

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: December 20, 2024

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

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

RE: Docket No. 20240043-TP - Document Filing

Please place the attached T-Mobile Telecommunications Relay Service **Technical Proposal** in Docket No. 20240043-TP.

Please let me know if you have any questions.

Thank you

Attachment

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T-Mobile's Technical Response to:

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



Telecommunications Relay Service (TRS) in Florida

Copy



Docket No. 20240043-TP

Monday, August 19, 2024

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

T T-MOBILE
FOR GOVERNMENT



T-Mobile's Technical Response to:

State of Florida
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Jeffrey Branch
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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:

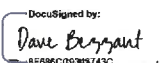
1355 Powderpuff Drive, Dunedin, FL 34698
813-774-6362 (VP) – 727-667-8657 (text)
jeffrey.branch@t-mobile.com

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:

David Bezzant
Vice-President, T-Mobile for Government



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



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Attachment A – Florida Relay Staff Resources A-1

Attachment B – FCC Minimum Standards B-1

Attachment C – Florida Relay Service’s Comprehensive Outreach Plan C-1

Attachment D – Call Location Confidentiality Form D-1

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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
<i>The State seeks TRS services, also known as Florida Relay, that are responsive to consumer needs and service demands</i>	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.
<i>TRS services able to be modified for technological advancements as they become available</i>	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.
<i>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.</i>	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, LORAIN 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 and Low Vision individuals
- **Outreach and Education** – Forming relationships in communities where we live and work, reaching communities virtually and in-person, creating and executing social media strategies, demonstrated wireless expertise

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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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: <u>Dave Bezzant</u> BF688C80142743C	
5.	N/A	Public Bidder Meetings and Proprietary/Confidential Information (RFP ref. A-24)	Signature of Acceptance DocuSigned by: <u>Dave Bezzant</u> BF688C80142743C	
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: <u>Dave Bezzant</u> BF688C80142743C	
7.	N/A	Dispute Resolution (RFP ref. A-30)	Signature of Acceptance DocuSigned by: <u>Dave Bezzant</u> BF688C80142743C	
8.	N/A	Waiver (RFP ref. A-31)	Signature of Acceptance DocuSigned by: <u>Dave Bezzant</u> BF688C80142743C	



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: <i>Dave Bezzant</i> #E588CC9343743C	
10.	^{DS} <u>DB</u>	Commencement Date (RFP ref. A-8)	19	P/F
11.	N/A	Term of Contract (RFP ref. A-9)	Signature of Acceptance DocuSigned by: <i>Dave Bezzant</i> #E588CC9343743C	
12.	N/A	Scope of Service (RFP ref. B-2)	Signature of Acceptance DocuSigned by: <i>Dave Bezzant</i> #E588CC9343743C	
13.	N/A	Access Numbers (RFP ref. B-3)	Signature of Acceptance DocuSigned by: <i>Dave Bezzant</i> #E588CC9343743C	
14.	N/A	Availability of the System to Users (RFP ref. B-4)	Signature of Acceptance DocuSigned by: <i>Dave Bezzant</i> #E588CC9343743C	
15.	^{DS} <u>DB</u>	Minimum CA Qualifications/Testing (RFP ref. B-5)	27	100
16.	^{DS} <u>DB</u>	CA Training (RFP ref. B-6)	32	100
17.	^{DS} <u>DB</u>	Staff Training (RFP ref. B-7)	46	100



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: <i>Dave Bezzant</i> #5689CC82437425...	
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: <i>Dave Bezzant</i> #5689CC82437425...	
23.	N/A	Confidentiality of Calls (RFP ref. B-13)	Signature of Acceptance DocuSigned by: <i>Dave Bezzant</i> #5689CC82437425...	
24.	N/A	Types of Calls to be Provided (RFP ref. B-14)	Signature of Acceptance DocuSigned by: <i>Dave Bezzant</i> #5689CC82437425...	
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



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



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



Checklist Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Signature or Maximum Points
48.	N/A	Charges for Incoming Calls (RFP ref. B-38)	Signature of Acceptance DocuSigned by: <i>Dave Bezzant</i>	
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: <i>Dave Bezzant</i>	
54.	N/A	Submission of Monthly Invoice (RFP ref. B-44)	Signature of Acceptance DocuSigned by: <i>Dave Bezzant</i>	
55.	N/A	Travel (RFP ref. B-45)	Signature of Acceptance DocuSigned by: <i>Dave Bezzant</i>	
56.	^{DS} DB	Reporting Requirements (RFP ref. B-46)	121	50



Checklist Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Signature or Maximum Points
57.	N/A	Transfer to New Provider (RFP ref. B-47)	Signature of Acceptance DocuSigned by: <i>Dave Bezzant</i> 8F686C03437436...	
65.	N/A	Insurance Coverage (RFP ref. B-48)	Signature of Acceptance DocuSigned by: <i>Dave Bezzant</i> 8C58BC03437436...	
59.	^{DS} <u>DB</u>	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: <i>Dave Bezzant</i> 8F686C03437436...	
61.	^{DS} <u>DB</u>	Financial Information (RFP ref. C-4)	130	P/F
62.	^{DS} <u>DB</u>	Experience and Customer References (RFP ref. C-5)	133	200
63.	^{DS} <u>DB</u>	Subcontractors (RFP ref. C-6)	141	50
64.	^{DS} <u>DB</u>	Bid Security Deposit (RFP ref. C-7)	144	P/F
65.	^{DS} <u>DB</u>	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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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).

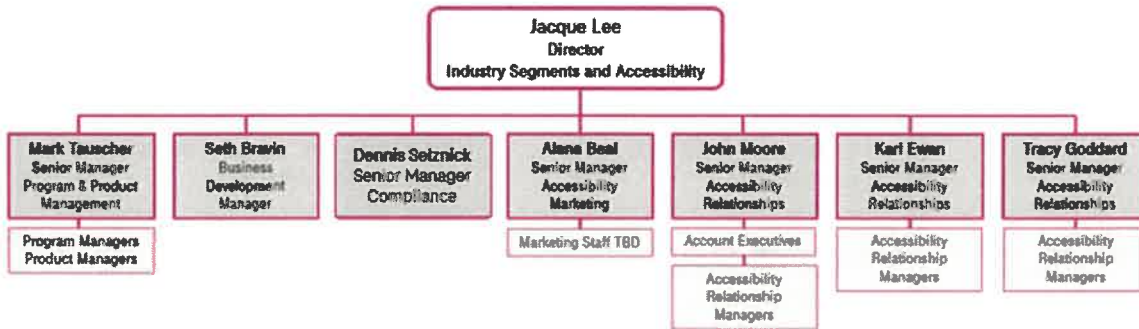
In 1990, T-Mobile began providing Relay services. At that time, we were brand new to the relay industry and full of desire and enthusiasm to make the dream of functional equivalence a reality. Our journey began with one simple guiding principle: pay attention to what our customers want and deliver those 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
<p>Jeff Branch Account Executive – lives in Florida</p>	<ul style="list-style-type: none"> ▪ 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. 	<ul style="list-style-type: none"> ▪ 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
		<ul style="list-style-type: none"> ▪ 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 Florida	<ul style="list-style-type: none"> ▪ 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. 	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ 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. 	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ 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. 	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ 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. 	<ul style="list-style-type: none"> ▪ 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
Barbara Garcia Business Development Manager	<ul style="list-style-type: none"> Develops enhancements and applications for IP Relay, Captioning and wireless services. Ensures products are compliant with Federal regulations. Supports with RFP Progress 	<ul style="list-style-type: none"> T-Mobile Accessibility 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	<ul style="list-style-type: none"> Define product requirements, prioritize features, collaborate with Engineering Teams and work with internal departments to align product development. 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Supervises product development, implementation, and project management. 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Manages consistency, quality, and training between all centers. Oversees all operational aspects related to providing call location services. 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Manage real time operations, staffing, hiring/training planning and scheduling for frontline operations, real time and historical performance reporting, routing and scripting. 	<ul style="list-style-type: none"> 45 years of Customer Experience Center Operations and Resource Planning analytics experience.
DeAna Haynes Accessibility Program Manager	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Produces monthly invoice and reporting. Conducts research and analysis 	<ul style="list-style-type: none"> 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)	<ul style="list-style-type: none"> ▪ Designs and develops enhancements and technologies for the TRS platform. ▪ Tests and implements new developments and platform configurations. ▪ Administers system maintenance 	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ Administers TRS contracts 	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ Oversees subcontract agreements between T-Mobile and vendors utilized in the provision of services 	<ul style="list-style-type: none"> ▪ Over 29 years of experience in the supply chain/contract field with 2 years supporting TRS.
Todd Williams Sr. Finance Analyst	<ul style="list-style-type: none"> ▪ Financial analysis and contract pricing ▪ Vendor costing and expense approval. ▪ Revenue forecasting and budgeting ▪ Internal reporting 	<ul style="list-style-type: none"> ▪ 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

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. 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 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 summarizes 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	<ul style="list-style-type: none"> ■ Welcome & Introductions ■ T-Mobile (or Vendor) Introductions ■ T-Mobile Corp Overview ■ Wireless 	<ul style="list-style-type: none"> ■ Internet Services ■ T-Mobile Vision, Mission, Goals/Objectives ■ T-Mobile Accessibility for All ■ T-Mobile Relay History
Connecting to Relay	<ul style="list-style-type: none"> ■ 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 	<ul style="list-style-type: none"> ■ 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		
	<ul style="list-style-type: none"> ■ 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 	<ul style="list-style-type: none"> ■ 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	<ul style="list-style-type: none"> ■ 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 	<ul style="list-style-type: none"> ■ 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)	<ul style="list-style-type: none"> ■ 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 	<ul style="list-style-type: none"> ■ 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		
	<ul style="list-style-type: none"> ■ Conversational Flow ■ Staying focused ■ Listening skills 	<ul style="list-style-type: none"> ■ Handling Interruptions ■ Rudeness ■ Create an Exceptional Customer Experience
Desensitization	<ul style="list-style-type: none"> ■ Confidentiality Agreement ■ Sensitive Topics 	<ul style="list-style-type: none"> ■ Ways to Detach
TTY-Voice and Voice-TTY	<ul style="list-style-type: none"> ■ 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 	<ul style="list-style-type: none"> ■ 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	<ul style="list-style-type: none"> ■ User-Initiated three-way calling ■ Voice/TTY Announcement ■ TTY-Voice-Voice 	<ul style="list-style-type: none"> ■ TTY-TTY-Voice/TTY-Voice-TTY ■ Voice-TTY-TTY ■ Voice-Voice-TTY/Voice-TTY-Voice
Branding	<ul style="list-style-type: none"> ■ Inbound Answer Type Branding ■ Database Branding 	<ul style="list-style-type: none"> ■ Branding procedures
Recordings, Answering Machines, Pagers, and Answering Machine Retrieval (AMR)	<ul style="list-style-type: none"> ■ 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 	<ul style="list-style-type: none"> ■ 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)	<ul style="list-style-type: none"> ■ VCO Introduction ■ VCO Announcement ■ VCO Service Explanation ■ VCO Equipment ■ VCO comes in Voice Line ■ Non-Branded VCO ■ Branded VCO 	<ul style="list-style-type: none"> ■ 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		
	<ul style="list-style-type: none"> ■ 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 	<ul style="list-style-type: none"> ■ 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	<ul style="list-style-type: none"> ■ FCC Rule ■ Protocol and process flow ■ TTY-Voice & Voice-TTY ■ VCO ■ HCO 	<ul style="list-style-type: none"> ■ VCO-VCO ■ ASCII ■ VCO-TTY & TTY-VCO ■ STS Call Take Over Requirement
Directory Assistance (DA)	<ul style="list-style-type: none"> ■ DA Introduction ■ Interstate DA ■ Intrastate DA ■ Toll-Free DA ■ Roaming ■ Operator Mode 	<ul style="list-style-type: none"> ■ Caller Control ■ Automated DA ■ DA City & State Given; Area Code Unknown ■ DA Internet ■ DA Variations
HCO (Hearing Carry-Over)	<ul style="list-style-type: none"> ■ 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 	<ul style="list-style-type: none"> ■ 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	<ul style="list-style-type: none"> ■ Functions ■ Language Services 	<ul style="list-style-type: none"> ■ Procedures & Phrases
Device-to-Device Calls	<ul style="list-style-type: none"> ■ Device to Device Intro ■ Function Keys & Banner Messages ■ VCO-TTY & TTY-VCO ■ VCO-VCO ■ TTY-HCO & HCO-TTY 	<ul style="list-style-type: none"> ■ VCO-HCO & HCO-VCO ■ HCO-HCO ■ Provider to Provider ■ Device to Device Variations ■ Alternate Call Type reaches recording ■ Provider to Provider Variations
Customer Database	<ul style="list-style-type: none"> ■ 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 	<ul style="list-style-type: none"> ■ 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	<ul style="list-style-type: none"> ■ Emergency Calls Introduction ■ Emergency Services ■ FCC Requirements ■ Emergency Call Processing ■ Emergency Reporting ■ TTY-Emergency 	<ul style="list-style-type: none"> ■ 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)	<ul style="list-style-type: none"> ■ 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 	<ul style="list-style-type: none"> ■ 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	<ul style="list-style-type: none"> ■ Correctional Facility Introduction ■ Automated Announcement Recording ■ Suggested Phrases 	<ul style="list-style-type: none"> ■ Voice-TTY Voice Answered ■ Voice-Voice Answering Machine ■ Transfer Requests ■ Operator Role
Federal Relay Service	<ul style="list-style-type: none"> ■ Reporting Requirement ■ Announcement ■ Service Explanation ■ Procedures ■ Call types ■ Confidentiality Policy ■ Agency Listing ■ Customer Contacts 	<ul style="list-style-type: none"> ■ Customer Information Requests ■ Macro/Function Keys ■ Reporting Procedures ■ Billing ■ Conference Captioning ■ Variations ■ Trouble Reporting
Healthy Detachment	<ul style="list-style-type: none"> ■ Healthy Detachment Introduction ■ Objectives ■ Survival Skills ■ Relay Traps 	<ul style="list-style-type: none"> ■ Perception ■ Ways to Reduce Stress ■ Hospitality ■ Phrases
Call Processing Variations	<ul style="list-style-type: none"> ■ 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 	<ul style="list-style-type: none"> ■ 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		
	<ul style="list-style-type: none"> ■ 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) 	<ul style="list-style-type: none"> ■ 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	<ul style="list-style-type: none"> ■ Introduction/Objectives ■ Stretching Exercises 	<ul style="list-style-type: none"> ■ Relaxation ■ Typing

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> ■ RO Reinforcement ■ GUAM - Get Up & Move ■ Slowing the Customer Down ■ Overtime 	<ul style="list-style-type: none"> ■ Ergonomic Review Ergonomics ■ Setting up Workstation ■ Ergonomic Relief ■ Creating a Positive Work Environment ■ Frustration Management Exercises
Adult Learner	<ul style="list-style-type: none"> ■ Understanding Needs of the Adult Learner ■ The Learning Continuum ■ Use of Different Modalities ■ Edgar Dale's Cone of Experience ■ Focus ■ Input ■ Trust in Management 	<ul style="list-style-type: none"> ■ Modeling ■ Checking For Understanding ■ Guided/Independent Practice ■ Evaluation ■ How to Give Effective Instruction ■ Questioning Guidelines ■ Feedback - Training & Coaching Technique
Assessing Performance	<ul style="list-style-type: none"> ■ The Assessment Process in Training ■ Assessment - What is involved? ■ Practice Time ■ Spelling/Written Test ■ Side by side evaluations ■ Typing 	<ul style="list-style-type: none"> ■ 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	<ul style="list-style-type: none"> ■ Introduction to Diversified Culture ■ Diversification ■ Who Uses Relay ■ Understanding Our Customer ■ Special Communication Needs ■ Characteristics of Deafness ■ Pathological vs. Cultural View of Deafness 	<ul style="list-style-type: none"> ■ 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	<ul style="list-style-type: none"> ■ History in Europe ■ History in North America ■ Alexander Graham Bell 	<ul style="list-style-type: none"> ■ Edward Miner Gallaudet ■ Oral/Combined Debate ■ Timeline of Deaf History
The Deaf Community	<ul style="list-style-type: none"> ■ Introduction ■ National Association of the Deaf ■ Mainstreamed Schools ■ Assistive Devices ■ Gaining Acceptance in the Deaf Community ■ Cochlear Implant Controversy 	<ul style="list-style-type: none"> ■ 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	<ul style="list-style-type: none"> ■ What is ASL? ■ History of ASL ■ ASL Recognized as Language 	<ul style="list-style-type: none"> ■ Rules of ASL ■ Five Parameters of ASL ■ English vs. ASL Idioms
ASL Pt. 2	<ul style="list-style-type: none"> ■ Evolution of ASL ■ ASL Syntax 	<ul style="list-style-type: none"> ■ Translate ASL to English and Vice Versa ■ TTY Language Samples
TTYPhony & TTY Courtesy	<ul style="list-style-type: none"> ■ First Teletypewriter ■ Evolution & History of the TTY ■ Telecom Laws of Accessibility 	<ul style="list-style-type: none"> ■ TTY Courtesy ■ Development of Relay Service Market
Deaf Customers	<ul style="list-style-type: none"> ■ Statistics from National Institute on Deafness and Other Communication Disorders 	<ul style="list-style-type: none"> ■ Relaying for Deaf Customers
Hard of Hearing and Late-	<ul style="list-style-type: none"> ■ Characteristics of Deaf Customers ■ Assistive Devices for Deaf Customers 	<ul style="list-style-type: none"> ■ Establishment of Hearing Loss Association of America (HLAA) ■ Deaf Seniors

POLICY AND PROCEDURE TOPICS		
Deafened Customers	<ul style="list-style-type: none"> ■ Voice Carry Over (VCO) ■ Establishment of Association of Late-Deafened Adults (ALDA) 	<ul style="list-style-type: none"> ■ Military Veterans ■ Relaying for Late-Deafened Customers
Deaf/Blind Customers	<ul style="list-style-type: none"> ■ What Does Deaf/Blind Mean ■ Characteristics of Deaf/Blind Customers ■ Assistive Devices 	<ul style="list-style-type: none"> ■ Deaf/Blind Pacing – Allows the RO to slow down the transmission to the Braille machine ■ Relaying for the Deaf/Blind
Speech/Cognitively Disabled Customers	<ul style="list-style-type: none"> ■ Speech-Impaired Customers ■ Assistive Devices ■ STS ■ Communication Effects 	<ul style="list-style-type: none"> ■ Physically &/or Cognitively Disabled Customers ■ Traumatic Brain Injury ■ Stroke
Hearing Customers	<ul style="list-style-type: none"> ■ Statistics 	<ul style="list-style-type: none"> ■ Relaying for Hearing Customers
Technical	<ul style="list-style-type: none"> ■ Technical Issues ■ Threats ■ Emergency Center Evacuation 	<ul style="list-style-type: none"> ■ Network Failure ■ Trouble Ticket/Threat Forms
Spanish	<ul style="list-style-type: none"> ■ Spanish Greeting, Announcement & Explanations ■ Macros 	<ul style="list-style-type: none"> ■ System Generated Messages ■ Descriptive/Background Words ■ Customer Service
New Hire Orientation	<ul style="list-style-type: none"> ■ Confidentiality ■ Training Attendance ■ I9/I9 Property Rights 	<ul style="list-style-type: none"> ■ 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 gloss 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 Birthday, 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 Frequently Dialed Numbers Preferences Restrictions Blocked numbers STS STS Messages	Use/Edit/New/Delete Customer Profile Verify Customer Password – Customer Service Only Customer Profile Panels Personal Information Notes Database Profile Macros Emergency Numbers
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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 number 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
<ul style="list-style-type: none"> ■ Automatic Number Identification (ANI) ■ Name ■ Email 	<ul style="list-style-type: none"> ■ Customer's telephone number ■ First name, middle initial, and last name ■ Email address used for account verification and communication

Frequently Dialed Numbers

Field	Explanation
<ul style="list-style-type: none"> ■ Frequently Dialed Numbers ■ Emergency Numbers 	<ul style="list-style-type: none"> ■ 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
<ul style="list-style-type: none"> ■ RO Gender 	<ul style="list-style-type: none"> ■ Preference for male or female RO
<ul style="list-style-type: none"> ■ Answer Type ■ Language ■ Announce Relay 	<ul style="list-style-type: none"> ■ 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.)
<ul style="list-style-type: none"> ■ Explain Relay 	<ul style="list-style-type: none"> ■ Ability to request that the RO not explain relay. Alternatively, Florida Relay users can provide modified scripts for explanations in Customer Notes.
<ul style="list-style-type: none"> ■ Background Noise ■ Tone of Voice 	<ul style="list-style-type: none"> ■ Ability to turn off background noise descriptions (dogs barking) ■ Ability to turn off tone of voice descriptions ("sounds angry")

Field	Explanation
<ul style="list-style-type: none"> ■ Do Not Type Recordings 	<ul style="list-style-type: none"> ■ Ability to request recordings not be typed out verbatim
<ul style="list-style-type: none"> ■ Long Hold Times ■ Slow Down 	<ul style="list-style-type: none"> ■ 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.
<ul style="list-style-type: none"> ■ Abbreviation 	<ul style="list-style-type: none"> ■ Florida Relay TRS users can select to receive common TTY abbreviations or to request the use of full words
<ul style="list-style-type: none"> ■ Typing Corrections 	<ul style="list-style-type: none"> ■ Ability to receive faster typing from RO without manual typing corrections

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

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

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

T-Mobile's bid for Florida Relay includes TRS services in English, Spanish, and written American Sign Language (ASL Gloss). T-Mobile will provide additional language support for ASL Gloss-English, ASL Gloss-Spanish, English-Spanish, and Spanish-English translation services. Like learning a foreign language, using a TTY for the first time can be confusing for those who are unfamiliar with standard jargon. T-Mobile offers a language support option for Florida Relay TTY users that eliminates the confusion. 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
<ul style="list-style-type: none">■ Frequently Dialed Numbers■ Emergency Numbers	<ul style="list-style-type: none">■ 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)

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-STTS: 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").

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- 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).

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.

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.

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- 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 Florida 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.

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).

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.



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."

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 uninterruptible 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.

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

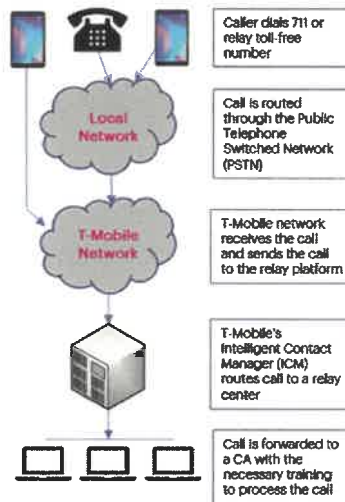
Switch Building Automation and Monitoring

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.

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

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 RFP.

- 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.

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 and Low Vision individuals
- **Outreach and Education** – Forming relationships in communities where we live and work, reaching communities virtually and in-person, creating and executing social media strategies, demonstrated wireless expertise

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.

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.

How Sprint IP Relay Works



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.

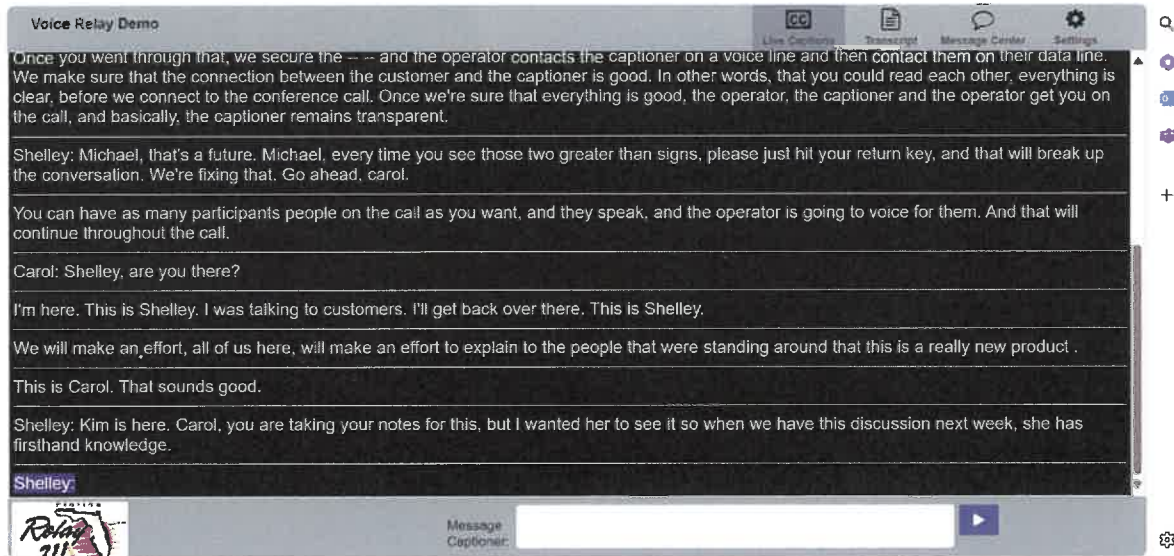
T-Mobile has read, understands, and will comply with all RFP B-47 requirements.

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:

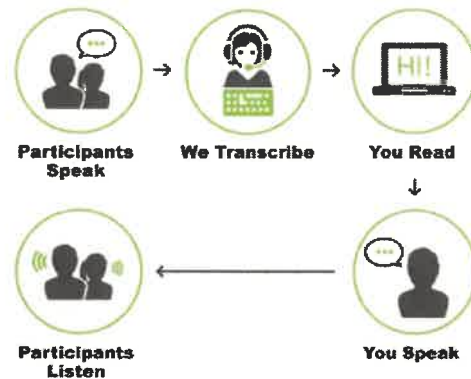
- Fewer errors
- Better quality
- The best accuracy

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.

Contact Information

First Name *

Last Name *

Email Address *

Phone Number *

Enter only one email address.

Alternative contact information

Add another 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 *

Eg. 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.

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.

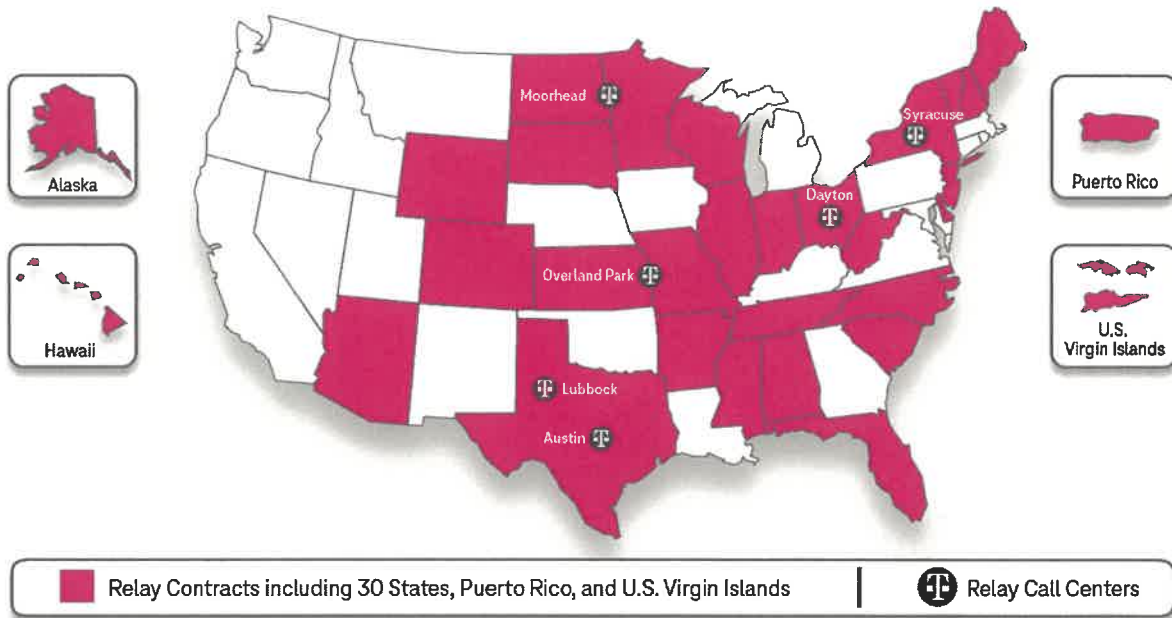
In 2020, T-Mobile implemented a hybrid solution to allow Relay Operations to work from home safely and securely or at a site location. This adaptation led to an improved work-life balance, resulting in high employee satisfaction, reduced attrition and uninterrupted stellar services for Florida Relay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

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.(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 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
<p>a. Total daily and monthly</p> <p>(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.</p> <p>(2)Number of incoming call minutes associated with each of the categories of incoming calls in a.(1) above.</p> <p>(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).</p> <p>(6)Number and percentage of incoming Florida calls received at each relay center handling Florida calls. Total</p>	<p>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).</p> <p>T-Mobile will also provide the number and percentage of incoming Florida TRS calls received at each relay call location handling Florida calls.</p>

FPSC Reporting/Billing Requirement	How T-Mobile Complies
<p>should equal the number of incoming calls in item a.(1) above.</p>	
<p>b. Average daily and monthly blockage rate.</p>	<p>T-Mobile will provide a report with the daily and monthly average toll-free blockage rate.</p>
<p>c. Daily answer times for the month and daily number and percent of incoming calls answered within ten (10) seconds for the month.</p>	<p>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.</p>
<p>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</p>	<p>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:</p> <ul style="list-style-type: none"> ■ 0 – 10 minutes ■ >10 – 20 minutes ■ >20 – 30 minutes ■ > 30 – 40 minutes ■ > 40 – 50 minutes ■ > 50 – 60 minutes ■ > 60+ minutes
<p>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)).</p>	<p>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.</p>
<p>f. Number of outgoing local, intraLATA toll, intrastate interLATA, interstate and international calls for the month. (Total should equal total of a.(3)).</p>	<p>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.</p>
<p>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)).</p>	<p>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.</p>
<p>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.</p>	<p>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.</p> <p>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</p>

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.

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.

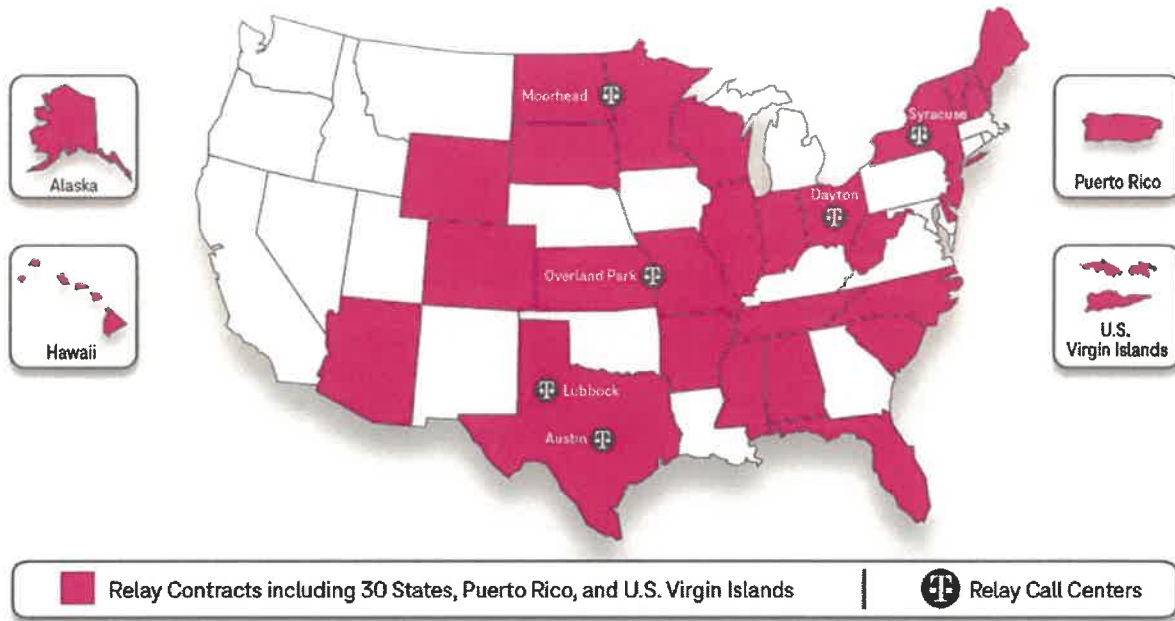
In 2020, T-Mobile implemented a hybrid solution to allow Relay Operations to work from home safely and securely or at a site location. This adaptation led to an improved work-life balance, resulting in high employee satisfaction, reduced attrition and uninterrupted stellar services for Florida Relay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

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:
 - (1) Statement of income and related earnings,
 - (2) Cash flow statement,
 - (3) Balance sheet, and,
 - (4) Opinion concerning financial statements from an outside CPA;
- b. Primary Banking source letter of reference.

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

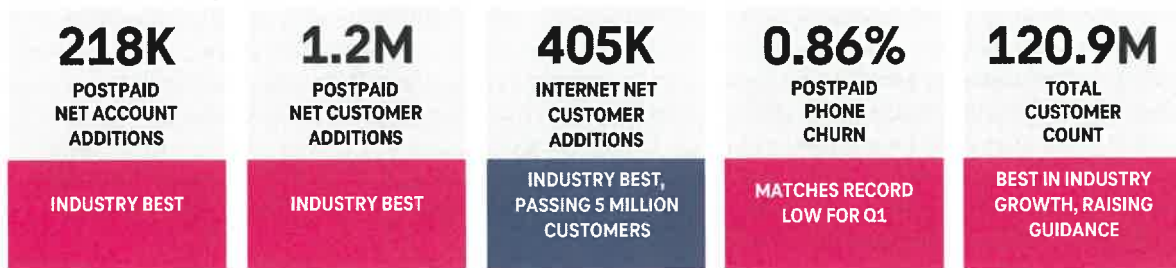
T-Mobile USA, Inc. is a wholly owned subsidiary of T-Mobile US, Inc., a publicly traded company (NYSE: TMUS). As a result, T-Mobile USA, Inc. does not produce audited financial statements or a 10K report as a standalone entity. However, quarterly press releases with relevant financial data are available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



Industry-leading financial performance

We translated industry-leading customer growth into:



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.

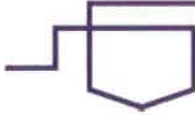
T-Mobile 5-Year Financial Summary The following selected financial data are derived from our consolidated financial statements.

	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



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

Relay Customers	Contract Began	Contract Duration	Current Services
Alaska	1-Jan-02	22 years	<p>Services Provided: TRS, STS, Outreach, TRS Fund, EDP</p> <p>David Parrish Regulatory Commission of Alaska 701 W. 8th Ave. Ste. 300 Anchorage, AK 99501 907-263-2194</p> <p>david.parrish@alaska.gov</p>
Arizona	1-Feb-2015	9 non-consecutive years	<p>Services Provided: TRS, STS, RCC, CapTel, Outreach</p> <p>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</p>
Arkansas	1-Jan-2004	20 years	<p>Services Provided: TRS, STS, Outreach</p> <p>Lisa Lake State Administrator l19938@att.com</p> <p>Kala Mitchell ARRURAL Arkansas Rural Strategies, LLC 2200 East 8th Street PO Box 608 Danville, AR 72833 Phone 479.495.5881 kalam@arrural.com</p>
Colorado	1-July-15	9 non-consecutive years	<p>Services Provided: TRS, STS, RCC</p> <p>Holly Bise State Administrator Colorado Public Utilities Commission 1560 Broadway, Ste. 250 Denver, CO 80202 303-894-2024, holly.bise@state.co.us</p>

Relay Customers	Contract Began	Contract Duration	Current Services
Delaware	1-Jan-06	18 years	<p>Services Provided: TRS, STS, RCC, Outreach, Advisory Board</p> <p>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</p>
Florida	1- March-00	16 non-consecutive years	<p>Services Provided: TRS, STS, RCC, CapTel, Outreach, Advisory Board.</p> <p>Curtis Williams Director, Office of Commission Clerk Florida Public Service Commission 2540 Shumard Oak Blvd Tallahassee, FL 32399-0850 (o) 850-413-6924 cwillia@psc.state.fl.us</p>
Hawaii	1-Jul-03	21 years	<p>Services Provided: TRS, STS, RCC, Outreach, EDP, TRS Fund</p> <p>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.gov</p>
Illinois	1-Feb-00	24 years	<p>Services Provided: TRS, STS, Outreach</p> <p>Jeff McNeal Illinois Telecommunications Access Corporation 3001 Montvale Dr. Ste. D Springfield, IL 92704 V/TTY: 800-841-6167 jmcneal@itactty.org</p>
Indiana	1-Oct-92	32 years	<p>Services Provided: TRS, STS, RCC, Outreach</p> <p>Andy Leffler Executive Director Indiana Telecomm Relay Access Corporation 7702 Woodland Dr., Ste. 130 Indianapolis, IN 46278 317.493.0884 andy.leffler@relayindiana.com</p>

Relay Customers	Contract Began	Contract Duration	Current Services
Maine	1/1/2019	5 years	<p>Services provided: TRS, STS, RCC, Advisory Board</p> <p>Benjamin Frech Executive Director Telecommunications Relay Service Council of Maine 207-807-6439 Ben.Frech@Maine.gov</p>
Minnesota	1-Jul-96	28 years	<p>Services Provided: TRS, STS</p> <p>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</p>
Mississippi	1-Jul_06	18 years	<p>Services Provided: TRS, STS, Outreach, EDP, Advisory Board</p> <p>Jody Ray Analyst 501 N. West St., Ste 201-A Jackson, MS 39201 601-961- 5449 Jody.ray@psc.ms.gov</p>
Missouri	1-Sep-91	26 years	<p>Services Provided: TRS, STS, RCC, Outreach, Advisory Board</p> <p>John Van Eschen Missouri Public Service Commission P.O. Box 360, Jefferson City, MO 65102 573-751-5525 john.vaneschen@psc.mo.gov</p>
New Hampshire	1-Nov-91	33 years	<p>Services Provided: TRS, STS, RCC, Outreach, Advisory Board</p> <p>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</p>

Relay Customers	Contract Began	Contract Duration	Current Services
New Jersey	1-Feb-06	18 years	<p>Services Provided: TRS, STS, RCC, Outreach, Advisory Board</p> <p>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</p>
New York	1-Aug-97	27 years	<p>Services Provided: TRS, STS, Outreach, Advisory Board</p> <p>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</p>
North Carolina	30-Mar-00	28 non-consecutive years	<p>Services Provided: TRS, STS, RCC, Outreach</p> <p>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</p>
North Dakota	26-Jul-93	31 years	<p>Services Provided: TRS, STS, Outreach</p> <p>Doug Hay Network Administrator ND IT Department 4201 Normandy Street Bismarck, ND 58503 701-328-2300 dhay@nd.gov</p>

Relay Customers	Contract Began	Contract Duration	Current Services
Ohio	11-Nov-97	27 years	<p>Services Provided: TRS, STS, CapTel, Outreach, Advisory Board</p> <p>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</p>
Puerto Rico	30-Aug-01	23 years	<p>Services Provided: TRS, STS</p> <p>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</p>
South Carolina	13-Mar-92	26 years	<p>Services Provided: TRS, STS, RCC, Outreach</p> <p>Kari Munn Senior Program Manager of Telecommunications Office of Regulatory Staff 1401 Main St. Ste. 825 Columbia, SC 29201 803-737-0821 Kmunnn@ors.sc.gov</p>
South Dakota	13-Mar-92	32 non-consecutive years	<p>Services Provided: TRS, STS, RCC, Outreach</p> <p>Hailey Bowers Department of Human Services 811 E 10th Street, Dept 221 Sioux Falls, SD 57103 605-362-3630 Hailey.Bowers@state.sd.us</p>
Tennessee	1-July-15	9 non-consecutive years	<p>Services Provided: CapTel Outreach Advisory Board</p> <p>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</p>

Relay Customers	Contract Began	Contract Duration	Current Services
Texas	1-Sep-90	27 years	<p>Services Provided: TRS, STS, RCC, CapTel, Outreach</p> <p>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</p>
U.S. Virgin Islands	1-May-13	11 years	<p>Services Provided: TRS, STS, Outreach</p> <p>Jennifer Matarangas-King VP – Public Relations/Governmental Affairs VIYA 4006 Estate Diamond Christiansted, VI 00821 304-712-5053 king@viya.vi</p>
Vermont	01-Jul-02	22 years	<p>Services Provided: TRS, STS, RCC, Outreach, Advisory Council</p> <p>Aarn Brassard Fiber Optic Project Manager Vermont Department of Public Service 112 State St. Montpelier, VT 05620-2601 802-522-2046 Aaron.Brassard@vermont.gov</p>
West Virginia	15-Sep-09	15 years	<p>Services Provided: TRS, STS, RCC, Outreach</p> <p>David Howell Utility Financial Analyst West Virginia Public Service Commission 201 Brooks St. Charleston, WV 25323 304-340-0451 dhowell@psc.state.wv.us</p>
Wisconsin	29-Dec-09	15 years	<p>Services Provided: TRS, STS, Outreach, Advisory Board</p> <p>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</p>



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.

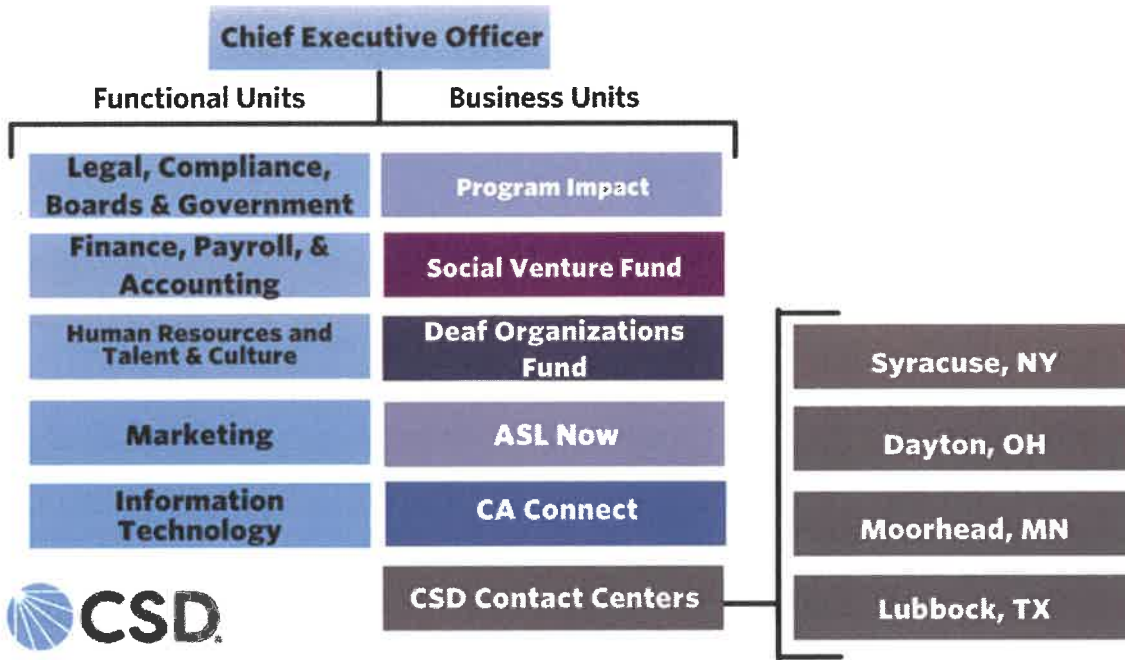
Subcontractor Organization Charts:

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.

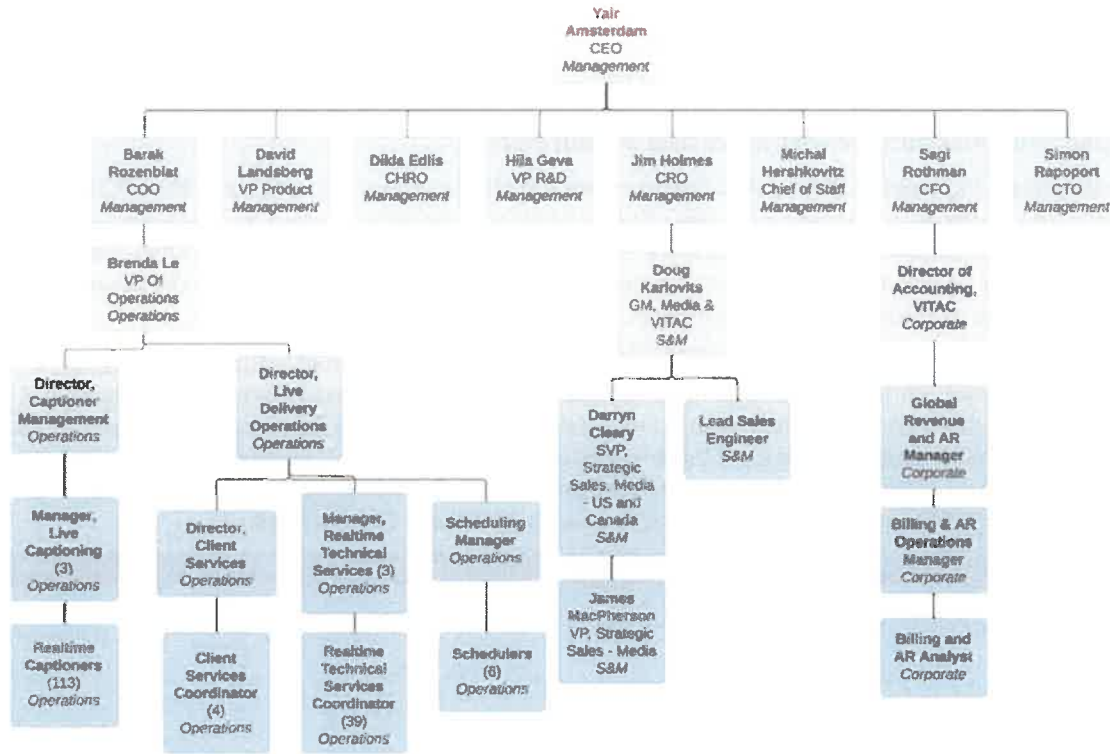
CSD Organizational Chart:



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.

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

(Witness)

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

By: _____
(Title)

(Witness) Kelly R. Meyer

Liberty Mutual Insurance Company
(Surety) _____ (Seal)

By:
(Title) Christy M. Bralle Attorney-in-Fact



Surety Phone No. 617-367-9600

8-0054/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 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. Braske, Danielle R. Capps, Debra J. Scarborough, Erin C. Lavin, Evan D. Sizemore, Hillary D. Shepard, Jeffrey C. Carey, Kellie A. Meyer, Kristin D. Thirber, Lauren Scott, Mariana Walker, Macy T. Flanagan, Patrick T. Pribyl, Rebecca S. Leal, Tabitha M. Fry, Veronica Lawyer

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 hereto this 28th day of July, 2023.



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

By: David M. Carey, Assistant Secretary

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

State of PENNSYLVANIA ss
County of MONTGOMERY

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: 128044
Member, Pennsylvania Association of Notaries

By: Teresa Pastella, Notary Public

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

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, whenever 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, Assistant Secretary

LMB-12873 LINC ODC: WAAC MAR Co 02/21

FLORIDA DEPARTMENT OF FINANCIAL SERVICES

CHRISTIANA MARIE BRAILE

License Number : W693124

Non Resident Insurance License

•0920 - NONRES GEN LINES (PROP & CAS)

Issue Date

10/22/2020

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

Please Note: A licensee may not transact insurance with or under supervision 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 aware of your license status you should contact the Florida Department of Financial Services immediately. This license will expire 11 months from 40 months elapsed without an appointment for each class of insurance listed. If such appointment occurs, the individual will be required to re-qualify as a licensee applicant if the license was obtained by passing a license examination offered by the Florida Department of Financial Services. To license is required to comply with continuing education requirements outlined in FSRS 6815 or 681311, Florida Statute. A licensee may track their continuing education requirements completed or needed in their MyProfile account at MyProfile/EdTrack.com. To validate the accuracy of the license you may review the individual license record under "Licensee Search" on the Florida Department of Financial Services website at http://www.myfloridacfo.com/ConsumerAgents.

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. Jacquie 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.

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, LORAIN 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).



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	<ul style="list-style-type: none"> ■ 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. 	<ul style="list-style-type: none"> ■ 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	<ul style="list-style-type: none"> ■ Oversees 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. 	<ul style="list-style-type: none"> ■ 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

	<ul style="list-style-type: none"> ▪ Internal and external Quality Assurance testing and programs. ▪ Research and resolve customer issues and pain points. 	
<p>John Moore Sr. Manager, Accessibility Relationship</p>	<ul style="list-style-type: none"> ▪ Supervises a team of Sales Account Team and CRMs Team. ▪ Lead Sales strategies and support CRMs with issues and resolution. 	<ul style="list-style-type: none"> ▪ 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.
<p>Angie Officer Senior Project Manager</p>	<ul style="list-style-type: none"> ▪ 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. 	<ul style="list-style-type: none"> ▪ 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.
<p>Jacqueline Lee Director, Industry Segment and T- Mobile Accessibility</p>	<ul style="list-style-type: none"> ▪ 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. 	<ul style="list-style-type: none"> ▪ 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

<p>Barbara Garcia Business Development Manager</p>	<ul style="list-style-type: none"> ▪ Develops enhancements and applications for IP Relay, Captioning and wireless services. ▪ Ensures products are compliant with Federal regulations. ▪ Supports with RFP Progress 	<ul style="list-style-type: none"> ▪ 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.
<p>Willie King Business Development Manager</p>	<ul style="list-style-type: none"> ▪ Define product requirements, prioritize features, collaborate with Engineering Teams and work with internal departments to align product development. 	<ul style="list-style-type: none"> ▪ Graduate of Rochester Institute of Technology (RIT) with a bachelor's degree in Telecommunications Engineering. ▪ Over 15 years of experience in the TRS industry.
<p>Mark Tauscher Sr. Manager, Project Management</p>	<ul style="list-style-type: none"> ▪ Supervises product development, implementation, and project management. 	<ul style="list-style-type: none"> ▪ 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)
<p>Jan Pollard Sr. Manager Accessibility Operations Manager</p>	<ul style="list-style-type: none"> ▪ Manages consistency, quality, and training between all centers. ▪ Oversees all operational aspects related to providing call location services. 	<ul style="list-style-type: none"> ▪ Bachelor of Science degree in Business Administration and Management ▪ 35 years of experience at T-Mobile Operations, Strategic Planning and Call Location Management
<p>Alex Townsend Field Resource Manager</p>	<ul style="list-style-type: none"> ▪ Manage real time operations, staffing, hiring/training planning and scheduling for frontline operations, real time and historical performance reporting, routing and scripting. 	<ul style="list-style-type: none"> ▪ 45 years of Customer Experience Center Operations and Resource Planning analytics experience.
<p>DeAna Haynes Accessibility Program Manager</p>	<ul style="list-style-type: none"> ▪ Develops initial and ongoing TRS training materials. ▪ Internal and external Quality Assurance testing ▪ Research customers issues 	<ul style="list-style-type: none"> ▪ 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
<p>Loraine Overland Accessibility Program Manager</p>	<ul style="list-style-type: none"> ▪ Develops initial and ongoing TRS training materials. ▪ Internal and external Quality Assurance testing ▪ Research customers issues 	<ul style="list-style-type: none"> ▪ 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
<p>Kris Owara TRS Billing Analyst</p>	<ul style="list-style-type: none"> ▪ Produces monthly invoice and reporting. ▪ Conducts research and analysis 	<ul style="list-style-type: none"> ▪ 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).

<p>Shawn Daniels Manager, Product & Engineering (IT)</p>	<ul style="list-style-type: none"> ▪ Designs and develops enhancements and technologies for the TRS platform. ▪ Tests and implements new developments and platform configurations. ▪ Administers system maintenance 	<ul style="list-style-type: none"> ▪ 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
<p>Michaela Clairmonte Sr. Manager, Contracts Negotiation</p>	<ul style="list-style-type: none"> ▪ Administers TRS contracts 	<ul style="list-style-type: none"> ▪ 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
<p>Mandy Duncan-Matney Technology Sourcing Manager</p>	<ul style="list-style-type: none"> ▪ Oversees subcontract agreements between T-Mobile and vendors utilized in the provision of services 	<ul style="list-style-type: none"> ▪ Over 29 years of experience in the supply chain/contract field with 2 years supporting TRS.
<p>Todd Williams Sr. Finance Analyst</p>	<ul style="list-style-type: none"> ▪ Financial analysis and contract pricing ▪ Vendor costing and expense approval. ▪ Revenue forecasting and budgeting ▪ Internal reporting 	<ul style="list-style-type: none"> ▪ 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 Loubé (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.

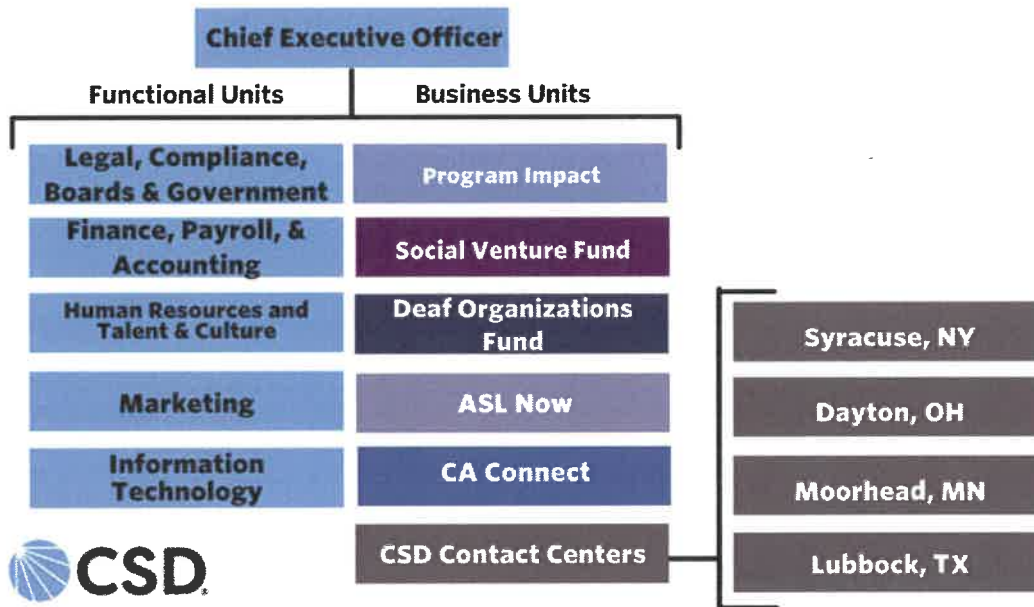
Communication Service for the Deaf (CSD) will continue to manage sites for T-Mobile. T-Mobile and CSD have worked together providing TRS for over 34 years and currently serve 30 states (including Puerto Rico and the U.S Virgin Islands). CSD provides staffing and operations for several existing sites.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

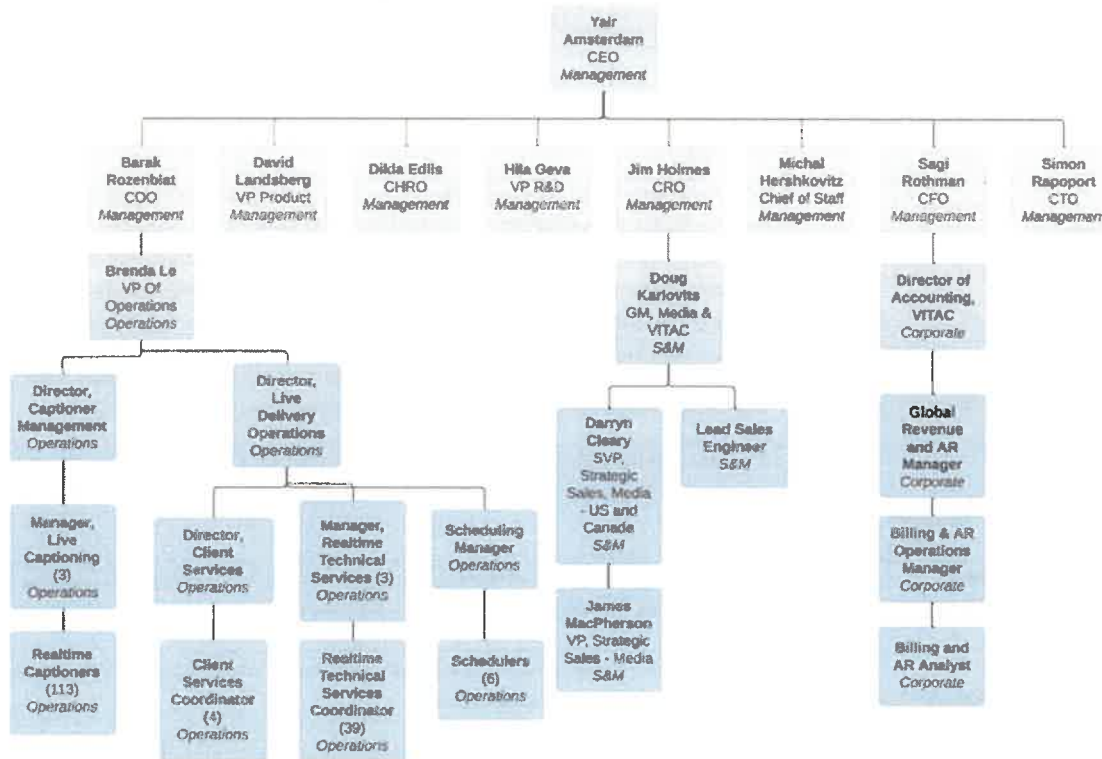


VITAC (for RCC services)

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

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.

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.

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.

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.

Florida Relay - Speech to Speech Gainesville Market	Daypart	# Spots
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	MF 12:30p-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

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
WTLX 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

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:

- ▶ 888-222-3448 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: customer care@ftri.org
- ▶ Website: ftri.org



Florida Relay Accessible Telecommunications

For People with Hearing Loss or Speech Disability



<p>TTY Relay</p> <p>Perfect for anyone with a hearing loss who prefers to type and read during phone calls!</p> <p>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.</p>  <p>► dial 711 ► ftri.org/relay/tty-ascll</p>	<p>Speech-to-Speech (STS)</p> <p>Just right for anyone with a speech disability who prefers to talk & listen on phone calls!</p> <p>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.</p>  <p>► dial 711 ► ftri.org/relay/sts</p>	<p>Voice Carry-Over (VCO)</p> <p>Easy for anyone with a hearing loss who prefers to talk and read on calls!</p> <p>You can use a VCO phone or 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.</p>  <p>► dial 711 ► ftri.org/relay/vco</p>
<p>Standard Phone User</p> <p>Bring people together with Florida Relay!</p> <p>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!</p>  <p>► dial 711 ► ftri.org/relay/voice</p>	<p>Spanish Relay Service</p> <p>Full accessibility in Spanish for people who have a hearing loss or speech disability!</p> <p>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.</p>  <p>► dial 711 ► ftri.org/relay/espanol</p>	<p>CapTel Service</p> <p>Great for anyone with a hearing loss who prefers to talk, listen, & read captions on phone calls!</p> <p>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.</p>  <p>► dial 711 ► ftri.org/relay/captel</p> <p><small>CapTel is a registered trademark of Ustream, Inc.</small></p>

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.



Attachment D – Call Location Confidentiality Form

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



**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-MOBILE CUSTOMER 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