Fox		
Good Day at 6a	MF 6a-7a	16
Good Day at 7a	MF 7a-8a	16
Good Day at 7a	MF 8a-9a	16
Good Day at 9a	MF 9a-10a	16
People's Court	MF 4p-5p	16
Fox 35 News at 5:00	MF 5p-6p	16
Not-for-profit	M-Su 5a-12m	16
		112
Market Totals for Gainesville	***$ 15,000.00***	***488***

Example of STS PSA Schedule for the Gainesville, FL market

T-Mobile

Florida Relay 711

Florida Relay STS TV Buy	Day parts	# Spots
Tallahassee-Thomasville		
WCTV CBS 6		
CBS This Morning 2nd hour	MF 8a-9a	12
Pictionary	MF 9a-10a	10
Let's Make a Deal	MF 10a-11a	10
Price is Right	MF 11a-12n	10
News at Noon	MF 12-12:30p	10
Eyewitness News at 5:30p	MF 5:30p-6p	10
Good Morning Show Sat	Sa 7a-9a	8
Wheel of Fortune Saturday	Sa 7p-7:30p	4
NFP Bonus	M-Su 5a-1a	20
		94
WTWC NBC		
Today 3rd Hour	MF 9a-10a	10
Today with Hoda & Jenna	MF 10a-11a	4
Family Feud	MF 6p-6:30p	10
Family Feud	Sa 6p-6:30p	4
NFP Bonus	M-Su 5a-1a	12
		40
ETWC Fox		
The National Desk	MF 8a-9a	8
People's Court	MF 9a-10a	12
Couples Court	MF 10:30a-11a	12
NFP Bonus	M-Su 5a-1a	12
		44
WTLF		
Maury	MF 8a-9a	12
Steve Wilkos	MF 9a-10a	13
NFP Bonus	M-Su 5a-1a	12
		37
WTXL ABC 27		
ABC 27 Sunrise at 5:30a	MF 5:30a-6a	12
ABC 27 Sunrise at 6a	MF 6a-6:30a	12
ABC 27 Sunrise at 6:30a	MF 6:30a-7a	12
Good Morning America	MF 7a-9a	12
Live with Kelly & Ryan	MF 9a-10a	12
Kelly Clarkson	MF 10a-11a	12
The View	MF 11a-112n	12
ABC 27 News at Noon	MF 12n-12:30p	12
ABC 27 News at 5:30p	MF 5:30p-6p	12
ABC 27 News at 6p	MF 6p-6:30p	12
GMA Saturday	Sa 9a-10a	4
ABC 27 Sunday Morning	Su 9:30a-10a	4
ABC 27 News at 6:30p Sat	Sa 6:30p-7p	4
ABC 27 News at 6:30p Sun	Su 6:30p-7p	4
Broad Rotator	M-Su 5a-1a	12
		148
Market Totals for Tallahassee	***$ 15,000.00***	***363***

Example of STS PSA schedule for the Tallahassee-Thomasville, FL market

In addition, the Florida Relay AE will collaborate with local agencies to promote STS to the local communities and organizations.

NEW! "Speech-to-Speech Shortcut Icon" for STS Users

The Florida Relay AE will promote and share information about a new exciting feature called "Speech-to-Speech Shortcut Icon" for the STS users. The STS user simply adds the STS Shortcut Icon on their wireless device's home screen and quickly taps it whenever they are ready to make an STS call. This STS shortcut icon is designed to automatically dial the phone number for the STS service. The shortcut icon uses virtually no space on their wireless device and makes STS that much more convenient. This feature also supports STS callers who have mobility challenges by simply clicking the icon instead of entering a phone number. This feature is available for both iOS and Android phones.



Speech-to-Speech User easily tapping the STS Shortcut Icon to make an STS call

Wireless Support

The Florida Relay AE will continue to provide wireless support to Floridians. During each contract year, he will collaborate with local agencies and host one-on-one sessions to assist consumers with recommended Accessibility Apps, how to use device accessibility features, app training, and other topics.



Florida ASL Festival, Kissimmee, Florida June 2024



It's a Deaf Thing Event, Lakeland, FL October 2023

Social Media

Social media is an effective method to communicate with the community and provide up-to-date information on products and services readily available.

T-Mobile will continue to engage with a local agency to generate social media buzz about Florida Relay and share event, product, and service information through their social media channels. We will actively update the Florida Relay Facebook page to keep the community informed on product and service announcements and upcoming Florida Relay events. The Florida Relay AE and the local agency will encourage Florida Relay users, businesses, and the public to visit, follow, and interact on Florida Relay social media channels. The following is taken from the current Florida Relay Facebook page:



Within social media, there are several different ways to get the word out – organic and paid postings. With organic postings, roughly five percent of the total page followers will see the content. However, with paid advertising and boosted posts, Florida Relay can present content to a greater number of people, including those who do not currently follow the page. The Florida Relay AE will work with the local agency to decide when paid advertising or a boosted post may be appropriate.

Website

The Florida Relay AE will continue to collaborate with the local agency to ensure the Florida Relay content is up to date on their website. Website content includes but is not limited to:

- Overview of the Florida Relay Service program
- Description of services offered
- Phone numbers to access different Florida Relay services
- Customer profile information
- Florida Relay Staff and Customer Service information
- Spanish Relay
- Emergency Assistance

T-Mobile

Marketing Collateral

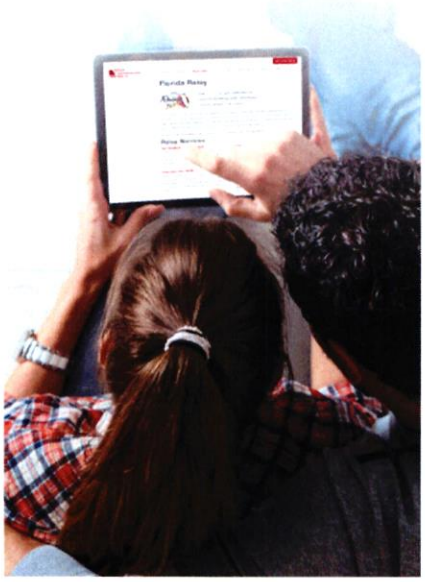
T-Mobile will continue to create brochures, flyers, postcards, handouts, and other printed materials to educate users on Florida Relay. Materials will be available in English, Spanish, and Braille, upon request. A copy of the current Florida Relay tri-fold brochure is pictured below.

Florida Relay

Florida Relay offers no-cost services that enable people who have a hearing loss or speech disability to place and receive phone calls. Relay calls can be made to anyone, and anywhere in the world! **Just dial 711.**

Explore the services in this brochure to determine which one best meets your needs.

Visit **www.ftri.org** for additional information and educational videos.



Florida Relay Outreach Program

The Florida Relay outreach program reaches across the state to promote telecommunications accessibility and provide educational workshops, public presentations, and seminars, or host exhibit booths at local and statewide events for support groups, schools, organizations, and agencies.

There is no fee for these outreach programs.

Interested? Please contact us:

- **880-222-3448 x 232** (Voice)
- **888-447-5620** (TTY)
- **outreach@ftri.org** (Email)

800 Toll-Free Numbers

Florida Relay Service:

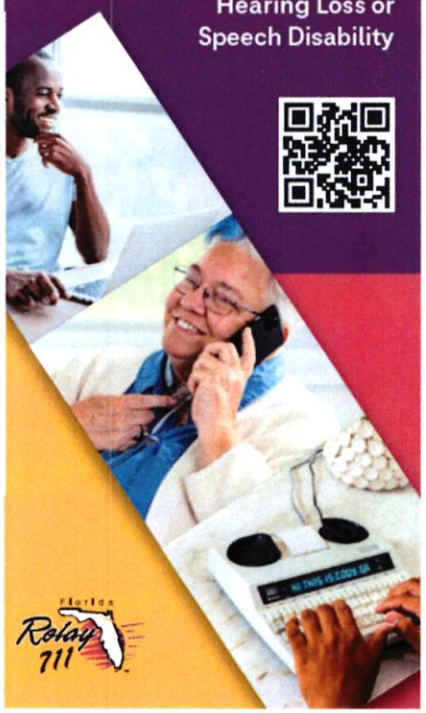
- TTY: **800-955-8771**
- Voice: **800-955-8770**
- ASCII: **800-955-1339**
- Voice Carry-Over (VCO): **877-955-8260**
- Speech-to-Speech (STS): **877-955-5334**
- Hearing Carry-Over (HCO): **800-955-8771**
- Spanish-to-Spanish: **877-955-8773**
- Spanish-to-English: **844-463-9710**

Florida Relay Customer Care:

- TTY/Voice: **888-554-1151**
- Spanish: **800-676-4290**
- Speech-to-Speech: **877-787-1989**
- Voice Carry-Over: **866-931-9027**
- Email: **customercare@ftri.org**
- Website: **ftri.org**

Florida Relay Accessible Telecommunications

For People with Hearing Loss or Speech Disability



T-Mobile

Relay 711

TTY Relay

Perfect for anyone with a hearing loss who prefers to type and read during phone calls!



You can use a text telephone/teletypewriter (TTY) for these calls. The Relay Operator reads aloud your typed message to the other party and types the other party's spoken message for you to read.

- dial 711
- ftri.org/relay/tty-ascii

Speech-to-Speech (STS)

Just right for anyone with a speech disability who prefers to talk & listen on phone calls!



You can use any phone for this no-cost service. The Relay Operator ensures that you will be heard and understood by repeating your spoken words as needed for clarity to the other party. The other party speaks directly to you.

- dial 711
- ftri.org/relay/sts

Voice Carry-Over (VCO)

Easy for anyone with a hearing loss who prefers to talk and read on calls!



You can use a VCO phone of text telephone/ teletypewriter (TTY) for these phone calls. You speak directly to the other party and the Relay Operator types the other party's spoken message for you to read.

- dial 711
- ftri.org/relay/vco

Standard Phone User

Bring people together with Florida Relay!



You, as a standard phone user, can easily call individuals who are Deaf, Hard of Hearing, DeafBlind or those with a Speech Disability!

No special equipment is needed!

- dial 711
- ftri.org/relay/voice

Spanish Relay Service

Full accessibility in Spanish for people who have a hearing loss or speech disability!



Florida Relay offers the relay service for any caller who can communicate in Spanish.

This service is available in Spanish-to-Spanish and English-to-Spanish/ Spanish-to-English Translation.

- dial 711
- ftri.org/relay/espanol

CapTel Service

Great for anyone with a hearing loss who prefers to talk, listen, & read captions on phone calls!



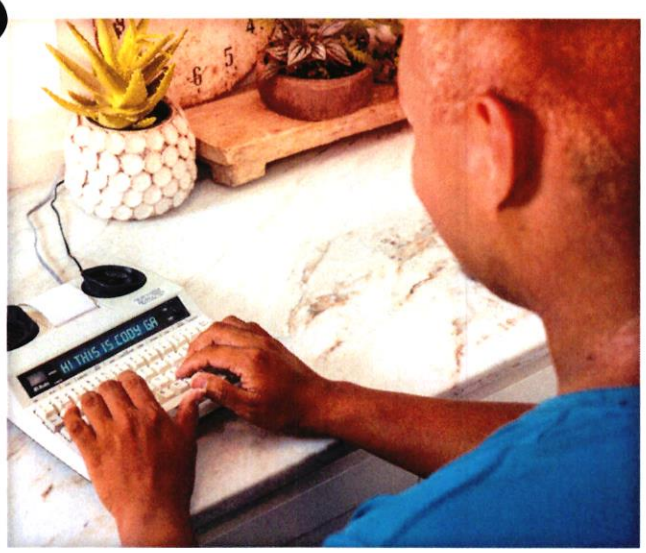
You can use a captioned telephone (CapTel®) phone for your calls. You speak directly to the other party and the Captioner types the other party's spoken message for you to read while you listen.

CapTel is a registered trademark of Ultratec, Inc.

- dial 711
- ftri.org/relay/captel

Conclusion

T-Mobile will continue to provide the most comprehensive, customized outreach support to Florida Relay users who need functional equivalency communication access. We are excited about serving Florida communities and Florida Relay users. Our 34+ years of experience in creating customized outreach plans for our 30 state customers makes T-Mobile the most qualified outreach and Telecommunications Relay Service (TRS) provider for Florida Relay. Our customized plan will continue to incorporate utilize input from the State and Florida communities.







T-Mobile's Technical Response to:

State of Florida
Florida Public Service Commission
Request for Proposals to provide

Telecommunications Relay Service (TRS) in Florida

Original

Docket No. 20240043-TP

Monday, August 19, 2024

Jeffrey Branch
Account Executive
813-774-6362
Jeffery.Branch@T-Mobile.com

T-MOBILE FOR GOVERNMENT

Docusign Envelope ID: 242AB2FA-1A57-4AEE-A2AD-45B2369F44CD

T-Mobile

Monday, August 19, 2024

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

Re: *Request for Proposals (RFP) to Provide Telecommunications Relay Service Docket No. 20240043-TP*

Dear Mr. Williams

Florida citizens who need functionally equivalent communication options will continue to benefit from T-Mobile as their Telecommunications Relay Service (TRS) provider. Our all-inclusive relay package incorporates high-quality service performance and customer care, Federal Communications Commission (FCC) standards compliance, customized outreach, and certification. As a result, our relay services are unmatched by other TRS providers.

As the TRS industry leader, providing relay services in 30 states (including Puerto Rico and the US Virgin Islands), we're proud of the relationship cultivated with the citizens of Florida since 2015.

- **Demonstrated Experience:** With over 34 years of experience providing TRS, our team uses relay products and services daily. Along with their family and friends, these employees have the same communication needs and concerns as your users.
- **Community Engagement and Established Relationship:** We greatly value our longstanding partnership and strong relationship with Florida communities. Our team members for Florida Relay Service:
  - **Jeffrey Branch, Senior Account Executive:** Jeffrey has an impressive 25 years of experience in the TRS industry. His insights and strategic approach contribute significantly to our success.
- **Service without Disruption:** With our reliable network connectivity, your Relay users will not experience disruption to the high-quality service they deserve and need.

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:

1355 Powderpuff Drive, Dunedin, FL 34698
813-774-6362 (VP) – 727-667-8657 (text)
jeffrey.branch@t-mobile.com

David Bezzant, Vice President of T-Mobile for Business, is authorized to make this proposal for T-Mobile. David 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:

1633 W Innovation Way 5th Floor, Lehi, UT 84043
425-383-4000 (phone) – 425-378-4040 (fax)
david.bezzant@t-mobile.com

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,

DocuSigned by:
Dave Bezzant
AF88CCBD97134...
David Bezzant
Vice-President, T-Mobile for Government

RECEIVED-FPSC
2024 AUG 16 AM 11:33
COMMISSION CLERK

T-Mobile
12920 SE 38th Street, Bellevue, WA 98006
www.t-mobile.com

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Florida Relay 711

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Florida Relay 711

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.*"

In its Request for Proposal (RFP) to provide Telecommunications Relay Service in the State of Florida, the stated requirements include "*The State seeks TRS services, also known as Florida Relay, that are responsive to consumer needs and service demands, and able to be modified for technological advancements as they become available. Florida Relay must provide individuals with hearing or speech disabilities access to telecommunications relay service that are functionally equivalent to the services available to individuals without such disabilities.*"

T-Mobile is fully committed to true functional equivalency and doing everything to provide the best service possible. T-Mobile's TRS remains unmatched by other providers. We have the largest base of customers, and we take pride in providing exceptional service. As a result, T-Mobile is the most suitable provider to meet Florida Relay's requirements:

Florida Relay Priorities	T-Mobile's Qualifications
The State seeks TRS services, also known as Florida Relay, that are responsive to consumer needs and service demands	T-Mobile is a TRS industry leader. T-Mobile provides relay services for 30 states (including Puerto Rico and the U.S. Virgin Islands). T-Mobile Accessibility has over 34 years of experience providing TRS.
TRS services able to be modified for technological advancements as they become available	Mobile technology development is one of T-Mobile's specialties. T-Mobile supports Florida Relay end users with wireless expertise regarding device accessibility features and apps. T-Mobile assists customers with their wireless device purchases and wireless plans designed for users that fit their calling needs.
Must provide individuals with hearing or speech disabilities access to telecommunications services that are functionally equivalent to the services available to individuals without such disabilities.	Our relay network technology utilizes Session-Initiation Protocol (SIP) technology which facilitates network and technology upgrades. Geographically dispersed call locations will allow Florida Relay users to experience calls answered by the first available Relay Operator (RO). Our network meets and exceeds Federal Communication Commission (FCC) minimum standards. We have emergency options and uninterruptible power that provide an end-to-end approach unmatched in the relay industry.

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

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

- As the largest TRS provider in the industry, T-Mobile leverages subcontractors and vendors, a unique advantage Florida Relay will experience during this partnership.
- T-Mobile collects customer feedback and evaluates processes to streamline and re-create successes. T-Mobile hosts virtual conferences for State Telecommunication Administrators of Relay by T-Mobile (START). The event enables T-Mobile's state relay administrators to discuss FCC rules and industry trends and receive product/service updates along with ad hoc virtual meetings on current industry events.

- Geographically dispersed locations allow Florida Relay users to experience calls answered by the first available Relay Operator (RO). T-Mobile's centralized workforce scheduling software makes it easy to handle relay calls
- T-Mobile implemented the Voice Response Unit (VRU) for Florida's toll-free numbers on April 22, 2022, to help reduce misdial calls. Our solution places a VRU on the Florida Relay Service voice numbers allowing the voice caller to listen to the following message below:

  You have reached Florida Relay, a telephone service for people with hearing loss or speech disability. Please remain on the line to provide the relay operator with the phone number of the person you wish to call. Or if you're not trying to reach Florida Relay please hang up and look for the correct number of the business you are attempting to call.

  The State of Florida is not billed for calls arriving at the VRU. If the voice caller remains on the line, billing will start once the caller with a hearing loss or speech disability is connected to our relay operator.

  VRU Message benefits for Florida Relay Users

  1. Instructs the inbound callers to use the correct number without talking to a Relay Operator.
  2. Reduces misdials to Florida Relay
  3. Improves service levels

  T-Mobile's VRU solution will continue to save costs for the FPSC and benefit Florida Relay users who need to access the service.

- **Gold Star Relay Operator (RO) solution:** T-Mobile's Relay Operators are hired, trained and regularly tested to ensure they maintain a minimum typing speed of 60 words per minute. During testing, T-Mobile does not use technology-aided transmission to ensure typing speed. The scores for each Relay Operator reflect their actual words per minute typed. T-Mobile is committed to providing the best typists in the industry by focusing on both speed and accuracy.

  For Florida Relay users, T-Mobile aligns them with a special set of **Gold Star Relay Operators** who consistently maintain some of our highest typing speeds. We engage in both third party and internal testing to monitor typing speeds monthly and quarterly, respectively. Our testing includes oral-to-type assessments conducted in standard working conditions that mimic actual relay calls.

  Thirty-party testing results show that Florida Relay users experience an average typing speed of 80.98 words per minute, with nearly 50% (49.2%) of Florida Relay Operators typing between 80-100 words per minute. Our internal testing supports these findings, showing Relay Operators typing at an average 77 wpm, with some reaching speeds over 100 words per minute.

- T-Mobile will continue to offer the FPSC and the Florida Relay users 30,000 Relay Conference Captioning (RCC) minutes annually at no cost.

New Outreach Program

T-Mobile is delighted to offer the FPSC and Florida Relay users a new outreach program at no cost:

- T-Mobile will contribute $20,000 toward a Public Service Announcement (PSA) about Speech-to-Speech (STS) service at no cost to the State - $10,000 in 2025 and another $10,000 in 2026.
- Jeffrey Branch, Account Executive, will plan and host casual events in different towns for the members of the Deaf and Hard of Hearing communities to gather and learn about the Florida Relay Service.
- The new "STS Shortcut Icon" feature will be promoted and shared with Florida residents who have a speech disability. This feature enables the STS users to tap quickly and easily to initiate their STS calls, including those with mobility challenges in addition to their speech disability. Florida Relay, Account Executive, will be glad to do this promotion.
- Florida Relay Account Executive will sponsor DeafBlind and Deaf/Low Vision events and interact closely with these members. Braille and Large Print versions of the Florida Relay brochures will be provided upon request.
- "Over-The-Top" (OTT) marketing is an emerging trend that will enable Florida Relay PSA videos to be broadcasted via streaming media platforms which can be viewed on televisions, wireless devices, and laptops.
- Florida Relay Account Executive will explore an opportunity to work with a real-life STS expert who has a speech disability. This individual will give presentations and spread the word about the STS service with others who also have a speech disability.

Please find the Florida Relay Service's comprehensive outreach plan in Attachment C.

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 34 years, 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.

T-Mobile develops products and creates superior customer experience. T-Mobile's team is comprised of daily users of relay products and services. Along with their family and friends, these employees have the same communication needs and concerns as Florida Relay users.

Enthusiastic about the Future

Partnering with New Florida Relay, FPSC and the citizens of Florida is at the forefront of T-Mobile's priorities. T-Mobile will provide functionally equivalent communication options in Florida. T-Mobile will meet and exceed the expectations of the citizens of Florida. We will continue to meet and exceed the expectations of Floridians and the FPSC.

This Request for Proposal (RFP) 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 partner with the FPSC and the citizens of Florida.

Key Players for Florida Relay Service

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 lives and works in Florida. 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 collaboration with FPSC and other local organizations in the state of Florida.
- Answer questions and provide clarifications regarding T-Mobile's bid and pricing

SENIOR PROJECT MANAGER, ANGIE OFFICER



Angie is your Senior Project Manager for your Florida Relay account. Angie has over 32 years of experience in Telecommunications Relay Service (TRS). She will work with your Florida Relay Executive Manager, internal T-Mobile cross-functional groups, and the FPSC develop and implement any new products and services for your Florida Relay Service account. Angie will also incorporate any new products/services released during the contract. She began her career with T-Mobile in 1992. The National Business and Disability Council recognized Angie with its 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 Award; in 2013, she was selected as the RIT Volunteer of the Year. Angie served on the FCC's Disability Advisory Committee (DAC) from 2014-2018 and received the FCC Certificate of Appreciation for her exemplary leadership and contributions to the committee. Angie received the Industry Segment Expert for T-Mobile for Government (TFB) in 2023. Angie was selected as the Operations Chair for the T-Mobile Employee Resource Group (ERG), representing the Accessibility Community at T-Mobile (ACT). Angie is fluent in American Sign Language (ASL).

QUALITY ASSURANCE (QA) PROGRAM MANAGER, LORAINE OVERLAND



Loraine is a lifelong Florida resident who lives and works in Florida. She has worked with and for Florida Relay users for 19 years with a focused priority on call consistency and quality through varied and diversified RO training, and multifaceted performance programs to ensure Florida Relay users receive the highest quality communication experience possible. Loraine began working as a Sprint long-distance operator in Jacksonville, Florida in 1990 and has been dedicated to providing Florida with quality and functionally equivalent communications for 34 years.

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

ACEs will provide guidance to the FPSC, 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 shape the relay industry: TRS, 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 effective March 1, 2025. Any new service requirements, deliverables, and features will take 60 days to implement from contract execution.

Conclusion

T-Mobile's mission is to exceed Florida consumers and the FPSC expectations. T-Mobile has been recognized as the best value TRS provider in the nation. While T-Mobile Relay Service is a hallmark of quality, T-Mobile is committed to providing this service at an advantageous value to the state of Florida.

The success of the Florida Relay Service is firmly planted on a foundation of public trust. The reputation and respect the FPSC and T-Mobile have earned together from the citizens of Florida is intangible. T-Mobile's technology, reliability, and passion for the betterment of Florida Relay have defined the meaning of quality Florida Relay during the current contract. It's T-Mobile's sincere desire to continue this commitment and partnership through the next term.

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Florida Relay 711

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.	DS DB	Format (RFP ref. Sections C and D)	N/A	N/A
2.	DS DB	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.	DS DB	Check List (RFP ref. C-8 and E)	11	P/F
4.	DS DB	FCC Authority to Provide Relay Services (RFP ref. A-5)	Signature of Acceptance DocuSigned by: Dave Bezzant	
5.	N/A	Public Bidder Meetings and Proprietary/Confidential Information (RFP ref. A-24)	Signature of Acceptance DocuSigned by: Dave Bezzant	
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 DocuSigned by: Dave Bezzant	
7.	N/A	Dispute Resolution (RFP ref. A-30)	Signature of Acceptance DocuSigned by: Dave Bezzant	
8.	N/A	Waiver (RFP ref. A-31)	Signature of Acceptance DocuSigned by: Dave Bezzant	

T-Mobile

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 DocuSigned by: Dave Bezzant 8F688CC03437430...	
10.	DS DB	Commencement Date (RFP ref. A-8)	19	P/F
11.	N/A	Term of Contract (RFP ref. A-9)	Signature of Acceptance DocuSigned by: Dave Bezzant 8F688CC03437430...	
12.	N/A	Scope of Service (RFP ref. B-2)	Signature of Acceptance DocuSigned by: Dave Bezzant 8F688CC03437430...	
13.	N/A	Access Numbers (RFP ref. B-3)	Signature of Acceptance DocuSigned by: Dave Bezzant 8F688CC03437430...	
14.	N/A	Availability of the System to Users (RFP ref. B-4)	Signature of Acceptance DocuSigned by: Dave Bezzant 8F688CC03437430...	
15.	DS DB	Minimum CA Qualifications/Testing (RFP ref. B-5)	27	100
16.	DS DB	CA Training (RFP ref. B-6)	32	100
17.	DS DB	Staff Training (RFP ref. B-7)	46	100

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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
18.	DS DB	Counseling of CAs and Staff (RFP ref. B-8)	48	25
19.	DS DB	Procedures for Relaying Communications (RFP ref. B-9)	50	100
20.	N/A	Languages Served (RFP ref. B-10)	Signature of Acceptance DocuSigned by: Dave Bezzant	
21.	DS DB	Additional Languages Served (RFP ref. B-11)		25
22.	N/A	Shift Advisor/Consultant (RFP ref. B-12)	Signature of Acceptance DocuSigned by: Dave Bezzant	
23.	N/A	Confidentiality of Calls (RFP ref. B-13)	Signature of Acceptance DocuSigned by: Dave Bezzant	
24.	N/A	Types of Calls to be Provided (RFP ref. B-14)	Signature of Acceptance DocuSigned by: Dave Bezzant	
25.	DS DB	Call Release Functionality (RFP ref. B-15)	64	50
26.	DS DB	Speed Dialing (RFP ref. B-16)	66	50
27.	DS DB	Three-Way Calling Functionality (RFP ref. B-17)	67	50

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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
28.	DS DB	Voicemail and Interactive Menus (RFP ref. B-18)	68	50
29.	DS DB	Voice and Hearing Carry-Over (RFP ref. B-19)	70	100
30.	DS DB	Turbocode™ (RFP ref. B-20)	76	100
31.	DS DB	Speech to Speech (RFP ref. B-21)	77	100
32.	DS DB	Access to Pay Per Call Services (RFP ref. B-22)	81	100
33.	DS DB	Caller ID (RFP ref. B-23)	82	100
34.	DS DB	Last Number Redial (RFP ref. B-24)	83	25
35.	DS DB	Obscenity Directed at the Operator (RFP ref. B-25)	84	25
36.	DS DB	Emergency Calls (RFP ref. B-26)	85	100
37.	DS DB	Blockage (RFP ref. B-27)	87	200
38.	DS DB	Answer Time (RFP ref. B-28)	89	200

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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
39.	N/A	Equipment Compatibility (RFP ref. B-29)	Signature of Acceptance DocuSigned by: Dave Bezzant	
40.	N/A	Transmission Levels (RFP ref. B-30)	Signature of Acceptance DocuSigned by: Dave Bezzant	
41.	N/A	Measuring Equipment Accuracy (RFP ref. B-31)	Signature of Acceptance DocuSigned by: Dave Bezzant	
42.	DS DB	Emergency Operations and Uninterruptible Power (RFP ref. B-32)	92	100
43.	DS DB	Intercept Messages (RFP ref. B-33)	98	P/F
44.	DS DB	Service Expansion (RFP ref. B-34)	99	50
45.	N/A	New Technology (RFP ref. B-35)	Signature of Acceptance DocuSigned by: Dave Bezzant	
46.	DS DB	Consumer Input and Participation in Advisory Committee and FPSC Proceedings (RFP ref. B-36)	100	100
47.	DS DB	Complaint Resolution (RFP ref. B-37)	102	200

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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
48.	N/A	Charges for Incoming Calls (RFP ref. B-38)	Signature of Acceptance DocuSigned by: Dave Bezzant	
49.	DS DB	Special Needs (RFP ref. B-39)	107	25
50.	DS DB	Unsolicited Features in Basic Relay Service (RFP ref. B-40)	110	200
51.	DS DB	IP Relay, IP-Captioned Telephone Service, and Video Relay Service (RFP ref. B-41)	116	P/F
52.	DS DB	Redundancy (RFP ref. B-42)	118	P/F
53.	N/A	Performance Bond (RFP ref. B-43)	Signature of Acceptance DocuSigned by: Dave Bezzant	
54.	N/A	Submission of Monthly Invoice (RFP ref. B-44)	Signature of Acceptance DocuSigned by: Dave Bezzant	
55.	N/A	Travel (RFP ref. B-45)	Signature of Acceptance DocuSigned by: Dave Bezzant	
56.	DS DB	Reporting Requirements (RFP ref. B-46)	121	50

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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
57.	N/A	Transfer to New Provider (RFP ref. B-47)	Signature of Acceptance DocuSigned by: Dave Bezyant 8F688CC09343743C...	
65.	N/A	Insurance Coverage (RFP ref. B-48)	Signature of Acceptance DocuSigned by: Dave Bezyant 8F688CC09343743C	
59.	DS DB	Optional Florida Call Center (RFP ref. B-49)	126	100
60.	N/A	Public Entity Crimes Provision (RFP ref. C-3)	Signature of Acceptance DocuSigned by: Dave Bezyant	
61.	DS DB	Financial Information (RFP ref. C-4)	130	P/F
62.	DS DB	Experience and Customer References (RFP ref. C-5)	133	200
63.	DS DB	Subcontractors (RFP ref. C-6)	141	50
64.	DS DB	Bid Security Deposit (RFP ref. C-7)	144	P/F
65.	DS DB	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."	N/A	See RFP Sec. D & Sec. E
66.		MAXIMUM TOTAL POINTS		2,775

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Florida Relay 711

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

The commencement date for the service is March 1, 2025. 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, 2025.

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

As the incumbent provider of Florida Relay, T-Mobile is committed to ensuring seamless communication for the state. Our expertise and dedication allow us to minimize any risks associated with contract transition. Here's how we plan to maintain high quality service effective March 1, 2025:

Access Methods:

- Utilized the dedicated toll-free numbers for Florida Relay, including the widely recognized 711 service.

Personnel:

- Our experienced account support personnel are equipped with a clear escalation structure.
- Our call locations and hybrid staff include experts in TRS, STS, Accessibility Care (Customer Service) and RCC Captioners)
- Centralized support covers traffic management, IT, quality assurance, contracts and billing.

Full Lifecycle Team:

- We manage hardware, software and telecommunications services
- State-specific configuration items (such as N11 translations, greetings, macros and default answer sequences) are well-maintained.
- Our platform infrastructure ensures reliable inbound and outbound circuits for specialized call types.

Outreach and Community Relationships:

- We understand the State's outreach vision and future goals.
- Our partnerships with local organizations, individuals, businesses and agencies enhance community engagement.
- Our progressive outreach program has a proven track record of effectiveness.

Please note that introducing new services or meeting additional requirements may result in a 60-day or 90-day implementation timeframe after contract signing.

Additionally, we prioritize consistency and achieving consistency involves three key strategies:

1. **Customer-journey consistency**: Every touchpoint with our company delivers consistent experiences.
2. **Emotional consistency**: Positive customer experiences build trust.
3. **Communication consistency**: Our teams address common issues promptly, fostering deeper customer trust and experience.

T-Mobile provides consistency for our Florida Relay Service end users. Through ongoing training and feedback, we maintain trust and clarity in messaging. Florida citizens can rely on Relay Operators for reliable relay service. The following table summarizes tasks T-Mobile will perform to guarantee the same

quality service provided today will continue throughout the upcoming contract transition to the effective date March 1, 2025

Item	Task	T-Mobile Implementation
1	T-Mobile Awarded Contract	TBD
2	Contract Execution	TBD
3	Planning & Funding Approval	Not Required
4	Toll Free Numbers supporting Florida Relay	In Place
5	Relay Operators Staffing / Training	In Place/Ongoing
6	TRS, STS and RCC platform readiness	In Place
7	Testing and Acceptance	Continuous
8	Florida Account Executive	In Place
9	Record maintenance	In Place
10	Month Invoice	In Place
11	Begin Service	No transition required
12	Ensure compliance with contract for first year of service	Proven Capability

At T-Mobile Accessibility, we celebrate the diverse way people connect and strive for a world where those connections are seamless and virtually free of barriers. For over 34 years, our Accessibility division has been innovating accessible communication options for people with disabilities. T-Mobile's 5G network, with its world-class speed nationwide, is especially well-suited for supporting Accessibility services where our employees and customers live, work and play.

T-Mobile offers a range of accessible services and device options supported by various operating systems: Here are some key accessible solutions at no cost, and funded by the TRS states for intrastate Telecommunications Relay Service (TRS) calls and the Federal Communications Commission (FCC) for interstate calls:

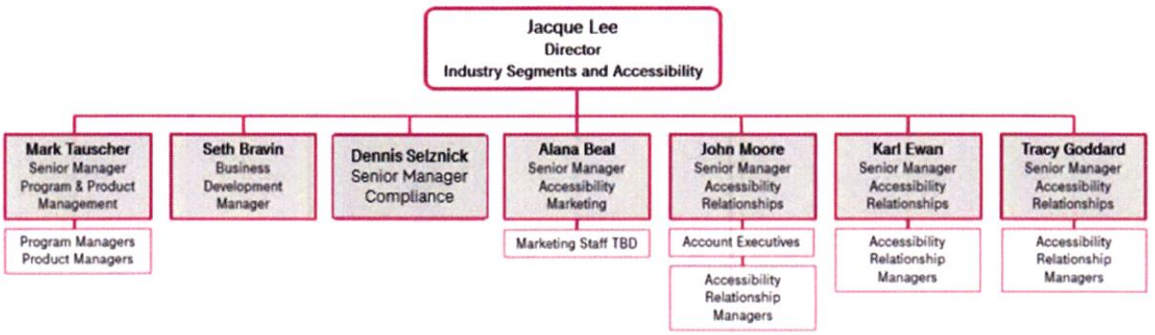
- **Traditional Relay:** Since 1990, T-Mobile has facilitated millions of calls for people who are Deaf, DeafBlind, Hard-of-Hearing or for those who have a speech disability.
- **Speech-to-Speech (STS):** Specially trained STS operators support customers with speech disabilities by communicating over the phone. Mobile phone shortcuts make Florida Relay STS service more accessible to users who have conditions that make dialing the phone challenging.
- **Relay Conference Captioning (RCC):** Captioners transcribe online meetings, webinars and conference calls for people who are deaf, hard of hearing or have a speech disability to actively participate with their colleagues.
- **IP Relay:** As the sole provider in the industry, T-Mobile enables a person who is Deaf, DeafBlind, Hard-of-Hearing or has a speech disability to make and receive phone calls using text through a web and mobile application whether on a computer, tablet or mobile phone. Funded by the FCC, the IP Relay service is available at no cost to consumers within the United States.
- **Wireless:** Designed with accessibility in mind, all T-Mobile Accessibility wireless plans include customer care in American Sign Language (ASL).

In 1990, T-Mobile began providing Relay services. At that time, we were brand new to the relay industry and full of desire and enthusiasm to make the dream of functional equivalence a reality. Our journey began with one simple guiding principle: pay attention to what our customers want and deliver those solutions. Throughout the years, we have remained steadfast in this goal; we continue to be as motivated and focused as we were when we processed the very first call so long ago. As a direct result of feedback from Relay users, we have pioneered hundreds of relay enhancements, processes, and products available to all users. As the nation's largest Relay provider, T-Mobile fully understands the State's requirements and agrees to

meet or exceed all existing State and Federal requirements for relay services. T-Mobile will continue to make our award-winning relay services accessible to residents using our existing staff, access methods, and technology without disruption.

A key reason behind T-Mobile 's success in the Relay industry is the direct involvement of the deaf and Hard of Hearing employees in our product. Our team is comprised of individuals who are daily users of the service and who have greatly influenced the development and quality of T-Mobile's products and services. These employees, along with their spouses, children, parents, and siblings, have the same communication needs and concerns as the communities we serve. The T-Mobile Accessibility team lives and works within the communities we support. As daily users of Relay services, T-Mobile is fully committed to the pursuit of true functional equivalency and doing everything in our power to provide the best service possible. T-Mobile goes beyond just offering a product; we offer communication access Florida can trust.

T-Mobile Accessibility's Organizational Chart.



Other Internal Support Groups:
Finance
Legal/Regulatory
Call Center Operations – Includes CSD (TRS), VITAC (Relay Conference Captioning)
Security
Human Resources

T-Mobile's cross-functional teams bring together individuals with diverse skills and expertise to work toward a common goal and support Florida Relay service for the new term March 1, 2025. Here are the key roles within such a team:

Name and Title	Duties	Qualifications
Jeff Branch Account Executive – lives in Florida	▪ Ensures contract compliance. ▪ Manages Outreach program. ▪ Communicates policies and procedures with the State and the user communities. ▪ Reviews monthly invoices ▪ Prepares and submits reports to the Florida TRS Contract Administrator. ▪ Serves as the main point of contact for any questions or issue resolution.	▪ Over 25 years of experience in the Relay Industry. ▪ Received his Bachelor of Science degree in Business Administration at Gallaudet University in Washington, D.C. ▪ Currently I live and work in Florida. ▪ Involved with the Model Secondary School for the Deaf Alumni Association, Inc. ▪ Volunteers with the Greater Dunedin Little League in Dunedin, FL.

Name and Title	Duties	Qualifications
		▪ Currently an organization member of the Florida Association of the Deaf (FAD). ▪ Fluent in American Sign Language (ASL).
Loraine Overland Quality Assurance Manager – Lives in Florda	▪ Develops initial and ongoing TRS training materials and initiatives. ▪ Internal and external Quality Assurance testing and programs. ▪ Research and resolve customer issues and pain points.	▪ U.S. Army Veteran. ▪ Associate in arts in Business ▪ Over 34 years of experience in telecommunication services. ▪ 19 years of experience in Relay Service. ▪ Lives and works in Florida
John Moore Sr. Manager, Accessibility Relationship	▪ Supervises a team of Sales Graduate of San Jose State University with a Bachelor of Arts in Social Science. ▪ Account Executive Team and CRMs Team. ▪ Lead Sales strategies and support CRMs with issues and resolution.	▪ Former President of the Employee Resource Group (ERG) for persons with disabilities for Accessibility Community at T-Mobile (ACT) for a combined eight years of service. ▪ Co-founded the Northeast Deaf and Hard of Hearing Service and was the first Chairman to serve the community agency. John received. ▪ Over 30 years in the TRS Industry.
Angie Officer Senior Project Manager	▪ Conducts contractual compliance and service quality reviews. ▪ Responsibilities to lead projects through the entire life cycle, from inception to launch; facilitating meetings with customers and development teams; creating realistic schedules; monitoring project progress; proactively identifying, mitigating risks, and ensuring FCC requirements were met or exceeded.	▪ Graduate of Rochester Institute of Technology (RIT) with a Bachelor of Fine Arts in Graphic Design and Marketing. ▪ Over 32 years of experience in the T-Mobile Accessibility and TRS Industry. ▪ Currently serve as the Accessibility Community at T-Mobile (ACT) Employment Resource Group (ERG) Operations Chair.
Jacqueline Lee Director, Industry Segment and T-Mobile Accessibility	▪ Manages the Accessibility team responsible for developing and maintaining relay and other accessibility services and wireless sales and support for People with Disabilities. This work includes product maintenance, quality, new product and enhancement development, marketing, and sales support.	▪ 28 Years Wireless Telecom Experience. ▪ Over 20 years of Public Sector Experience with T-Mobile including: ▪ Government contracting NASPO, Sourcewell, NPP, GSA, and stand-alone state contracts. ▪ T-Mobile's Project 10 Million ▪ T-Mobile's Connecting Heroes ▪ State and Local Government Voice and Mobile Broadband Solutions ▪ Education Connectivity Solutions K-12 and Higher Education ▪ Public Safety and Emergency Management Vertical

Name and Title	Duties	Qualifications
		▪ T-Mobile Accessibility
Barbara Garcia Business Development Manager	▪ Develops enhancements and applications for IP Relay, Captioning and wireless services. ▪ Ensures products are compliant with Federal regulations. ▪ Supports with RFP Progress	▪ Graduate of the University of Texas-Austin with a bachelor's degree in business administration. ▪ Over 34 years of experience in the TRS industry, with 15 years in current position.
Willie King Business Development Manager	▪ Define product requirements, prioritize features, collaborate with Engineering Teams and work with internal departments to align product development.	▪ Graduate of Rochester Institute of Technology (RIT) with a bachelor's degree in Telecommunications Engineering. ▪ Over 15 years of experience in the TRS industry.
Mark Tauscher Sr. Manager, Project Management	▪ Supervises product development, implementation, and project management.	▪ Bachelor of Science degree and a master's degree in business administration. ▪ Over 28 years of industry experience ▪ Certified Professional in Accessibility Core Competencies (CPACC) as sanctioned by the International Association of Accessibility Professionals (IAAP)
Jan Pollard Sr. Manager Accessibility Operations Manager	▪ Manages consistency, quality, and training between all centers. ▪ Oversees all operational aspects related to providing call location services.	▪ Bachelor of Science degree in Business Administration and Management ▪ 35 years of experience at T-Mobile Operations, Strategic Planning and Call Location Management
Alex Townsend Field Resource Manager	▪ Manage real time operations, staffing, hiring/training planning and scheduling for frontline operations, real time and historical performance reporting, routing and scripting.	▪ 45 years of Customer Experience Center Operations and Resource Planning analytics experience.
DeAna Haynes Accessibility Program Manager	▪ Develops initial and ongoing TRS training materials and initiatives. ▪ Internal and external Quality Assurance testing and programs. ▪ Research and resolve customer issues and pain points.	▪ Bachelor of Arts (BA) in Education and a BA in Communications and a master's degree in technology. ▪ Over 30 years of experience in the Telecommunications Relay Service
Kris Owara TRS Billing Analyst	▪ Produces monthly invoice and reporting. ▪ Conducts research and analysis	▪ Graduate of Coe College in Cedar Rapids, IA with a Bachelor of Arts in History and Business ▪ Started at T-Mobile in 2001 (23 years) and T-Mobile Accessibility billing and reporting since July 2006. (18 years).

Name and Title	Duties	Qualifications
Shawn Daniels Manager, Product & Engineering (IT)	▪ 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 24 years of T-Mobile experience with 20 years in T-Mobile Accessibility
Michaela Clairmonte Sr. Manager, Contracts Negotiation	▪ Administers TRS contracts	▪ Graduate of James Madison Univ. with a degree in Business Admin; University of VA, School of Continuing and Professional Studies Graduate Cert. in Procurement and Contracts Management ▪ Over 20 years of telecom contracts management experience
Mandy Duncan-Matney Technology Sourcing Manager	▪ Oversees subcontract agreements between T-Mobile and vendors utilized in the provision of services	▪ Over 29 years of experience in the supply chain/contract field with 2 years supporting TRS.
Todd Williams Sr. Finance Analyst	▪ Financial analysis and contract pricing ▪ Vendor costing and expense approval. ▪ Revenue forecasting and budgeting ▪ Internal reporting	▪ Graduate of Kansas State University in Manhattan, KS with a Bachelor of Science in Accounting ▪ Over 24 years of industry experience

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 currently and will continue to offer a wealth of experience, knowledge, and integrity to our role as the Florida Relay provider.

Group	Responsibility
Carrier Command Center	A key differentiator of T-Mobile Accessibility is the ability to act as the Responsible Organization (Resp Org) for all toll-free numbers. Acting as the Resp Org., we ensure Florida Relay toll-free numbers are provisioned correctly & quickly address issues.
Corporate Security Teams	T-Mobile has a dedicated Security organization with 24x7 managed security operations center and includes firewall engineers, incident response engineers, dedicated security consultants and risk managers for each business unit, a vulnerability assessment team, software security consultants, and various other functional security staff.
T-Mobile Legal and Regulatory	The Government Affairs team ensures T-Mobile remains fully compliant with all applicable laws and regulations including the filing of tariffs.

Billing and Reporting	This group prepares and submits monthly invoices and reports. They also develop reports that meet the State's requirements and evaluate requests for ad hoc reports.
Call Location IT Group	The TRS Call Location IT group is responsible for designing and developing new enhancements and technologies for the TRS platform, testing and implementation, systems network and capacity management.
Accessibility Care (Customer Care)	Customer Care provides 24x7 access for Florida Relay users and accepts commendations, complaints, and service questions and technical issues for end users.
TRS Maintenance	This group is responsible for maintaining hardware and providing first and second level technical support for the TRS platform.
Operations & Quality Assurance (QA)	This group plans and designs Relay Operator training and QA programs including implementing, evaluating, and monitoring all relay QA programs.
Project and Program Management Teams	These teams are responsible for product development and implementation of innovation for the TRS, IP Relay, and RCC platforms. This team also serves as T-Mobile's primary interface with the TRS Industry, the FCC, and Rolka Loube (RL).
Traffic Management Control Center (TMCC)	The centralized TMCC group provides workforce management, scheduling, reporting, and traffic routing to ensure T-Mobile meets its contract requirements and operates as efficiently as possible to deliver the highest quality at an affordable price. The TMCC is currently staffed from 8:00 a.m. - 9:00 p.m. ET and is on call 24x7.

Enthusiastic about the Future

Partnering with Florida Relay and the citizens of Florida is at the forefront of T-Mobile's priorities. T-Mobile will continue to provide functionally equivalent communications in Florida. T-Mobile will continue to meet and exceed the expectations of the citizens of Florida.

This Request for Quotation (RFQ) offers a fair price that includes an experienced and knowledgeable, backed by strong, successful processes and feature-rich, dependable platforms. It is T-Mobile's sincere desire to partner with Florida Relay and the citizens of Florida Relay.

Jeffrey Stratton, Account Executive for Florida, maintains an excellent relationship with the existing FL TRS Contract Manager. He will continue to communicate with the FL TRS Contract Manager about the outreach program's status, status reports, status meetings and any other relevant updates.

Below is the high-level schedule for the new term – March 1, 2025:

Milestone List	Estimated Date
Contract awarded to T-Mobile	TBD
Contract Negotiations and Execution	TBD
Service Start Date	03/01/2025
Phase 1 – Setting the Stage	
Introduction to FL Relay Service Team.	In place
Meet with the FL TRS Contract Manager to review the status reports and the Florida Relay outreach plan for the new term.	04/15/2025
Phase 2 – Connecting with Others	

If an outreach program is included or approved by the FL TRS Contract Manager, promotional materials will be appropriate to its target audience in Florida.	In place
Phase 3 – Getting to the Details	
Update information on the Florida Relay website, brochures and other literature for the organizations.	Ongoing
Phase 4 – Testing and verification of call processing	
Continue to maintain a Quality Assurance (QA) program testing with verification of call processing. Monitor compliance with contract requirements.	Ongoing
Phase 5 – Transitioning Service	
End-to-End Performance Test Period	In place
Launch of new services or features (if applicable)	In place
Phase 6 – Delighting You	
Continue to work with FL TRS Contract Manager regarding approval for outreach plans.	Ongoing
Submit a monthly invoice for Florida Relay for each calendar month to FL Contract Manager no later than 15 days after each month's close.	04/01/2025 (for the month of March) Subsequently, by the 15th of each month
Provide FCC-required documentation to FL TRS Contract Manager to prepare mandatory federal filing requirements (complaint logs, recertification applications).	Annual
No later than June 15, T-Mobile will provide an annual complaint summary in the format necessary for FL TRS Contract Manager to submit to the FCC, covering the previous 12 months ending on May 31 of each year.	Annual
Every 5 years a TRS re-certification will be completed and provided to the Contract Administrator.	10/2027

T-Mobile

Florida Relay 711

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

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

T-Mobile ensures all ROs 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 observations and evaluations, and individual development planning. T-Mobile's expectation is that 100% of all ROs processing Florida Relay calls are observed and evaluated on a monthly and quarterly basis via multiple quality assurance programs throughout employment. All RO applicants are tested at the time of application. Human Resources uses specialized typing test software to assess typing speed in a five-minute test. ROs are evaluated and tested throughout training and employment in over 40 different areas of performance through monthly Performance Surveys including but not limited to:

- Typing skills and Use of System Tools that Increase Typing Accuracy and Speed
- English Grammar skills including ASL Translation
- Accuracy and Adherence to Verbatim Requirements
- Interpretation of typewritten American Sign Language (ASL)
- Diversified Culture training includes information about the diversity of relay users including the Deaf, Hard of Hearing, DeafBlind, veterans, late deafened, seniors with a hearing loss, and people with a speech and/or cognitive disability; their characteristics, the assistive devices they may use and the best way to assist each user based on their needs.
- Professionalism, Courtesy, Patience, Flexibility, Politeness, Responsiveness, and Focus
- Caller Control and RO Transparency
- Following Customer Notes/Instructions/Preferences
- Educating users on Relay Protocol and Ensuring Natural Conversational Flow
- Keeping Caller's Informed to Ensure They Have the Information Needed to Make Decisions about their Call

- Call Processing Knowledge and Ability to Progress through Various Telephone Systems (answering machines, voice mails, recordings, IVRs, infolines, webinars, conference calls, interactive menus, VRUs, correctional facilities, switchboards, ++)
- Conversational Flow, Spirit, Intent, Expression, Clarity, Enunciation, Natural Voice Inflection Appropriate to the Tone of the Call

As a part of the quarterly third-party test calls conducted, ROs are evaluated on their ability to spell quickly and accurately. Florida Relay independent testing conducted monthly evaluates ROs to ensure FRS ROs 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 includes information about the diversity of relay users including the Deaf, Hard of Hearing, DeafBlind, veterans, late deafened, seniors with a hearing loss, and people with a speech and/or cognitive disability; their characteristics, the assistive devices they may use and the best way to assist each user based on their needs.

T-Mobile trains employees in the culture, background, and language of relay user communities. Staff participate in initial and ongoing training programs that provide intellectual, moral and social instruction around inclusion and diversity. With dozens of Deaf, Hard of Hearing, and 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

T-Mobile implemented its "*Beyond the Classroom*" approach to expand our Diversified Culture training program. As a part of this program, experienced ROs developed a list of questions for relay users about culture and experience. Our Outreach team took these questions to relay 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 hearing loss including veterans.

T-Mobile's Diversified Culture training provides initial training and on-going training, including monthly education, to ensure our ROs have a thorough understanding of relay users, their history, diversity and communication needs. Through lectures, videos and observations they get a first-hand opportunity to understand customers who have a variety of communication needs and the kinds of communication devices they use. Florida ROs understands the importance of recognizing the many reasons a person may come to rely on Florida's Relay Service and their needs and use this knowledge to fulfill their role by providing equal telecommunication access and the best relay service possible.

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 ROs to possess either a high school diploma or a grade equivalent diploma. T-Mobile evaluates and tests RO applicants for English comprehension, grammar, and communication skills before considering applicants for employment. While the RO candidate is in initial training T-Mobile regularly monitors RO 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. 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 ROs 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 will continue to conduct monthly test calls on live calls with test results being submitted to the contract administrator on a monthly basis.

Monthly Independent Testing

T-Mobile will continue to engage an independent third-party tester to evaluate Florida TRS calls by performing a minimum of 150 monthly "secret shopper" test calls. These tests use prepared scripts that reflect a typical conversation and calling through the relay system the same as other live calls. This testing helps ensure all federal and state requirements for relay service are met. To determine typing speed, T-Mobile and their third-party tester:

- Starts timing the CA when the CA begins to type the message to the TTY user.
- Counts the number of characters including spaces and divides that number by five to determine the number of words per minute.

T-Mobiles objective is to test each Florida RO at least once yearly. If a RO does not meet the 60-wpm requirement, they shall be removed from handling live relay calls until further training and compliance can be accomplished.

Each call in the test sample is evaluated for typing, accuracy, and Customer Care, and classified according to the following components:

- Typing speed
- Typing accuracy
- Typing errors
- Verbatim accuracy
- Customer Care Considerations: 1) The extent to which ROs leave customers with the impression that they were engaged on their behalf (customer advocacy) and 2) The extent to which ROs 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.

Quarterly Internal Testing

ROs receive additional quarterly testing to ensure the 60-wpm performance requirement is maintained. During these evaluations, T-Mobile utilizes an oral-to-type test performed remotely so the RO is evaluated in their actual working environment using tests that simulate actual relay calls. T-Mobile does not use technology-aided transmission to ensure typing speed. The scores for each RO are the actual words per

minute 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 RO does not meet the 60-wpm requirement, the RO shall be removed from live relay calls until further training and compliance can be accomplished. During training, each trainee must demonstrate the ability to type at least 60-wpm on a voice-to-text typing test that simulates a Florida Relay call. ROs who cannot pass this test are not allowed to graduate from training and process Florida Relay calls. All ROs type a minimum of 60-wpm and are tested routinely to ensure a minimum 60-wpm performance requirement is maintained.

Gold Star ROs

For Florida Relay users, T-Mobile aligns them with a special set of Gold Star Relay Operators who consistently maintain some of our highest typing speeds.

Thirty party testing reports that Florida Relay users experience an average typing speed of 80.98 words per minute, with nearly 50% (49.2%) of Florida Relay Operators typing between 80-100 words per minute. Our internal testing supports these findings, showing Relay Operators typing at an average 77 wpm, with some reaching speeds over 100 words per minute.

T-Mobile will continue to route all Florida Relay calls to our Gold Star ROs. Gold Star ROs are not inexperienced ROs; it normally takes several years of training and experience for ROs 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.

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, Relay users, and state customers. At T-Mobile we embrace diversity, equity, and inclusion. T-Mobile's diversified culture training promotes RO understanding of relay user communication needs and cultural identity. Throughout initial and ongoing training, ROs receive information and guidelines on professional conduct emphasizing ethics and confidentiality. ROs 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, ROs 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 ROs. The T-Mobile Code of Conduct describes the ethical and legal responsibilities of employees of T-Mobile and anyone we authorize to act on T-Mobile's behalf. T-Mobile and all TRS employees (including CSD staff) are required to annually certify they understand and will comply with the established code of conduct. The certification tool and process require employees to affirm their understanding and compliance with Code of Conduct expectations regarding Ethics, Inclusion and Diversity, Information Security, Insider Trading, Privacy, Records Management, Safety and Preparedness, and Time Reporting. The section on ethics includes a Helpline for employee resources allowing them to confidentially and safely seek advice or report compliance violations.

e. Confidentiality.

T-Mobile will continue to comply. All T-Mobile ROs and supervisors are required to sign and abide by a pledge of confidentiality. In conjunction with signing T-Mobile Accessibility's confidentiality agreement, ROs 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 ROs. 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. RO 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. ROs are given examples of ethical issues and challenging circumstances. During initial training, ROs are required to pass a series of written and skills-demonstration tests. These tests include their understanding of the Relay Center Code of Ethics and how to apply the code to hypothetical situations. RO trainees who do not pass these tests are not utilized as ROs. T-Mobile ROs do not discuss any specific details of a call with anyone, including supervisors. Doing so would be a breach of confidentiality and shall be disciplined in accordance with T-Mobile's policy for reviewing and handling alleged violations of confidentiality. ROs 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, ROs are trained to use generalizations of the situation and ask questions about procedures without revealing specific information to identify the parties on the call. ROs are never allowed to use names or any other call or caller specific details. Confidentiality is reinforced through our ROs 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 ROs 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 RO, "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 RO 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.

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

The T-Mobile call location confidentiality form is presented in Attachment D.

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, ethics, confidentiality, and the operation of T-Mobile's systems. Training does not stop after ROs have started processing calls. – ROs continue to receive monthly, quarterly and auxiliary ongoing training to improve their skills and knowledge, and understanding of Deaf culture, hearing/speech disabled and dual sensory impaired users and their communication needs, translation of ASL and importance of relaying conversations using appropriate tone to convey the spirit, intent, and mood of the conversation. ROs receive training using a variety of training modalities including but not limited to videos, lectures, practice workbooks, scripted role plays, hypothetical call scenarios, simulated calls, mentoring, side-by-side observation, and live on-line call handling.

Administration and Testing (5.5 hours)
ROs 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 policies and ensuring each RO has mastered objectives to process calls.
Call Processing (30.5 hours)
ROs 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, ROs learn in 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 RO candidate is in initial training, T-Mobile monitors RO performance to ensure he/she appropriately uses performance skills. ROs must demonstrate the necessary relay skill level in all aspects of call processing before graduating from training. Only ROs who complete the training program and pass all required performance and skills tests can process live calls independently.

Continuous Training

Continuous skills training is the cornerstone of T-Mobile's training program. Core relay processing skills are reinforced throughout employment and as supplemental training. T-Mobile ROs receive refresher training on correct relay procedures – call processing, system navigation, standard procedures, professionalism, relay user diversity, 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
- Auxiliary Training based on customer suggestion/feedback, new system/relay processes/features, performance observations, questions/suggestions and feedback from ROs.

Gold Star ROs

T-Mobile will continue to route all Florida Relay calls to our Gold Star ROs. While this training section summaries our overall training programs provided to all our ROs, Gold Star ROs are not inexperienced ROs; it normally takes several years of training and experience for ROs 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 RO Training

T-Mobile will continue to provide ongoing training to our ROs 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 ROs.

Limited Written English and ASL

T-Mobile requires ROs to possess either a high school diploma or a grade equivalent diploma. T-Mobile evaluates and tests RO applicants for English comprehension, grammar, and communication skills before considering candidates for employment. While the RO candidate is in initial training, T-Mobile monitors RO performance to ensure they appropriately use their skills in their job performance. T-Mobile ensures that each RO 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 RO must have sufficient grammar proficiency.

T-Mobile trains ROs and supervisors to serve as TTY/ASL translators/interpreters to process relay calls. Our approach involves training all ROs to perform ASL-to-conversational English translation. This technique ensures ASL translation/interpretation is always available. ROs are provided initial and ongoing training on accurately interpreting written ASL (ASL Gloss) for relay users whose primary language is ASL. During initial training ROs progress through a TTY/ASL workbook building ASL gloss translation skill. ROs are tested on ASL gloss interpretation/translation skills before completing the training. ROs trainees are required to pass a valid test to demonstrate they can correctly interpret typewritten ASL phrases. ROs are also provided with ongoing training on accurately interpreting ASL Gloss. After initial training, each RO is supplied with a second ASL workbook that is completed and returned to the supervisor. The supervisor and RO review the workbook and the RO's ability to translate ASL to conversational English. The RO keeps this manual for future reference. Throughout employment, ROs 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, Dual Sensory Impaired (DeafBlind), late deafened, veterans, 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. RO trainees must complete a series of scenario-based assessments, culminating in a final on-the-job evaluation before graduating from initial training. ROs that do not pass all evaluations are not permitted to process relay calls.

Speech-To-Speech (STS) ROs

T-Mobile offers comprehensive Speech-to-Speech (STS) RO training. T-Mobile recognizes STS ROs require specialized skills that enable them to understand speech patterns, the importance of consistency in call processing/customer experience, the physical effort required by Speech-to-Speech users to communicate, and how to provide the appropriate level of communication support according to the STS users' needs and preferences. To qualify for an STS RO, applicants must achieve:

- 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.
- 10 hours of additional live observation and mentoring by seasoned, professional STS Relay Operators.

STS ROs 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 RO, and facilitating communication without interfering with a caller's control. To pass STS RO training, the employee must have successfully demonstrated their ability to listen to and understand audio/speech patterns of individuals with a variety of speech disabilities.
- Hearing Acuity Testing: Prospective STS ROs are required to pass a hearing acuity test using calibrated equipment to perform a speech recognition test and pure tone test. Each potential STS RO needs to score 92% or higher in each ear using a 50-word, W-22, or NU6 speech recognition test. Each STS RO 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 techniques and tools needed to ensure STS users are able to communicate with as little effort as possible. STS trainees must score at least 90% on this test to graduate.
- STS Performance Survey: After initial training, STS RO performance is assessed through individualized STS focused surveys. Supervisors evaluate each STS RO at least twice per month. The Performance Survey includes over 40 focus areas including call processing skills, following rules and regulations, understanding and fulfilling the relay user's communication needs, listening skills, revoicing skills, use of comprehension techniques like phonetic spelling, caller control, focus, and professional phone image.
- Quarterly Training: T-Mobile is committed to the ongoing training and evaluation of STS ROs. Quarterly training is conducted to ensure STS ROs 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), ROs are evaluated on voice communication. To accurately portray the full intent of the written message being communicated, T-Mobile ROs are trained to accurately assess the caller's mood, emotion, and intent.

ROs 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.

ROs do not omit or censor any aspect of the relay call. ROs are expected to inform TTY users of everything they hear, this ensures users can make informed decisions about their call. Throughout the call ROs inform relay users of background noises and voice tone by typing descriptive words in parentheses. Call status scenario information typed by the RO is enclosed in parenthesis to clarify the RO is communicating, not the voice caller. For example, the RO 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. ROs have a hotkey on their terminal that allows them to easily access over 250 pre-approved background sounds. This makes it easier for ROs to keep callers informed, assists with accuracy, and provides more consistent customer experiences.

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 RO applicants with the tools and skills necessary to successfully facilitate TRS calls. The RO software application is intuitive and contains on-screen prompts. RO 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 but not limited to:

- 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 notes, preferences, 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 request 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 used when dialing a number, other dialing requests
- Greeting/Announcement, typing verbatim, auto-detect sequence
- Answering machine procedures
- Specific person request announcements, progress of call/relay user informed
- Conversational flow and natural voice tone inflection
- Keeping callers informed of call progress and status
- Recordings/IVR/VRU/Infoline/answering machine/voicemail call type procedures 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 RO. The steps for a standard VCO-to-Voice call are:

- VCO user talks to voice caller directly
- Voice caller talks to RO
- RO 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 RO.
- The RO 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 RO will follow.
- After the RO connects to the called party, ROs 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 RO honors the Florida Relay VCO caller's preference regarding announcing or explaining each call. The RO 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 RO (and vice-versa). The steps for a standard HCO-to-Voice call are.

- Florida Relay HCO user types his/her conversation to the RO.
- The RO 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 RO.
- The RO 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 RO will follow.
- The RO will dial the call. The HCO user hears the phone ringing, a busy signal, or how the phone is answered.

The RO 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 RO will read it. If the hearing party is unfamiliar with HCO, the RO will explain the service. The RO processes the call according to the HCO user's preferences, FCC guidelines, and Florida Relay's requirements.

Ethics and Confidentiality

All T-Mobile ROs and supervisors are required to sign and abide by a pledge of confidentiality. Each RO 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, ROs 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 ROs.

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. ROs 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. ROs are given examples of ethical issues and challenging circumstances. During initial training, ROs must pass a series of written and skills-demonstration tests, including their understanding of the Relay Center Code of Ethics and how to apply it to hypothetical situations. RO trainees who do not pass these tests are not utilized as ROs.

T-Mobile ROs do not discuss any specific details of a call with anyone, including supervisors. Doing so would be a breach of confidentiality and according to T-Mobile policy, shall be disciplined in accordance with T-Mobile's policy for reviewing and handling alleged violations of confidentiality. ROs 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, ROs are trained to use generalizations of the situation and ask questions about procedures without revealing specific information to identify the parties on the call. ROs are never allowed to use names or any other call or caller specific details.

Confidentiality is reinforced through our ROs 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 ROs 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 RO, "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 relay user's comments with a brief thank you without elaboration.	The RO should never say to a Florida Relay user, "I remember you from a previous call – how are you doing?"

Correct Ways to Protect Confidentiality	Examples of Breaches of Confidentiality
Maintain a professional and friendly image with users.	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 ROs and supervisory staff to relay, assist in-call RO replacement, or monitor the call for training purposes. In cases of live call monitoring, all confidentiality guidelines are strictly enforced.

Understanding Operating Policies and Procedures

T-Mobile's policies and standards manual has been developed over the past 34 years and is in place ready for the Florida Relay Service. T-Mobile stresses the importance of all relay policies and procedures to ROs 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 ■ T-Mobile Corp Overview ■ Wireless	■ Internet Services ■ T-Mobile Vision, Mission, Goals/Objectives ■ T-Mobile Accessibility for All ■ T-Mobile Relay History
Connecting to Relay	■ The Role of a Relay RO ■ Connecting to Relay ■ 711 ■ Dedicated Toll-Free Numbers ■ Equipment ■ 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 ■ STS Shortcut Icon ■ TTY Garble During Typing ■ XXX to Correct Typing Error ■ Other Communication Devices	■ Voice calling to T-Mobile IP Relay ■ IP Relay ■ IP Relay call processing ■ Relay Reporting ■ IP Relay variations ■ IP Macros ■ IP Explanation ■ Text flow ■ IM/IP Acronyms ■ IP Variations ■ IP user connects to RO 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 ■ Alternate Languages ■ Spanish Language Customer Service ■ Relay Caller ID ■ Caller ID Variations ■ True Caller ID ■ Per Call Block

POLICY AND PROCEDURE TOPICS		
	■ 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	■ 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 ■ RO Profile ■ Clicking the Mouse ■ Dragging/Dropping ■ Copy/Paste ■ Drop Down Boxes ■ Lists ■ Radio Button ■ Scroll Bars ■ Sliders ■ Tables ■ Accessing a Program ■ Screen Displays ■ Call Handling Screen ■ Title Bar ■ Banner ■ Conversation Area ■ Disconnect Message Status ■ Braillex ■ Trouble Log ■ Color Scheme ■ RO Text Transmission ■ Cancel Key ■ Information Bar ■ Profile	■ Help ■ Call Type ■ Dial Window ■ Scratch Pad ■ Transfer Panel ■ Headset Panel ■ Status Bar ■ Record Feature ■ Function Keys ■ Block ■ Ctrl-Switch ■ 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	■ 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

POLICY AND PROCEDURE TOPICS		
	■ Conversational Flow ■ Staying focused ■ Listening skills	■ 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 ■ RO 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-Voice-Voice	■ TTY-TTY-Voice/TTY-Voice-TTY ■ Voice-TTY-TTY ■ 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	■ Reverse 2LVCO Procedure ■ IP 2LVCO ■ VCO Variations ■ Caller ID ■ Inbound Customer Requests VCO/HCO ■ Requests Interrupt ■ Leave Message on First Out Dial

POLICY AND PROCEDURE TOPICS		
	■ 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	■ VCO Requests RO 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 No Answer ■ HCO Busy	■ 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 ■ HCO Request to Not Hear RO 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

POLICY AND PROCEDURE TOPICS		
Speech-to-Speech (STS)	■ STS Introduction & History ■ STS Description ■ Disabilities ■ Characteristics of STS users ■ STS RO 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	■ Reporting Requirement ■ Announcement ■ Service Explanation ■ Procedures ■ Call types ■ Confidentiality Policy ■ Agency Listing ■ Customer Contacts	■ Customer Information Requests ■ Macro/Function Keys ■ Reporting Procedures ■ 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	■ RO information ■ Area Code Only In From Number ■ Conversational Flow ■ Static or Poor Connection ■ Profanity towards RO ■ 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 ■ RO Knows Customer ■ Call Waiting Feature ■ Conference Calls	■ Request for Length of Call/Conversation ■ Requests RO Sing Happy Birthday ■ Requests RO 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

POLICY AND PROCEDURE TOPICS		
	■ Chat Line Calls ■ Three-Way Calling ■ TTY does not understand Invalid Number ■ Hard of Hearing customer Answers TTY Line ■ Spanish Calls to Spanish Speaking ROs ■ 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 ■ Outbound Answers with Relay Sounding Greeting ■ Non-Acceptance of Relay Calls ■ Customer Requests ■ Holding for Inbound prior to out dial ■ Request for info from RO Screen ■ Request for M/F RO ■ Request Specific RO ■ 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 RO to Modify Call ■ Requests RO Not to Type Curse Words ■ Unclear Recording/Record Feature ■ VCO ■ Conference Calls ■ Leave Relay Number ■ Voicemail Retrieval ■ Voice-TTY (Voice Answers)	■ 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 ■ 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 RO to Hold ■ STS-STS ■ Using "Go Ahead" ■ STS for Translation ■ Talking on Hold ■ Keeping Customer Informed ■ Relay vs STS ■ Changing ROs ■ 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	■ Relaxation ■ Typing

POLICY AND PROCEDURE TOPICS		
	■ RO Reinforcement ■ GUAM - Get Up & Move ■ Slowing the Customer Down ■ Overtime	■ 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 ■ Special Communication Needs ■ Characteristics of Deafness ■ Pathological vs. Cultural View of Deafness	■ Two Views of Deafness ■ Degree of Deafness ■ Cause of Deafness ■ Loudness Levels ■ 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-	■ Characteristics of Deaf Customers ■ Assistive Devices for Deaf Customers	■ Establishment of Hearing Loss Association of America (HLAA) ■ Deaf Seniors

POLICY AND PROCEDURE TOPICS		
Deafened Customers	■ Voice Carry Over (VCO) ■ Establishment of Association of Late-Deafened Adults (ALDA)	■ 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 RO 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 ROs pass initial training, they are monitored on live calls by supervisory staff. No one is permitted to watch or listen to actual calls except ROs and supervisory staff to relay, assist in-call RO replacement, or monitor the call for training purposes. In cases of live call monitoring, all confidentiality guidelines are ROs receive training using a variety of training modalities including but not limited to scripted role plays, hypothetical call scenarios, simulated calls, mentoring, side-by-side observation, and live on-line call handling.

T-Mobile's bilingual ROs 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 ROs receive monthly evaluations that includes a focus on Spanish language skills and translation in addition to more than 40 other performance areas. If the RO 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, ROs and call location staff attend detachment training to deal with stress. This highly customized training provides tools and techniques for relay call location staff to utilize when dealing with stressful situations including de-stressing techniques, tools to redirect relay users, and appropriate phrases to calm situations.

ROs also receive comprehensive training on emergency procedures and complaint handling.

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

Confidentiality

All T-Mobile ROs and supervisors are required to sign and abide by a pledge of confidentiality. In conjunction with signing T-Mobile's confidentiality agreement, ROs 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 ROs.

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. ROs 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. Shall be disciplined in accordance with T-Mobile's policy for reviewing and handling alleged violations of confidentiality

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. ROs are given examples of ethical issues and

challenging circumstances. During initial training, ROs must pass a series of written and skills-demonstration tests, including their understanding of the Relay Center Code of Ethics and how to apply it to hypothetical situations. RO trainees who do not pass these tests are not utilized as ROs. The T-Mobile call location confidentiality form is presented in Attachment D.

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 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. ROs are taught proven, effective techniques to deal with stress. 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 location supervisors annually meet with each individual RO to review performance and discuss concerns. T-Mobile adheres to the following procedures:

- While on the job, if a RO or relay staff needs counseling, supervisors and management are trained to work with the employee.
- Should a RO 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 RO 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 RO and supervisor, or manager, take place in a closed and uninterrupted location, such as a conference room or office, and are conducted one-on-one 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 RO needs additional counselling, he/she will encourage the RO to contact the Employee Assistance Program. 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 (EAP)

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 ROs 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 must have at least a master's degree and 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 ROs are trained not to release any information about any of the calls they relay during any conversations, including those in counseling sessions.

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 ROs 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 calls. T-Mobile follows all call-handling preferences, notes and typed instructions provided to the RO 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 a 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 ROs are following all procedures for relaying communication. Each RO is remotely monitored twice each month to evaluate up to 40 different areas of performance to ensure they are following protocol, providing quality, consistent service, 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 and spirit 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 RO is assigned a unique ID number provided at the beginning and 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 RO verbally states his/her RO ID number. Such identification allows the Florida Relay user to be able to identify the RO'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 RO's gender; preferences can be made through registration using the Customer Profile Database, or at any time by asking the RO. T-Mobile has the largest RO workforce in the country. With T-Mobile, it is more likely for ROs 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. ROs do not omit or censor any aspect of the relay call. T-Mobile trains and evaluates ROs on their ability to use system tools and features designed to provide continuous feedback to the caller until the call is answered. ROs are trained and evaluated each month on successfully keeping customers informed of call progress, including ringing, busy, hold, transfers, silence, and other beneficial information that may be encountered during a call. ROs are additionally trained and evaluated each month on their focus and responsiveness to ensure relay users maintain control of their call by keeping them informed of all information during their call. T-Mobile's intuitive relay platform automatically informs the

caller of the number being dialed and includes many tools to assist the RO in providing feedback to callers to ensure they have the information they need to make decisions about their call. Tools include 43 specialist-initiated macros and 13 system-initiated macros along with messages conveyed by the specialist within parenthesis.

Status	Action
Dialing Confirmation	When the RO 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 RO 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 RO 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 RO 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 party called and what aspects of the call 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 ROs 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 RO does everything in his/her power to make the caller delighted with our service. T-Mobile ensures Florida Relay callers are empowered to decide if they would like the relay service announced and/or explained to the called party and may additionally provide a custom announcement or explanation if they wish. These options are available on a per-call basis or can be added to the Customer Profile.

When a Florida Relay user asks the RO not to announce relay, the RO fully honors that request. ROs will not announce the call as originating from Florida Relay, will not provide a RO identification number, and will not use standard relay scripts such as "Go Ahead." In other words, the RO 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 RO not explain relay. When a Florida Relay user requests this option, the RO 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 RO 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 RO to announce or explain relay services. This can be provided per call or in Customer Notes. When not provided or unclear, the RO will confirm the relay user's preferences: (HOW WOULD U LIKE UR CALL ANNOUNCED Q) GA. The RO 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 RO of other areas of the call that he/she would like to handle directly, rather than the RO. For example, Florida Relay VCO users may wish to voice their own answering machine message rather than having the RO 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 ROs convey the full content, context, and intent of the relay communication they translate. ROs will type to the Florida Relay TTY user or verbalize to the non-TTY user exactly what is said and heard, verbatim, when the call is first answered and during the entire conversation, unless either user specifically requests summarization or interpretation on an ASL call.

Florida Relay users can continue to be assured that T-Mobile ROs will not interfere with the independence of the user. T-Mobile ROs are evaluated monthly on their dedication to ensuring users maintain control of their 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 RO 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 (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 RO provides a standard explanation based on the call type. Florida Relay users may modify this for each call or in the Customer Profile. T-Mobile's relay system provides the RO with 43 specialist-initiated macros and 13 system-initiated macros designed to keep callers informed including a macro that sends (EXPLAINING RELAY) to the TDD user when the RO is explaining relay to the hearing party along with a feature that displays to the RO the appropriate explanation for the call type being processed.

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."
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

Florida Relay Service Explanations	
	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 RO not to announce Florida Relay, which allows the user to elect to announce the call themselves
- For the RO not to explain how the relay service works, which allows the caller to explain in their own words
- For the RO to read a customer-specific announcement ("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 RO speaking in a conversational tone and relaying all items that may impact the call such as identifiable emotions, voice tones, background noises, and new speakers. All of this is done automatically. If they choose, the Florida Relay user may ask at any time for them to be turned off during the call or through their notes or preferences in the Customer Profile.

TTY callers are informed of background noises and voice tone by descriptive words during the call through typing in parentheses. ROs are trained and evaluated on using voicing techniques to convey appropriate conversational tone and emotion according to the type of call made by a Florida Relay TTY user. ROs 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. ROs 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 RO will further clarify. For example, SOUNDS ANGRY or VOICE GETTING LOUDER. These descriptions will be typed in parentheses and preceded by the word "sounds." ROs receive training in voice conveyance as a part of skills enhancement. The ROs effectiveness in ensuring conversational flow, appropriate voice tone, conveyance of the spirit of the message, and expression are evaluated monthly.

T-Mobile ROs are taught to assess a Florida Relay TTY user's mood, emotion, and intent using specific cues. ROs 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, ROs will speak in a voice that conveys emotions such as excitement, happiness, anger, sadness, or surprise. ROs provide the best calling experience and will even sing Happy Birtday, if requested. ROs receive both initial and ongoing training on this critical skill.

T-Mobile ROs 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. ROs can use a hotkey on their terminal to easily display and select from almost 100 pre-approved phrases. T-Mobile makes it easy and fast for ROs to select and automatically send information 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 RO will further clarify. For example, "(SOUNDS ANGRY)" may be conveyed as "(VOICE GETTING LOUDER)."

Expressive Typing

T-Mobile's ROs 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 RO 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 RO 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 RO hears and identifies sounds, the RO relays those to the Florida Relay TTY user. ROs 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 also 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 and whenever a new person comes on the line, the RO will type the gender of the speaking person to the Florida Relay TTY user. The RO informs the Florida Relay TTY user of the gender of the person speaking in parenthesis (M) or (F).

T-Mobile ROs 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 may ask at any time for them to be turned off during the call or through their notes or preferences in the Customer Profile.

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

T-Mobile will continue to comply. T-Mobile ROs 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 RO 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 deals with billing information need not be relayed to the other user.

T-Mobile will continue to comply. T-Mobile ROs relay all comments during a conversation to either party. To reduce confusion, comments by the RO are typed in parenthesis, such as: (ASKING FOR CHERYL) or (EXPLAINING RELAY). To prevent confusion for the relay and non-relay user, comments directed between the RO and Florida Relay user at the beginning of the call required to set up the call or at the end/closing of a call may not be relayed to the other user, for example (THANK YOU OPR BYE) (UR WELCOME)

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 ROs 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, ROs use a scratchpad feature to temporarily save unfamiliar terms. ROs 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 RO scratchpad is immediately deleted after each inbound call is disconnected 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 ROs. We ensure each RO 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 ROs do not request an in-call replacement to accommodate a lunch or a break. The situations in which a RO would transition during a call prior to the FCC minimum standard include:

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

There are situations which may require a RO to transition the call to a different RO, which is only approved after the RO has remained on the call longer than the FCC minimum standard of 10 or 20 minutes (for STS calls). These include:

- Shift change
- RO 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 ROs 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 RO observes the call long enough to learn the spirit of the call. The second RO also reviews relay user call handling preferences provided during the call or as part of the Customer Profile. The second RO 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. ROs do not counsel, advise or interject personal opinions. ROs 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. ROs do not make any value judgments on the content of any relay communication and will not hold personal conversations with anyone calling Florida Relay. ROs are trained to convey the full content, context, and intent of the conversation. ROs are prohibited from intentionally altering a relayed conversation and must relay all conversation verbatim, unless specifically requested to do otherwise.

ROs are trained to relay all calls without judgment, even when the conversation between the inbound and outbound party refers directly to the RO and can be construed as obscenity. When this happens, the RO remains calm and professional and relays the call. ROs do not censor conversation between two users or interject personal opinions. ROs remain calm and use detachment and stress management techniques to maintain a professional phone image. At any time, if either the calling party requests a different RO or registers 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 for any reason. 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 establishing a Customer Profile. When the inbound caller provides the RO with their name and/or the name of a specific person, department, or extension, the RO will specify the names when announcing relay. The RO 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 ROs 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 ROs are expected to dial the requested number immediately. With T-Mobile, Florida Relay users remain in full control of their calls and may make as many outgoing calls as they desire without any limitations. 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 RO is assigned a unique ID number provided at the beginning and 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 RO verbally states his/her RO ID number. Such identification allows the Florida Relay user to be able to identify the RO'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 RO of a specific gender; preferences can be made through registration using the Customer Profile Database, or at any time by asking the RO. T-Mobile has the largest RO workforce in the country. With T-Mobile, it is more likely for ROs 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 does not allow the use of any data acquired through the provision of TRS, including confidential calling information and customer profile information, to be used for any purpose other than to assist the user in placing Relay calls. T-Mobile strictly prohibits information from being sold, distributed, revealed, or shared unless required by court order.

T-Mobile has created Customer Profiles which are designed to help users understand the many ways in which calls can be customized to be more productive, efficient, and personal. When a caller dials 711 and arrives at the TRS platform, T-Mobile begins recognizing relay user's preferences immediately; when a call reaches the Relay Operator position, all customer preferences are immediately visible to the Relay Operator and integrated into the call processing software, when possible.

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

- 24x7 toll-free Customer Care
- Secure Website to enter changes directly
- On the line with a CA

Forms can also be emailed, faxed, or mailed to T-Mobile Accessibility Customer Care department. Forms will be processed as quickly as possible, within 24 business hours. In addition, a customer can request a copy of all information entered in his/her profile either verbally or written. 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.

T-Mobile makes it easy for a relay user to request call preferences through their Customer Profile, or by asking the Relay Operator.

Relay Operators are trained on Customer Profiles. The following table lists Profile training topics:

Navigating Customer Database	Use/Edit/New/Delete Customer Profile
Frequently Dialed Numbers	Verify Customer Password – Customer Service Only
Preferences	Customer Profile Panels
Restrictions	Personal Information
Blocked numbers	Notes
STS	Database Profile Macros
STS Messages	Emergency Numbers

A person calling a Relay Operator to request access to their profile will be transferred to Customer Care. T-Mobile understands the sensitivity of the caller's customer preference information and preserves the security of the caller's preference data by encrypting the caller's unique data within the Customer Profile database. T-Mobile will use a unique identifier or password for each caller to ensure confidentiality is maintained for Florida user information. The required confidentiality and security of the customer preference data is covered during training of all employees and reinforced throughout employment.

In accordance with the FCC, all information utilized for call set up, including customer database and preferred call type information remains confidential and cannot be used for anything but the call. Once the inbound party disconnects, all information pertaining to that call disappears from the Relay Operators terminal. The required confidentiality and security of the customer preference data is covered during training of all employees and reinforced throughout employment. T-Mobile takes the following steps to ensure Customer Profile information remains secure:

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

Frequently Dialed Numbers

T-Mobile will continue to comply by offering Frequently Dialed Numbers that allows users to place a call using a stored number maintained in their Customer Profile. We offer users the ability to store 100 frequently dialed numbers, which is more than our competitor. Users control their own profile.

Stored Number Functionality

T-Mobile offers both Basic and Enhanced Stored Number functionality designed to make the Florida Relay user experience more functionally equivalent to a traditional phone user. All of T-Mobile's Basic and Enhanced Stored Number features are included with T-Mobile's standard service and offered at no cost to the user. T-Mobile offers the ability for Florida Relay users to store up to 100 speed dial entries. T-Mobile's

speed dialing functionality (frequently dialed numbers) allows relay users to simply provide the Relay Operator with the "short- hand" name or code associated with that number instead of the entire 10-digit number. A caller can request, "Please call Mom," and the Relay Operator will dial the associated 10-digit without delay or additional clarification. This efficient system provides faster service for the Florida Relay user and fewer billable minutes to the State. In addition to basic speed dialing functionality, T-Mobile has enhanced its TRS operations to maximize the service for Florida Relay user convenience.

Emergency Numbers

T-Mobile always advises relay users to dial 911 in an emergency. But we know from listening to our customers, in some situations it is critical to reach contacts other than 911. TRS users who have many contacts in their speed dial list may be reluctant to add emergency contacts into the general speed dial list as it takes precious seconds to find one contact in long lists – even though system tools allow the Relay Operator to sort. TRS users have told us a small list of Emergency Speed Dial numbers is preferred over searching longer Speed Dial lists. Contacts such as primary caregivers, home health nurses, doctor's office, local or state poison control centers, and the local hospital are often used for this purpose. Only T-Mobile offers the ability to store 30 emergency phone numbers in their Customer Profile.

Remote Access

T-Mobile's sophisticated Customer Profile solution allows Florida Relay users to access their basic or enhanced speed dialing services anywhere, anytime. In order to access their Speed Dial numbers, including the enhanced options, Florida Relay users simply provide their usernames and passwords to the Relay Operator. The Relay Operator will pull up the customer's preferences, including all speed dial options. This solution is also very helpful to multiple TRS users within the same household. T-Mobile offers a "household" profile which is available to all callers from the registered telephone number, and individual "customer" profiles which are available by providing the username and password. T-Mobile provides a combination of accessibility, personalization, and security for all Florida Relay users.

STS Call Set-Up

T-Mobile is the only provider who also offers STS with the ability to email dialing instructions prior to making a call. This customer-driven feature shortens the time needed for call set-up which reduces the billable minutes to the State. STS emails can be sent 2-24 hours before the call and can include information such as: the number to call, who to ask for, special instructions, and/or details of the subject of the call, or notes to make it easier for STS users to place the call. These pre-call setup instructions can make the STS customer feel more comfortable and give greater context for the STS Relay Operator. After sending the email, the STS customer can call anytime from 2-24 hours to complete the STS call. After connecting to the relay service, the STS Customer informs the Relay Operator a pre-call setup email was sent, and the caller will give their username to the Relay Operator. The STS Relay Operator accesses and reviews the emailed information and then processes the call according to the instructions provided.

In accordance with FCC regulations, all information provided for call set-up, including Customer Profile information, remains confidential and cannot be used for any other purpose. T-Mobile prohibits the use of any information obtained during the processing of a call for any reason. After the inbound party disconnects, Relay Operators lose the ability to view or access any information pertaining to the call. No written or taped information regarding the call is kept once the call is released from the Relay Operator. After the call has been terminated, billing information is transferred to billing files and is no longer accessible except for billing purposes. T-Mobile commits to not selling, distributing, sharing, or revealing user database information, unless required by law.

Education and Outreach

T-Mobile's Outreach plan includes informational brochures and instructional sheets. Information on creating a TRS profile will be available on the Florida Relay website and via Customer Care. T-Mobile also provides helpful literature with all phones to encourage users to register preferences. Please find the Florida Relay Service's comprehensive outreach plan in Attachment C.

Callers can request customization for single calls directly with the RO. T-Mobile's service has been designed to leave full control of each call with the callers, rather than the RO. The RO 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 or emergency numbers and call handling preferences.

Personal Information

The personal information section of the Customer Profile includes general relay user contact information and account settings, including the following:

Field	Explanation
■ Automatic Number Identification (ANI) ■ Name ■ Email	■ Customer's telephone number ■ First name, middle initial, and last name ■ Email address used for account verification and communication

Frequently Dialed Numbers

Field	Explanation
■ Frequently Dialed Numbers ■ Emergency 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." ■ 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
■ RO Gender	■ Preference for male or female RO
■ 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 RO (if an alternate announcement is desired, this information is put in the notes.)
■ Explain Relay	■ Ability to request that the RO not explain relay. Alternatively, 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")

Field	Explanation
▪ Do Not Type Recordings	▪ Ability to request recordings not be typed out verbatim
▪ Long Hold Times ▪ Slow Down	▪ Ability to remain on hold for extended periods of time (while connect to another caller) without the RO 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 RO without manual typing corrections

T-Mobile

Florida Relay 711

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. T-Mobile's "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 Florida Relay 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 ROs and supervisors to serve as ASL translators/ interpreters to process relay calls. T-Mobile's approach of training all ROs 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 ROs to increase their literacy of TTY-ASL in order that our ROs are better equipped to translate TTY-ASL into spoken conversational English. Each workbook was designed for relay RO keeping in mind that they may or may not possess ASL skills. The workbook exercises help ROs 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 ROs toward the mastery of TTY-ASL translation on relay calls. By fully participating, our ROs have increased confidence in performing the TTY-ASL translation. Upon completion of both workbooks ROs 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 ROs are trained to understand written ASL with 24x7 availability for ASL to Conversational English translation. T-Mobile also ensures a lead RO 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 ROs are evaluated on twice each month as a part of the RO Performance Survey. Monthly, each RO 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 relay service is handled by proficient bilingual ROs 24x7/365. ROs who are hired to provide Spanish services are required to pass an evaluation of their ability to read, write, speak, and understand Spanish. T-Mobile engages an independent vendor that specializes in the assessment of language skills, conducts this evaluation. RO workstations are equipped to provide macros and other functions to the caller in Spanish. Bilingual ROs 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. ROs can switch to regional words where necessary.

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.

T-Mobile will continue to comply. In compliance with FCC regulations, 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.

T-Mobile adheres to the FCC's 2nd Report and Order rule, when the call is signed off or 'released' by the Relay Operator, the call ceases to be a relay call and is no longer subject to per-minute reimbursement. If a voice caller reaches another voice caller through Relay, T-Mobile allows the caller to leave a message for a relay user and/or asks the caller to redial directly. While T-Mobile's platform is fully capable of processing Voice-Voice calls (STS calls), T-Mobile has system blocks in place to prevent Voice-Voice fraudulent activity.

Offering Call Release Functionality allows the RO to sign-off or release from the telephone line after the RO has set up a telephone call between the originating Florida Relay TTY caller and a called TTY party. T-Mobile also immediately releases 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 RO relays the call as normal until both TTY users are on the line. At that point, the RO releases the call, and the conversation is removed from the RO's screen, ensuring confidentiality. Florida Relay TTY callers are then able to conduct their conversation directly. 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 RO relay the call.

Standard Call Release Process

When a TTY user informs the RO 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 RO 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 RO 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 123-456-7890	
TTY Answers	**Voice Answers**
RO immediately connects the callers, and the system automatically informs the	If the call is answered using voice, the RO 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?"

Florida Relay user, "RO NO LONGER ONLINE GA"	
	The RO 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 RO bridges the callers and notifies the parties RO NO LONGER ONLINE GA
After the call is 'released' by the RO, 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 RO to the TTY line, the RO 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.

"On the Fly" Call Release for TTY Users		
When the RO hears TTY tones, the RO informs the calling party and asks how to proceed TTY TONES WOULD U LIKE TO CONNECT TTY TO TTY Q) GA		
If "Yes"	If "No"	
The RO immediately redials and connects the callers and the system automatically informs the user, "RO NO LONGER ONLINE GA"	The RO redials to ask for the voice user REDIALING TO ASK FOR VOICE PERSON PLS HD	
	The RO redials and announces the call to the outbound Florida Relay TTY user, FRS RO 1234F WITH A CALL (FOR A VOICE PERSON ARE THEY AVAILABLE) GA	
	If "Yes"	If "No"
	If the voice user is available, the call is processed as normal.	The RO places the outbound Florida Relay TTY user on hold by typing ONE MOMENT PLS
		The RO notifies the inbound TTY user PHONE ANSWERED BY TTY VOICE PERSON NOT AVAILABLE
		The inbound TTY user can choose to be connected to the outbound caller or can leave a brief message

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 have an outbound call) for more than 30 seconds, the RO immediately releases the call. At the end of each call, the RO sends a macro to inform the caller, (PERSON HUNG UP) FRS OPR 1234F GA OR SK. The RO confirms transmission and waits for the TTY user to respond. If there is no response, the RO types "SKSK" and waits 30 seconds. If the caller is unresponsive, the RO types "SKSK" again and immediately disconnects.

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.

Stored Number or Frequently Dialed Number Functionality

T-Mobile will continue to offer both Basic and Enhanced Stored Number functionality designed to make the Florida Relay user experience more functionally equivalent to a traditional phone user. All of T-Mobile's Basic and Enhanced Stored Number features are included with T-Mobile's standard service and offered at no cost to the user. T-Mobile offers the ability for Florida Relay users to store up to 100 speed dial entries. T-Mobile's speed dialing functionality (frequently dialed numbers) allows relay users to simply provide the Relay Operator with the "short- hand" name or code associated with that number instead of the entire 10-digit number. A caller can request, "Please call Mom," and the Relay Operator will dial the associated 10-digit without delay or additional clarification. This efficient system provides faster service for the Florida Relay user and fewer billable minutes to the FPSC. In addition to basic speed dialing functionality, T-Mobile has enhanced its TRS operations to maximize the service for Florida Relay user convenience.

Emergency Numbers

T-Mobile always advises relay users to dial 911 in an emergency. But we know from listening to our customers, in some situations it is critical to reach contacts other than 911. TRS users who have many contacts in their speed dial list may be reluctant to add emergency contacts into the general speed dial list as it takes precious seconds to find one contact in long lists – even though system tools allow the Relay Operator to sort. TRS users have told us a small list of Emergency Speed Dial numbers is preferred over searching longer Speed Dial lists. Contacts such as primary caregivers, home health nurses, doctor's office, local or state poison control centers, and the local hospital are often used for this purpose. Only T-Mobile offers the ability to store 30 emergency phone numbers in their Customer Profile.

Frequently Dialed Numbers

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

T-Mobile

Florida Relay 711

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. Callers with smartphones have the option of adding a caller from their mobile device when making Relay call. This feature also allows the Florida Relay user to place the call through Florida Relay and then conference in a third-party.

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

ROs must alert the TRS user of the presence of a recorded message and interactive menus through a hot key on the RO's terminal. The hot key will send text from the RO 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 will continue to comply. Relay Operators are trained to handle recorded messages, interactive messages, voicemails, voice answering machines, TTY answering machines, dual voice/TTY answering machines, information lines, audio text, pagers, and beepers. ROs will inform users when reaching a recorded message, voicemail, answering machine, or interactive utilize a hot key on their terminal to transmit (RECORDING) or (ANS MACH PLAYING). When reaching a recorded message, the RO utilizes T-Mobile's recording technology, which provides the capability to record audio information from the outbound line on the first attempt. The Relay Operator can control the playback at a pace that allows him/her to relay the entire message to the TTY caller verbatim, after which the recorded message is deleted. This technology reduces RO worktime. The RO will type the entire recorded message verbatim, unless directed otherwise by the caller, including the option for the user to leave a message, as indicated in the outgoing message. The Relay Operator will leave the user's message in the appropriate mode of communication and inform the user by using a hotkey stating, "(UR MSG LEFT) OPR XXX M/F GA"

T-Mobile electronically captures recordings and makes interactive recordings, voicemail, and/or answering machines available to relay customers. T-Mobile's DTMF (touchtone) capability makes it possible for our TRS to process calls to automated systems (i.e., paging services, voice menus, answering machines, interactive menus or other systems that receive or pass messages).

T-Mobile does not impose any charges for additional calls needed 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.

T-Mobile will continue to comply. T-Mobile fully supports answering machine, voice mail retrieval, and interactive menus, using sophisticated RO software that includes hot keys, and recording technology. T-Mobile does not impose any charges for additional calls needed in order to complete calls to answering machines, voice mails, or other recordings. T-Mobile allows Florida Relay users to retrieve messages from an answering machine at the same location as the relay user, using a single telephone line. ROs are trained and evaluated on skills used to progress through automated phone systems including answering machines, voicemails, and voice response units.

T-Mobile ROs will continue to retrieve messages from any voice processing system accessed via telephone. The RO 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 RO to retrieve messages from a voicemail system, the RO 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 RO can utilize a scratchpad. This allows the RO 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 RO terminal.

T-Mobile electronically captures recordings and makes interactive recordings, voice response units, voicemail, and/or answering machines available to relay customers. T-Mobile's DTMF (touchtone) capability makes it possible for ROs to process calls and make customer requested selections when connected to automated systems (i.e., paging services, voice menus, answering machines, or other systems that receive or pass messages). ROs are experienced at recognizing the wide variety of phone systems that may be encountered and the best method for interacting with those systems whether it be a system driven by DTMF or voice responses.

ROs will inform users when reaching a voicemail or answering machine by utilizing a hot key on their terminal to transmit (ANS MACH PLAYING). The RO utilizes T-Mobile's recording technology, which provides the capability to record audio information from the outbound line on the first attempt. The Relay Operator can control the playback at a pace that allows him/her to relay the entire message to the TTY caller verbatim, after which the recorded message is deleted. This technology reduces RO worktime. The RO will type the entire answering machine or voicemail message verbatim, unless directed otherwise by the caller, including the option for the user to leave a message, as indicated in the outgoing message. The Relay Operator will leave the user's message in the appropriate mode of communication and inform the user that their message has been left either orally or by using a hotkey stating, "(UR MSG LEFT) OPR XXX M/F GA"

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 RO 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 RO will use the recording feature on their terminal to record all messages. Once the messages have been recorded, the RO will wait for the Florida Relay user to place the handset back on the TTY. The RO will replay messages using the recording feature at a speed that allows the RO to relay all messages verbatim to the Florida Relay user. When all messages have been typed, the RO 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 RO's terminal once the relay call is completed.

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 RO (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 RO. The steps for a standard VCO-to-Voice call are:

- Florida Relay VCO user talks to voice caller directly
- Voice caller talks to RO
- RO 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. ROs 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 RO 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 RO and gives the "GA" each time to alert the RO 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 RO.

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 RO.
- The RO 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 RO will follow.
- After the RO connects to the called party, ROs 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 RO honors the Florida Relay VCO caller's preference regarding announcing or explaining each call. The RO 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 the 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 RO 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 RO's number, the RO'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 RO 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 RO 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 RO'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 RO via a standard telephone with three-way calling. The RO 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 RO'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 voice carryover 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 RO, minimizing the call set-up time and providing faster service for customers. If the Florida Relay VCO user prefers to type his/her instructions, the RO 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 RO will confirm the request (send a macro: "(VCO ON) GA").
- *VCO Gate (Attribute-Based Routing)*: While all ROs receive training on how to process VCO calls, T-Mobile identifies ROs that demonstrate a high proficiency in handling VCO calls. This specialized group of ROs 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 RO 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 RO 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 RO 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 RO 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 RO sends a macro to the Florida Relay VCO user which informs him/her that he/she is explaining relay. The RO 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 RO 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 RO 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 RO and gives the "GA" each time to alert the RO that he/she is finished speaking.
- *VCO-TTY and TTY-VCO:* T-Mobile ensures Florida Relay VCO users and TTY users can communicate. The RO 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 ROs process VCO-VCO calls in which the RO 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 RO 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 disability (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 ROs, who can recognize and relay the speech of Florida Relay users with speech disabilities. Specially trained STS ROs 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 RO 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 RO re-voice the entire VCO conversation. During the call, the STS VCO RO 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 RO will not type.
- *Pacing for VCO Users:* Florida Relay VCO users may select the speed in which they receive typing from the RO. 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 RO.

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 RO (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 RO.
- The RO 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 RO does not hear the hearing users' voiced messages. The RO 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 RO 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 RO.
- The RO 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 RO will follow.
- The RO will dial the call. The Florida Relay HCO user hears the phone ringing, a busy signal, or how the phone is answered.

The RO 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 RO will read it. If the hearing party is unfamiliar with HCO, the RO will explain the service. T-Mobile recognizes that Florida Relay HCO users may prefer to announce and explain their calls. The RO 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 RO, 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 RO via the standard phone with three-way calling. The RO 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 ROs, 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 RO (acoustic mode) or can request the RO 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 RO 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 RO 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 ROs 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 RO 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 RO 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 RO does not hear the hearing users' voiced messages. The RO 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 RO 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 ROs process HCO-HCO calls in which the RO 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 RO 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).

T-Mobile

Florida Relay 711

Item 30 – Turbocode™ (RFP ref. B-20)

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 comply with RFP B-20 requirements by providing functionally equivalent alternative service that allows the relay user to interrupt the Relay Operator or other TDD user.

Turbocode, E-Turbocode, and ASCII are aging, legacy wireline protocols that see very little usage. Those protocols are used by scant few TRS users.

T-Mobile has an outstanding petition in front of the FCC that will waive the requirement to process TRS calls over ASCII. When the FCC grants the ASCII waiver, T-Mobile will begin phasing out the ASCII protocol feature. This will allow us to implement a new relay platform that cannot be done while still supporting outdated wireline protocols. Any existing users of those protocols will be given sufficient notice to move to continuing relay technologies.

T-Mobile is currently rolling out a modernized relay service platform in phases to introduce newer, modern protocols such as Real-Time Text (RTT). RTT is a technology that allows users to send text messages as they are created without needing to press a "send" button. This allows users to read the message as it is being typed. RTT is often used for conversational text, collaboration, and live captioning. It can be critical for emergency calls to 911. RTT works with IP-based technology on networks that support it. It can be used with a TTY device and doesn't require any additional accessories. The platform will become available in 2025 and features such as RTT will be implemented during a later phase.

The FCC adopted rules on December 15, 2016 to allow TRS calls to be processed over RTT in the same way as Baudot. RTT calls are to be interoperable across networks and backward compatible with TTYs. RTT allows relay users to interrupt the Relay Operator or TDD user.

ASCII with this proposal, T-Mobile will provide TRS text over Baudot, and may provide ASCII on a temporary basis until T-Mobile's ASCII petition in front of the FCC is granted. When the FCC grants the ASCII waiver, T-Mobile will begin phasing out the ASCII protocol feature.

T-Mobile will advise all our State TRS administrators on the status of completing the relay platform transition to allow RTT protocol TRS calls sometime after the FCC grants T-Mobile's ASCII waiver.

Basic Relay Rate

Baudot protocols are available to Florida Relay as part of T-Mobile's standard features.

T-Mobile

Florida Relay 711

Item 31 – Speech-to-Speech (RFP ref. B-21)

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 comply. T-Mobile understands that communicating telephone numbers may be difficult for some STS users. T-Mobile provides the ability for STS users to register 100 speed dial entries and 30 emergency contact entries as a part of their Customer Profile. This allows STS users to simply provide the Relay Operator with the "short- hand" name or code associated with that number instead of the entire 10-digit number. A caller can request, "Please call Mom," and the STS RO will verify with the STS user the name and telephone number is correct before placing the call. This information would be transferred to a new provider, if applicable. STS is a standard T-Mobile service. STS pricing is included in our 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 RO 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 RO 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 ROs do not counsel, advise, or interject personal opinions. STS ROs are trained to re-voice the Florida Relay STS user's message as instructed. STS ROs 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 ROs 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 RO'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 RO before placing an STS call.
- Explain strategies used by STS RO 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 RO who then re-voices a message to the other party. The other party hears only the voice of the STS RO. 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 RO 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 RO stays online with the Florida Relay STS user for their calls for at least 20 minutes of effective communication before changing the STS RO. This long connection helps to reduce the disruptions of the STS conversations due to the changing STS RO.

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 RO gender and language (English or Spanish).

Call Handling Options

Florida Relay STS users have the option of instructing the STS RO 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 RO.

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 RO with the name of the other party to which he/she wants to call. The STS RO 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 RO 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 ROs:

- 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 RO. 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 RO, for example:
  - *Announce to the other party: "Hi Vet, this is John calling about his dog."*

STS ROs

T-Mobile is the STS leader and offers comprehensive training for STS RO. To qualify to become an STS RO, 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 RO, and facilitating communication without interfering with a caller's control. To pass STS RO training, the employee must have successfully demonstrated their ability to listen to and understand audio spoken by individuals with a variety of speech disabilities.
- Hearing Acuity Testing: Prospective STS ROs are required to pass a hearing acuity test using calibrated equipment to perform a speech recognition test and pure tone test. Each potential STS RO needs to score 92% or higher in each ear using a 50-word, W-22, or NU6 speech recognition test. Each STS RO 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 RO's performance is assessed through individualized surveys conducted twice a month. Supervisors evaluate each STS RO 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 RO must score at least 90%.

- Quarterly Training: T-Mobile is committed to the ongoing training and evaluation of STS ROs. Quarterly training is conducted to ensure STS ROs 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.

New Feature: STS Shortcut Icon

New Feature for STS users: For anyone who has a speech disability and is a T-Mobile wireless customer, STS calls are available on a single tap. Simply add the STS icon on your smartphone's home screen and tap it when you're ready to make a Florida STS call.



The icon is a shortcut, not an app, so it uses virtually no space on your phone and makes STS that much easier. It's available for both iOS and Android phones and set up is easy! More information: STS Icon Instructions | T-Mobile Accessibility (tmobileaccess.com)

T-Mobile's STS truly provides 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.

T-Mobile

Florida Relay 711

Item 32 – Access to Pay Per Call Services (i.e., 900/976) (RFP ref. B-22)

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.

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 user and the RO will complete the call according to the Florida Relay user's instructions.

Item 33 – Caller ID (RFP ref. B-23)

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 party called. 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 ROs 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 RO to block Caller ID, the RO 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 RO 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 RO 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 RO 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 RO 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 RO 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 RO with the telephone number or ask the RO for last number redial (LNR).

T-Mobile

Florida Relay 711

Item 34 – Last Number Redial (RFP ref. B-24)

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 RO will press the appropriate keys to redial the last number dialed through Florida Relay from that caller's telephone number automatically.

Item 35 – Obscenity Directed at the Operator (RFP ref. B-25)

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 ROs 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. ROs 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 ROs are trained to convey the full content, context, and intent of the conversation. ROs are prohibited from intentionally altering a relayed conversation and must relay all conversation verbatim, unless specifically requested to do otherwise.

T-Mobile's ROs are trained to relay all calls without judgment, even when the conversation between the inbound and outbound party refers directly to the RO and can be construed as obscenity. When this happens, the RO remains calm and professional and relays the call. ROs do not censor conversation between two users or interject personal opinions. ROs remain calm and use detachment techniques to maintain a professional phone image. At any time, if either the calling party requests a different RO or to register a complaint about the services received, T-Mobile will honor the request and attempt to resolve the user's concern.

T-Mobile will not hinder any legitimate relay callers from exercising the same free speech non-relay users enjoy on the phone. However, when abusive language is focused at the RO during the relay call, or the RO determines that the caller(s) is using Relay for the sole purpose of harassing, abusing, taunting or tormenting the RO, they will request supervisor assistance. The supervisor will evaluate the situation and determine the most appropriate next steps.

Comments Directed at the RO

Diffusing difficult situations for relay users is one of the things T-Mobile does best. ROs and relay center staff are trained to use techniques to diffuse potentially volatile situations where relay users may direct obscenity at the RO before, during, or after a relay call. The staff remains calm, professional, and polite, and will 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 ROs.

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 RO instead of providing dialing instructions, the RO will attempt to re-focus the caller.

When redirection is not successful, ROs 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, to request relay service using a different RO, or to place the call they intended to make. 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 attempts to satisfy the relay user and resolve the situation are not successful, will the supervisor 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 shall be disciplined in accordance with T-Mobile's policy for reviewing and handling alleged violations of disconnecting a caller against their wishes.

T-Mobile

Item 36 – Emergency Calls (RFP ref. B-26)

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 ROs and staff members are trained to handle emergency calls.

Emergency Call Procedures
T-Mobile always acts on the word "emergency."
RO 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.
RO alerts a supervisor who assists the RO in processing the call if needed.
Caller's ANI is passed to 911 as Caller ID.
RO identifies the call to the authorities.
RO advises the inbound caller emergency services are on the line.
RO relays the call.
Upon request, the RO connects the Florida Relay TTY caller directly to the PSAP (TTY).
RO completes an "Emergency Incident Form" to document the call.

T-Mobile ensures every RO and supervisor receives in-depth training on all emergency processes and procedures. This training is reinforced through ongoing refresher training where relay call location staff must demonstrate knowledge and proficiency of emergency processes and procedures. Supervisors are available 24x7 to assist ROs when an emergency call occurs. ROs 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 RO software will continue dialing the PSAP/emergency call location. The RO or supervisor will notify the PSAP call location 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 RO will notify the supervisor who calls the PSAP and passes on all known information about the call. The RO 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 RO will immediately connect the caller to emergency services. The RO 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.

Sensitive Topics

T-Mobile has established procedures for calls where the RO hears or reads things that may be designated as suspected emergency calls, including the following:

- Suicide Declaration to the RO: If Florida Relay caller dials Florida Relay and tells the RO he/she is going to commit suicide, the call is treated as an emergency call. The RO 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 RO will dial Directory Assistance and provide the number, which can be called directly (if TDD number available) or through Florida Relay.
- Suicide Prevention Hotline (988): If the caller requests to dial 988 for the Suicide Prevention Hotline, the Relay Operator dial 988 and relay the conversation.
- Privileged Communication: If the RO overhears abuse (child, elderly, or spousal abuse), suicidal statements, or potentially illegal activity, the RO remains neutral and processes the call without paraphrasing, editing, or showing any personal bias.

Emergency Numbers

T-Mobile 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 to 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.

Item 37 – Blockage (RFP ref. B-27)

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 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 34 years, T-Mobile Accessibility users have rarely experienced an inability to place calls. Call locations 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 locations
- If the problem is within T-Mobile's center, the Contact Center Service Assurance Center (CCSA) performs maintenance
- Centralized routing and reporting systems enable T-Mobile to treat the entire call location complex as a single virtual call location rather than standalone call location
- 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 ROs 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 locations is offline for more than two hours, using the following procedure:

- Automated alarming or a TRS call location 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.

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 ROs log into unaffected RO 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 location, 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 location 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, ROs 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 RO. Our router sends calls to the other call locations that prevent more calls from being received at the impacted call location. 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 RO OR TRY YOUR CALL AGAIN LATER."

T-Mobile

Florida Relay 711

Item 38 – Answer Time (RFP ref. B-28)

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.

T-Mobile will continue to comply. T-Mobile answers all calls with a live Relay Operator who is ready to immediately process the call. Our service is designed around the concept relay users deserve the same calling experience as traditional phone users. When relay users dial 711 (or other access numbers), the access should be almost instantaneous in the same way traditional phone users pick up the phone and hear a dial tone. T-Mobile is able to achieve these industry-leading speed-of-answer results through the use of superior technology and people. All TRS call locations are connected by a central call routing system, workforce scheduling system, and a workforce management team, the Traffic Management Control Center (TMCC) Workforce Scheduling Software.

T-Mobile's centralized workforce scheduling software allows us to handle daily number of relay calls and the Relay Operator amount of work more efficiently. The software gives T-Mobile real- time insight which gives T-Mobile options on how to handle the daily activity. T-Mobile ensures there is adequate staff scheduled at all times for all call types to meet relay users' needs. T-Mobile forecasts Relay call volumes every 15 minutes – four times more detailed than another relay provider. To develop the 15-minute forecast, T-Mobile considers historical information, current trends, and special events (weather, scheduled political events). T-Mobile's combined workforce scheduling software also directly benefits the Relay Operators. Giving Relay Operators more information and allowing them to manage their own time at work can make a big difference in morale, helping to reduce Relay Operator turnover, and attendance problems that can add up to considerable costs. T-Mobile's workforce scheduling software means we are able to offer Relay Operators greater flexibility. T-Mobile's scheduling software also provides information about how well our Relay Operators adhere to their schedule. This means Florida Relay users will not experience unnecessary wait time when making calls. This also saves the State as T-Mobile does not need to hire more staff and our price reflects that efficiency.

T-Mobile will continue to provide a sufficient number of Relay Operators and facilities to meet Relay Operator standards. T-Mobile maintains the largest network of TRS call locations in the country with a centralized TMCC. In response to any traffic fluctuations, the TMCC makes final Relay Operator requirements for each 15-minute period after any line adjustment. Furthermore, T-Mobile will periodically review Florida's historical data to determine trends, taking into account any call-affecting issues such as weather, holidays or technical problems. Utilizing this information, a network forecast is developed for each upcoming scheduling week. T-Mobile also reviews each location's results for the previous six weeks and anticipated changes in staffing levels to determine each location's capacity to handle forecasted calls. Once the forecast has been determined, T-Mobile ensures total network traffic is supported and accounted for by each of the locations. Florida will continue to have the benefit of T-Mobile's intelligent call routing technology that ensures each call is answered by the next available Relay Operator at any one of our locations. This provides Florida with a large resource pool and ensures the most efficient and cost-effective method for processing various call types.

Real-Time Display

Every 30 seconds, relay call locations and TMCC receive the latest information on how we are doing. The real-time display provides:

- Daily speed of answer (percentage of calls answered within 10 seconds)
- Number of current calls
- Number of calls on hold
- Number of Relay Operators logged in to the system
- Number of Relay Operators ready and available to take calls
- Number of daily calls (with abandons)
- Number of daily calls (without abandons)

The real-time display makes it easy for us to instantly take action, if needed. For example, if we have fewer calls than expected, we may choose to hold additional training sessions. Alternatively, 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 Relay Operator, it is actually a science. With the cost of Relay Operator 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 heavily 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 caller dials into T-Mobile, our call router uses "routing scripts" to determine which call location and Relay Operator should handle the call. With the information available to our call router, we can base that information on many key elements.

Platform Health

Before sending a call to a call location, T-Mobile checks to see which call locations are open. We also verify there are no technical or other issues affecting the location (fire drill). This all happens automatically.

Service Needed

T-Mobile looks at what type of relay service is being requested. If the user dialed a dedicated number or has a Customer Profile for STS or Spanish, T-Mobile gets the relay user to the correct Relay Operator the first time – without forcing them to redial or be transferred.

Multiple Available Relay Operators

When more than one Relay Operator is available, we can choose which Relay Operator will receive each call. We can monitor a Relay Operator's workload. This gives us the option to route relay calls to a Relay Operator who has not been as busy, giving the busier Relay Operator a break.

Anticipated Hold Time

T-Mobile minimizes hold times whenever possible. There are times when no Relay Operators are readily available. T-Mobile uses a network solution when faced with this dilemma. Similar to choosing a checkout line at a grocery store, T-Mobile analyzes many factors before making the decision what call location will be assigned the call. Choosing the shortest line is not always the quickest.

Back-Up Call Router

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

Traffic Management Control Center (TMCC)

T-Mobile's TMCC is dedicated to serving our relay users and working with our relay call locations. They are workforce specialists who understand call processes, call volumes, distribution patterns, contract requirements, and call routing, to ensure the appropriate number of Relay Operators are available at all times. The TMCC's goal is to provide the best call experience for every TRS user that utilizes the service. The expectation is to achieve this goal 24x7. The TMCC group uses its talents and its experience to meet and exceed this goal and expectation. They perform many duties including scheduling for all TRS call location employees, TRS call routing, forecasting TRS usage, operational reporting, and customer communication. The TMCC is located in Overland Park, KS and is currently staffed from 8:00 a.m. - 9:00 p.m. ET, 7 days a week. Someone is always on call and can log into all systems remotely to address any concerns.

Call Location Staff

T-Mobile TRS services are supported by geographically dispersed call locations. The TRS call locations are managed 24 x 7 by TMCC who dynamically monitors and manages these locations for all operational issues. If an event occurs which impacts a location's ability to handle TRS calls, TMCC will re-route incoming traffic to other TRS locations. All re-routing is transparent to customers

At each relay call location, there is an Administrative Control Unit (ACU) that works directly with TMCC, call location management, and local Relay Operators to ensure we are providing adequate staffing for all call types including VCO, STS, and language support. During the overnight hours, the Call Center Service Assurance (CCSA) group supports TRS and other call locations as the initial point of contact for local TRS call location staff.

Temporary Message

If approved by Florida Relay, T-Mobile can also provide a temporary delay message for TRS users turned on only when long hold times may occur as a result of weather or other event impacting service. For example, if there were a terrorist attack or natural disaster that significantly increased the number of calls to the relay location, T-Mobile can add a temporary recording that alerts voice and TTY users, such as: "THE RELAY LOCATION IS EXPERIENCING LONGER THAN NORMAL HOLD TIMES. PLEASE HOLD FOR THE NEXT AVAILABLE RELAY OPERATORS OR TRY YOUR CALL AGAIN LATER."

Item 42 – Emergency Operations and Uninterruptible Power (RFP ref. B-32)

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.

Backup and Data Recovery

T-Mobile has implemented Backup and Data recovery programs based on an approved policy for managing critical technology assets.

In general, all production data is backed up daily. A full backup of all data on a server is scheduled weekly, with incremental backups occurring during the remaining six days. The backup duration is based on business needs, government requirements, and legal regulations, typically 30 days.

Data backup restoration timeframes are determined by the restoration reason. For example, if restoration from backup is due to a disaster, restoration timeframes would be contingent on the event's nature and scope. Standard and exception backup restoration timeframes can be discussed in further depth once details of the nature and need for data restoration are defined.

Regarding BC/DR data backup frequency, full backups are performed monthly, while incremental and differential backups are performed daily.

Connecting Communities in Times of Crisis

Our Emergency Response Team (ERT) is a national group with vast experience in public safety operations and mission-based support. With over 20 years of dedicated deployable program experience—more than any other communications organization—we're here to support and equip our communities 24/7.

Preparing and responding to disaster from the first notification

Our ERT is available 24/7, coordinating the necessary resources to help ensure reliable network services are available for public safety and first responders.

When our network team receives notification of an actual or potential situation that requires activation, we establish a virtual Emergency Operations Center (EOC) to oversee our response from beginning to end.

This EOC performs an initial assessment, establishes monitoring bridges, coordinates between agencies impacted by the event, assigns tasks, gathers status information, and sends executive notifications at prescribed times.



T-Mobile's ERT responds nationwide to activating events such as wildfires, winter storms, tornados, hurricanes, regional power outages, and more.

Re-connecting communities through equipment and infrastructure

We provide fast access to equipment, including mobile devices, hotspots, routers, tablets, network extenders, and other communications equipment for surge requirements and unmet needs.

Additionally, we maintain a national fleet of mission-based, rapidly deployable communications capabilities for remote and urban operations, including the following:

National fleet of deployable solutions



- Satellite Cell on Light Truck (SatCOLT)
- Cell on Light Truck (COLT)
- Satellite antenna systems
- Wi-Fi networking
- Microwave
- LMR and multimedia interoperability
- And more...

When you need additional on-the-ground support, we have an Emergency Volunteer Team of T-Mobile employees who go into disaster-impacted areas to help keep you connected.

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How we communicate throughout the event

We use a combination of communication methods to notify our customers. During the event, we work closely with federal, state, and local public safety workers to communicate effectively in the most severe environments. Additionally, our internal teams will partner to create public newsroom posts available to the public, with most news generally on our website or social media platforms.

For agencies needing assistance, call the ERT Support Hotline at 888-639-0020 or email us at ERTRequests@T-Mobile.com. T-Mobile is regularly evaluating the needs of our customers to ensure the communications around our disaster outages support their needs.

We're committed to supporting your community

Our people are there in times of crisis to support communities and help deploy:

- Prestaging portable generators and temporary network solutions
- Providing customer concessions and account relief to affected groups
- Distributing free devices and accessories to help customers and the community
- Facilitating restoration crews on the ground to support restoration efforts
- Enabling Text to Give donations for the Red Cross and other local organizations

For more information

Visit https://www.t-mobile.com/responsibility/community/emergency.com to learn more about our team. We also have a complete disaster readiness and emergency response document that we can provide upon request.

TRS Platform Technology Support

The T-Mobile network supports our TRS platform. The network provides superior platform technology and a large support staff to provide uninterrupted service to relay users.

Physical Security and Resiliency

Our multiple distributed TRS Platform switches 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-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")
- A two-hour fire-rated wall exists between other tenants
- Where possible, located outside of a 500-year floodplain and at least outside of a 100-year floodplain
- High physical security with steel doors, perimeter controls, electronic access control equipment, alarmed doors, CCTV and Intrusion detection equipment, 24x7 remote monitoring, lighted parking
- No existing towers with a crumple zone within reach of the building/generator

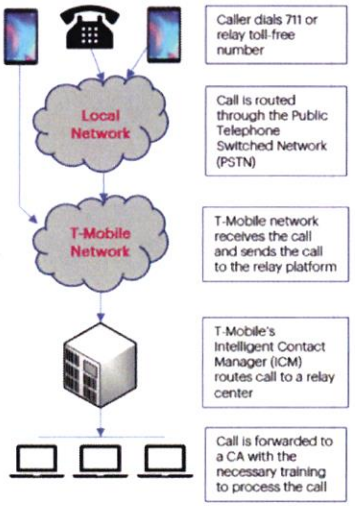
Switch Building Automation and Monitoring

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

- Facility engineers continually monitor HVAC unit and generator performance
- Generators are 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

TRS Platform Routing and Redundancy

We locate our TRS switches at secure sites, which provide more security and resiliency than call locations.



Outbound Calling Redundancy

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

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

Inbound Calling Redundancy

T-Mobile 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

Our ICM assesses the network's health and routes the call appropriately. If the primary call router is offline, a secondary call router automatically routes the call based on a pre-determined logic.

Redundant and Segmented Switches

The TRS platform is supported by redundant switches connected by two redundant inbound connections. Calls are automatically routed to the unaffected switches if one switch goes down. Each switch is also segmented to support pods of RO workstations. If a single portion of the switch is affected, we can continue to process calls by having ROs log into unaffected RO workstations.

Uninterruptable Power Supply

T-Mobile offers emergency and uninterruptible power supply (UPS) options that exceed minimum requirements by providing an end-to-end approach unmatched in the industry. 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. TRS offers UPS and generators to ensure relay users will continue to have access to the service in the event of power outages.

Call Locations Power Solutions

Our cost-effective solution uses 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
- RO consoles/terminals (NOTE: only RO consoles/terminals in a physical call location have uninterrupted power)
- RO worksite emergency lights
- Call Detail Record

We ensure that the UPS system capacity is sufficient to operate the call location during busy seasons and peak hour loads, and we have installed power-generating equipment capable of operating call locations 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 and can stay in service longer if fuel is provided. 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 system equipment and facility environmental controls until commercial power is restored.

Remote Work-From-Home

A portion of T-Mobile's workforce will process Florida Relay calls with ROs virtually attached to existing call locations but not physically located in a call location. This arrangement allows for business continuity during disasters and supports RO's work-life balance. Remote workstations connect to the T-Mobile network over a secure connection to ensure caller privacy integration into call routing, distribution, tracking, and support systems. Including call handling technology and performance monitoring. All T-Mobile in-center and work-from-home ROs abide by FCC standards for confidentiality.

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Customer Notification Procedures

To provide our customers with the most complete and timely information on problems affecting TRS, 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 disruption, an intermediate report provides status and an action plan. In most cases, the 72-hour report reveals the problem has been solved, 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 877-877-3291 Fax 800-676-3777 Voice 877-787-1989 STS 800-676-3777 TTY 800-676-4290 Spanish	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 202-423-5531 (mobile)	T-Mobile Accessibility Director **Jacqueline Lee** jacqueline.lee@t-mobile.com (801) 860-1149

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Item 43 – Intercept Messages (RFP ref. B-33)

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 ROs log into unaffected RO 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 location, 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 location 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, ROs 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 RO. Our router sends calls to the other call locations that prevent more calls from being received at the impacted call location. 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 RO OR TRY YOUR CALL AGAIN LATER."

Item 44 – Service Expansion (RFP ref. B-34)

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, RO workstations, personnel staffing, facilities, and other relay service equipment. 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 ROs 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 call locations. By continually monitoring current capacity with regards to trunking, RO 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.

Proactive Monitoring

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

- Capacity reports, including busy-hour information, are captured and reviewed daily and weekly to ensure 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 Relay Operator 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 location 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.

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Item 46 – Consumer Input and Participation in Advisory Committee and FPSC Proceedings (RFP ref. B-36)

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, 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 Account Executive: Jeffrey Branch, Account Executive, serves as day-to-day Florida Relay point of contact. His continued interaction with Florida Relay users, the FPSC, the Advisory Committee, and local 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 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 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 local organizations Attend virtual/in-person events to promote TRS, STS, and RCC
- Updating the relay section of the organization's website
- Host an Accessibility Day, 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, 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 shape the relay industry: TRS, 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

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Item 47 – Complaint Resolution (RFP ref. B-37)

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, VCO, HCO, STS, and Deaf-Blind Pacing). T-Mobile also provides specialized Customer Service options for 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 advocates for Florida Relay users – rather than an extension of the sales team. Accessibility Customer Care is empowered to make changes directly on 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 RO in a call location. 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 RO, 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 ROs
- 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 for 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)
- Speaks to the Client Director/Account Manager
- Florida Relay user contacts the FPSC.

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 location. T-Mobile and its subcontractors formally acknowledge ROs and other personnel who delight Florida Relay users. Compliments are posted on bulletin boards in the call location 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 location 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, RO, and call location level:

- Florida Relay Service Report: Monthly tracking number, date of complaint, RO 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.

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.

Speech-To-Speech (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 RO'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 ROs 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 Account Executive 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.

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Item 49 – Special Needs (RFP ref. B-39)

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 34 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 technological 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 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, T-Mobile developed and launched IP Relay service. T-Mobile 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, T-Mobile 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 with independence and privacy when making calls while on the go.

T-Mobile provides Spanish-to-Spanish and English-to-English IP Relay. Translation services are not allowed 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 RO.

In the event one or both parties disconnect during a 911 call, the RO 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, the 911 call will be answered in a priority queue by a Relay Operator to process the emergency call.

The IP Relay caller will connect with Relay Operator and the emergency call will be placed to the appropriate PSAP based on location information obtained from IP Relay user's profile.

The IP user can change geographic location information and select the preferred location to be used in case of an emergency through t-mobile.com/trsprofile. Mobile IP Relay users must enable location service in case of an emergency services are needed, the call will be routed to appropriate based on the location of the mobile user or connect to 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.

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 ROs are trained to immediately transfer STS callers to STS ROs upon request (without requiring the caller to redial). This service is included in the TRS pricing.

New Speech-to-Speech (STS) Shortcut icon feature

For anyone who has a speech disability and is a T-Mobile wireless customer, STS calls are available on a single tap. Simply add the STS icon on your smartphone's home screen and tap it when you're ready to make a Florida STS call.

The icon is a shortcut, not an app, so it uses virtually no space on your phone and makes STS that much easier. It's available for both iOS and Android phones and set up is easy! More information: STS Icon Instructions | T-Mobile Accessibility (tmobileaccess.com)



Item 50 – Unsolicited Features in Basic Relay Service (RFP ref. B-40)

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.

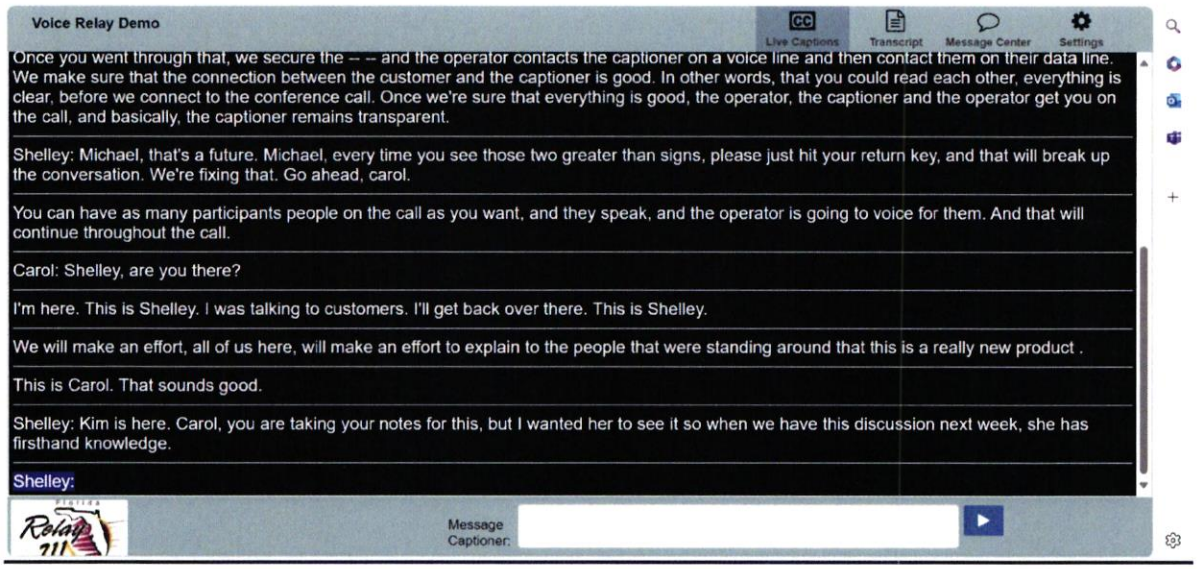
T-Mobile has read, understands, and will comply with all RFP B-47 requirements.

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

Relay Conference Captioning (RCC)

T-Mobile will continue to provide Relay Conference Captioning (RCC) Services. T-Mobile will continue to offer the FPSC and the Florida Relay users 30,000 RCC minutes annually at no cost.

Florida residents who need to join in conference calls, webinars, or video meetings can participate by following along via Relay Conference Captioning (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.



The same high-quality captioners who produce closed captioning for television shows will deliver fast and accurate captions to meeting attendees. RCC is a value-added service that may be used in combination with traditional relay services. Florida RCC participants can speak directly by using their own voice and/or Relay services (i.e., VCO, HCO, etc.) or type their responses directly to the captioner, and the captioner will read and speak directly through the conference bridge or web conferencing audio connection while continuing to view captions.

With RCC, Florida users can:

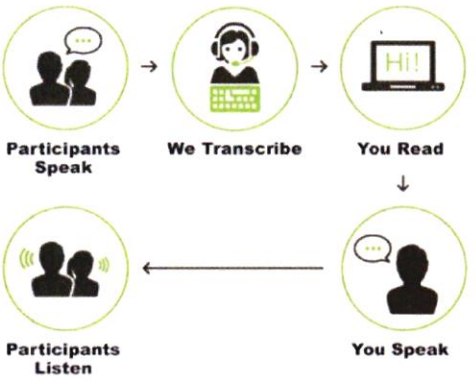
- Confirm conversations using real-time transcripts
- Recognize and use specific workplace terminology
- Communicate with clients and co-workers
- Make business decisions based on clear, accurate information

RCC is provided to T-Mobile customers in accordance with a partnership with VITAC. Captions traditionally are created by people – highly trained professionals who understand the nuances of language and bring human sensitivities and contextual awareness to the captioning table. As an industry leader in captioning and accessible media solutions for more than three decades, T-Mobile and VITAC believe in the essential human element in creating captions. Having human captioners perform captioning services means:

- Fewer errors
- Better quality
- The best accuracy

T-Mobile's partnership with VITAC provides live captioning solutions that includes the largest and most experienced workforce of captioners, supported by a team of engineers, schedulers, and real-time technical services coordinators. Live captioners have captioned everything from Zoom to Adobe Connect (version 11.3 or later) to WebEx. Captions also will stream directly on the screen or to a secondary screen such as a mobile device or another monitor.

RCC is currently available Monday - Friday 8:00 a.m. – 6:00 p.m. ET. Expanding hours of operations is also an option available for Florida. Please contact your Client Executive for more details.



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.

RCC is easy to schedule and requires no special software or downloads. Internet access is required. RCC meetings are secure. SSL encryption is included for each event.

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Florida Relay 711

Contact Information

First Name *

Last Name *

Email Address *

Enter only one email address

Phone Number *

Alternative contact information

Alternative phone number

Acknowledgement

☐ I understand and certify Relay Conference Captioning (RCC) is intended for people who are Deaf or Hard of Hearing to participate in conference calls, webinars or video meetings. *

☐ I understand cancellations are required at least 24 hours in advance. Reply to the RCC confirmation email to cancel service. *

Event Details

Type of Event *

○ Conference Call
◉ Video Meeting/Webinar

Video Meeting/Webinar

Select Platform

Conference/Meeting ID

Password, if required

Meeting Link *

Meeting Link Description

Event Title *

Notes for Captioner

Date and Time of Event

Date of Event *

E.g. 2024-08-06

Begin Time *

Hour : Minute

End Time (Estimated) *

Hour : Minute

Time Zone

Eastern

Participant Options *

* Allow participants to view & save transcript**
Allow participants to view transcript
Participants cannot view or save transcript when event has ended

**Note: A copy of the transcript is only available for 24 hours from the start of event.

Encryption included on all scheduled events

A confirmation email for your request will be sent to the email address entered above. To submit prep materials, please send using the confirmation email.

	Information and Preferences
Minimum System Requirements	Optimized for Internet Explorer, Chrome, Firefox, or Safari
	JavaScript and cookies enabled in the browser
	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. If allowed by the RCC requestor, participants can email, save, or print transcripts immediately after the event and up to 24 hours from the start of the event. Otherwise, transcripts will be destroyed when the browser window is closed at the end of a meeting.

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 Zoom, WebEx and Adobe Connect (version 11.3 or later) – at no additional charge. Meeting organizers using these select web conferencing applications can embed RCC captions into the event by using the web link, provided within the confirmation email. Other popular webinar platforms may be used, but two web windows are required: one for the web conferencing screen and the second for the captioning player to view captions.

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.

- T-Mobile will continue to offer the FPSC and the Florida Relay users 30,000 RCC minutes annually at no cost.

New – Speech-to- Speech Shortcut icon

For anyone who has a speech disability and is a T-Mobile wireless customer, STS calls are available on a single tap. Simply add the STS icon on your smartphone's home screen and tap it when you're ready to make a Florida STS call.



The icon is a shortcut, not an app, so it uses virtually no space on your phone and makes STS that much easier. It's available for both iOS and Android phones and set up is easy! More information: STS Icon Instructions | T-Mobile Accessibility (tmobileaccess.com)

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 ROs are trained to immediately transfer STS callers to STS ROs upon request (without requiring the caller to redial). This service is included in the TRS pricing.

Item 51 – IP-Relay Service, IP-Captioned Telephone Service, and Video Relay Service (RFP ref. B-41)

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)

As the sole IP Relay provider in the U.S. who is also a wireless carrier, T-Mobile understands technology better than any other industry provider. T-Mobile ensures products provide a superior experience because T-Mobile does not believe in releasing new technology just to say "we have it". The following bullet points are examples of technology T-Mobile has implemented:

- T-Mobile IP Relay uses an IP connection and a Relay Operator. The user types what to say to the Relay Operator, then the Relay Operator relays the message to the caller and types their response. For more information, www.t-mobile.com/iprelay. Please note, the FCC reimburses IP Relay from the interstate TRS fund.



T-Mobile Accessibility takes seriously its longstanding commitment to eliminate communication barriers for customers who are Deaf, DeafBlind, have a hearing or vision loss, and cognitive, speech or mobility disabilities.

With the T-Mobile IP Relay mobile app, registered users have the means to make and receive IP Relay phone calls with the added convenience of mobility. IP Relay is offered under FCC jurisdiction and is not under the state program at this time. T-Mobile will work with Florida if the FCC decides to transition this service to the states. The IP Relay mobile app is available to users at no charge and affords users a one-stop solution for registration and identity verification.

IP Relay is a vital communications link for the DeafBlind user community. T-Mobile knew from the outset the app would be successful if it met the unique needs of DeafBlind users. T-Mobile Accessibility solicited input from members of the DeafBlind community. From this engagement, the team learned DeafBlind users may rely on the support of a braille display for text relay communications. The enhanced app enables a DeafBlind user to self-identify as a braille user and to turn on the functionality that allows them to receive braille on their braille display. In addition to the unique features for DeafBlind users, T-Mobile applied feedback from other users towards ensuring their mobile IP Relay experience was optimized and of the highest quality possible in a mobile environment.

Based on direct user feedback, the enhanced T-Mobile IP Relay mobile app has the following features:

- Ability to receive all lower-case text to and from the Relay Operator
- Ability to change font size and color
- Ability to change background colors
- Access to live T-Mobile Accessibility Care representatives
- Ability to make 911 emergency calls
- Ability to copy or email conversations

Enhancing the T-Mobile IP Relay Mobile App has addressed specific needs of users who are Deaf, DeafBlind, or have a speech disability. The app, available for IOS and Android operating systems and is available at no charge.

To learn more, the following links allow users to access information about T-Mobile IP Relay and the IP Relay mobile app:

- Homepage with instructions: https://www.tmobileaccess.com/services/ip-relay
- Frequently Asked Questions: https://www.tmobileaccess.com/services/ip-relay

At this time, T-Mobile does not offer IP CTS or VRS, should the FCC transfer jurisdiction to the States, T-Mobile will work with the FPSC on a solution to support the needs of Florida Relay users.

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Florida Relay 711

Item 52 – Redundancy (RFP ref. B-42)

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 has 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 34 years, T-Mobile Accessibility users have rarely experienced an inability to place calls. Call locations are staffed with spare positions and platform components to deal with all types of technical issues. The network offers automated alarm 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 locations
- 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 location complex as a single virtual call location rather than standalone call locations. 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 ROs to evacuate, the call router automatically sends calls to other relay call locations.

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 call locations centers.

Call Locations

T-Mobile continues to provide a scalable system designed to adjust to the unique needs of the TRS system. T-Mobile TRS services are supported by geographically dispersed call locations. The TRS Call locations are managed 24 x 7 by TMCC who dynamically monitors and manages the locations for all operational issues. If

an event occurs which impacts a location's ability to handle TRS calls, TMCC will re-route incoming traffic to other TRS locations. All re-routing is transparent to customers.

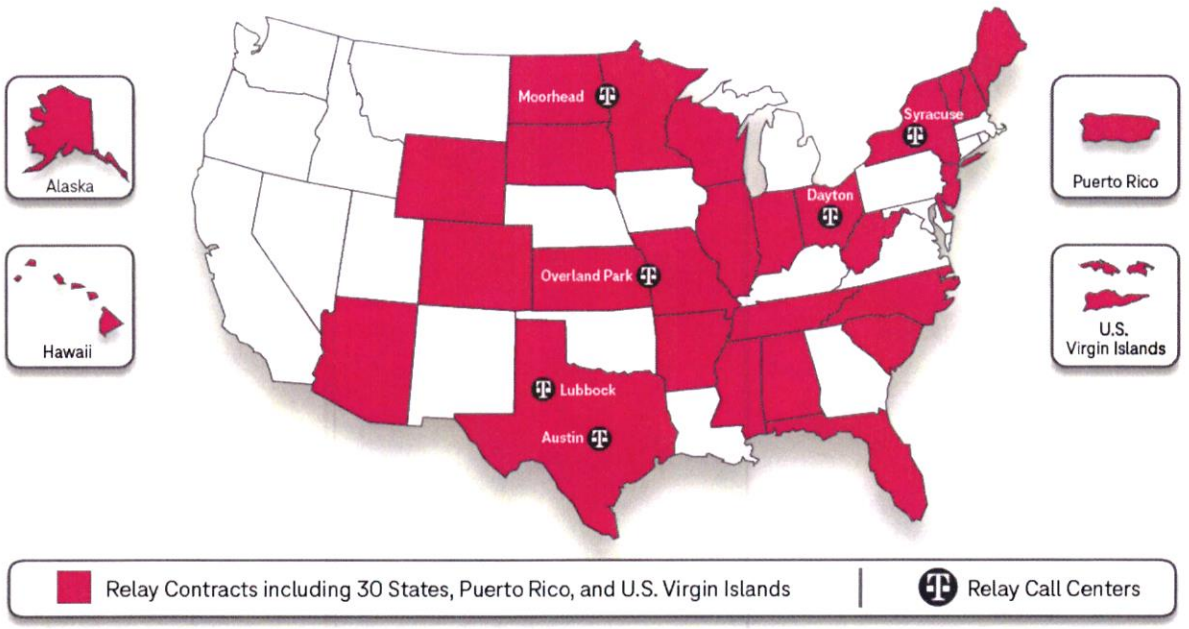
In 2020, T-Mobile implemented a hybrid solution to allow Relay Operations to work from home safely and securely or at a site location. This adaptation led to an improved work-life balance, resulting in high employee satisfaction, reduced attrition and uninterrupted stellar services for Florida Relay Service and other T-Mobile TRS States.

T-Mobile provides diverse call routing options and can guarantee greater redundancy since the call locations are geographically separated.

All TRS call locations use the same technology and follow the same training and procedures, so no matter where the call is handled, Florida Relay users will receive the same high-quality service.

Location	Services Provided
Austin, TX	TRS, STS, VCO, Customer Service and Spanish TRS
Dayton, OH	TRS, STS, VCO, and Spanish TRS
Lubbock, TX	TRS, STS, VCO and Spanish TRS
Moorhead, MN	TRS, STS, VCO, Customer Service and Spanish TRS
Overland Park, KS	Accessibility Care (Customer Service)
Syracuse, NY	TRS, STS, VCO and Spanish TRS

In the following map, the T-Mobile logo represents Relay call locations. Magenta states represent TRS state customers.



Florida Relay users will continue to benefit from T-Mobile's intelligent call routing (ICR), which ensures the next available TRS RO 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 RO in geographically diverse call locations (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 Work from Home

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

A portion of T-Mobile's workforce can process Florida Relay calls with agents virtually attached to existing call locations but not physically located in a call location. ROs 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. ROs are located close to existing call locations, so they may continue to participate in ongoing training, and they have access to local technical support resources.

T-Mobile

Florida Relay 711

Item 56 – Reporting Requirements (RFP ref. B-46)

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 submit the necessary documentation to the FPSC that complies with the state certification requirements of 47 CFR 64.606 when required.
m. The provider shall provide reports to the FPSC as necessary to complete the five-year re-certification of Florida Relay Service with the FCC.
n. 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 and provide the FPSC the following reports:

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. (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	T-Mobile will 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 (English or Spanish). T-Mobile will also provide the number and percentage of incoming Florida TRS calls received at each relay call location handling Florida calls.

FPSC Reporting/Billing Requirement	How T-Mobile Complies
should equal the number of incoming calls in item a.(1) above.	
b. Average daily and monthly blockage rate.	T-Mobile will provide 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 will provide a report with the daily TRS answer times for the month, 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 will provide a report with 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 will provide a report that includes 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 will provide a report with 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 will provide a report that includes 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 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.	T-Mobile welcomes the opportunity to discuss with the FPSC the various available monthly reports and ad-hoc 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 provide monthly summary reports regarding the number of complaints received categorized by topic areas. T-Mobile will also provide a complaint summary in the format necessary to submit to the FCC in compliance with §64.604(c)(ii), Code of

FPSC Reporting/Billing Requirement	How T-Mobile Complies
	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 provide a monthly report 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 will report any new subcontractors being used to assist in the providing of relay service and 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 provide the forecasted relay usage figures and costs to the FPSC for the upcoming fiscal year (July 1 – June 30).
l. 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 provide documentation to comply with state certification requirements of 47 C.F.R § 64.606 when required. The next state TRS certification application period is expected to be between July 2027 and July 2028.
m. 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's strength is the level of support to its state customers to complete the FCC's mandatory re-certification. T-Mobile will draft the certification application for the FPSC to review and modify. Upon request, T-Mobile will supply additional information and reports to ensure Florida Relay maintains its certification with the FCC.
n. 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.	T-Mobile's TRS call routing will operate the same way users have experienced throughout our tenure as the current TRS provider without a call location Florida. Should T-Mobile operate any TRS call locations in Florida, quarterly reports will be provided to the FPSC.
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 work with the FPSC on ad hoc reporting solutions. T-Mobile will investigate if the information is available, and the level of effort required to produce new reporting. Depending on complexity, T-Mobile will negotiate delivery time frame and cost (if applicable).

T-Mobile will implement the six-second rounding reports for the new term.

- The billable time for each individual call is calculated in seconds and converted into decimal minutes, rounding to a single decimal place (1/10th minute, a 6 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.

T-Mobile will periodically throughout the duration of the contract engage the FPSC to adjust for obsolete reporting.

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Item 59 – Optional Florida Call Center (RFP ref. B-49)

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, 2025. 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.

While T-Mobile doesn't have any plans to open another call center in the State of Florida, we will provide the same great service that Florida has come to expect. Our routing will continue to operate the same way that Florida Relay users have experienced throughout our tenure as the current TRS provider. 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, DeafBlind, Hard-of-Hearing and who have a speech disability

T-Mobile continues to provide a scalable system designed to adjust to the unique needs of the TRS system. T-Mobile TRS services are supported by geographically dispersed call locations. The TRS Call locations are managed 24 x 7 by TMCC who dynamically monitors and manages the centers for all operational issues. If an event occurs which impacts a center's ability to handle TRS calls, TMCC will re-route incoming traffic to other TRS call locations. All re-routing is transparent to customers.

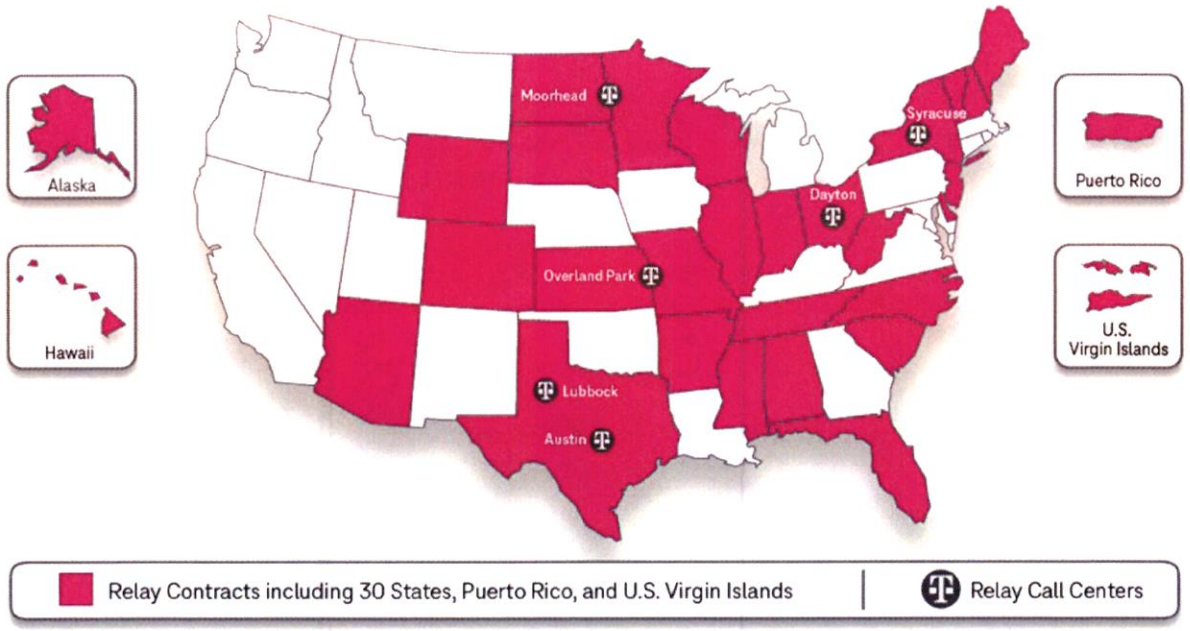
In 2020, T-Mobile implemented a hybrid solution to allow Relay Operations to work from home safely and securely or at a site location. This adaptation led to an improved work-life balance, resulting in high employee satisfaction, reduced attrition and uninterrupted stellar services for Florida Relay Service and other T-Mobile TRS States.

T-Mobile provides diverse call routing options and can guarantee greater redundancy since the ROs locations are geographically separated.

All TRS call locations use the same technology and follow the same training and procedures, so no matter where the call is handled, Florida Relay users will receive the same high-quality service.

Center	Services Provided
Austin, TX	TRS, STS, VCO, Customer Service and Spanish TRS
Dayton, OH	TRS, STS, VCO, and Spanish TRS
Lubbock, TX	TRS, STS, VCO and Spanish TRS
Moorhead, MN	TRS, STS, VCO, Customer Service and Spanish TRS
Overland Park, KS	Accessibility Care (Customer Service)
Syracuse, NY	TRS, STS, VCO and Spanish TRS

In the following map, the T-Mobile logo represents Relay call locations. Magenta states represent TRS state customers.



Gold Star Relay Operators for Florida Relay Service:

T-Mobile's Relay Operators are hired, trained and regularly tested to ensure they maintain a minimum typing speed of 60 words per minute. During testing, T-Mobile does not use technology-aided transmission to ensure typing speed. The scores for each Relay Operator reflect their actual wpm typed. T-Mobile is committed to providing the fastest typists in the industry by focusing on both speed and accuracy.

For Florida Relay users, T-Mobile aligns them with a special set of Gold Star Relay Operators who consistently maintain some of our highest typing speeds. We engage in both third party and internal testing to monitor typing speeds monthly and quarterly, respectively. Our testing includes oral-to-type assessments conducted in conditions that mimic actual relay calls.

Thirty party testing reports that Florida Relay users experience an average typing speed of 80.98 words per minute, with nearly 50% (49.2%) of Florida Relay Operators typing between 80-100 words per minute. Our internal testing supports these findings, showing Relay Operators typing at an average 77 wpm, with some reaching speeds over 100 words per minute.

Call Location Capacity, Staffing, and Expansion

T-Mobile's centralized workforce scheduling software allows us to handle the daily number of relay calls and the Relay Operator's amount of work more efficiently. The software gives T-Mobile real-time insight which gives T-Mobile options on how to handle the daily activity. T-Mobile ensures there is adequate staff scheduled at all times for all call types to meet relay users' needs. T-Mobile forecasts Relay call volumes every 15-minutes – 4 times more detailed than another relay provider. To develop the 15-minute forecast, T-Mobile considers historical information, current trends, and special events (weather, scheduled events). T-Mobile's combined workforce scheduling software also directly benefits the Relay Operators. Giving Relay Operators more information and allowing them to manage their own time at work can make a big difference in morale, helping to reduce Relay Operator turnover, and attendance problems that can add up to considerable costs. T-Mobile's workforce scheduling software means we are able to offer Relay

Operators greater flexibility. T-Mobile's scheduling software also provides information about how well our Relay Operators adhere to their schedule. This means Florida Relay users will not experience unnecessary wait time when making calls. This also saves the State as T-Mobile does not need to hire more staff and our price reflects that efficiency.

T-Mobile will continue to provide a sufficient number of Relay Operators and facilities to meet Relay Operator standards. T-Mobile maintains the largest network of TRS call locations in the country with a centralized TMCC. In response to any traffic fluctuations, the TMCC makes final Relay Operator requirements for each 15-minute period after any line adjustment. T-Mobile will also periodically review Florida's historical data to determine trends, taking into account any call-affecting issues such as weather, holidays, or technical problems. Utilizing this information, a network forecast is developed for each upcoming scheduling week. T-Mobile reviews each center 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 supported and accounted for by each of the call locations. Florida will continue to have the benefit from T-Mobile's intelligent call routing technology that ensures each call is answered by the next available Relay Operator. This provides Florida with a large resource pool and ensures the most efficient and cost-effective method for processing various call types.

From a long-term perspective, we expect 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 location configuration for all of its customers individually and as a whole. Some other TRS providers continue to build new call locations and pass those costs on to their customers. Instead, T-Mobile has taken drastic steps to minimize costs while ensuring high quality is maintained. T-Mobile will work directly with the State to ensure the most cost- effective use of available resources is maintained so costs to the State are fair and competitive.

Call Location Expansion

T-Mobile continually monitors and manages all areas of capacity including traffic, Relay Operator workstations, personnel staffing, facilities, and other relay service equipment. T-Mobile's use of the excess 25 percent capacity was apparent when hurricanes struck the State of Florida, causing significant damage to wireline and wireless providers. However, those customers reaching a T-Mobile TRS Center experienced uninterrupted, exceptional service. This was due to T-Mobile's experience in staffing with additional capacity.

The State will not incur any additional charges if additional expansion is required throughout the life of the contract. Furthermore, T-Mobile will proactively review Florida Relay call data to determine trends, taking into account any call affecting issues such as weather, holidays or technical problems. Utilizing this information, T-Mobile develops a Network forecast for each upcoming scheduling week.

T-Mobile also 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 traffic is accounted for by each of the call locations. By continually monitoring current capacity with regards to traffic, Relay Operator workstations, staffing and equipment lag time between anticipated need and current need will be minimized.

Proactive Monitoring

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

- Capacity reports, including busy-hour information, are captured and reviewed daily and weekly to ensure 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 Relay Operator positions, is monitored weekly and quarterly.

Decreases in Call Volume

As TRS call volumes in the industry continue to transition from TRS to emerging forms of Relay, T-Mobile continually evaluates the most cost-effective and efficient call location configuration for all of its customers individually and as a whole. Some TRS providers continue to build new call locations and pass those costs on to all of their customers. T-Mobile has instead taken drastic steps to minimize costs while ensuring high quality is maintained.

If re-selected as the Florida Relay provider, T-Mobile will work directly with the State to ensure the most cost-effective use of available resources is maintained so the cost to the State and Florida Relay users are fair and competitive.

Florida Relay users will continue to benefit from T-Mobile's intelligent call routing (ICR), which ensures the next available TRS RO 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 RO in geographically diverse call locations (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 call locations in the country with a centralized TMCC. With the cost of RO 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 call locations. This provides Florida with a significant RO resource pool across all the call locations 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 ROs are always available. The TMCC is dedicated to TRS. It performs many duties, including scheduling for all TRS call location 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 Work from Home

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

A portion of T-Mobile's workforce can process Florida Relay calls with agents virtually attached to existing call locations but not physically located in a call location. ROs 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. ROs are located close to existing call locations, so they may continue to participate in ongoing training, and they have access to local technical support resources.

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Item 61 – 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:
   (l) 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 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.

Delivering Industry-Leading Growth in Q1 2024

Our reported first quarter 2024 results outpaced the industry in terms of customer, service revenue, and profitability growth. All sources consistently show our market capitalization to be $207-211 billion as of June, raising 2024 guidance. Our company results comprise three main categories.

Industry-leading growth fueled by the best network and value combination

Driven by a best network and value combination, our Q1 2024 results show:



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Industry-leading financial performance

We translated industry-leading customer growth into:

$16.1B	$2.4B	$7.6B	$5.1B	$3.3B
SERVICE	NET INCOME	CORE ADJUSTED EBITDA [2]	NET CASH PROVIDED BY OPERATING ACTIVITIES	ADJUSTED FREE CASH FLOW [2]
INDUSTRY LEADING GROWTH OF 4% YEAR-OVER-YEAR	INDUSTRY LEADING GROWTH OF 22% YEAR-OVER-YEAR	INDUSTRY LEADING GROWTH OF 8% YEAR-OVER-YEAR	GROWTH OF 25% YEAR-OVER-YEAR, Q1 RECORD HIGH	GROWTH OF 39% YEAR-OVER-YEAR, Q1 RECORD HIGH

Strengthening our advanced 5G network with additional mid-band spectrum

We have the deepest dedicated mid-band 5G spectrum deployment, with nearly 95% of 5G network traffic on mid-band, including the recently deployed Auction 108 spectrum. Our unique multi-layer approach to 5G, with dedicated standalone 5G deployed nationwide across 600MHz, 1.9GHz, and 2.5GHz, delivers customers a consistently strong experience, with 85% of 5G traffic on sites with all three spectrum bands deployed. Our 5G leadership has translated into overall network leadership, while 5G is increasingly becoming the overall network experience for customers. Approximately 75% of postpaid phone customers are on a 5G device, and we have continued to earn third-party recognition for overall network performance. For more details on our Q1 2024 financial results, including the Investor Factbook with detailed financial tables, please visit T-Mobile US, Inc.'s Investor Relations website at https://investor.t-mobile.com.

AT&T Inc. historically does not disclose postpaid net account additions. Comcast and Charter do not disclose postpaid phone net customer additions. Industry-leading claims are based on consensus expectations if results are not yet reported. Core Adjusted EBITDA and Adjusted Free Cash Flow are non-GAAP financial measures. These non-GAAP financial measures should be considered in addition to, but not as a substitute for, the information provided in accordance with GAAP. Reconciliations for these non-GAAP financial measures to the most directly comparable GAAP financial measures are provided in the Reconciliation of Non-GAAP Financial Measures to GAAP Financial Measures tables. We cannot forecast net income on a forward-looking basis without unreasonable efforts due to the high variability and difficulty in predicting certain items that affect net income, including, but not limited to, income tax expense and interest expense. Core Adjusted EBITDA should not be used to predict Net income as the difference between this measure and Net income is variable.

T-Mobile 5-Year Financial Summary The following selected financial data are derived from our consolidated financial statements.

2023	2022	2021	2020*	2019	
Total Revenues	78,558 M	79,571 M	80,118 M	68,397 M	44,998 M
Net Income	8,317 M	2,590 M	3,024 M	3,064 M	3,468 M

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

Please see the following bank letter for more information:



May 1, 2023

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

Item 62 – 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 9 (since 2015) 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 34 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. 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

As the most experienced telecom provider in the relay industry, T-Mobile invests heavily to ensure our platform technology leads the industry and offers better reliability and flexibility. No other current relay provider's platform matches Sprint in terms of functional equivalence. The following table lists the contract duration and services provided for each of our current government relay customers. All of these T-Mobile customers use the same relay locations/sites and technology as the State of Florida.

Relay Customers	Contract Began	Contract Duration	Current Services
Alabama	1-Mar-04	20 years	Services Provided: TRS, STS, Outreach Ann Titus Alabama Public Service Commission 100 N. Union St. Ste. 826 Montgomery, AL 36104 334-242-5218_ Ann.titus@psc.alabama.gov

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Relay Customers	Contract Began	Contract Duration	Current Services
Alaska	1-Jan-02	22 years	Services Provided: TRS, STS, Outreach, TRS Fund, EDP David Parrish Regulatory Commission of Alaska 701 W. 8th Ave. Ste. 300 Anchorage, AK 99501 907-263-2194 david.parrish@alaska.gov
Arizona	1-Feb-2015	9 non-consecutive years	Services Provided: TRS, STS, RCC, CapTel, Outreach Nikki Soukup Director of Public Policy and Community Relations AZ Commission for the Deaf & the Hard of Hearing 100 N. 15th Ave. Ste. 104 Phoenix, AZ 85007 V/TTY 602-542-3857 n.soukup@acdhh.az.gov
Arkansas	1-Jan-2004	20 years	Services Provided: TRS, STS, Outreach Lisa Lake State Administrator ll9938@att.com Kala Mitchell ARRURAL Arkansas Rural Strategies, LLC 2200 East 8th Street PO Box 608 Danville, AR 72833 Phone 479.495.5881 kalam@arrural.com
Colorado	1-July-15	9 non-consecutive years	Services Provided: TRS, STS, RCC Holly Bise State Administrator Colorado Public Utilities Commission 1560 Broadway, Ste. 250 Denver, CO 80202 303-894-2024, holly.bise@state.co.us

T-Mobile



Relay Customers	Contract Began	Contract Duration	Current Services
Delaware	1-Jan-06	18 years	Services Provided: TRS, STS, RCC, Outreach, Advisory Board Ron Jackson Manager of Network Engineering Department of Technology and Information State of Delaware 801 Silver Lake Blvd. Dover, DE 19904 302-739-9762 Ron.jackson@delaware.gov
Florida	1- March-00	16 non-consecutive years	Services Provided: TRS, STS, RCC, CapTel, Outreach, Advisory Board. Curtis Williams Director, Office of Commission Clerk Florida Public Service Commission 2540 Shumard Oak Blvd Tallahassee, FL 32399-0850 (o) 850-413-6924 cjwillia@psc.state.fl.us
Hawaii	1-Jul-03	21 years	Services Provided: TRS, STS, RCC, Outreach, EDP, TRS Fund Carolyn Laborte Hawaii Public Utilities Commission 465 S. King St. Kekuanao'a Bldg. Rm. 103 Honolulu, HI 96813 808-586-2020 Carolyn.L.Laborte@hawaii.oov
Illinois	1-Feb-00	24 years	Services Provided: TRS, STS, Outreach Jeff McNeal Illinois Telecommunications Access Corporation 3001 Montvale Dr. Ste. D Springfield, IL 92704 V/TTY: 800-841-6167 jmcneal@itactty.org
Indiana	1-Oct-92	32 years	Services Provided: TRS, STS, RCC, Outreach Andy Leffler Executive Director Indiana Telecomm Relay Access Corporation 7702 Woodland Dr., Ste. 130 Indianapolis, IN 46278 317.493.0884 andy.leffler@relayindiana.com

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Relay Customers	Contract Began	Contract Duration	Current Services
Maine	1/1/2019	5 years	Services provided: TRS, STS, RCC, Advisory Board Benjamin Frech Executive Director Telecommunications Relay Service Council of Maine 207-807-6439 Ben.Frech@Maine.gov
Minnesota	1-Jul-96	28 years	Services Provided: TRS, STS Rochelle Garrow TAM Administrator Minnesota Department of Commerce 85 7th Pl. E. Ste. 600 St. Paul, MN 55101-3165 800-657-3599 mn.relay@state.mn.us
Mississippi	1-Jul-_06	18 years	Services Provided: TRS, STS, Outreach, EDP, Advisory Board Jody Ray Analyst 501 N. West St., Ste 201-A Jackson, MS 39201 601-961-_ 5449 Jody.ray@psc.ms.gov
Missouri	1-Sep-91	26 years	Services Provided: TRS, STS, RCC, Outreach, Advisory Board John Van Eschen Missouri Public Service Commission P.O. Box 360, Jefferson City, MO 65102 573-751-5525 john.vaneschen@psc.mo.gov
New Hampshire	1-Nov-91	33 years	Services Provided: TRS, STS, RCC, Outreach, Advisory Board Marissa Schuetz, Esq. Staff Attorney New Hampshire Public Utilities Commission 21 South Fruit Street, Suite 10 Concord, NH 03301-2429 (603) 271-6016 Marissa.A.Schuetz@puc.nh.gov

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Relay Customers	Contract Began	Contract Duration	Current Services
New Jersey	1-Feb-06	18 years	Services Provided: TRS, STS, RCC, Outreach, Advisory Board Jimarli Figueiredo Administrative Analyst New Jersey Board of Public Utilities 44 S. Clinton Ave., 9th Floor Trenton, NJ 08625-0350 973-633-9727 jimarli.figueiredo@bpu.nj.gov
New York	1-Aug-97	27 years	Services Provided: TRS, STS, Outreach, Advisory Board George Boothby TAF Administrator Targeted Accessibility Fund of New York 4 Tower Place, 2nd Floor Albany, NY 12203-3710 (518) 445-6285 gboothby@nypool.org
North Carolina	30-Mar-00	28 non-consecutive years	Services Provided: TRS, STS, RCC, Outreach Becky Rosenthal North Carolina Department of Health and Human Services Division of Services for the Deaf & Hard of Hearing 820 S. Boylan Ave Sixth Floor 2301 Mail Service Center Raleigh, NC 27699-2301 Office (919) 527-6930 VP (919) 760-3833 becky.rosenthal@dhhs.nc.gov
North Dakota	26-Jul-93	31 years	Services Provided: TRS, STS, Outreach Doug Hay Network Administrator ND IT Department 4201 Normandy Street Bismarck, ND 58503 701-328-2300 dhay@nd.gov

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Relay Customers	Contract Began	Contract Duration	Current Services
Ohio	11-Nov-97	27 years	Services Provided: TRS, STS, CapTel, Outreach, Advisory Board Jason Well Section Chief, Regulatory Utility Services Division Public Utilities Commission of Ohio 180 E. Broad St. Columbus, OH 43215 614.644.8032 beth.blackmer@puc.state.oh.us Jason.well@puco.ohio.gov
Puerto Rico	30-Aug-01	23 years	Services Provided: TRS, STS Roberto Miranda Special Aide Telecommunications Bureau Public Service Board of Puerto Rico 500 Ave. Roberto H. Todd (Parada 18- Santurce) San Juan, PR 00907-3981 787-756-0804 Ext: 3052 Rmiranda@jrsp.pr.gov
South Carolina	13-Mar-92	26 years	Services Provided: TRS, STS, RCC, Outreach Kari Munn Senior Program Manager of Telecommunications Office of Regulatory Staff 1401 Main St. Ste. 825 Columbia, SC 29201 803-737-0821 Kmunn@ors.sc.gov
South Dakota	13-Mar-92	32 non-consecutive years	Services Provided: TRS, STS, RCC, Outreach Hailey Bowers Department of Human Services 811 E 10th Street, Dept 221 Sioux Falls, SD 57103 605-362-3630 Hailey.Bowers@state.sd.us
Tennessee	1-July-15	9 non-consecutive years	Services Provided: CapTel Outreach Advisory Board Monique Brazelton Program Manager and CapTel Manager Tennessee Regulatory Authority (TRA) 502 Deaderick St. 4th Fl. Nashville, TN 37243 615-770-6879 monique.brazelton@tn.gov

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Relay Customers	Contract Began	Contract Duration	Current Services
Texas	1-Sep-90	27 years	Services Provided: TRS, STS, RCC, CapTel, Outreach Jay Stone CTCM, CTPM Program Administrator Public Utilities Commission of Texas 1701 N. Congress Ave. Austin, TX 78711-3326 512-936-7425 jay.stone@puc.texas.gov
U.S. Virgin Islands	1-May-13	11 years	Services Provided: TRS, STS, Outreach Jennifer Matarangas-King VP – Public Relations/Governmental Affairs VIYA 4006 Estate Diamond Christiansted, VI 00821 304-712-5053 king@viya.vi
Vermont	01-Jul-02	22 years	Services Provided: TRS, STS, RCC, Outreach, Advisory Council Aarpn Brassard Fiber Optic Project Manager Vermont Department of Public Service 112 State St. Montpelier, VT 05620-2601 802-522-2046 Aaron.Brassard@vermont.gov
West Virginia	15-Sep-09	15 years	Services Provided: TRS, STS, RCC, Outreach David Howell Utility Financial Analyst West Virginia Public Service Commission 201 Brooks St. Charleston, WV 25323 304-340-0451 dhowell@psc.state.wv.us
Wisconsin	29-Dec-09	15 years	Services Provided: TRS, STS, Outreach, Advisory Board Billy Mauldin TRS and TEPP Director Division of Digital Access, Consumer and Environmental Affairs PO Box 7854 Madison, WI 54707-7854 608.234.4781 Billy.mauldin@wisconsin.gov

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Relay Customers	Contract Began	Contract Duration	Current Services
Wyoming	1-Aug-11	12 years	Services Provided: TRS, STS, RCC, Outreach Lori Cielinski Division of Vocational Rehabilitation 851 444 West Collins Drive Suite 1200 Casper, WY 82601 Tel/TTY: 800-452-1408 lori.cielinski@wyo.gov

Item 63 – 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, and 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 RO resources for this contract. CSD manages several TRS call locations for T-Mobile. CSD currently provides staffing and operations for several existing TRS call locations. T-Mobile has a supplier agreement directly with CSD.
VITAC, Corporation (VITAC) 169 Madison Avenue, Ste# 2316 New York, NY 10016 Established in 1991	Should the FPSC choose to include RCC in the new contract, T-Mobile will continue to have a direct supplier agreement with VITAC. VITAC will provide the technology and service operations for T-Mobile.

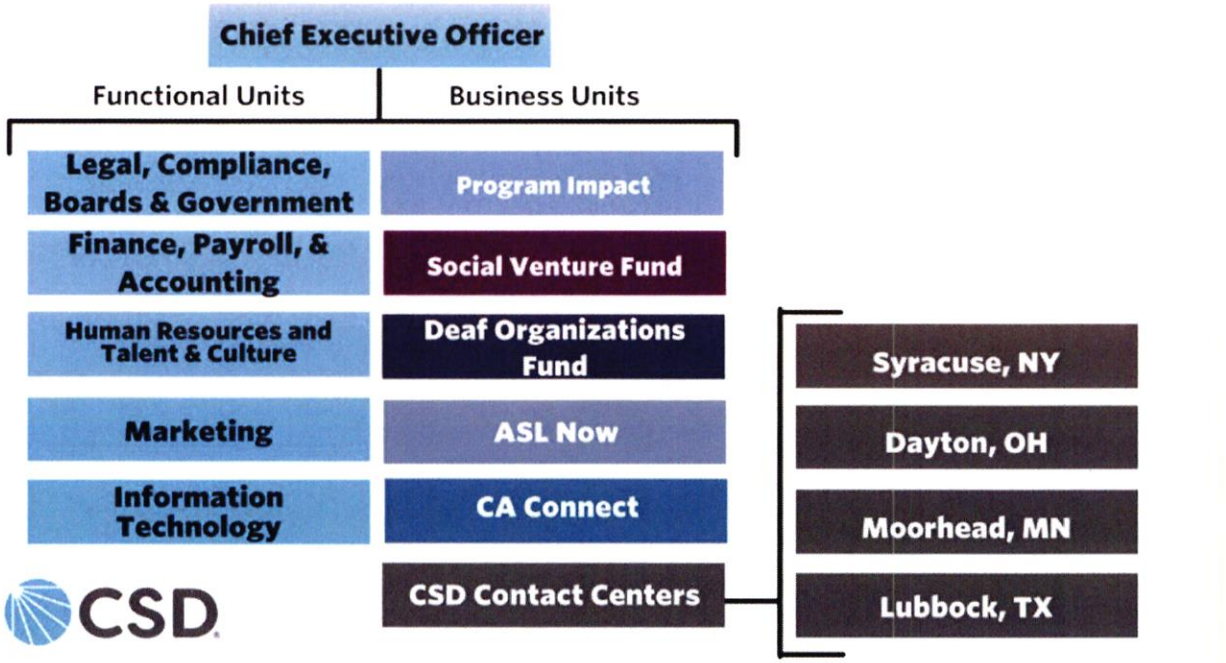
Subcontractor Organization Charts:

Communication Service for the Deaf (CSD)

As the world's largest Deaf-led non-profit organization, Communication Service for the Deaf (CSD) has been empowering the Deaf community for nearly 50 years through service delivery, resource development, and advocacy. CSD's mission is to achieve a world where all Deaf, DeafBlind, and hard of hearing individuals can fully and equally participate in and contribute to society. They do this by providing unique, culturally responsive programs, services, and tools that advance communication, accessibility, employment, education, and health outcomes for Deaf individuals. CSD is run and led by Deaf people for Deaf people, with over 80% of board members and 100% of the senior executive team identifying as Deaf themselves. The authentic and deliberate inclusion of Deaf people with lived experience throughout the entire organization establishes CSD as a well-respected, trusted, and sustainable organization. They are committed to improving communication equivalency for the Deaf, Hard of Hearing, and Speech Disabled communities and have been a trusted service provider since 1993.

CSD will continue to manage call locations for T-Mobile. T-Mobile and CSD have worked together providing TRS and currently service 30 states (including Puerto Rico and the U.S. Virgin Islands. CSD provides staffing and operations for several existing call locations. T-Mobile has a team agreement directly with CSD.

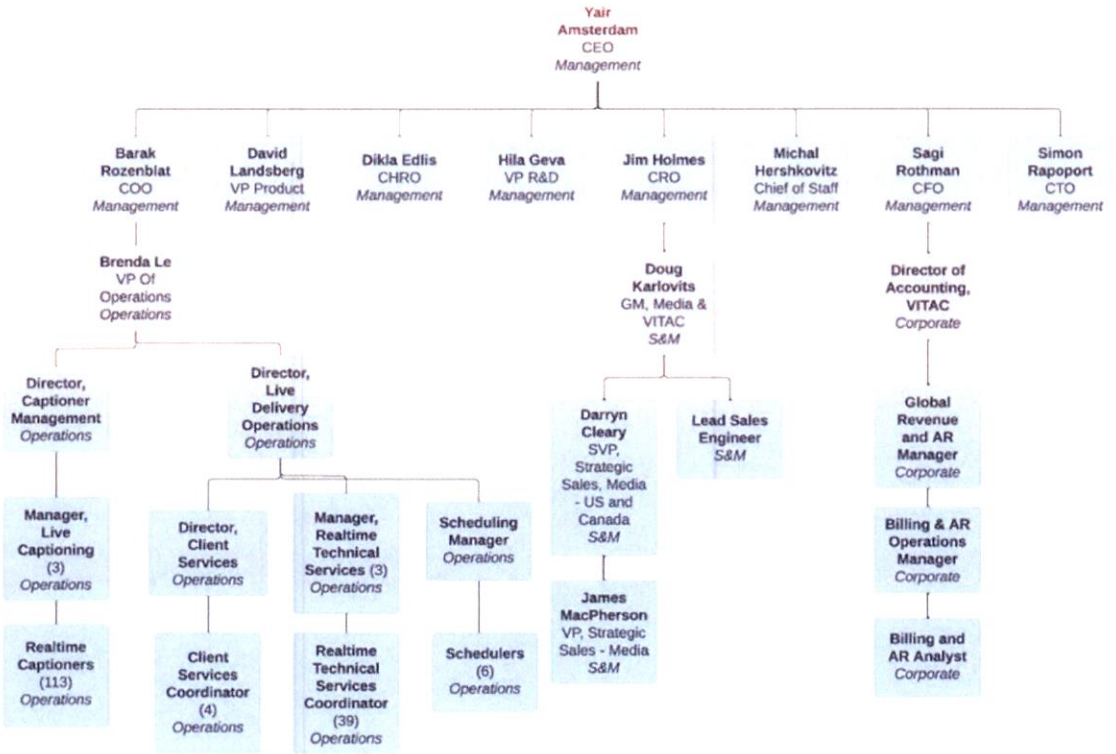
CSD Organizational Chart:



VITAC (for RCC services)

T-Mobile offers Relay Conference Captioning (RCC) services through a subcontractor agreement with VITAC Corp. Since 2003, this offering is an online captioning solution to support relay users, known as Relay Conference Captioning (RCC). In 2017, VITAC Corp, a portfolio of Gores Small Capitalization Partners, acquired Caption Colorado. In October 2020, VITAC acquired Montreal-based SOVO Technologies (now VITAC Canada), expanding their geographic footprint across North America. VITAC was acquired by Verbit, a leading interactive transcription and captioning platform, in May 2021. As the leader of Verbit's media and entertainment arm, VITAC began working with and overseeing U.S. captioning in May 2022 and UK-based Take 1 in August 2022. T-Mobile currently provides RCC service for 17 TRS states and the U.S. Government. VITAC provides the technology and operations of the service. T-Mobile supports RCC marketing, customer feedback, and billing. T-Mobile has a supplier agreement directly with VITAC.

VITAC Organizational Chart:



Call Locations/Sites Subcontractors

The T-Mobile network of relay call locations is comprised of T-Mobile 's own call processing centers and call locations operated by long-term, well-respected subcontractors. T-Mobile's subcontractors fully meet T-Mobile's standards for quality and professionalism in providing an exceptional customer experience. T-Mobile continually evaluates contractor performance and works with additional service firms to evaluate possible future partners. T-Mobile intends to use the following subcontractors, and, to the extent that it is nonproprietary, will provide references, resources, methods, and procedures, if requested.

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Item 64 – 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 bid bond on the following three pages.

Document A310™ – 2010

Conforms with The American Institute of Architects AIA Document 310

Bid Bond

CONTRACTOR:
(Name, legal status and address)

T-Mobile USA, Inc.
12920 SE 38th Street
Bellevue, WA 98006

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 East Park Avenue, Suite 101
Tallahassee, FL 32301

BOND AMOUNT: $ $500,000.00 Five Hundred Thousand Dollars and 00/100

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

Telecommunications Relay Service in Florida

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 19th day of August, 2024

T-Mobile USA, Inc.
(Principal) *(Seal)*

(Witness)

By: _____
(Title)

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

(Witness) Kelly R. Meyer

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

S-0054/AS 8/10

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 SURETY

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

Certificate No: 8210508 - 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, Charles R. Teter, III, Christy M. Brasle, Danielle R. Capps, Debra J. Scarborough, Erin C. Lavin, Evan D. Sizemore, Hillary D Shepard, Jeffrey C. Carey, Kellie A. Meyer, Kristin D Thurber, Lauren Scott, Mariana Walker, 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 28th day of July, 2023.

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

By: David M. Carey
David M. Carey, Assistant Secretary

State of PENNSYLVANIA
County of MONTGOMERY ss

On this 28th day of July, 2023 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 Plymouth Meeting, 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
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 19th day of August, 2024.

By: Renee C. Llewellyn
Renee C. Llewellyn, Assistant Secretary

LMS-12873 LMIC OCIC WAIC Multi Co 02/21

Not valid for mortgage, note, loan, 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.

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FLORIDA DEPARTMENT OF FINANCIAL SERVICES

CHRISTIANA MARIE BRAILE

License Number : W693124

Non Resident Insurance License	Issue Date
• 0920 - NONRES GEN LINES (PROP & CAS)	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.

Please 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://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

Attachment A – Florida Relay Staff Resources

In 1990, T-Mobile began providing Relay services. At that time, we were brand new to the relay industry and full of desire and enthusiasm to make the dream of functional equivalence a reality. Our journey began with one simple guiding principle: pay attention to what our customers want and deliver those solutions. Throughout the years, we have remained steadfast in this goal; we continue to be as motivated and focused as we were when we processed the very first call so long ago. As a direct result of feedback from Relay users, we have pioneered hundreds of relay enhancements, processes, and products available to all users. As the nation's largest Relay provider, T-Mobile fully understands the State's requirements and agrees to meet or exceed all existing State and Federal requirements for relay services. T-Mobile will continue to make our award-winning relay services accessible to residents using our existing staff, access methods, and technology without disruption.

A key reason behind T-Mobile 's success in the Relay industry is the direct involvement of the Deaf and Hard of Hearing employees in our product. Our team is comprised of individuals who are daily users of the service and who have greatly influenced the development and quality of T-Mobile's products and services. These employees, along with their family and friends have the same communication needs and concerns as the communities we serve. The T-Mobile Accessibility team lives and works within the communities we support. As daily users of Relay services, T-Mobile is fully committed to the pursuit of true functional equivalency and doing everything in our power to provide the best service possible. T-Mobile goes beyond just offering a product; we offer communication access Florida can trust.

The following key players support the Florida Relay Service:

- Director of T-Mobile Accessibility
- Account Executive – based in Florida
- Sr. Manager, Accessibility Relationship
- Sr. Project Manager

T-Mobile's (Key Players) Bios

Director of Government Vertical Strategy & Accessibility, Jacque Lee



As a Director for T-Mobile Accessibility for the Telecommunications Relay Service (TRS) states plus US Virgin Islands and Puerto Rico, her primary responsibilities are overseeing T-Mobile Accessibility to ensure State and FCC compliance for TRS, iTRS and other accessibility service offerings. Most importantly, Jacque has a passion for connecting people, digital equity, and accessibility where people live, work and play.

T-Mobile Accessibility offers a wide range of telecommunication products and services for consumers who are Deaf, Hard of Hearing, Late-Deafened, DeafBlind, blind/low vision or have a speech disability. Jacque empowers her team to work closely with the community and business customers on how to enhance connectivity and communication. By empowering people with disabilities through accessible wireless solutions, her team is demonstrating how state-of-the-art technology works to connect and enhance people's lives.

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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 American Sign Language (ASL). He lives and works in Florida.

QUALITY ASSURANCE (QA) PROGRAM MANAGER, LORAINE OVERLAND



Loraine is a lifelong Florida resident who lives and works in Florida. She has worked with and for Florida Relay users for 19 years with a focused priority on call consistency and quality through varied and diversified RO training, and multifaceted performance programs to ensure Florida Relay users receive the highest quality communication experience possible. Loraine began working as a Sprint long-distance operator in Jacksonville, Florida in 1990 and has been dedicated to providing Florida with quality and functionally equivalent communications for 34 years.

SENIOR MANAGER OF ACCESSIBILITY RELATIONSHIPS, JOHN MOORE



John manages a team of Account Executives and Customer Relations Managers. He has over 30 years of experience in Telecommunications Relay Service (TRS). John is a liaison between the T-Mobile Operations team and state customers for technical and contract compliance concerns. John was the President of the Employee Resource Group (ERG) for persons with disabilities for the former T-Mobile Telecommunications and is Co-Chair for the Accessibility Community at T-Mobile (ACT) for a combined eight years of service. John co-founded the Northeast Deaf and Hard of Hearing Service and was the first Chairman to serve the community agency in New Hampshire. John received a Bachelor of Arts in Social Science from San Jose State University in San Jose, CA. John is fluent in American Sign Language (ASL).

SENIOR PROJECT MANAGER, ANGIE OFFICER



Angie is your Senior Project Manager for your Florida Relay account. Angie has over 32 years of experience in Telecommunications Relay Service (TRS). She will work with your Florida Account Executive internal T-Mobile cross-functional groups, and the FPSC to develop and implement any new products and services for your Florida Relay Service account. Angie will also incorporate any new products/services released during the contract. She began her career with T-Mobile in 1992. The National Business and Disability Council recognized Angie with its 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 Award; in 2013, she was selected as the RIT Volunteer of the Year. Angie served on the FCC's Disability Advisory Committee (DAC) from 2014-2018 and received the FCC Certificate of Appreciation for her exemplary leadership and contributions to the committee. Angie received the Industry Segment Expert for T-Mobile for Government (TFB) in 2023. Angie was selected as the Operations Chair for the T-Mobile Employee Resource Group (ERG), representing the Accessibility Community at T-Mobile (ACT). Angie is fluent in American Sign Language (ASL).

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

ACEs will provide guidance to the Florida Public Service Commission and Florida community 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 users.
- **Product Development, Service Quality, Network Reliability, Emerging Technologies** - Experts that have helped shape the relay industry: TRS, 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.
- **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
- **Website Equivalence** - Web Content Accessibility Guidelines (WCAG) 2.1 website upgrades for Blind and Low Vision individuals

T-Mobile's cross-functional teams bring together individuals with diverse skills and expertise to work toward a common goal and support Florida Relay service. Here are the key roles within such a team:

Name and Title	Duties	Qualifications
Jeff Branch Florida Account Executive	▪ Ensures contract compliance. ▪ Manages Outreach program. ▪ Communicates policies and procedures with the State and the user communities. ▪ Reviews monthly invoices ▪ Prepares and submits reports to the Florida TRS Contract Administrator. ▪ Serves as the main point of contact for any questions or issue resolution.	▪ Over 25 years of experience in the Relay Industry. ▪ Received his Bachelor of Science degree in Business Administration at Gallaudet University in Washington, D.C. ▪ Currently I live and work in Florida. ▪ Involved with the Model Secondary School for the Deaf Alumni Association, Inc. ▪ Volunteers with the Greater Dunedin Little League in Dunedin, FL. ▪ Currently an organization member of the Florida Association of the Deaf (FAD). ▪ Fluent in American Sign Language (ASL).
Loraine Overland Florida Relay Quality Assurance Program Manager	▪ Overseas all areas of training, quality assurance, monthly training and customer feedback. ▪ Works with the FPSC and internal T-Mobile cross-functional groups to address needs and requirements. ▪ Develops initial and ongoing TRS training materials and initiatives.	▪ U.S. Army Veteran. ▪ Associate in arts in Business ▪ Over 34 years of experience in telecommunication services. ▪ 19 years of experience in Relay Service. ▪ Lives and works in Florida

	▪ Internal and external Quality Assurance testing and programs. ▪ Research and resolve customer issues and pain points.	
John Moore Sr. Manager, Accessibility Relationship	▪ Supervises a team of Sales Account Team and CRMs Team. ▪ Lead Sales strategies and support CRMs with issues and resolution.	▪ Graduate of San Jose State University with a Bachelor of Arts in Social Science. ▪ Former President of the employee resource group for persons with disabilities for T-Mobile Telecommunications and is Co-Chair for the Accessibility Community at T-Mobile (ACT) for a combined eight years of service. ▪ Co-founded the Northeast Deaf and Hard of Hearing Service and was the first Chairman to serve the community agency. John received. ▪ Over 30 years in the TRS Industry.
Angie Officer Senior Project Manager	▪ Conducts contractual compliance and service quality reviews. ▪ Responsibilities to lead projects through the entire life cycle, from inception to launch; facilitating meetings with customers and development teams; creating realistic schedules; monitoring project progress; proactively identifying, mitigating risks, and ensuring FCC requirements were met or exceeded.	▪ Graduate of Rochester Institute of Technology (RIT) with a Bachelor of Fine Arts in Graphic Design and Marketing. ▪ Over 32 years of experience in the T-Mobile Accessibility and TRS Industry. ▪ Currently serve as the Accessibility Community at T-Mobile (ACT) Employment Resource Group (ERG) Operations Chair.
Jacqueline Lee Director, Industry Segment and T-Mobile Accessibility	▪ Manages the Accessibility team responsible for developing and maintaining relay and other accessibility services and wireless sales and support for People with Disabilities. This work includes product maintenance, quality, new product and enhancement development, marketing, and sales support.	▪ 28 Years Wireless Telecom Experience. ▪ Over 20 years of Public Sector Experience with T-Mobile including: ▪ Government contracting NASPO, Sourcewell, NPP, GSA, and stand-alone state contracts. ▪ T-Mobile's Project 10 Million ▪ T-Mobile's Connecting Heroes ▪ State and Local Government Voice and Mobile Broadband Solutions ▪ Education Connectivity Solutions K-12 and Higher Education ▪ Public Safety and Emergency Management Vertical ▪ T-Mobile Accessibility

Barbara Garcia Business Development Manager	▪ Develops enhancements and applications for IP Relay, Captioning and wireless services. ▪ Ensures products are compliant with Federal regulations. ▪ Supports with RFP Progress	▪ Graduate of the University of Texas-Austin with a bachelor's degree in business administration. ▪ Over 34 years of experience in the TRS industry, with 15 years in current position.
Willie King Business Development Manager	▪ Define product requirements, prioritize features, collaborate with Engineering Teams and work with internal departments to align product development.	▪ Graduate of Rochester Institute of Technology (RIT) with a bachelor's degree in Telecommunications Engineering. ▪ Over 15 years of experience in the TRS industry.
Mark Tauscher Sr. Manager, Project Management	▪ Supervises product development, implementation, and project management.	▪ Bachelor of Science degree and a master's degree in business administration. ▪ Over 28 years of industry experience ▪ Certified Professional in Accessibility Core Competencies (CPACC) as sanctioned by the International Association of Accessibility Professionals (IAAP)
Jan Pollard Sr. Manager Accessibility Operations Manager	▪ Manages consistency, quality, and training between all centers. ▪ Oversees all operational aspects related to providing call location services.	▪ Bachelor of Science degree in Business Administration and Management ▪ 35 years of experience at T-Mobile Operations, Strategic Planning and Call Location Management
Alex Townsend Field Resource Manager	▪ Manage real time operations, staffing, hiring/training planning and scheduling for frontline operations, real time and historical performance reporting, routing and scripting.	▪ 45 years of Customer Experience Center Operations and Resource Planning analytics experience.
DeAna Haynes Accessibility Program Manager	▪ Develops initial and ongoing TRS training materials. ▪ Internal and external Quality Assurance testing ▪ Research customers issues	▪ Bachelor of Arts (BA) in Education and a BA in Communications and a master's degree in technology. ▪ Over 30 years of experience in the Telecommunications Relay Service
Loraine Overland Accessibility Program Manager	▪ Develops initial and ongoing TRS training materials. ▪ Internal and external Quality Assurance testing ▪ Research customers issues	▪ Associate in Arts ▪ Over 33 years of experience in the Telecommunications Relay Service ▪ 19 years of experience in Relay Service. ▪ Lives and works in Florida
Kris Owara TRS Billing Analyst	▪ Produces monthly invoice and reporting. ▪ Conducts research and analysis	▪ Graduate of Coe College in Cedar Rapids, IA with a Bachelor of Arts in History and Business ▪ Started at T-Mobile in 2001 (23 years) and T-Mobile Accessibility billing and reporting since July 2006. (18 years).

Shawn Daniels Manager, Product & Engineering (IT)	▪ 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 24 years of T-Mobile experience with 20 years in T-Mobile Accessibility
Michaela Clairmonte Sr. Manager, Contracts Negotiation	▪ Administers TRS contracts	▪ Graduate of James Madison Univ. with a degree in Business Admin; University of VA, School of Continuing and Professional Studies Graduate Cert. in Procurement and Contracts Management ▪ Over 20 years of telecom contracts management experience
Mandy Duncan-Matney Technology Sourcing Manager	▪ Oversees subcontract agreements between T-Mobile and vendors utilized in the provision of services	▪ Over 29 years of experience in the supply chain/contract field with 2 years supporting TRS.
Todd Williams Sr. Finance Analyst	▪ Financial analysis and contract pricing ▪ Vendor costing and expense approval. ▪ Revenue forecasting and budgeting ▪ Internal reporting	▪ Graduate of Kansas State University in Manhattan, KS with a Bachelor of Science in Accounting ▪ Over 24 years of industry experience

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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 currently and will continue to offer a wealth of experience, knowledge, and integrity to our role as the Florida Relay provider.

Group	Responsibility
Carrier Command Center	A key differentiator of T-Mobile Accessibility is the ability to act as the Responsible Organization (Resp Org) for all toll-free numbers. Acting as the Resp Org., we ensure Florida Relay toll-free numbers are provisioned correctly & quickly address issues.
Corporate Security Teams	T-Mobile has a dedicated Security organization with 24x7 managed security operations center and includes firewall engineers, incident response engineers, dedicated security consultants and risk managers for each business unit, a vulnerability assessment team, software security consultants, and various other functional security staff.
T-Mobile Legal and Regulatory	The Government Affairs team ensures T-Mobile remains fully compliant with all applicable laws and regulations including the filing of tariffs.
Billing and Reporting	This group prepares and submits monthly invoices and reports. They also develop reports that meet the State's requirements and evaluate requests for ad hoc reports.
Call Location IT Group	The TRS Call Location IT group is responsible for designing and developing new enhancements and technologies for the TRS platform, testing and implementation, systems network and capacity management.
Accessibility Care (Customer Care)	Customer Care provides 24x7 access for Florida Relay users and accepts commendations, complaints, and service questions and technical issues for end users.
TRS Maintenance	This group is responsible for maintaining hardware and providing first and second level technical support for the TRS platform.
Operations & Quality Assurance (QA)	This group plans and designs Relay Operator training and QA programs including implementing, evaluating, and monitoring all relay QA programs.
Project and Program Management Teams	These teams are responsible for product development and implementation of innovation for the TRS, IP Relay, and RCC platforms. This team also serves as T-Mobile's primary interface with the TRS Industry, the FCC, and Rolka Loube (RL).
Traffic Management Control Center (TMCC)	The centralized TMCC group provides workforce management, scheduling, reporting, and traffic routing to ensure T-Mobile meets its contract requirements and operates as efficiently as possible to deliver the highest quality at an affordable price. The TMCC is currently staffed from 8:00 a.m. - 9:00 p.m. ET and is on call 24x7.

Enthusiastic about the Future

Partnering with FPSC and the citizens of Florida is at the forefront of T-Mobile's priorities. T-Mobile will continue to provide functionally equivalent communications in Florida. T-Mobile will continue to meet and exceed the expectations of the citizens of Florida.

At T-Mobile Accessibility, we celebrate the diverse way people connect and strive for a world where those connections are seamless and virtually free of barriers. For over 34 years, our Accessibility division has been innovating accessible communication options for people with disabilities. T-Mobile's 5G network, with its world-class speed nationwide, is especially well-suited for supporting Accessibility services where our employees and customers live, work and play.

T-Mobile offers a range of accessible services and device options supported by various operating systems: Here are some key accessible solutions at no cost, and funded by the TRS states for intrastate Telecommunications Relay Service (TRS) calls and the Federal Communications Commission (FCC) for interstate calls:

- **Traditional Relay:** Since 1990, T-Mobile has facilitated millions of calls for people who are Deaf, DeafBlind, Hard-of-Hearing or for those who have a speech disability.
- **Speech-to-Speech (STS):** Specially trained STS operators support customers with speech disabilities to communicate over the phone.
- **Relay Conference Captioning (RCC):** Captioners transcribe online meetings, webinars and conference calls for people who are deaf, hard of hearing or have a speech disability to actively participate with their colleagues.
- **IP Relay:** As the sole provider in the industry, T-Mobile enables a person who is Deaf, DeafBlind, Hard-of-Hearing or has a speech disability to make and receive phone calls using text through a web and mobile application whether on a computer, tablet or mobile phone. Funded by the FCC, the IP Relay service is available at no cost to consumers within the United States.

Wireless: Designed with accessibility in mind, all T-Mobile Accessibility wireless plans include customer care in American Sign Language (ASL In 1990, T-Mobile began providing Relay services. At that time, we were brand new to the relay industry and full of desire and enthusiasm to make the dream of functional equivalence a reality. Our journey began with one simple guiding principle: pay attention to what our customers want and deliver those solutions. Throughout the years, we have remained steadfast in this goal; we continue to be as motivated and focused as we were when we processed the very first call so long ago. As a direct result of feedback from Relay users, we have pioneered hundreds of relay enhancements, processes, and products available to all users. As the nation's largest Relay provider, T-Mobile fully understands the State's requirements and agrees to meet or exceed all existing State and Federal requirements for relay services. T-Mobile will continue to make our award-winning relay services accessible to residents using our existing staff, access methods, and technology without disruption.

A key reason behind T-Mobile 's success in the Relay industry is the direct involvement of the deaf and Hard of Hearing employees in our product. Our team is comprised of individuals who are daily users of the service and who have greatly influenced the development and quality of T-Mobile's products and services. These employees, along with their spouses, children, parents, and siblings, have the same communication needs and concerns as the communities we serve. The T-Mobile Accessibility team lives and works within the communities we support. As daily users of Relay services, T-Mobile is fully committed to the pursuit of true functional equivalency and doing everything in our power to provide the best service possible. T-Mobile goes beyond just offering a product; we offer communication access Florida can trust.

T-Mobile has a proven track record of selecting and managing a wide range of strategic partners, alliances, subcontractors and other teaming partners on Relay Call location contracts. For the past several years, T-Mobile has developed a network of local and national subcontractors for Florida Relay users. T-Mobile intends to continue to partner with these existing subcontractors, who have proven both cost-effective and responsive to Florida Relay users. T-Mobile will continue to be responsible for the performance of all subcontractors. T-Mobile will utilize the services of its long-standing strategic partners whose skills and qualifications supplement and complement those of T-Mobile.

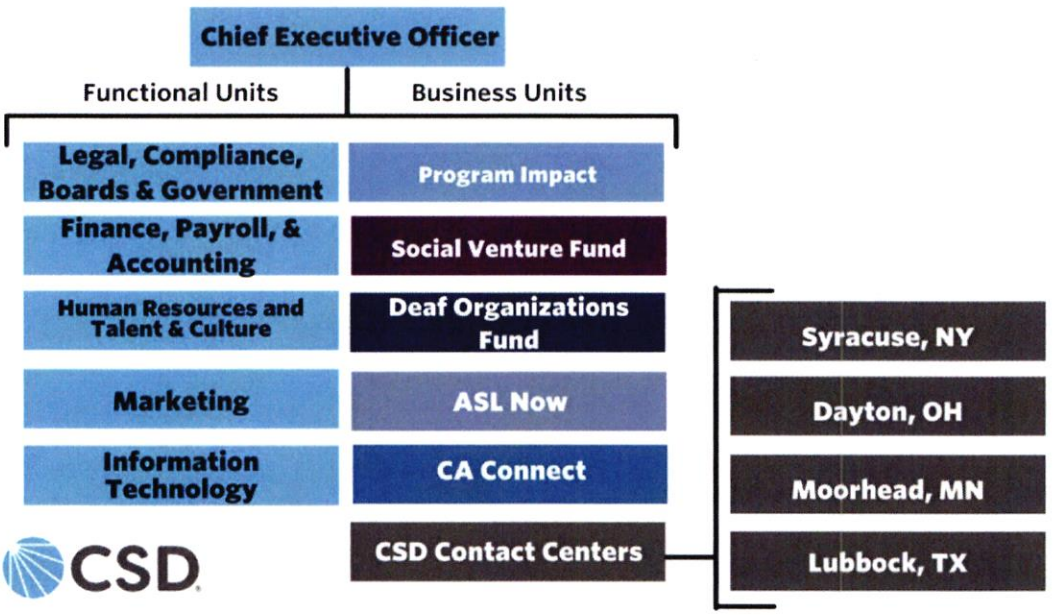
Communication Service for the Deaf (CSD) will continue to manage sites for T-Mobile. T-Mobile and CSD have worked together providing TRS for over 34 years and currently serve 30 states (including Puerto Rico and the U.S Virgin Islands). CSD provides staffing and operations for several existing sites. T-Mobile has a team agreement directly with CSD.

Subcontractors Organization Charts

Communication Service for the Deaf (CSD)

As the world's largest Deaf-led non-profit organization, Communication Service for the Deaf (CSD) has been empowering the Deaf community for nearly 50 years through service delivery, resource development, and advocacy. CSD's mission is to achieve a world where all Deaf, DeafBlind, and hard of hearing individuals can fully and equally participate in and contribute to society. They do this by providing unique, culturally responsive programs, services, and tools that advance communication, accessibility, employment, education, and health outcomes for Deaf individuals. CSD is run and led by Deaf people for Deaf people, with over 80% of board members and 100% of the senior executive team identifying as Deaf themselves. The authentic and deliberate inclusion of Deaf people with lived experience throughout the entire organization establishes CSD as a well-respected, trusted, and sustainable organization. They are committed to improving communication equivalency for the Deaf, Hard of Hearing, and Speech Disabled communities and have been a trusted service provider since 1993.

CSD Organizational Chart:

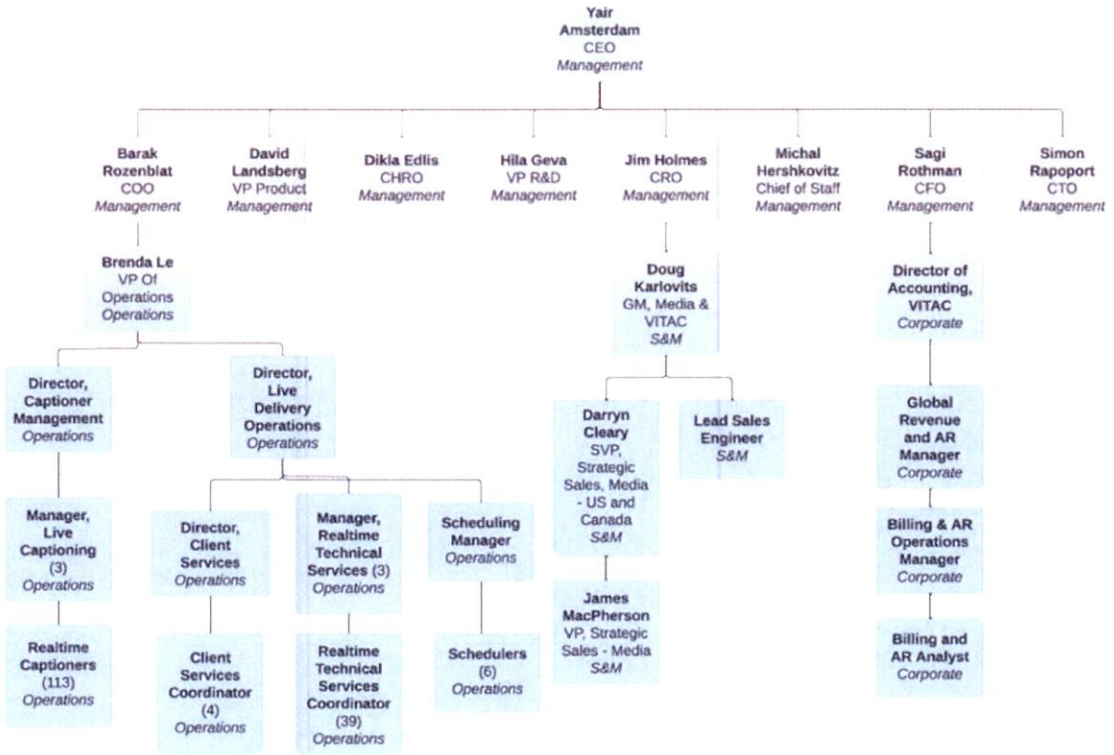


VITAC (for RCC services)

T-Mobile offers Relay Conference Captioning (RCC) services through a supplier agreement with VITAC Corp. Since 2003, this offering is an online captioning solution to support relay users, known as Relay Conference Captioning (RCC). In 2017, VITAC Corp, a portfolio of Gores Small Capitalization Partners, acquired Caption Colorado. In October 2020, VITAC acquired Montreal-based SOVO Technologies (now VITAC Canada), expanding their geographic footprint across North America. VITAC was acquired by Verbit, a leading interactive transcription and captioning platform, in May 2021. As the leader of Verbit's media and entertainment arm, VITAC began working with and overseeing U.S. captioning in May 2022 and UK-

based Take 1 in August 2022. T-Mobile currently provides RCC service for 17 TRS states and the U.S. Government. VITAC provides the technology and operations of the service. T-Mobile supports RCC marketing, customer feedback, and billing.

VITAC Organizational Chart:



Call Locations/Sites Subcontractors

The T-Mobile network of relay call locations is comprised of T-Mobile 's own call processing centers and call locations operated by long-term, well-respected subcontractors. T-Mobile's subcontractors fully meet T-Mobile's standards for quality and professionalism in providing an exceptional customer experience. T-Mobile continually evaluates contractor performance and works with additional service firms to evaluate possible future partners. T-Mobile intends to use the following subcontractors, and, to the extent that it is nonproprietary, will provide references, resources, methods, and procedures, if requested.

All TRS call locations use the same technology and follow the same training and procedures, so no matter where the call is handled, Florida Relay users will receive the same high-quality service.

Location	Services Provided
Austin, TX	TRS, STS, VCO, Customer Service and Spanish TRS
Dayton, OH	TRS, STS, VCO, and Spanish TRS
Lubbock, TX	TRS, STS, VCO and Spanish TRS
Moorhead, MN	TRS, STS, VCO, Customer Service and Spanish TRS
Overland Park, KS	Accessibility Care (Customer Service)
Syracuse, NY	TRS, STS, VCO and Spanish TRS

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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 CAs are skilled in typing, grammar, spelling, and interpretation of typewritten 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 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 and/or 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 minutes (20 minutes for 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 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.

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FCC Minimum Standard	T-Mobile's Approach
Call Combinations **47 C.F.R. §64.604(a)(3)(v)**	T-Mobile's relay services support all mandatory FCC call types: Text-to-Voice, Voice-to-Text, VCO with/without privacy, VCO-to-Text/Text-to-VCO, VCO-to-VCO, HCO with/without privacy, HCO-to-Text/Text-to-HCO, HCO-to-HCO, VCO-to-HCO/HCO-to-VCO, 911, Spanish-to-Spanish for all TRS call types, and STS (English, Spanish) to other TRS types (Voice, Text, VCO, HCO, STS). Text includes TTY Baudot and ASCII until waived by the FCC.
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.
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
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. T-Mobile offers 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.
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 platform supports all communication modes generally in use including TTY Baudot (domestic and international) and ASCII until waived by the FCC.
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's systems exceed the P.01 standard.

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FCC Minimum Standard	T-Mobile's Approach
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, the 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 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.
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.
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: 6360 T-Mobile Parkway Overland Park, KS 66251 (p) 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.
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.

FCC Minimum Standard	T-Mobile's Approach
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 May 29, 2018.
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 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. TRS customer information may only be used for the purposes of identity verification and 911 location info. T-Mobile does not use any customer information 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 law. During state TRS transitions, T-Mobile provides customer profile data at least 60 days before transition in a usable format.
TRS Calls requiring the use of Multiple CAs **47 C.F.R. § 64.604(c)(14)**	T-Mobile complies for calls that require the use of multiple CAs between users, such as VCO to VCO calls.
Emergency call handling requirements for TTY-based TRS providers **47 C.F.R. § 9.14(a)**	T-Mobile complies with the emergency calling requirements in Section §9.14 (formerly §64.605) of the FCC TRS Rules. T-Mobile automatically and immediately connects emergency calls to an appropriate Public Safety Answering Point (PSAP), which can connect to emergency services.
State Certification **47 C.F.R. § 64.606 (B)(1)**	T-Mobile Accessibility has been contracted to provide Florida Relay services since 2015. The Florida Relay service was approved for TRS Certification Renewal by the FCC in July of 2023. This service in no way conflicts with federal law.

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Florida Relay 711

Attachment C – Florida Relay Service's Comprehensive Outreach Plan

Community Engagement Program for the State of Florida

T-Mobile has over 34 years of experience conducting outreach events throughout the U.S. During the last 16 years, T-Mobile remains committed to the FPSC and Florida Relay Service to ensure functionally equivalent communication access in Florida. We will continue to meet and exceed the expectations of both Floridians and the FPSC. For the upcoming Florida Relay contract and as part of the community outreach budget, T-Mobile will provide a customized outreach program as described below.

T-Mobile is thrilled to propose these exciting additional new features for the Florida Relay outreach program:

- T-Mobile will contribute $20,000 toward a Public Service Announcement (PSA) about Speech-to-Speech (STS) service at no cost to the State - $10,000 in 2025 and another $10,000 in 2026.
- The Florida Relay Account Executive (AE) will plan and host casual events in different towns for the members of the Deaf and Hard of Hearing communities to gather and learn about Florida Relay.
- The new "STS Shortcut Icon" feature will be promoted and shared with Florida residents who have a speech disability. This feature enables the STS users to tap quickly and easily to initiate their STS calls, including those with mobility challenges in addition to their speech disability.
- The Florida Relay AE will sponsor DeafBlind and Deaf/Low Vision events and interact closely with these members. Braille and Large Print versions of the Florida Relay brochures will be provided upon request.
- The Florida Relay AE will explore an opportunity to work with a real-life STS expert who has a speech disability. This individual will give presentations and spread the word about the STS service with others who also have a speech disability.

Account Executive (AE), Jeffrey Branch



Jeffrey will continue to be the FPSC's point of contact for services and pricing presented in T-Mobile's response. He received his Bachelor of Science degree in Business Administration at Gallaudet University in Washington, D.C. Jeffrey possesses excellent communication skills, with fluency in both American Sign Language and written English. Jeffrey currently resides in Florida, is well respected in the community and has been in the TRS industry for 25 years. Jeffrey is involved with the Model Secondary School for the Deaf (MSSD) Alumni Association, Inc., and volunteers with the Greater Dunedin Little League in Dunedin, FL. He is also a member of the National Association of the Deaf (NAD). Jeffrey will continue to:

- Cultivate relationships with the FPSC
- Partner with internal staff to deliver and execute on all contractual requirements
- Provide updates about Florida Relay to the Telecommunications Access System Act (TASA) Advisory Committee
- Maintain an excellent working relationship with local Florida organizations
- Participate in and support local community events
- Answer questions and provide clarifications regarding T-Mobile's bid and pricing
- Provide updates on Federal Communications Commission (FCC) orders and Public Notices
- Notify the State Contract Manager about any new/updated technology
- Submit reports to the State Contract Manager
- Collaborate with the T-Mobile Team – Accessibility Consultation Experts (ACE)

ACEs will provide guidance to the FPSC and Florida community 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 shape the relay industry: TRS, 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.
- **Outreach and Education** - Forming relationships in communities where we live and work, reaching communities virtually and in-person, creating and executing social media strategies, demonstrating wireless expertise
- **Website Equivalence** - Web Content Accessibility Guidelines (WCAG) 2.1 website upgrades for Blind and Low Vision individuals

Outreach Personnel

T-Mobile intends to continue working with local agencies by providing a $15,000 annual budget for Outreach and Educational services on behalf of Florida Relay, as well as collecting customer feedback regarding the products, services and quality offered. While the list is not exhaustive, the agency's outreach activities for Florida Relay include:

- Hosting meetings, presentations, hands-on demonstrations and/or booth at various events throughout the state both in-person and virtually
- Maintaining relevant and up-to-date Florida Relay information on their website.
- Collaborating with the Florida Relay AE to maintain the Florida Relay Facebook page.
- Hosting events such as a Taste of Technology, Career Day, and Communications Summit 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.
- Attending/Hosting local events such as coffee meet and greets, workshops and training sessions.
- Conducting Interactive webinars, social media activities, and training videos
- Distributing Florida Relay collateral to the community where appropriate



Road Tour, St. Augustine, Florida 2024

NEW! Complimentary Public Service Announcement (PSA) about Speech-to-Speech (STS) Service

For the years 2025 and 2026, T-Mobile will contribute $10,000 to Florida Relay's $5,000 for an STS PSA to continue to increase awareness for Florida residents with speech disabilities. The PSA campaign will educate Florida residents about Speech-to-Speech (STS) service. With this budget, see below for examples of a PSA schedule for the year 2025 in the Gainesville market and 2026 in the Tallahassee-Thomasville market.

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Florida Relay 711

Florida Relay - Speech to Speech	Daypart	# Spots
Gainesville Market		
Weeks of 1/6, 1/13, 1/20, 1/27/2025		
WNBW NBC		
Family Feud	MF 12n-1p	16
Kelly	MF 2p-3p	16
Dr. Oz	MF 3p-4p	16
Daily Mail	MF 5:30p-6p	16
NBC Nightly News	MF 6:30p-7	8
NFP Bonus	M-Su 5a-1a	16
		88
WGFL CBS		
Hot Bench	MF 10a-11a	16
Price is Right	MF 11a-12n	12
Jeopardy	MF 12n-1:30p	12
Bold & Beautiful	MF 1:3p-2p	0
Let's Make a Deal	MF 3p-4p	12
Ellen	MF 4p-5p	0
Judge Judy	MF 5p-6p	12
CBS4 News at 6p	MF 6p-6:30p	8
NFP bonus	M-Su 5a-1a	20
		92
EGFL CW		
Justice with Mablean	MF 2p-2:30p	16
Justice with Mablean	MF 2:30p-3p	16
Judge Judy	MF 4p-4:30p	16
Judge Judy	MF 4:30p-5p	16
NFP Bonus	M-Su 5a-1a	16
		80
WCBJ ABC		
TV 20 News	MF 6a-7a	0
Good Morning America	MF 7a-9a	12
The Doctors	MF 9a-10a	12
Drew Barrymore	MF 10a-11a	12
The View	MF 11a-12p	12
TV20 Noon News	MF 12p-12:30p	12
Right this Minute	MF12:30p-1p	12
Strahan & Sara	MF 1p-2p	12
Dr. Phil	MF 3p-4p	0
TV20 News at 5pm	MF 5p-5:30p	12
Not-for-profit bonus	M-Su 5a-1a	20
		116
WOGX Fox		
Good Day at 6a	MF 6a-7a	16
Good Day at 7a	MF 7a-8a	16
Good Day at 7a	MF 8a-9a	16
Good Day at 9a	MF 9a-10a	16
People's Court	MF 4p-5p	16
Fox 35 News at 5:00	MF 5p-6p	16
Not-for-profit	M-Su 5a-12m	16
		112
Market Totals for Gainesville	***$ 15,000.00***	***488***

Example of STS PSA Schedule for the Gainesville, FL market

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Florida Relay 711

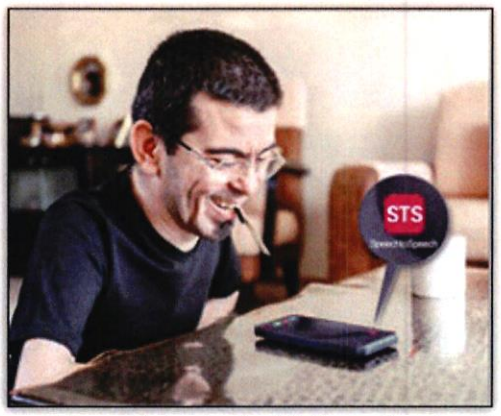
Florida Relay STS TV Buy	Day parts	# Spots
Tallahassee-Thomasville		
WCTV CBS 6		
CBS This Morning 2nd hour	MF 8a-9a	12
Pictionary	MF 9a-10a	10
Let's Make a Deal	MF 10a-11a	10
Price is Right	MF 11a-12n	10
News at Noon	MF 12-12:30p	10
Eyewitness News at 5:30p	MF 5:30p-6p	10
Good Morning Show Sat	Sa 7a-9a	8
Wheel of Fortune Saturday	Sa 7p-7:30p	4
NFP Bonus	M-Su 5a-1a	20
		94
WTWC NBC		
Today 3rd Hour	MF 9a-10a	10
Today with Hoda & Jenna	MF 10a-11a	4
Family Feud	MF 6p-6:30p	10
Family Feud	Sa 6p-6:30p	4
NFP Bonus	M-Su 5a-1a	12
		40
ETWC Fox		
The National Desk	MF 8a-9a	8
People's Court	MF 9a-10a	12
Couples Court	MF 10:30a-11a	12
NFP Bonus	M-Su 5a-1a	12
		44
WTLF		
Maury	MF 8a-9a	12
Steve Wilkos	MF 9a-10a	13
NFP Bonus	M-Su 5a-1a	12
		37
WTXL ABC 27		
ABC 27 Sunrise at 5:30a	MF 5:30a-6a	12
ABC 27 Sunrise at 6a	MF 6a-6:30a	12
ABC 27 Sunrise at 6:30a	MF 6:30a-7a	12
Good Morning America	MF 7a-9a	12
Live with Kelly & Ryan	MF 9a-10a	12
Kelly Clarkson	MF 10a-11a	12
The View	MF 11a-112n	12
ABC 27 News at Noon	MF 12n-12:30p	12
ABC 27 News at 5:30p	MF 5:30p-6p	12
ABC 27 News at 6p	MF 6p-6:30p	12
GMA Saturday	Sa 9a-10a	4
ABC 27 Sunday Morning	Su 9:30a-10a	4
ABC 27 News at 6:30p Sat	Sa 6:30p-7p	4
ABC 27 News at 6:30p Sun	Su 6:30p-7p	4
Broad Rotator	M-Su 5a-1a	12
		148
Market Totals for Tallahassee	***$ 15,000.00***	***363***

Example of STS PSA schedule for the Tallahassee-Thomasville, FL market

In addition, the Florida Relay AE will collaborate with local agencies to promote STS to the local communities and organizations.

NEW! "Speech-to-Speech Shortcut Icon" for STS Users

The Florida Relay AE will promote and share information about a new exciting feature called "Speech-to-Speech Shortcut Icon" for the STS users. The STS user simply adds the STS Shortcut Icon on their wireless device's home screen and quickly taps it whenever they are ready to make an STS call. This STS shortcut icon is designed to automatically dial the phone number for the STS service. The shortcut icon uses virtually no space on their wireless device and makes STS that much more convenient. This feature also supports STS callers who have mobility challenges by simply clicking the icon instead of entering a phone number. This feature is available for both iOS and Android phones.



Speech-to-Speech User easily tapping the STS Shortcut Icon to make an STS call

Wireless Support

The Florida Relay AE will continue to provide wireless support to Floridians. During each contract year, he will collaborate with local agencies and host one-on-one sessions to assist consumers with recommended Accessibility Apps, how to use device accessibility features, app training, and other topics.



Florida ASL Festival, Kissimmee, Florida June 2024



It's a Deaf Thing Event, Lakeland, FL October 2023

Social Media

Social media is an effective method to communicate with the community and provide up-to-date information on products and services readily available.

T-Mobile will continue to engage with a local agency to generate social media buzz about Florida Relay and share event, product, and service information through their social media channels. We will actively update the Florida Relay Facebook page to keep the community informed on product and service announcements and upcoming Florida Relay events. The Florida Relay AE and the local agency will encourage Florida Relay users, businesses, and the public to visit, follow, and interact on Florida Relay social media channels. The following is taken from the current Florida Relay Facebook page:



Within social media, there are several different ways to get the word out – organic and paid postings. With organic postings, roughly five percent of the total page followers will see the content. However, with paid advertising and boosted posts, Florida Relay can present content to a greater number of people, including those who do not currently follow the page. The Florida Relay AE will work with the local agency to decide when paid advertising or a boosted post may be appropriate.

Website

The Florida Relay AE will continue to collaborate with the local agency to ensure the Florida Relay content is up to date on their website. Website content includes but is not limited to:

- Overview of the Florida Relay Service program
- Description of services offered
- Phone numbers to access different Florida Relay services
- Customer profile information
- Florida Relay Staff and Customer Service information
- Spanish Relay
- Emergency Assistance

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Florida Relay 711

Marketing Collateral

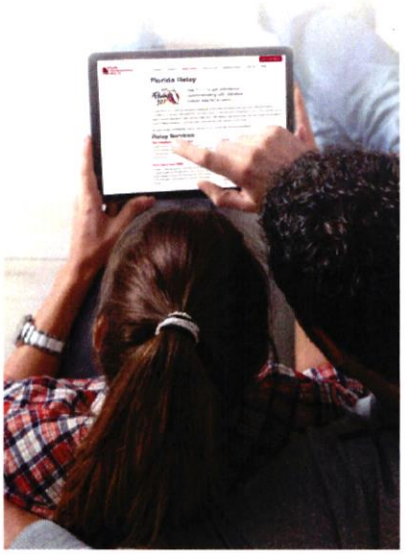
T-Mobile will continue to create brochures, flyers, postcards, handouts, and other printed materials to educate users on Florida Relay. Materials will be available in English, Spanish, and Braille, upon request. A copy of the current Florida Relay tri-fold brochure is pictured below.

Florida Relay

Florida Relay offers no-cost services that enable people who have a hearing loss or speech disability to place and receive phone calls. Relay calls can be made to anyone, and anywhere in the world! **Just dial 711.**

Explore the services in this brochure to determine which one best meets your needs.

Visit **www.ftri.org** for additional information and educational videos.



Florida Relay Outreach Program

The Florida Relay outreach program reaches across the state to promote telecommunications accessibility and provide educational workshops, public presentations, and seminars, or host exhibit booths at local and statewide events for support groups, schools, organizations, and agencies.

There is no fee for these outreach programs.

Interested? Please contact us:

- **880-222-3448 x 232** (Voice)
- **888-447-5620** (TTY)
- **outreach@ftri.org** (Email)

800 Toll-Free Numbers

Florida Relay Service:

- TTY: **800-955-8771**
- Voice: **800-955-8770**
- ASCII: **800-955-1339**
- Voice Carry-Over (VCO): **877-955-8260**
- Speech-to-Speech (STS): **877-955-5334**
- Hearing Carry-Over (HCO): **800-955-8771**
- Spanish-to-Spanish: **877-955-8773**
- Spanish-to-English: **844-463-9710**

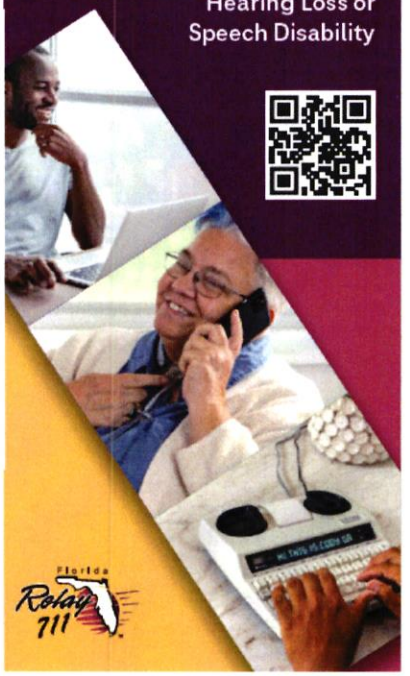
Florida Relay Customer Care:

- TTY/Voice: **888-554-1151**
- Spanish: **800-676-4290**
- Speech-to-Speech: **877-787-1989**
- Voice Carry-Over: **866-931-9027**
- Email: **customercare@ftri.org**
- Website: **ftri.org**

Florida Relay 711

Florida Relay Accessible Telecommunications

For People with Hearing Loss or Speech Disability



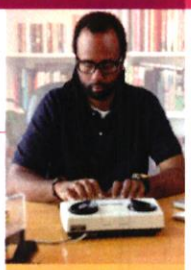
Florida Relay 711

T-Mobile

Florida Relay 711

TTY Relay

Perfect for anyone with a hearing loss who prefers to type and read during phone calls!



You can use a text telephone/teletypewriter (TTY) for these calls. The Relay Operator reads aloud your typed message to the other party and types the other party's spoken message for you to read.

- dial 711
- ftri.org/relay/tty-ascii

Speech-to-Speech (STS)

Just right for anyone with a speech disability who prefers to talk & listen on phone calls!



You can use any phone for this no-cost service. The Relay Operator ensures that you will be heard and understood by repeating your spoken words as needed for clarity to the other party. The other party speaks directly to you.

- dial 711
- ftri.org/relay/sts

Voice Carry-Over (VCO)

Easy for anyone with a hearing loss who prefers to talk and read on calls!



You can use a VCO phone of text telephone/ teletypewriter (TTY) for these phone calls. You speak directly to the other party and the Relay Operator types the other party's spoken message for you to read.

- dial 711
- ftri.org/relay/vco

Standard Phone User

Bring people together with Florida Relay!



You, as a standard phone user, can easily call individuals who are Deaf, Hard of Hearing, DeafBlind or those with a Speech Disability!

No special equipment is needed!

- dial 711
- ftri.org/relay/voice

Spanish Relay Service

Full accessibility in Spanish for people who have a hearing loss or speech disability!



Florida Relay offers the relay service for any caller who can communicate in Spanish.

This service is available in Spanish-to-Spanish and English-to-Spanish/ Spanish-to-English Translation.

- dial 711
- ftri.org/relay/espanol

CapTel Service

Great for anyone with a hearing loss who prefers to talk, listen, & read captions on phone calls!



You can use a captioned telephone (CapTel®) phone for your calls. You speak directly to the other party and the Captioner types the other party's spoken message for you to read while you listen.

CapTel is a registered trademark of Ultratec, Inc.

- dial 711
- ftri.org/relay/captel

Conclusion

T-Mobile will continue to provide the most comprehensive, customized outreach support to Florida Relay users who need functional equivalency communication access. We are excited about serving Florida communities and Florida Relay users. Our 34+ years of experience in creating customized outreach plans for our 30 state customers makes T-Mobile the most qualified outreach and Telecommunications Relay Service (TRS) provider for Florida Relay. Our customized plan will continue to incorporate utilize input from the State and Florida communities.

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Attachment D – Call Location Confidentiality Form

Please see T-Mobile's call location confidentiality form on the following page.

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T-MOBILE RELAY CENTERS AGREEMENT
REGARDING CONFIDENTIAL CUSTOMER INFORMATION

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

1. **ALL TELECOMMUNICATIONS RELAY SERVICE 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 T-Mobile ends.
2. **NO RECORDS OF CUSTOMER INFORMATION OR CONTENT OF ANY TELECOMMUNICATIONS RELAY SERVICE 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 T-MOBILE MATERIALS IN MY POSSESSION PERTAINING TO ANY T-MOBILECUSTOMER WILL BE DELIVERED UPON THE TERMINATION OF MY EMPLOYMENT.**

I have read and understand the T-Mobile 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 T Mobile 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 T-Mobile may have against me.

_____ _____

EMPLOYEE SIGNATURE DATE

_____ _____

MANAGER/SUPERVISOR SIGNATURE DATE

HAMILTON RELAY

Proposal to Provide Telecommunications Relay Service

FLORIDA

Tax Page

Request for Proposal to Provide Telecommunications Relay Service In Florida Docket No. 20240043-TP

Submitted by:
Hamilton Relay, Inc.

August 19, 2024

Hamilton Relay, Inc.
1006 12th 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 12th 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

Proposal to Provide Telecommunications Relay Service

FLORIDA

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Attachment E – Traffic Reports

Attachment F – Financial Information

(Contains Confidential Information)

Attachment G – Hamilton Conclusion

Price Proposal (Separately Sealed)

HAMILTON RELAY

Proposal to Provide Telecommunications Relay Service

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

August 13, 2024

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

RECEIVED-FPSC
2024 AUG 16 AM 11:33
COMMISSION
CLERK

RE: Hamilton Relay's response to the FPSC to Provide TRS in Florida
Docket No. 20240043-TP

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 Services.

Hamilton is proud of our commitment and proven record of delivering the highest quality TRS 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 33 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 over 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, you will contract with a company that is uniquely committed to relay. The primary focus of the Hamilton team is to provide individuals in your state with the highest quality Telecommunications Relay 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.

Quality: We understand that selecting the relay provider for your State is more than just achieving high-quality connections; it's a balance of quality, cost and efficiency. We call that

[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.

balance the "real value" of working with Hamilton. It begins with exemplary answer performance and quality of service. 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 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 superior program that is both effective and efficient – providing a level of quality 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 ensures the best possible call experience for every relay user.

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, Hamilton Relay, Inc.
1006 12th Street • Aurora, NE 68818
Voice: 402.694.5101 or 877.426.5638
Email: beth.slough@hamiltonrelay.com

Hamilton acknowledges that it has received the Clarifying Questions and Response dated August 6, 2024.

Hamilton agrees to provide the relay services as stated in this proposal at the prices stated herein.

Hamilton will meet all FCC requirements, and it discusses in detail how those requirements will be met throughout this proposal. Hamilton has read, understands, and will comply with all components of the RFQ and Terms and Conditions with the exceptions listed in the Attachment to this Transmittal Letter.

Pursuant to Florida Statute 364.183, Section (2), Hamilton respectfully requests that the Commission enter a finding of good cause that the following components of its proposal shall be deemed following Proprietary and Confidential for a period longer than 18 months, specifically in perpetuity 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
- Attachment F – 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.

Sincerely,

Hamilton Relay, Inc.
By John Nelson
President

HAMILTON RELAY

Proposal to Provide Telecommunications Relay Service

FLORIDA

FILING CHECK LIST

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail, Signature, or Maximum Points
1.	JA	Format (RFP ref. Sections C and D)	N/A	N/A
2.	JA	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.	JA	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, 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.	JN	Commencement Date (RFP ref. A-8)	22	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.	JN	Minimum CA Qualifications/Testing (RFP ref. B-5)	46	100
16.	JN	CA Training (RFP ref. B-6)	62	100

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail, Signature, or Maximum Points
17.	JM	Staff Training (RFP ref. B-7)	67	100
18.	JM	Counseling of CAs and Staff (RFP ref. B-8)	72	25
19.	JM	Procedures for Relaying Communications (RFP ref. B-9)	73	100
20.	N/A	Languages Served (RFP ref. B-10)	Signature of Acceptance	
21.	JM	Additional Languages Served (RFP ref. B-11)	86	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.	JM	Call Release Functionality (RFP ref. B-15)	92	50
26.	JM	Speed Dialing (RFP ref. B-16)	93	50
27.	JM	Three-Way Calling Functionality (RFP ref. B-17)	94	50

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail, Signature, or Maximum Points
28.	JA	Voicemail and Interactive Menus (RFP ref. B-18)	98	50
29.	JA	Voice and Hearing Carry-Over (RFP ref. B-19)	100	100
30.	JA	Turbocode™ (RFP ref. B-20)	103	100
31.	JA	Speech to Speech (RFP ref. B-21)	104	100
32.	JA	Access to Pay Per Call Services (RFP ref. B-22)	112	100
33.	JA	Caller ID (RFP ref. B-23)	113	100
34.	JA	Last Number Redial (RFP ref. B-24)	113	25
35.	JA	Obscenity Directed at the Operator (RFP ref. B-25)	114	25
36.	JA	Emergency Calls (RFP ref. B-26)	114	100
37.	JA	Blockage (RFP ref. B-27)	116	200
38.	JA	Answer Time (RFP ref. B-28)	116	200
39.	N/A	Equipment Compatibility (RFP ref. B-29)	Signature of Acceptance	

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail, Signature, or Maximum Points
40.	N/A	Transmission Levels (RFP ref. B-30)	Signature of Acceptance	
41.	N/A	Measuring Equipment Accuracy (RFP ref. B-31)	Signature of Acceptance	
42.		Emergency Operations and Uninterruptible Power (RFP ref. B-32)	121	100
43.		Intercept Messages (RFP ref. B-33)	135	P/F
44.		Service Expansion (RFP ref. B-34)	135	50
45.	N/A	New Technology (RFP ref. B-35)	Signature of Acceptance	
46.		Consumer Input and Participation in Advisory Committee and FPSC Proceedings (RFP ref. B-36)	156	100
47.		Complaint Resolution (RFP ref. B-37)	160	200
48.	N/A	Charges for Incoming Calls (RFP ref. B-38)	Signature of Acceptance	

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail, Signature, or Maximum Points
49.	JF	Special Needs (RFP ref. B-39)	164	25
50.	JF	Unsolicited Features in Basic Relay Service (RFP ref. B-40)	167	200
51.	JF	IP Relay, IP-Captioned Telephone Service, and Video Relay Service (RFP ref. B-41)	175	P/F
52.	JF	Redundancy (RFP ref. B-42)	177	P/F
53.	N/A	Performance Bond (RFP ref. B-43)	Signature of Acceptance	

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail, Signature, or Maximum Points
54.	N/A	Submission of Monthly Invoice (RFP ref. B-44)	Signature of Acceptance	
55.	N/A	Travel (RFP ref. B-45)	Signature of Acceptance	
56.	JR	Reporting Requirements (RFP ref. B-46)	182	50
57.	N/A	Transfer to New Provider (RFP ref. B-47)	Signature of Acceptance	
58.	N/A	Insurance Coverage (RFP ref. B-48)	Signature of Acceptance	
59.	JR	Optional Florida Call Center (RFP ref. B-49)	185	100
60.	N/A	Public Entity Crimes Provision(RFP ref. C-3)	Signature of Acceptance	
61.	JR	Financial Information (RFP ref. C-4)	189	P/F

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail, Signature, or Maximum Points
62.	JW	Experience and Customer References (RFP ref. C-5)	190	200
63.	JW	Subcontractors (RFP ref. C-6)	201	50
64.	JW	Bid Security Deposit (RFP ref. C-7)	201	P/F
65.	JW	The Price Proposal Format (RFP ref. Section D) Must be filed in a separate sealed envelope marked: "Sealed - Relay Price Proposal - To Be Opened Only By the Proposal Review Committee Chairman."	Separately Sealed	See RFP Sec. D & Sec. E
66.		MAXIMUM TOTAL POINTS		2,775

HAMILTON RELAY

Proposal to Provide Telecommunications Relay Service

FLORIDA

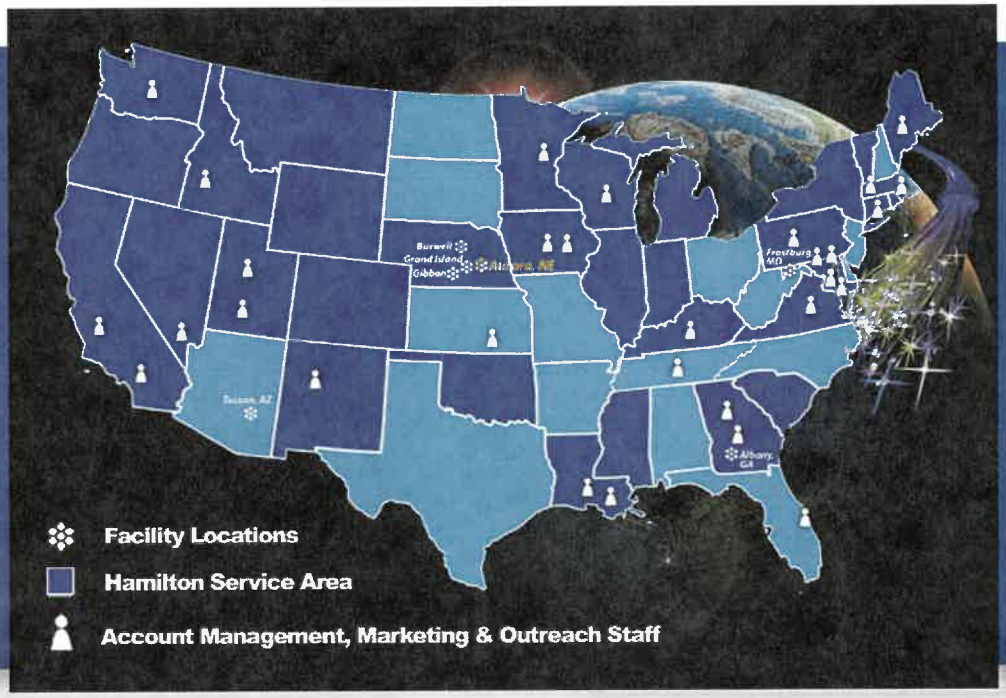
HAMILTON RELAY

EXECUTIVE SUMMARY

FLORIDA

INTRODUCTION

Hamilton Relay is second to none when it comes to providing highly efficient and personalized relay services. Throughout our proposal we demonstrate the proof of our quality, commitment and expertise.



HAMILTON RELAY PROVIDES:

Traditional Relay Services
- TTY
- Voice Carry Over (VCO)
- Hearing Carry Over(HCO)
- DeafBlind Services (DBS)
- Speech-to-Speech (STS)
- Spanish

Captioned Telephone Services
- Hamilton® CapTel® for Business, Interconnected by Tenacity™
- Web
- Mobile
- PSTN

Remote Conference Captionin CC)

Real-Time Text (RTT)

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; to 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 in 35 states and territories. We also provide internet-based Captioned Telephone services nationwide and are the exclusive provider of Hamilton CapTel for Business, a workplace captioned telephone 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 services in the industry.

LEADERSHIP TEAM

248+ combined years of experience in Relay service and technology innovations.

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



Dixie Ziegler
Vice President of Hamilton Relay



Dan Molliconi
Chief Operating Officer of Nedelco



Beth Slough
Director of Account Management & Compliance



Andrea Groelz
Director of Relay



Anne Girard
Director of Sales & Marketing



Naomi Kowalski
Senior Relay Technology Manager



Robert Patterson
Director of Operations



Lauren Gifford
Senior Relay Outreach & Marketing Manager



Gary Lewien
State Programs Contract Specialist



Melissa McMahan
Relay State Programs Manager



Asia Johnson
Account Manager



Abby Magtoto
Account Manager



Lori Sporrer
Account Manager

QUALITY

We understand that selecting the Relay 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 98% of calls within 10 seconds with an average answer time of 0.8 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.

2024 Cositics TRS Index resulted in Hamilton Relay winning 13 best in category scores.

Don't just take our word for it...

2023 Cositics CapTel Index resulted in Hamilton Relay winning best in category in

- 19 Device-Based KPIs
- 14 Browser-Based KPIs
- 13 Mobile-Based KPIs

Our commitment to ensuring continuous Relay service is evident in our comprehensive Emergency Preparedness Plans.

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 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.



Over the years, our Emergency Preparedness Plan has prevented multiple natural disasters from disrupting the excellent relay services our customers expect and deserve.

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.

Hamilton Mobile™ CapTel® is available for download on iOS devices. This fully-featured mobile app delivers the same, trusted captioned telephone experience our customers have enjoyed at home and in the office wherever you go. It's secure, fast, incredibly accurate and easy to use.

Some of the exciting features include:

- Captions on both incoming and outgoing calls
- Seamless syncing with device contacts
- Built-in Voicemail with captions
- Simultaneous viewing of captions on a larger screen with Browser Caption Viewing
- Call Forwarding and Custom Call ID
- Customizable captions that allow choice of font style, color and size
- Ability to choose captioning method - Auto or Assisted
- Ability to access call log and review captions
- Direct access to customer care, 24/7/365





Remote Conference Captioning (RCC) offers real-time captioning using Communication Access Realtime Translation (CART) services, allowing individuals who have difficulty hearing what's being said over the phone during conference calls to read text of what all participants are saying.

As virtual meeting platforms continued to be heavily used, we continued our collaboration with our subcontractor, Caption First (CFI), to make RCC more efficient and convenient for users. This included direct integration with platforms such as Zoom.

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 captions 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 captions generated, paid from a federally administered fund. To learn more, visit fcc.gov. 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 HamiltonCapTel.com/911. Voice and data plans may be required when using Hamilton CapTel on a smartphone or tablet. Third-party trademarks mentioned are the property of their respective owners.

STREAMLINED

We continually meet 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.

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 high quality 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.

INVOICING & BILLING

We provide a level of reporting that is unsurpassed in the relay industry. With optimally designed billing packages, our process includes several jurisdictional checks and balances to ensure accurate billing.

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 | STREAMLINED

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Proposal to Provide Telecommunications Relay Service

FLORIDA

Tab 4
Administrative Requirements
and Procedures

HAMILTON RELAY

Proposal for Telecommunications 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. 20240043-TP. The PRC Chairman can be contacted at (850) 413-6924. 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 (FCC) under the Americans with Disabilities Act. Bidders must comply with the requirements of both laws.

Section F, 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), and Spanish, provided by the current relay service provider for the months of March 2022 through February 2023 and March 2023 through February 2024 respectively. Section F, Tables 3 and 4 contains a summary of intrastate and interstate session minutes for TRS, STS, and Spanish provided by the current relay provider for the months of March 2022 through February 2023 and March 2023 through February 2024 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 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.*

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 July 16, 2024
Clarifying Questions Submitted in Writing to PRC Chairman 3:00p.m. EDT ..... by July 30, 2024
Answers to Clarifying Questions ..... by August 6, 2024
TECHNICAL AND PRICE PROPOSAL DUE DATE & TIME 3:00 p.m. EDT ..... by August 19, 2024
Performance Bond Due ..... Upon Execution of Contract
Begin Service ..... March 1, 2025

We understand.

8. Commencement Date

The commencement date for the service is March 1, 2025. 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, 2025.

We ensure that our provisioning of TRS will be operational and ready for implementation on March 1, 2025. We will begin transition activities immediately upon contract award.

Implementation/Transition Plan

Transition of certain aspects of TRS from one provider to another is a complex process that takes up to 60 days to complete. The "Resporg", or Responsible Organization process is the most critical step in a transition of traditional relay. Every toll-free telephone number has a Responsible Organization assigned to it. The relay access numbers are owned by the State. The current provider is the responsible party for those numbers. There are a series of steps that occur between multiple organizations in order to assign those access numbers from one provider to another and that typically takes up to 60 days to complete. Hamilton's technical team also programs those numbers in its relay switch.

The transition of customer profiles also takes time to complete. As explained in our proposal, FCC TRS Rules require a provider to transfer customer profile data to a new Relay Provider at least 60 days in advance of their last day of service. Hamilton will begin reviewing, interpreting, and loading customer profiles to its switch immediately upon receipt of them from the current provider.

We will begin transition activities immediately upon contract signing.

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 State 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 State. 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 relay services on the desired date. Your 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 signing by October 1, 2025. We will perform the tasks within the timeline with minimal work from the State. However, the State 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
November 8, 2024	Contract Signing
November 12, 2024	Upon signing of the contract, we will schedule a meeting with the State 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.
November 13, 2024	We will assign an implementation team to be responsible to establish communication with the State, as well as other parties involved in the implementation project.
November 22, 2024	Conference call with current provider to coordinate the transfer of the service.
December 2, 2024	Order the transition of current 800 numbers to Hamilton. Work with current provider for the transfer of customer profile database information to Hamilton.

Date	Action
December 4, 2024	Begin any necessary renovations to our existing facilities to accommodate additional traffic. Because our current TRS facilities have sufficient trunking capacity to handle additional TRS call volume, no ordering of telecommunication facilities is needed.
December 9, 2024	Obtain provisioning of regionally restricted 800 numbers and obtain a list of local emergency numbers. We will also ensure that the appropriate NXX's used by each LEC can be used through the relay.
December 15, 2024	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.)
January 2, 2025	Make any necessary script changes, build web pages, brochures, outreach power points, outreach banner stands and other outreach or marketing needs as directed by the State.
January 2, 2025	Begin assigning or hiring key personnel including Account Manager, Outreach Coordinator, and CAs.
Mid-January, 2025	Provide Customer Care with state specific rules. Additional internal setup: • Load service specifications and customer profile fields • Add monthly reports • Provide Customer Care with State rules
Late January, 2025	Begin training existing CAs on pronunciation and spelling of state specific place names.
February 1, 2025	Begin Account Manager and Outreach Coordinator Training.
February 1, 2025	Begin development of an Annual Outreach Plan.
February, 2025	Continue training CAs.
February 15, 2025	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, 2025	Begin advertising to notify and educate relay users about the change in Vendor.
March 1, 2025	**Relay is operational.** Reroute TRS traffic to Hamilton's Relay Center.

Date	Action
From Service start-up through Term of Contract	Concentrated effort on distribution of information about TRS 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 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 at the point of cutover.

The following seamless transitions demonstrate our experience in transitioning of relay services from other providers:

- The State of Nebraska awarded the TRS and CapTel contract to Hamilton on April 30, 2024. Hamilton performed a smooth cutover on July 1, 2024.
- The State of Oregon awarded the TRS contract to Hamilton on February 15, 2024. Hamilton performed a smooth cutover on June 1, 2024.
- The State of Tennessee awarded the TRS contract to Hamilton on January 30, 2024. Hamilton performed a smooth cutover on May 1, 2024.
- The State of Wyoming awarded the CTS contract to Hamilton on January 17, 2024. Hamilton performed a smooth cutover on February 1, 2024.
- The State of Illinois awarded the CTS contract to Hamilton on October 23, 2023. Hamilton performed a smooth cutover on February 1, 2024.
- The State of Colorado awarded the CTS contract to Hamilton on June 23, 2023. Hamilton performed a smooth cutover on July 1, 2023.
- The State of Mississippi awarded the CTS contract to Hamilton on June 16, 2023. Hamilton performed a smooth cutover on July 1, 2023.
- The State of Nevada awarded the TRS contract to Hamilton on March 17, 2023 and the CTS contract on June 1, 2023. Hamilton performed a smoot cutover of both contracts on July 1, 2023.
- The State of Rhode Island awarded the TRS contract to Hamilton on December 6, 2022. Hamilton performed a smooth cutover on March 1, 2023.
- The State of Maine awarded the CapTel contract to Hamilton on December 31, 2022. Hamilton performed a smooth cutover on January 1, 2023.
- The State of South Carolina awarded the CapTel contract to Hamilton on December 31, 2022. Hamilton performed a smooth cutover on January 1, 2023.
- The State of Wisconsin awarded the CapTel contract to Hamilton on December 22, 2022. Hamilton performed a smooth cutover on January 1, 2023.

- The State of Oklahoma awarded the TRS and CapTel contract to Hamilton on November 2 2022. We began providing CapTel to Oklahoma on November 15, 2022.TRS transitioned on January 6, 2023.
- The State of Indiana awarded the CapTel contract to Hamilton on September 9, 2022. Hamilton performed a smooth cutover on October 1, 2023.
- The State of Oregon awarded the CapTel contract to Hamilton on July 31, 2022. Hamilton performed a smooth cutover on August 1, 2022.
- The State of Vermont awarded the CapTel contract to Hamilton on June 30, 2022. Hamilton performed a smooth cutover on July 1, 2022.
- The State of Minnesota awarded the CapTel contract to Hamilton on June 27, 2022. Hamilton performed a smooth cutover on July 1, 2022.
- The State of New York awarded the CapTel contract to Hamilton on June 27, 2022. Hamilton performed a smooth cutover on July 1, 2022.
- The State of Connecticut awarded Hamilton the CapTel, Equipment Distribution Program and TRS Fund Administration in Connecticut on June 20, 2022. Hamilton performed a smooth cutover on July 1, 2022.
- 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 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 the State Relay Service. Please see **Attachment A** for detailed information regarding Key Personnel and Staff.

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 Commission Clerk in writing whether or not it seeks to extend service by March 1 the year before the current contract expires. For example, if the contract service period is due to expire on February 28, 2028, the provider must notify the FPSC by March 1, 2027, 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:

a. 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, July 30, 2024, and written answers to the questions will be posted in Docket No. 20240043-TP and on the Florida Department of Management Services Vendor Bid System (http://www.myflorida.com/apps/vbs/vbs_www.main_menu) by August 6, 2024. 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 both the technical and price proposals are received by the Office of Commission Clerk on or before August 19, 2024, at 3:00 p.m. EDT.

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.

Hamilton requests that the FPSC keep the following information contained in its proposal Proprietary and Confidential.

- Attachment F – Hamilton Financial Information

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 30 days to cure the breach. If a breach of the contract is not cured within the 30 days, 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 information contained in its proposal Proprietary and Confidential.

- Tab 6, section 5.b – number of outgoing calls for most recent month
- Attachment F – Hamilton Financial Information

Hamilton has uploaded this confidential information to a secure site. An email generated by Beth Slough will be sent to the Contract Manager at the Commission 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 Commission keep the following information contained in its proposal Proprietary and Confidential.

- Tab 6, section 5.b – number of outgoing calls for most recent month
- Attachment F – Hamilton Financial Information

Hamilton has uploaded this confidential information to a secure site. An email generated by Beth Slough will be sent to the Contract Manager at the Commission 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 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 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 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, 2025, 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.

a. Meet answer time requirements - $1,000/day.

b. Meet blockage rate or transmission level requirement - $1,000/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 - $1,000/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.

Such liquidated damages may not exceed the revenue generated for the respective 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. 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.

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.

HAMILTON RELAY

Proposal to Provide Telecommunications Relay Service

FLORIDA

HAMILTON RELAY

Proposal for Telecommunications 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.

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We understand.

2. Scope of Service

The relay service shall be designed to provide the means by which a deaf, hard of hearing, speech impaired, 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 the relay system 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 State 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 yours. 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 State 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 your 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 State
- 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 State.

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. – Waived for CapTel

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. – Waived for CapTel
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, exceeding the 20-minute FCC requirement. 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, if one is available, 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. – Waived for CapTel
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. – Waived for CapTel
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. – Waived for CapTel. (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. – Waived for CapTel
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. – Waived for CapTel
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. – Waived for CapTel
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, Vice President 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.

FCC Minimum Standard	How We Comply
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 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 to follow an established procedure. We respond to all customer inquiries within 24 hours and strive 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 State, we will prepare an application for Renewal of Current Certification for the State to 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, 2023, and ending July 25, 2028.

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 your state. 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 each state.

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 state specific 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 our agile 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 relay service including customer service 24 hours a day, seven days a week. Relay users will be able to place calls from within the State to any point in the world and from all points outside the State to any point within the State. 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)

Interstate and International Calls

We provide interstate and international calling to 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.

Please see further in this Tab in **Section B-32** 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 service. 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.

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 ensure 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, Vice President, 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 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.

Melissa McMahan, State Relay Programs 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 Gifford, 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.

Proficiency

Our CAs have been effectively and sufficiently trained to meet the specialized communications needs of individuals who are deaf, hard-of-hearing, or have difficulty speaking. Every CA must possess clear and articulate voice communications and pass an oral-to-type test at a minimum of 60 words per minute. Our CAs are proficient, not only in their typing, but also in their grammar, spelling, and interpretation of typewritten ASL. They are also very well versed on the culture, languages, and etiquette of individuals who are deaf, hard-of-hearing, or have difficulty speaking.

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

While we use a variety of trainers throughout our training period, our TRS Quality Team is responsible for the overall program, including classroom training and role-play activities. 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.

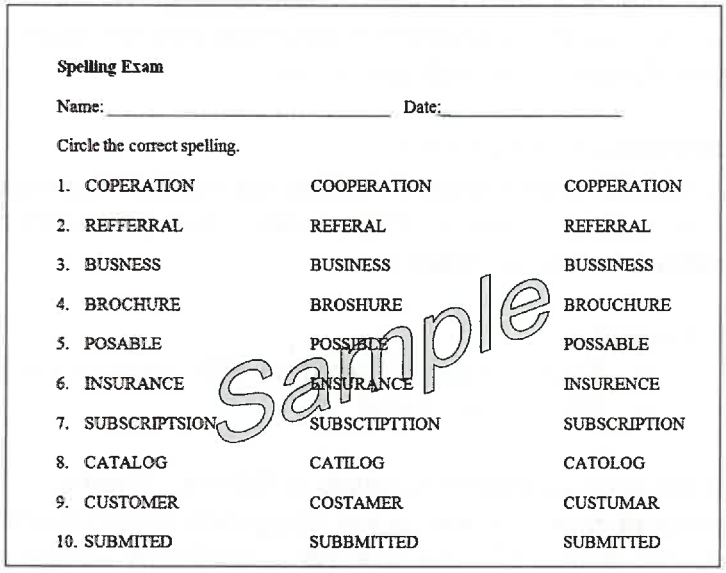
Basic Skills in Reading, Speaking, and Writing English

Prior to employment, every potential CA must meet the necessary proficiency requirements including reading, speaking, and writing English grammar; demonstrating basic spelling; and English grammar skills at a minimum of a 12th grade level. They must possess a high school diploma (or grade equivalent diploma) and are required to demonstrate basic telephone etiquette.

During the application process, we test each applicant for diction; clear, articulate voice communications; and a neutral accent by requiring each prospective 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. Applicants 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. Included here is a sample of the spelling test an applicant must pass before being hired as a Hamilton CA. During the recent pandemic we begam utilizing remote assessments 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 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 words per minute requirement, the CA shall be taken off of live relay calls until further training and compliance can be accomplished.

Ability to TYPE at 60 wpm

We only use CAs who can dependably type 60 words per minute for five minutes. 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 third party TRS Quality Testing (the Cositics TRS Index), our CAs typed at an amazing 80 words per minute with a typing accuracy average of 97.7%.

Hamilton's Procedures for Measuring CA Typing Speed

We administer each applicant pre-hire auditory typing tests to determine their typing speed and accuracy. Our testing procedures are designed to identify applicants who have the ability to reach 60 wpm with a 95 percent accuracy level within a three-week training period. 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. If 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.

Calculating Typing Speed

We calculate typing speed by adding the number of characters typed, with 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

- **Enhancing Keyboarding, Spelling and Grammar Skills**
  To further augment their skills, we provide our CAs with a computer-based typing program for enhancing keyboarding, spelling, and grammar skills. This is a program that CAs can enter at various levels and continue to progress and is a very effective method of self-improvement. We have made computers and space available in our centers for CAs to use this software.

- **Frequency of Typing Tests**
  We conduct standardized typing tests of every CA **every three months.** Each of our Relay Centers also performs 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.

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 correctional facilities, 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, decorum, 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 with four monitorings per month for each CA. A Relay Supervisor and TRS Trainer conduct both formal and informal call evaluations, in which a live call is observed from start to finish and used to confirm quality expectations are being met and maintained. Formal evaluations are scored and tracked for each CA.

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 feedback and 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 to ensure both minimum typing requirements of 60 WPM and 95% accuracy. Annual 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 on every employee who processes TRS calls.

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 now working from home, which means that side-by-side monitoring is not possible. Instead, more frequent informal monitoring (or partial call observation) is 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, disciplinary action, warnings, and/or 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 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.

As you consider other proposals, we ask you to recognize the outstanding, industry leading call quality that we provide. Based on the results of the 2024 TRS Performance Index, we are pleased to announce that Hamilton CAs continue to stand out.

Third Party Quality Assurance TRS Testing

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We ask you to recognize the Outstanding, Industry-Leading Call Quality that Hamilton provides.

As you consider other proposals, we ask you to recognize the outstanding, industry leading call quality that we provide. Based on the results of the 2024 TRS Performance Index, we are pleased to announce that Hamilton CAs continue to stand out.

We lead the industry, either outright or statistically equivalent, in the following KPI:

- **Connect time** (Having the fastest connect time means Hamilton Relay users spend less time waiting to connect to a CA. Hamilton has had the fastest connect time for seven years in a row.)
- **Average Typing Speed**
- **Average typing speed of 60 or more WPM**
- **Calls with greater than 95% accuracy**
- **Percentage of calls typed at or above 95% accuracy and 60 plus WPM**
- **Conversation time**
- **Session time**
- **Spelling errors**
- **Overall Customer Care (calls handled correctly)***
- **Typing accuracy at 97.8% – this while typing at an average of 80 WPM**
- **Spoken accuracy**
- **Typing accuracy**
- **Average number of words added/changed**
- **Fewest missing words**

*Overall Customer Care evaluates: 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.) If any unacceptable Care behavior is demonstrated at any time throughout the call, the call is considered "not cared for".

The Customer Care process measures on an array of specific CA behaviors that detract from the customer's experience. A few examples include:

- **CA asks for the same information multiple times**
- **CA fails to recover from technical issues in an appropriate manner**
- **CA does not open or close the call appropriately, including providing their CA number**
- **CA speaks in a monotone or rude tone, or types in an unclear manner**
- **CA does not appropriately acknowledge**

We go to great lengths to ensure an outstanding quality of service experience for our users; setting the pace in accurate call processing.

The results verify that year over year, Hamilton continues to lead the industry in providing high quality, accurate call processing.

Passed Calls: This KPI epitomizes the Perfect Call, so we are extremely excited to be able to say our customers can expect some of the highest levels of accuracy, speed and overall Customer Care the industry has to offer.

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 confidentiality and 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.

Trainees are asked to address relay situations that make them feel uncomfortable and learn strategies to handle personal feelings. Hypothetical situations are presented and discussed in which trainees immediately apply these principles.

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.

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.

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 variety of 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. We retain documentation of this testing for auditing purposes.

Part of the exam process is performance based – the CA must successfully complete several relay call scenarios. All other sections are quantifiable. The exams measure skill levels in:

- Typing
- Spelling
- Dictation
- Relay procedures
- Characteristics of ASL as it may be reflected in the written language of TTY users, cultures of those who are deaf, hard-of-hearing, or have difficulty speaking
- Ethics and confidentiality
- Professional judgment

A CA who cannot pass this examination within the probationary period will not be utilized as a relay CA. To ensure CAs do not "learn" the test, tests are not available to CAs prior to testing (tests are kept under lock and key) and portions of the tests are changed routinely.

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 B.5** above, our CA training includes the following.

Training Plan

Before taking the first call, our CAs are provided with some of the most comprehensive and in-depth training in the industry, preparing them to relay calls in a fashion that not only exceeds FCC standards but also satisfies the relay user. Utilizing a detailed day-by-day schedule for our initial training period, our CAs are extremely well prepared to meet the specialized needs of relay users.

While we use a variety of trainers throughout our training period, our TRS Quality Team is responsible for the overall program, including classroom training and role-play activities. 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.

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.21.**

- Relay Centers
- Relay Access and 711 Numbers
- Confidentiality Agreement and Code of Ethics
- Employee Responsibilities
- Scheduling Information
- Lockers
- CA Responsibilities
- Relay Floor Decorum
- Basic Call Processing
- TTY
- Voice
- VCO
- HCO
- Two-Line VCO and HCO
- Other Miscellaneous Call Types
- International Calls
- Customer Care/Complaint Handling
- 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, "(State) TRS CA # _____ (m/f) T NBR PLS Q GA" or voices to the non-TTY user, "(State) Relay CA # ____ Trainee. Area code and number to dial please."

Upgraded Workstations

Having the best trained CAs starts with ensuring they have the best tools, including our upgraded workstations. Our innovative, agile 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

Additional CA Training

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 a monthly basis or more often if necessary; 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, and 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.

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, we teach our CAs 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.

We dedicate a great deal of training on how to translate ASL to conversational English or Spanish. We utilize videos, manuals, observation and a variety of role play scenarios to practice these skills. Additionally, every CA receives a manual covering syntax during Translator/Interpreter Certification during week 2 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 include in-depth information on the 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.

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 has added to and improved 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 also receive an 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.21** 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.

Relay Culture Training

All our relay staff, including management, receives 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 Relay Culture & Sensitivity Trainer and their Supervisor are 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 Relay Culture & Sensitivity Trainer 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.

- **Melissa McMahan**, State Relay Programs Manager. Melissa is responsible for contract management between Hamilton Relay and multiple state clients. In addition, Melissa serves as the ASL Translation Quality & Training Coordinator and provides oversight of the ASL Translation Training provided to all Hamilton OPR/CAs. Melissa is a Child of Deaf Adult (CODA) and a Deaf Parented Interpreter (DPI) with ASL as her primary language.

- **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 definitions
- 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
- The invention of the TTY
- The Americans with Disability Act
- Individuals with Disabilities Education Act



Thomas Hopkins Gallaudet & Alice Cogswell

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 Advisory Boards and Commissions, 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, your state relay service will be among the best in the nation.

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

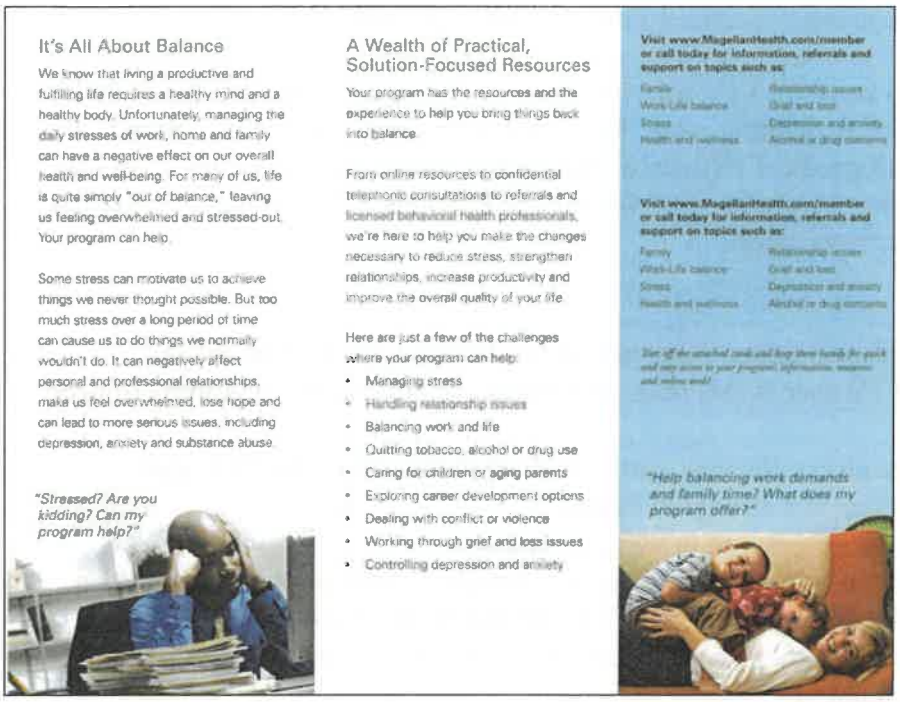
We understand the importance of CAs being able to talk about their emotions and to develop tools to cope with their feelings. For this reason, we encourage CAs to discuss their emotions and frustrations with supervisors, who have had special training in dealing with emotional or difficult calls.

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.



It's All About Balance

We know that living a productive and fulfilling life requires a healthy mind and a healthy body. Unfortunately, managing the daily stresses of work, home and family can have a negative effect on our overall health and well-being. For many of us, life is quite simply "out of balance," leaving us feeling overwhelmed and stressed-out. Your program can help.

Some stress can motivate us to achieve things we never thought possible. But too much stress over a long period of time can cause us to do things we normally wouldn't do. It can negatively affect personal and professional relationships, make us feel overwhelmed, lose hope and can lead to more serious issues, including depression, anxiety and substance abuse.

"Stressed? Are you kidding? Can my program help?"

A Wealth of Practical, Solution-Focused Resources

Your program has the resources and the experience to help you bring things back into balance.

From online resources to confidential telephonic consultations to referrals and licensed behavioral health professionals, we're here to help you make the changes necessary to reduce stress, strengthen relationships, increase productivity and improve the overall quality of your life.

Here are just a few of the challenges where your program can help:

- Managing stress
- Handling relationship issues
- Balancing work and life
- Quitting tobacco, alcohol or drug use
- Caring for children or aging parents
- Exploring career development options
- Dealing with conflict or violence
- Working through grief and loss issues
- Controlling depression and anxiety

Visit www.MagellanHealth.com/member or call today for information, referrals and support on topics such as:

Family — Relationship issues
Work-Life balance — Grief and loss
Stress — Depression and anxiety
Health and wellness — Alcohol or drug concerns

Visit www.MagellanHealth.com/member or call today for information, referrals and support on topics such as:

Family — Relationship issues
Work-Life balance — Grief and loss
Stress — Depression and anxiety
Health and wellness — Alcohol or drug concerns

Tear off the attached card and keep these handy for quick and easy access to your program, information, resources and online tools!

"Help balancing work demands and family time? What does my program offer?"



It's Your Life

We can help you live it—better!

Employee Assistance Program
For Professional Consultation
Call 1-800-523-5668
For TTY Users: 1-800-882-7610

MagellanHealth.com/member

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.

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.

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.

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 (State) 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.**

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.

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 including but not limited to: (baby crying in bkgd) (car honking in bkgd) (dog barking in bkgd) (music in bkgd) (water running in bkgd) (sirens in bkgd) (talking in bkgd) (talking to another person) 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 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 indicate to the TTY users that another voice person has become involved in the call. They also immediately identify the gender of the new party, and again each time there is a change in callers. Gender identification is also included on message processing systems.

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.

Comments Directed to the CA

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 Parentheses

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 10 minutes before allowing a change in CAs. For STS calls, the CA must stay on the line a minimum of 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.

Change of CA During a Call

We comply with the State and FCC's requirement regarding change of CAs for all forms of Relay including TRS, STS and CapTel. We adhere to the 10-minute requirement prior to changing TRS and

CapTel CAs, and our replacement policy for STS CAs continues to require a 30-minute period before replacement, exceeding the 20-minute FCC requirement.

In the event of any call take over (CTO) our goal is to minimize disruption to our customer. The CA keeps both parties informed during this process. Several examples where a CTO may occur are; a CA has been on a call for at least 30 minutes and is at the end of a shift; a CA needs urgent relief; or the CA has been on a call over 2 hours and feels fatigued.

Change of a STS CA

Our 30-minute requirement prior to changing STS CAs exceeds the FCC's 20-minute requirement. Our STS CAs truly care about STS consumers and are willing to stay with a call until completion even at the end of a shift, at lunch time or break time. STS CAs understand the difficulties involved in changing CAs and only request a relief under emergency circumstances.

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.

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. We relay all conversations verbatim.

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 never place any restrictions on the length or number of single or sequential calls placed by customers through the relay service. 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.

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.

CA Gender Request

When requested, CAs will switch a call to another CA who is of the gender requested by the caller, if one is available, and retain the CA of that gender throughout the relay call. Our CAs do not ask for an explanation of why a switch was requested. As an added benefit, 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 now 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 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.

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").

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.

Profile Field	*Information Purpose*
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.
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.

Profile Field	*Information Purpose*
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	Relay 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.
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 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 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.

Profile Field	*Information Purpose*
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 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 relay users, we will utilize the current State Relay toll-free Spanish number for Spanish relay calls. 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 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 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.

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 relay users can be implemented. Copies of our Pledge of Confidentiality and confidentiality policy are available at no cost to relay users.

Remote Worker Confidentiality

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.

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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.

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.

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 in order 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.

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 State.

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 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, and HCO-to-HCO.

We provide HCO, two-line HCO, HCO to TTY, and HCO to HCO 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 **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 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.

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. Our reporting team generates a *Patterns Report* and *Prison Calls Report* each day to monitor suspicious calling patterns. We work in collaboration with correctional facilities and inmate calling services telephony providers to ensure accessibility for people who rely on relay to make phone calls and also to prevent misuse of relay by

hearing inmates. As clarified in the FCC's September 5, 2022, Report and Order (FCC 22-76), Inmate Calling Services are prohibited from collecting any charge on any party for TTY-based TRS calls.

CAs Stay on the Line Until Both Parties Have Disconnected

Our CAs typically stay on the line until both parties have disconnected. There are very few scenarios in which a CA will disconnect a relay call:

- Caller not responding, or not giving a number to dial. If a caller asks the CA to hold while looking up a number, the CA waits for 30 seconds. After asking the customer if they're still there, the CA pauses for another minute. If there is still no response, the CA follows the disconnect procedure in which the CA logs the call with the date, time, and reason for termination.
- Caller behaving inappropriately towards the CA

If a caller wants to make a complaint or compliment, the call is transferred to Customer Care for processing.

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.

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 a 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.

fRemote/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.

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 24 hours a day, seven days a week in both English and Spanish. 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)

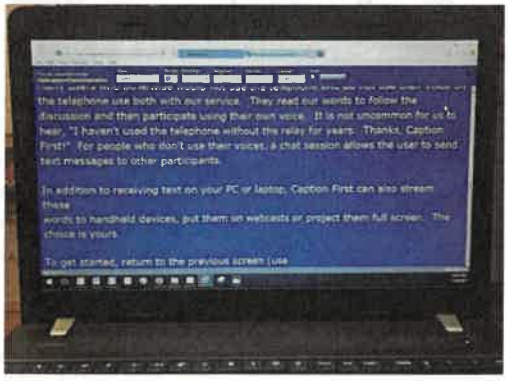
Caption First Mission & Vision

"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.

> *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*

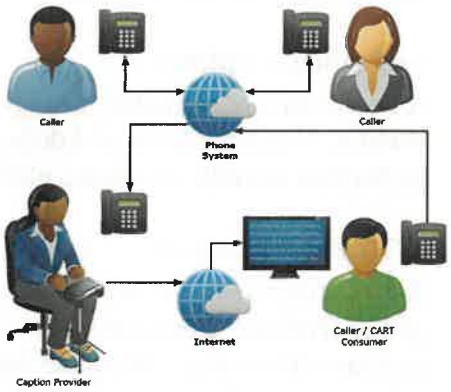
The vision of Caption First is to be the best and most well-respected CART, captioning and transcription company as defined by its successful clients, satisfied employees, quality vendors and caring owners. We use as our tools the latest technology, highly skilled professionals and ethical business practices. 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 or high quality audio, 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 State, Relay users may request RCC services by completing an RCC Scheduling Request Form on the State Relay website or by calling RCC Customer Service. Unedited transcripts are available immediately.

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 by clicking the "Transcript" button on the webpage.
- RCC reports are provided with the monthly reporting package.

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 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. Individuals who have difficulty hearing on the phone and who can speak for themselves compose the largest segment of the population who benefit from RCC.

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).

All 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 or CRC – Certified Realtime Captioner.

> "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)

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.

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!

RCC Enhancements

As we continue to see RCC service gaining relevance and reliance, it has afforded us the opportunity to gather feedback from our states. We want you to know that feedback is a critical part of creating process efficiencies. We have had many internal conversations to determine how we can continue to enhance our RCC service for our states. As a result of recent RCC strategic planning meetings, we have implemented the following new features in our RCC product offering.

The State will have the right to establish and modify guidelines that will specifically outline rules for RCC usage. The guidelines will distinguish between allowable and disallowable RCC calls. For example:

- Define what type of webinars are acceptable and those that are unacceptable
- Define a time limit or maximum duration
- Define who is eligible to access RCC (i.e. individual person, specific organizations, can government agencies use it, etc.)

Once these guidelines are established, we will collaborate with the State on an outreach and marketing campaign to educate the public.

Other State Requested Enhancements:

We recently completed a number of enhancements to the RCC request form so as to offer the best user experience possible. Recent enhancements include:

- We added an attachment feature that allows requesters to upload supporting documents that are related to the RCC event. Once uploaded, the Captioner has the ability to review and access the file during the scheduled RCC event.
    - Specific file types for uploading include Text, PDF, MS Word, MS PowerPoint, Open Document Text, or Open Document Presentation.
- Additional field to input information pertinent to the RCC call.
- Check box to determine if the RCC requester is the call host or a call participant.
- Question to determine the minimum number of participants in the call.
    - "Does your meeting include three or more participants?"
- Updated self-certification language.
    - "(State) Relay is a free public service for individuals who have difficulty using a standard telephone. By submitting this request, you certify that a resident of (State) participating requires relay services to effectively communicate over the phone."
- Approval Option – if chosen by the State, this feature will not be seen by the RCC requester and will go directly to the State's designee.
- The process we implemented is as follows:
    - RCC request is made via your State RCC Request form.
    - State Administrator or designee receives an email alerting you to the new request.
    - A smart form will be embedded within the email you receive with an approval and disapproval option.
    - State Administrator or designee has the ability to review the RCC request and with one-click approve or disapprove the request based on authorized state-specific RCC request criteria.
        - If the RCC request is approved, an automated confirmation email will be sent to the requester as well as an email with the RCC request details will be sent to our subcontractor to schedule the RCC event.

- If the RCC request is denied, an email will be sent to the requester, indicating that the request does not fit the established criteria for authorized RCC events within the (State) Relay program.
- If selected by the State, is an optional feature whereby an RCC request can be auto approved if the request is not acted on within a preselected amount of time.

- The new RCC enhancements come complete with an updated RCC report to reflect the time of the scheduled event as well as the time of the cancellation, if applicable.

RCC rates include the following:

- After-hours, weekends, and holidays and Spanish language
- Billed for a minimum of one hour
  - After the first hour minimum, RCC is billed on 15 minute intervals and is based on the actual time that a captionist is involved in any part of the conference captioning
- Cancellation deadline is:
  - One full business day for events of less than four hours
  - Five full business days for events of four hours or longer or multiple-session events
  - Ten full business days for Spanish events
- A call cancelled on or after the cancellation deadline is billable for the scheduled time

RCC is for group calls such as teleconferences, webinars and trainings over the telephone.

RCC uses Communication Access Realtime Translation (CART) service to deliver captions over the Internet. The RCC writer joins the conference call by calling the telephone 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.

Because the RCC writer joins the telephone conference bridge in use for the particular phone 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.

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.

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 agile 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 state relay service 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 an 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, an 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. 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.

21. 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.

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

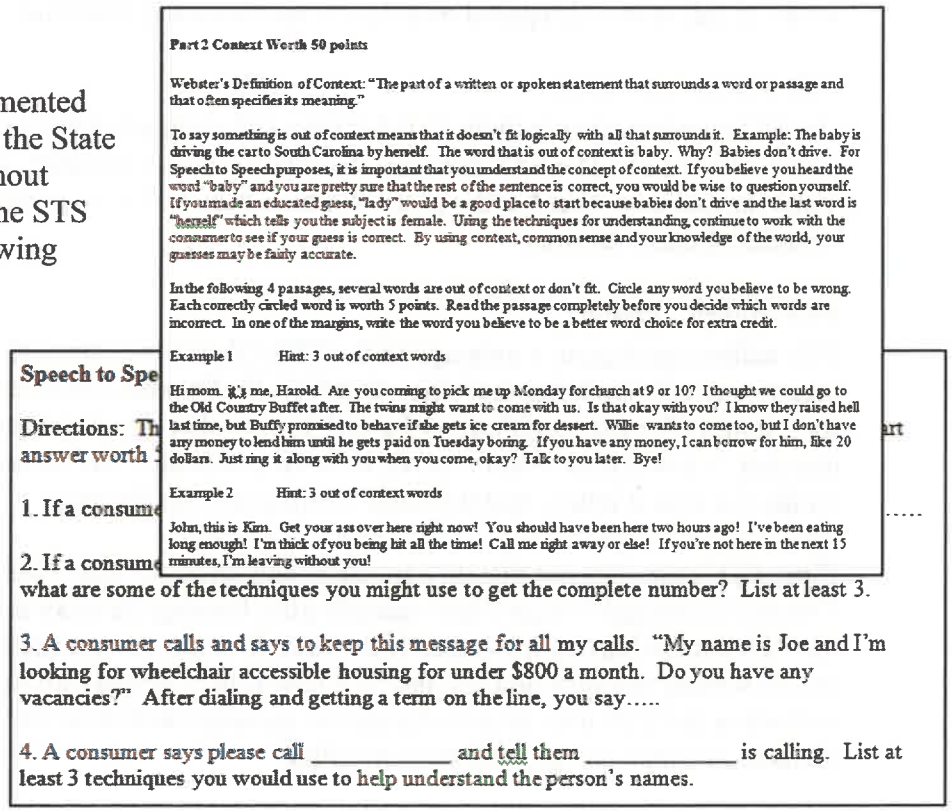
Before processing STS calls, each STS CA is tested to measure their ability and are retested quarterly. These assessments consist of audio tapes designed to measure the CA's ability to understand a variety of speech patterns. The assessments also include a written test designed to measure understanding of STS policies and procedures, and their ability to apply them to specific situations. Please see sample tests below.

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 Spe

Directions: Th art
answer worth

1. If a consume .....

2. If a consume
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.

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 the State Relay Service 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 profile preferences contained in the Profile Database section in this RFP 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

Our 30-minute requirement prior to changing STS CAs exceeds the FCC's 20-minute requirement. Our STS CAs truly care about STS consumers and are willing to stay with a call until completion even at the end of a shift, at lunch time or break time. STS CAs understand the difficulties involved in changing CAs and only request a relief under emergency circumstances.

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 User Training Line

The STS User Training Line (STS UTL) 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 the State and/or intend to use the STS Service with a State 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 optional feature is available at the same rate as our standard STS service.

Visually Assisted STS

The purpose of Visually Assisted STS (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 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 use highly trained and skilled STS staff to process VA STS calls. This optional feature is available at the same rate as our standard STS service.

STS 711 Calls

STS providers are required to ensure that STS users have the same ease of connection through 711 as other TRS modalities. Hamilton is in compliance with this rule as our technology automatically routes a STS user to an STS CA when dialing 711. This is available via the customer profile.

The FCC rules also require the TRS CA to transfer the STS user to a STS CA without requiring additional steps of the STS user (for example, if a TRS CA answers a 711 call and the caller is a STS user). Hamilton is also in compliance with this rule. When STS users reach TRS CAs after dialing 711, Hamilton TRS CAs connect the caller directly to a STS CA without requiring the user to do anything further.

22. 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.

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 the relay service, gives the 800 or 900 number to the CA and the call is processed as a standard really call.

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 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.

23. 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.

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.

24. 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.

25. 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. This type of activity is documented on an observation sheet and on a disconnect sheet.

26. 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

We partner with Bandwidth, a national provider of emergency calling telephony services. We ensure that relay users are efficiently and effectively 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.

PSAP Database Redundancy

We have redundant connections to Bandwidth in order to reach their PSAP database. In the event that Bandwidth should experience technical difficulties that prevent us from reaching their database, we have access to backup copies of the database. These multiple layers of redundancy ensure that Relay users' emergency calls are connected to 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.

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.

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 relays 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.

27. 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 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 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.

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.

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.

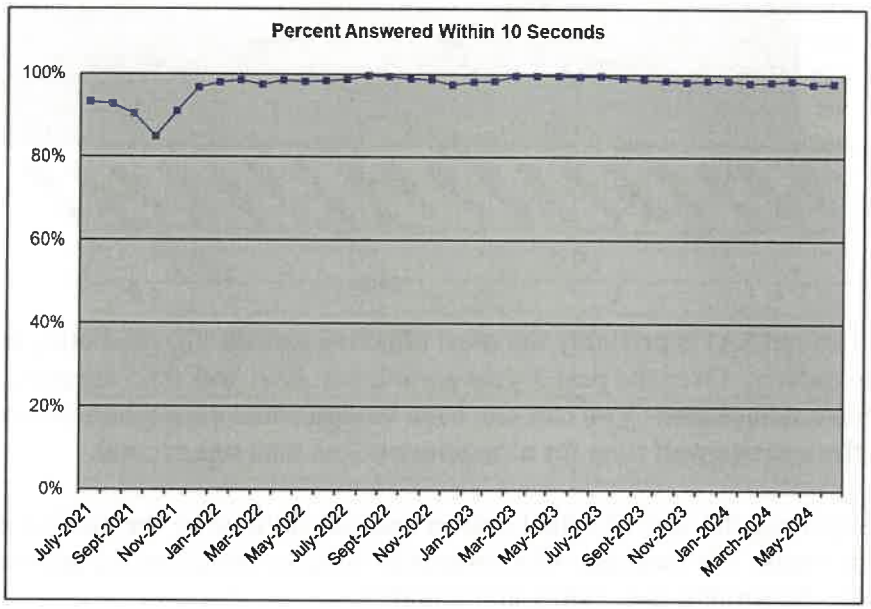
28. Answer Time

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.

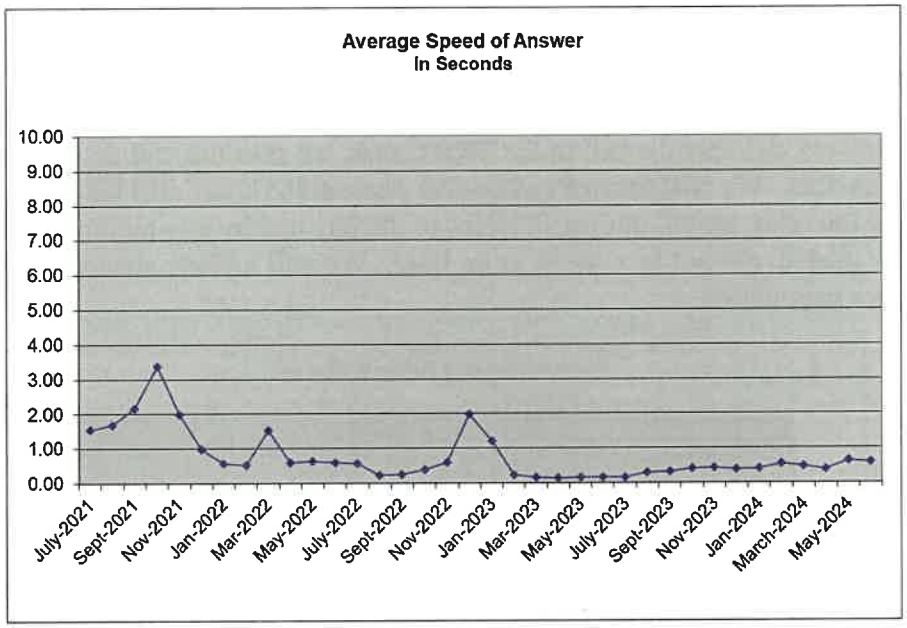
85/10

We begin measuring Average Answer Time from the moment a relay call arrives at our relay switch (i.e. in the TRS center's network). As soon as the relay equipment accepts the call from the LEC and the public switched network delivers the call to the TRS center, we start our call detail record process to capture answer time data. We will answer eighty-five percent (85%) of all TRS calls within 10 seconds of the call entering the relay switch during all times of the day and by any method that results in the call being immediately placed, not put in a queue or on hold. We will include abandoned calls in this daily answer performance calculation.



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. This waiver expired on June 30, 2022.

In spite of this waiver, our team works diligently every day to answer 85% of calls within 10 seconds. Answer performance on several occasions during the pandemic 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 97% of all calls within 10 seconds daily even though several of those years were in the midst of a pandemic.



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 0.85 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 less than one second.

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, our agile 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 State 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.

We are delighted to offer this unmatched quality of answer performance, which will greatly benefit the relay users across the State.

29. 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 the relay system 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 agile 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.

We ensure the State that our equipment is compatible with industry-wide standards and that all transmission circuits meet FCC interexchange performance standards for circuit loss and noise. For more details, see further in this Tab in **Section B.32.**

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.

30. 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.

31. 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.

32. 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 worksite 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 network connections.
- For redundancy purposes, all call centers can operate off the ACD and switch equipment in either switching facility via redundant network connections.
- Incoming relay calls enter our relay network and are then connected to workstations in any Hamilton facility. This all happens instantaneously. 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. The relay user initiates a call by dialing 711 or a designated toll-free number and the call is transported via the Public Switched Telephone Network and our interconnected VoIP provider to arrive at either of our switches at which time calls are routed to the first CA available for processing. As technology evolves, we will update our system accordingly.

- **Step One - TTY or Voice Caller Calls the Relay Service:**
  The initial toll-free 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 using SIP protocols over VoIP connections, determined by routing rules defined by Hamilton at the IXC level. If the call cannot be delivered to the intended switch, it will automatically and instantly be delivered to Hamilton's other switching facility. TRS calls can be routed to any Hamilton relay call processing location.

- **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 matrices that are fully redundant to ensure reliable performance, and expandable to accommodate future growth. 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 hardware, software, or network failure.

- **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. Our databases run on virtual machines, which reduces risk associated with hardware failures and provides automated recovery from most common failures. This ensures 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.

A separate 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.

Our network has sufficient capacity to accommodate all inbound and outbound traffic for your state traffic. We maintain network bandwidth well beyond what is required to support current traffic in order to ensure we can handle expected and unexpected spikes in volume.

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 your state 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, and Digital Signal Processing service 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 agile 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

Relay Service users will be able to place calls from within the State to any point in the world and from all points outside the State to any point within the State.

We provide functionally equivalent network access for our relay users including:

- Local calls originating and terminating within the State
- Intralata, interstate calls which are considered local – Billed to the Interstate TRS Fund
- Intralata calls originating and terminating within the State
- Interstate calls that originate within the State and terminate outside of the State – Billed to the Interstate TRS Fund
- Interstate calls that originate outside of the State and terminate in the State – Billed to the Interstate TRS Fund
- Interstate calls that originate outside of the State and terminate outside of the State – Billed to the Interstate TRS Fund

Relay users in the State 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.

Roaming

We have recently encountered an issue in TRS where a user cannot place outbound calls through a state relay due to porting their telephone number. Specifically, the user is physically located in State A but using a phone with a State B number to place calls through State A Relay.

Roaming enables relay users physically located in your state, but with phone numbers ported from another state, to dial 711 and access your state relay service for calls to other states. Our system identifies these as "roaming" calls, which will be billed to the state. Previously, the caller's ANI (phone number) was always within the same state. With number portability, a person can now "port" a phone number anywhere in the U.S. Providing roaming ensures functionally equivalent access for all relay users.

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.

Agile 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

HAMILTON RELAY

Proposal to Provide Telecommunications Relay Service

FLORIDA

Tab 6
Technical Bid Proposal Format

HAMILTON RELAY

Proposal for Telecommunications Relay Services

Florida

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 relay 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, agile 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 geographically dispersed call processing locations, alternate switching of calls and the provision of redundant circuits to geographic areas. Our alternate routing plans are designed to ensure continuous service to the relay service under "back-up" conditions and to ensure that 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 locations for overflow purposes if we are experiencing long queue times in any one location. No calls are dropped during this process. "The Overflow Procedure" with the use of alternate locations 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, state TRS traffic will reach a Hamilton relay switch for call processing. This type of configuration assures network reliability and resiliency for relay users 24 hours a day.
6. We also have redundant connections between our switches and all of our call locations. If any location were to become non-operational, traffic would automatically route to unaffected locations.

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 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 was 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 had tiered plans 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 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 provided outreach through webinars and other online activities while we continued to plan future outreach events.
- We communicated 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 effect 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 requirements, 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 continued to listen to our states and worked 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 effort to keep our customers informed, we posted customer notifications on the Hamilton Relay website.

Likewise, the dial-in voice message stated, "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."

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.

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 State can be assured that we have a tested plan in place and that we are committed to providing continuous service to 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 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 affected their ability to continue operating safely in the building.
- **January 2020 Winter Storm Isaiah**
  On January 8, 2020, we 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. Severe weather associated with this storm also impacted 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

1. *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.*
2. *We immediately rerouted calls to our other unaffected centers.*
3. *60 CAs temporarily relocated to our other centers*
4. *By January 23, 2017, we opened two temporary Centers in Albany while we rebuilt our existing Albany center.*
5. *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.

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.

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.

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 Tab for information on our use of alternate switching of calls and the provision of redundant circuits to geographically dispersed areas.

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.

33. 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 call processing locations. 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

We supply a courtesy message after three rings, to inform callers that they have reached the 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.

34. 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. We can route Relay traffic to any available Relay call processing location.

We know that our process for projecting staffing for each hour of each day will meet and exceed the FCC and State 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.

We will provide a full contingent of management and supervisory personnel on a company-wide basis to oversee all our call processing locations.

Service Expansion

An increase in volume is unlikely and not realistic. Following a nation-wide trend, your TRS volume has steadily declined. We expect the trend of decreasing volume to continue.

35. 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 Hamilton, your state 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, agile 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 Mobile CapTel allows users to use an iOS or Android mobile device to place and receive calls with captions. Hamilton Web CapTel allows users to use their computer to place and receive calls with captions.

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 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, agile 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.

Plans to Inform the State of Technological Advances

We will work to ensure that enhancements are cost-effective for the State and will notify the State of our intent to make technological improvements to our system. We will inform the State 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 our relay service so as to achieve functional equivalency. As a 120-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, Vice President and Chief Operations Officer of Hamilton Relay, Dixie Ziegler is responsible for managing every aspect of the Relay business line. Dixie started at Hamilton in 1994 and plays an active role in delivering new products and services to consumers. With her 25 plus years of corporate leadership, she is responsible for the management of all areas of the Relay business lines. She oversees regulatory compliance, contract and financial management, operations, technical, marketing, customer care, and outreach functions.

  Dixie has represented Hamilton at the National Association of State Relay Administrators, Telecommunications for the Deaf Inc., National Association for the Deaf, Hearing Loss

Association of America and at other national relay activities. Dixie has 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. Dixie was selected by the Chair of the Consumer Advisory Committee to serve as the TRS Subcommittee Chair. In addition, Dixie has served six terms on the Disability Advisory Committee as IP CTS Working Group chair.

- Beth Slough, Director of Account Management and Compliance, 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 her second term 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
  - Communication Access for individuals with Disabilities during the Pandemic
  - Real-Time Text Deployment in Wireline Networks

  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 State. We are pleased to offer the State 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.

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)

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.

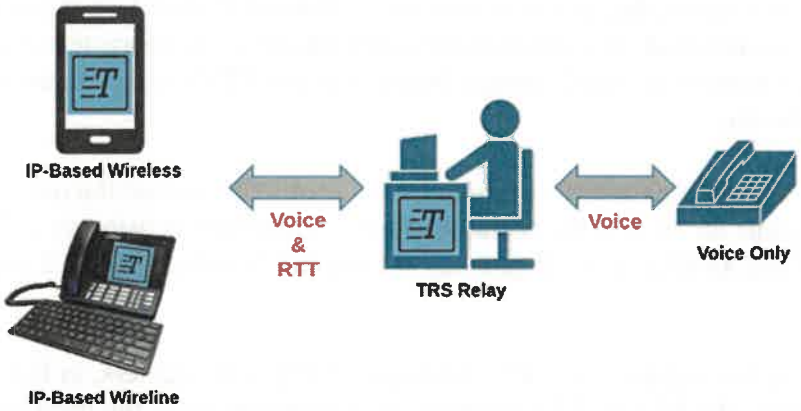
RTT is communicating using text that is the closest to voice communication. In fact, when RTT is fully mainstream, it will be solving one of the biggest accessibility problems of Internet communications for people who are deaf or hard of hearing!

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.

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 State.

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.

Our Vision for RTT in TRS



We support all required and optional features of RFC4103, including the optional feature called "cps" or "characters per second." This feature enables our RTT platform to determine an appropriate transmission and reception rate of text characters on a call by call basis with an end-user device. This feature, if also supported on an end-user RTT device (such as a device with a Braille display), enables our platform to rate-limit transmission to a speed appropriate for the end-user device, without involving any manual control by a Communication Assistant. Alternatively, if an end-user RTT device does not support "cps," our CAs can manually control the transmission rate of text to an end-user device.

With respect to block mode, we can receive RTT transmissions that are either in block mode or character by character. Our RTT platform supports both block mode and character by character mode.

Call Modes

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 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. Testing between Hamilton and several wireless carriers is in progress, and we 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. An 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 hands 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.

We believe 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.

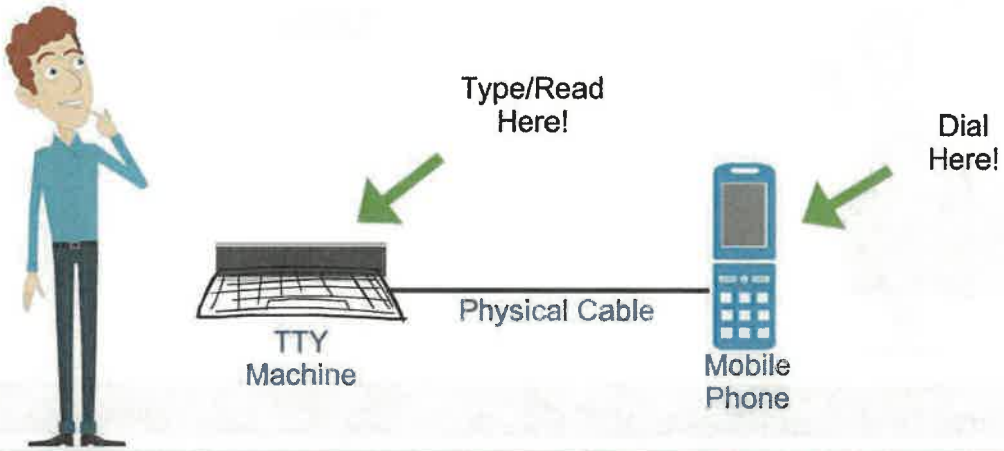
We recognize that the previous description is very technical in nature. The following graphics simply illustrate how RTT works.

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



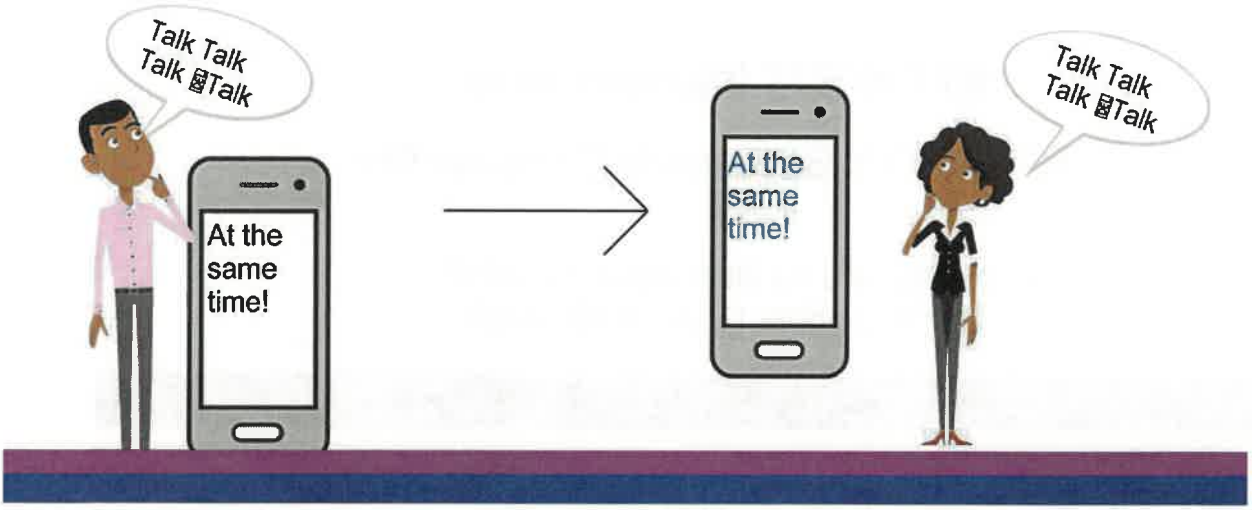
This is potentially great news for consumers because very few people actually use a TTY machine with a mobile phone today.

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

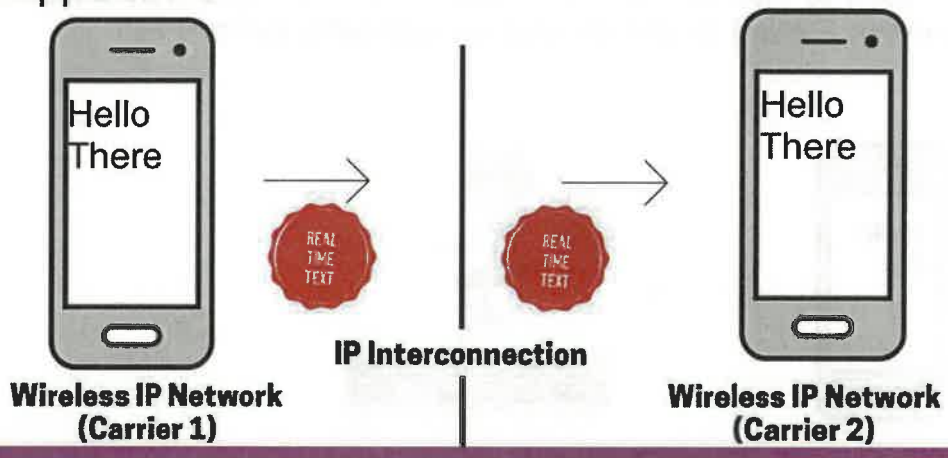
RTT to TTY Backwards Compatibility

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)



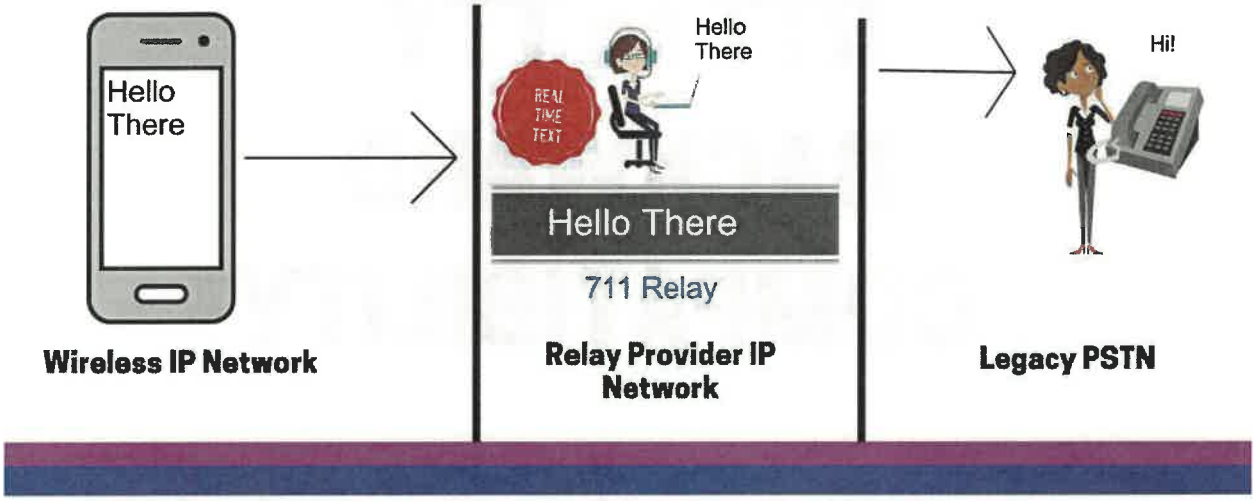
RTT Interoperability

Carriers also need to interoperate RTT with TRS Providers who support RTT (i.e. Hamilton Relay) to deliver and accept calls to/from 711

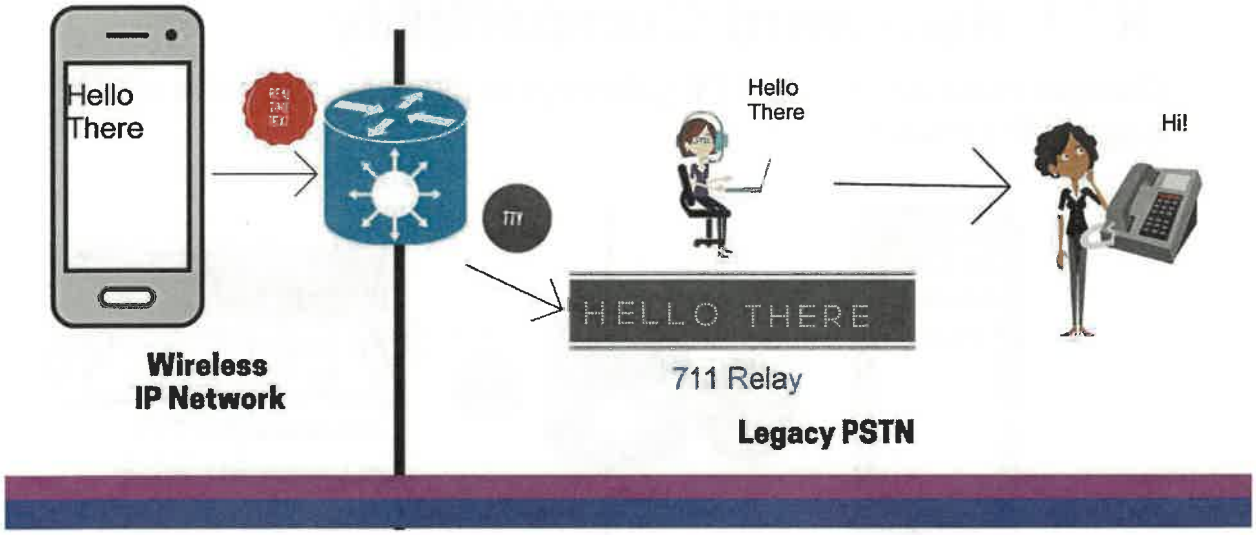


RTT Interoperability

This ensures that TRS users receive the benefits of RTT for "RTT to Voice" calls



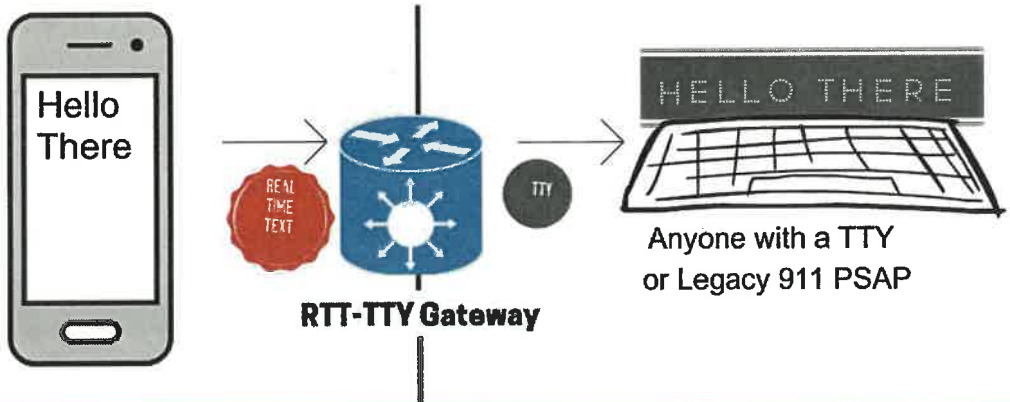
Otherwise, Relay via a RTT-TTY gateway would be slower, more expensive, and less functionally equivalent than Relay should be for "RTT to Voice" relay calls.



RTT to TTY BACKWARD COMPATIBILITY

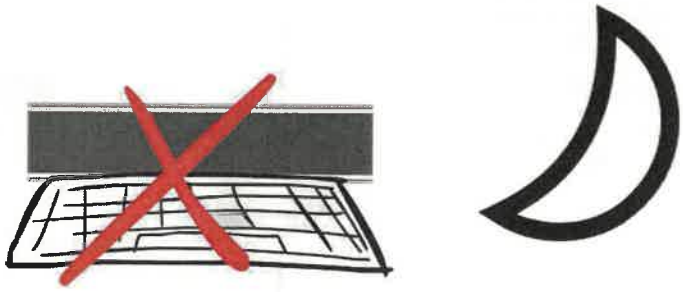
RTT Backward Compatibility

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?)



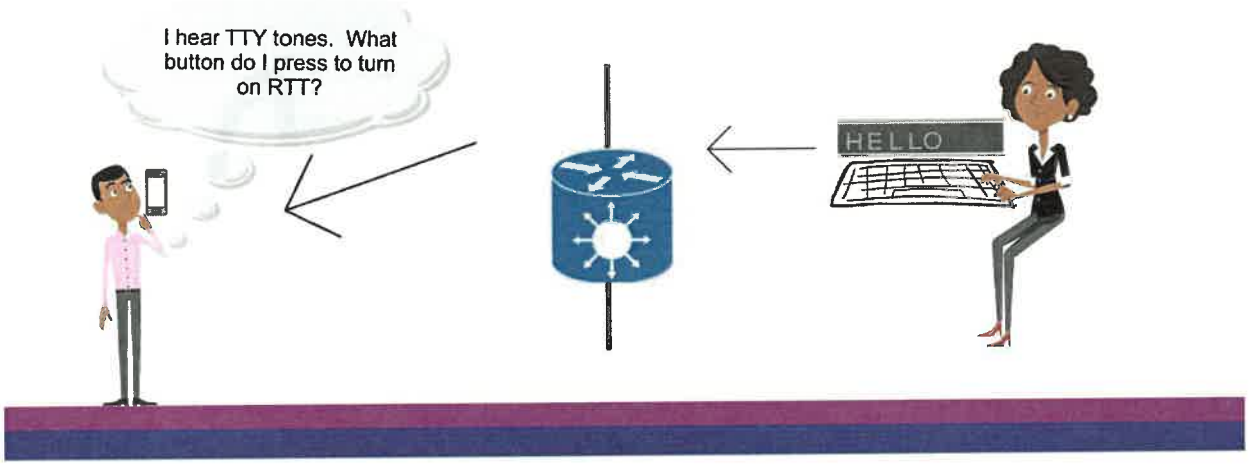
RTT Backward Compatibility

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

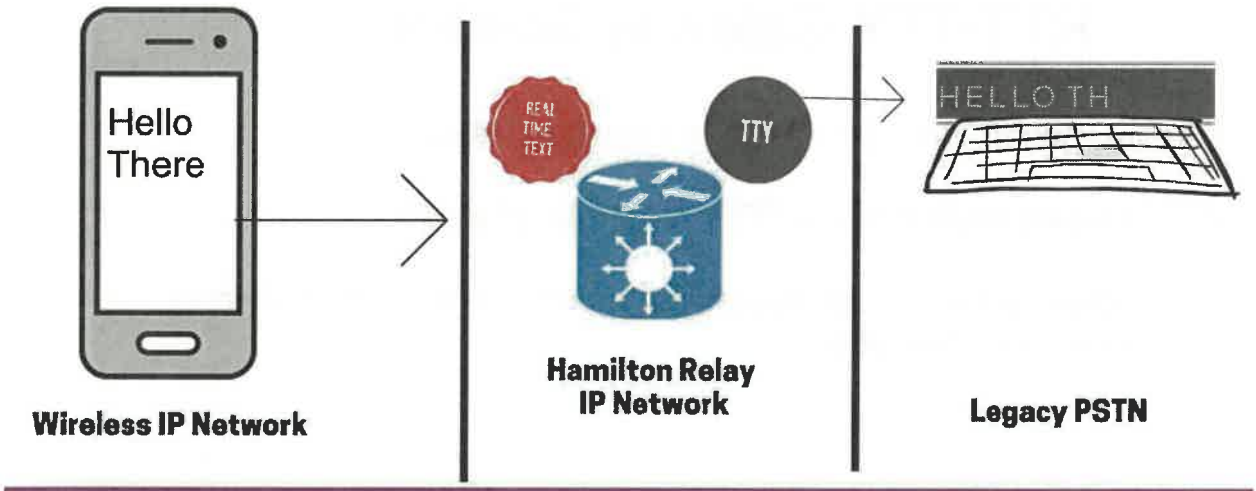
Pros:

1. Gateways allow RTT devices and TTYs to 'talk.'
2. Gateways enable direct dialing.

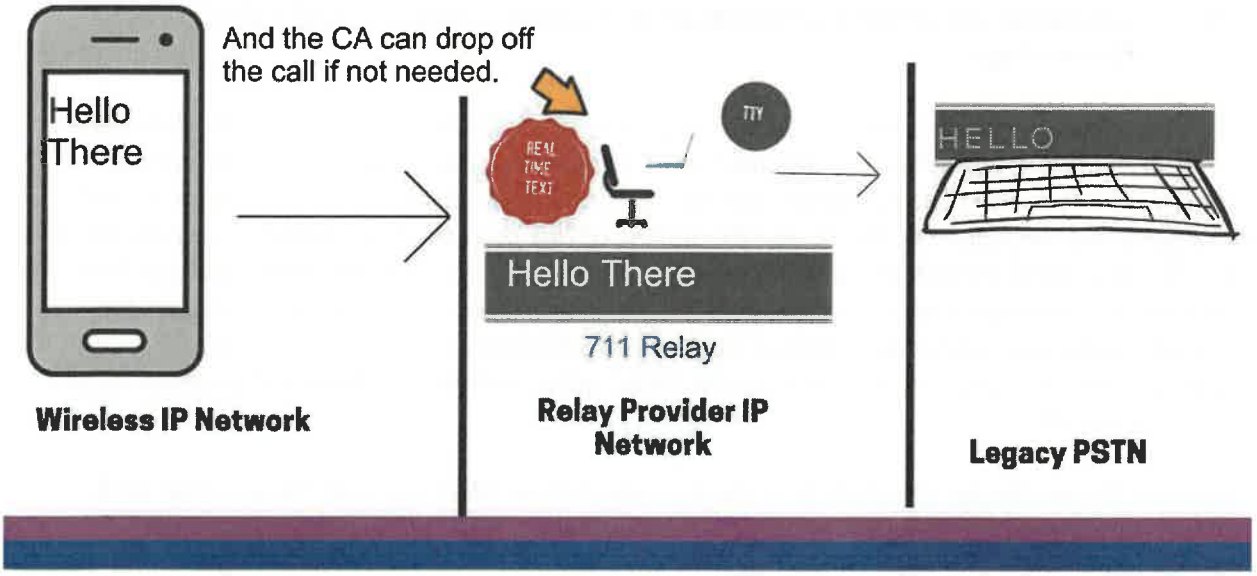
Challenges:

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

If the FCC Takes Jurisdiction Over RTT

It is important for the State to recognize that if at some point in the future the FCC deems that RTT is an Interstate Service (or a form of Internet Protocol TRS) with federal jurisdiction, the FCC regulation will supersede this contract and as a result, the RTT requirements in this contract will cease.

36. 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.
- Formal Surveys: Annual surveys are distributed via Hamilton Relay's newsletter, The Relay Connector. Results are analyzed for trends.
- Community Engagement Meetings: We conduct Community Engagement 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 do our training programs, policies, and procedures. This ensures we are constantly providing the type of relay service desired by the users of your relay service.

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 our relay service is invaluable to us as we continue providing the best, most user-friendly Relay and CapTel service in the country.

Contact Us

Contact Topic*
- ☐ Relay Services
- ☐ Equipment
- ☐ Resources
- ☐ Customer Profile
- ☐ Relay Friendly Business
- ☐ Other (General Contact)

Name* First Name | Last Name

Title

Business or Organization

Address
Address (Line 1)
Address (Line 2)
City | State

Phone Number

Email Address*

Comments and Questions

Contact Washington Relay

* Required information

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 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 our relay service 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®."

Relay Advisory Committee

We build relationships with Advisory Council in our relay states across the country. These Councils 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 Council meetings. In addition, our Director of Account Management and Compliance and/or the Regional Outreach Manager may attend these meetings and are available to the State and the Advisory Council as needed.

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 Advisory Council, 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 Council would like to discuss. We look forward to working with the Advisory Council where the State will witness our commitment and level of responsiveness to TRS users.

37. 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 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 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.

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.

> Your customer service went above and beyond to help my family, ensuring my grandmother quickly received a phone.
> - *Hamilton CapTel User*

Promotion of Customer Care Numbers

We will promote the State's 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 state specific CapTel materials, including the State's CapTel website.

Customized Customer Care

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. As a benefit to our states, we do not bill the states for any minutes associated with Customer Care, even if Relay is involved with the call.

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. This optional feature is available at the same rate as our standard STS service. Please see previously in this Tab in **Section B.21** 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, 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 Relay Service website, in person, in writing or via Live Chat. Additionally, any caller to the relay service having a complaint (or compliment) is able to reach a supervisor or customer care representative while still online 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 relay service, 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 State Outreach Coordinator. Customer Care staff, along with the 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 (who reviews all complaint information), has ultimate responsibility for all contacts. We respond to all customer inquiries within 24 hours and strive 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 State will so state. The customer always has the opportunity to file a complaint or appeal with the State in order to have the complaint and action of ours reviewed for such action as the State 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

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 State monthly (see **Attachment E** 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 State. 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 provide. 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 relay 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
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

38. Charges for Incoming Calls

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

End User Billing

This requirement is no longer necessary in consideration of the FCC's August 5, 2020, 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.

39. 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 33 years 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.

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!

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.

40. 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

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. **Attachment D** 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

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
- 2 virtual events annually upon request
- TRS flyer(s)
- Newsletter via electronic distribution
- Bill Inserts (sent annually to all telephone companies in the state via electronic distribution)
- Directory Pages (sent annually to all telephone companies in the state via electronic distribution)
- Hamilton Relay Awards Programs, currently:
  - $500 High school scholarship
  - Community Leader Award
- 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

This offering meets the FCC requirements of providing public access to information and availability of all TRS services through an accessible website, select marketing materials, virtual outreach upon request, and bill inserts and directory pages distributed to telephone companies throughout the state.

In each of our contracted states, Hamilton recognizes community members for their contributions and commitment to enhancing the lives of those around them through its Hamilton Relay Awards programs. Hamilton Relay actively promotes these programs to our customers by creating a customized distribution list and sending out information about nominations and applications throughout the year. In addition, Hamilton provides newsletters distributed throughout the year with articles about services, industry changes, congratulations to our award winners and much more.

For each of our contracted states we provide an individual web page on our Hamilton Relay website under state services that details each state's services and program. The website is accessible to consumers who have vision loss and Spanish-speaking.

If you are interested in a full-time outreach program, Hamilton will provide pricing upon request. A description of our comprehensive outreach program options are explained in **Attachment D.**

3. Relay Account Management

We will provide the State with an Account Manager for the purposes of representing the relay service and the State 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 directs this Team with regular meetings and projects intended to provide our State Administrators with needed resources.

The Account Manager manages 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 State Relay Account Manager acts as the primary Point of Contact for questions, concerns and issues related to TRS and CapTel services. The State Relay Account Manager:

- Ensures contract compliance
- Plans, develops, and manages strategies for the State
- Works closely with Customer Care to interface with relay customers, including assisting Customer Care in processing consumer complaints
- Works closely with the State to develop outreach programs geared to consumers and businesses
- Coordinates with the State to maximize publications and media
- Provides monthly reports to the State
- Has the ability to handle TRS and CapTel issues
- Meets as required, with the State and/or the Relay Administrator

Members of our management team and the Relay Account Manager will remain in close contact with the State 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.

Please refer to **Attachment A** for a description of the personnel who will be involved in the operation of the 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 the State Relay Service.

4. Third Party Evaluations

As previously described in **Section B.5.c**, 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.

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.35**, 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. 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
- 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

41. IP-Relay, IP-Captioned Telephone, and Video Relay Services

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.

We are not a provider of Internet Protocol Relay or Video Relay Service. We are a provider of Internet Protocol CTS (IP-CTS).

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-SP

The CapTel 840 PLUS-SP 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.

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 Mobile CapTel

Hamilton Mobile CapTel allows users to use an iOS or Android mobile device to place and receive calls with captions. Hamilton Web CapTel allows users to use their computer to place and receive calls with captions.

With Hamilton CapTel, Hamilton is making equal access to all individuals a reality, wherever they are.

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 so desired, we will provide an IP proposal to the State and will provide pricing at that time.

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 State desires, we will provide a VRS proposal to the State at that time.

42. 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 process calls from multiple locations within nine states which are geographically separated by great distance, to ensure uninterrupted service with minimal downtime. Each of our physical 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 location is supported with operational and technical personnel. Battery backup and an uninterruptible power source are available to operate the equipment, lighting, and other peripherals in emergency situations.

Locations of Hamilton Centers

- Nebraska
- Georgia

- Louisiana
- Maryland
- Massachusetts
- Kansas

Locations of CTI Centers

- Wisconsin
- Texas
- 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.

Please see previously in this Tab in **Section B.32** for 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.

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 agile 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.

43. 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 six months 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 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.

44. Submission of Monthly Invoice

By the 14th calendar day of the month (or the subsequent business day if the 14th falls on a Saturday, Sunday, or holiday), the provider shall submit a detailed invoice (showing billable minutes and rates) to the Administrator [defined in 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 30 days. If the dispute is between relay provider's Administrator and relay provider and these two parties cannot resolve the issue within 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 E** for a copy of our proposed invoice and other statistical reports.

45. 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.

46. 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 State will receive our monthly traffic reports, including complaint data, by the 25th of each month. Our reporting package will capture State specific activity for the previous month. Our reports are electronically produced and automatically tracked through our switching and billing systems. In an effort to make the monthly reporting package easier to follow and more useful to the State, we suggest streamlining the monthly reports, and have submitted a sample of a suggested monthly reporting package in **Attachment E – Traffic reports**. Should the State so decide, we will provide the reports as delineated below.

If so desired, upon award of the contract, we will schedule a post award reporting meeting. The purpose of this meeting, with the State, our Billing and Reporting team and our Account Manager, 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 State.

a. Total daily and monthly

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

(2) Number of incoming call minutes associated with each of the categories of incoming calls in a.(1) above.

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

(4) Number and percentage of incoming Florida calls received at each relay center handling Florida calls. Total should equal the number of incoming calls in item a.(1) above.

b. Average daily and monthly blockage rate.

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

d. Total daily and monthly number of outgoing calls (including both completed and incomplete) of the following lengths:

(1) 0 – 10 minutes

(2) >10 – 20 minutes

(3) >20 – 30 minutes

(4) >30 – 40 minutes

(5) >40 – 50 minutes

(6) > 50 – 60 minutes

(7) > 60+ minutes

e. On a daily basis for the month, number of outgoing calls and average length of calls by hour of day. (Total should equal total of a.(3)).

f. Number of outgoing local, intraLATA toll, intrastate interLATA, interstate and international calls for the month. (Total should equal total of a.(3)).

g. Number of outgoing calls and average length of completed outgoing calls originated by TDD users and voice users (identified separately). (Total number of calls should equal total of a.(3)).

h. The provider shall provide monthly summary reports to the FPSC and the Administrator regarding the number of complaints received categorized by topic areas. The provider shall also provide a complaint summary to the FPSC in the format necessary to submit to the FCC in compliance with 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 E** 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 understand and will comply.

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

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 submit the necessary documentation to the FPSC that complies with the state certification requirements of 47 CFR 64.606 when required.

m. 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 State, we will prepare an application for Renewal of Current Certification for the State to 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, 2023, and ending July 25, 2028.

n. 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 State to provide additionally requested reporting (including new or ad hoc reports) information.

47. Transfer to New Provider

When relay service is transferred to a new provider, the provider shall make every effort to ensure that service is transferred to the new provider so that relay users do not experience an interruption in service. The relay service and consumer service 800 or other telephone numbers shall be made available to the new provider, with the new provider paying any costs associated with transferring the numbers to the new provider. Provision of customer profile data to the incoming provider shall be provided at least 60 days prior to the outgoing provider's last day of service.

We understand and will comply.

48. 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.

49. 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, 2025. Bidders meeting the criteria for a Florida call center will be awarded 100 points. Partial points will not be awarded in this category.

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 calls as they are received. This maximizes efficiency and service. We also

have the ability to process TRS 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 process calls from multiple locations within nine states which are geographically separated by great distance, to ensure uninterrupted service with minimal downtime. Each of our physical 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 location is supported with operational and technical personnel. Battery backup and an uninterruptible power source are available to operate the equipment, lighting, and other peripherals in emergency situations.

Locations of Hamilton Centers

- Nebraska
- Georgia
- Louisiana
- Maryland
- Massachusetts
- Kansas

Locations of CTI Centers

- Wisconsin
- Texas
- 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.

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 two-sided copies of the technical proposal shall be filed. The original and five 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 Section 287.017, Florida Statutes, 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:*

   (I) *Statement of income and related earnings,*

1A 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 information contained in its proposal Proprietary and Confidential.

- Attachment F – Hamilton Financial Information

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 F.**

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 • RCC • 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

State	Contract Duration	Description	Contact
Colorado	7/1/2023 – Present	• CTS	Holly Bise TRS Administrator Colorado Department of Regulatory Agencies 1560 Broadway, Ste 250 Boulder, CO 80202 Phone: (303) 894-2024 VP: (720) 583-9879 Email: holly.bise@state.co.us
Connecticut	7/1/2022 – Present	• TRS • CTS • RCC • Equipment Distribution Program • TRS Fund Oversight	Nancy Joaquim Public Utilities Regulatory Authority 10 Franklin Square New Britain, CT 06051 Phone: (860) 827-2608 Email: Nancy.Joaquim@ct.gov
District of Columbia CTRS	10/24/2014 – Present	• CTS • Fourth 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 • Fourth 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 • Fifth consecutive contract	Tonika Starks Contract Administrator, Georgia Relay Georgia Public Service Commission 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 • Seventh consecutive contract	Kelli Toohill Idaho TRS Administrator P.O. Box 351 Lynden, WA 98264 Voice: (604) 652-0447 Email: idahorelay@gmail.com

State	Contract Duration	Description	Contact
Illinois	2/1/2024 – Present	• CTS	Jeffrey S. McNeal Executive Director Illinois Telecommunication Access Corporation (ITAC) 3001 Montvale Drive, Suite A Springfield, Illinois 62704 Email: jmcneal@itactty.org
Indiana	10/1/2022 - Present	• CTS	Ginny Barr Executive Director, InTRAC 7702 Woodland Drive Suite 130 Indianapolis IN 46278 Voice: (317) 334-1413
Iowa	1/1/2005 – Present	• TRS • CTS • Fourth 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 • Second consecutive contract	Jeb Pinney Interim Contract Admin, Kentucky Relay Kentucky Public Service Commission 211 Sower Boulevard P.O. Box 615 Frankfort, KY 40602 Phone: 502-782-2657 Email: Jeb.Pinney@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
Maine	1/1/2023 – Present	• CTS	John I. Post Deaf and Hard of Hearing/Late Deaf Rehabilitation Counselor II Division of Vocational Rehabilitation 151 Jetport Blvd. Portland, ME 04102 Tel: 207-591-4128 (VP) Cell: 207-689-5887 (text only) Fax: 207-775-7870 Email: John.I.Post@maine.gov

State	Contract Duration	Description	Contact
Maryland	5/31/2007 – Present	• TRS • CTS • RCC • 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 • Fourth 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@mass.gov
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
Minnesota	7/1/2022 - Present	• CTS	Rochelle Garrow Administrator, Minnesota Relay / Telecommunications Access Minnesota Minnesota Department of Commerce 85 7th Place East, Suite 280 Saint Paul, MN 55101 Phone: (651) 539-1878 Email: rochelle.garrow@state.mn.us
Mississippi	7/1/2023 to Present	• CTS	Jody Ray Public Relations Specialist Mississippi Public Service Commission 501 N. West Street, Suite 201-A Jackson, MS 39201 Phone Number: (662) 402-3293 Email: jody.ray@psc.state.ms.us
Montana	2/28/2006 – Present	• TRS • CTS • RCC • 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
Nebraska	7/1/2024 - Present	• TRS • CTS	Cullen Robbins Director – NUSF/Telecommunications Nebraska Public Service Commission 1200 N St., 300 The Atrium Lincoln, NE 68508 Voice: (402) 471-0230 Email: cullen.robbins@nebraska.gov
Nevada	7/1/2023 to Present	• TRS • CTS	Andy Firth Relay Administrator Nevada Department of Health and Human Services Aging and Disability Services Division Communication Access Services Program 9670 Gateway Dr., Suite 100 Reno, NV 89521 Phone: 775-531-7510 (text) VP: 775-420-3621 (VP/Relay) Email: andy@adsd.nv.gov
New Mexico	7/1/2009 – Present	• TRS • CTS • Fifth 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
New York	7/1/2022 - Present	• CTS	George Boothby TAF Administrator The Targeted Accessibility Fund of New York 4 Tower Place 2nd Floor Albany, NY 12203 Phone: (518) 445-6285 Email: gboothby@nypool.org
Oklahoma	11/15/2022 – Present	• CTS • TRS transitioned on 1/6/2023	Tom Karalis Executive Vice-President The Oklahoma Telephone Association (OTA) 3800 N. Classen Blvd Oklahoma City, OK 73118 Phone: 405-525-7700 Cell: 918-636-1313 Email: tom@oklata.org

State	Contract Duration	Description	Contact
Oregon	8/1/2022 – Present	• CTS • TRS transitioned on 6/1/2024	Jon Cray Residential Service Protection Fund Program Manager Public Utility Commission of Oregon 201 High Street SE Salem, OR 97301 Phone: 503-373-1400 Videophone: 503-567-7815 Email: jon.cray@puc.oregon.gov
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
Rhode Island	3/1/2023 – Present	• TRS	Alan Nault Chief Public Utilities Accountant Rhode Island Public Utilities Commission 89 Jefferson Boulevard Warwick, RI 02888 Phone: (401) 941-4500 ext. 135 Email: Alan.Nault@puc.ri.gov
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
South Carolina	1/1/2023 – Present	• CTS	Kari Munn, TRS Manager 1401 Main Street, Suite 825 Columbia, SC 29201 Phone: (803) 737-0821 TTY: (877) 889-8337 Fax: (803) 737-0842 E-mail: kmunn@ors.sc.gov
Tennessee	5/1/2024 – Present	• TRS	Monique Brazelton Program Manager Andrew Jackson State Office Building 502 Deaderick Street, 4th Floor Nashville, TN 37243 Phone: 615-770-6879 Fax: 615-741-8953 Email: Monique.Brazelton@tn.gov
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
Vermont	7/1/2022 - Present	• CTS	Aaron Brassard Telcom Project Manager Department of Public Service 112 State Street Montpelier VT 05620 Phone: (802) 522-2046 Email: aaron.brassard@vermont.gov
Commonwealth of Virginia	**CTS** 4/1/2011 – Present **TRS** 7/31/2015 – Present	• TRS • CTS • RCC • Second consecutive contract	Eric Raff, Executive Director VDDHH Felecia Smith, Virginia Relay Manager Virginia Department for the Deaf and Hard of Hearing 1602 Rolling Hills Drive, Suite 203 Henrico, VA 23229-5012 Phone: (804) 662-9710 Email: eric.raff@vddhh.virginia.gov felecia.smith@vddhh.virginia.gov

State	Contract Duration	Description	Contact
Washington	7/1/2015 – Present	• TRS • CTS • RCC • Second consecutive contract	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
Wisconsin	1/1/2023 – Present	• CTS	Billy Mauldin, Director Telecommunications Relay Service & TEPP Bureau of Broadband, Digital and Telecommunications Access Public Service Commission of WI 4822 Madison Yards Way P.O. Box 7854 Madison, WI 53707-7854 Phone: (608) 234-4781 (VP/Voice) Email: billy.mauldin@wisconsin.gov
Wyoming	2/1/2024 – Present	• CTS	Lori Cielinski TRS/Deaf Services Manager Wyoming Department of Workforce Services Division of Vocational Rehabilitation 444 West Collins Drive, Suite 1200 (Casper, WY 82601 Phone:(800) 452-1408 TTY/V lori.cielinski@wyo.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 in **Attachment B**. We encourage the State 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
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
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
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

Name	Contact Information
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
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

Name	Contact Information
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

As an FCC certified TRS provider for over 33 years and the provider of TRS and/or CapTel to users in 35 states and territories, Hamilton demonstrates that it has the corporate experience relevant to this project.

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 information contained in its proposal Proprietary and Confidential.

- Tab 6, section 5.b – number of outgoing calls for most recent month

Hamilton has uploaded this confidential information to a secure site. An email generated by Beth Slough will be sent to the Contract Manager at the Commission 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 in 35 states and territories, 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.

Hamilton will not be utilizing a subcontractor on this contract.

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 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 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 F** 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
Hamilton Key Personnel

Proposal to Provide Telecommunications Relay Service

FLORIDA

Attachment A
Hamilton Key Personnel

HAMILTON RELAY

Proposal for Telecommunications 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 the Relay Service. All employees are committed to providing a relay service that satisfies every relay user. Your state 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 Indexes our CAs outstanding work and effort resulted in 14 best in category scores in Key Performance Indicators (KPI) (either outright or within the margin of error) in the 2024 TRS Index. The 2023 Cositics CapTel index resulted in Hamilton Relay winning best in category in 19 device-based KPI, 14 browser-based KPI and, (in a crowded field of six providers) placing first in 13 mobile-based KPI.
- 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 Compliance, the State Outreach Coordinator, and the Account Manager. We will promptly notify the State of any changes in these three key personnel positions during the term of the contract. We understand that replacement personnel must have comparable training, experience, and abilities as the person originally proposed for the position.

Beth Slough

Director of Account Management and Compliance

Responsible for ensuring contract compliance and assessing quality and customer care in State programs.



As Hamilton Relay's Director of Account Management and Compliance, 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 five 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 appointed to serve on the FCC Disability Advisory Committee and played a key role on several Working Groups. Prior to that she served two terms as an alternate on the FCC Disability Advisory Committee. While serving in this capacity, she played a key role on multiple 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
    - Communication Access for individuals with Disabilities during the Pandemic
        - Selected to serve as a Content Writer
    - Real-Time Text Deployment in Wireline Networks

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

Account Manager
Ensures that policies and procedures for statewide relay service are followed.

We will provide the State 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 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.

Employee to be assigned upon contract award

Outreach Coordinator
Responsible for providing and gathering information which will help improve the quality of the relay service and the number of customers served by the Relay Service.

Should the State chose one of the outreach options, we will provide the State with an Outreach Coordinator who will be responsible for all aspects of outreach and relay awareness. Specifically, this individual will assist in determining whether the needs of the user community are being met and is responsible for the implementation and overall effectiveness of the Relay Service outreach activity. The Outreach Coordinator position requires that the individual has experience in outreach and public relations and is able to communicate effectively with individuals utilizing all types of communication modalities.

See further in this Attachment for a complete job description for the Outreach Coordinator.

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 the Relay Service. 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 oversight and leadership to all members of the Hamilton management team and staff • Responsible for the strategic direction and management of the company	• 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 • She oversees regulatory compliance, contract and financial management, operations, marketing, customer care, outreach functions and technical	• Served two terms on the Interstate TRS Council and Consumer Advisory Committee • Served as TRS Subcommittee Chair of the FCC • Served six terms on the DAC as IP CTS Working Group chair.
 **Beth Slough** Director of Account Management and Compliance	• Oversees account management and bid writing team • Monitors compliance related actions of all Relay employees • Directs and participates in the development and implementation of Hamilton Relay programs	• More than 25 years of experience in TRS • In-depth knowledge of Federal and State TRS and CapTel requirements • Played a key role in the growth of Hamilton Relay

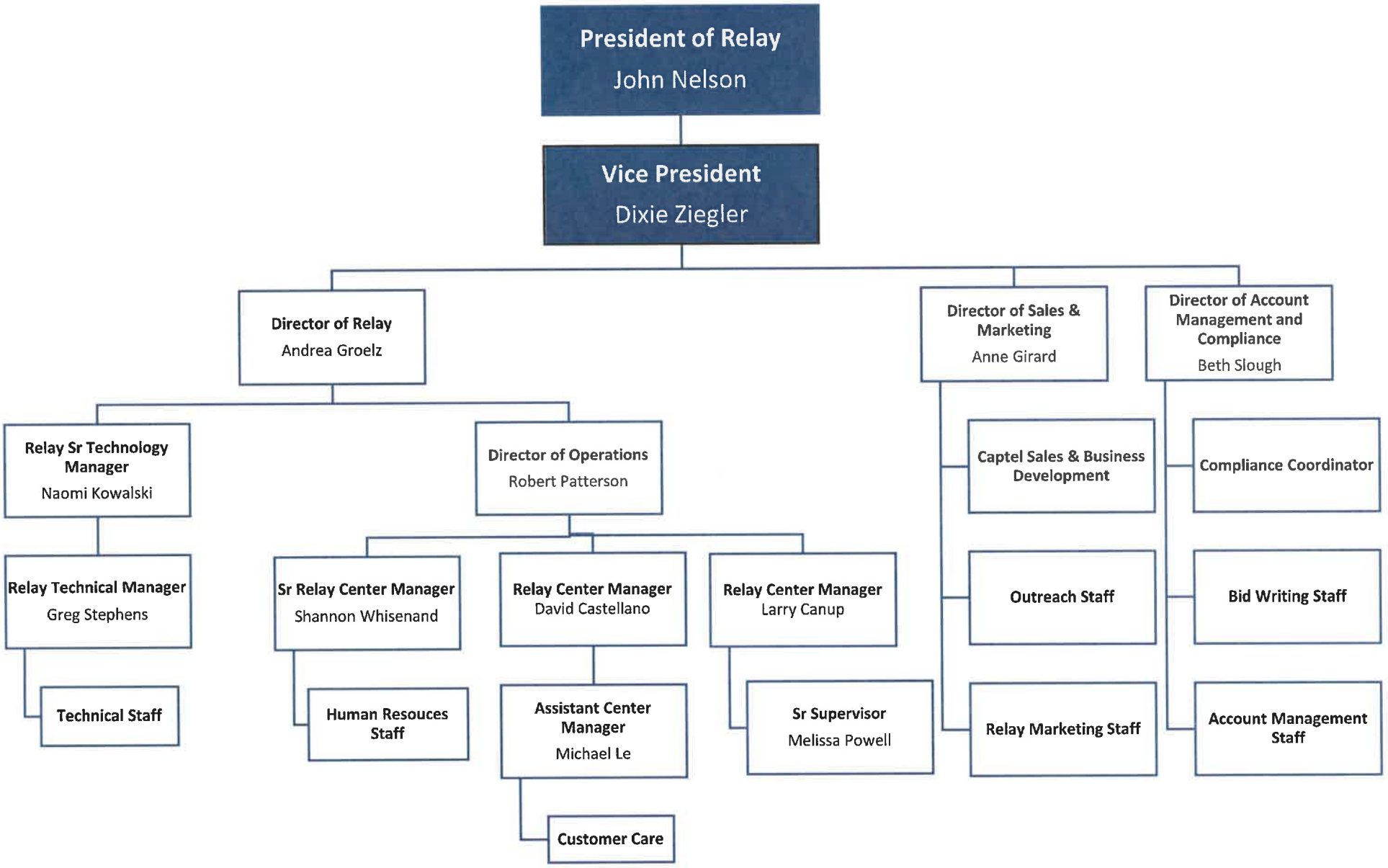
	**Employee to be assigned upon contract award** Relay Service Account Manager	• Ensures that policies and procedures for statewide relay service are followed • Manages contract between Hamilton and the State • Acts as primary point of contact for questions, concerns and issues related to relay services	• Requires strong written, analytical and interpersonal skills
	**Employee to be assigned upon contract award** Relay Service Outreach Coordinator	• Responsible for providing and gathering information which will help improve the quality of the relay service and the number of customers served by the relay service • Assists in determining whether the needs of the user community are being met	• Requires experience in outreach and public relations • Requires ability to communicate effectively with individuals utilizing all types of communication modalities
	**Andrea Groelz** Director of Relay	• Responsible for managing the day-to-day operations of Relay • Directs Operations and Technical teams with the goal of ensuring compliance and quality performance • Responsible for implementing and improving processes and procedures to uphold Hamilton's high quality	• 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 • Oversees quality and training programs with the goal of delivering high quality relay services	• 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** Senior Technology Manager	• Leads cross-functional technology projects • Collaborates with LAN, WAN, and ESDS teams as well as Relay Operations • Works to maintain and improve high standards in Relay technical systems and support.	• Management-level experience in Relay Operations • Key involvement in tech-related projects that impact Operations • 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 as well as building and overseeing resiliency in Relay's technical infrastructure • 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 the relay contract.

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

Hamilton Relay, Inc. (HRI)



Affirmative Action Policy Statement

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.

Attachment B
Hamilton Experience
and References

HAMILTON RELAY

Proposal to Provide Telecommunications Relay Service

FLORIDA

Attachment B
Hamilton References

HAMILTON RELAY

Proposal for Telecommunications 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 State and your relay users.

- We provide Traditional Relay and Captioned Telephone services in 35 states and territories and are a provider of Internet-based Captioned Telephone services nationwide.
- We have been providing telecommunication relay service for over **33 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.
- Since July 2022 we were awarded 20 new state contracts for the provision of TRS and/or CapTel.
    1. We began providing TRS and CTS to Nebraska on July 1, 2024.
    2. We began providing TRS to Oregon on June 1, 2024.
    3. We began providing TRS to Tennessee on May 1, 2024.
    4. We began providing CapTel to Wyoming on February 1, 2024.
    5. We began providing CapTel to Illinois on February 1, 2024.
    6. We began providing CapTel to Colorado on July 1, 2023.
    7. We began providing CapTel to Mississippi on July 1, 2023.
    8. We began providing TRS to Nevada on July 1, 2023.
    9. We began providing CapTel to Nevada on July 1, 2023 via a separate contract.
    10. We began providing TRS to Rhode Island on March 1, 2023.
    11. We began providing CapTel to Maine on January 1, 2023.
    12. We began providing CapTel to South Carolina on January 1, 2023.
    13. We began providing CapTel to Wisconsin on January 1, 2023
    14. We began providing CapTel to Oklahoma on November 15, 2022. TRS transitioned on January 6, 2023.
    15. We began providing TRS to Connecticut on October 1, 2022.
        - We began providing CapTel, the Equipment Distribution Program and TRS Fund Administration in Connecticut on July 1, 2022.
    16. We began providing CapTel to Indiana on October 1, 2022.
    17. We began providing CapTel to Oregon on August 1, 2022.
    18. We began providing CapTel to Minnesota on July 1, 2022.
    19. We began providing CapTel to Vermont on July 1, 2022.

20. We began providing CapTel to New York on July 1, 2022.

We are more than qualified to manage the relay service for the State. Relay 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; we have the people, outstanding financial resources and a strong desire to deliver the best possible service to the relay users in your state.

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 • RCC • 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
Colorado	7/1/2023 – Present	• CTS	Holly Bise TRS Administrator Colorado Department of Regulatory Agencies 1560 Broadway, Ste 250 Boulder, CO 80202 Phone: (303) 894-2024 VP: (720) 583-9879 Email: holly.bise@state.co.us
Connecticut	7/1/2022 – Present	• TRS • CTS • RCC • Equipment Distribution Program • TRS Fund Oversight	Nancy Joaquim Public Utilities Regulatory Authority 10 Franklin Square New Britain, CT 06051 Phone: (860) 827-2608 Email: Nancy.Joaquim@ct.gov
District of Columbia CTRS	10/24/2014 – Present	• CTS • Fourth 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

State	Contract Duration	Description	Contact
District of Columbia TRS	07/13/2014 – Present	• TRS • Fourth 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 • Fifth consecutive contract	Tonika Starks Contract Administrator, Georgia Relay Georgia Public Service Commission 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 • Seventh consecutive contract	Kelli Toohill Idaho TRS Administrator P.O. Box 351 Lynden, WA 98264 Voice: (604) 652-0447 Email: idahorelay@gmail.com
Illinois	2/1/2024 – Present	• CTS	Jeffrey S. McNeal Executive Director Illinois Telecommunication Access Corporation (ITAC) 3001 Montvale Drive, Suite A Springfield, Illinois 62704 Email: jmcneal@itactty.org
Indiana	10/1/2022 - Present	• CTS	Ginny Barr Executive Director, InTRAC 7702 Woodland Drive Suite 130 Indianapolis IN 46278 Voice: (317) 334-1413
Iowa	1/1/2005 – Present	• TRS • CTS • Fourth 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 • Second consecutive contract	Jeb Pinney Interim Contract Admin, Kentucky Relay Kentucky Public Service Commission 211 Sower Boulevard P.O. Box 615 Frankfort, KY 40602 Phone: 502-782-2657 Email: Jeb.Pinney@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
Maine	1/1/2023 – Present	• CTS	John I. Post Deaf and Hard of Hearing/Late Deaf Rehabilitation Counselor II Division of Vocational Rehabilitation 151 Jetport Blvd. Portland, ME 04102 Tel: 207-591-4128 (VP) Cell: 207-689-5887 (text only) Fax: 207-775-7870 Email: John.I.Post@maine.gov
Maryland	5/31/2007 – Present	• TRS • CTS • RCC • 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 • Fourth 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@mass.gov
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

State	Contract Duration	Description	Contact
Minnesota	7/1/2022 - Present	• CTS	Rochelle Garrow Administrator, Minnesota Relay / Telecommunications Access Minnesota Minnesota Department of Commerce 85 7th Place East, Suite 280 Saint Paul, MN 55101 Phone: (651) 539-1878 Email: rochelle.garrow@state.mn.us
Mississippi	7/1/2023 to Present	• CTS	Jody Ray Public Relations Specialist Mississippi Public Service Commission 501 N. West Street, Suite 201-A Jackson, MS 39201 Phone Number: (662) 402-3293 Email: jody.ray@psc.state.ms.us
Montana	2/28/2006 – Present	• TRS • CTS • RCC • 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
Nebraska	7/1/2024 - Present	• TRS • CTS	Cullen Robbins Director – NUSF/Telecommunications Nebraska Public Service Commission 1200 N St., 300 The Atrium Lincoln, NE 68508 Voice: (402) 471-0230 Email: cullen.robbins@nebraska.gov
Nevada	7/1/2023 to Present	• TRS • CTS	Andy Firth Relay Administrator Nevada Department of Health and Human Services Aging and Disability Services Division Communication Access Services Program 9670 Gateway Dr., Suite 100 Reno, NV 89521 Phone: 775-531-7510 (text) VP: 775-420-3621 (VP/Relay) Email: andy@adsd.nv.gov

State	Contract Duration	Description	Contact
New Mexico	7/1/2009 – Present	• TRS • CTS • Fifth 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
New York	7/1/2022 - Present	• CTS	George Boothby TAF Administrator The Targeted Accessibility Fund of New York 4 Tower Place 2nd Floor Albany, NY 12203 Phone: (518) 445-6285 Email: gboothby@nypool.org
Oklahoma	11/15/2022 – Present	• CTS • TRS transitioned on 1/6/2023	Tom Karalis Executive Vice-President The Oklahoma Telephone Association (OTA) 3800 N. Classen Blvd Oklahoma City, OK 73118 Phone: 405-525-7700 Cell: 918-636-1313 Email: tom@oklata.org
Oregon	8/1/2022 – Present	• CTS • TRS transitioned on 6/1/2024	Jon Cray Residential Service Protection Fund Program Manager Public Utility Commission of Oregon 201 High Street SE Salem, OR 97301 Phone: 503-373-1400 Videophone: 503-567-7815 Email: jon.cray@puc.oregon.gov
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

State	Contract Duration	Description	Contact
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
Rhode Island	3/1/2023 – Present	• TRS	Alan Nault Chief Public Utilities Accountant Rhode Island Public Utilities Commission 89 Jefferson Boulevard Warwick, RI 02888 Phone: (401) 941-4500 ext. 135 Email: Alan.Nault@puc.ri.gov
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
South Carolina	1/1/2023 – Present	• CTS	Kari Munn, TRS Manager 1401 Main Street, Suite 825 Columbia, SC 29201 Phone: (803) 737-0821 TTY: (877) 889-8337 Fax: (803) 737-0842 E-mail: kmunn@ors.sc.gov
Tennessee	5/1/2024 – Present	• TRS	Monique Brazelton Program Manager Andrew Jackson State Office Building 502 Deaderick Street, 4th Floor Nashville, TN 37243 Phone: 615-770-6879 Fax: 615-741-8953 Email: Monique.Brazelton@tn.gov
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
Vermont	7/1/2022 - Present	• CTS	Aaron Brassard Telcom Project Manager Department of Public Service 112 State Street Montpelier VT 05620 Phone: (802) 522-2046 Email: aaron.brassard@vermont.gov
Commonwealth of Virginia	**CTS** 4/1/2011 – Present **TRS** 7/31/2015 – Present	• TRS • CTS • RCC • Second consecutive contract	Eric Raff, Executive Director VDDHH Felecia Smith, Virginia Relay Manager Virginia Department for the Deaf and Hard of Hearing 1602 Rolling Hills Drive, Suite 203 Henrico, VA 23229-5012 Phone: (804) 662-9710 Email: eric.raff@vddhh.virginia.gov felecia.smith@vddhh.virginia.gov
Washington	7/1/2015 – Present	• TRS • CTS • RCC • Second consecutive contract	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
Wisconsin	1/1/2023 – Present	• CTS	Billy Mauldin, Director Telecommunications Relay Service & TEPP Bureau of Broadband, Digital and Telecommunications Access Public Service Commission of WI 4822 Madison Yards Way P.O. Box 7854 Madison, WI 53707-7854 Phone: (608) 234-4781 (VP/Voice) Email: billy.mauldin@wisconsin.gov
Wyoming	2/1/2024 – Present	• CTS	Lori Cielinski TRS/Deaf Services Manager Wyoming Department of Workforce Services Division of Vocational Rehabilitation 444 West Collins Drive, Suite 1200 (Casper, WY 82601 Phone:(800) 452-1408 TTY/V lori.cielinski@wyo.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 State 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
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
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
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

As an FCC certified TRS provider for over 33 years and the provider of TRS and/or CapTel to users in 35 states and territories, Hamilton demonstrates that it has the corporate experience relevant to this project.

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.

Pinnacle Bank

July 22, 2024

Curtis Williams
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oaks Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Williams:

I am writing this letter of reference for Hamilton Relay, d/b/a, Hamilton Telecommunications.

For over 45 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 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 very minimal debt in relation to their balance sheet.

Hamilton Telecommunications has provided strong telephone, cable, TV, Internet and deaf relay services to Hamilton County and surrounding counties for over 120 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: 402-694-211
E-mail: wade.regier@pinnbank.com

Sincerely,

Wade Regier
Market President

COMMONWEALTH of VIRGINIA

ERIC RAFF
DIRECTOR

Department for the Deaf and Hard of Hearing
1602 ROLLING HILLS DRIVE, SUITE 203
HENRICO, VIRGINIA 23229-5012

(804) 662-9502 (V)
(800) 552-7917 (V)
(804) 325-1290 (VP)
(804) 662-9718 (FAX)
www.VDDHH.org

July 29, 2024

Curtis Williams
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Williams,

I am writing in response to a request from Hamilton Relay to provide you a letter of reference for their bid to provide Telecommunication Relay Services in the State of Florida. The Virginia Department for the Deaf and Hard of Hearing is the state TRS administrator as recognized by the Federal Communication Commission (FCC) and mandated by the *Code* of Virginia to administer Virginia Relay. Hamilton has been a relay provider of Captioned Telephone Service (CTS) since April 2011 and Telecommunications Relay Services (TRS) since August 2015 in the Commonwealth of Virginia.

I have been satisfied with the quality of their performance and found Hamilton account managers and staff to be cooperative with immediate attention given to any service glitches or consumer concerns. Hamilton's strengths are their professionalism and responsiveness. Hamilton was willing to change from daily to weekly customer care reports at my request. I receive traffic and weekly customer care reports as well as conduct a monthly conference call focusing on customer care and marketing/outreach. Hamilton Account Manager and Outreach Coordinators participate in the semi-annual meetings of the Virginia Relay Advisory Council with updates and reports.

I continue to look forward to working with Hamilton throughout the reminder of our contract. I would also be open to their proposal for future Request for Proposals (RFP) and contracts. Should you seek further information, please do not hesitate to contract me at 804-404-9090 or email me at eric.raff@vddhh.virginia.gov.

Sincerely,

Eric Raff

Eric Raff, Director
VDDHH

STATE OF RHODE ISLAND
PUBLIC UTILITIES COMMISSION

89 Jefferson Boulevard
Warwick, Rhode Island 02888
(401) 941-4500

Chairman Ronald T. Gerwatowski
Commissioner Abigail Anthony
Commissioner John C. Revens, Jr.

January 30, 2024

To Whom it May Concern,

It is my understanding that Hamilton will be submitting a bid to provide Telephone Relay Service in your State. I am writing to provide my recommendation for Hamilton Relay. Effective February 28, 2023, Hamilton began providing Analog Telephone Relay Service for the State of Rhode Island.

My involvement with Relay Service began shortly before our contract with our previous Relay Service provider was ending. We issued an RFP for the continuation of Relay Service shortly after legislative changes that impacted the State procurement process had been enacted. At that time, there was uncertainty about how those changes would impact the procurement process. The end result was a longer and more complicated procurement process than had been in place in the past. During that process, Hamilton was very understanding, cooperative and helpful, which we greatly appreciated.

Ultimately, Hamilton was the winning bidder and was awarded the State contract. During the transition from the prior provider, Hamilton worked to make the changeover seamless with no interruption in service to Relay Service users. Since the transition, Hamilton has provided quality service to Relay Service users in Rhode Island and has been responsive to any and all questions and concerns I and other stakeholders have had. All the Hamilton people I have dealt with during the RFP process, transition and normal course of business have been a pleasure to work with. I highly recommend Hamilton Relay.

If you would like to discuss Hamilton further, please feel free to contact me.

Sincerely,



Alan A. Nault
Chief Public Utilities Accountant
Rhode Island Public Utilities Commission
401-780-2135
Alan.nault@puc.ri.gov

February 16th, 2024

To Whom It May Concern,

My name is Tom Karalis and I am the State Administrator for the Oklahoma Relay Program and the Executive Vice-President for OTA – The Oklahoma Rural Broadband Association.

I am writing to recommend Hamilton Relay as the phone relay provider for your State. I've always put a premium on Quality of Service and Customer Service and I can assure you Hamilton has not failed to deliver. Their experienced staff is a delight to work with and they are always available and prompt to answer any emails or questions I might have.

Should you have any further questions about Hamilton Relay, feel free to reach me at 405.525.7700 or 918.636.1313

Sincerely,

Tom Karalis

Executive Vice-President
OTA – The Oklahoma Rural Broadband Association
Oklahoma Relay State Administrator
3800 N. Classen Blvd, #215
Oklahoma City, OK 73118
405.525.7700 – Office
918.636.1313 - Cell

Mississippi Public Service Commission

CHRIS R. BROWN, Chairman
THIRD DISTRICT
WAYNE CARR, Commissioner
SECOND DISTRICT
DE'KEITHER A. STAMPS, Commissioner
FIRST DISTRICT

KATHERINE COLLIER
EXECUTIVE DIRECTOR
601-961-5400

ROSS HAMMONS,
GENERAL COUNSEL
JEREMY BRELAND, DIR
FINANCE & PERSONNEL
RICKEY L. COTTON, DIR
GAS PIPELINE SAFETY

January 31, 2024

To whom it may concern,

During the summer of 2023, the State of Mississippi contracted with Hamilton Relay to provide CapTel services for our state. The experience both during the introductory phase and since Hamilton began actually providing the service has been seamless and a pleasure. Everyone I have worked with throughout the process has been very supportive, pleasant and knowledgeable.

Most importantly, the CapTel service has so far been without issue with no complaints or interruptions of any kind. Technical support has always been very responsive and all questions I've had have been answered in a friendly and timely manner.

I very much recommend Hamilton Relay.

Sincerely,

Jody Ray
Public Relations Specialist
Mississippi Public Service Commission

501 N WEST STREET SUITE 201-A, JACKSON MISSISSIPPI 39201
P O BOX 1174 JACKSON, MISSISSIPPI 39215-1174
FAX (601) 961-5469

Larry Hogan, Governor
Boyd K. Rutherford, Lt. Governor
Carol A. Beatty, Secretary
Christian J. Miele, Deputy Secretary
Maryland
DEPARTMENT OF DISABILITIES

Telecommunications Access of Maryland

David Bahar, Director, Telecommunications Access of Maryl

To whom it may concern,

It is my pleasure to provide a letter of reference for Hamilton Relay. As the new Maryland Relay Manager for Telecommunications Access of Maryland, I have worked with Hamilton Relay since April 2020. However, I want to recognize that Maryland Relay has been with Hamilton Relay for decades. We offer thanks to them for allowing Maryland Relay to flourish and innovate many new relay services in the last 30 years. We have seen that in time, the whole nation benefits from such innovations. Hamilton has been very supportive of any endeavors that Maryland Relay takes on. Also, Hamilton Relay has always and continues to be involved in advocating for improving telecommunications access demonstrated by their involvement in several influential policy-making organizations with the state and federal governments.

As for my working relationship with them, Hamilton Relay has been:

- Timely and responsive,
- Professional in all interactions,
- Very knowledgeable,
- Willing to adapt and make timely changes,
- Transparent,
- Collaborative with ideas and solutions to challenges we encounter,
- Works hard to ensure I am more than satisfied with them.

I would like to recommend you to select Hamilton Relay as your vendor. They are truly the leader in providing relay services to the state relay programs. You will not be disappointed with what Hamilton Relay provides. If you have further questions, please feel free to contact me at any time.

Travis Dougherty
Maryland Relay Manager
Maryland Department of Disabilities
Travis.Dougherty@maryland.gov

Illinois Telecommunications Access Corporation
3001 Montvale Drive • Suite D • Springfield, Illinois 62704
800-841-6167 V/TTY • 217-698-4170 V/TTY
FAX: 217-698-0942 • www.itactty.org

July 23 2024

Curtis Williams
c/o Mr. Adam J. Yeitzman
Commission Clerk
Office of Commission Clerk
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850540

To Whom It May Concern:

Hamilton Relay has been a contractor with the Illinois Telecommunications Access Corporation, during the last few years. I developed a very high regard for Hamilton Relay based on the outstanding performance providing support and service across the state of Illinois.

If you have any questions or need additional information, please feel free to contact me.

Sincerely,

Jeffrey S. McNeal

Jeffrey S. McNeal
Executive Director, Illinois Telecommunications Access Corporation
3001 Montvale Drive, Suite A
Springfield, IL 62702
1 800 841-6167

101 Oakwood Lane
Phoenixville, PA 19460

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

To Whom it May Concern,

I just wanted to take time to formally acknowledge the professional and exceptional service received from Hamilton relay. The request for a phone was handled in a timely manner. It is a blessing to have a telephone that assists with communication with my father. It was a pleasure working with Peggy Ward. She is professional, knowledgeable and caring. She assisted with installation and setup of my father's phone and went above and beyond to make sure that he understood how to use the telephone.

Sincerely,

Paula Jones

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

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.

To Whom It May Concern:

I would like to provide a letter of reference for the Hamilton Telecommunications company's Relay service. 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

i·e·s·d·b·
Idaho Educational Services for the Deaf and the Blind

"Education, Communication and Independence for Life"

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. 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 Idaho.

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

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

SDBIF
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BRAIN INJURY FOUNDATION
Resources for the journey towards recovery

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August 29, 2017

Jesse P. Clay, Jr.
Deputy Executive Director for Administrative Matters
Public Service Commission of the District of Columbia
1325 G Street, NW, Suite 800
Washington, D.C. 20005

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
Tax ID Number 33-0072774

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1081 West Innovation Drive, Kearney, MO 64060
www.teltex.com

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

FROM: Christopher Rudolf, MSW, LCSW-C
Charlestown Retirement Community
707 Maiden Choice Lane
Resident Services Coordinator
Catonsville, Maryland 21228

SUBJECT: Hamilton Relay

I am writing in regards to Hamilton Relay who is being considered as the relay service provider for the State.

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 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



To Whom It May Concern:

This is in reference to Hamilton Relay who is being considered as a relay service provider.

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,

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

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 Type here

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

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

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

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

Carol W. Cecil
Executive Director

Good afternoon Peggy!

I would like to provide you with a reference that you can use in the future. I would like to take a moment to thank you for your assistance with getting our hearing impaired user up and running. Our user had been without a solution for nearly 2 years. With your help in getting us the CapTel device we were able to get this user back on the phone. She is extremely happy and thankful for your assistance and the CapTel device has been great and easy for her to work with! Thank you again!

Thank you,
Chad Hupp

Project Coordinator - VoIP Design
Commonwealth Office of Technology
Finance & Administration Cabinet
120 Glenns Creek Rd, Frankfort, KY 40601
Chad.hupp@ky.gov
Office:502-782-1304
Cell:502-661-5001

December 17, 2011

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

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:

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

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

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

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.

Kathi Mestayer
105 Gilley Dr
Williamsburg, VA 23188

HI:

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

Attachment C

HAMILTON RELAY

Proposal to Provide Telecommunications Relay Service

FLORIDA

Attachment C
Relay Feature List

HAMILTON RELAY

Proposal for Telecommunications Relay Services

Florida

Florida 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
- 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
    - 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
    - Visually Assisted Speech-to-Speech
- 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 your state 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 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 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

We begin measuring Average Answer Time from the moment a relay call arrives at our relay switch (i.e. in the TRS center's network). As soon as the relay equipment accepts the call from the LEC and the public switched network delivers the call to the TRS center, we start our call detail record process to capture answer time data. We will answer eighty-five percent (85%) of all TRS calls within 10 seconds of the call entering the relay switch during all times of the day and by any method that results in the call

being immediately placed, not put in a queue or on hold. We will include abandoned calls in this daily answer performance calculation.

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. This waiver expired on June 30, 2022.

In spite of this waiver, our team works diligently every day to answer 85% of calls within 10 seconds. Answer performance on several occasions during the pandemic 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 97% of all calls within 10 seconds daily even though several of those years were 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 80 wpm with 98% accuracy.

Courtesy Messages

If desired, we will supply a courtesy message after three rings, to inform callers that they have reached the 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.

Profile Field	*Information Purpose*
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.
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.

Profile Field	*Information Purpose*
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.
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 the 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 the State 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.

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 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)

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 (State) 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 "(State) 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 State 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 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 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

Relay users may request RCC services by completing a RCC Scheduling Request Form on the State website or by calling the state relay Customer Care. We guarantee 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 relay users, we will utilize the current State Relay toll free Spanish number for Spanish relay calls. 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 User Training Line

The STS User Training Line (STS UTL) 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 the State and/or intend to use the STS Service with a State 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 optional feature is available at the same rate as our standard STS service.

Visually Assisted STS

The purpose of Visually Assisted STS (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 the State relay service 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 optional feature is available at the same rate as our standard STS service.

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 (State) Relay. 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 State relay service 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 "(State) 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 Relay 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 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.

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
Outreach Material

Attachment D

Proposal to Provide Telecommunications Relay Service

FLORIDA

Attachment D
Outreach Material

HAMILTON RELAY

Proposal for Telecommunications 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.

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.

ou are traveling out of state or you are in a e 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.

Contact Information (cont.)

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.



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 a 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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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.



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.

Android is a trademark of Google Inc.
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.

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.

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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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9107 Bluebonnet Centre Blvd.
Baton Rouge , LA 70809
Voice or TTY:
1.888.699.6869

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** • PO. 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

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.

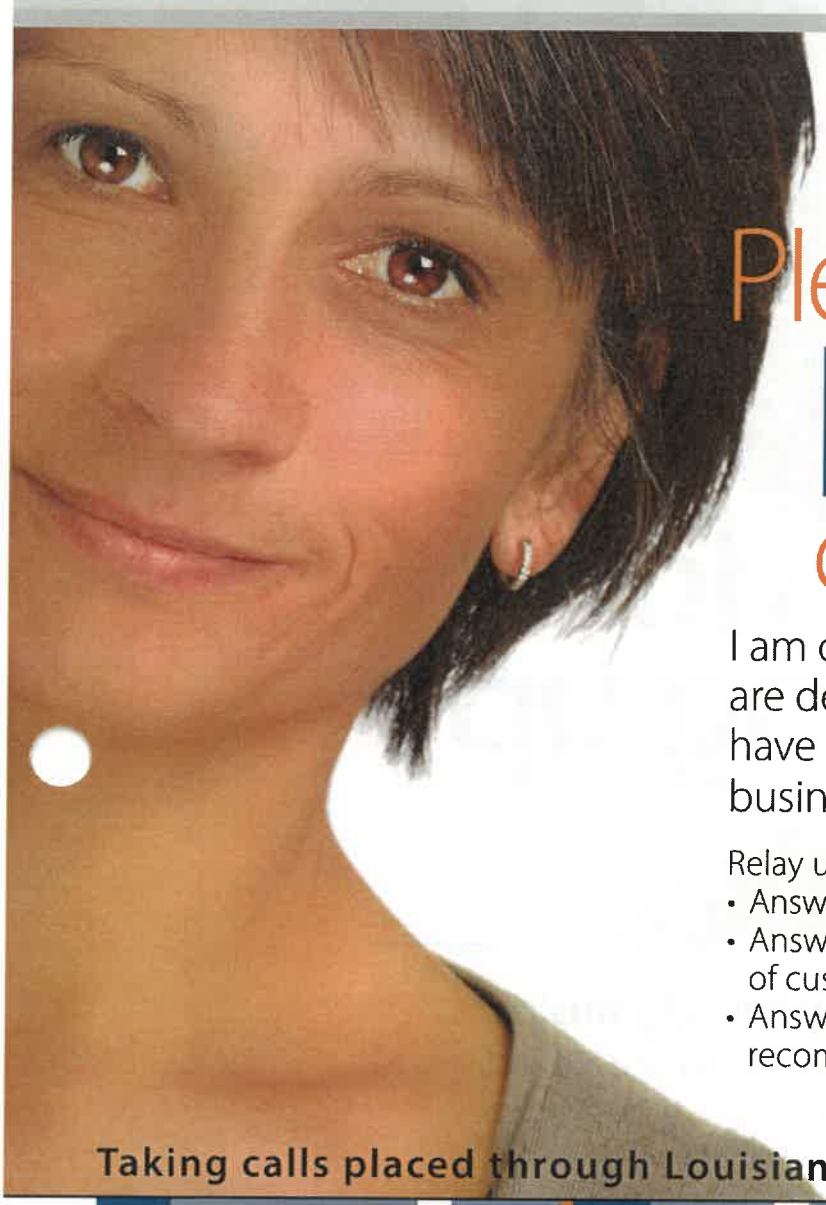
Signed _____

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.

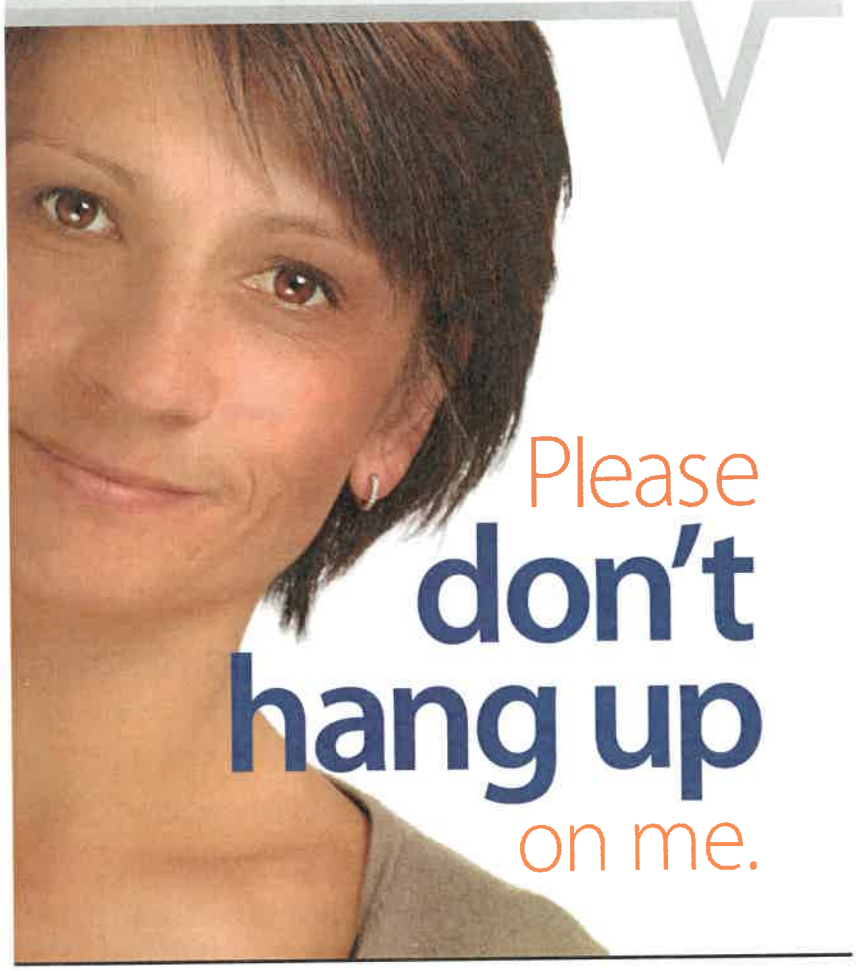
You
Speak as you normally would, just a little slower and say, "go ahead" when you're ready for a response. Turn taking continues in this manner until the call is complete.

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.



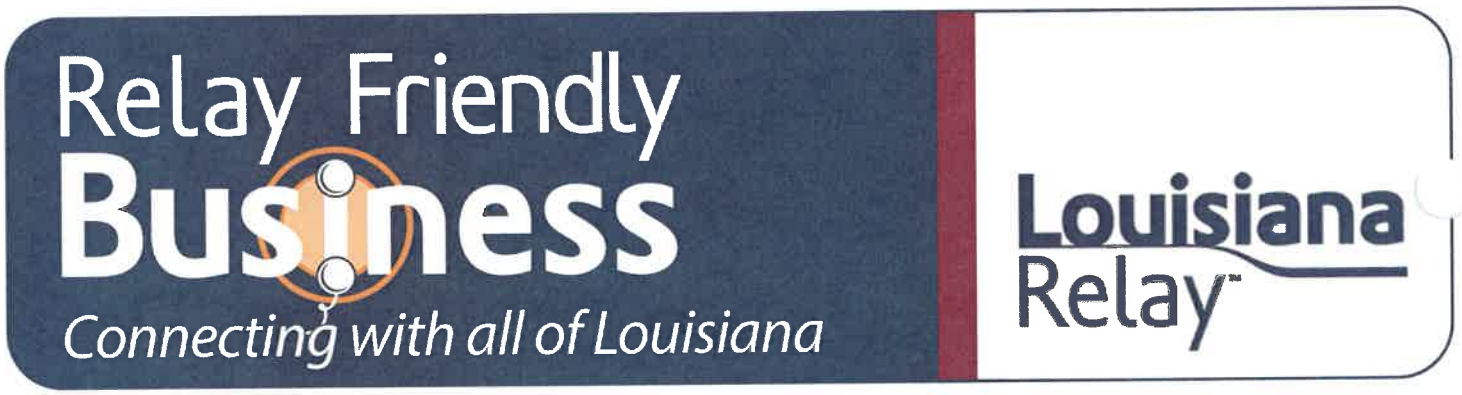
Speak as you normally would, just a little slower and say, "go ahead" when you're ready for a response. Turn taking continues in this manner until the call is complete.

Seem easy? **It is!**

Becoming relay friendly is good for business.

Louisiana Relay

For more information contact: **Louisiana Relay Customer Care**
P.O. Box 285 • Aurora, NE 68818 • 1.888.699.6869 Voice/TTY
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Relay Friendly
Business
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: 888-269-747
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.

ned Telephone
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To call a Captioned Telephone user, dial: 711 or 877-243-2823.

How do I apply for specialized equipment?
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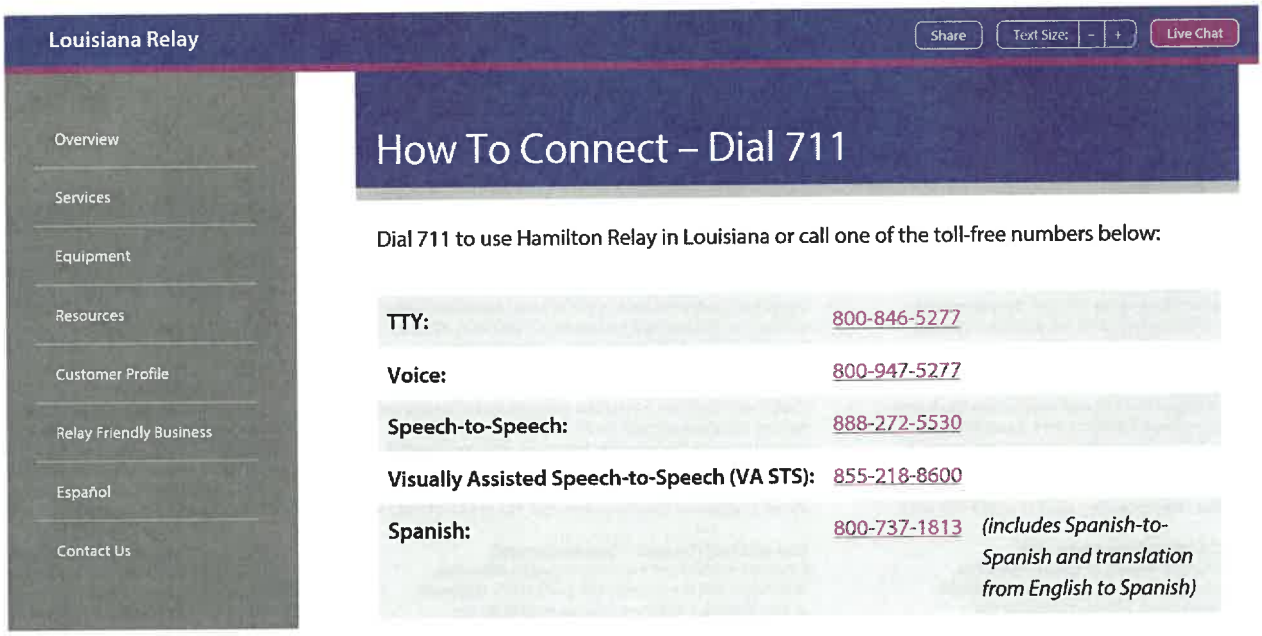
Customer Care:
V/TTY: 888-699-6869
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LARelay@HamiltonRelay.com
LA-Relay.com

Louisiana Relay website sample 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)*

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

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.
Hello grandpa? I can't believe you called thank you that really means a lot to me I'm on leave until next Thursday of course we are going to come over this weekend I'll tell you about it on Saturday
Hamilton CapTel 2400i
Hamilton CapTel 840i
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

HAMILTON CAPTEL



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



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 [illegible]ically and emotionally – as a trigger, a [illegible]t reminder or an every day frustration. [illegible]ery 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.

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

HEROES WITH 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 s and accessible for individuals with hear

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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903-527200

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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.





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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."

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CPT Mark Brogan, USA (Ret.)

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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

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CapTel is a registered trademark of Ultratec, Inc.

HQ1714
903-527200

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

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
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 [illegible] USES FROM [illegible] WITH [illegible] Telephone Service may use [illegible] those captions on their own [illegible] Third-party trademarks mentioned are the property of their respective owners.

SCP1014

The Hamilton CapTel phone requires telephone service and high-speed Internet service (DSL or Cable).

HAMILTON CAPTEL

Talk about **life-changing connections**



Amazingly clear phone conversations available at **no cost!***

SCP1014

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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.

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 calls placed)*

Applicant First Name* | Middle Initial | Last Name*

Address* | City* | State* | ZIP*

Telephone Number* | Email* *(Optional - for communication 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: SCP@HamiltonCapTel.com
FAX: 877-300-6686 *(Only for secure, HIPAA compliant fax machines)*
MAIL: Hamilton CapTel Senior Care 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 Weitbrecht 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.

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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.

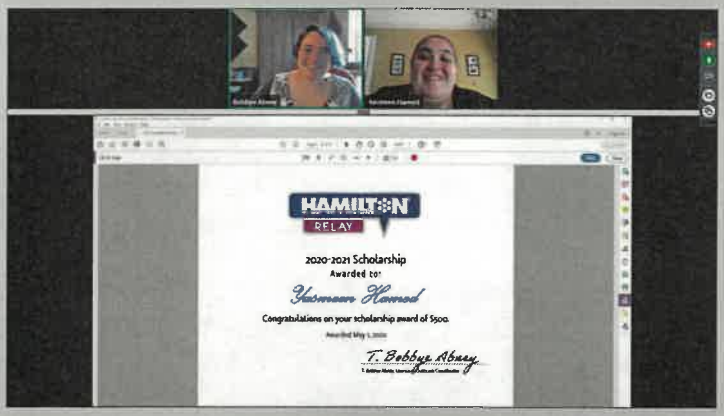
Hamilton Relay Better Hearing and Speech Month award presentations and 2020 High School Scholarship recipient recognitions went virtual. We were honored to recognize recipients' accomplishments using a virtual platform where family and friends could share in the celebration.

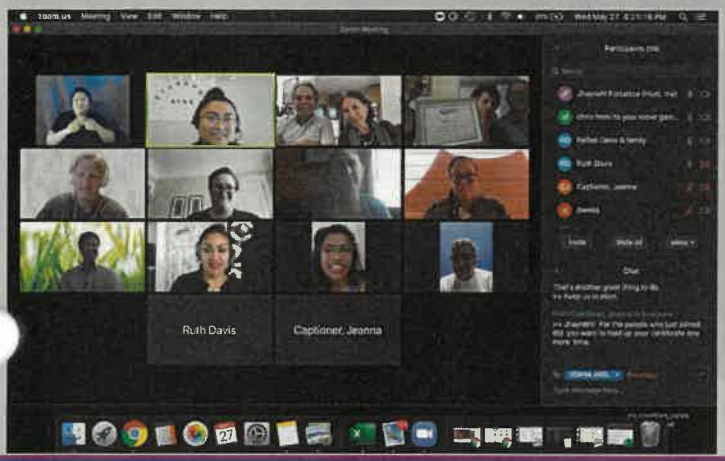


Innovation Leads to Success









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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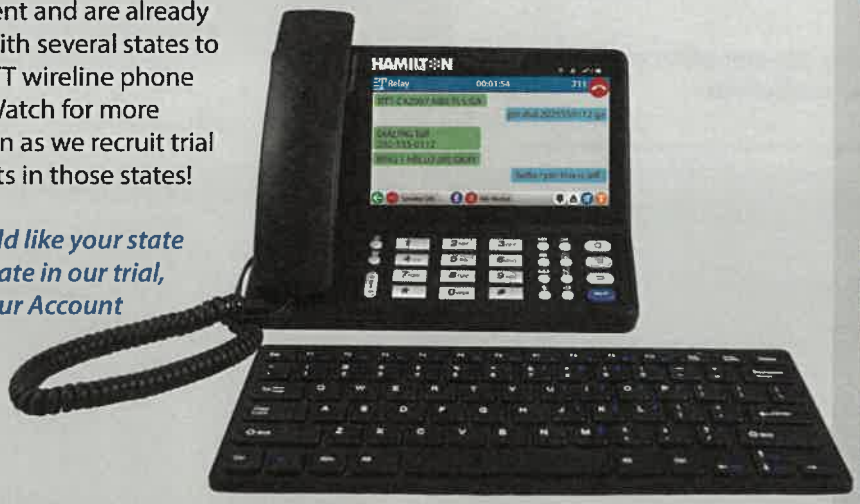
Are you ready for Real-Time Text?

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:

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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

Celebrating 30 Years!

This year marks the 30-year anniversary of Hamilton Relay! In 1991, Hamilton Telecommunications, the parent company of Hamilton Relay, started providing high-quality telecommunications relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

Hamilton Relay grew as our technologies and capabilities grew. In 2003, we expanded our offerings to include Captioned Telephone Service. Today, we provide both Traditional Relay and Captioned Telephone Services through multiple state contracts nationwide.


April Campbell


John Fechter

We caught up with April Campbell, Hamilton Relay Account Manager, who has been part of our journey since our first relay call in January 1991. Starting as a Communication Assistant (CA) in the early days of Hamilton Relay, April experienced the technological growth first-hand. "I take a lot of pride in the fact that Hamilton is at the forefront of cutting-edge technology," said April. "It's so exciting to see—and be able to educate about—the variety of communication options relay now offers, including Voice Carry Over, Hearing Carry Over, Speech-to-Speech and Captioned Telephone Service, among others." April added, "It's satisfying to know that the services we provide make such a positive impact on the daily lives of our users."

We also chatted with John Fechter, Regional Outreach Manager, who has been with Hamilton Relay for 15 years. As a relay user himself, he has witnessed the growth of relay for more than 30 years! From his early days of utilizing a TTY and limited-hour availability of TRS services to having several options along with 24/7 availability, John is thrilled that modern day relay services have made it easier to network and connect.

Initially, John found it overwhelming to use relay services but that quickly changed as it became an integral part of his daily life. "Relay provided me with independence. I no longer had to rely on family members and interpreters for every single call." John said. As a result of working with Hamilton Relay, John now understands the full scope of the relay call process from beginning to end and expressed his excitement for the continued growth and expansion of relay services, as well as the increased adoption by relay users.

We are grateful to all the people who have made the last 30 years successful, and we look forward to continuing to provide innovative and accessible services for many years to come. Thank you for being part of our journey!



CONGRATULATIONS HIGH SCHOOL SCHOLARSHIP WINNERS!

We are happy to announce the recipients of the 2021 Hamilton Relay Scholarship Award. This award was created to assist graduating high school students in their post-secondary education. Every year, we offer one $500 scholarship to students in each state where Hamilton Relay is the contracted telecommunications relay and/or captioned telephone service provider. To be eligible, applicants must be graduating high school students who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

Please join us in celebrating this year's scholarship recipients:

- California: Zhiyao Xiao
- District of Columbia: Aubrie Bauer
- Georgia: Darison Daggett
- Iowa: Jamie Beal
- Kentucky: Jamie Gleason
- Louisiana: Jake Skipper
- Maryland: Andrew Photinakis
- Montana: Jessica Voigt
- New Mexico: Violet Frazier
- Pennsylvania: Robert Gillner
- Utah: Carter Markworth
- Virginia: Xavier Lewis-Everson

For more information about the Hamilton Relay Scholarship, visit HamiltonRelay.com.

CUSTOMER CARE CORNER: Customizing Your Calls

Did you know that you can customize your preferences when making calls through Hamilton Relay? By completing or updating your Customer Profile, our team can better understand the best ways to manage your calls before you dial — making your calling experience better than ever!

Here are some ways you can customize your calls through relay:

- Create a speed dial list for faster connections.
- If you are a Speech-to-Speech (STS) user, set your profile to automatically connect with a specially trained STS Communication Assistant (CA) whenever you dial 711.
- Set preferences for the type of content you want the CA to keep you informed of—such as background noise and tone of voice.
- Set your profile for Spanish Relay to quickly connect with a Spanish-speaking CA whenever you dial 711.
- Indicate whether you prefer a male or female CA for your calls so they can be routed accordingly. If a CA of your preferred gender is not available, your call will be routed to the first available CA.

To create or update your online Customer Profile, visit HamiltonRelay.com and find your state under "State Services". Once there, click on "Customer Profile" on the left-hand side menu.



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Connecting Through Spanish Relay

AN INTERVIEW WITH MARTHA HERNANDEZ



Every day, relay services are used to schedule appointments, communicate with businesses and stay connected with others. Not only does Hamilton Relay offer services in English, relay services are available to Spanish-speaking individuals as well.

We spoke with Martha Hernandez, Outreach Coordinator for California Relay Service, to learn more about what it means to connect with Spanish-speaking relay users. Martha describes her role within these communities as an initiator, engaging directly with Californians to help educate and encourage the use of Spanish relay.

How do you connect with individuals in the Spanish-speaking communities?

"As a native speaker of Spanish, I've found the best way to connect is to speak the same language as the community members. Even non-native Spanish speakers are excited to practice their Spanish with me! Through this shared language, a sense of trust and camaraderie is built, and I am able to learn more about the communication barriers that exist in order to better educate the community around how California Relay Service can help. Word-of-mouth connections are very strong within each community, which makes for effective networking."

What does your relationship with community members look like?

"I have very personal, trusting relationships with people throughout the Spanish-speaking community. They see me as a trusted resource and friend, someone they can let into their life and that they can turn to for help when it comes to communicating over the telephone. One of the best parts about educating the community about Spanish relay services is seeing how excited they get. They finally have easy and accessible ways to communicate with others — and in the language they use every day!"

What are some of the highlights you've experienced through your Spanish Outreach activities?

"I am always floored with how welcoming and friendly people are within the community. We become friends very quickly! Several of the people I've met through outreach have quickly become some of my dearest friends, and I am eager to connect with them again — and forge new connections in-person very soon."

What hopes do you have for the future of Spanish Outreach?

"I'm looking forward to soon being able to connect in-person again, not only to make new connections, but to also build on the strong community connections I've established over the years. I am eager to see Spanish relay continue to expand its reach not only in California but throughout the United States."

If you'd like to learn more about Spanish relay services, contact your state Outreach Coordinator or visit hamiltonrelay.com/how-it-works/spanish-relay.html.

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 telephone. The RTT phone offers both parties on the line the ability to communicate with voice and text at the same time, allowing for a smoother, real-time calling experience.

We are looking for testers in **Pennsylvania, Louisiana, California and Washington** who meet the following criteria:

- Deaf or combined deaf and low vision
- Have high-speed internet
- Willing to complete online surveys sharing their testing experience
- Willing to use the device for 90 days



We value all the feedback we can gain from the community, and it would greatly impact this innovative technology to have you or someone you know involved in this testing period. To participate in the trial, email info@hamiltonrelay.com or call 800-618-4781.

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SUMMER WORD SEARCH

Give your brain some exercise with a word search that highlights some of this season's newsletter topics and stories.

E	N	O	T	S	E	L	I	M	Y	U	P
F	M	E	P	W	L	T	E	N	C	K	Y
S	S	S	I	B	I	X	T	E	M	Y	T
T	K	H	H	Z	F	Y	A	N	Y	Q	I
R	L	H	S	T	O	C	R	O	R	S	N
I	Z	S	R	C	R	E	B	H	H	C	U
A	H	I	A	E	P	V	E	P	B	N	M
L	M	N	L	N	N	F	L	K	B	F	M
F	S	A	O	N	X	E	E	W	E	N	O
J	B	P	H	O	H	W	C	W	V	W	C
D	I	S	C	C	R	E	L	A	Y	X	J
K	N	K	S	W	I	N	N	E	R	T	Z

MILESTONE
HISTORY
COMMUNITY
CELEBRATE
RELAY
SPANISH
SCHOLARSHIP
WINNER
TRIAL
PROFILE
CONNECT
PHONE

HAMILTON RELAY

Hamilton Relay Service
1006 12th Street
Aurora, NE 68818

Address Service Requested

From Our Kitchen to Yours

Get the sweet, peanut buttery goodness of cookies -- no oven required! Courtesy of Kentucky Outreach Coordinator, Peggy Ward.



Peggy Ward
Kentucky Outreach Coordinator

PEANUT BUTTER CHOCOLATE NO-BAKE COOKIES

Servings: 50-60 cookies **Total Time:** 1 hour **Allergens:** Dairy

INGREDIENTS



- 2 cups sugar
- ½ cup milk
- 1 stick unsalted butter
- ¼ cup unsweetened cocoa powder
- 3 cups old-fashioned rolled oats
- 1 cup smooth peanut butter
- 1 tbsp vanilla extract
- Large pinch of salt

DIRECTIONS

1. Line a baking sheet with wax or parchment paper.
2. Bring the sugar, milk, butter and cocoa to a boil in a medium saucepan over medium heat, stirring occasionally. Boil for 1 minute.
3. Add the oats, peanut butter, vanilla extract and salt. Stir to combine.
4. Drop teaspoons of the mixture onto the prepared baking sheet. Let sit at room temperature until cooled and hardened, about 30 minutes.
5. Refrigerate in an airtight container for up to 3 days.

Jane Popkin selected for Hamilton Relay 2021 Better Hearing and Speech Month Recognition Award for the State of Virginia

June, 12 2021

Jane Popkin of Norfolk, Virginia has been selected as the recipient of the Hamilton Relay 2021 Better Hearing and Speech Month Award for the Commonwealth of Virginia. Jane is highly respected member of her community and provides a very important level of commitment in the Tidewater area of Virginia.

As the current vice president of the Hearing Loss Association of America (HLAA) Virginia Beach Chapter, she coordinates speakers for monthly events, plans social events and club meetings along with increasing the organization's footprint in the community. During the last year, she managed to organize a buddy check system for members in need of assistance.

Jane volunteers her time with the Norfolk Recreation Center, where she facilitates a free hearing clinic while distributing educational literature to those who express interest in learning about hearing loss.

She is also an active member of Access Virginia, which is a theater-based organization for individuals who are deaf, deaf-blind and hard of hearing. She commits her free time to participating in drama workshops and has been a cast member in plays which educate the public on awareness of hearing loss in daily life.

We commend Jane Popkin for her advocacy and leadership. We are proud to present her with the Hamilton Relay 2021 Better Hearing and Speech Month Award for the Commonwealth of Virginia.

Steve Cooper selected for Hamilton Relay 2021 Better Hearing and Speech Month Recognition Award for the State of Maryland

June, 09 2021



Steve Cooper of Potomac has been selected as the recipient of the Hamilton Relay 2021 Better Hearing and Speech Month Recognition Award for the state of Maryland.

Steve had a laryngectomy in February 2019 and since has been an active member in the community, especially with those who have speech differences. He is currently the secretary of the Laryngectomee Club of Montgomery County and a member of the Governor's Advisory Board for Telecommunications Relay (GABTR) of Maryland, representing individuals with limited speech. He is also a member of the Board of Directors of the International Association of Laryngectomees (IAL) and is the past vice president and current treasurer of WebWhisperers, Inc. Laryngectome Support Group.

He is an active member of Imerman Angels Cancer Support Community and is a peer-to-peer patient mentor and advocate for the laryngectomee community at several local hospitals and medical facilities. Steve has also contributed to this same community in England by writing an article for a support group about his journey.

One outstanding constant from Steve's friends and colleagues is how helpful and supportive he is to people who are beginning their journey with laryngectomies. In a Facebook post introducing Steve to Maryland Relay followers, there are many well wishes and affirmations of support for Steve. He is known to be very positive, supportive and incredibly eager about any and all opportunities to share information about the Limited Speech community.

Hamilton Relay Website articles

Russell Misheloff selected for Hamilton Relay 2021 Better Hearing Speech Month Recognition Award for the District of Columbia

May, 27 2021



Russell Misheloff has been selected as the Hamilton Relay 2021 Better Hearing Speech Month Recognition Award winner for the District of Columbia. Russ has been a tireless advocate for those with hearing loss in and around the District.

He has served as the president of the Hearing Loss Association of America (HLAA) DC Chapter from 2014 through May 2021. During this time, Russ built a vibrant chapter, attracting many to join and become engaged and educated by providing relevant and interesting speakers and presentations. Beyond attending the monthly meetings, Russ encourages the membership to take what they learn and share it in the community.

He has worked with both governmental and non-governmental agencies, service organizations and senior living communities to bring information and resources to their employees, volunteers and residents. His collaboration has been vital in the development of a visor card that drivers who are deaf or hard of hearing can use when interacting with law enforcement.

Russ's advocacy efforts have focused on encouraging public venues including several DC Public Library branches to provide assistive listening technologies as well as the creation of the DC Office of Deaf, DeafBlind and Hard of Hearing. Russ is an annual presenter at the Osher Lifelong Learning Institute at American University and recently graduated from the Peer Mentoring Program at Gallaudet University.

Along with his peers and those se serves, we commend Russell for encouraging and empowering those around him and are proud to present him with the Hamilton Relay 2021 Better Hearing Speech Month Recognition Award for the District of Columbia.

Anne-Michelle Pedersen selected for Hamilton Relay 2021 Better Hearing and Speech Month Recognition Award for the State of Iowa

May, 21 2021



Hamilton Relay is pleased to award the 2021 Better Hearing and Speech Month Recognition Award for the State of Iowa to Anne-Michelle Pedersen.

Anne works as a teacher of the Deaf through the Heartland Area Education Agency, and her passion for the Hard of Hearing community extends far beyond her work responsibilities. She is known to devote hours of her personal time to volunteer in her church and community.

At four years of age, Anne-Michelle was diagnosed with hearing loss. During preschool, she worked with an itinerant teacher of the deaf/hard of hearing who supported her and guided her family throughout her educational journey. After graduating from college, she followed these footprints to also become an itinerant teacher for the deaf/hard of hearing. She wanted to share her experiences with others and positively impact children with hearing loss, their families and her colleagues.

Some of the organizations Anne-Michelle volunteers for include Alexander Graham Bell Association Iowa Chapter, Hands and Voices and her church where she teaches songs in sign language serves as a counselor for young women and youth leader.

We commend Anne-Michelle for her dedication to the community and are proud to present her with this year's Better Hearing and Speech Month Recognition Award in Iowa.

College Scholarship awarded to Maryland High School Senior by Telecommunications Relay Service provider Hamilton Relay

May, 01 2021



Hamilton Relay, Telecommunications Relay and Captioned Telephone Service provider for the state of Maryland, has awarded a $500 college scholarship to Andrew Photinakis, a student of Northwest High School from Darnestown, Maryland.

The Hamilton Relay Scholarship opportunity is available to high school seniors who are deaf, hard of hearing, deaf-blind or have difficulty speaking. A recipient is selected within each of the states where Hamilton is the contracted service provider and is one of several ways the company gives back to the communities it serves.

"Hamilton takes pride in recognizing outstanding leadership and promoting education," said Tarita Turner, Maryland TRS Outreach Coordinator. "We are excited to have the opportunity to contribute to furthering Andrew's education and wish him success in reaching his personal and professional goals."

Andrew was awarded the $500 Hamilton Relay Scholarship after completing the application process, including writing an essay under the topic of communication technology. Andrew plans to attend Rochester Institute of Technology's National Technical Institute for the Deaf this fall to study computer science.

Toni Chapman selected for Hamilton Relay 2020 Deaf Community Leader Award for the State of California

October, 22 2020



Toni Chapman of Pomona, California has been selected as the Hamilton Relay 2020 Deaf Community Leader Award recipient for the state of California. According to her peers, she is a leader in the community who always has a positive attitude and is willing to help.

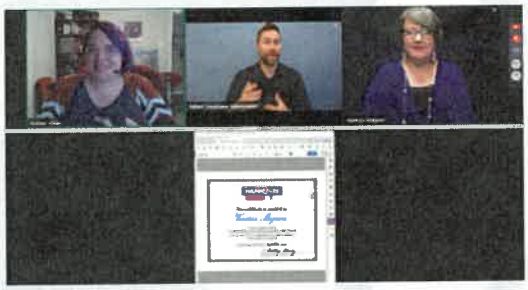
Toni has been a co-chair on the board of Deaf and Hard of Hearing Advisory Committee (DHHAC) for two years. She devotes her time to volunteer for several fundraisers, including 5K races, Deaf events and a deaf-blind summer camp.

Toni previously worked for the Greater Los Angeles Agency on Deafness (GLAAD) and currently works for the Helen Keller National Center (HKNC). She assists individuals who are deaf or deaf-blind with finding and sustaining employment.

We commend Toni for her dedication to volunteerism and are proud to present her with the Deaf Community Leader Award for the state of California.

Vanessa Magnon selected for Hamilton Relay 2020 Deaf Community Leader Award for the State of Louisiana

October, 22 2020



Hamilton Relay is pleased to announce Vanessa Magnon as the recipient of our 2020 Deaf Community Leader Award for the State of Louisiana! Vanessa's impact on her community is both impressive and extensive.

Vanessa is an active member of both Hands and Voices and Louisiana Association for the Deaf. She has been an active participant in Life Church Deaf Ministry, Deaf Women of Faith and Breakthrough Corner. In addition, she participated in Deaf Camp and founded the Sign Language Club at the Lafayette High School, where she was a teaching assistant.

Outside of the Deaf Community, Vanessa has also been a great asset to those fighting cancer. Vanessa is a volunteer who helps individuals who are deaf navigate cancer through her video blogs about her own breast cancer experience. Her fundraising efforts for the Leukemia and Lymphoma Society for Cancer Fundraiser won her Woman of the Year by that foundation.

Vanessa is now a Project Coordinator at Louisiana Commission for the Deaf.

We commend Vanessa for her dedication and leadership and are proud to present her with the Hamilton Relay 2020 Deaf Community Leader Award.

Dr. Michelle "Mickey" Morales has been selected for Hamilton Relay 2020 Deaf Community Leader Award for the State of Maryland

October, 15 2020



Dr. Michelle "Mickey" Morales of Frederick, Maryland has been selected as the Hamilton Relay 2020 Deaf Community Leader Award recipient for the state of Maryland.

After graduating from Gallaudet University, Dr. Morales went on to obtain a Master's of Science in Deaf Education as well as a Doctorate of Education in Reading and Literacy. With over a decade of teaching experience under her belt, she has a true understanding of how important literacy at an early age is to the success of all students. She noticed that some children who are deaf or hard of hearing did not have complete communication at home and decided to do something about it.

She worked with colleagues and congress to pass a bill to help bridge that gap. Her bill allows parents to take American Sign Language (ASL) classes free of charge so that they can communicate with their child. She also orchestrated the writing of another bill that will impose higher standards for educational interpreters in the school system. These bills will offer students who are deaf or hard of hearing the opportunity to flourish at home as well as in school.

We thank Dr. Morales for her hard work and dedication to the education and betterment of our future change makers!

This leadership recognition has been brought to you by Hamilton Relay.

Jane Popkin selected for Hamilton Relay 2021 Better Hearing and Speech Month Recognition Award for the State of Virginia

June, 12 2021

Jane Popkin of Norfolk, Virginia has been selected as the recipient of the Hamilton Relay 2021 Better Hearing and Speech Month Award for the Commonwealth of Virginia. Jane is highly respected member of her community and provides a very important level of commitment in the Tidewater area of Virginia.

As the current vice president of the Hearing Loss Association of America (HLAA) Virginia Beach Chapter, she coordinates speakers for monthly events, plans social events and club meetings along with increasing the organization's footprint in the community. During the last year, she managed to organize a buddy check system for members in need of assistance.

Jane volunteers her time with the Norfolk Recreation Center, where she facilitates a free hearing clinic while distributing educational literature to those who express interest in learning about hearing loss.

She is also an active member of Access Virginia, which is a theater-based organization for individuals who are deaf, deaf-blind and hard of hearing. She commits her free time to participating in drama workshops and has been a cast member in plays which educate the public on awareness of hearing loss in daily life.

We commend Jane Popkin for her advocacy and leadership. We are proud to present her with the Hamilton Relay 2021 Better Hearing and Speech Month Award for the Commonwealth of Virginia.

Steve Cooper selected for Hamilton Relay 2021 Better Hearing and Speech Month Recognition Award for the State of Maryland

June, 09 2021



Steve Cooper of Potomac has been selected as the recipient of the Hamilton Relay 2021 Better Hearing and Speech Month Recognition Award for the state of Maryland.

Steve had a laryngectomy in February 2019 and since has been an active member in the community, especially with those who have speech differences. He is currently the secretary of the Laryngectomee Club of Montgomery County and a member of the Governor's Advisory Board for Telecommunications Relay (GABTR) of Maryland, representing individuals with limited speech. He is also a member of the Board of Directors of the International Association of Laryngectomees (IAL) and is the past vice president and current treasurer of WebWhisperers, Inc. Laryngectome Support Group.

He is an active member of Imerman Angels Cancer Support Community and is a peer-to-peer patient mentor and advocate for the laryngectomee community at several local hospitals and medical facilities. Steve has also contributed to this same community in England by writing an article for a support group about his journey.

One outstanding constant from Steve's friends and colleagues is how helpful and supportive he is to people who are beginning their journey with laryngectomies. In a Facebook post introducing Steve to Maryland Relay followers, there are many well wishes and affirmations of support for Steve. He is known to be very positive, supportive and incredibly eager about any and all opportunities to share information about the Limited Speech community.

Hamilton Relay Website articles

Russell Misheloff selected for Hamilton Relay 2021 Better Hearing Speech Month Recognition Award for the District of Columbia

May, 27 2021



Russell Misheloff has been selected as the Hamilton Relay 2021 Better Hearing Speech Month Recognition Award winner for the District of Columbia. Russ has been a tireless advocate for those with hearing loss in and around the District.

He has served as the president of the Hearing Loss Association of America (HLAA) DC Chapter from 2014 through May 2021. During this time, Russ built a vibrant chapter, attracting many to join and become engaged and educated by providing relevant and interesting speakers and presentations. Beyond attending the monthly meetings, Russ encourages the membership to take what they learn and share it in the community.

He has worked with both governmental and non-governmental agencies, service organizations and senior living communities to bring information and resources to their employees, volunteers and residents. His collaboration has been vital in the development of a visor card that drivers who are deaf or hard of hearing can use when interacting with law enforcement.

Russ's advocacy efforts have focused on encouraging public venues including several DC Public Library branches to provide assistive listening technologies as well as the creation of the DC Office of Deaf, DeafBlind and Hard of Hearing. Russ is an annual presenter at the Osher Lifelong Learning Institute at American University and recently graduated from the Peer Mentoring Program at Gallaudet University.

Along with his peers and those se serves, we commend Russell for encouraging and empowering those around him and are proud to present him with the Hamilton Relay 2021 Better Hearing Speech Month Recognition Award for the District of Columbia.

Anne-Michelle Pedersen selected for Hamilton Relay 2021 Better Hearing and Speech Month Recognition Award for the State of Iowa

May, 21 2021



Hamilton Relay is pleased to award the 2021 Better Hearing and Speech Month Recognition Award for the State of Iowa to Anne-Michelle Pedersen.

Anne works as a teacher of the Deaf through the Heartland Area Education Agency, and her passion for the Hard of Hearing community extends far beyond her work responsibilities. She is known to devote hours of her personal time to volunteer in her church and community.

At four years of age, Anne-Michelle was diagnosed with hearing loss. During preschool, she worked with an itinerant teacher of the deaf/hard of hearing who supported her and guided her family throughout her educational journey. After graduating from college, she followed these footprints to also become an itinerant teacher for the deaf/hard of hearing. She wanted to share her experiences with others and positively impact children with hearing loss, their families and her colleagues.

Some of the organizations Anne-Michelle volunteers for include Alexander Graham Bell Association Iowa Chapter, Hands and Voices and her church where she teaches songs in sign language serves as a counselor for young women and youth leader.

We commend Anne-Michelle for her dedication to the community and are proud to present her with this year's Better Hearing and Speech Month Recognition Award in Iowa.

Hamilton Relay Website articles

College Scholarship awarded to Maryland High School Senior by Telecommunications Relay Service provider Hamilton Relay

May, 01 2021



Hamilton Relay, Telecommunications Relay and Captioned Telephone Service provider for the state of Maryland, has awarded a $500 college scholarship to Andrew Photinakis, a student of Northwest High School from Darnestown, Maryland.

The Hamilton Relay Scholarship opportunity is available to high school seniors who are deaf, hard of hearing, deaf-blind or have difficulty speaking. A recipient is selected within each of the states where Hamilton is the contracted service provider and is one of several ways the company gives back to the communities it serves.

"Hamilton takes pride in recognizing outstanding leadership and promoting education," said Tarita Turner, Maryland TRS Outreach Coordinator. "We are excited to have the opportunity to contribute to furthering Andrew's education and wish him success in reaching his personal and professional goals."

Andrew was awarded the $500 Hamilton Relay Scholarship after completing the application process, including writing an essay under the topic of communication technology. Andrew plans to attend Rochester Institute of Technology's National Technical Institute for the Deaf this fall to study computer science.

Toni Chapman selected for Hamilton Relay 2020 Deaf Community Leader Award for the State of California

October, 22 2020



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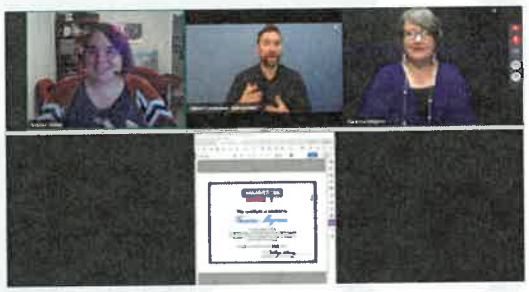
Toni has been a co-chair on the board of Deaf and Hard of Hearing Advisory Committee (DHHAC) for two years. She devotes her time to volunteer for several fundraisers, including 5K races, Deaf events and a deaf-blind summer camp.

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Outside of the Deaf Community, Vanessa has also been a great asset to those fighting cancer. Vanessa is a volunteer who helps individuals who are deaf navigate cancer through her video blogs about her own breast cancer experience. Her fundraising efforts for the Leukemia and Lymphoma Society for Cancer Fundraiser won her Woman of the Year by that foundation.

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After graduating from Gallaudet University, Dr. Morales went on to obtain a Master's of Science in Deaf Education as well as a Doctorate of Education in Reading and Literacy. With over a decade of teaching experience under her belt, she has a true understanding of how important literacy at an early age is to the success of all students. She noticed that some children who are deaf or hard of hearing did not have complete communication at home and decided to do something about it.

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We thank Dr. Morales for her hard work and dedication to the education and betterment of our future change makers!

This leadership recognition has been brought to you by Hamilton Relay.

Hamilton Relay Website articles

Exhibits

Event Date	Organization Name	Event City	State	Target Audience	Products/Services	Number of
3/8/22	Louisiana Center for Health	Statewide	LA	Medical and Caregivers	CapTel, TRS	82
3/9/22	Louisiana Center for Health	Statewide	LA	Medical and Caregivers	CapTel, TRS	82
3/16/22	Jefferson Community	Kenner	LA	Senior Citizen, Senior Living	CapTel, TRS	1975
3/17/22	Seniors and Law Enforcement	Ponchatoula	LA	Senior Citizen, Senior Living	CapTel, TRS	200
3/25/22	Brain Injury Association of	Kenner	LA	Medical and Caregivers, Non-	CapTel, TRS	180
3/26/22	Brain Injury Association of	Kenner	LA	Medical and Caregivers, Non-	CapTel, TRS	150
4/25/22	Louisiana APCO/NENA Chapter	Marksville	LA	911	CapTel, TRS	225
4/26/22	Louisiana APCO/NENA Chapter	Marksville	LA	911	CapTel, TRS	225
4/27/22	St. Landry Chamber of	Opelousas	LA	Business	RFB	150
5/7/22	Women's Center for Healing	Slidell	LA	Community	CapTel, RFB, TRS	101
5/11/22	CHOICES in Senior Living &	Metairie	LA	Senior Citizen, Senior Living	CapTel, TRS	110
5/14/22	Pennington Biomedical	Baton Rouge	LA	Senior Citizen, Senior Living	CapTel, TRS	215
5/27/22	New Orleans Council on Aging	New Orleans	LA	Senior Citizen, Senior Living	CapTel, TRS	200
6/3/22	Louisiana Speech-Language-	Kenner	LA	HHC Professional	CapTel, STS	106
6/4/22	Louisiana Speech-Language-	Kenner	LA	HHC Professional, Medical and	CapTel, TRS	106
7/16/22	LSU School of Kinesiology	Baton Rouge	LA	Medical and Caregivers, Speech	HCO, STS	275
9/9/22	Louisiana Department of	Baton Rouge, LA	LA	Veterans	CapTel	200
9/15/22	Louisiana Academy of	New Orleans	LA	HHC Professional	CapTel, STS, TRS	150
9/16/22	Louisiana Academy of	New Orleans	LA	Medical and Caregivers	CapTel, TRS	150
9/17/22	The ALS Association	Metairie	LA	Medical and Caregivers, Non-	STS	150
10/4/22	Capital Area Agency on Aging	Gonzales	LA	Senior Citizen, Senior Living	CapTel, TRS	400
10/6/22	SPALS	Lafayette	LA	Education, Medical and	CapTel, TRS	360
10/7/22	SPALS	Lafayette	LA	Education, Medical and	CapTel, TRS	360
10/8/22	The ALS Association	Lafayette	LA	Non-Profit, Speech Disabled	STS	150
10/14/22	Washington Parish Council on	Bogalusa	LA	Senior Citizen, Senior Living	CapTel, TRS	185
10/15/22	Alzheimer's Services of the	Baton Rouge	LA	Senior Citizen, Senior Living	CapTel, TRS	1200
10/18/22	Seniors and Law Enforcement	Baker	LA	Senior Citizen, Senior Living	CapTel, TRS	650
10/20/22	St. Helena Parish Council on	Greensburg	LA	Nurses, Senior Citizen, Senior	CapTel, TRS	75
11/6/22	Louisiana Chamber of	Shreveport	LA	Business	RFB	70
11/7/22	Louisiana Chamber of	Shreveport	LA	Business	RFB	70
11/8/22	Louisiana Chamber of	Shreveport	LA	Business	RFB	70
11/10/22	JenCare Senior Medical Center -	New Orleans	LA	Senior Citizen	CapTel, TRS	150
11/16/22	ASHA - 2022 - Louisiana	New Orleans	LA	HHC Professional	CapTel	1600
12/13/22	Louisiana Rehabilitation	Baton Rouge	LA	Speech Difference	CapTel, TRS	150
3/16/23	Seniors and Law Enforcement	Hammond	LA	Senior Citizen, Senior Living	CapTel, TRS	200
3/24/23	Brain Injury Association of	Metairie	LA	Community, Home Health	CapTel, TRS	150
3/25/23	Brain Injury Association of		LA	Community, Home Health	CapTel, TRS	150
4/19/23	Alzheimer's Services of the	Baton Rouge	LA	Non-Profit, Senior Citizen	CapTel, TRS	250
4/21/23	Washington Parish Council on	Bogalusa	LA	Senior Citizen, Senior Living		100
4/29/23	Central Louisiana Area Health	Baton Rouge	LA	Community, Senior Citizen	CapTel, TRS	125
5/8/23	Argentum	New Orleans	LA		CapTel	3000
5/24/23	All in 1 Healthcare Staffing	Denham Springs	LA	Community, HHC Professional,	CapTel, TRS	30
5/26/23	New Orleans Council on Aging	New Orleans	LA	Senior Citizen, Senior Living	CapTel, TRS	200
5/31/23	HealthCARES Events	Covington	LA	Community, HHC Professional,	CapTel, TRS	100
6/16/23	Louisiana Speech-Language-	Baton Rouge	LA	HHC Professional, Speech	CapTel, TRS	300
6/17/23	Louisiana Speech-Language-	Baton Rouge	LA	HHC Professional, Medical and	CapTel, TRS	300
6/21/23	Holly Court Assisted Living &	Baton Rouge	LA	Senior Citizen, Senior Living	CapTel, TRS	150
6/29/23	HLAA - 2023 - Louisiana	New Orleans	LA	HHC Professional, Hard of	CapTel	500

Field Visits

Event Date	Organization Name	Event City	State	Target Audience	Products/Services	Number of
7/12/22	Oak Park Village @ Hammond	Hammond	LA	Senior Living	CapTel, TRS	2
7/12/22	Tangipahoa Library -	Independence	LA	Civil/Civic Service Organization	CapTel, RFB	4
7/12/22	Tangipahoa Parish Library -	Hammond	LA	Civil/Civic Service Organization	CapTel, TRS	3
8/26/22	Discovery Health Sciences	Kenner	LA	Education	CapTel, TRS	1
8/26/22	Jefferson Parish Schools	Kenner	LA	Education	CapTel, TRS	2
8/26/22	Old Kenner Library	Kenner	LA	Civil/Civic Service Org,	CapTel, TRS	2
8/31/22	East Jefferson High School	Metairie	LA	Education	CapTel, TRS	1
8/31/22	Haynes Academy for Advanced	Metairie	LA	Education	CapTel, TRS	1
2/13/23	Crescent City Hearing Center -	Metairie	LA		CapTel	2
2/13/23	Doctors Hearing Center	Metairie	LA	HHC Professional	CapTel	2
2/13/23	Premier Hearing & Balance	Hammond	LA	HHC Professional	CapTel	1
5/1/23	Ouachita Council on Aging	Monroe	LA	Senior Citizen, Senior Living	CapTel, TRS	2
5/2/23	Ouachita Parish Public Library	Monroe	LA	Community, Education	CapTel, TRS	3

Meetings

Event Date	Organization Name	Event City	State	Target Audience	Products/Services	Number of
2/15/22	Capital Area Agency on Aging	Baton Rouge	LA	Civil/Civic Service Org, Senior	CapTel, TRS	1
2/25/22	98.3-FM WRKF	Baton Rouge	LA	Business	CapTel, TRS	1
3/4/22	98.3-FM WRKF	Baton Rouge	LA	Business, Non-Profit	CapTel, RFB, TRS	2
3/9/22	Synergia Services LLC	New Orleans, LA	LA	Senior Living	CapTel, TRS	2
3/14/22	The Wellspring	Winnsboro	LA	Non-Profit	CapTel, RFB, TRS	2
3/16/22	504 Health Net	New Orleans	LA	Medical and Caregivers, Non-	CapTel, RFB, TRS	2
4/11/22	The ALS Association	Baton Rouge	LA	Non-Profit	STS	2
4/12/22	Orleans Parish Communication	New Orleans	LA	911	TRS	3
6/14/22	Laurel Senior Living	New Orleans	LA	Senior Living	CapTel, TRS	2
6/17/22	City of New Orleans Health	New Orleans	LA	911, Civil/Civic Service Org	CapTel, TRS	3
7/13/22	Vialink	New Orleans	LA	Civil/Civic Service Organization	RFB	2
8/5/22	Acadiana Workforce Solutions	Opelousas	LA	Civil/Civic Service Org, Non-	RFB	3
8/31/22	Grace King High School	Metairie	LA	Education	CapTel, TRS	1
9/15/22	Jefferson Parish Health Unit	New Orleans	LA	Medical and Caregivers	RFB	4
9/15/22	Vialink	New Orleans	LA	Non-Profit	RFB	2
9/22/22	Seniors and Law Enforcement	Baton Rouge	LA	911, Senior Living	CapTel, TRS	13
9/27/22	Choctaw Detachment of the	Baton Rouge	LA	Veterans	CapTel, TRS	2
10/7/22	Affiliated Blind of Louisiana	Lafayette	LA	EDP	CapTel, TRS	2
11/29/22	Louisiana Association For the	Baton Rouge	LA	Deaf	CapTel, TRS	3
12/6/22	Baton Rouge Aging Network	Baton Rouge	LA	Medical and Caregivers	CapTel, TRS	1
12/6/22	Southeastern University	Hammond	LA	Education	CapTel, TRS	1
2/16/23	The ALS Association	Baton Rouge	LA	Non-Profit	TRS	2
2/17/23	Central Louisiana Area Health	Baton Rouge	LA	Non-Profit	CapTel, TRS	2
3/9/23	Volunteers in Public Schools	Baton Rouge	LA	Education, Students	CapTel, TRS	2
5/1/23	New Horizons Independent	Monroe	LA	EDP	CapTel, TRS	2
5/23/23	New Orleans Council on Aging	New Orleans	LA	Senior Citizen, Senior Living	CapTel, TRS	24

Networking

Event Date	Organization Name	Event City	State	Target Audience	Products/Services	Number of
2/4/22	Jefferson Parish Council on	Metairie	LA	Senior Citizen, Senior Living	CapTel, TRS	23
2/10/22	Louisiana Council's Advocacy	Baton Rouge	LA	Non-Profit	CapTel, TRS	2
3/10/22	Louisiana Council's Advocacy	Baton Rouge	LA	Non-Profit	CapTel, TRS	4
3/24/22	Louisiana Council's Advocacy	Baton Rouge	LA	Non-Profit	CapTel, TRS	3
4/6/22	Baton Rouge Aging Network	Baton Rouge	LA	Senior Citizen, Senior Living	CapTel, TRS	30
4/21/22	Seniors and Law Enforcement	Baton Rouge	LA	Non-Profit, Senior Living	CapTel, TRS	30
4/23/22	The Claiborne at Baton Rouge	Baton Rouge	LA	Senior Citizen, Senior Living	CapTel, TRS	300
5/4/22	Baton Rouge Aging Network	Baton Rouge	LA	Senior Citizen, Senior Living	CapTel, TRS	30
5/16/22	Council on Aging: East Baton	Baton Rouge	LA	Senior Living	CapTel, TRS	25
5/19/22	Seniors and Law Enforcement	Baton Rouge	LA	Senior Citizen, Senior Living	CapTel, TRS	18
6/15/22	City of New Orleans Health	New Orleans	LA	911, Civil/Civic Service Org	CapTel, TRS	12
8/3/22	Baton Rouge Aging Network	Baton Rouge	LA	Senior Living	CapTel, TRS	25
8/25/22	Seniors and Law Enforcement	Baton Rouge	LA	Senior Citizen, Senior Living	CapTel, TRS	20
8/26/22	Jefferson Parish Council on	Kenner	LA	Senior Citizen, Senior Living	CapTel, TRS	30
9/7/22	Baton Rouge Aging Network	Baton Rouge	LA	Senior Citizen, Senior Living	CapTel, TRS	35
10/5/22	Baton Rouge Aging Network	Baton Rouge	LA	Senior Citizen, Senior Living	CapTel, TRS	30
10/13/22	Seniors and Law Enforcement	Baton Rouge	LA	Senior Living	CapTel, TRS	20
12/7/22	Baton Rouge Aging Network	Baton Rouge	LA	Senior Citizen, Senior Living	CapTel, TRS	40
12/9/22	Jefferson Parish Council on	Kenner	LA	Senior Citizen, Senior Living	CapTel, TRS	18
1/12/23	Seniors and Law Enforcement	Baton Rouge	LA	911, Senior Citizen, Senior Living	CapTel, TRS	20

1/19/23	Kiwanis Club Walker	Walker	LA	Senior Citizen, Senior Living	CapTel, TRS	11
2/1/23	Baton Rouge Aging Network	Baton Rouge	LA	Senior Citizen, Senior Living	CapTel, TRS	31
2/14/23	New Orleans Council on Aging	New Orleans	LA	Senior Citizen, Senior Living	CapTel, TRS	40
3/1/23	Baton Rouge Aging Network	Baton Rouge	LA	Community, Senior Citizen,	CapTel, TRS	30
3/10/23	Jefferson Parish Council on	New Orleans	LA	Senior Citizen, Senior Living	CapTel, TRS	17
4/5/23	Baton Rouge Aging Network	Baton Rouge	LA	Senior Citizen, Senior Living	CapTel	35
4/13/23	Seniors and Law Enforcement	Baton Rouge	LA	911, Senior Citizen, Senior Living	CapTel, TRS	28
4/28/23	Grandparents Raising	Baton Rouge	LA	Community, Senior Citizen,	CapTel, TRS	100
5/11/23	Seniors and Law Enforcement	Baton Rouge	LA	911, Senior Citizen, Senior Living	CapTel, TRS	24
6/15/23	Louisiana Governor's Office of		LA	911	CapTel, TRS	59

One on One Visits

Event Date	Organization Name	Event City	State	Target Audience	Products/Services	Number of
7/29/22	LA_2022 Customer Contacts	Baton Rouge	LA	Hard of Hearing, Senior Citizen	CapTel	2
8/23/22	LA_2022 Customer Contacts	Baton Rouge	LA	CapTel Customer	CapTel 2400i	1

Presentation

Event Date	Organization Name	Event City	State	Target Audience	Products/Services	Number of
5/10/22	The Claiborne at Baton Rouge	Baton Rouge	LA	Senior Citizen, Senior Living	CapTel	5
6/8/22	Niagara University First	New Orleans	LA	911	CapTel, TRS	20
7/12/22	Neuro Restorative	Hammond	LA	Medical and Caregivers	STS	3
7/12/22	Neuro Restorative	Hammond	LA	Speech Difference	STS	7
8/10/22	504 Health Net	New Orleans	LA	Medical and Caregivers	RFB	11
11/12/22	Baton Rouge Association of the	Baker	LA	Deaf	TRS	25
1/4/23	Baton Rouge Aging Network	Baton Rouge	LA	Senior Citizen, Senior Living	CapTel, TRS	25
1/5/23	The ALS Association	Baton Rouge	LA	Speech Difference	STS	6
1/26/23	Baton Rouge Rehab Hospital	Baton Rouge	LA	Speech Difference	HCO, STS	19
3/3/23	LA_2023 25th Anniversary	Baton Rouge	LA	Community, Deaf, EDP	CapTel, TRS	40
4/16/23	LA_2023 Scholarship	Lafayette	LA	Education	CapTel, TRS	25
5/2/23	Niagara University First	West Monroe	LA	911	CapTel, TRS	35
5/2/23	The Gardens at Georgia Tucker	Monroe	LA	Senior Citizen, Senior Living	CapTel, TRS	8

Relay Friendly Business

Event Date	Organization Name	Event City	State	Target Audience	Products/Services	Number of
2/2/22	West Monroe Chamber of	West Monroe	LA	Business	RFB	4
7/28/22	Vialink	New Orleans	LA	Business	RFB	29
8/31/22	Jefferson Parish Health Unit	Metairie	LA	Medical and Caregivers	RFB	11
10/5/22	Acadiana Legal Service	Lafayette	LA	Business	RFB	100
10/26/22	Lighthouse Louisiana- New	Baton Rouge	LA	EDP, Non-Profit	RFB	11
10/26/22	Lighthouse Louisiana- New	New Orleans	LA	EDP, Non-Profit	RFB	22
11/1/22	Lighthouse Louisiana- New	Baton Rouge	LA	EDP, Non-Profit	RFB	3
11/29/22	Acadiana Workforce Solutions	Lafayette	LA	Business	RFB	45
5/3/23	West Monroe Chamber of	West Monroe	LA	Business	CapTel, RFB, TRS	4

Sponsorship

Event Date	Organization Name	Event City	State	Target Audience	Products/Services	Number of
4/28/22	The ALS Association	Statewide	LA	Non-Profit, Speech Disabled	HCO, STS	900
4/28/22	The Claiborne at Baton Rouge	Baton Rouge	LA	Senior Citizen, Senior Living	CapTel, TRS	300
6/10/22	Louisiana Society of Hearing	Metairie	LA	HHC Professional	CapTel	72

Webinar

Event Date	Organization Name	Event City	State	Target Audience	Products/Services	Number of
2/1/22	Families Helping Families of	Baton Rouge	LA	Community, Non-Profit	TRS	4
2/7/22	Families Helping Families of	New Orleans	LA	Community, Speech Disabled	TRS	4
2/9/22	Families Helping Families of	New Orleans	LA	Community, Hard of Hearing	CapTel	3
3/22/22	LA_2022 BHSM	Statewide	LA	Community, Education, Hard of	CapTel, TRS	3
4/21/22	Families Helping Families of	Monroe	LA	Community, Speech Disabled	STS	3
4/22/22	Families Helping Families of	Monroe	LA	Community, Non-Profit	CapTel	5
11/9/22	Easter Seals (Shreveport)	Shreveport	LA	Non-Profit	CapTel, TRS	20
11/15/22	Families Helping Families	Shreveport	LA	Non-Profit	CapTel, TRS	8

HAMILTON RELAY

Attachment E
Traffic Reports

Proposal to Provide Telecommunications Relay Service

FLORIDA

Attachment E

Attachment E
Traffic Reports

HAMILTON RELAY

Proposal for Telecommunications 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 State to provide desired reporting information in the format requested.

If so desired, 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 your state. 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 State.

1006 12th Street • Aurora, Nebraska 68818
voice/TTY xxx.xxx.xxxx • fax xxx.xxx.xxxx
website: www.hamiltonrelay.com
e-mail: info@hamiltonrelay.com

mmmm dd, yyyy

TRS Administrator
Department
Location Address
Mailing Address
City, State nnnnn-nnnn

STATE Relay Invoice

<Month - Year>

TRS			
Intrastate SessMin		x,xxx	
Rate per minute		$x.xx	
	Total		**$x,xxx.xx**
RCC			
Number of Minutes		x,xxx	
Rate Per Minute		$ x.xx	
	Total		**$ x,xxx.xx**
VA-STS and STS UTL			
Number of Minutes		x,xxx	
Rate Per Minute		$ x.xx	
	Total		**$ xxx.xx**
Outreach			
Monthly Recurring Charge			**$ xxx.xx**
	Total Monthly Billing		**$ X,XXX.XX**

Pay to the order of Hamilton Relay, Inc.
Contact name: XXXXX XXXXX
Telephone Number: xxx-xxx-xxxx
Fax Number: xxx-xxx-xxxx

XXXX Relay Service
Jurisdiction Summary

All Calls Handled	Session Minutes	Conv Minutes	Number of Calls	% of All Calls
General Assistance	XXX.XX		XX	XX.XX%
Local	XXX.XX		XX	XX.XX%
Intrastate-Intralata	XXX.XX		XX	XX.XX%
Intrastate-Interlata	XXX.XX		XX	XX.XX%
Intrastate DA	XXX.XX		XX	XX.XX%
Intrastate Total	**XX.XX**		**XX**	**XX.XX%**
Interstate	XX.XX		XX	XX.XX%
Interstate DA	XX.XX		XX	XX.XX%
Interstate Total	**XX.XX**		**XX**	**XX.XX%**
International	XX.XX		XX	XX.XX%
800	XX.XX		XX	XX.XX%
900	XX.XX		XX	XX.XX%
Total Outbound Call Attempts	**XX.XX**		**XX**	**XX.XX%**
Month Total	**XX.XX**		**XX**	**XX.XX%**

Complete Calls				
Local	XX.XX	XX.XX	XX	XX.XX%
Intrastate-Intralata	XX.XX	XX.XX	XX	XX.XX%
Intrastate-Interlata	XX.XX	XX.XX	XX	XX.XX%
Intrastate Da	XX.XX	XX.XX	XX	XX.XX%
Intrastate Total	**XX.XX**	**XX.XX**	**XX**	**XX.XX%**
Interstate	XX.XX	XX.XX	XX	XX.XX%
Interstate DA	XX.XX	XX.XX	XX	XX.XX%
Interstate Total	**XX.XX**	**XX.XX**	**XX**	**XX.XX%**
International	XX.XX	XX.XX	XX	XX.XX%
800	XX.XX	XX.XX	XX	XX.XX%
900	XX.XX	XX.XX	XX	XX.XX%
Month Total	**XX.XX**	**XX.XX**	**XX**	**XX.XX%**

Total Minutes with TF & 900 Allocation		
Intrastate + 49% of TF & 900	XX.XX	XX.XX
Interstate + 51% of TF & 900	XX.XX	XX.XX
Month Total	**XX.XX**	**XX.XX**

XXXX Relay Service
STS Jurisdiction Summary

All Calls Handled	Session Minutes	Conv Minutes	Number of Calls	% of All Calls
General Assistance	XX.XX		XX	X.XX%
Local	XX.XX		XX	X.XX%
Intrastate-Intralata	XX.XX		XX	X.XX%
Intrastate-Interlata	XX.XX		XX	X.XX%
Intrastate DA	XX.XX		XX	X.XX%
Intrastate Total	**XX.XX**		**XX**	**X.XX%**
Interstate	XX.XX		XX	X.XX%
Interstate DA	XX.XX		XX	X.XX%
Interstate Total	**XX.XX**		**XX**	**XX.XX%**
International	XX.XX		XX	X.XX%
800	XX.XX		XX	X.XX%
900	XX.XX		XX	X.XX%
Total Outbound Call Attempts	**XX.XX**		**XXX**	**XX.XX%**
Month Total	**XX.XX**		**XXX**	**XX.XX%**

Complete Calls				
Local	XX.XX	XX.XX	XX	X.XX%
Intrastate-Intralata	XX.XX	XX.XX	XX	X.XX%
Intrastate-Interlata	XX.XX	XX.XX	XX	X.XX%
Intrastate Da	XX.XX	XX.XX	XX	X.XX%
Intrastate Total	**XX.XX**	**XX.XX**	**XX**	**X.XX%**
Interstate	XX.XX	XX.XX	XX	X.XX%
Interstate DA	XX.XX	XX.XX	XX	X.XX%
Interstate Total	**XX.XX**	**XX.XX**	**XX**	**X.XX%**
International	XX.XX	XX.XX	XX	X.XX%
800	XX.XX	XX.XX	XX	X.XX%
900	XX.XX	XX.XX	XX	X.XX%
Month Total	**XX.XX**	**XX.XX**	**XX**	**XX.XX%**

Total Minutes with TF & 900 Allocation		
Intrastate + 49% of TF & 900	XX.XX	XX.XX
Interstate + 51% of TF & 900	XX.XX	XX.XX
Month Total	**XX.XX**	**XX.XX**

Advanced STS Services (These minutes are not included above)		
Visually Assisted STS	X.XX	X.XX
Total Advanced STS Services	**X.XX**	**X.XX**

Run Date: MM/DD/YYYY

Confidential & Proprietary

XXXX Relay Service TRS

Monthly Usage Summary

Day	Inbound	Abandon	Answered	Gen Asst	Outbound	Complete	Busy/NA	Set/Wrap Min Per Outbound	Avg Conv Min per Complete	% Ans Aban in Secon
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
M/DD Day	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX
Total	XX	XX	XX	XX	XX	XX	XX	X.XX	X.XX	XX

XX Average Number of Outbound calls per day

XX Average Number of Outbound calls per weekday (Monday - Friday)

XX Average Number of Outbound calls per weekend day (Saturday and Sunday)

XX Number of Unique ANIs that have place an Outbound Call this month

Hamilton Relay, Inc.

XXXX Relay Service
Workload by Call Type

Call Type	General Asst and Outbound Calls	Percent of Total	Avg Session Minutes per Call	Avg Conversation Minutes per Call
ASCII	XX	X.XX%	X.XX	X.XX
HCO	XX	X.XX%	X.XX	X.XX
Spanish	XX	X.XX%	X.XX	X.XX
STS	XX	X.XX%	X.XX	X.XX
TTY	XX	X.XX%	X.XX	X.XX
VCO	XX	X.XX%	X.XX	X.XX
Voice	XX	X.XX%	X.XX	X.XX
Total	XX	X.XX%	X.XX	X.XX

XXXX Relay Service TRS
Calls by Call Method

All Calls by Method

Call Method	Answered Calls	Outbound Calls	Percent of Total	Session Minutes	Conversation Minutes	Avg SessMin per Answered
ASCII	XX	XX	X.XX%	X.XX	X.XX	X.XX
Deaf Blind	XX	XX	X.XX%	X.XX	X.XX	X.XX
HCO	XX	XX	X.XX%	X.XX	X.XX	X.XX
Spanish	XX	XX	X.XX%	X.XX	X.XX	X.XX
STS	XX	XX	X.XX%	X.XX	X.XX	X.XX
TTY	XX	XX	X.XX%	X.XX	X.XX	X.XX
VCO	XX	XX	X.XX%	X.XX	X.XX	X.XX
Voice	XX	XX	X.XX%	X.XX	X.XX	X.XX
Total	XX	XX	X.XX%	X.XX	X.XX	X.XX

711 Calls by Method

Call Method	Answered Calls	Outbound Calls	Percent of Total	Session Minutes	Conversation Minutes	Avg SessMin per Answered
Deaf Blind	XX	XX	X.XX%	X.XX	X.XX	X.XX
HCO	XX	XX	X.XX%	X.XX	X.XX	X.XX
TTY	XX	XX	X.XX%	X.XX	X.XX	X.XX
VCO	XX	XX	X.XX%	X.XX	X.XX	X.XX
Voice	XX	XX	X.XX%	X.XX	X.XX	X.XX
Total	XX	XX	X.XX%	X.XX	X.XX	X.XX

XXXX Relay Service
Carceral Facility Call Volume

	Inbound Mode						
	Voice	TTY	STS	Inbound	Complete	SessMin	ConvMin
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
M/D/YYYY - Day	XX	XX	XX	XX	XX	XX	XX
Total	XX	XX	XX	XX	XX	XX	XX

Note: Calls are from Carceral Facilities that have reported their status to Hamilton Relay via ANI or by the ANI II Info Digit on individual calls.

Traditional Relay Service

Month	TRS ConvMin	TRS SessMin	STS ConvMin	STS SessMin	Total ConvMin	Total SessMin
mmyyyy	x,xxx.xx	x,xxx.xx	xx.xx	xx.xx	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx	xx.xx	xx.xx	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx	xx.xx	xx.xx	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx	xx.xx	xx.xx	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx	xx.xx	xx.xx	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx	xx.xx	xx.xx	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx	xx.xx	xx.xx	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx	xx.xx	xx.xx	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx	xx.xx	xx.xx	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx	xx.xx	xx.xx	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx	xx.xx	xx.xx	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx	xx.xx	xx.xx	x,xxx.xx	x,xxx.xx
Total	x,xxx.xx	x,xxx.xx	xx.xx	xx.xx	x,xxx.xx	x,xxx.xx

Captioned Telephone Relay Service

Month	CTS ConvMin	CTS SessMin
mmyyyy	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx
mmyyyy	x,xxx.xx	x,xxx.xx
Total	x,xxx.xx	x,xxx.xx

<STATE> Relay Monthly Customer Care Report

MM/DD/YYYY to MM/DD/YYYY

Inquiry ID	Date of Inquiry	Category	SubCategory	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution
XXXXXX	mm/dd/yy hh:mm AM/PM	XX	XX	XX	XX	XX	XX	XX	mm/dd/yy hh:mm AM/PM	XX
XXXXXX	mm/dd/yy hh:mm AM/PM	XX	XX	XX	XX	XX	XX	XX	mm/dd/yy hh:mm AM/PM	XX
XXXXXX	mm/dd/yy hh:mm AM/PM	XX	XX	XX	XX	XX	XX	XX	mm/dd/yy hh:mm AM/PM	XX

Call Breakdown

Category	SubCategory	Count of Inquiry ID
XX	XX	XX
XX Total		XX
XX	XX	XX
XX Total		XX
Grand Total		XX

Incidents by Call Type to CC

Call Type to CC	Count of Inquiry ID
XX	XX
Grand Total	XX

LOGO

<STATE> Relay Monthly Report Month YYYY

Month YYYY <STATE> Relay Outreach Activities
Hamilton Relay Program Update

Outreach Activity

Activity Type	Event Date	Account Name	Event City	State	Target Audience	Products Services	Number of Attendees
Exhibits	M/DD/YYYY	XX	City	ST	XX	XX	XX
Meetings	M/DD/YYYY	XX	City	ST	XX	XX	XX
One-On-One Visits	M/DD/YYYY	XX	City	ST	XX	XX	XX
Presentation	M/DD/YYYY	XX	City	ST	XX	XX	XX
Networking	M/DD/YYYY	XX	City	ST	XX	XX	XX
Relay Friendly Business	M/DD/YYYY	XX	City	ST	XX	XX	XX
Webinars	M/DD/YYYY	XX	City	ST	XX	XX	XX

Calls And Emails

Number of Calls	Number of Emails
XX	XX

Literature

Literature Name	Amount
XX	XX
XX	XX
XX	XX
XX	XX

Giveaways

Total Amount of Giveaways
XX

Upcoming Outreach

Activity Type	Event Date	Account Name	Event City	State	Target Audience	Products Services	Number of Attendees
Exhibits	M/DD/YYYY	XX	City	ST	XX	XX	
Meetings	M/DD/YYYY	XX	City	ST	XX	XX	
Presentation	M/DD/YYYY	XX	City	ST	XX	XX	
Relay Friendly Business	M/DD/YYYY	XX	City	ST	XX	XX	

Hamilton Relay Award Programs

XX

Month Year Hamilton Relay Quality and Training Report

	GA	LA	MD	MA	NE	Company-wide
FORMAL MONITORS						
Current Month QA Avg.	XX%	XX%	XX%	XX%	XX%	XX%
Previous Month QA Avg:	XX%	XX%	XX%	XX%	XX%	XX%
Overall Increase/Decrease:						XXX
Typing Words Per Minute Avg	XX	XX	XX	XX	XX	XX
Typing Accuracy Avg	XX%	XX%	XX%	XX%	XX%	XX%
Notes:						

YYYY-YYYY

Hamilton Relay Culture Training Report

Date	Type of Training	# Participants	# Hours Per Participant	Training Administrator
M/D/YYYY	**Month Culture Training** ###	##	#	####
M/D/YYYY	**Month Culture Training** ###	##	#	####

HAMILTON RELAY

Attachment F
Financial Information

Proposal to Provide Telecommunications Relay Service

FLORIDA

CONTAINS CONFIDENTIAL INFORMATION

Attachment F

Attachment F
Financial Information

HAMILTON RELAY

Proposal for Telecommunications Relay Services

Florida

Hamilton requests that the Commission keep the following information contained in its proposal Proprietary and Confidential.

- Attachment H – Hamilton Financial Information

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

July 22, 2024

Curtis Williams
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oaks Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Williams:

I am writing this letter of reference for Hamilton Relay, d/b/a, Hamilton Telecommunications.

For over 45 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 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 very minimal debt in relation to their balance sheet.

Hamilton Telecommunications has provided strong telephone, cable, TV, Internet and deaf relay services to Hamilton County and surrounding counties for over 120 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: 402-694-211
E-mail: wade.regier@pinnbank.com

Sincerely,

Wade Regier
Market President

Financial Overview

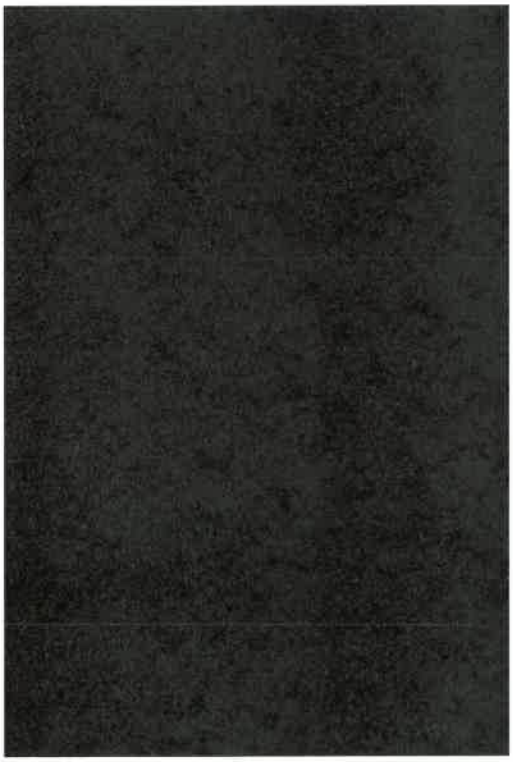
Auditor's Opinion:
Nedelco, Inc. and Subsidiaries has elected to use an accelerated method of depreciation promulgated by the Internal Revenue Service for its non-telephone company based property, plant and equipment which is not in accordance with accounting principles generally accepted in the United States of America.

In our opinion, except for the possible effects of the matter described above, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of Neelco, Inc. and subsidiaries as of June 30, 2023, and the results of their operations and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

CONFIDENTIAL AND PROPRIETARY

Nedelco, Inc. Consolidated
Summary Financials (as Audited)

Balance Sheet



Assets:
- Cash and Cash Equivalents
- Certificates of deposit and Debt securities
- Accounts Receivable
- Other Current Assets

Total Current Assets
- Property, plant and equipment, at cost
- Less accumulated depreciation

Net property, plant and equipment
- Other Assets

Total Assets

Liabilities and Equity:
- Accounts Payable
- Accrued Expenses and Taxes
- Short-Term and Long-Term Debt

Total Liabilities

Equity

Total Liabilities and Equity

Statement of Earning



Total Revenues

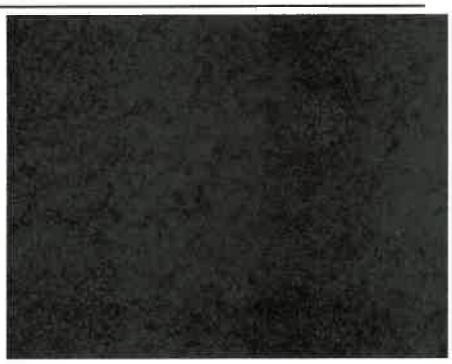
Total Expenses

Earnings Before Taxes

Income Tax Expense

Net Income

Statement of Cash Flows



Net Cash Provided by Operating Activities

Net Cash Used by Investing Activities

Net Cash Used by Financing Activities (Dividends)

Net Increase (Decrease) in Cash and Cash Equivalents

Cash and Cash Equivalents, Beginning of Year

Cash and Cash Equivalents, End of Year

CONFIDENTIAL AND PROPRIETARY

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: ARCHIBALD INSURANCE CENTER 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 of SALT LAKE CITY, 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

Joelle L. LaPierre, Assistant Vice President

STATE OF FLORIDA
COUNTY OF SEMINOLE } **ss.** Lake Mary

On this 20th day of May, 2021, 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 Ciccone
My Commission HH 122280
Expires June 20, 2025

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 January 10, 2024.

Signed and sealed in Lake Mary, Florida.

Keith D. Dozois

Keith D. Dozois, Assistant Vice President

34BSBHH9192

BID BOND

THE STATE OF Nebraska)
) ss. KNOW ALL MEN BY THESE PRESENTS:
UNTY OF Hamilton)

That we, Hamilton Relay, Inc. , of the City of Aurora , County of Hamilton , and State of Nebraska (hereinafter called "Principal") as Principal, and Hartford Fire Insurance Company (hereinafter called the Surety) as Surety, authorized under the laws of the State of Connecticut to act as surety on bonds for principals, are held and firmly bound unto Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850 (hereinafter called the Owner) as obligee, in the sum of five hundred thousand and no/100 dollars---------- ($ 500,000 and no /100----------) in lawful money of the United States for the payment of Principal and Surety, and bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally and firmly by these presents.

WHEREAS, the Principal has, submitted a Bid Form (Proposal) to enter into a certain written agreement with Owner for Construction of providing relay services for hearing and speech impaired hereinafter referred to as "Agreement."

NOW, THEREFORE, the condition of this obligation is such that if the Owner shall accept the Bid Form (Proposal) of the the Principal and the Principal shall faithfully enter into agreement with Owner in accordance with the terms of such Bid, and give such Bonds as are specified in the Bidding or Contract Documents; or in the event of the failure of Principal to enter such Agreement and give such Bond or Bonds, if the Principal shall pay to Owner the difference not to exceed the sum hereof 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 ct.

SIGNED AND SEALED THIS 24 day of July A.D. 2024 .

PRINCIPAL: Hamilton Relay, Inc.

Witness

By: JOHN NELSON

1006 12th Street, Aurora, NE 68818
Address

SURETY: Hartford Fire Insurance Company

Witness

By: Michelle Bivens

Michelle Bivens
Attorney-in-Fact

2200 S. Main Street, Salt Lake City, UT 84115
Address

800-211-2508
(Surety's Telephone Number)

HAMILTON RELAY

Proposal to Provide Telecommunications Relay Service

FLORIDA

Attachment G
Hamilton Conclusion

HAMILTON RELAY

Proposal for Telecommunications Relay Services

Florida

Top Reasons to Select Hamilton Relay Services

Throughout this proposal we have provided the numerous reasons for the State 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 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 focused on being a resource for, and being responsive to the needs of the State and your relay users, thus providing no hassle contract management for the State.
3. 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 will do the same for your state.
4. We consistently meet deadlines without being prompted and exceed expectations with our reporting.
5. We have provided Relay since 1991. We provide Traditional Relay and Captioned Telephone services 35 states and territories.
6. 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 the relay service. We have the proven experience, knowledge, resources and capabilities to operate your relay service.
7. 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.
8. Visually Assisted Speech-to-Speech (VA STS), which we can provide if desired, 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.
9. 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. Residents and those who intend to use the STS Service with a State resident are eligible to utilize the training line.
10. 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.

11. 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.
12. 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 your state's Relay users.
13. 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.
14. 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 Georgia call processing locations.
15. We were the first provider to offer state-specific CapTel reporting including:
    - state-specific ASA
    - state-specific Service Level with and without abandons and
    - state-specific abandon call information
16. We were the first provider to offer 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.

As one can see, there are many advantages to selecting us as your relay provider. Service through Hamilton Relay provides 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 State, the Contract Administrator, and any relay users who desire it will receive constant attention from us. We will provide 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 forward to providing your relay users and the State with the quality service and reporting only we can or will provide.

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	**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 Senior Technology Manager **Job Code:** 362

Division: Relay **Status:** Exempt

Department: Technical

Reports to:

Director of Relay

Position summary:

Aligns Relay's operational needs with technical solutions. Directs and coordinates technical activities which impact Relay. Implements, communicates, enforces, and improves Relay IT policies, processes, systems, and standards. Accountable for ensuring that Relay technical systems provide effective service for internal and external customers.

Essential functions:

- Develops and enforces technical policies and procedures. Ensures complete and accurate documentation of all Relay technical systems and procedures. Analyzes data and recommends improvements or the development of new programs or processes.
- Ensures timely and complete resolutions of Relay technical issues. Tracks and analyzes issues and resolutions. Addresses weaknesses in order to ensure that Relay services are available 24 hours a day.
- Provides leadership related to internal and external technical systems (such as enterprise software) that support Relay business functions. Leads and manages projects to upgrade, implement, integrate, and/or improve these systems.
- Effectively communicates with management about problems, solutions, priorities, and status. Provides summary reporting and analysis of technical items. Demonstrates a high level of leadership and visibility in Relay management and Hamilton Telecommunications management.
- Actively participates in Relay strategic and long-term planning efforts. Oversees facility and network planning, documentation, and ongoing maintenance. This includes physical buildings (owned or rented), security systems, electrical power backup, phones, PCs, etc.
- Collaborates with corporate IT management on product development, acquisitions, IT standards and security, as well as shared IT services, networks, and change management.
- Develops annual technical budget and oversees spending to ensure that budget goals are met.

- Manages product development for Relay's customer-facing technical products. Sets priorities and oversees budget related to Relay products.

- Manages direct reports in a manner consistent with corporate policies, procedures, and principles. Conducts and assists with performance evaluations and wage recommendations. Works with the Relay Technical Manager to guide the development and contributions of the Relay technical team.

- Directs employees, contractors, and consultants working in support of Relay technology/products.

Other responsibilities:

- Perform similar duties and responsibilities as assigned.

- Ability and willingness to work a flexible schedule and non-standard hours as needed.

Preferred education, experience, and skills:

- Bachelor's or Associate's degree in information technology or related field with a minimum of five years related work experience. Will consider candidates with 10 or more years related experience in information technology and/or telecommunications in lieu of secondary education.

- Five or more years of management and leadership experience.

- Ability to manage multiple overlapping projects and meet deadlines.

- Strong computer skills including knowledge of computer and technical networks as well as spreadsheet and data analysis tools. Knowledge of telephone networks is a plus.

- Ability to maintain objectivity and confidentiality when dealing with a variety of complex and potentially sensitive projects.

- Strong verbal, written, and interpersonal communication skills required. Ability to communicate effectively in both oral and written English.

- Possess a valid driver's license.

- Ability and willingness 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.

John A. Nelson

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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

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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 and President of Services Corporation

- 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 Director of Relay to ensure operations and technical objectives are met. 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 Director of Account Management and Compliance 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.
- Leads 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
- Served on the Disability Access Committee (DAC) of the Federal Communications Commission as chair of IP CTS Working Group
- County Extension Board member
- Director of Aurora Public Schools Foundation
- Aurora Chamber of Commerce member
- 4-H Leader
- Church Council member

Beth Slough

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beth.slough@hamiltonrelay.com

Experience

Hamilton Telecommunications • Aurora, Nebraska • 1998 to Present

Director of Account Management and Compliance, 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

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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

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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

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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

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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