



# Florida TASA Meeting

Jeff Branch, Customer Relations Manager  
Jim Skjeveland, Senior Sales Executive

*Florida Public Service Commission*

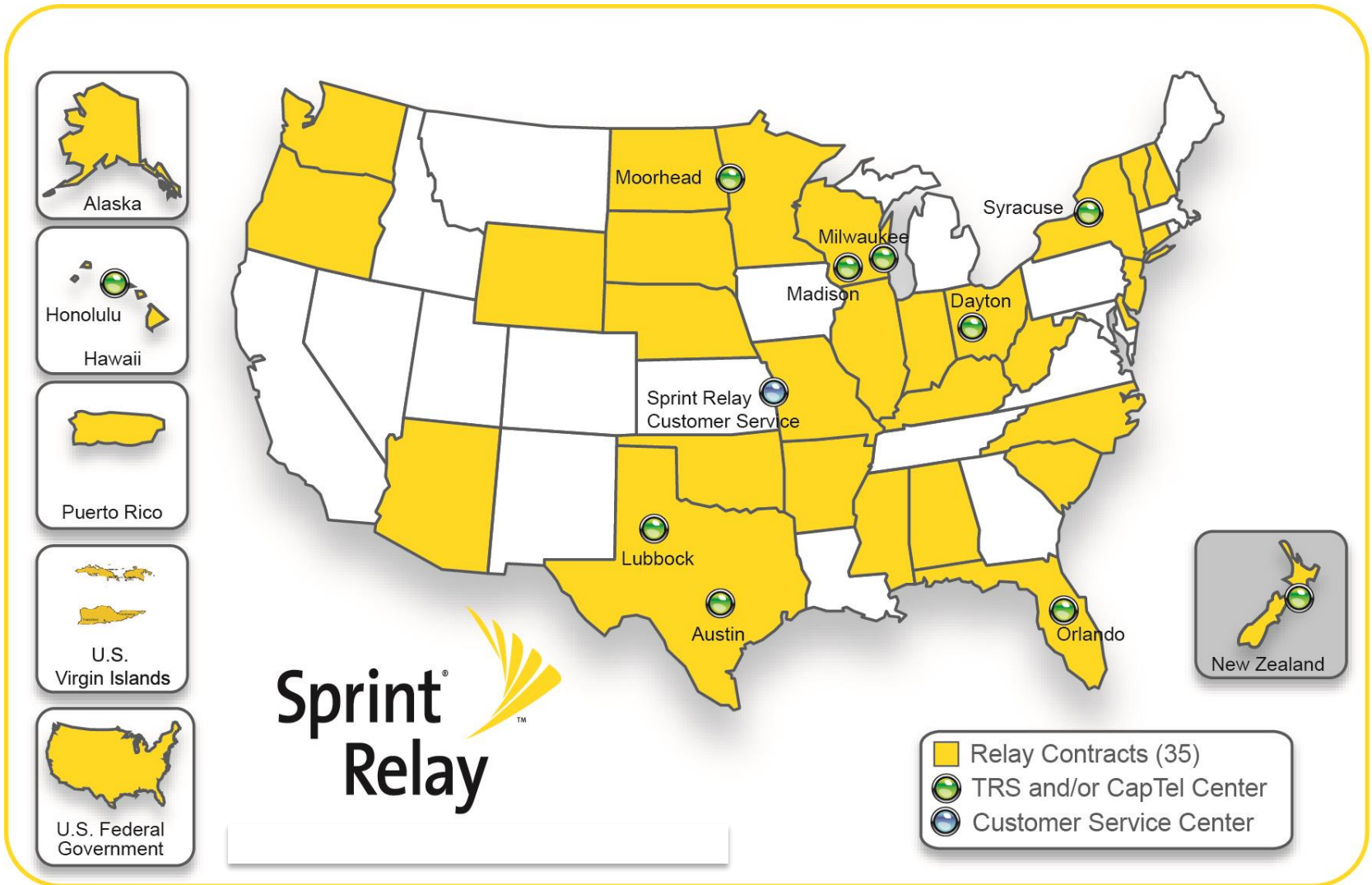
April 17, 2015

# Sprint Relay Welcomes...



**to the family!**

# Sprint TRS States & Call Centers



# Agenda

- **Florida Relay Service Team**
- **Implementation Updates & New Features**
- **Operational Update**
- **Outreach Plan**

# Florida Relay Service Team

## Account Specific Support



**Jeff Branch**, *FL Customer Relationship Manager*  
(Based in Florida)

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**Jim Skjeveland**, *Sr. Sales Executive*

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**Loraine Overland**, *FL Quality Assurance Manager*  
(Based in Florida)

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**John Monroe**, *FL Government Affairs Counsel*

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**Michelle Mobley**, *Care Support*

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## Implementation/Wireless Support



**Angela Officer**, *Sr. Implementation Manager*

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**Natalie Ryan**, *Interim FL. Customer Relationship Manager*

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**Ken Goulston**, *Sprint Wireless Sales*  
(Based in Florida)

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# Meet Jeffrey Branch

- I have over 10 years of TRS experience, formerly with CSD.
- I graduated from Gallaudet University.
- I love to spend time coaching baseball at the Greater Dunedin Little League in Florida.
- I have two boys, Elijah (13 years old) and Jessiah (10 years old).
- I love fishing and one of my goals is to take a boat trip to catch a blue marlin.
- I am a certified scuba diver and enjoy exploring the bottom of the ocean.



# Meet Loraine Overland

- I have over 24 years in the telecom industry, and 9 years with Sprint Relay.
- I'm a lifelong Florida resident (when I travel I actually miss the humidity).
- I'm an Army veteran (101<sup>st</sup> Airborne Air Assault).
- I have two sons age 7 & 12 that keep me active (snowboarding, surfing, biking, canoeing...).
- I recently played paintball for the first time and loved it.



# Implementation Status



## ➤ **Successfully implemented as of March 1, 2015**

- Including TRS, CapTel, Enhanced STS, Spanish, French and RCC services
- Relay Conference Captioning (RCC) Services (new!)
- Video Assisted STS (new!)
- French to French (new!)
- Spanish to English Translation (new!)
- New dedicated TTY/Voice Customer Service for Florida only (new!)
- New dedicated Spanish TTY/Voice Customer Service for Florida only (new!)
- New Customer Profile Database form (new!)
- In-state Florida Quality Assurance Manager (new!)
- In-state Florida Customer Relations Manager (new!)

***See following slide for a list of all toll free numbers and services implemented***



# Florida Relay Toll Free Numbers

<b>TTY</b>	800-955-8771	If you are using TTY equipment.
<b>Voice</b>	800-955-8770	If you are a standard (voice) user, and are trying to connect with a Relay user.
<b>ASCII</b>	800-955-1339	If you are utilizing a computer.
<b>Voice Carry Over (VCO)</b>	877-955-8260	If you prefer to speak directly to the hearing person. When the hearing person speaks to you, the Relay Operator serves as your "ears" and types everything said to your TTY or VCO phone.
<b>Speech to Speech (STS)</b>	877-955-5334	If you have a speech disability and would prefer to have our specially trained Relay Operators serve as your voice and repeat your responses to the called party
<b>Video Assisted STS</b>	877-955-5334	Video-Assisted STS supports a one-way video call between the CA and STS user. The video connection assists the CA in understanding the STS user's speech. Callers can enter contact information in the STS Profile to reduce set-up time In order to use Video-Assisted STS, please inform the Operator after dialing the toll free number that you would like to utilize Video-Assisted STS. You can make this request before or during the call. You may also add this to your customer profile if you would prefer Video-Assisted STS on all calls.
<b>Spanish to Spanish</b>	877-955-8773	If you prefer to conduct your conversations in Spanish
<b>Spanish to English Translation</b>	844-463-9710	If your primary language is Spanish, however your caller is an English speaker. Our Relay Operators are able to translate your conversation into English.
<b>French to French</b>	877-955-8707	If you prefer to conduct your conversation using the French language.
<b>900 Pay Per Call</b>	900-230-6868	With Pay per calls the Relay user is responsible for direct billing. Rates vary depending on the service called.

# Florida/Sprint Relay Customer Service

Customer Service Type	Number	Description
TTY/Voice	866-462-6509	Dedicated FL Customer Service number for all FL Relay customers.
Spanish	800-855-2886	Dedicated FL Customer Service number for all Spanish speaking FL Relay customers.
STS	877-787-1989	Nationwide STS Customer Service to train and support STS users.
VCO	866-931-9027	Nationwide VCO Customer service line. Industry's first national VCO-specialized Customer Service and Training Line.
Email	<a href="mailto:Sprint.TRSCustServ@sprint.com">Sprint.TRSCustServ@sprint.com</a>	Email for customer service needs
Fax	877-877-3291	Fax for all customer service needs.
VCS	<a href="mailto:vcs@sprint.com">vcs@sprint.com</a>	Video Customer Service for Sprint Relay Wireless users.



# What's New?



## ➤ Relay Conference Captioning (RCC) for FL Residents!

➤ [www.floridarcc.com](http://www.floridarcc.com)



**Relay Conference Captioning**

Enter Your Event ID  [Join Event](#)

**Home**

- How to schedule a call
- Book an event now
- About RCC
- Ordering transcripts
- View the Demo
- Contact Us
- Help/FAQ

**You're one click away from using Relay Conference Captioning (RCC)**

How, Deaf and Hard-of-Hearing individuals can participate in meetings (in-person or remote), phone calls, videoconferences and multi-party teleconference calls with Relay Conference Captioning (RCC) through Florida Relay provided by Sprint.

Using the same high-quality captioners that produce closed captioning for television, you can receive live, realtime text streamed to an Internet-connected computer anywhere in the world. A high-speed Internet connection is not required.

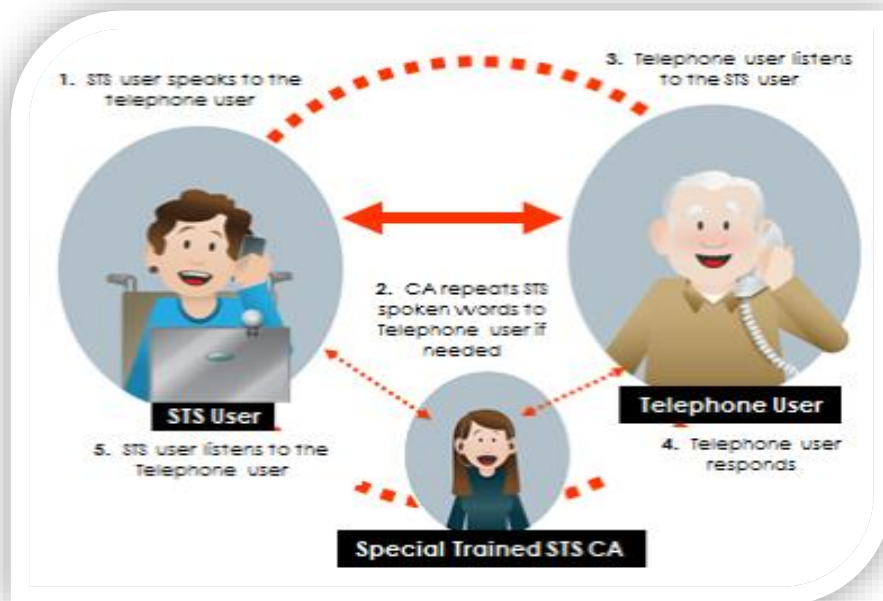
[How does it work?](#)

**The benefits of RCC**

- This service is for use by people in Florida
- May reserve your live captioner in advance
- Can be used at any computer with Internet access
- RCC conference calls can be much shorter in duration than traditional relay service
- Can receive a text transcript of the conversation for your records

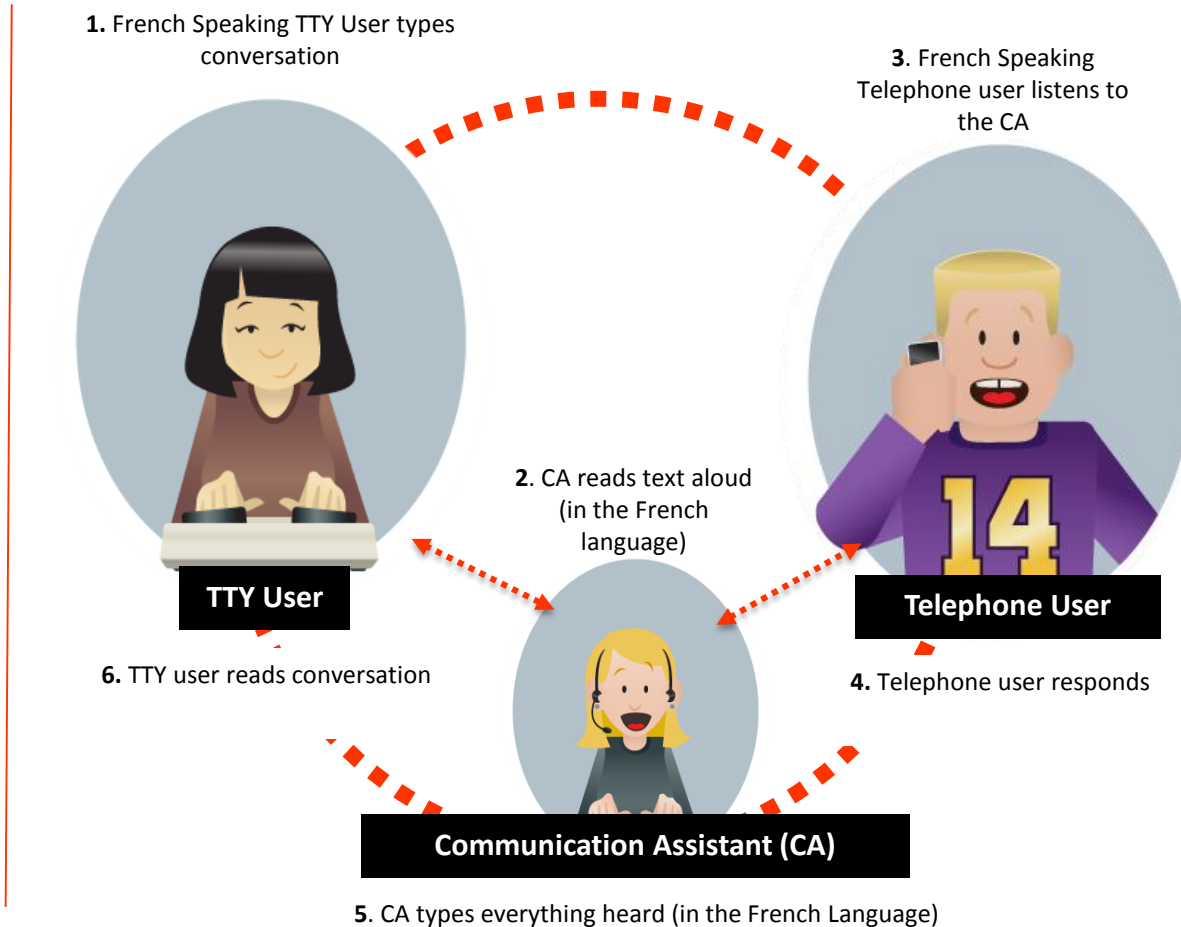
# What's New? (continued)

## ➤ Video Assisted Speech to Speech



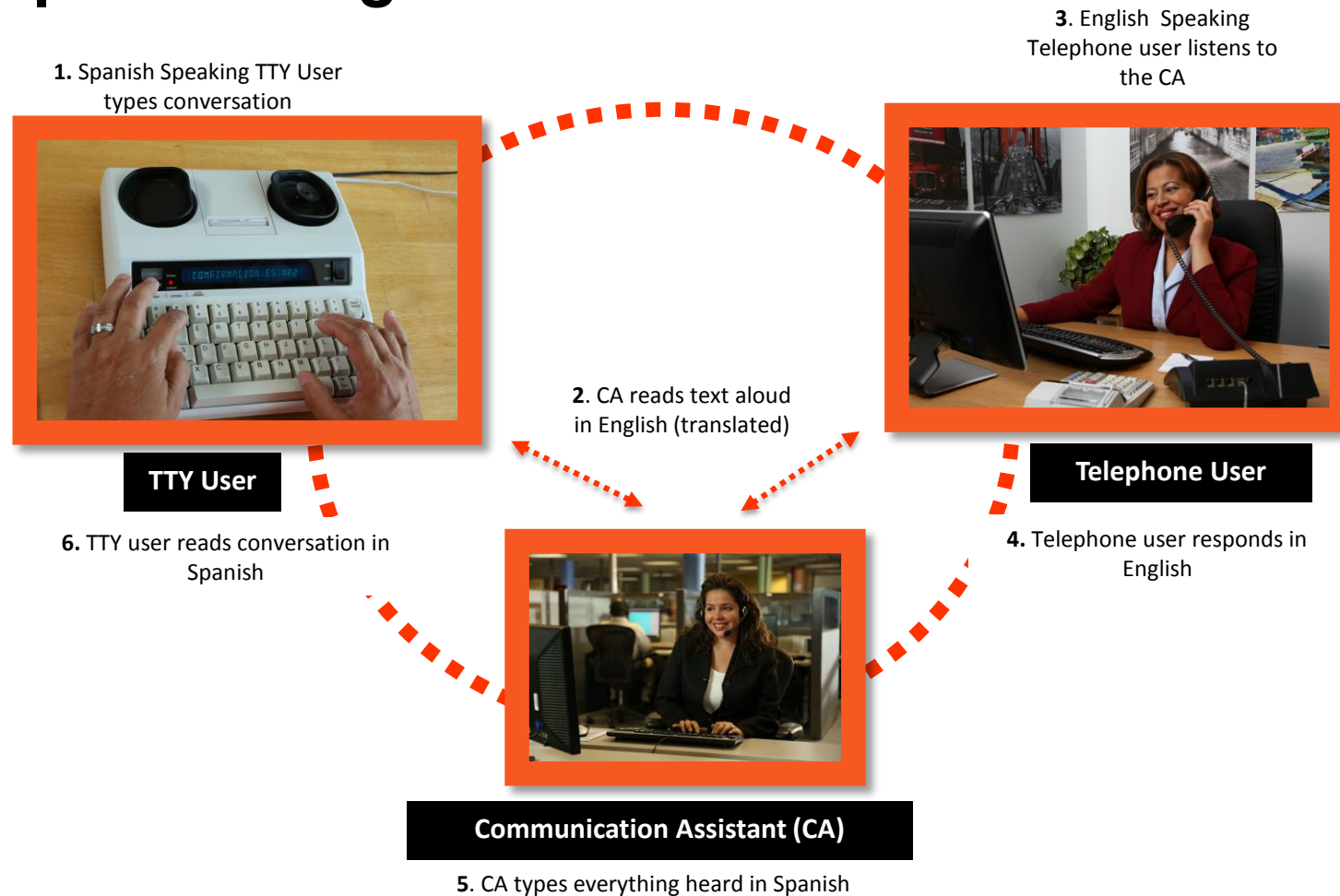
# What's New? (continued)

## ➤ French to French



# What's New? (continued)

## ➤ Spanish to English



# Operational Updates

**CAs meet necessary requirements including:**

## Competent Skills

### How Sprint Complies:

- ✓ Pre-Employment Screening
- ✓ Written Testing
- ✓ Internal Test Programs
- ✓ Validation using Third-Party Testing

## Confidentiality

### How Sprint Complies:

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

## Ethics

### How Sprint Complies:

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

## Typing 60 WPM

### How Sprint Complies:

- ✓ Gold Star CAs
- ✓ Experienced Evaluator
- ✓ Comprehensive Approach
- ✓ Sprint's Proven Record



# Operational Updates

- Performance-Management expectations focus on four key areas:
  - Ensuring clear expectations have been set
  - Defining priorities tying them to business goals
  - Giving coaching and feedback about work performance
  - Providing attention to skill development and career aspirations



## Unbiased Tests

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





# Outline of Outreach Requirements

## *In cooperation with FTRI:*

- **\$25,000 Outreach Budget**
- **Attend TASA Meeting 2x Annually**
- **Provided FTRI with 10 Tablets (iPads)**
- **Provide Survey for FTRI website**
- **Sprint will provide free 840 Plus CapTel equipment to FTRI and End Users**
- **Annual CapTel Television Advertisement campaign**
- **15-20 Outreach Events Annually (at no charge) Including:**
  - **Provide schedule of events to FTRI for Calendar Updates**
  - **Presentations to Service Providers**
  - **Exhibits, Tradeshows, Conventions**
  - **One on One training sessions**
  - **Town Hall Meetings**
  - **Consumer Social Events**



# Outreach Efforts

- **Attended Deaf Awareness Day in Tallahassee, FL on March 10, 2015**
- **Provided website content updates for FTRI's website**
- **Provided new advertisement design to FTRI for ad placement**
- **Worked with FTRI on updating brochure information/providing feedback**
- **Sprint was present at the DeafNation Event in Orlando, FL on March 21, 2015**
- **12 Events attended by Outreach Experts Incorporated (OEI) across the State of Florida (focus on Captioned Telephone products & installation) since March 1, 2015**



# Ad about Florida CapTel Service



**Stay connected to your friends and family with a free captioned telephone.**

- A captioned telephone phone allows you to **hear** and **read** everything said by the person on the other line.
- Must be a Florida resident with a certified hearing loss.
- For more information to see if you qualify for a free captioned telephone:  
Call **800-222-3448**.

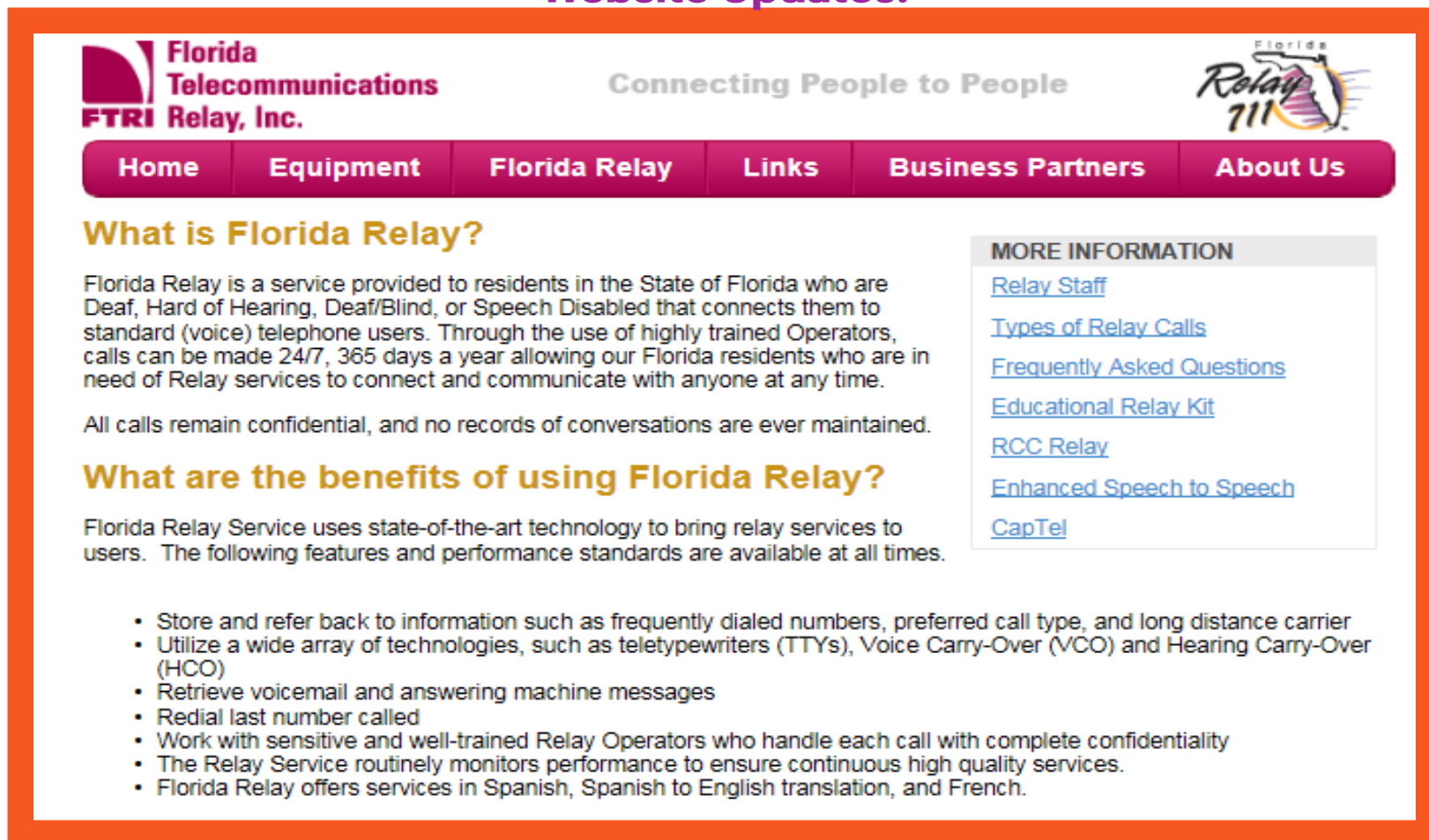
Florida Relay 711

Florida Telecommunications FTRI Relay, Inc.


620 1-45 PM  
(CapTel Call 23402) (Tone)  
Mingy 1 2 3 (T) Hello only is  
Alan to Becca I am glad that you  
called because I am wondering if  
you could go to the copy center  
you list the annual report. Alright  
see we are all set

# Partnership with FTRI

## Website Updates!



The screenshot shows the Florida Relay website homepage. At the top left is the logo for Florida Telecommunications FTRI Relay, Inc. with the tagline "Connecting People to People". At the top right is the Florida Relay 711 logo. Below the logos is a navigation menu with buttons for Home, Equipment, Florida Relay, Links, Business Partners, and About Us. The main content area features a heading "What is Florida Relay?" followed by a paragraph describing the service. To the right of this text is a "MORE INFORMATION" sidebar with links to Relay Staff, Types of Relay Calls, Frequently Asked Questions, Educational Relay Kit, RCC Relay, Enhanced Speech to Speech, and CapTel. Below the main text is another heading "What are the benefits of using Florida Relay?" followed by a list of seven bullet points detailing service features.

**Florida Telecommunications FTRI Relay, Inc.** Connecting People to People 

[Home](#) [Equipment](#) [Florida Relay](#) [Links](#) [Business Partners](#) [About Us](#)

### What is Florida Relay?

Florida Relay is a service provided to residents in the State of Florida who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Disabled that connects them to standard (voice) telephone users. Through the use of highly trained Operators, calls can be made 24/7, 365 days a year allowing our Florida residents who are in need of Relay services to connect and communicate with anyone at any time.

All calls remain confidential, and no records of conversations are ever maintained.

### What are the benefits of using Florida Relay?

Florida Relay Service uses state-of-the-art technology to bring relay services to users. The following features and performance standards are available at all times.

- Store and refer back to information such as frequently dialed numbers, preferred call type, and long distance carrier
- Utilize a wide array of technologies, such as teletypewriters (TTYs), Voice Carry-Over (VCO) and Hearing Carry-Over (HCO)
- Retrieve voicemail and answering machine messages
- Redial last number called
- Work with sensitive and well-trained Relay Operators who handle each call with complete confidentiality
- The Relay Service routinely monitors performance to ensure continuous high quality services.
- Florida Relay offers services in Spanish, Spanish to English translation, and French.

**MORE INFORMATION**

- [Relay Staff](#)
- [Types of Relay Calls](#)
- [Frequently Asked Questions](#)
- [Educational Relay Kit](#)
- [RCC Relay](#)
- [Enhanced Speech to Speech](#)
- [CapTel](#)

# OEI Events March 2015

March 2, 2015	Delray Beach, FL	Senior Lifestyle and Healthcare Expo
March 3, 2015	Lake Worth, FL	Villagio of Lake Worth Health and Wellness Expo
March 6, 2015	Delray Beach, FL	8th Annual Health Fair
March 7, 2015	Parkland, FL	Heron Bay of Parkland Home and Leisure Expo
March 7, 2015	Bradenton, FL	Hearing Loss Association of America Hearing Tech Expo
March 12, 2015	Delray Beach, FL	Valencia Palms of Delray Beach Health & Wellness Expo 55+
March 14, 2015	Weston, FL	Savanna of Weston Family Health and Wellness Expo
March 18, 2015	Delray Beach, FL	Delray Beach Health and Wellness Expo
March 20, 2015	Boynton Beach, FL	Health and Business Expo
March 28, 2015	Boynton Beach, FL	Lakeridge Green Health and Wellness Event
March 31, 2015	Delray Beach, FL	Young at Heart
April 7, 2015	Sunrise, FL	Rise and Shine with Sunrise



# Future O/EI Events

April 18-19, 2015	Jacksonville, FL	Jacksonville Women Expo
April 25-26, 2015	Punta Gorda, FL	Punta Gorda Home Show
May 13-14, 2015	Jacksonville, FL	Jacksonville Senior Expo
May 14-16, 2015	Miami, FL	AARP
May 31, 2015	Miami, FL	Casa Latina Home Expo
June 10, 2015	Parkland, FL	Aston Gardens Health and Wellness Expo
August 28-30, 2015	Daytona Beach, FL	Volusia County Home and Garden Show
September 25-27, 2015	Fort Myers, FL	Fort Myers Home Show
October 19, 2015	Boynton Beach, FL	Cascades of Boynton Beach Health and Wellness Expo
October 10-11, 2015	Punta Gorda, FL	Punta Gorda Home Show
October 24-25, 2015	Naples, FL	Naples Home Show
November 7, 2015	Jacksonville, FL	Walk 4 Hearing



# Future Outreach Efforts

- **CapTel TV Advertisement March 30<sup>th</sup> – May 29<sup>th</sup>, 2015 in Orlando, Jacksonville and Ft. Myers TV Markets.**
- **Potential for Social Media (Facebook)**
- **Work with the following potential organizations for events:**
  - **Florida Association for the Deaf**
  - **Florida Deaf Blind Association**
  - **Hearing Loss Association of America, Florida**
  - **Central Florida Speech & Hearing Center**



# Thank You!

## Any Questions??





