



**Proposal Response
To
State of Florida
Florida Public Service Commission
For
Telecommunications Relay Service**



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Certification by FPSC and FCC

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Executive Summary

Quality

Selecting Sprint as its "point of contact" provides to the State of Florida more than a telecommunications relay service provider. Florida Relay Service (FRS) will benefit not only from our years of experience in the global telecommunications industry, but also our unparalleled presence in the TRS community, superior technology and networking systems that are the foundation of the Sprint Relay platform. At Sprint, the point of contact is not just an idea -- it's a way of business. We provide a single company that can satisfy all of your telecommunications needs.

Sprint is excited by this opportunity to provide relay service to the State of Florida and its citizens. Our goal is to make "quality of service means quality of life." a reality for all our customers. Sprint's team of dedicated professionals is determined to exceed the expectations of Florida's relay customers, and to become an integral part of their pursuit of functional equivalency. While we offer unsurpassed quality, we are also committed to providing it at a price that the ratepayers and the State will find cost-efficient and affordable.

The majority of states that are served by Sprint have found our network to be the perfect point of contact for connecting their citizens to feature-rich technology *in a best-value environment*. We utilize the reliability of Intelligent Call Routing technology combined with the expertise, knowledge, experience and sensitivity of several relay service partners and their centers: USA Relay, a division of Communication Services for the Deaf (CSD) in Sioux Falls, South Dakota, which is a private, non-profit organization owned and operated by and for deaf citizens; New Mexico Relay Network (NMRN) in Albuquerque, New Mexico; and Precision Response Corporation (PRC) in Miami, Florida.

Sprint maintains demanding employment practices. It is important to note that Sprint's training standards are adhered to by all of the partnered centers. In addition to typing speed assessments, a Sprint Communication Assistant (CA) trainee must possess a mind-set compatible with providing excellent customer service while preserving transparency and confidentiality. Training encompasses call-processing skills, transparency, confidentiality, ASL, deaf culture, customer service and ergonomics. After graduation, supervisors monitor for quality assurance. Feedback sessions are held to promote continuous skill improvement. Supervisors perform monthly comparison exercises to make certain they are consistent when evaluating CA skills. Quality measures include reviews, new training and cultural education on a continuous basis for CAs as well supervisors.

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Survivability

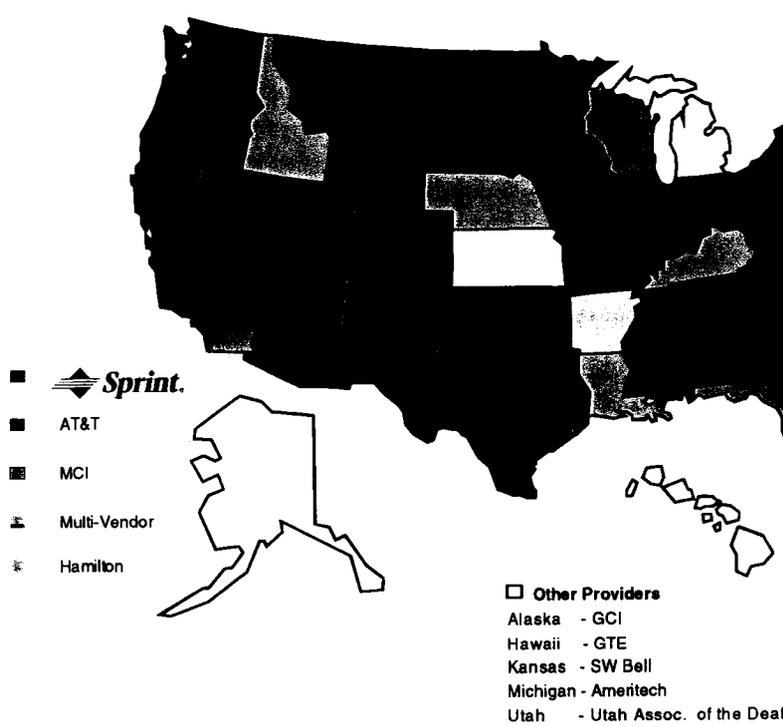
Florida residents will benefit from Sprint's Network reliability. Relay service survivability is of paramount importance to the State and to Sprint. Our TRS centers are designed to contend with weather related challenges, power outages, and natural disasters. The durability of Sprint's network is evidenced by the recent devastation visited on the Atlantic Coast by Hurricane Floyd. Even though two call centers in the Sprint network were temporarily shut down by this destructive storm, service to our clients in South Carolina, Maryland, New York and New Hampshire continued uninterrupted. *Sprint was able to weather the storm by immediately transferring service to its other network centers.*

In another example of the durability and capabilities of Sprint's network, in 1997, a severe storm in New York State caused commercial power to fail and damaged Sprint's TRS center in Syracuse, New York. The immediate response of emergency generators allowed calls in progress to continue without interruption. High winds and rain caused damage to the roof of the building, threatening employee safety and sensitive electronic equipment. As a safety precaution, the center was taken off line and calls redirected to another center via intelligent call routing technology. TRS customers, locally and nationally, were not aware of the temporary deactivation of the Syracuse center – and not a single call was dropped.

Proven Experience

Sprint's success in the TRS industry depends heavily upon the skills of deaf and hard-of-hearing employees to manage the program and maintain the highest level of sensitivity to customer needs. Sprint Relay, along with our subcontractors, employs a large number of account managers, national sales managers, location managers, national program managers, and supervisors who are deaf or hard-of-hearing. They are an essential element in a team that works to maintain sensitivity and responsiveness to the unique needs inherent in our business.

Sprint is the primary force in the TRS industry. We have secured more TRS contracts than any other provider. To date, 25 states, the Federal Government (Federal Relay Service – FRS), and several re-sellers have honored Sprint with their TRS contracts. Annually, Sprint processes over 100 million minutes of relay calls. No other TRS provider can match Sprint's level of expertise or commitment to TRS, or match the experience that Sprint and our partners have in fulfilling the needs of so many TRS customers nationwide.



FLTR022

Figure ES-1. Telecommunications Relay Service Provider

Recently, Sprint Relay’s team of professionals received the National Business and Disability Council’s (NBDC) Valued Customer of the Year - Silver Honoree award. The NBDC citation reads, in part, “... a corporation that has expanded opportunities for people with disabilities by providing accessibility to the company’s products and services through innovative design, accommodation, and inclusion of people with disabilities ... Sprint has demonstrated to the business community and the community at large that people with disabilities are valued customers.”

Leadership

Florida poses an exciting opportunity because of its large number of relay service users and the diversity represented by Florida residents. *Sprint values* customer contributions concerning our product. Many of our enhancements came about as a result of feedback from customers and advisory committees. These enhanced features have brought TRS users nationwide much closer to functional equivalency. FRS users will appreciate and benefit from our ability to listen to and act upon the needs they bring forth.

The following services were developed and implemented by Sprint as a direct result of customer inquiries and they were offered to our customers prior to any mandate by the Federal Communications Commission. Sprint was the first relay provider in the continental United States to initiate 7-1-1 Local Exchange Carrier (LEC)--based

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abbreviated dialing. The 7-1-1 service began in Maryland on February 1, 1999. In California, Sprint was the first carrier to offer Speech-to-Speech service, which allows people with a speech disability to use their own voice to communicate. Sprint also developed the technology to allow relay users full access to services provided through 900 numbers. These and many others are important reasons why we listen to our customers.

Technological Superiority

Because we listen, Sprint offers a relay service that is feature-rich. Our platform is among the most sophisticated in the industry. With approximately fifty features included with our basic connection, relay customers receive the benefit of our preeminent experience and support.

Examples of Sprint's *standard* features include: Dialed Number Verification, Customized 800 Access, Custom Calling Services through our Customer Database feature, Delay Recording Announcer, Enhanced Transmissions, Automatic Error Correction, Inbound International calling, Machine Recording Capabilities, Spanish-to-Spanish and Spanish-to-English Translation, Variable Time Stamp Macro, Voice Call Progression, and dear-blind paging.

These product enhancements are indicative of Sprint's innovative technology, and the reason why Sprint is the industry leader.

Customer First

Sprint is attentive to all customer concerns and takes pride in our policies and procedures regarding complaint resolution. Seven days a week, twenty-four hours a day, a consumer with a grievance may speak immediately with a supervisor. The supervisor listens, documents the concern and takes care of the problem, or escalates it to the appropriate person for resolution. *If requested, the customer will receive a follow-up as to the status of their concern.* Detailed records are kept on file and forwarded to the State in monthly reports and faxed within two business days of the occurrence or within 24 hours if a complaint requires escalation. This procedure allows Sprint to maintain the highest standards and quality by focusing on customer satisfaction. Customers benefit from knowing that their concerns are heard and acted upon.

Proposal Offering

For the State of Florida, Sprint proposes our best-value network solution. This plan routes FRS traffic across the entire Sprint Relay Network. This is a proven venue for the pursuit of an affordable, yet high quality, relay service.

With Sprint as your chosen provider of choice, consumers of FRS will benefit from the most advanced relay center network in the industry. In addition to our existing 11 relay centers that currently support 25 states, Sprint and our subcontractor



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Communication Services for the Deaf (CSD) would like to bring an additional relay center to Florida located in the Pensacola area. This would be in addition to the relay center we currently have operating in Miami, that is managed by Precision Response Corporation (PRC).

Only Sprint and our subcontractors, CSD and/or PRC, can bring Florida this type of economic development benefit and disaster recovery assurance. With the combined expertise and management resource power of Sprint, CSD, and PRC, consumers can be assured that only highly-trained, customer-focused, employees will provide the very best feature-rich, relay in the world. We look forward to exploring with the Florida PSC and the FRS Advisory Council all of the benefits and realized gains made possible by this unique and expansive opportunity.

Smooth Transition

Sprint has extensive experience in transitioning TRS clients. Within the past few years, many states switched from other TRS vendors to Sprint. Illinois, New York, Washington, and Montana, all formerly with AT&T, have selected Sprint as a better-value provider. Minnesota, and Arizona, and most recently, North Carolina, all formerly with MCI and its partners, have chosen Sprint and our subcontractors as the *best-value for quality TRS*.

A seamless transition from your current TRS provider to Sprint is something we will make easy for both customers and administrators. The State of Florida will benefit from our proven experience in TRS transitions. Additionally, Sprint is presenting to Florida the same transmission planning elements which went into the successful transition of other states. Many of these transitions involved the same plan being presented to Florida.

Image for Tomorrow

The State may have questions or concerns about the pending merger between Sprint and WorldCom. Sprint assures the Florida Public Service Commission (FPSC) that, regardless of the outcome of the merger in the next year or two, the offerings in this proposal and agreements into which Sprint enters will stand on their own. Sprint's management, its technological solutions, and its agents providing relay service to Florida will remain committed through the term of the service contract.

Innovative technology, reliability in times of need, a comprehensive training program, attention to the requirements of the customer, unmatched experience, and a relay service that the State of Florida will be proud – all at a fair price. Sprint affords the State of Florida a cost-effective and technologically advanced *point of contact* for relay service into the twenty-first century.

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B. The Service To Be Provided

B.1 Overview

This section of the RFP lists and describes the specific basic features of the relay service required to be provided. At the end of this section, the FPSC also requests the bidder to comment on (and in its price proposal, propose a price separate from the price for basic service for) the provision of optional services which are not required to be provided. The optional services offered will not be evaluated until after a bidder is selected; at that time, the FPSC may choose to purchase some or all of those services in addition to the basic services.

Sprint has read, understands, has complied.

B.2 Scope of Service

The relay service shall be designed to provide the means by which a hearing, speech or dual sensory impaired person using a TDD can communicate over the existing telecommunications network with a non-TDD user (and vice-versa) through the use of the relay system. The service shall also provide other telecommunications services to persons with hearing and speech disabilities as further described below.

The FPSC is interested in providing a relay service that is as cost efficient as possible while at the same time providing a service as equivalent to standard telecommunications service as possible.

Sprint has read, understands, and will comply.

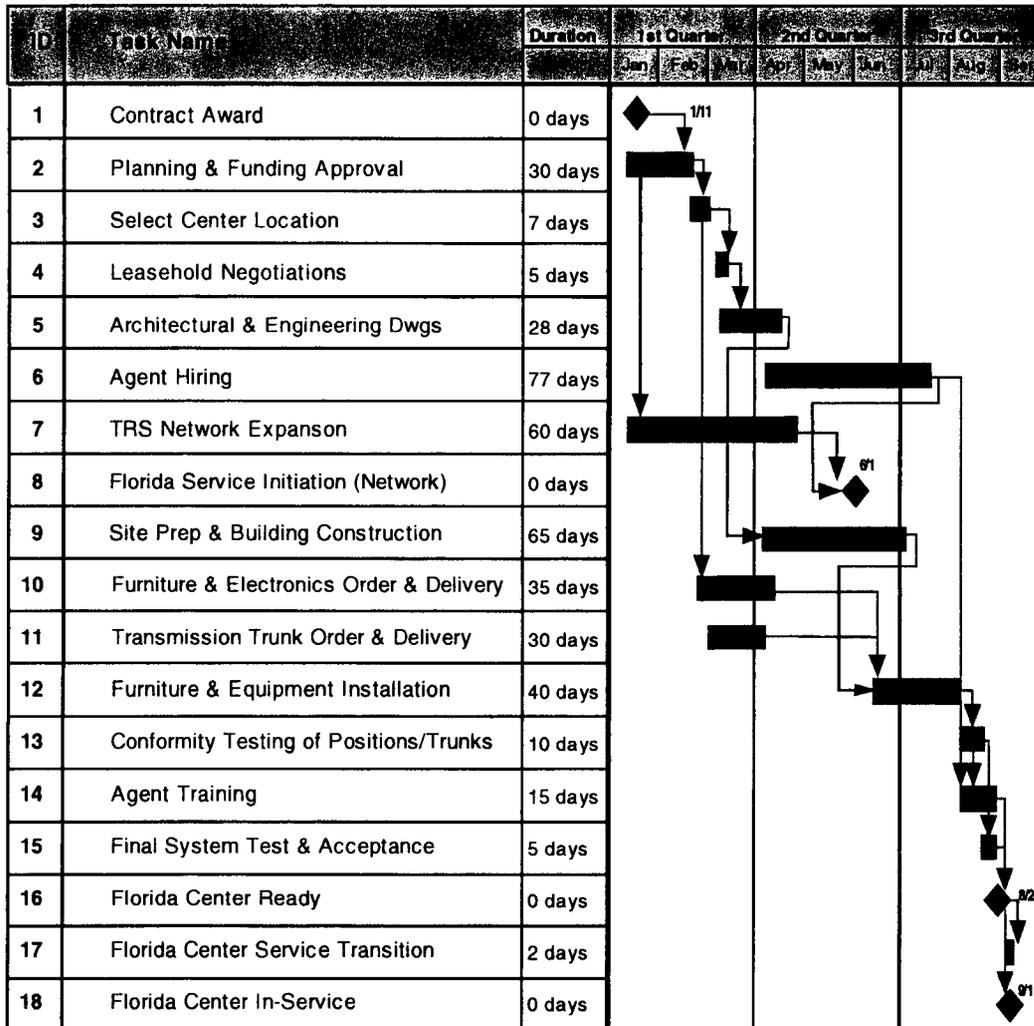
B.3 Commencement Date

The commencement date for the service is June 1, 2000. 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 by that date.

Sprint understands and will comply with the commencement date for providing relay service on June 1, 2000. Sprint has provided a work schedule in Figure B.3-1 to illustrate how we will meet the deadline. Sprint also will have a relay center in place by September 1, 2000.

■ B. The Service To Be Provided

FLORIDA RELAY SERVICE
Proposed Service Activation Schedule



FLTR023

Figure B.3-1. Proposed Service Activation Schedule

The implementation schedule is preliminary, and the sequence and description of some activities may be modified, however, service initiation dates are firm and will be complied with.



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B.4 Term of Contract

Service shall begin on June 1, 2000. The term of the contract will be an initial three year period. Upon mutual agreement between the FPSC and the provider, the contract may allow for the term to be extended for up to two additional one year periods. By June 1, 2002, and June 1, 2003, the provider should notify the Florida Public Service Commission of its desire to extend for an additional year.

Sprint understands that service shall begin on June 1, 2000 and the term of the contract will be an initial three year period. Sprint will provide all required services by June 1, 2000. Sprint also understands that upon mutual agreement between Sprint and the FPSC, the contract may allow for the term to be extended for up to two additional one year periods and that by June 1, 2002 and June 1, 2003, Sprint will notify the FPSC of our desire to extend for an additional year.

B.5 Access Numbers

There shall be a single access number for TDD users, a single access number for voice users, a single access number for ACSII users, and a single access number for Spanish users. TDD access shall be by using the number 800-955-8771, voice access shall be by using the number 800-955-8770, and ASCII access shall be by using the number 800-955-1339. The provider shall secure a toll free telephone number for Spanish access. The provider must request FPSC authority to use additional numbers for relay access (e.g., STS, other foreign languages, etc.). If a caller calls the wrong access number, the system shall process the call without requiring the caller to redial.

When selected as the Florida Relay Service (FRS) provider, Sprint will continue to use the current TDD (800-955-8771), Voice (800-955-8770) and ASCII (800-955-1339) access numbers. Sprint will provide a toll free number for Spanish access. Sprint will request FPSC authority if additional 800 numbers are needed.

In the event that the customer inadvertently calls the wrong relay access number, the Sprint system allows a call to be completed (without requiring a redial).

B.6 Location of Relay Center

The provider shall be required to locate a relay center in the State of Florida. A minimum of 80 percent of Florida relay traffic shall be handled by the Florida located center except when emergency conditions exist at the Florida center. Emergency conditions that would justify handling what is normally Florida traffic outside the state would include situations such as natural disasters, bomb threat, etc. and would not include traffic spikes.

Notwithstanding the above requirement, during the months of June, July and August, 2000, the provider may handle all Florida relay traffic using out-of-state relay centers. The 80% minimum Florida traffic handled out of a Florida center must be met beginning with the month of September, 2000.

Sprint understands and will comply. Sprint's proposed offering for the State of Florida will include at least one relay center, fully staffed and able to handle 80 percent of the State's relay traffic, except under emergency conditions as stipulated in this requirement. The tentative location of the center(s) will be either

■ B. The Service To Be Provided

in Miami and/or Pensacola. In either case, during the months of June, July, and August, 2000, Sprint may handle all of the FRS traffic at any of our existing relay center, out of state or at the center(s) in-state. Should Sprint be selected as your provider of choice, we look forward to proposing a transition plan from the current provider to the Sprint network in a manner that is smooth, seamless, and provides the best solution for all parties involved.

B.7 Availability of System to Users

The service shall be designed to relay local, intrastate toll and interstate and international calls that originate or terminate in Florida. Relay service shall be available 24 hours per day every day of the year.

No restrictions shall be placed on the length or number of calls placed by customers through the relay center.

Sprint will relay local, intrastate toll, interstate, and international calls that originate or terminate in Florida. There will be no restriction placed on the length or number of calls placed by customers through the FRS. Service will be available 24 hours a day, 7 days a week, 365 days a year.

B.8 Minimum CA Qualifications/Testing

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

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

Sprint strongly emphasizes to its employees, the need to be courteous, considerate, and efficient in all dealings with our clients and the public in general. The following statements demonstrate how Sprint ensures the proficiencies of its CAs in supporting our client's requirements. All CAs are required to take and pass a quantifiable, performance-based CA Proficiency Examination. Each CA is retested on an annual basis. This exam requires proficiency in spelling, typing, dictation, procedures, ASL, Deaf Culture, ethics, confidentiality, and professional judgment. In addition, CAs are given a monthly evaluation on call processing skills. CAs are not provided information prior to testing and all tests are collected and discussed when completed. Written tests are changed periodically and role playing is used for live training. If a CA does not pass the training, that includes the Proficiency Exam and call processing evaluation, then that person is not considered for employment.



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a) *Basic skills in English grammar.*

All Sprint CA applicants are required to have at least a high school diploma or GED. Sprint evaluates potential candidates based on their English grammar and communication skill as part of the applicant screening process.

b) *A minimum typing speed of 55 correct words per minute.*

Sprint CAs meet the required 55 wpm typing speed. Sprint conducts a standard typing test as part of the pre-employment testing process. Those applicants not passing the test are not considered for employment. Typing skills are evaluated throughout a CA's employment. Based on recent results, the average typing speed at our centers is currently more than 60 wpm.

c) *Minimum spelling skills sufficient to quickly and easily spell words comparable to a beginning college level conversation.*

Sprint CAs are required to have at least a high school diploma or GED. All CAs are required to take and pass a quantifiable proficiency examination which ensures a high level of spelling skills comparable to a beginning college level spelling skills.

d) *An understanding of characteristics of limited written English and American Sign Language (ASL) as it may be reflected in the written language of TDD users.*

Sprint CAs are trained on proper translation of written/typed ASL to conversational English. FRS users will benefit from having CAs who are trained using role plays that are written at varying levels of ASL difficulty. The CAs must demonstrate their proficiency in translating this material prior to the completion of training. CA training includes learning how to clearly express vocabulary with no direct English equivalent, while maintaining transparency.

e) *Deaf culture.*

The Diverse Culture program was developed in a collaborated effort by several organizations that serve the deaf and hard of hearing communities. When Sprint won their first relay contract, we worked closely with TDI (Telecommunications for the Deaf, Inc.) to ensure a comprehensive program that met the needs of the customer base. Sprint employees who are deaf or hard-of-hearing reviewed the material and provided valuable input for the curriculum.

Sprint also contracted with the Ohlone College in Fremont, California to develop an in-depth training seminar on ASL (American Sign Language). This program included ASL basic sign concepts, structure, and phrases. Two Associate Professors from the Ohlone College conducted this one-week seminar with all of Sprint's Training Supervisors and several Operations Supervisors from each relay center. As a result of this seminar, two ASL workbooks were created to build our relay agents' abilities to translate typed ASL into conversational English. Sprint continues to utilize these workbooks with new employees.

■ B. The Service To Be Provided

The Diverse Culture portion of the training is delivered by local deaf organizations and/or Sprint staff with appropriate experience. As mentioned in Section B.10, "Staff Training," of our proposal response, each CA must complete Diverse Culture training before graduation.

f) Ethics, e.g., how a CA deals with situations he may encounter.

Throughout initial and on-going training, CAs receive information and guidelines on ethics with regard to Sprint Relay Services. Examples of breaches in ethical conduct are reviewed and discussed with the CAs and their supervisors.

g) Confidentiality.

During the initial period, employees receive detailed training on employee confidentiality. All relay center personnel are required to sign and abide by a pledge of confidentiality which promises not to disclose the identity of any caller or fellow relay employee nor any information learned during the course of relaying calls. Sprint policy implements and enforces strict rules regarding confidentiality.

h) Clarity of speech.

After a candidate passes the pre-employment test, he/she is screened and interviewed. During this process, oral communication skills are closely evaluated both over the phone and in person.

Any person who has not passed this examination shall not be utilized as a CA. CAs shall be retested at least annually.

Any person not fulfilling the passing requirements of our training program and demonstrating the necessary proficiency requirements does not become a CA. CAs are re-tested at least annually.

B.9 CA Training

Each bidder shall demonstrate in its proposal how ongoing CA training will be provided by including with its proposal an outline of a proposed CA training plan. The provisions for CA training shall include, but not be limited to, an understanding of limited written English and ASL, deaf culture, needs of hearing and speech disabled and dual sensory impaired users, ability to speak in a tone of voice consistent with the intent and mood of the conversation, operation of relay telecommunications equipment, how to handle hearing and voice carryover, ethics, confidentiality and other requirements of the Provider's operating policies and procedures. Training shall include both simulated and live on-line call handling.

Sprint's CA training is delivered by certified training supervisors who must annually demonstrate proficiency in subject matter knowledge and delivery skills.

All of Sprint's training programs are developed using adult learning theories; we adapt training to each participant's learning modality. We incorporate lecture,



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visual graphics, flow charts, videos, role plays and actual hands-on training, which stimulates the CA's ability to learn.

All applicants for the CA position are tested, screened, and interviewed to determine if they meet the basic requirements of the position. During the CA's initial training, he/she will be trained and evaluated on accurately reflecting the TTY user's intent and on what the CA's role is in the relay process. New hires also receive training in Deaf Culture, ASL translation, and sensitivity to the needs of persons with speech disabilities by a qualified person who, if not deaf or hearing-impaired, possesses extensive knowledge in this area.

Sprint CAs receive extensive training on how to improve their interpersonal skills so that they can work effectively with difficult and stressful situations that may arise during their employment. Throughout a CA's employment, he/she builds on these skills with the guidance of the CA's supervisor and receives additional training and evaluation as needed.

In initial training, CAs are given three written and three side-by-side evaluations. The CA must demonstrate their ability to spell, type accurately, process a call using live training terminals, and roleplays written in varying levels of ASL.

Throughout initial and on-going training, CAs receive information and guidelines on ethics and confidentiality with regard to Sprint Relay. Examples of breaches of confidentiality are reviewed and discussed with the CAs. In conjunction with signing Sprint's confidentiality agreement, CAs review and discuss the agreement with supervisors.

Once training is completed, the CA continues to work and have their job skills evaluated through monthly surveys and formal reviews. The survey process used is a product of a task force comprised of management staff and it evaluates all areas of work performance, personal effectiveness, and attendance. The survey process goals are to respond to customer feedback and provide the CA with clearly defined, objective performance measures. Surveys are completed on each CA every month. If additional development is needed on the part of the CA, a development plan will be designed by their supervisor.

Sprint's CAs receive rigorous initial training. Table B.9-a illustrates some of the training modules that are provided to our CAs.

Table B.9-a. Initial Training Modules

Module	Customer Benefits
Module 1	Orientation Objectives Welcome & History Future of Sprint
	What is Relay? Agent Training Call Flow Chart
Module 2	Phone Image Objectives Introduction Communicating Information Using Conversational Tone Managing Dissatisfied Customers

■ B. The Service To Be Provided

Table B.9-a. Initial Training Modules

Module	Customer Benefits	
Module 3A	Overview of System and Equipment Objectives Logging In Logging Out Screen Display Checking for Understanding Headsets Modem	Error Correction Keyboard Last Typed Macro Feature English Macros Spanish Macros Telephony Terms
Module 3B	Interactive Terminals Knowing Your TTY Closing a Conversation Typing Background Noises	
Module 3C	Overview of System and Equipment (FRS Only) Malfunctions Relay Procedures Confidentiality Statistics	Handling Obscene Calls Requesting a Supervisor Reporting Macros
Module 4A	Call Processing Procedures Objectives Your Role as Agent Call Processing for All States	
Module 4B	Destinations of Traffic Destinations not Allowed IntraLata Competition State Differences	
Module 4C	Answering Machines and Audiotext Record Feature Voice Answering Machine Voice to TTY Answering Machine Information Line Audiotext	Voice Mail Pagers/Beepers (TTY-Voice) Pagers/Beepers (Voice - TTY) Variations Answering Machine Retrieval
Module 4D	Voice Originated Calls Local Call Description Toll Free and Paid Paid over Sprint Network Paid over Alternate Carrier Variations	
Module 4E	Long Distance Calling FONcard LEC Card Optional Cards Pre-Paid Cards Collect Third Party Immediate Credit	
Module 4F	VCO and HCO Voice Carry Over (VCO) Inbound VCO Branding Busy Line No Answer	Two-Line VCO Hearing Carry Over (HCO) Non-Branded HCO Branded HCO
Module 4G	Alternate Call Types VCO to VCO VCO to TTY TTY to VCO	HCO to HCO HCO to TTY TTY to HCO



Table B.9-a. Initial Training Modules

Module	Customer Benefits
Module 4H	<p>Customer Database</p> <p>Customer Database Feature Customer Notes Window UCR Main Menu Name Submenu COC Submenu InterLata COC IntraLata COC</p> <p>Billing Method Window Billing Options Numbers Submenu Emergency Numbers Frequently Dialed Numbers (FD) Blocked Numbers Customer Notes</p>
Module 4H	<p>Customer Database</p> <p>Preferences Answer Type Language Type</p> <p>Outdial Restrictions Macros Last Number Redial</p>
Module 4I	<p>Variations</p> <p>Busy Signals Poor Connection No Answer Request for Information Speech Impaired Pacing Voice Customer Profanity towards Agent Request for M or F Agent Agent Knows Customer Suicide Abuse</p> <p>Illegal Calls Sensitive Topics Redialing Switchboards Young Children Inbound ASCII Repeating Information Request for Relay Number Restricted Calls ASCII on Outbound Line Regional 800</p> <p>Two Calling From Numbers LEC Service Office Double Letters Call Waiting Conference Calls Three-Way Calling Changing Agents 800 Number Referral Hard-of-Hearing Customer Call Backs for TTYs Multiple Calls</p>
Module 4I	<p>Variations</p> <p>Call Modification Holding Alternate Language Typing in Parenthesis Product Information Spanish Calls Voice Customer Hangs Up Variable Time Stamp</p> <p>TTY Customer Hangs Up Conversation being Recorded Prompting Voice for "GA" Non-Standard TTY Capability Internet Characters TTY does not type "GA" Cellular Long Distance Calls Party Line Calls</p>
Module 5	<p>Emergency Call Processing</p> <p>Emergency Calls Non-Emergency Calls Emergency Incident Form</p>
Module 6A	<p>Performance and Procedures</p> <p>Performance Measurement Plan Quality Customer Service Commitment Personal Effectiveness</p> <p>Assessment Survey and Replay Emergency Procedures Emergency Assistance Form Checking for Understanding</p>
Module 6B	<p>Healthy Relay</p> <p>Introduction Analogy Stretching Exercises Agent Reinforcement</p> <p>Ergonomic Review Setting up Workstation GUAM - Get up and move</p>
Module 6B	<p>Healthy Relay</p> <p>Ergonomic Relief Slowing the Customer Overtime Relaxation</p>
Module 7A	<p>Responding Positively</p> <p>Stress Management Thoughts and Feelings Relaxing Emotionally Thinking Powerfully Exercise</p> <p>Nutrition Relaxation/Meditation Energy Resource Assessment Suggested Reading Leader's Notes</p>

■ B. The Service To Be Provided

Table B.9-a. Initial Training Modules

Module	Customer Benefits	
Module 7B	Healthy Detachment Interactive Communication TDD Communication Potential Stressors Detaching	
Module 8	Assessing Performance Assessment Process Coaching Feedback Pass/Fail Guidelines Role Plays	
Module 9	Supervisor as Trainer and Coach Introduction Objectives Being a Coach/Trainer	An Adult Learner Giving Effective Instruction Feedback
Module 10	A Healthy Approach to Relay Learning Continuum Adult Education Dale's Cone of Experience Elements of Lesson Design Preparation for Training Warm Ups Voice Inflection Handling Interruptions Prep for Final Hearing Thru (TDD - Voice)	Hearing Thru (Voice - TDD) Voice Thru (TDD - Voice) Voice Thru (Voice - TDD) Audiotext Information Lines Business Answering Machines Residential Answering Machines Beepers Spanish Answering Machine TTY Answering Machine

In addition to the initial training program, Sprint has developed several supplemental training programs. Current CAs have already participated in these programs; Sprint will continue to offer these learning opportunities to future CAs. These programs reinforce skills developed in initial training.

Voice Inflection Workshop—CAs are the customer's first point of contact. We introduce the importance of superior "Phone Image". Superior phone image encompasses good listening, verbal, and reading skills. This means relaying verbatim, remaining transparent, adopting a conversational tone, and translating ASL to conversational English.

Answer Machine Workshop—In today's environment, it is not unusual to call a number and reach various types of answering devices. CAs are prepared to handle voice answer machines, TTY answer machines, voice/TTY answer machines, information lines, audiotext, and pagers/beepers. There are specific guidelines for handling these types of calls. Control of the call remains with the customer. CAs use interactive training terminals to practice answering machine calls. Actual calls are placed to various recording devices so that CAs can continually increase their skills in handling this call type.

TTY Pagers—Sprint worked closely with manufacturers when this technology became available to ensure that access was available to customers. CAs practice a variety of calls utilizing the interactive training terminals.



Two Line VCO—Two line VCO has become popular with relay users over the past years. All CAs are trained to handle this unique call. VCO users will continue to enjoy a smooth call flow.

Sprint realizes the importance of keeping all personnel informed on issues regarding our customers. Sprint has a deaf culture library located at each relay center that contains videos, newsletters, and books on deaf culture, ASL, and topics relating to the deaf community. The CAs have access to this resource and can borrow the information for review.

The Diverse Culture portion of the training is delivered by local deaf organizations and/or Sprint staff with appropriate experience. As described in Section B.10 of the RFP response, each CA must complete Diverse Culture training before graduation. This training module, researched and written by a deaf college intern, includes information about the needs of the deaf, hard-of-hearing, and speech-impaired persons. Additional input was received from other deaf/hard-of-hearing staff members.

B.10 Staff Training

All relay center staff, including management, shall receive training in ASL, deaf culture, needs of hearing, speech and dual sensory impaired users, and ethics and confidentiality. Each proposal should include an outline of a staff training plan indicating training topics and time frames as well as explaining how individuals or organizations (such as deaf service centers, state agencies, universities, etc.) representing the hearing and speech impaired community would be used to assist with the training.

All Sprint relay center employees, including management, participate in Diversified Culture training during the initial training period. Sprint works closely with each Sprint center's local deaf community to identify knowledgeable presenters to assist with the training. Sprint utilizes videos, role plays, group activities and discussion groups to educate its employees on the different needs of their customers.

Sprint has utilized a number of organizations and individual members in providing a Diversified Culture Program. They include:

National Organizations

- American Association of Deaf/Blind
- American Association for Retired Persons
- Association of Late-Deafened Adults, Inc.
- American Speech and Hearing Association
- Self Help of Hard-of-Hearing, Inc.
- National Association for the Deaf
- National Black Deaf Advocates
- National Hispanic Council of Deaf and Hard-of-Hearing
- Telecommunications for the Deaf, inc.
- United Cerebral Palsy

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Educational Institutions

- Gallaudet University
- National Technical Institute of the Deaf
- California State University at Northridge
- University of Arkansas-Dept. of Rehabilitation
- State Schools of the Deaf
- Local Programs for Deaf/Hard of Hearing (Mainstreaming)
- Ohlone College in Fremont, California

Other Related Areas

- Sprint Relay State Advisory Boards
- State Contract Administrators (S.T.A.R.S.)
- Sprint Relay Account Managers
- Individuals representing Speech-Disabled Community (Speech-to-Speech service)

Diversified Culture Training Topics Outline

Who Uses the Relay Service?

4 hours

- Why is it important to understand our customers?
- Why is it important to recognize their special communication needs?
- Pathological versus Cultural Views of Deafness
- Characteristics of Deafness
- The Deaf Community
- Myths about Deafness
- Why is there a Deaf Culture?
- Deaf Heritage
- Bell's View on Deafness
- Gallaudet's View on Deafness
- Establishment of the National Association of the Deaf
- Use of Sign Language Interpreters
- Different Communication Skills Used in the Deaf Community
- Changes in Attitude Toward the Deaf Community
- Americans with Disabilities Act

American Sign Language

6 hours

- What is ASL?
- History of ASL
- ASL's recognition as its own language
- Rules of ASL
- Parameters of ASL
- English Idioms versus ASL idioms
- Evolution of ASL
- Syntax of ASL
- How to Translate ASL to English



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- TTY Language Samples
- TTY Courtesy

Hard of Hearing and Late Deafened Customers 7 hours

- Characteristics of Hard-of-Hearing Customers
- Assistive Devices for Hard-of-Hearing Customers
- Establishment of Self Help for Hard-of-Hearing (SHHH)
- Relaying for Hard-of-Hearing Customers
- Characteristics of Late-Deafened Customers
- Establishment of Association of Late-Deafened Adults (ALDA)
- Relaying for Late-Deafened Customers

Deaf/Blind, Speech Impaired, Spanish Speaking and Hearing Customers 3 hours

- Characteristics of Deaf/Blind Customers
- Assistive Devices for Deaf/Blind Customers
- Relaying for Deaf/Blind Customers
- Characteristics for Speech-Impaired Customers
- Relaying for Spanish Speaking Customers
- Relaying for Hearing Customers
- Deaf/Blind Pacing – allows the CA to slow down the transmission to the braille machine.

B.11 Counseling of CAs and Staff

Bidders are required to outline a counseling and support program that will help CAs and staff deal with the emotional aspects of relaying calls. Those providing this staff support shall have training in dealing with the emotional aspects of handling relay calls. However, in counseling sessions, the CA shall not give to the support person the names of callers involved. The counseling support system shall follow the confidentiality provisions of this RFP.

Sprint is familiar with the stress factors that are associated with relaying calls and has established a professional counseling and support program to help its staff deal with the emotional aspects of this environment. Sprint Relay Center supervisors and management are trained to assist CAs with the emotional aspects that may occur when relaying a call. Our staff is also extremely sensitive to and trained in avoiding any breach of confidentiality when this type of coaching is needed. In counseling sessions, the CA do not give the names of callers to the support person.

During our initial training, all CAs participate in desensitizing training that prepares them to handle emotional calls. CAs work through various scenarios that assist them in the future to be able to handle difficult calls. While on the job, if a CA needs counseling, our supervisors and management staff are trained to work with employees by providing support and guidance through emotional calls as well as after the call. We do not provide group discussion, but rather one-on-one guidance for confidentiality. If the supervisor feels that the CA needs additional counseling, the CA is encouraged to contact Sprint's Employee Assistance

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Program (EAP), which is staffed 24 hour/7 days a week by trained counseling professionals. All communication between the employee and counselor are held in the strictest confidence and the content of relay calls never discussed. If a CA requires additional counseling, the EAP provides one-on-one personal sessions for the CA.

B.12 Procedures for Relaying Communications

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

- a) *The method to be used in the system is for the CA 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.*

Each CA is assigned a unique four digit number and gender identification. On TTY calls, the system automatically sends the ID number and gender (M/F). On voice generated calls, the CA verbally states their ID number. Such identification allows the relay user to be able to identify a CA in the event the user wants to register a compliment or complaint.

- b) *The system shall keep the user 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 call status within 10 seconds after a caller has provided the number to call and continue to provide feedback until the call is answered.*

As the customer gives the calling to number to the CA, the CA enters the number in the dialing window. The CA immediately outdials the call and a macro is automatically generated stating NOW DIALING XXX-XXX-XXXX. When the outdial is made and the CA hears the outbound line ringing, the CA will launch a macro that says "RINGING 1...2...3..." etc. Sprint's system will provide feedback to callers on call status within 10 seconds.

- c) *All users shall have the option of telling the CA what aspects of the call that he/she will handle. For example, the TDD user may voice the call (voice carryover), rather than have the CA do it or the caller may ask that relay be explained as soon as someone answers the call.*

FRS inbound users have full control of the relay call. A TTY user may tell the CA what aspects of the call the TTY user will handle. If the caller requests that he/she announce TRS and not the CA, the CA will honor the request.



- 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.*

FRS inbound users have full control of the relay call. The Sprint CA types to the TTY user or verbalizes to the non-TTY user exactly what is said throughout the relay process, unless the caller requests otherwise.

- 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. The CA shall not inform the telephone user that the TDD user is hearing or speech disabled unless the TDD user asks the CA to do so.*

When a TTY relay user calls a non-TTY user, the CA notifies the called party that this is a relay call and asks the non-TTY user if they have ever received a relay call before. If the called non-TTY user has used the service, the CA continues the call. If the non-TTY user has not received a relay call before, the CA notifies the TTY caller that service is being explained by sending a macro EXPLAINING SERVICE. The explanation of the service is brief and concise.

If the TTY user requests the CA not to announce the call, the CA honors the request. The CA will ask the TTY user what is to be said once the outbound party answers the phone so a conversation can be established.

The CA will not inform the called party that a deaf or speech-impaired person is calling unless the caller asks the CA to do so.

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

Sprint CAs let the TTY user know the non-TTY user's tone of voice without making subjective judgments. The CA adopts a conversational tone of voice appropriate to the type of call being made. Sprint has worked closely with the user community to develop an appropriate list of words that convey the tone of the non-TTY user. TTY callers are informed of background noises during the call through CAs typing in parentheses.

■ B. The Service To Be Provided

Table B.12-a lists examples of words used to convey possible emotions.

Table B.12-a. Example Words

Emotion	Response
Angry	(voice getting louder)
Irritated	(sigh)
Sad	(talking softly)
Excited	(talking fast)
Bored	(talking slow)
Breathing heavy	(panting)
Eating	(smacking)
Crying	(sniffing)
Talking softly	(sounds frightened)
Sick	(coughing)
Sick	(wheezing)
Tired	(yawning)

When it is discernable, the CA automatically identifies, to the TTY user, the gender of voice users when they first come on line.

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

Sprint's CA indicates to the users if another person joins the conversation.

h) All comments directed to either party by the CA or to the CA by either party shall be relayed. These comments shall be typed in parentheses. However, comments between the CA and a relay user at the beginning of a call which deal with billing information need not be relayed to the other user.

FRS CAs convey all conversation during the initial call set-up and acceptance of charges from the called party. All comments directed to either party by the CA are relayed and typed in parentheses. For example, the CA may relay "Will you accept a collect call?" or "Yes I will accept charges." All comments directed to the CA by either party are also be relayed.

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.

To ensure accuracy, CAs request the non-TTY user to verify spelling of proper nouns, numbers or addresses, information about drug prescriptions and other unfamiliar words that are spoken and are to be relayed.

j) The CA will stay on the line until both parties have terminated the call.

The CAs currently release an outbound line upon receiving an outbound disconnect message. The CA releases the inbound line after sending a macro stating the outbound person hung up. Once the CA receives an SKSK or SK



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from the inbound TTY, which indicates the TTY is finished and is hanging up, the CA responds by mirroring what the TTY typed and releases the inbound line. The CA will leave full control of the relay call with the FRS customer. If the FRS customer wishes to make an additional call, then the CA processes the call. A CA may not terminate a call without the permission of the FRS supervisor; the supervisor will log the call with the date, time, CA who handled the call, the reason for termination and sign the log.

k) CAs shall not counsel, advise or interject personal opinions or additional information into any relay call. This also means the CAs shall not make any value judgements on the profanity or obscenity or legality of any messages. Furthermore, the CAs shall not hold personal conversations with anyone calling the system.

Sprint CAs serving FRS will not counsel, advise, or interject personal opinions or additional information into any relay call. The CAs do not make any value judgments on the content of any relay communication and will not hold personal conversations with anyone calling FRS.

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

Sprint CAs do not require the caller's name or the name of the party they are calling in order to process a call unless required for billing purposes.

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

The FRS user has full control of the relay call. There is no limit to the number of calls a user may request the CA to process.

n) If a user requests that a CA of a specific gender be used, the system shall comply whenever possible.

Each CA is assigned a unique four digit number and gender identification. On TTY calls, the system automatically sends the ID number and gender. On voice generated calls, the CA verbally states their ID number. If a request is made for another gender CA, every attempt is made to honor the request.

o) If a user requests that the same CA be used during the entire conversation, the system shall comply whenever possible.

If a FRS user requests that the same CA be used to process the entire conversation, Sprint Relay will, whenever possible, comply.

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B.13 Interaction with Answering Machines and Voice Response Units

The bidder shall explain if and how messages will be left on or retrieved from answering machines and if and how interaction with voice response units will be accomplished.

- a) *The bidder should explain how any access code used to retrieve messages will be confidentially handled.*

FRS CAs will retrieve messages from all voice and TTY messaging systems. Some messaging systems give information very quickly which challenges the CA to type the full message on the first attempt. Sprint's recording technology allows the CA to record the messages and plays back the message to the CA at a pace that is possible to obtain the entire message. This technology decreases the number of times the CA would need to redial to retrieve the messages.

If codes are required, the CA will inform the caller. The caller then gives the CA the access codes which the CA types on their screen. Once the call is complete, all codes are automatically erased from our system.

- b) *The bidder should explain if and how messages will be retrieved from an answering machine if the originating party calling the relay center is at the same location as the answering machine. For example, if a person is at home and cannot retrieve his messages from his own answering machine, how will the relay center accomplish retrieving the message and relaying the information to the hearing impaired person when only one telephone line exists to the residence?*

Answering Machine Retrieval (AMR) allows deaf consumers to have access to voice line answering machine messages. When such a request is received, the CA types instructions to the TTY user to place the handset of the telephone next to the recording device and play back messages. The CA utilizes Sprint's recording technology to obtain all information necessary on the first attempt. The TTY user knows when all messages have played by watching the light on their answering machine. When the light goes off, the TTY user replaces the telephone handset onto the TTY. The CA will type all of the recorded information to the customer.

- c) *The bidder should explain how charges for long distance relay calls will apply when multiple calls are necessary to complete leaving or retrieving a message on an answering machine or retrieving a message from a voice response unit.*

Sprint charges the customer for the first call attempt (which is typically the shortest). Subsequent redials to leave a message are not charged to the customer. Sprint has developed a procedure using our Ultra WATS lines to ensure that with additional outdials, the customer does not incur toll charges. Sprint does not pass these toll charges on to the end user, the FPSC, or the State of Florida.

- d) *The bidder should explain if and how calls will be handled in order for the caller to interact with voice response units. (e.g., "Press 1 to ...").*

The CA types all information and choices to the customer. If customers know they will reach this type of device and know which option they want, they can provide that information to the CA during the call set up.

B.14 Languages Served

At all times, the provider shall make available CAs with the capability to provide relay service to users who use either English, Spanish or ASL (American Sign Language) on their relay call. Translation from one language to another is not required.

Sprint offers Spanish Services, which provide Spanish-to-Spanish, English-to-Spanish, and Spanish-to-English translation handled by proficient bilingual CAs. Their workstations are modified to provide macros and other functions to the caller in Spanish. Sprint is the only relay provider that includes Spanish services as part of our standard relay product. Sprint also offers relay services to callers who use ASL on their relay call.

B.15 Additional Languages Served

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

Sprint through its subcontractor Precision Response Corporation (PRC), will provide one primary CA position to handle French and Creole calls. This service will be available between the hours of 8:00 am and 2:00 am eastern time, seven days per week. This service will have its own separate and new 800 access numbers. Due to the unknown call volumes and trends, Sprint respectfully requests the ability to negotiate growth-expenses on an as needed basis.

In addition, Sprint will access any language service provider that can be reached through telecommunications. When a person calls the relay service, Sprint will connect that caller to a language service provider.

B.16 Shift Advisor/Consultant

On each shift the provider shall employ in the relay center at least one person who is highly knowledgeable of ASL in order to serve as an advisor/consultant to assist CAs in understanding the intent of messages and properly communicating the full content of communication.

All Sprint relay centers have at least one supervisor sufficiently proficient to assist customers who use ASL and will be available during each working shift.

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B.17 Confidentiality of Calls

As required by s.427.704(1)(c), F.S., all calls shall be totally confidential; no written or electronic script shall be kept beyond the duration of the call. CAs and supervisory personnel shall not reveal information about the content of any call and, except for the minimum necessary for billing, complaint processing, statistical reporting or training purposes as further described in this RFP, shall not reveal any information about a call. CAs and supervisory personnel shall be required to sign a pledge of confidentiality promising not to disclose the identity of any callers (except for the reasons discussed in this section) or any information learned during the course of relaying calls, either during the period of employment as a CA or after termination of employment.

No written or taped information regarding a relay call is kept once the call is released from the CA position. The from and to numbers are removed once the call has been terminated; at this point, the billing information is transferred to the billing files and is only accessible for billing purposes. Sprint retains records for the sole purpose of billing. If a customer registers a concern regarding operating practices and wishes to reveal their name, it is only used to follow up with the customer and explain the resolution Sprint has taken in regard to their concern.

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 fellow relay employee, nor any information learned during the course of relaying calls. Sprint policy implements and enforces strict rules regarding confidentiality.

Sprint's confidentiality policy is outlined below:

Operator

- Prospective CAs are screened in the interview process on issues regarding ethics and confidentiality.
- During initial training, CAs are presented with examples of possible questionable types of breaches of confidentiality.
- Stress can be a factor in maintaining confidentiality. CAs receive training on healthy detachment.
- At the beginning of initial training, each CA must sign a confidentiality agreement. (see Figure B.17-1, Pledge of Confidentiality).
- When CAs require counseling due to a stressful call, they will not discuss specifics about the call. Sprint has consulted with a medical agency to provide a confidential employee assistance program.
- Breach of confidentiality may result in termination of employment.



Building

- CA center has security card key access.
- Visitors are not allowed in the CA work area.
- CA terminal screens are not visible from any window area.
- Breach of confidentiality may result in termination of an employee. All claims of breach of confidentiality will be investigated. If after the investigation it is confirmed that any employee committed a breach of confidentiality, the employee will be terminated.

Sprint Relay Service Confidentiality Policy

1. All TRS call related information is to be strictly confidential.
2. Nothing is to be edited or omitted from the content of the conversation or the spirit of the speaker.
3. Nothing is to be added or interjected into the content of the conversation or the spirit of the speaker.
4. To assure maximum user control, the employee will be flexible in adapting to the consumers needs.
5. Employees will strive to further competency in skill and knowledge through continued training, workshops, and reading of the current literature in the field.

Employee Role

1. The employee or contractor shall not reveal any information about the call, including the fact that the call is being performed. Information learned from a call cannot be used for personal gain. All call related questions or problems will be discussed with management.
2. The employee shall transmit exactly what is said in the way that it is said in the way it was intended, including profanity: in the language of the consumer's choice.
3. The employee shall not counsel, or interject personal opinions, even when asked to do so by the consumer.

I have read and understand the Sprint Relay Service Confidentiality Policy. I agree to comply with the code and understand that failure to do so will lead to disciplinary action that may include my termination.

Employee Signature

Date

Supervisor Signature

Print Name, Company Representing and Title

FLTR001

Figure B.17-1. Pledge of Confidentiality

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

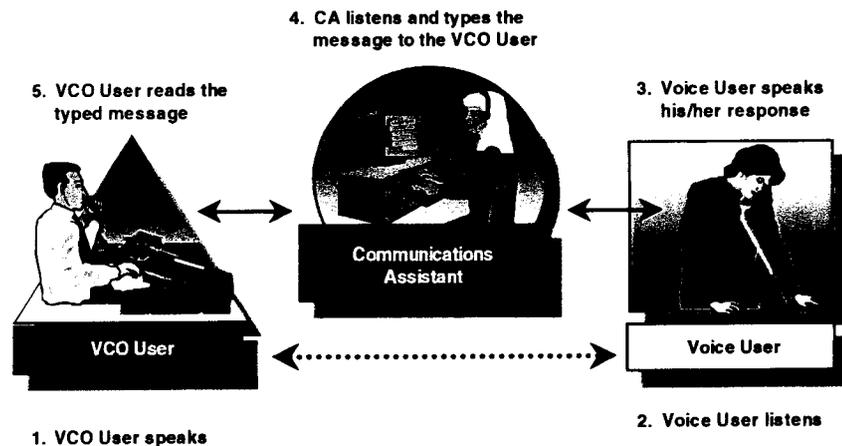
The provider shall make provision for two persons who are hearing disabled to speak for themselves by means of voice carryover to voice carryover (VCO to VCO) and for two persons who are speech disabled to hear for themselves by means of hearing carryover to hearing carryover (HCO to HCO).

Voice Carry-Over and Hearing Carry-Over

Sprint was the first relay provider to offer VCO users the ability to conduct their entire call using their voice and HCO users the ability to listen during the call set-up, ringing, and the called party answering the telephone. These enhancements eliminate the need for VCO users to type and accelerate the call set-up and wrap-up portions of the VCO and HCO call. VCO and HCO users may use either the acoustic or direct connect mode to place their calls.

Voice Carry-Over (VCO)

Voice Carry-Over provides users the option to use their own voice to place a call through Sprint Relay. Figure B.18-1 illustrates VCO.



FLTR008

Figure B.18-1. Voice Carry-Over

Note: FRS users will also have VCO with Privacy/NO GA capabilities.

VCO with Privacy – the CA will not hear the VCO users' voiced messages and no "GA" is needed from the VCO user. The voice user will be heard by the CA and must give the "GA" each time to alert the CA that he/she is finished speaking.

VCO users may choose to have their telephone numbers permanently branded as VCO. When a telephone number is branded VCO, each call into FRS receives a

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unique greeting. The following is an example of the VCO greeting used. The caller can either voice or type their call set-up instructions to the CA:

FRS CA 1234F VOICE (OR TYPE) NOW GA

Hearing Carry-Over (HCO)

Hearing Carry-Over (HCO) allows people who are speech disabled to use their hearing abilities to listen directly to their party. The CA voices the typed responses from the HCO user to the hearing person, who then speaks directly to the HCO user without CA interaction. Figure B.18-2, 'Hearing Carry-Over' shows this.

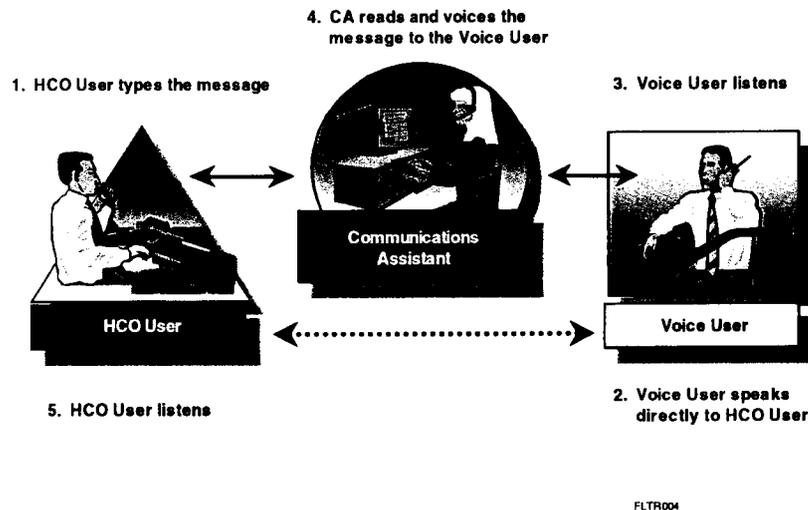


Figure B.18-2. Hearing Carry-Over

Sprint was also the first relay provider to offer HCO users the ability to hear the call set-up known as voice progression technology. This advancement eliminates the HCO user's need for reading macros and instead allows him/her to listen to the call set-up, ringing, and the called party answering the telephone.

FRS HCO users may choose to have their telephone numbers branded as HCO. When a telephone number is branded as HCO, each call into FRS receives an HCO greeting. The following is an example of the HCO greeting used:

FRS CA 1234F YOU MAY HEAR VOICE OR READ ON TTY GA

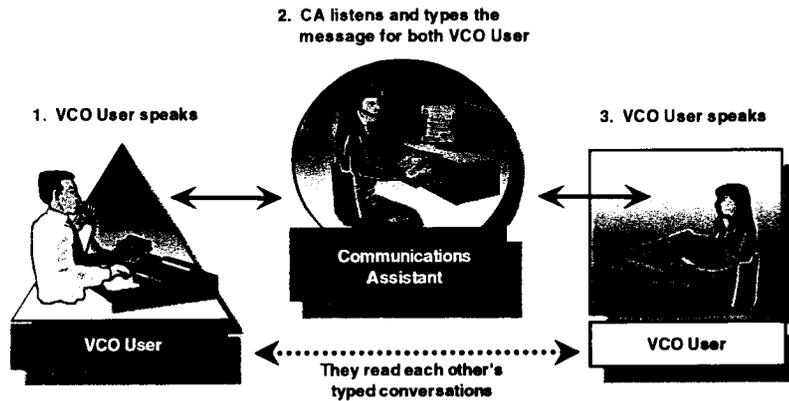
As a result of continuous input from HCO and VCO users, Sprint Relay has developed enhanced VCO and HCO services. These enhancements allow a preferred communication method for each user when calling through FRS. As a part of Sprint's standard relay features, the enhanced VCO and HCO services will be provided to FRS at no additional cost.



VCO-VCO Calling

VCO-to-VCO users can communicate with other VCO users through relay. The CA listens to each VCO user's spoken words and types for the parties at both ends. Figure B.18-3 depicts VCO-VCO calling.

Note: VCO and ASCII cannot be used at the same time.



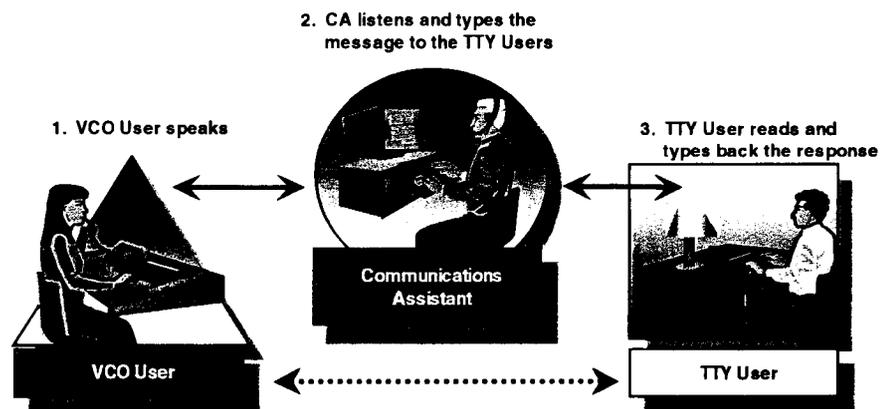
FLTR015

Figure B.18-3. VCO-to-VCO Calling

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VCO-TTY Calling

VCO-to-TTY users can communicate with each other through relay. The VCO caller uses his/her voice to speak, which is typed by the CA, to the TTY user. The TTY user types directly to the VCO user, who reads the typed message across the TTY screen, with no CA interaction. Figure B.18-4 depicts VCO-TTY calling.



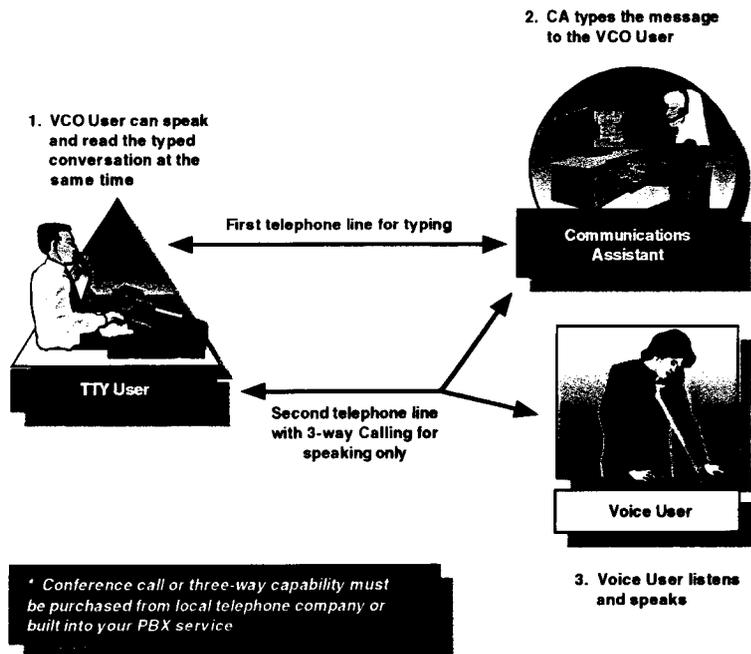
FLTR016

Figure B.18-4. VCO-to-TTY Calling



Two Line VCO

Two line VCO provides a “real-time” conversation between the VCO and voice users with two telephone lines (one from conference calling capabilities). The VCO user speaks directly to the voice user on one line while the other line is used to receive the CA’s typed responses from the voice caller. This occurs without saying “GA” and allows two-way uninterrupted conversation; it provides a more natural flow of conversation. Figure B.18-5 depicts two line VCO.



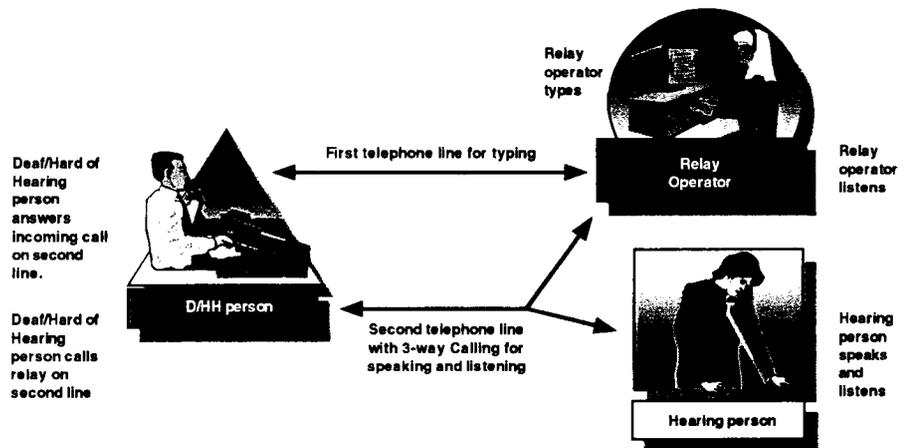
FLTR014

Figure B.18-5. Two Line VCO

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Reverse Two-Line VCO

Reverse two-line VCO is similar to two-line VCO. The major difference is in the sequence of connecting the relay operator or hearing person to the voice line. In two-line VCO, you dial the relay center first and connect the hearing person second. In reverse two-line VCO, you receive a call from a hearing person first and then dial/connect the relay operator second. Reverse two line VCO allows hearing people to call deaf or heard of hearing individuals without calling the relay service.

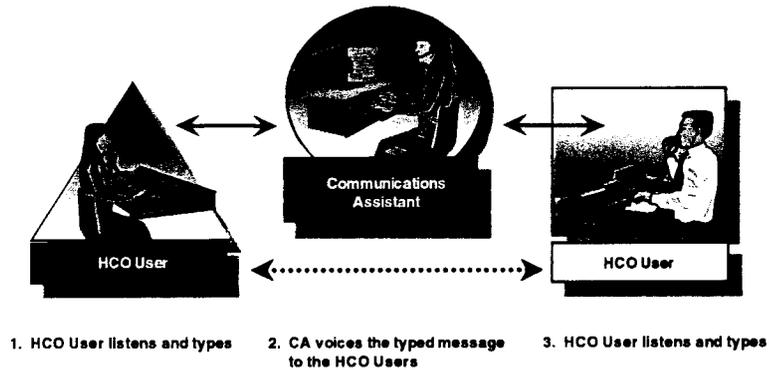


FLTR021

Figure B.18-6. Reverse Two-Line VCO

HCO-HCO Calling

HCO users can communicate with other HCO users through relay. The CA reads the typed message from the HCO user and voices to the other HCO user who listens and then types his/her response back in the same manner. Figure B.18-7 depicts HCO-HCO calling.

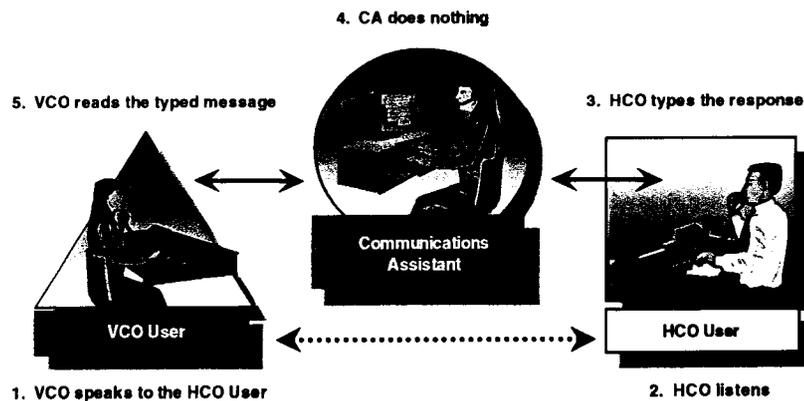


FLTR017

Figure B.18-7. HCO-HCO Calling

VCO-HCO Calling

VCO-to-HCO users can communicate with HCO users through relay. The VCO user speaks directly to the HCO user and the HCO user types their responses directly to the VCO user. Figure B.18-8 depicts VCO-HCO calling.



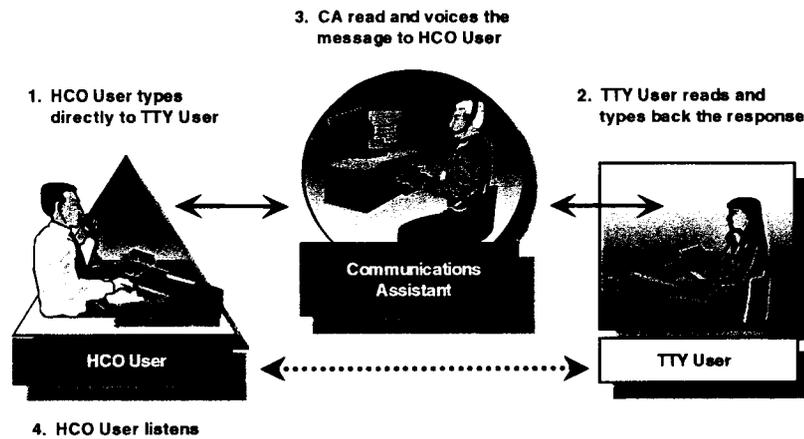
FLTR018

Figure B.18-8. VCO-to-HCO Calling

■ B. The Service To Be Provided

HCO-to-TTY

HCO and TTY users can communicate with each other through relay. The HCO user types directly to the TTY user. The CA voices the TTY user's typed message to the HCO user. Figure B.18-9 depicts the HCO-to-TTY sequence.



FLTR020

Figure B.18-9. HCO-to-TTY

B.19 Obscenity Directed at the Operator

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

CAs who receive a call from a customer using obscenity directed at them will try to redirect the caller. The CA will ask the caller if they wish to place a call. This is repeated twice. If the caller continues to be offensive, the CA will notify the caller they are asking for a supervisor. The supervisor again asks the caller if they wish to place a call. This is repeated twice. If the caller continues to use obscenity, the Supervisor informs the caller that if they do not wish to place a call, the line will be released. Only the supervisor can give approval to release an inbound customer.

If the customer uses profanity directed at the CA during a relay call, the CA will remain calm and continue to relay the call.



B.20 Emergency Calls

Although most of Florida is covered by 911 communication centers prepared to handle TDD calls directly, the bidder shall develop and follow a policy for handling and referring emergency calls. The policy may include procedures for referring callers to emergency services and numbers other than 911.

Sprint considers an emergency call to be one in which the user of the relay service indicates they need the police, fire department, or ambulance.

To ensure comprehensive emergency call handling, Sprint utilizes the following procedures. The CA will:

- Render their terminal unavailable to receive another call
- Notify a supervisor
- Determine the area code and number from which the customer is calling (if not received)
- Determine the type of emergency response needed, (police, fire, ambulance)
- Inform the customer that the emergency provider is being called
- Dial the Directory Assistance Operator
- Provide the appropriate information to the Directory Assistance Operator
- Dial the emergency number given by the Operator
- Announce the call to the emergency dispatcher
- Advise the dispatcher of the area code and number of the caller
- Advise the dispatcher of the emergency services requested
- Stay on the line until the call is complete
- Document the call.

The CA stays on the line with the emergency provider until told by the dispatcher that their services are no longer needed. This includes situations where the inbound caller disconnects for any reason. By remaining on line, the CA can provide vital information necessary to ensure that rapid, appropriate emergency service is rendered.

Customers may also utilize the individual customer database to speed up the process of placing emergency calls. Customers may provide the CA with up to 5 emergency numbers prior to placing an emergency call. If a FRS user has supplied emergency numbers in their customer database profile, their ANI activates their database profile thus providing the correct emergency number to the CA. Sprint has tailored solutions to meet each State's emergency requirements. We look forward to meeting the unique needs of the State of Florida. Please feel free to talk to our references provided in Section C.5 to find out how Sprint handled the emergency calls in those states.

■ B. The Service To Be Provided

B.21 Blockage

Provider is responsible for ensuring that 99% of calls reaching the relay center per day are either answered or continue to receive a ringing signal.

To the extent the relay provider has control of the network blockage signal and the ability to do so, calls that are blocked must receive a network blockage signal of 120 impulses per minute.

While Sprint can ensure that 99% of inbound calls reaching the Relay Center per day, ring or are answered by a CA, Sprint offers a more customer-oriented and realistic blockage measurement. With the current requirement, virtually every call blockage measurement will be zero, as demonstrated by the current provider's report. This is because, within the Sprint Relay System, the ACD switch is virtually non-blocking. A call reaching the switch at a relay center cannot be blocked before it rings at a CA position (unless the switch is completely out of service).

With other state contracts where Sprint is the relay provider, blockage is measured from the point where the call is identified as a relay call, to the termination of the inbound call when it rings at the CA position.

For example:

1. a caller in Jacksonville dials the Florida 800 relay number
2. the call is detected by Sprint's SS7 (Signaling System 7); call record (CDR) is initiated; blockage measurement begins
3. the call is routed over Sprint's SONENT network from Jacksonville via Sprint's Orlando network switch, to the terminating POP, and finally to the TRS call center
4. the call is accepted by the ACD switch and rings at a CA position; call record and blockage measurement are completed.

Under this scenario, blockage can occur and be measured anywhere between the call originator (Jacksonville, in the above example) and the Relay Center. The following table is an exact reproduction of a Sprint monthly blockage report, which is based on network Call Detail Records (CDR) generated by Sprint's serving network switch, not the center ACD. As can be readily seen in the report, occasional blockage within the network does occur, and is reported accordingly.



The point of contact™



Table B.21-a. TRS 800 Blockage Report

State := Arizona TTY NO(NUM = 8003678939							
Date	Attempts	Completed	Answered	Busy	Blocked	Abandoned	GOS
10/10/99	1,248	1,248	1,177	0	0	0	0
10/11/99	2,140	2,138	1,982	0	0	2	0
10/12/99	2,082	2,080	1,974	0	0	2	0
10/13/99	2,047	2,040	1,885	0	5	2	0.0024
10/14/99	1,988	1,985	1,842	0	1	2	0.0005
10/15/99	2,250	2,236	1,983	0	10	3	0.0044
10/16/99	1,346	1,345	1,227	0	1	0	0.0007
NO(NUM	13,101	13,072	12,070	0	17	11	

Inbound calls that do not reach a CA receive a blockage signal of 120 impulses per minute, or a voice recording stating that all circuits are busy.

The Sprint TRS Center(s) serving FRS will be fully staffed and provided with sufficient network facilities to provide a Grade of Service (GOS) of P.01 or better. Performance of inbound traffic will be measured both within the Sprint network and on the dedicated trunk facilities serving the automatic call distributor (ACD) at the relay center.

Sprint offers FRS customers the advantages of a superior digital fiber network unsurpassed in the industry. Through use of leading switch technology and SONET network survivability techniques, Sprint's network ensures a very low level of call interruption or blockage.

A call across the Sprint network passes over Inter Machine Trunks (IMT) which are engineered at P.01 GOS at the busy hour to allow for maximum network call completion. This GOS requirement ensures that at least 99 percent of calls to the relay center will reach a CA. The local exchange carrier (LEC) network typically utilizes a P.01 grade of service also, and similar blockage rates should apply on their facilities.

With system availability in excess of 99.99 percent, the digital, advanced-technology ACD switch provides unparalleled reliability and fault recovery. In addition, through redundancy of all major system components, and catastrophic fault recovery processes, any calls dropped are limited to those not currently in progress.

■ B. The Service To Be Provided

B.22 Answer Time

Provider is responsible for answering 90% of all calls per month within 10 seconds of reaching the relay switch. 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 month that are answered (with a CA ready to serve) in 10 seconds or less. The denominator shall be the total number of calls per month reaching the relay switch except that the total shall not include calls abandoned within 10 seconds after reaching the relay switch. However, calls abandoned after 10 seconds shall be included in the denominator. (Exception: If the Provider is unable to differentiate between calls abandoned within 10 seconds and those abandoned after 10 seconds of reaching the relay switch, then all abandoned calls shall be included in the denominator.)

Sprint will meet the requirement of answering 90 percent of all calls within 10 seconds on a monthly basis by a live CA. No more than 30 seconds will elapse between the receipt of dialing information and the dialing of the requested number.

Sprint has grown its TRS Operations capability to handle approximately 17 million calls per year. We have gained valuable experience in sizing our TRS operations to accommodate individual State's requirements, and have the capability to handle Florida's traffic while maintaining an excellent standard of service. Historical call details have been gathered, by 15-minute periods, throughout the years of providing TRS service. This historical information can be combined with Florida-specific information to establish anticipated calling patterns that accurately predict the needs of FRS.

Sprint will sample the average answer time a minimum of every 30 minutes for each 24-hour period. Currently, we sample every 15 minutes for each state requirement we maintain. Our traffic management Control Center and our Enhanced Services Operations Control Center (ESOCC) are staffed with professionals, who understand call processes, call volumes, distribution patterns, contract requirements and call routing thus ensuring exemplary service. Historically, Sprint has exceeded customer expectations by providing service levels unequalled in the industry. Sprint understands the FRS requirements and will supply a monthly service level consistent with the RFP requirements.

Sprint TRS is also designed to ensure service is provided regardless of regional problems. For example, September 1997, a severe storm in New York caused commercial power to fail and damaged Sprint's TRS Center in Syracuse. The immediate response of the UPS and emergency generator allowed calls in progress to be processed without interruption. High winds and rain caused damage to the roof of the building, which threatened agent safety and sensitive electronic equipment. The center was subsequently shut down as a safety precaution. At that point, calls directed to the Syracuse center were immediately transferred to another center through the actions of Sprint's intelligent call routing technology. TRS customers were completely unaware of the temporary deactivation of the Syracuse center, and no calls were lost.



Most recently, during Hurricane Floyd Sprint continued to provide the States of South Carolina, Maryland, New York, and New Hampshire uninterrupted service. This was again due to Sprint's intelligent call routing technology.

B.23 Equipment Compatibility

It is necessary for the system to be capable of receiving and transmitting in both Baudot and ASCII codes as well as voice. It is also required that relay systems be capable of automatically identifying incoming TDD signals as either Baudot or ASCII. All equipment shall be compatible with the basic protocol of TDDs distributed in Florida through the Administrator (Ultratec Model Nos. 100, 200, 400, 425, 1140 and 4425 and Ameriphone Dialogue VCO).

All Sprint Relay Centers are capable of receiving and transmitting in voice, Baudot, and ASCII codes, at any speeds commonly used in the United States through all terminal stations. When a call is received at the CA position, it is automatically identified as voice, Baudot, or ASCII, and if ASCII, the baud rate. Intelligent modems permit the CA to handle either voice or data lines from the same CA work station. The unique system software, exclusive to Sprint Relay, identifies whether the line is voice or data, and prompts the CA accordingly. If the line is data, the device type and baud rate are identified, and a connection made. To distinguish from voice, data is information generated either by a TTY device or a computer. A TTY device utilizes a Baudot code, while a computer transmits in ASCII code. Both devices are fully compatible with Sprint's Relay network and call center equipment. This processing of incoming calls provides a quick and efficient technique for varied customer input, and reduces the average CA work time to a minimum. All equipment on the Sprint Relay platform is compatible with industry-wide standards for TTY units.

All Sprint equipment is compatible with the basic protocol of TDDs distributed in Florida through the Administrator, including all Ultratec models and Ameriphone Dialogue VCO.

B.24 Transmission Levels

Transmission levels must be maintained within industry standards as outlined in the American National Standards Institute - Network Performance - Switched Exchange Access Network Transmission Specifications (ANSI T1.506-1997). Provider must provide updates to those standards as amended by ANSI during the term of the contract and must meet the amended standards.

Sprint is a certified Interexchange Carrier (IXC) in all 50 states. Sprint's transmission circuits meet, and in most cases exceed the ANSI T1.506-1997, Network Performance - Transmission Specifications for Switched Exchange Access Network standards. TRS circuits are carried on Sprint's all digital fiber-optic network. Sprint developed the first nationwide 100 percent digital fiber-optic network, a network designed for clear channel voice and error-free high-speed data transmission. During the term of any contract with the State of Florida, Sprint will meet the standards as amended by ANSI.

■ B. The Service To Be Provided

B.25 Measuring Equipment Accuracy

Every meter, recording and ticketing device used to capture call details for billing subscribers or the FPSC/Administrator as well as for providing traffic information shall be tested prior to its installation and shall be accurate 97 percent of the time to within a 1 second grace period. All equipment shall be maintained in a good state of repair consistent with safety and adequate service performance.

As the nation's largest provider of relay services, Sprint maintains an automated process for measuring service statistics, both for subscriber billing and reporting to the FPSC/Administrator. With the establishment of new relay call centers, expansion of existing centers, and scheduled periodic maintenance, all systems for measuring and recording of call traffic and CA performance are tested for accuracy and reliability.

Sprint ensures the information being populated into the reporting CDR (Call Detail Record) to be accurate at least 97% of the time, within a variance of 1 second. The CDR includes the telephone number or credit card number to be billed, originating telephone number, terminating telephone number, date, start time of call, ending time of call, and call duration to the nearest 100th of a second. The CDR, along with Operations Measurements (OM) and N00 (toll-free) reports, comprise a comprehensive system of statistical measuring and reporting that will exceed the contract requirements.

B.26 Emergency Operations and Uninterruptible Power

In addition to a minimum of thirty (30) minutes battery capacity sufficient to operate each relay center processing Florida relay traffic at busy season busy hour load, each relay center shall have installed emergency power generating equipment capable of maintaining the relay center's operations for extended periods of time. 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 work site 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 point of contact*



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 report after restoration of service.

Uninterruptible Power Supply

Sprint will continue to provide back-up power systems at all Relay Centers. Each major Center is equipped with an Uninterruptible Power Supply (UPS), generator, and sufficient fuel to provide power for 24 hours after a power failure. These back-up power systems can continue to provide power beyond 24 hours as long as fuel is readily available.

Sprint's Florida Relay Center will be equipped with a complete UPS and generator, fully capable of handling any power disruption. Working in parallel with the UPS is Sprint's Intelligent Call Router, which instantly recognizes a problem anywhere in the Sprint Relay system and routes the calls to other operating call centers. FRS customers will be unaware of any system fault.

In the event of a power outage, the UPS provides a seamless power transition while the emergency generator is brought on line. During this transition of less than a minute, power to all the basic equipment and facilities for the center operation is maintained. This includes the switch system and its peripherals, switch room environment (air conditioning and heating) CA positions (including consoles/terminals), emergency lighting, system alarms and CDR recording. As a safety precaution, the fire suppression system is not electrically powered in case of a fire during a power failure. Once the back-up generator is on line, stable power to all TRS system equipment and facility environmental control is established and maintained until commercial power is restored.

With 100 percent generator backup, and immediate transfer of power to the generator after a power failure, full load interval on the batteries is reduced to a minimum. This results in long battery life and ample battery energy in the unlikely event of a brief delay in the generator coming on line.

The past performance of Sprint's TRS back-up power systems assures high operational reliability. Back-up systems have been required during power outages approximately three to four times a year, and have worked effectively when needed. Sprint also tests the back-up power systems once a week. Sprint has a maintenance agreement for the UPS systems and batteries, which consists of a semi-annual manufacturer's inspection and 24-hour emergency response. Sprint's back-up power system will ensure reliable service for FRS users.

■ B. The Service To Be Provided

Switching System

Sprint uses the Rockwell Galaxy ISS 3000, a switching system that is an integral piece of the TRS platform. The ISS 3000 switch is an all-digital, state-of-the-art system that provides unsurpassed reliability and fault recovery. The Galaxy ISS offers system availability in excess of 99.99 percent, redundancy of all major system components (including the CPU), and catastrophic fault recovery that limits the dropping of calls to those not currently in progress. Calls will not be dropped if they have been answered by a CA position. The Rockwell Galaxy is currently used as the switching platform for a large number of E911 service providers, whose demands require the utmost in system reliability.

All of the Galaxy ISS 3000 preventive maintenance functions can be performed on-line, with no affect on call processing. In addition, the Galaxy ISS provides on-line and off-line diagnostic routines that identify system faults or failures to the individual board level. On-line diagnostics are launched automatically and can be launched manually. Automatic diagnostic procedures are continually run by the switching system software to detect defective components before they are used. Manual on-line diagnostics are launched at any time from the maintenance and administrative terminal located with the unit, and have no affect on call processing, calls in progress, or calls waiting to be answered. The maintenance and administrative terminal includes keyboard, screen and printer capabilities. Diagnostics routines are scheduled by the switch processor and run at the earliest non-service affecting opportunity (within seconds).

Each Sprint TRS center maintains a complete system's spare inventory to meet any malfunction or emergency situation. In addition to spares for ACD switch components, spare units include CA position units, computer desktop spares, and LAN and modem equipment.

Disaster Recovery Plan

Sprint's comprehensive Disaster Recovery Plan for FRS is provided in Appendix A of this proposal. The Disaster Recovery Plan details how data is recovered and service restored in the event of a natural or man-made disaster. The plan also confirms Sprint's commitment to notify the Contract Manager if a service disruption of 5-minutes or longer occurs. Additional reports will be provided within 24 hours and 5 business days. These reports provide a complete summary of the problem and the corrective action taken.

The Disaster Recovery Plan developed for FRS details the method Sprint utilizes to cope with specific disasters. It includes alternate, quick, and reliable switching of calls and network diagrams identifying where traffic will be rerouted if vulnerable circuits become inoperable. Besides typical network outages, the FRS disaster recovery procedures apply to specific disasters that are not part of the network. The plan details the steps (including escalations) that will be taken to deal with the problem and restore TRS.



In the event of a major disruption in operations at any TRS Center, TRS traffic is dynamically rerouted within minutes to any of Sprint's eleven other TRS centers. State-specific call processing software resides at each of Sprint's TRS Call Centers. Sprint CAs are trained in advance to provide service to another State's TRS; the transfer of calls between centers is transparent to users. Figure B.26-1 illustrates the use of an alternative traffic route.

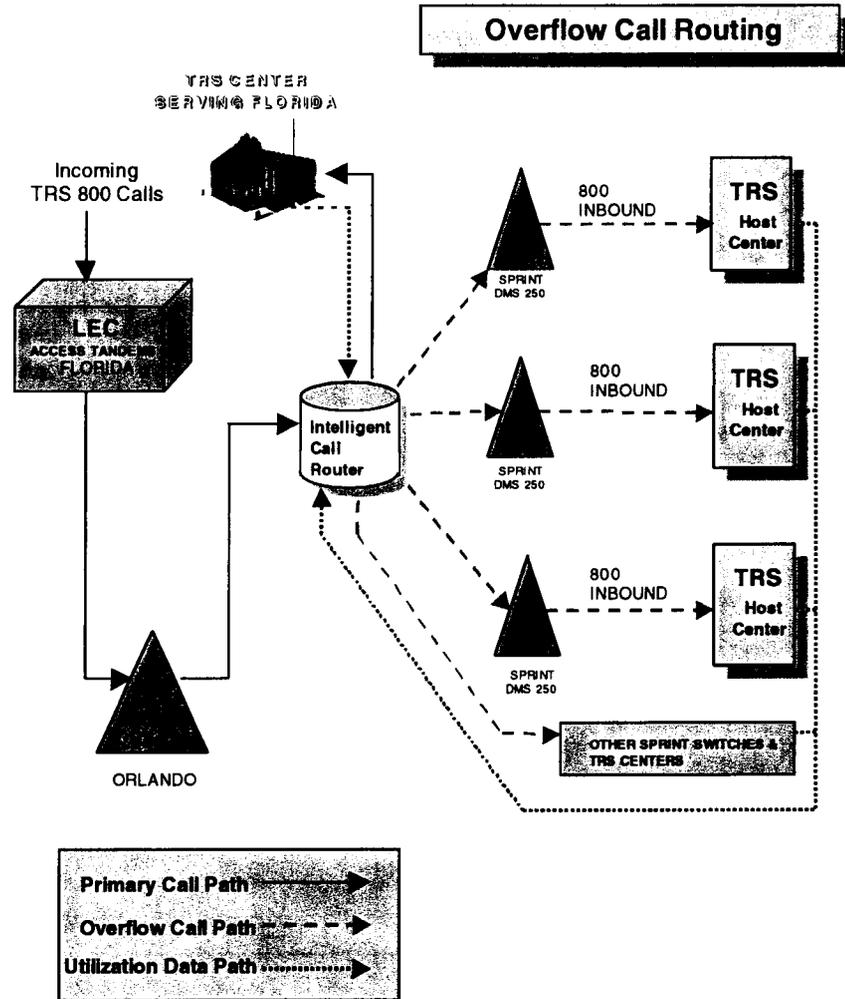


Figure B.26-1. Alternate Traffic Routes

The most recent example of Sprint's network durability and emergency capability is Sprint's response to the devastation caused by Hurricane Floyd on the Atlantic Coast. Even though two call centers in the Sprint network were temporarily shut down by this destructive storm, service to Sprint provided states (South Carolina, Maryland, New York and New Hampshire) continued uninterrupted. Sprint's intelligent call routing technology routed calls to the next available agent so that relay service was maintained.

■ B. The Service To Be Provided

Another example of Sprint's successful disaster recovery planning procedures is the 1997 severe storm in New York which caused commercial power to fail, and damaged Sprint's TRS Center in Syracuse. The immediate response of the UPS and emergency generator allowed calls in progress to be processed without interruption. High winds and rain caused damage to the roof of the building, threatening CA safety and sensitive electronic equipment. The center was subsequently shut down as a safety precaution. At that point, calls directed to the Syracuse Center were immediately transferred to another center through the actions of Sprint's intelligent call routing technology. TRS customers both locally and throughout the TRS network, were completely unaware of the temporary deactivation of the Syracuse center, and no calls were lost. Sprint's call routing diversity, disaster recovery planning, and an alert and prepared maintenance crew limited the effect of the outage significantly.

Transmission facilities supporting TRS are part of Sprint's all-digital fiber-optic backbone network. Our state-of-the-art telecommunication system enables quick recovery during network outages. Sprint's fiber network and extensive Point of Presence (POP) coverage in Florida is more than adequate to satisfy the State's desire for additional circuits to large concentrations of users. With 14 POPs in the State, all areas of Florida will be adequately serviced by Sprint TRS.

Based upon information reported to the FCC by each carrier, Sprint has the most reliable network compared to our largest competitors. Carriers are required to submit outages to the FCC when service is disrupted for 30 minutes or more and has at least 90,000 calls being blocked. Table B.26-a details the 1998 and 1999 (through September 10th) outage information gathered from the FCC report.

Table B.26-a. FCC Reported IXC Service Outages

Inter-Exchange Carrier (IXC)	Number of Outages 1998	Number of Outages 1999 (through September 10, 1999)
Sprint	3	2
AT&T	11	13
MCI	7	13
WorldCom	13	

The Commission and the State of FRS users can be assured of continuous quality service with Sprint's disaster recovery process.

B.27 Intercept Messages

Intercept messages as appropriate shall be provided if a system failure occurs.

Sprint relies on the re-routing capability of the Sprint Relay network to avoid any situation where an intercept message may be necessary. A system or power failure at any TRS Center or the relay switch serving Florida causes incoming calls to be re-routed to other TRS centers within the Sprint Relay network. No calls are lost. In the event a problem occurs after a call has reached the relay center serving



Florida and during an outbound call from the center, a message will be provided to the caller in voice or TTY.

In the unlikely event of blockage of trunks into the center, a message announces,

I'M SORRY, ALL TRUNKS ARE BUSY NOW. PLEASE TRY AGAIN LATER,

or a fast busy tone (120 pulses per minute) will be heard. For blockage of more than a few minutes, call re-routing action restores complete service.

Should a local disaster situation occur, and a center must be evacuated for safety reasons, but no technical disruption occurs, an intercept message announcing,

"DUE TO A LOCAL EMERGENCY, CAs NEED TO LEAVE THE CENTER. PLEASE HANG UP AND CALL AGAIN; YOUR CALL WILL BE MOVED TO A DIFFERENT CENTER"

is enabled at the affected center. This message is activated upon notification of the emergency it allows the immediate evacuation of CAs and prevents further calls from being received. The message is terminated when a safe environment has been restored at the center and CAs are ready to receive calls. Minutes of use attributed to accessing any intercept messages are not included in billable minutes.

B.28 Service Expansion

Bidder shall show the capability of expanding services in response to increasing demand. 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 work stations, personnel staffing and equipment capacity. The plan shall also indicate how any time lag shall be avoided to meet any increased call volume. The above plans shall allow the provider to be able to maintain all standards listed in the RFP.

Sprint is capable of expanding services in response to increased demand while meeting or exceeding all traffic and operational standards listed in the FRS requirements. Sprint will be fully responsible for the initial and future design and component level of the system. All equipment, software, and facilities required to achieve the standards and to handle the types of calls required for FRS, will be provided and maintained by Sprint at no additional cost to the FPSC, other than the contracted cost per Session Minute of use. This includes all components necessary to expand the service. Cost to upgrade or provide new features or services will be subject to negotiation.

The Sprint Relay trunking capacity, CA work stations, personnel staffing, and equipment capacity in support of FRS are equipped to handle an immediate 25 percent increase in requirements. Based on usage studies, the trunking, workstations, and support equipment will be expanded when the use of these system components reaches 80 percent of the equipped capacity. The engineering, installation, test and acceptance of equipment additions will occur within 60 days of reaching the 80 percent level, thereby avoiding any blockage of offered traffic.

■ B. The Service To Be Provided

Equipment utilization is monitored weekly. Quarterly usage studies of TRS system components ensure that optimum capacity requirements are met. This serves to keep costs at a minimum, while ensuring maintenance to all service standards as detailed in the FRS requirements. Figure B.28-1 details a typical expansion cycle for FRS.

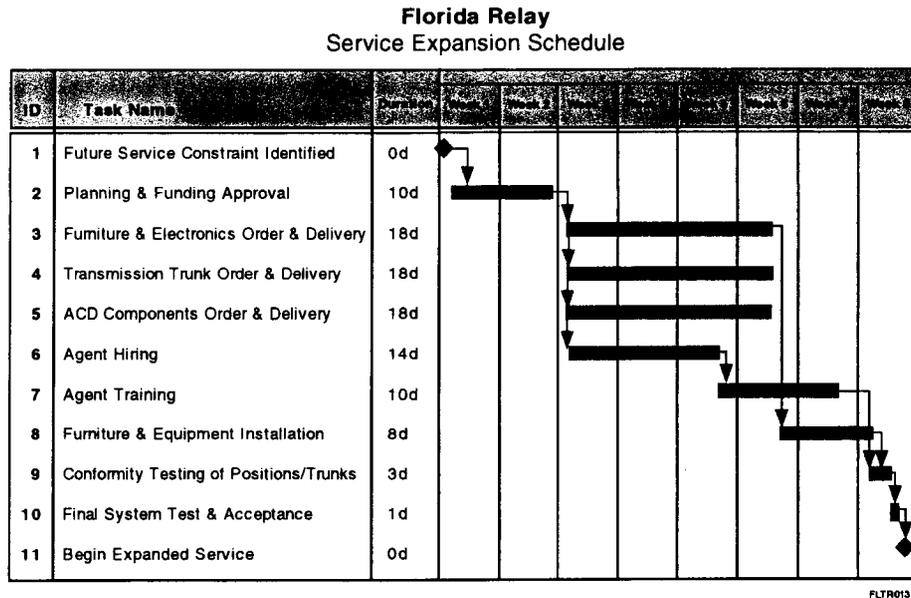


Figure B.28-1. Service Expansion Schedule

B.29 New Technology

The users should be allowed to benefit from advancing technology. Bidder should describe the methodology and process it will use to keep abreast of technological changes in the provision of relay service, to inform the FPSC and Administrator that new enhancements are available and at what price, and to provide the FPSC the opportunity to purchase such enhancements or upgrades to the service.

Sprint Relay has a proven track record of implementing new technology and relay enhancements before the rest of the industry. Sprint was the first relay provider to deploy:

- TRS Customer Database
- Automatic Error Correction
- Branding of VCO/HCO Call Types
- Carrier of Choice Functionality
- 24-hour, 7-day Customer Service
- Regional 800/888/ 877 LEC Business Office Service
- 900/800 Pay Per Call Services
- Speech-to-Speech
- Voice Call progression
- Video Relay Trials
- Speech-to-Text Trials.



Sprint is currently conducting Speech-to-Text Trials to demonstrate the application technology in a relay environment. The trial dates are September 1, 1999 through February 28, 2000; Sprint has invited over 200 participants, both Voice and TTY users, from across the country to take part in the trials. Sprint's Independence, Missouri Relay Center is processing these calls. Sprint has included a press release regarding our speech-to-text trial below.

Sprint And Ultratec Announce Technology Trial To Improve Telecommunications For Deaf & Hard-Of-Hearing Persons

Seattle, July 16, 1999 -- Sprint and Ultratec today announced plans for a six-month technology trial in which Sprint's Telecommunications Relay Service will use new Ultratec voice recognition technology intended to improve the capability of deaf, hard-of-hearing and other relay users to communicate by phone.

The trial of Ultratec's Fastran™ technology, which will be implemented in September for some customers calling into Sprint's Independence, Mo., relay center, is expected to streamline relay service, reducing some of the delays inherent in traditional relay calls to make them more functionally equivalent with voice calls. The announcement of the trial was made at the Telecommunications for the Deaf, Inc. (TDI) conference in Seattle.

The technology trial announcement comes just two days after the Federal Communications Commission expressed its support for telecommunications improvements for deaf and hard-of-hearing persons by approving new rules requiring that telecommunications equipment be developed with greater accessibility in mind.

Telecommunications Relay Service (TRS) agents serve as professional intermediaries, relaying phone conversations between standard voice telephone users and text telephone (TTY) users. In most cases, a deaf or hard-of-hearing person transmits written words to the agent, who reads them aloud to the hearing person. The agent then transcribes the hearing person's spoken response, and that is transmitted to the text telephone screen of the other user.

Fastran, short for "Fast Transcription," is a system that uses voice recognition technology, among other methods, to help increase the transcription speed of relay operators. For even fast-typing agents, the rate at which they can transcribe is much slower than the rate at which the caller is speaking, which causes delays and pauses in the conversation.

Fastran replaces typing with a voice recognition system specially designed by Ultratec for relay use, enabling the agent to transcribe the conversation faster. The Relay Operator is relieved of all but a small amount of typing for proper names and unusual words.

"Since the day we began providing relay service in 1990, Sprint has devoted considerable time and resources to improve the capabilities and expand the options for persons who use the relay," said James F. X. Payne, assistant vice president of Sprint's Government Systems Division in Herndon, VA. "This technology trial with Ultratec holds great promise for taking the relay service another step towards equivalency with voice calling."

Ultratec President Robert M. Engelke, said "Through this joint technology trial, Sprint and Ultratec have taken a leadership role in recognizing that new technologies such as Fastran hold much promise for providing more functionally equivalent relay services. Ultratec is delighted to be able to work together with Sprint in exploring new ways to improve relay for everyone."

Ultratec is the world's largest manufacturer of text telecommunications devices (TTYs or TDDs) that enable people who are deaf, hard-of-hearing, or speech-impaired to communicate over the telephone. For more than 20 years, Ultratec has been instrumental in advancing technology to make TTYs and relay services more reliable and affordable for people throughout the world. Among Ultratec's innovations are some of the most helpful technologies used in relay service today, including Voice Carry Over, which allows relay users to talk to each other directly through relay.

Serving 23 states and the federal government, Sprint is the national leader in providing telecommunications relay services nationwide.

Sprint is a global communications company - at the forefront of integrating long distance, local and wireless communications services and one of the largest carriers of Internet traffic. Sprint built and operates the United States' first nationwide all-digital, fiber-optic network and is a leader in advanced data communications services. Sprint has \$17 billion in annual revenues and serves more than 17 million business and residential customers.

■ B. The Service To Be Provided

FRS will benefit from Sprint's involvement in the joint development of telecommunications solutions with leading hardware providers, such as NXI Communications, Inc., Phone TTY, Inc. and Ultratec. Sprint also participates and attends various technology trade shows, works with educational institutions and those in the telecommunications industry.

Users of FRS will benefit from Sprint's significant presence and influence on national boards that address industry issues, such as coin sent paid and the TRS Interstate Fund Advisory Council. Sprint conducts periodic surveys and focus groups, conducted by companies such as Cambridge Research, to gather information regarding the features desired by our TRS customers.

Once targeted, technologies are developed, tested, and incorporated into the Sprint Relay product line through quarterly software upgrades and supporting hardware upgrades. These technologies:

- Improve the quality of relay service through technological advancement
- Lower the cost of relay service through technological advancement.

Sprint Relay will inform the FPSC and the Administrator of any new developments that would benefit FRS users and negotiate any additional costs of features mandated by the FCC.

B.30 Consumer Input and Participation in Advisory Committee and FPSC Proceedings

The telephone users shall have input on the quality of the delivery of service. Bidders shall develop a plan to include the Commission and its Advisory Committee in any evaluation of the system. A bidder shall not include travel or per diem costs of the FPSC or its Advisory Committee in its bid price since those costs will be funded by the State. An outline of this plan shall be included with the bidder's proposal. The plan should explain methods for consumer input and how the recommendations from these evaluations will be incorporated into the policies of the relay center. This does not preclude the provider from conducting additional internal evaluations which use relay staff. The results of any service quality evaluation shall be reported to the FPSC office within 15 calendar days after the last month in each quarter.

Bidders are encouraged to include in the consumer input plan methods for working with organizations serving hearing and speech impaired individuals 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 impairments.



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The provider shall participate in all meetings of the Advisory Committee and all FPSC workshops and hearings relating to relay service unless excused by the contract manager.

Sprint relies heavily upon the input it receives from users of our relay service and other key organizations to provide continued quality relay services. Many of the services we offer today as enhancements beyond the basic requirements of the ADA were brought to Sprint by consumers of TRS in our existing states. Sprint uses surveys, evaluations and consumer feedback to ensure a quality relay service.

The outline below shows Sprint's process for the handling and implementation of consumer input.

Sprint's Relay Consumer Input Outline for FRS:

1. Customer contacts through Account Management, or the Communications Assistant Position on a monthly basis
 - a. Commendations
 - b. Complaints
 - c. Resolutions
2. User Focus Groups initiated by Sprint Account Management/Sales Team
 - a. Quality of Service and Current Provider Performance Issues
 - b. Current Scope of Service Provisions
 - c. Technology available and Desired Future Features and Network Limitations
3. Community Forums - Sprint will sponsor, present, or exhibit at the functions of the organizations listed below in an effort to provide outreach, as well as receive customer input on Sprint's Relay performance
4. Consumer Survey - Sprint will share the results of surveys with the Commission, the Advisory Committee and the FPSC. The results of any service quality evaluation will be reported to the FPSC office within 15 calendar days after the last month of each quarter.

Sprint has included, in Appendix B, a copy of a consumer survey conducted by a public relations firm for the Maryland Telecommunications Relay Service. We have also included the survey results which indicate that Maryland Relay users feel the relay service is fulfilling their communication needs.

Sprint will sponsor community events on an as-needed basis throughout the term of the contract. Sprint works with relay users in the community that represent diverse backgrounds and needs. Organizations targeted will include and not be limited to the following:

- Florida Association of the Deaf
- Florida Chapters of SHHH

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- Florida Public Safety Answering Points
- Educational Programs for Deaf and Hard-of-Hearing
- Florida Chapters of AARP
- Florida Chapters of ALDA
- Florida Civic and Community Service Organizations
- Florida Rehabilitation and Independent Living Service Organizations
- Florida Local and Statewide Deaf Service Organizations
- Florida Association of Better Business Bureaus
- Florida Association of Chambers of Commerce.

Sprint will actively seek representatives that can assist in providing feedback from:

- ASL Users
- Late Deafened Adults
- Hard of Hearing (VCO) Users
- Speech Disabled Users
- Voice Telephone Users
- Parents of Deaf and Hard-of-Hearing Children
- Business Users of FRS
- Spanish Users of FRS.

Sprint is aware of the effect that consumer input has on improving the relay service. The more informed the consumer is regarding the service, the more Sprint can count on the feedback of those consumers to continually enhance Sprint Relay as well as the lives of those that use the service. Below are some examples of outreach activities that specifically help to inform the relay consumer about the service, including users in Florida:

- Columbia HCA Hospital Systems with 300 hospitals in 22 states (mostly TN, TX, and Florida) have agreed to distribute relay information throughout the Columbia HCA network. This includes 87 Columbia HCA health care facilities in Florida.
- The National League for Nursing printed an article about relay that was distributed to 2,000 nursing schools and health care facilities nationwide and over 10,000 individual members who are nurses, educators, administrators, consumers, and students.
- The American Journal of Kidney Diseases is an international publication that goes to most of the nephrologists worldwide (circulation 7,000+). Since patients with kidney related illnesses often have hearing and speech disabilities as well, the AJKD included an article about relay services in its September issue. The article may help kidney specialists better serve their patients. The article was also posted on the AJKD website for the month of September.

A member of the Sprint Relay Management team will participate in all meetings of the Advisory Committee and all FPSC workshops and hearings relating to relay service unless excused by the Contract Manager. An integral part of our plan



includes evaluation of the system by the Commission and the Advisory Committee.

B.31 Complaint Resolution

The provider shall establish procedures regarding complaints, inquiries and comments regarding system services and personnel. The provider shall ensure that any caller to the relay center having a complaint will be able to reach a supervisor or administrator while still on line during a relay call. All complaints received by supervisors or in writing shall be documented, including their resolution, and kept on file and available to the Commission upon request. In addition, the relay center shall have a toll-free Customer Services telephone number available and accessible to the public statewide for the purpose of reporting service or other deficiencies. Records of such reports and copies of written reports regarding service or other deficiencies shall be maintained for the life of the contract and for twelve (12) months after conclusion of the contract period. This record shall include the name and/or address of the complainant, the date and time received, the CA identification number, the nature of the complaint, the result of any investigation, the disposition of the complaint and the date of such disposition. Each signed letter of complaint shall be acknowledged in writing or by contact by a representative of the provider. The necessary replies to inquiries propounded by the Commission's staff concerning service or other complaints received by the Commission shall be furnished in writing within fifteen (15) days from the date of the Commission inquiry.

Sprint uses established procedures to handle complaints, inquiries and comments regarding the relay services and personnel. Customer feedback, commendations, inquiries and comments will enable Sprint to provide the best relay service to the State of Florida. These elements will also help to build and maintain relationships with our customers, reinforcing our commitment to service.

Operations Supervisors or Operations Administrators are available 24 hours a day to provide on-line assistance to relay customers. These employees are responsible for accepting all customer contacts; documenting the contacts, commendations or complaints; and forwarding the documentation to the proper source for resolution. These procedures enable supervisors to provide immediate coaching, training, or feedback to CAs. Customers have the option to call our 24-hour Customer Service department at 1-800-676-3777. In addition, the CA has the capability to transfer the customer to Customer Service if desired.

FRS users may also register a compliment or complaint with the Sprint Relay Account Manager assigned to Florida through a toll-free 800 access number. The Account Manager receives complaints directly from customers when customers would prefer to speak directly to a manager and not go through the agent, a supervisor or customer service. The Account Manager will document a customer contact and will try to resolve the issue with the customer directly or will re-direct the problem to engineering, operations, billing or the appropriate functional area for follow-up. Complaints are logged with customer service for an accurate tally of contacts reflected in monthly reports from Sprint.

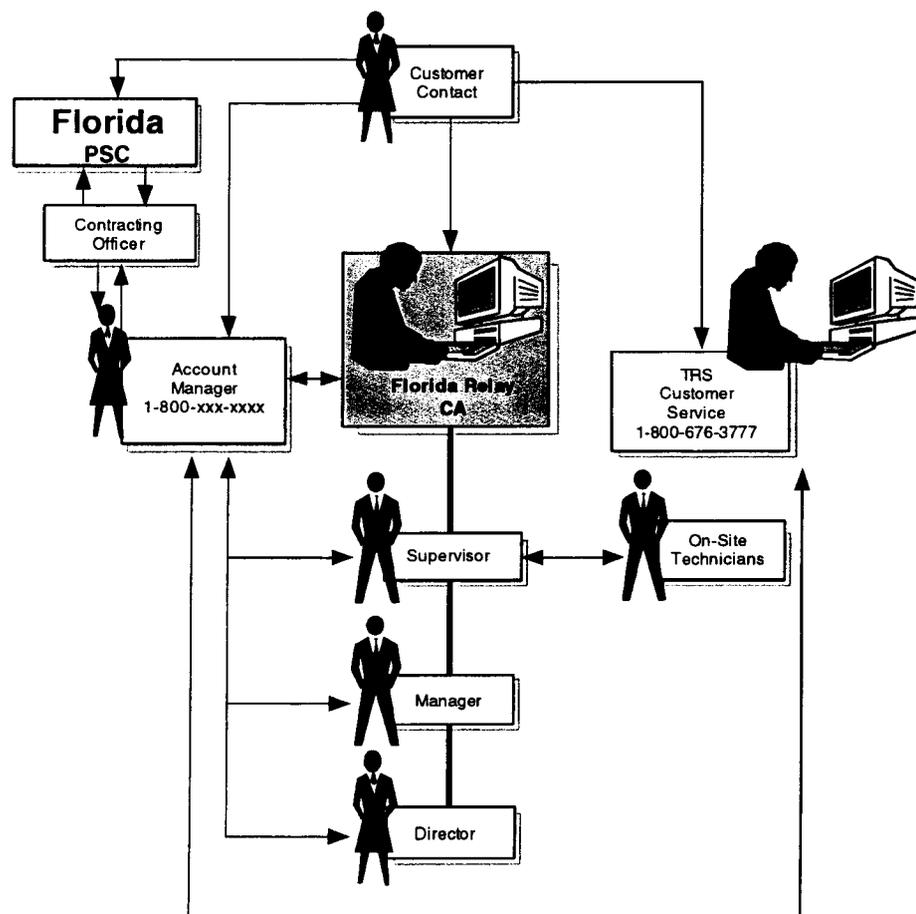
All complaints received are documented, including their resolution. They are kept on file for the life of the contract and for an additional 12 months after the

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conclusion of the contract period. The documentation includes name and/or address of the complainant, the date and time received, the CA identification number, the nature of the complaint, the result of the investigation, and the disposition and date of resolution. This information will be made available to the Commission within 15 days of the date of the Commission inquiry. Sprint will comply with Florida's requirement for written acknowledgement for each customer contact regardless of point of entry with customer service or supervisor, or through the Account Manager.

For all of Sprint's relay service calls handled, we experienced call volumes of 14,315,006 from January 1999 through September 1999. During this time period there were 2,598 concerns registered for Sprint Relay. This correlates to 1 concern for every 5,510 calls or 0.01814 percent of all calls.

Figure B.31-1 "Sprint's Complaint Process" illustrates our contact process for FRS users. This process is also included in appropriate outreach material.



FLTR002

Figure B.31-1. Sprint's Complaint Process



B.32 Charges for Incoming Calls

The Provider shall make no charge to the users for making calls (incoming) to the relay service.

There will be no charge to FRS users for making incoming calls to the relay center.

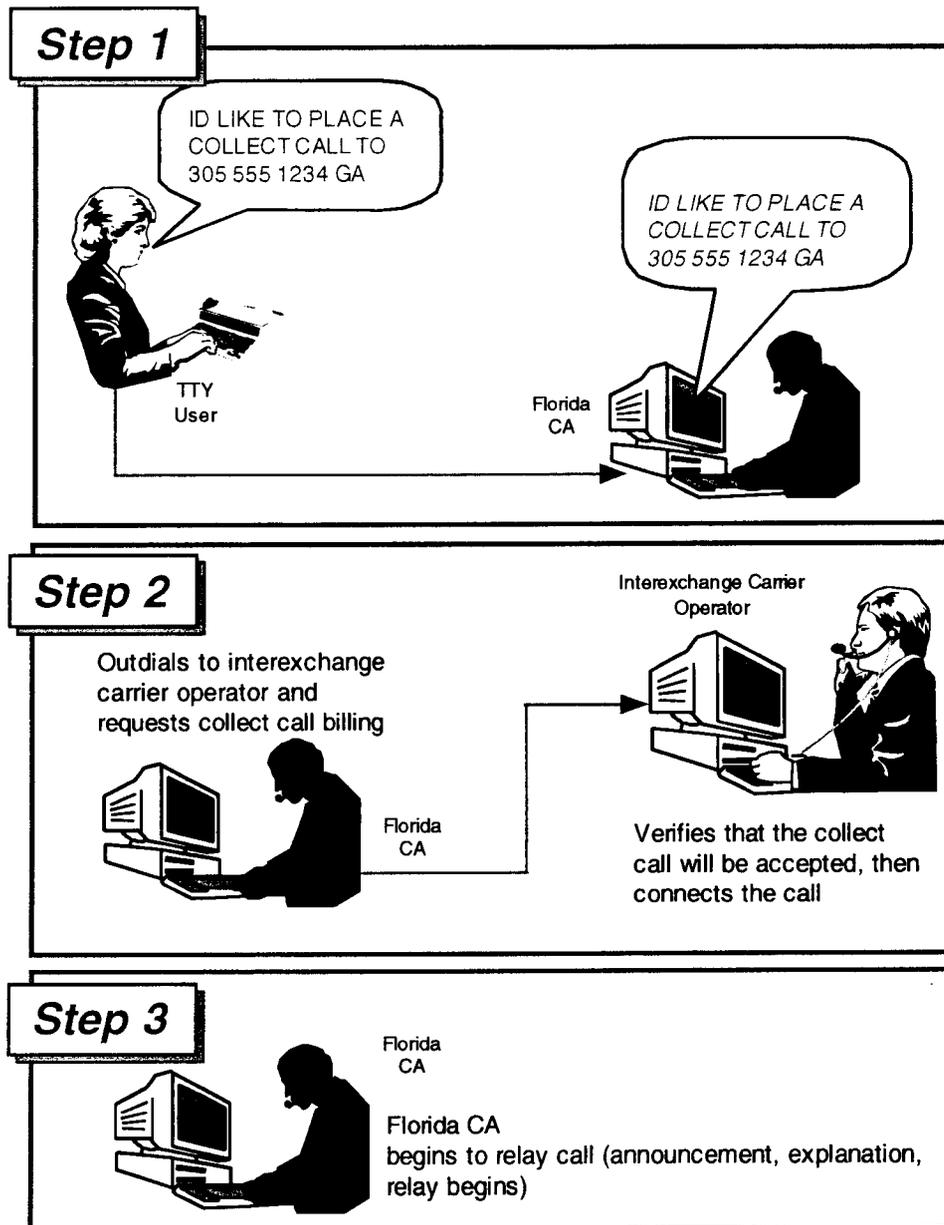
B.33 Billing Arrangements

Provider shall bill for charges for collect calls, person-to-person calls, calls to or from hotel rooms and pay telephones, and calls charged to a third party. Provider shall also arrange for billing to any industry standard local exchange company or alternative local exchange company calling card. For calls billed by or on behalf of the provider, the bidder shall include a complete description of how users will be billed for all calls. This description shall include the bidder's procedures for obtaining billing information from the local exchange and alternative local exchange companies, whether the billing will be performed directly by the provider itself or contracted, specific credit cards or telephone calling cards to which calls can be billed, and a sample bill format. The bidder shall also explain how it will respond to customer inquiries about erroneous bills and how credits will be issued or refunds made.

Calls that are carried over Sprint Relay include collect and person-to-person calls, calls to or from hotel rooms and pay telephones, and calls charged to a third party. When a call is placed through Sprint Relay, a user is billed in the same manner that a non-relay user would be billed; this ensures Sprint's goal of providing functional equivalency. Billing occurs within 60 days of the calling date. Sprint accepts non-proprietary LEC (local) and IXC (long distance) calling cards, and some major credit cards. Sprint processes credit cards that are offered by the user's carrier of choice. The rating and invoicing of toll calls placed through the relay are carried by the customers chosen long distance carrier; that carrier is responsible for call types and billing options available. Sprint Relay billing is processed in-house.

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Collect Calls—Sprint's CAs obtain call acceptance from the called person before the caller can begin their conversation. This information is embedded in the call detail record and used to bill collect calls to the end user. Figure B.33-1 illustrates how this is handled.

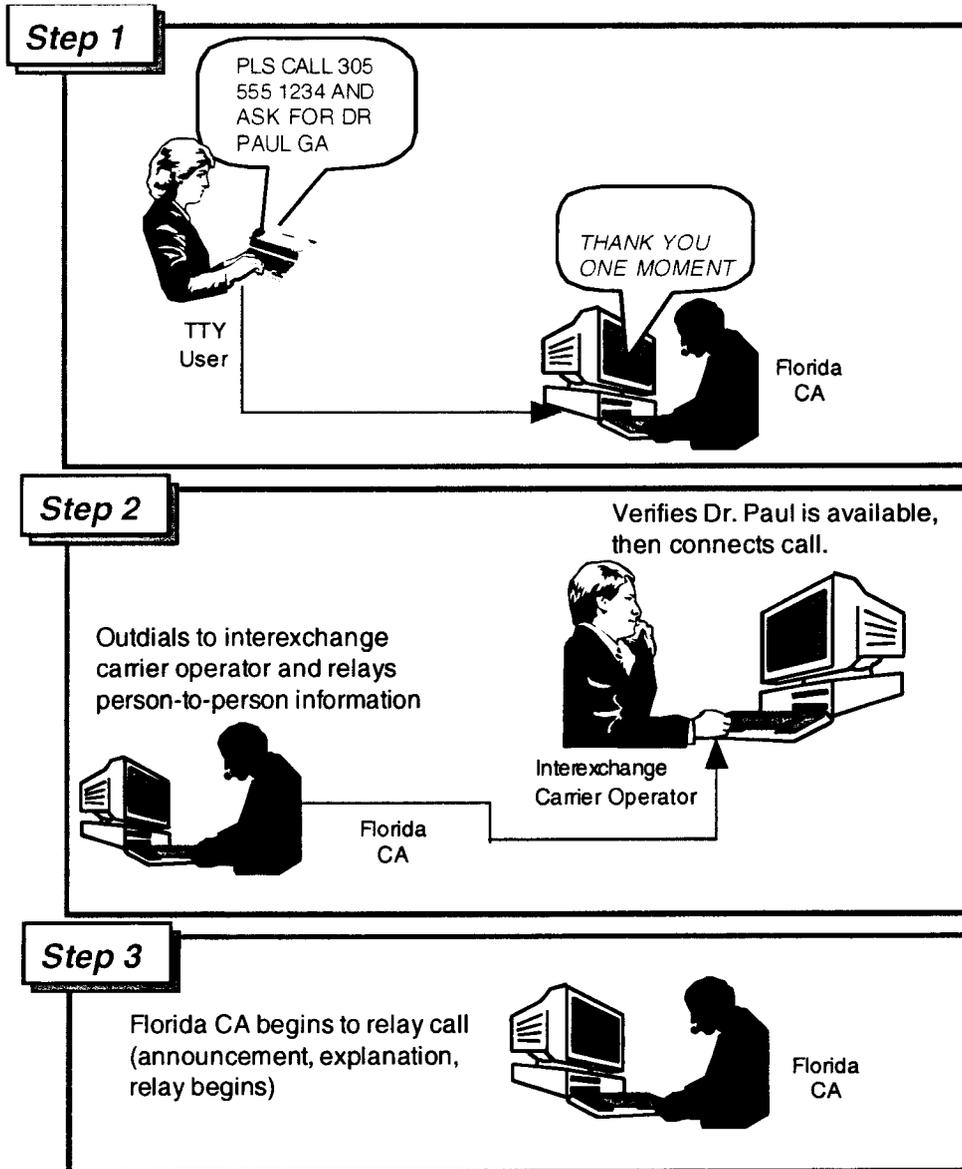


FLTR005

Figure B.33-1. Collect Call Processing



Person-To-Person—Person-to-person calls are identified within the call detail record with a unique value that is recognized by Sprint’s billing system. This enables us to bill a person-to-person call appropriately. Figure B.33-2 illustrates how this is handled.

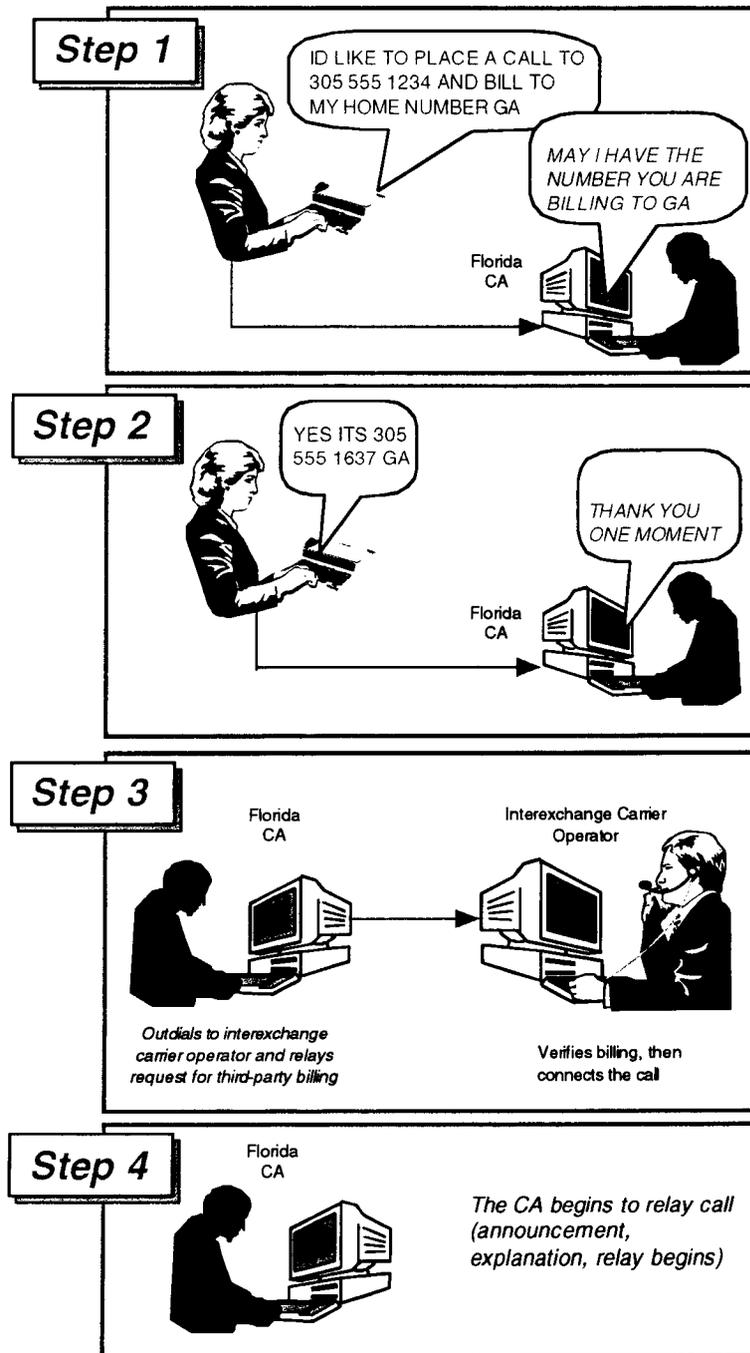


FLTR006

Figure B.33-2. Person-To-Person Call Processing

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Third Party—The call detail record created for a third party is populated with appropriate values, ensuring the call is billable as a third party call. Figure B.33-3 illustrates how this is handled.



FLTR007

Figure B.33-3. Third Party Call Processing



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Sprint Relay CAs frequently relay calls that are billed to prepaid calling cards. Sprint also relays calls billed through packages as long as the carrier participates in Sprint's Carrier of Choice (COC) program and as long as Feature Group D is at the COC access tandem. Figure B.33-4 illustrates a sample bill format.

		ACCT NUMBER 802 XX XXXX XXX X					
		DECEMBER 3, 1998					
		DETAIL OF CHARGES PAGE 11					
SUMMARY OF CHARGES FOR SPRINT							
MONTHLY SERVICE - NOVEMBER 1 THROUGH DECEMBER 1		.00					
ITEMIZED CALL (SEE DETAIL)		3.84					
		<hr/>					
CHARGES BEFORE TAXES		3.84					
FEDERAL TAX		.12					
STATE AND LOCAL TAXES		.27					
		<hr/>					
TOTAL		4.23					
SPRINT BILLING INQUIRIES 1-800-877-4646							
ITEMIZED CALLS FOR SPRINT							
NO	DATE	TIME	PLACE CALLED	AREA NUMBER	:	MIN	AMOUNT
1	11 17	608PM	Orlando	FL 407 000 0000	E	17	1.91#
2	11 29	254PM	Tampa	FL 813 000 0000	D	4	.33#
3	11 29	258PM	Miami	FL 305 000 0000	D	10	.84#
4	12 1	835AM	Miami	FL 305 000 0000	D	9	.76#
See Reverse			THANK YOU FOR PAYING BY MAIL				

FLTR008

Figure B.33-4. Sample Bill Format

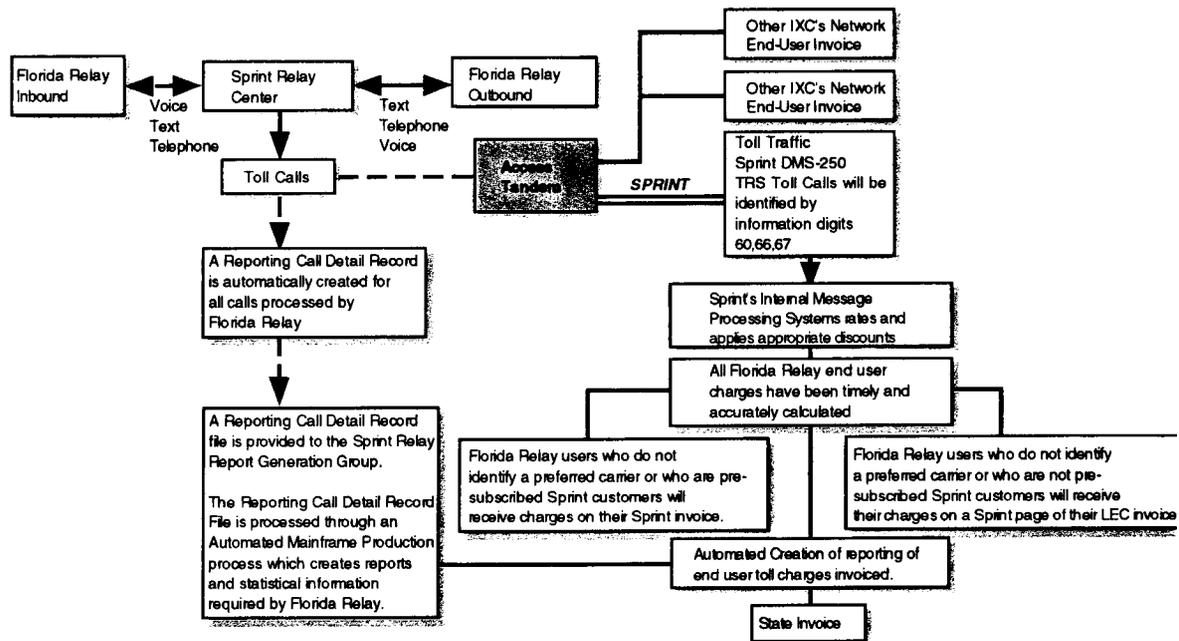
Billing Process

Sprint Relay automatically captures all call information pertaining to the billing of all relay calls, with the exception of 976 calls which are not offered, and creates a TRS 'virtual' call detail billing record. For each relay assisted call handled on the Sprint network, a call record is created. The Sprint internal call record contains the following information:

- Telephone number or credit card number to be billed
- Originating telephone number
- Terminating telephone number
- Date
- Start Time
- End Time
- Call Time to the full second.

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Sprint's call detail records are processed through an automated rating and invoicing system. Sprint uses two internal billing systems to invoice end users that select Sprint to complete their relay calls. Figure B.33-5 illustrates Sprint's relay billing system.



FLTR009

Figure B.33-5. Sprint End User Billing

A FRS user who selects Sprint to carry their long distance call and is a Sprint pre-subscribed customer will receive their charges on a Sprint invoice. A billing call detail record (CDR) is created on the Sprint network. That CDR contains information that identifies the call as a TRS call.

A FRS user who selects Sprint to carry a long distance call and is not a Sprint pre-subscribed customer will receive their charges on the Sprint page of their Local Exchange Carrier's invoice. The billing call detail record created on the Sprint network contains information that identifies that call as a TRS call. Once Sprint has processed that CDR through its internal rating system, it is packaged with Sprint's Casual Caller files and transmitted to the appropriate Local Exchange Carrier. The call and associated charges are reflected on the Sprint page of the monthly invoice the user receives from the Local Exchange Carrier.



Sprint's 24 hour Relay Customer Service Center is available to assist FRS customers who may receive erroneous bills. Once acknowledged, Sprint provides credits to a customer's account.

B.34 End User Billing for Intrastate Calls

Intrastate toll calls placed through the relay system and billed by or on behalf of the provider shall be billed to the voice or TDD caller at 50% of the provider's rate for non-relay calls. An additional 10% discount (60% total discount) shall apply to calls to or from the dual-sensory impaired; the provider shall develop a system for identifying such users and applying the discount to their calls. Timing for timed intrastate call billing shall begin when the relay operator advises a party to proceed with the call and shall not include any initial time by the operator to explain how relay service works.

The bidder shall explain how its discount toll plan subscribers would be billed for relayed calls billed by or on behalf of the provider. For example, if a bidder offers a discount for over 5 hours of usage per month, the bidder should explain how a subscriber to that service would be billed for any relay calls made during the month.

The provider shall not charge the end user more for non-message toll relay calling than would be charged for the same call if billed by the end user's local exchange or alternative local exchange company. The provider can accomplish this by obtaining necessary billing information about the end user's local company in order to ensure that it does not bill in excess of those rates (e.g., extended area service calls, extended calling service calls, etc.)

In the alternative, the provider can collect necessary billing information and turn that billing information over to the end user's local company so that the end user's local company can bill for relay calls under the local company's rates. If this alternative approach is taken, the provider shall submit the billing information to the local company in an industry standard format and the provider shall incur whatever costs are required to correctly format the billing information so that the local company can bill the calls.

Of the two approaches described above, the bidder should indicate how it will initially bill calls and the provider shall advise the contract manager whenever it changes billing methodologies.

Sprint understands and will comply with the discounts stated in this section. Sprint will look to FPSC and FIRI to assist us in identifying dual-sensory impaired customers that are eligible for the additional 10 percent discount.

Table B.34-a depicts the MTS rates. The intrastate rates for Florida will be discounted 60 percent off these rates.

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Table B.34-a. MTS Rates

IntraLATA						
	Day		Evening		Night	
Mileage	Initial min	add'l min	Initial min	add'l min	Initial min	add'l min
0-10	0.1000	0.1000	0.1000	0.1000	0.1000	0.1000
11-22	0.1000	0.1000	0.1000	0.1000	0.1000	0.1000
23-55	0.1000	0.1000	0.1000	0.1000	0.1000	0.1000
56-124	0.1000	0.1000	0.1000	0.1000	0.1000	0.1000
125-292	0.1000	0.1000	0.1000	0.1000	0.1000	0.1000
293-430	0.1000	0.1000	0.1000	0.1000	0.1000	0.1000
431+	0.1000	0.1000	0.1000	0.1000	0.1000	0.1000

Sprint Relay begins timing calls when the dialed customer answers the phone.

Sprint Relay is able to transport long distance calls through relay in a manner that is compatible with subscribers' long distance toll plans. The necessary information for a carrier to offer discount toll plans is available through relay.

Sprint Relay does not charge users for local or non-toll calls. Sprint proposes to utilize the mileage band system to prevent toll billing when completing calls made to or from extended area service plan subscriber locations.

The mileage band system uses vertical and horizontal coordinates of the calling from and calling to numbers to calculate the distance between the two numbers. Based on the distance calculated and information received from the LECs, the system software determines if the call falls within a predetermined mileage radius. If the call falls within the mileage radius it is treated as local. If the call falls outside the mileage radius it is treated as toll. Mileage bands cross state lines, LATAs, area code boundaries and LEC territories.

In order to maintain functional equivalency, Sprint complies with LEC calling plans and does not charge a customer more for placing a call through relay than if they had placed a non-relay call.

Please refer to section B33 "Billing Process" for a detailed explanation of how Sprint bills relay calls. Sprint will advise the contract manager if changes are made in billing methodologies.

B.35 Relaying Interstate and International Calls

The provider shall be required to relay interstate and international calls that originate or terminate in Florida. The provider shall not include in its bill for Florida relay service any charges or time associated with interstate or international calls.

If relayed interstate or international calls are to be billed by the provider to the end user at a rate higher than the rate for a nonrelay call, the provider shall quote the rate to the party to be billed before beginning the call. The bidder should indicate



how its rate for interstate and international calls will compare to the rate for nonrelay calls and whether any discounts or additional charges will apply to interstate and international relay calls.

Sprint will provide both interstate and international calling for calls that originate or terminate in Florida and is not billed for any charges or time associated with these calls. Interstate and International calls are not billed to the end user at a rate higher than the rate for a non-relay call. FRS users will receive discounts of 35 percent off of day rates, 25 percent off of evening rates, and 10 percent off of night/weekend rates from the Message Telecommunications Services tariffed rates for all interstate calls.

Sprint will seek reimbursement for the processing of interstate and international calls from the National Exchange Carrier Association (NECA). NECA administers the TRS Interstate Fund by closely monitoring payments into the fund by telecommunications providers and fund disbursements to Relay service providers. The minutes reimbursed by NECA are listed on the invoice as a reduction to the total minutes of service for the month. The State is not invoiced for minutes associated with the relaying of interstate or international calls. Users of FRS who place toll calls will be billed only for the toll portion of the call by the caller's Carrier of Choice.

Below are the MTS rates for interstate calls placed throughout FRS.

Table B.35-a. MTS Rates

InterLATA						
	Day		Evening		Night	
Mileage	Initial min	add'l min	Initial min	add'l min	Initial min	add'l min
0-10	0.1900	0.1900	0.1400	0.1400	0.1100	0.1100
11-22	0.1900	0.1900	0.1500	0.1500	0.1200	0.1200
23-55	0.2000	0.2000	0.1600	0.1600	0.1300	0.1300
56-124	0.2100	0.2100	0.1600	0.1600	0.1400	0.1400
125-292	0.2200	0.2200	0.1700	0.1700	0.1500	0.1500
293-430	0.2300	0.2300	0.1700	0.1700	0.1500	0.1500
431+	0.2400	0.2400	0.1800	0.1800	0.1500	0.1500

B.36 End User Selection of Carrier

The provider shall allow a caller to select an available interexchange company other than the provider for billing purposes. The provider must meet current and subsequent requirements of the Network Interconnection Interoperability Forum for handling end user requests for a carrier other than the provider. The bidder should include a copy of the current standard along with its proposal and the provider shall provide to the FPSC any subsequent updates in the standard as soon as they are adopted.

FRS callers will have their interstate calls carried by any interexchange carrier who has agreed to participate in the COC program. If a customer states their COC preference to the CA, the CA determines if the carrier is a participant; if so, the

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call is routed over that carrier's network. FRS callers are able to use any billing method made available by the requested carrier, i.e. calling card or major credit card. As with calls carried by Sprint, most COC participants limit billing methods based on the originating call's type of line. For instance, sent paid is not accepted as a billing method for calls that originate from payphones; international calls cannot be billed collect. These limitations, however, are not restricted to TRS but are universal telecommunications procedures.

If the caller states no COC preference or if their preferred carrier is not a COC participant, the call is carried over the Sprint network. CAs relay COC calls when the call is placed over another carrier's network and explain COC procedures to customers when needed.

Sprint led the industry by approaching the Industry Carriers Compatibility Forum (ICCF) to assist in the development of methods and procedures. This resulted in the technical requirements that provided IXCs with the information needed to recognize COC calls passed from TRS providers.

Because of Sprint's involvement in organizing the industry Carrier Of Choice (COC) issues and our commitment to meeting or exceeding ADA Title IV requirements, Sprint is the only interexchange carrier (IXC) and TRS provider who fully implemented COC on the FCC required date of July 26, 1993. On that date, Sprint was technically and operationally prepared to send COC calls to participating carriers' networks and prepared to receive COC calls from any TRS provider capable of processing COC calls.

Sprint will provide to the FPSC any subsequent updates to the standard as soon as they are adopted. We have included a copy of the ICCF technical needs and a sample letter we send to all common carriers in order to enter into an interconnection agreement in Appendix C of this proposal.

B.37 Recipient of Toll Revenues

The relay provider or its underlying telecommunications provider shall be allowed to retain the toll revenues for all long distance calls billed by or on behalf of the relay provider or its underlying telecommunications provider.

Sprint understands and will comply.

B.38 Long Distance Call Billing

Operator-handled calls shall be carefully supervised and disconnects made promptly. A check of the timing clock shall be made at least once each twenty-four (24) hours to ensure that the clocks are synchronized and that the time is correct. Clock deviations shall not be in excess of 12 seconds. Bidders shall specify the record system for identifying and documenting long distance and toll calls for billing purposes. The record shall contain, at a minimum, the following information:



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- a) *telephone number or credit card number to be billed (NPA-prefix-line number)*
- b) *originating and terminating telephone number (NPA-prefix-line number)*
- c) *originating and terminating exchange name*
- d) *date*
- e) *start time*
- f) *call duration to the full second (the time in between start time and end time)*

Long distance calls billed to subscribers shall be listed chronologically and reflect the connect time of such calls based on the appropriate time zone. Bidders shall also fully describe the billing system and billing process that will be used, including identification of any subcontractors, specific duties of the subcontractors, and how the billing record detail will be transmitted to the billing agent (if any).

Each incoming call to the center is time synchronized to the ACD switch for CDR recording purposes. A daily procedure is performed to synchronize the ACD to the Sprint network timing clock, which is linked to Universal Time and the Bureau of Standards timing source in Colorado Springs, CO. Clock deviation between all TRS call centers during any one day is never more than a few milliseconds.

A FRS user who selects Sprint to carry their long distance call and is a Sprint pre-subscribed customer receives their charges on a Sprint invoice. A billing call detail record (CDR) is created on the Sprint network. That CDR contains information that identifies the call as a TRS call.

A FRS user who selects Sprint to carry a long distance call and is not a Sprint pre-subscribed customer receives their charges on the Sprint page of their Local Exchange Carrier's invoice. The billing call detail record created on the Sprint network contains information that identifies that call as a TRS call. Once Sprint has processed that CDR through its internal rating system, it is packaged with Sprint's Casual Caller files and transmitted to the appropriate Local Exchange Carrier. The call and associated charges are reflected on the Sprint page of the monthly invoice the user receives from the Local Exchange Carrier.

Sprint's internal call records contain the following information:

- Telephone number or credit card number to be billed
- Originating telephone number
- Terminating telephone number
- Date
- Start Time
- End Time
- Call Time to the full second.

In addition, any information necessary to accurately rate a long distance call placed over the Sprint network will also be included.

Sprint's call detail records are processed through an automated rating and invoicing system. Sprint uses two internal billing systems to invoice end users.

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This system is illustrated in our response to RFP Section B.33 – Billing Arrangements.

B.39 Special Needs

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

Special Needs is defined as limiting factors of a physical or literacy nature that preclude a person who is hearing, speech or dual-sensory (both hearing and visually impaired) disabled from using basic relay service. Special Needs includes: (1) physical limitations, either temporary or permanent, which preclude use of a TDD with or without adaptations for persons with manual dexterity limitations (e.g., paralysis, severe arthritis, broken fingers) and (2) markedly limited ability either to read or write English or Spanish which precludes user from being able to use the relay service. (It should be understood that relay service does not include translation from one language to another for the Special Needs population or for any other consumers.) Special Needs does not include (1) unavailability of telephone service at the caller's home or business, (2) inability to communicate in either English or Spanish (i.e., where caller can only communicate in a language other than English or Spanish), or (3) handling complex calls (e.g., intervening in a call with a doctor to explain a medical procedure.)

The bidder shall describe what steps will be taken to provide telecommunications assistance to persons with hearing, speech and dual-sensory impairments who have special needs. This description shall include the types of services that would be provided, the prices to end users (if any) for those services, how those services would operationally be provided, how parties other than the provider would be involved in providing Special Needs services and how the provider would assure that those parties would fulfill their portion of the service obligation.

Sprint realizes that it is not required to provide special needs services as part of the proposal. However, because we believe that access to telecommunications is the cornerstone of any successful program, we will solicit annually and contract with community-based organizations across the State of Florida to provide services such as:

- Visual/tactile telephone interpreting (for users with dual sensory impairments or language barriers to text telephones)
- Community based sites to access video relay interpreting (for users who have limited access to text telephones due to mobility or language barriers)
- Community based sites to access speech to speech relay service (for users who have need to access an intermediary agent to assist in a voice to voice call for speech impaired users).

Sprint has developed a standard Relay Ambassador Program (RAP) RFP that we use extensively across the United States to assist with outreach and the delivery of



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special needs services. An example of a RAP RFP has been attached to this proposal as Appendix D.

This RFP would be modified to include the goals and objectives of the FRS in terms of best serving people who have special needs in the State of Florida. Approval of the final RFP released will be obtained from the FPSC.

Responses received would be evaluated by Sprint and finalists submitted to the FRS for final approval on an annual basis.

Statistics on the costs, number of people served, and types of service provided would be maintained for audit/review by Florida on a quarterly basis. Vendors will be asked to demonstrate how they will provide the service and report the service results to Sprint.

Reimbursement of subcontracting community based organizations providing this service would be subject to quarterly approval of submitted reports to the FRS. Sub-contracting entities would most likely include a variety of local independent living centers that have a consumer base that most closely aligns with the goals of the FRS Program. Again, final selection of vendors by Sprint would be subject to approval.

This process will be managed through the Sprint Account Manager serving the FRS.

B.40 Custom Calling Type Features

The bidder should explain separately how the following features would be provided. An explanation should be provided of what actions a caller would have to take to use the services.

a) Speed Dialing

This feature allows a caller to prearrange to identify certain numbers by name. The system would know the number to call if the caller asked the CA to call a particular name.

Frequently Dialed Numbers, sometimes referred to as Speed Dial, allow FRS users to store up to 10 frequently called telephone names and numbers in their customer profile. A FRS user can either provide the CA the code for the frequently called telephone number or the name instead of the entire 10-digit number. The Frequently Dialed Numbers feature is a standard feature of the Customer Database.

b) Last Number Redial

This would allow the caller to have the system dial the last number called via relay without the caller having to give the number to the CA.

FRS customers may use their LEC provided Last Number Redial to access FRS if the previously dialed call was placed through FRS. Once the FRS customer

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reaches the relay service, Sprint offers Last Number Redial, based on our database application, that allows the user to call the last person dialed through the Relay Center without having to provide the telephone number to the CA. The FRS user can simply instruct the CA to call the last number dialed by typing LNR for "Last Number Redial". When this instruction is given, the system software immediately performs a database search based on the caller's telephone, and retrieves the last number that was dialed from that telephone number through the Relay Center. LNR is a standard feature of the Sprint Relay Customer Database.

B.41 Unsolicited Features in Basic Relay Service

The provider will not be required to provide unsolicited features in its basic relay service. However, consideration will be given for additional evaluation points for proposals that include unsolicited features. The cost to the state for these unsolicited features must be included within the basic relay service price proposal.

Any additional features not described elsewhere in the RFP, and which the bidder is including in its basic relay service and price proposal, which a bidder would like to propose should be fully described indicating how the feature would work, how it would improve the system, which users would benefit from the feature and any other information which would allow the FPSC and PRC to evaluate the feature. Examples might include features such as: (a) providing a caller profile identifying to the CA the caller's preference regarding use of calling card, carrier of choice, use of HCO/VCO, descriptions of background noise; 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; (b) enhanced transmission speed and interrupt capability, etc.

Table B.41-a details the relay features available to the State of Florida. These features are included in the price per minute, as part of the Basic Relay Service.

Table B.41-a. Sprint's Additional Unsolicited Features in Basic Florida Relay Service Platform

Features	Description/Benefits
Beepers and Pagers	Sprint provides functionally equivalent pager calls, which are made to beepers and pagers, interactively and non-interactively. Calls are relayed between interactive paging services and the Florida Relay Service users. For non-interactive paging services, calls are made to leave specific numeric information to accomplish those calls.
Branding of Call Type	System's ability to answer the incoming call based on the previous call, the caller's communication mode (TTY, Voice, ASCII, VCO, HCO, Spanish, and Telebraille).
Branding of Call Type – Permanent	Upon FRS caller's request, system's ability to brand the caller's preferred communication mode – TTY, Voice, ASCII, VCO, HCO, or Spanish – permanently.
Cellular/PCS Phone Access	Enable FRS cellular customer to reach the Florida Relay Service' 800 number(s) to complete relay calls.
Custom Calling Services	Through Customer Database feature, it enables FRS callers to have traditional LEC services i.e. Call Block, Frequently Called Numbers.
Customer Database	Enable FRS callers to enter specific information in a profile i.e. carrier of choice, emergency numbers, last number redial, customer notes, call block, frequently dialed numbers, etc. to expedite their call set-up time.
▪ Name and Address	Callers' name and address. Available information could save valuable time when calling for emergency service.



Features	Description/Benefits
• Long Distance profile	Callers' preferred carrier for In-State and Out-of-State long distance calls. Callers also could indicate their preferred billing option when placing long distance calls.
• Frequently Dialed Numbers	Up to 10 numbers, it allows "speed dial" calls through the Florida Relay Service.
• Outdial Information	It allows CA to be aware as to how the callers will answer the phone and which language type they will communicate in.
• Customer Notes	It informs CA of special requests to handle your call i.e. do not announce the service, preferred operator gender, etc.
• Call Block	Callers may enter telephone numbers from which they do not wish to receive relay calls.
• Outdial Restrictions	Callers may restrict the type of call i.e. long distance, international, 900, etc. to be placed through the Florida Relay Service.
• Emergency Numbers	Callers may enter emergency numbers such as fire, doctor, police, etc. to expedite the emergency call processing.
Deaf-Blind Pacing	For Telebraille FRS callers, system's ability to buffer down the TTY (baudot) transmission speed as low as to 10 words per minute.
Delay Recording Announcer	Sprint offers a delay recording announcement when a CA does not answer a call within 30 seconds at the Florida Relay Service relay center.
Dialed Number Verification	System's ability to echo the number calling to in the TTY Dial string macro, "NOW DIALING XXX-XXX-XXXX RINGING 1... 2... 3..."
Directory Assistance (Intrastate/Interstate)	This feature allows the Florida Relay Service callers to reach local (LEC) directory operator or long distance (IXC) DA operator. When the number is obtained, the caller may choose to place the call through the Florida Relay Service or call direct.
Enhanced Transmission	New modems have been deployed at Sprint Relay to support enhancements in ASCII communication protocols. The capabilities of new modems include autodetection; connections with modems up to 14.4k; and faster ASCII detection (3 seconds).
Error Correction	Sprint Relay workstations are equipped with the Error Correction capability to automatically correct common typographical errors and spell out abbreviations while increasing typing speed and reducing conversational minutes.
HCO Permanent Branding	The permanent branding enables the system to establish a HCO call automatically. It eliminates a need for HCO caller to inform CA it is a HCO call. The permanent HCO brand greeting macro is: FRS CA 1234F YOU MAY HEAR VOICE OR USE TTY GA
HCO-HCO	HCO users can communicate with other HCO users through FRS. The CA reads the typed message from the HCO user and voices to the other HCO user who listens and then types his/her response back in the same manner.
HCO-TTY	HCO and TTY users can communicate with each other through FRS. The HCO user types directly to the TTY user. The CA voices the TTY user's typed message to the HCO user.
Inbound International	From any International destinations, relay users could reach the Florida Relay Service through Sprint's International Inbound 10-digit number, 605-224-1837.
Last Number Redial	The Florida Relay Service users can request CA to redial their last number. Sprint Relay is designed to store the user's last number dialed and it is dialed upon the user's command, "LAST NUMBER REDIAL PLS GA" or "LNR GA" .
Local/Extended Area Service	Callers who subscribe to extended area service plan will receive equivalent service through the Florida Relay Service.
Machine Recording Capabilities	This feature reduces redials when CAs receive an audio-text interaction machines. In most cases, it allows the callers to receive all of the information on the first call. It eliminates the number of redials.
Restricted 800/888/877	This feature allows the Florida Relay Service callers to reach 800/888/877 toll-free numbers.
Roaming Service	This feature allows the Florida Relay Service calls to originate and terminate outside the State.
Speech Disabled Indicator	The command (S) typed by speech disabled person would inform the CA that a speech disabled person is on-line.
Text/Voice Transmission	The system's ability to toggle between inbound TTY, ASCII, and Voice calls.

■ B. The Service To Be Provided

Features	Description/Benefits
Transfer Gate capabilities	The system's ability to transfer the FRS callers to Spanish, TTY Operator Service, & FRS 24-hour Customer Service gates.
Spanish to English Translation	In addition to Spanish to Spanish Relay service, Sprint offers English to Spanish translation handled by proficient bilingual (Spanish) CAs. Their workstations are modified to provide macros and other functions to the caller in Spanish.
TTY Operator Services (OSD)	Operator services available to complete a TTY to TTY call; obtain Directory Assistance information; or receive credit for erroneous billing. The number is 1-800-855-4000.
Variable Time Stamp Macro	This feature (macro) enables the Florida Relay Service callers to know when their called party had disconnected from the call.
VCO Permanent Branding	The permanent branding enables the system to establish a VCO call automatically. It eliminates a need for VCO caller to inform CA it is a VCO call and voices the call set-up without typing. The permanent VCO brand greeting macro is: FRS CA 1234F VOICE (OR TYPE) NOW GA
VCO w/ Privacy/NO GA	This is similar to the standard VCO feature however; the CA will not hear the VCO caller speaking through the Florida Relay Service. The CA will only type voiced responses back to the VCO user.
VCO-HCO	VCO users can communicate with HCO users through FRS. The VCO user speaks directly to the HCO user and the HCO user types their responses directly to the VCO user.
VCO-TTY	VCO users can contact TTY users through FRS. The VCO user will use his/her own voice and the CA will listen to the VCO spoken words then type the message to the TTY user. The TTY user types directly to VCO user without any CA interaction.
VCO-VCO	VCO users can communicate with other VCO users through FRS. The CA listens to each VCO user's spoken words and types for the parties at both ends.
Voice Call progression	The system's ability to allow Voice or HCO callers to listen during call set-up i.e. ringing, busy.
Voice Gender ID	This feature (macro) informs the outbound TTY caller the gender of their caller.

B.42 FPSC Optional Services Not Included in Basic Relay Service But Available to Provide at Additional Cost

The following services will not receive evaluation points for the purpose of determining which bidder will be selected to provide relay service. However, once a provider is selected, the FPSC will determine which of the following services it may wish to add to the basic relay service and negotiate the conditions under which these optional services may be offered. If a bidder offers a service in this section and the FPSC chooses to purchase the service, the provider must provide the service.

For each item, the bidder should include the price per billable minute (or other basis) which it would charge for the purchase of the optional service over and above the price for basic relay service. That price per billable minute (or other basis) should be listed separately in the price proposal. The proposal should also indicate how each feature would work, how it would improve the system, which users would benefit from the feature, any direct charges that would be billed to the user, and any other information that would allow the FPSC to evaluate the feature.

B.42.a Other Custom Calling Type Services

The provider will not be required to provide custom calling type services unless required for certification by the FCC. No additional evaluation points will be awarded to a bidder based on a proposal to provide services which offer



functionalities similar to those of one or more of the following custom calling services. The proposed charge to the Administrator for custom calling service should be separately stated in the price proposal.

The bidder shall explain how a user could receive functionalities similar to those of the following services in conjunction with a relayed call. The bidder shall also indicate what additional cost would apply to the relay user, if any. If no separate charge to the relay user is stated, it will be assumed there is no separate charge.

- a) Three-way calling which would allow a user with only one telephone line to conduct a conversation with two other parties at the same time.*

FRS Customers who have purchased three-way calling service from their LEC can use the feature when placing a call through FRS. This feature will allow FRS customer to add a third party to a relay call. For example, a TTY caller places a call to FRS and then bridges another TTY person on their line. The original TTY caller requests to place a call to a voice person. The CA will make the connection and relay the call between the voice party and both TTY users. This process also would apply if it were two voice customers and one TTY user on the line.

- b) Call trace which would allow the caller to dial the relay center and have the CA provide the number of the last call made to the caller via relay.*

FRS customers may use their LEC-provided Call trace, or Last Number Redial to access FRS if the previously dialed call was once placed through FRS. Once FRS caller reaches the relay service, Sprint offers Last Number Redial, based on our database application, that allows the user to call the last person dialed through the relay center without having to provide the telephone number to CA. The FRS user can simply instruct the CA to call the last number dialed by typing "LNR" or "Last Number Redial". When the instruction is given, the system software immediately performs a database search based on the caller's telephone, and retrieves the last number that was dialed from that telephone number through the relay center.

Separate pricing for Custom Calling Type Services is provided in the Pricing Proposal.

B.42.b Access to 900/976 Services

The provider will not be required to provide access to 900/976 service unless required for certification by the FCC. No additional evaluation points will be awarded to a bidder based on a proposal to provide 900/976 service. The proposed charge for 900/976 service should be separately stated in the price proposal.

The bidder should explain how it could provide relay service users with access to 976 and 900 number 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 900/976 service. The bidder should describe how it would deal with denied 900/976 calls and high bill complaints for 900/976 calls. If this service is provided, before placing the call, the CA shall advise the caller that there will be a charge for the call.

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The bidder shall explain in the proposal how interstate and intrastate 900/976 calls shall be separated for payment purposes.

Sprint's procedures for 900/976 exceed the requirement. Please see section B.42.f for an explanation of our procedure and proposal.

B.42.c Enhanced Transmission Speed & Interrupt Capability

The provider will not be required to provide the enhancements described below unless required for certification by the FCC. No additional evaluation points will be awarded to a bidder based on a proposal to provide these enhancements. The proposed charge to the Administrator for the enhancements below should be separately stated in the price proposal.

Enhancements may include the ability both to send and receive typed communications at the same speed as typed or transmitted. Enhanced protocols may also include the ability to send and receive interrupt signals while another party is typing. The bidder should state what requirements would exist in order for the relay user to be able to utilize the above enhancements.

Sprint offers Turbo Code™ as an enhancement feature available to the FRS. It provides enhanced baudot transmissions speed up to 110 words per minute. It will enable the FRS TTY callers with Turbo Code™ capability to interrupt during the transmission.

Separate pricing for Turbo Code™ is provided in the Pricing Proposal.

B.42.d Video Relay

The provider will not be required to provide video relay interpreting unless required for certification by the FCC. No additional evaluation points will be awarded to a bidder based on a proposal to provide video relay interpreting. The proposed charge for this service should be separately stated in the price proposal.

The bidder should explain how it will provide and bill relay service users for video relay interpreting. If this service is provided, before completing the call, the CA shall advise the caller of any user charge for the call.

Sprint's Video Relay Service permits interface with both public and private video terminals and is compatible with accepted international video conferencing standards. An integral part of the service, Video Interpreters are highly qualified and experienced. The small labor pool of qualified interpreters dictates that the service is best provided from a geographic location(s) that maintain(s) a relatively high level of interpreting expertise, typically a larger metropolitan area. The interpreters will be trained to Sprint standards and provided with video terminal technical training and culture training that is needed to provided the best relay interpreting possible. Sprint is in the process of determining the viability of the Video Relay Service.

Sprint was the first TRS provider in the country to combine video technology with relay applications. In January of 1995, Sprint partnered with the Public Utility



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Commission of Texas in a very successful 4-week video interpreting trial. The trial involved three video-equipped agency locations in the Austin area, a Texas PUC location, and a Relay Texas location. The trial demonstrated the feasibility of desktop video in providing video-interpreting service. Sprint partnered with PUCT once again for a second very successful VRI trial in September 1996. This trial continued for 90 days and involved video equipment being installed in ten major cities across Texas. This trial resulted in an average of 100 VRI calls daily and has captured the heart of those who have used it. A copy of the Relay Texas Statewide VRI trial final report can be made available upon request.

Pricing for Video Relay is to be determined based on the specific requirements of the State and the Public Service Commission.

B.42.e Speech-to-Speech Service

The provider will not be required to provide speech to speech service unless required for certification by the FCC. No additional evaluation points will be awarded to a bidder based on a proposal to provide speech to speech service. The proposed charge for this service should be separately stated in the price proposal.

The bidder should explain how it will provide and bill relay service users with speech to speech service. If this service is provided, before completing the call, the CA shall advise the caller of any user charge amount for the call.

Speech-to-Speech Service is a TRS enhancement that enables a speech disabled person to use his/her own voice or voice synthesizer, rather than using a TTY. Specially trained CAs function as human translators for FRS users with speech disabilities who have trouble being understood on the telephone. The CA repeats the words of the speech disabled caller to whomever the person with the speech disability is talking. A new 800 number will be provided with this feature.

Separate pricing for Speech-to-Speech Service is provided in the Pricing Proposal.

B.42.f Other Optional Features Not Included in Basic Relay

Any additional features not described elsewhere in the RFP which a bidder would like to propose should be fully described.

No additional evaluation points will be awarded to a bidder based on a proposal to provide these unsolicited features. The proposed charge for any unsolicited features offered under this section should be separately stated in the price proposal. After a bidder is selected to be the provider, the FPSC may contract for not only basic relay service but also for other optional features.

Access to 900/976 Services

The following list identifies Sprint's 900/976 pay per call services.

- Sprint is the only provider to offer access to 900 service. The rating and billing of 900 calls will be determined as if dialed from the TRS caller's telephone and all billing will be performed by the 900 service provider and the 900 number carrier.

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- Call blocking to 900 number services will be performed via the originating LEC. A toll-free 900 number will be created for the Florida service for customers who wish to access 900 services. If the originating customer has a 900 block on the telephone line and attempts to dial the FRS 900 number, the originating LEC will block the call, and the call will never reach the TRS Center. If a 900 number block has not been added to the originating telephone line, the LEC will complete the call to the FRS. The customer will not be charged for the call to the TRS Center. However, the use of the free 900 number will prevent unauthorized end users from circumnavigating the LEC telephone line restriction. A 900 call may be placed once the customer reaches the TRS Center. Using this method, callers wishing to dial a 900 number service must always dial the TRS Center's 900 number to access such services, and will not be permitted to dial pay services if access to the TRS Center is via the general use 800 number. Sprint will provide the 900 number for the State.
- It should be noted that 976 numbers are declining in use in favor of the more interactive nature of 900 calling and that Sprint does not recommend implementing 976 service unless mandated by the FCC and until the relay provider receives efficient and effective interconnection and billing mechanisms from the local exchange companies.
- In order to ensure functional equivalency, Sprint CAs do not advise the caller that there will be a charge for the call. Sprint CAs will relay the call verbatim. If the 900 service provider offers grace period information, it will be relayed to the relay caller.

Separate pricing for 900/976 Pay Per Call service is provided in the Pricing Proposal.

Outreach

Sprint has provided an overview of its Outreach program in Appendix E. While the Outreach activities would be priced in addition to the basic relay price per minute, the Account Management support mentioned in our overview is part of the basic relay service.

Caller ID

Sprint is pleased to announce our ability to offer true Caller ID on our TRS platform. Sprint is currently establishing a network-based Caller ID for all calls that use the Sprint network and do not use alternative carrier through Carrier of Choice. A Sprint-based solution would provide Caller ID for all calls through Sprint TRS that originate on a LEC network that supports Caller ID, are carried over the Sprint telecommunications network, and terminated on a LEC network that supports Caller ID.

Separate pricing for Caller ID is provided in the Pricing Proposal. Service will be offered when commercially available.



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Customized 800 Access

Additional 800 access to Speech-to-Speech, telebraille, VCO, and 900 would be available upon request. Pricing for these 800 numbers are to be determined.

Contract Clauses for the State's Consideration

If Sprint should be the successful bidder on this proposal, we would like the State of Florida to consider incorporating the following clauses or something similar into the resulting contract.

FCC Mandates

~~Any new Relay service requirements mandated by the FCC will be grounds for both parties to enter into negotiations concerning changes in the cost of providing Relay service as impacted by the new requirements.~~

Customer Database

Per Sprint's interpretation of Section 222 of the New Telecommunications Reform Act, the customer database created in performance of this contract is proprietary data to the Relay users and Sprint is barred from dissemination of this data without each and every customer's specific approval for release of their information. Sprint shall not be required to submit the information contained in this database to the State of Florida or to any other designee with the exception of the Relay service provider succeeding this contract.

Limitation of Liability

~~For any claim or cause of action arising under or related to this contract:~~

- ~~a) Neither party shall be liable to the other for punitive, special, or consequential damages, even if it is advised of the possibility of such damages; and~~
- ~~b) Sprint's liability for damages of any kind to the State of Florida shall be limited to the lesser of \$100,000 or the total amount paid to Sprint under this contract during the twelve months immediately preceding the accrual of the claim or cause of action resulting in such damages.~~

Cancellation/Availability of Funds

Although Sprint understands and is willing to comply with the requirements of this clause in the RFP, we request the State's consideration of the considerable amount of talents and facilities involved in providing Relay service to the State of Florida. It would be a very difficult and tedious task to terminate all services being provided within a 24-hour period and this short time frame would not allow for the transition of services to another provider. We respectfully request that the State consider a 60-day termination period even in the event of breach of contract (something that Sprint has no intention of giving the State reason to do).

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B.43 Performance Bond

The Provider will be required to furnish an acceptable performance bond, certified or cashiers check or bank money order equal to the estimated total first year price of the contract. The bond shall be in effect for the entire duration of the contract and provided to the FPSC upon execution of the contract.

To be acceptable to the FPSC as surety for performance bonds, a Surety Company shall comply with the following provisions:

a) *The Surety Company shall be admitted to do business in the State of Florida.*

Sprint understands and will comply.

b) *The Surety Company shall have been in business and have a record of successful continuous operations for at least five (5) years.*

Sprint understands and will comply.

c) *The Surety Company shall have minimum Best's Policy Holder Rating of A and Required Financial Rating of VIII from Best's Key Rating Guide.*

Sprint understands and will comply.

d) *All bonds shall be signed by a Florida Licensed Resident Agent who holds a current Power of Attorney from the Surety Company issuing the bond.*

Sprint understands and will comply.

B.44 Submission of Monthly Invoice

By the 14th calendar day of the month (or the subsequent business day if the 14th falls on a Saturday, Sunday or holiday), the provider shall submit a detailed invoice (showing billable minutes and rates) to the Administrator [defined in s.427.703(1)] at the contracted price for the previous month's activity. The accounting period used to prepare monthly invoices shall be the calendar month. Payment shall not exceed the prices contained in the contract. The invoice and supporting documentation shall be prepared in such a way as to allow the Administrator or the FPSC to audit the invoice. A copy of the monthly invoice shall be submitted to the contract manager at the same time it is submitted to the Administrator.

Sprint will submit an automated invoice to the Administrator by the 14th calendar day of the month. A copy of the monthly invoice will also be submitted to the Contract Manager. The invoice details the billable minutes of service at the contracted price for the previous month's activity. A sample invoice is included in Appendix F.

B.45 Travel

The Provider will not be entitled to a separate payment from the FPSC or the Administrator for any travel expense which occurs as a result of this contract.

Sprint understands and will comply.

B.46 Reporting Requirements

The provider shall provide to the Commission's Division of Communications and the Administrator the following written reports by the 25th calendar day of each month reporting data for the previous month. (More frequent or more detailed reports shall also be provided upon request.)

Sprint will provide the following written reports to the Commission's Division of Communications and the Administrator by the 14th calendar day of each month. These reports, which provide data for the previous month, will accompany the invoice. Sample reports have been included in Appendix G.

a) Total daily and monthly

i. 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.

Sprint understands and will comply.

ii. number of incoming call minutes associated with each of the categories of incoming calls in a.i. above

Sprint understands and will comply.

iii. 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)

Sprint understands and will comply.

iv. 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.i. above.)

Sprint understands and will comply.

b) Average daily and monthly blockage rate.

Sprint understands and will comply.

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- c) *Range of answer times for the month and daily and monthly number and percent of incoming calls answered within 10 seconds.*

Sprint understands and will comply.

- 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*

Total of d. should equal total of a.iii.

Sprint understands and will comply.

- 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.iii.)*

Sprint understands and will comply.

- f) *Number of outgoing local, intraLATA toll, intrastate interLATA, interstate and international calls for the month. (Total should equal total of a.iii.)*

Sprint understands and will comply.

- 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 in a.iii.)*

Sprint understands and will comply.

- h) *The provider shall provide monthly summary reports to the FPSC and the Administrator regarding number of complaints received categorized by topic areas.*

Sprint understands and will comply.

- i) *The provider shall report monthly to the FPSC and the Administrator the results of any user evaluations conducted.*

Sprint understands and will comply.

- j) *The provider shall report monthly on new subcontractors being used to assist in providing relay service and shall identify the scope of their role in the process and the relationship of the subcontractor to the provider.*

Sprint understands and will comply.



- k) *By March 1, the provider shall provide to the Administrator and the contract manager forecasted relay usage figures and costs to the Commission for the upcoming fiscal year (July 1 - June 30).*

Sprint will submit an annual report summarizing operations for the contract year with forecasted relay usage figures and costs to the Commission for the upcoming fiscal year.

The provider shall include information on its capability and willingness to provide ad hoc reports including new information in the bidder's database or new formats for existing information.

Sprint welcomes the opportunity to work with the Commission in the development of ad hoc reports and their associated costs.

B.47 Liquidated Damages for Failure to Initiate Services on Time or to Provide Contracted Services for the Life of the Contract.

Implementation of the Florida Relay Service in a timely matter is essential. Failure by the Provider to implement the service by June 1, 2000 shall be considered a significant and material breach of the Provider's commitment. For every day the service is delayed, the Provider shall pay to the Administrator, for deposit in its operating fund, the sum of \$25,000 per day.

Liquidated damages shall accrue in amounts up to the following amounts per day of violation:

- a) *For failure to meet, blockage rate or transmission level requirement - \$5,000*
- b) *For failure to meet complaint resolution requirement - \$1,000*
- c) *For failure to provide reports - \$500*
- d) *For failure to provide contracted services for the life of the contract, the FPSC reserves the right to require the payment by the Provider, of liquidated damages in an amount commensurate with the duration and extent of the system deficiencies.*

Liquidated damages shall accrue in amounts up to \$25,000 per month for failure to meet answer time requirements.

Any liquidated damages may be paid by means of the Administrator deducting the amount of the liquidated damage from a monthly payment to the provider. Such action shall only occur upon order of the FPSC.

Sprint understands and will comply.

B.48 Transfer to New Provider

When relay service is transferred to a new provider, the provider shall make every effort to ensure that service is transferred to the new provider so that relay users do not experience an interruption in service. The relay service and consumer service 800 or other telephone numbers shall be made available to the new provider, with

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the new provider paying any costs associated with transferring the numbers to the new provider's use.

Sprint will ensure the FPSC and the State of Florida a completely transparent service transition to the TRS customers. Sprint has performed several successful service transitions since 1992 where we involved the contract administrators for all activities and worked with the incumbent service provider to ensure every step was met according to the implementation schedules. Table B.48-a lists the States that have transitioned to Sprint.

Table B.48-a. Transitions to Sprint

State	Transition Date
California*	February 1992
Federal Relay Service	April 1993
Montana (AT&T)	March 1996
Minnesota* (D.E.A.F/MCI)	July 1996
New York* (AT&T)	July 1997
Ohio* (Ameritech)	November 1997
Washington (AT&T)	June 1998
Arizona (MCI)	August 1998
Illinois (AT&T)	January 2000
North Carolina (MCI)	April 2000
*Out of State to In-State center transition	

In these transitions, Sprint did not encounter any technical or network difficulties. To ensure a seamless conversion of service, Sprint recommends a traffic transition by LATA over a period of 4 – 5 weeks. All of the states listed in Table B.48-a (regardless of transition by LATA or flash cut) were transitioned successfully.

B.49 Insurance Coverage

The provider shall provide insurance coverage for itself and all of its employees used in connection with performance of services under this Agreement and ensure that all subcontractors shall be similarly covered. Such policies shall be issued by a financially sound carrier and/or carriers. Such insurance coverage shall hold the FPSC harmless from all claims of bodily injury, including death, and property damage, including loss of use, by provider, its employees, agents or subcontractors and their employees. This insurance will include Worker's Compensation as required by law and comprehensive general liability and bodily injury insurance in amounts that are commercially reasonable under the given circumstances.

Sprint understands and will comply.



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Appendix A - Disaster Recovery Plan for Florida Relay Service

Sprint's first line of defense against degradation of FRS is the Intelligent Call Router (ICR) technology that we employ. During a major or minor service disruption, the ICR feature bypasses the failed or degraded facility and immediately direct calls to the first available agent in any of Sprint's eleven fully inter-linked TRS Call Centers. State-specific call processing software resides at each of Sprint's Relay Call Centers. Relay agents are trained in advance to provide service to other States; the transfer of calls between centers is transparent to users.

Beyond the ICR, Sprint's Disaster Recovery Plan details the steps that will be taken to deal with any problem, and restore FRS to its full operating level in the shortest possible time.

Sprint's comprehensive Disaster Recovery Plan developed for FRS details the method Sprint will utilize to cope with specific disasters. The plan includes alternate, quick, and reliable switching of calls, network diagrams identifying where traffic will be rerouted if vulnerable circuits become inoperable, and problem reporting, with escalation protocol. Besides service outages, the FRS disaster recovery procedures apply to specific disasters that affect any technical area of Sprint's Relay network.

FRS Notification Procedure

To provide FRS with the most complete and timely information on problems affecting service, the trouble reporting procedure for Florida will include three levels of response:

- A 3-hour verbal report
- A 24-hour status report
- A comprehensive final report within 5 business days.

Sprint will notify the Contract Manager if a service disruption of 5 minutes or longer occurs. The initial outage report describes the nature of the problem, the corrective action planned, and the anticipated time and date when the service will be restored to normal. Within 24 hours of the service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals that the problem has been corrected and that full service to FRS has been restored. The final comprehensive written report, explaining how and when the problem occurred, corrective action taken, and time and date when full operation resumed will be provided to the Contract Manager within five business days of return to normal operation. Examples of service disruption to FRS include:

- ACD failure or malfunction
- Major transmission facility blockage
- Threat to FRS agent safety or other CA work stoppage
- Loss of CA position capabilities.

■ Appendix A – Disaster Recovery Plan

Performance at each Sprint relay center is monitored continuously 24 hours a day, seven days a week from Sprint's Enhanced Services Operation Control Center (ESOCC) in Overland Park, Kansas.

Disaster Recovery Procedure

If the problem is within the relay center serving Florida, maintenance can usually be performed by the on-site technician, with assistance from Sprint's ESOCC. If the problem occurs during non-business hours and requires on-site assistance, the ESOCC will page the technician to provide service remedies. Sprint retains hardware spares at each center to allow for any type of repair required without ordering additional equipment (except for complete loss of a center).



Time Frames for Service Restoration

Complete or Partial Loss of Service

Due to Sprint Equipment—A technician is on site during the normal business day. The technician provides parts and / or resources necessary to expedite repair within two hours. Outside of the normal business day a technician will be on site within four hours. The technician then provides parts and /or resources necessary to expedite repair within two hours.

Due to Utilities or Disaster at the Center—Service is restored as soon as the utility is restored, provided the Sprint equipment has not been damaged. If the equipment has been damaged then refer to the timing in the statement previous (Due to Sprint Equipment).

Due to Telco Facilities Equipment—It will be at Sprint's discretion, whether to dispatch a technician. The normal telco escalation procedures will apply:

- Two hours at first level
- Four hours at second level
- Eight hours at third level

These hours of telco escalation are all during the normal business day; therefore, a trouble may be extended from one day to the next.



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Trouble Reporting Procedures

The following information is required when a FRS user is reporting trouble:

- Service Description (“FRS”)
- Callers Name
- Contact Number
- Calling to/Calling from if applicable
- Description of the trouble

Service disruptions or anomalies that are identified by FRS users may be reported to the Sprint Relay Customer Service 800 number (800-877-0996) at any time day or night, seven days a week. The Customer Service agent creates a trouble ticket and passes the information on to the appropriate member of Sprint’s Maintenance Team for action. Outside the normal business day, the ESOC will handle calls from the Customer Service agents 24 hours a day, 7 days a week. The ESOC can be reached at (800) 800-8129 or (913) 661-8901. The Maintenance Team recognizes most disruptions in service prior to customers being aware of any problem. Site technicians are on call at each of Sprint’s eleven TRS call centers to respond quickly to any event, including natural disasters.

Mean Time to Repair (MTTR)

Sprint defines MTTR as the average of:

Table A-a. Time to Investigate + Time to Repair + Time to Notify

Time to Investigate	The time needed to determine the existence of a problem and its scope.
Time to Repair	Repair time by Field Operations plus LEC time, if applicable.
Time to Notify	From the time repair is completed to the time the customer is notified of repair completion.

Table A-b. Current MTTR Objectives

Switched Services	8 Hours
Private Lines	4 Hours (electronic failure)
Fiber Cut	8 Hours

Sprint’s Mean Time to Repair is viewed from the customer’s perspective. A critical element in the equation is the Time to Notify, because Sprint does not consider a repair complete until the customer accepts the circuit back as satisfactory.

Escalation Procedures

If adequate results have not been achieved within two hours, a FRS user may escalate the report to the next level.



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Service Reliability

Sprint's service is provided over an all-fiber backbone network with digital switching architecture and is supported by sophisticated management control networks. These elements are combined to provide a highly reliable, proven, and redundant network. Survivability is a mandatory objective of the Sprint network design. The Sprint network minimizes the adverse effect of service interruptions due to equipment failures or cable cuts, network overload conditions, or regional catastrophes.

A 100 percent fiber-optic network, with significant fiber miles in Florida, provides critical advantages over the other carriers. These advantages include:

- **Quality**

Since voice or data are transmitted utilizing fiber optic technology, the problems of outdated analog and even modern microwave transmission simply do not apply. Noise, electrical interference, weather-impacting conditions, and fading are virtually eliminated.

- **Economy**

The overall quality, architecture, and advanced technology of digital fiber optics makes transmission so dependable that it costs us less to maintain, thereby passing the savings onto our customers.

- **Expandability**

As demand for network capacity grows, the capacity of the existing single-mode fiber can grow. Due to the architecture and design of fiber optics, the capacity of the network can be upgraded to increase 2,000-fold.

- **Survivability**

Network survivability is the ability of the network to cope with random disruptions of facilities and/or demand overloads. Sprint has established an objective to provide 100 percent capability to reroute backbone traffic during any single cable cut. This is a significant benefit to FRS, and a competitive differentiation of the Sprint network.

Currently, Sprint has over 23,000 miles of its fiber network in place and in service, with a fiber point of presence (POP) in every Local Access Transport Area (LATA). All 10 LATAs in Florida are served by Sprint POPs. There are plans for additional fiber mileage, additional POPs, and added route diversity. There are more than 300 POPs in service on the network. With 14 POPs in the State, all areas will be adequately serviced by Sprint Relay. Figure A-2 illustrates the SONET network serving Florida.

■ Appendix A – Disaster Recovery Plan

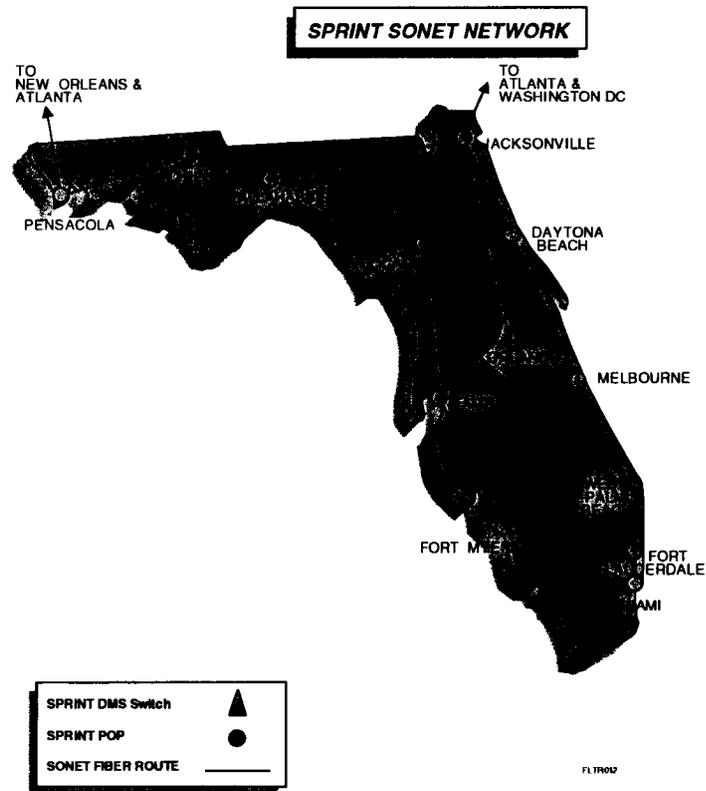


Figure A-2. Sprint SONET Network

Switched services are provided via 37 Northern Telecom DMS-250/300 switches at 28 locations nationwide. Three DMS-300s, located at New York, NY; Fort Worth, TX; and Stockton, CA, serve as international gateways. The remaining 34 switches provide switching functions for Sprint's domestic switched services. FRS would primarily utilize the DMS switch in Orlando, FL, with other diversely located facilities also serving Florida.

Interconnection of the 37 switches is provided in a non-hierarchical manner. This means that intermachine trunk (IMT) groups connect each switch with all other switches within the network. Each of these IMT groups is split and routed through the Sprint fiber network over SONET route paths for protection and survivability. As an extra precaution to preclude any call blockage, Dynamically Controlled Routing (DCR) provides an additional layer of tandem routing options when a direct IMT is temporarily busy.

Reliability is achieved through a corporate commitment to maintain or surpass our system objectives. Beginning with the network design, reliability and efficiency are built into the system. Sprint continues to improve the network's reliability through the addition of new technologies such as Digital Cross-connect Systems, SONET (Synchronous Optic Network), and Signaling System 7.



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The effectiveness of this highly reliable and survivable network is attributed to the redundant transmission and switching hardware configurations, SONET Ring topology, and sophisticated network management and control centers. These factors combine to assure outstanding network performance and reliability for FRS.

Network Criteria

System Capacity

The Sprint network was built with the capacity to support every interLATA and intraLATA call available in the United States. With the continuing development of network fiber transmission equipment to support higher speeds and larger bandwidth, the capacity of the Sprint network to support increasing customer requirements and technologies is assured well into the next century.

System Availability

• **Switch Availability**

Comprised of two components that are measured separately. It is represented by the percentage of circuit minutes that a switching system is available during the month compared to the total circuit minutes possible using only switch outages or impairments.

• **Fiber Availability**

Represented by the percentage of circuit minutes that transmission facilities are available during the month compared to the total circuit minutes possible.

Sprint's "800" service network operates continually and has never been out of service. This is true because the Sprint "800" service network is derived on the first company-owned coast-to-coast, 100 percent digital fiber optic network conceived and built in America. Sprint's "800" service is available 24 hours per day, 365 days a year. It is a function of DMS-250 switch and fiber availability. The availability of both switch and fiber exceeded the internal objectives set by Sprint for 1998. Table A-d lists Sprint's 1999 network availability objectives, and averages for 1998.

Table A-d. Sprint Network Availability

Availability	1999 Objective	1998 Average
Switch	99.95%	99.96%
Fiber	99.95%	99.96%

System Blocking

Sprint network switch architecture is non-hierarchical; all switches are processor-controlled using advanced digital technology engineered at P.01 Grade of Service (GOS) to ensure maximum network call completion. Call completion is enhanced by these factors:

■ Appendix A – Disaster Recovery Plan

- Based on traffic volumes and economic consideration, high usage trunk groups are established directly to a LEC access tandem or end office.
- Calls can originate and terminate on the same Sprint network switch, based on the NPA/NXX homing arrangement across the domestic switch network. For these calls, IMTs are not required and the calls are non-blocking.
- Sprint switches are equipped with standby WATS capability. During conditions of severe network blockage, standby WATS is available to enhance call completion. Standby WATS trunks, which are normally outbound only, can be used to complete inbound traffic.

Sprint continuously monitors the grade of service on the network and makes adjustments in the trunking as necessary to maintain the objective grade of service. In the unlikely event that route blockages occur, courtesy messages are provided to the calling party.

Service Restoration

Sprint provides for the restoration of service in the event of equipment malfunctions, isolated network overloads, major network disruptions and national/civil emergency situations. In the event of service disruption due to Sprint's equipment, service typically is restored within four hours after notification. Sprint does everything possible to prevent a total outage at its switch sites or at any of its POPs through the use of advanced site designs. All processors, memory, and switch networks within our switches are fully redundant. All switch sites are protected by uninterruptible power supplies and halon systems planned in conjunction with local fire departments. Most of our new sites are earth sheltered to increase survivability. A multi-pronged program is used to minimize outages:

1. Do everything possible to minimize the impact of a "single point of failure."
This includes:
 - Diversification of all facilities demands between switch sites. All switch sites are connected to the long haul network over at least two separate Sprint fiber routes; many have three paths.
 - Deployment of multiple switches at large switching centers. This prevents a single switch outage from disabling the site.
2. Have systems in place allowing for the rapid redeployment of network resources in case of a catastrophic outage. Fiber cuts, which can affect thousands of calls at several locations, are sometimes unavoidable. Response to these outages is maximized through the following procedures:
 - Utilization of established plans to respond effectively to these outages.
 - The capability to rapidly deploy network transmission facilities when needed.



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- Immediate execution of alternate routing in the digital switches and cross-connect systems to assist in the handling of temporary network disruptions and forced overloads.

The entire spectrum of survivability needs, expectations, and requirements can be met by the proper engineering of customer and Sprint switches and facilities.

Fiber Backbone Loop Topology and Reconfiguration

Fiber optic cable routes are designed to include redundant capacity to insure survivable fiber optic systems. Sprint's SONET network, using four fiber bi-directional line switched ring capability, allows automatic switching to alternate paths to provide for traffic rerouting in the event of a route failure. The SONET fiber optic backbone topology is currently designed with more than 100 overlapping rings to ensure sufficient alternate paths for total network survivability. Six operating SONET rings currently serve Florida, with ring augmentation planned for 1999 and 2000.

Sprint Route Outage Prevention Programs

Call Before You Dig Program

This program uses a nationwide 1-800 number interlinked with all local/state government utility agencies as well as contractors, rail carriers, and major utilities. Sprint currently receives in excess of 60,000 calls per month for location assistance over the 23,000-mile fiber network.

Awareness Program

This Sprint program proactively contacts local contractors, builders, property owners, county/city administrators, and utility companies to educate them on Sprint's cable locations and how each can help eliminate cable outages.

Route Surveillance Program

This is a Network Operations department program using Sprint employees to drive specific routes (usually 120 miles) and visually inspect the fiber cable routes. This activity is performed an average of 11.6 times per month or approximately once every 2-3 days.

Technician Program

Technicians are stationed at strategic locations and cover an area averaging 60 route miles. Each technician has emergency restoration material to repair fiber cuts on a temporary basis. Other operations forces within a nominal time frame accomplish total repair.

Fiber/Switch Trending Program

This includes a weekly summary of equipment failure events highlighting bit error rate (BER) and cable attenuation. As a result, Sprint identifies potential equipment

■ Appendix A – Disaster Recovery Plan

problems and monitors performance degradation to establish equipment aging profiles for scheduled repair, replacement, or elimination. Aging profiles are computer-stored representations of the characteristics of a fiber splice. The profile is stored at the time the splice is accepted and put into service. A comparison of the original profile and current profile are compared for performance degradation. Maintenance is scheduled based on this type of monitoring.

Network Management and Control Systems

The Sprint network is managed and controlled by a National Operations Control Center (NOCC) located in Overland Park, Kansas. As a back-up, a secondary National Operations Control Center is located in Lenexa, Kansas. The NOCC is designed to provide a national view of the status of the network as well as to provide network management from a centralized point. The NOCC interfaces with the Regional Control Centers to obtain geographical network status. The Regional Control Centers are responsible for maintenance dispatch and trouble resolution, and are designed to provide redundancy for each other and back-up status for the National Operations Control Center.

The NOCC and Regional Control Centers (RCC) work closely with the ESOCC in cases where a network problem may affect FRS operations. In cases such as these, the NOCC or RCC immediately alerts the ESOCC of the situation so that appropriate steps can be taken to minimize service impacts. The NOCC and RCCs also serve as reference points for the ESOCC when problems are detected in the TRS center that are not the result of internal center operations.

The Network Management Command and Control System (NMCC) supports the National Operations Center and is designed to manage and control the network switches by:

- Monitoring the network on a continual basis to ensure that the traffic flow is optimal with respect to the load and design.
- Responding to unusual traffic conditions by utilizing planned traffic control programs or direct human modifications of routing algorithms.
- Analyzing network traffic statistics to determine usage and potential needs for additional equipment and/or facilities.
- Performing required translations to add, change, or delete routing tables.

Network Management

Commitment to a digital fiber optic network permits Sprint to use a single transmission surveillance protocol to integrate internal network vendor equipment. This enhances Sprint's ability to automate and provide preventive, near real-time detection and isolation of network problems. The controlling principle is identification and correction of potential problems before they affect the FRS call capabilities.



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Sprint divides the major functional responsibilities, facilities maintenance and network management, into a two-level organization which maximizes network efficiencies and customer responsiveness. The first level consists of the Regional Control Centers (RCCs) located in Atlanta and Sacramento. RCC personnel focus on the performance of individual network elements within predetermined geographical boundaries. The second level is the National Operations Control Center (NOCC) in Kansas City that oversees traffic design and routing for Sprint's 23,000-mile fiber optic network and interfaces.

This two-level operational control organization, combined with architectural redundancies in data transport and surveillance, control and test systems, ensures an expedited response to potential problems in both switched and private line networks.

Summary

The State of Florida and the Commission can be assured that FRS will have the full support of Sprint's network facilities, relay technology, and the dedicated Sprint Relay Team.



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Appendix E - Outreach

Sprint has been a proven leader in the areas of outreach and publicity for relay services. Our outreach activities are available to the State of Florida as an option priced in addition to the price per minute. Additionally, Sprint will utilize our proven partnership outreach program, the Relay Ambassador Program, with the goal of achieving awareness in communities that continue to be in need of information about TRS.

Advertising Philosophy and Practice

Sprint will dedicate a full-service marketing department to the State of Florida, with a team of TRS marketing professionals. Sprint distinguishes itself from its competitors in TRS marketing through its excellent marketing relationships with clients. We strongly encourage evaluators of this proposal to seek comment from the references provided by Sprint, as well as our competitors, in the TRS marketplace. Sprint proves superior in terms of return on the State's marketing dollars with the following results:

- Increased Call Volumes
- Greater Percentages of Inbound Voice Users
- Shortened Billable Communication Assistant Work Time and Related Length of Calls
- Greater Consumer Awareness of Available Technology to Shorten Call Duration
- Superior Customer Service and Problem Resolution
- Established Customer relationships.

Account Services

Sprint is excited about the ability to offer the State of Florida an Account Manager to support the outreach and contract issues of FRS. The Account Management support is included in our basic relay service price. The high quality of our TRS product to the residents of Florida is in part attributable to the on-going forthright communication established between high-level Sprint management and state agency clients.

Sprint's relationship with the Florida Contract Administrator will include traditional information-gathering, strategizing, planning, update sessions and standing meetings. These frequent meetings help keep both the Contract Administrator and Sprint abreast of varying market conditions and new strategies for customer education and awareness in an ever-changing, occasionally volatile telecommunications marketplace.

■ Appendix E – Outreach

Innovative Peer Advertising: Relay Ambassador Program (RAP)

Sprint proposes to use our proven Relay Ambassador Program in the State of Florida. It will be coordinated through the Sprint TRS Account Management team. This team will be coordinated by Sprint's Customer Relations Manager, Mark Seeger, who has more than 17 years of experience in developing and implementing statewide outreach programs

The concept of RAP has been introduced and successfully implemented in several other states where Sprint currently provides TRS. Sprint will release an RFP to various organizations that represent people who are TRS users to develop the Relay Ambassador Program for the entire State of Florida. The objective of the RAP is to educate the public about the use of FRS, specifically:

- ASL users
- Late deafened adults
- Parents of deaf and hard of hearing children
- Hard of Hearing (VCO) users
- Speech Disabled (HCO) users
- Business users of FRS
- Other hard to reach users of FRS.

Through outreach activities targeted to business and residential FRS users, efficient and effective use of available TRS technology will continue to provide larger numbers of people with even greater access to telecommunication services.

Through RAP, Florida would capitalize on many of these outstanding types of outreach activities:

- Meetings with user organizations for distribution of promotional materials (brochures)
- Presentations to businesses and agencies
- Exhibiting at trade shows and annual organizational events
- Updates on FRS in local group newsletters
- Media advertisements through group newsletters.

Listed below are the types of organizations that Sprint hopes to receive proposals from in response to our RAP RFP. Sprint will ensure that before any contracts are executed, the State of Florida is satisfied that there are no implied or perceived conflicts of interest with any party contracted to Sprint.

Possible Florida State Organizations for RAP Contracts:

- Florida Association of the Deaf
- Florida SHHH chapters



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- Florida Public Safety Answering Points
- Educational Programs for the Deaf and Hard of Hearing
- Florida Speech-language and Hearing Association
- Florida Chapters of AARP
- Florida Civic and Community Service Organizations
- Florida Rehabilitation and Independent Living Service Organizations
- Florida Association of Better Business Bureaus
- Florida Chambers of Commerce.

During all public relations activities where the use of FRS is explained, such information will include:

- Explaining the proper procedures for using FRS
- Encouraging users to prepare all necessary information before calling
- Encouraging users to be clear and concise when leaving messages and leave instructions about how to use the relay on the answering machines
- Encouraging users to call 9-1-1 directly in the event of an emergency
- Educating users about how to access FRS through pay phones as required by the FCC
- Educating users about how to access their carrier of choice through FRS as required by the FCC
- Explaining how common problems encountered by relay users can be overcome
- Explaining the relationship between the Commission and the provider of TRS.

Throughout the public relations activities, the communication process will accommodate all communication needs including sign language interpreters, oral interpreters, and real time captioning. Additionally, promotional materials will be available in standard, Braille, and large print. Visual aids, such as instructional flyers with graphics, provide a greater understanding of how FRS works for the variety of users who access it.

Sprint will continue to work closely with the Commission and local telephone exchange companies to see that all telephone directories carry appropriate information about FRS. Outreach will also include working with the local public safety answering point personnel and statewide emergency response associations to promote community education that reinforces information about the FRS.

Mainstream Promotional Media and Materials

All promotional materials will be coordinated through the Commission for approvals. Additionally, all materials will include acknowledgment that Sprint is operating the FRS under contract with the State of Florida. Sprint will tailor our

■ Appendix E – Outreach

available resources to meet those promotional needs identified by the State of Florida. Prior to production and/or distribution of any outreach materials, approval will be gained from the State. Table E-a lists the outreach activities available to FRS.

Table E-a Sprint TRS Outreach and Promotion Activities

<ul style="list-style-type: none"> ▪ Generic Sprint TRS Brochures with State Logo including: <ul style="list-style-type: none"> -Standard Print -Braille -Large Print -Spanish -Instructional Flyers ▪ VCO/HCO ▪ Marketing Business / Wallet Cards ▪ Marketing Stickers ▪ Organizations <ul style="list-style-type: none"> -Deaf -Hard of Hearing -Deaf-Blind -Speech Disabled -Business -Hispanic ▪ TV PSAs ▪ Radio Advertising ▪ TV Advertising ▪ Posters ▪ Training Videos <ul style="list-style-type: none"> -ASCII -VCO -HCO ▪ ASCII Demos w/ Notebook ▪ Full Page Newspaper Ads ▪ Letterhead Packages 	<ul style="list-style-type: none"> ▪ Subcontractor Outreach (Relay Ambassador Program) ▪ Annual Consumer Events ▪ Trade Shows and Display Booths ▪ Consumer Councils ▪ Town Hall Meetings ▪ Customer Service Days ▪ Articles Via Local Group Newsletters ▪ Dedicated FRS Newsletter (Quarterly) ▪ Generic TRS Video ▪ Identity Giveaways (Magnets, Pens, Letter Openers, etc.) ▪ Billboards ▪ Broadcast Casting, Direction and Production ▪ Computer Generated Graphics ▪ Presentation Charts and Graphs ▪ Consumer Research ▪ Contests ▪ Direct Mail ▪ Focus Groups ▪ Instruction Manuals 	<ul style="list-style-type: none"> ▪ Art Direction ▪ Creative Direction ▪ Focus Groups ▪ Illustrations ▪ Logos ▪ News Releases ▪ Photography ▪ Scriptwriting ▪ Slide Presentations ▪ Speechwriting ▪ Storyboards ▪ Strategic Planning ▪ T-shirt Design ▪ Targeted Marketing ▪ Annual Reports
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If the State of Florida were to aggressively pursue an advertising opportunity outside of the price per minute, Sprint will provide checks and balances in developing and executing advertising campaigns. We will estimate the cost of production of each project at the concept/media plan stage, and re-estimate at the copy/layout/storyboard stage after the State has approved the initial direction. There will be no surprises to the State, who is involved at all stages and literally “signs off” on production estimates and media plans, typesetting, copy, scripts and storyboards prior to production, and final artwork prior to printing or publication.

**FLORIDA RELAY SERVICE
DETAIL OF RELAY CARRIER MONTHLY COMPENSATION
FOR THE MONTH OF MONTH, YEAR**

INVOICE DATE: Month, Day, Year
ACCOUNT NUMBER: 000000000
INVOICE NUMBER: 0000000

MINUTES OF SERVICE COMPENSATION SUMMARY

Total Conversation Minutes of Use	<u>0</u>
Total Session Minutes of Service	<u>0</u>
Less Interstate Session Minutes	<u>0</u>
International Session Minutes	<u>0</u>
Interstate Toll Free Session Minutes	<u>0</u>
Interstate Directory Assistance Session Minutes	<u>0</u>
Test Call Session Minutes	<u>0</u>
Total Billable Intrastate Session Minutes of Use	<u>0</u>
Price Per Minute of Service	<u>\$0</u>
Total Service Compensation	<u>\$0.00</u>
Additional Charges	
Line Item One	<u>\$0</u>
Line Item Two	<u>\$0</u>
Line Item Three	<u>\$0</u>
Total Amount Due	<u><u>\$0.00</u></u>

Traffic Report Statistics

1.	Total Number of Inbound Calls Handled	0
2.	Monthly Weighted Average Speed of Answer	0.0
3.	Monthly Weighted Service Level	0%

4.	Total Number of Calls Offered and Abandoned			
		<u>Offered</u>	<u>Answered</u>	<u>In Queue</u>
	Number of Calls to Relay Florida	0	0	<u>Abandoned In Queue</u>
		0	0	0

5.	Total Number of Calls Placed By End Users	0
6.	Total Number of Completed Calls Placed By End Users	0

7. Total Number of Outbound Calls and Completed Calls By Jurisdiction

	<u>Outbound Calls</u>	<u>Completed Calls</u>
Local	0	0
Intrastate IntraLATA	0	0
Intrastate InterLATA	0	0
Interstate	0	0
General Assistance	0	0
Toll Free	0	0
Directory Assistance	0	0
900 NPA Access	0	0
International	0	0
Marine	0	0
Total	0	0

8.	Average Length of Call		
		<u>Inbound</u>	<u>Outbound</u>
	Work Time (minutes)	0.00	0.00
	Set-up/Wrap-up Time (minutes)	0.00	0.00
	Conversation Time (minutes)	0.00	0.00

Conversation Time Based on Call Type (in minutes)		
TTY-Baudot	0.00	0.00
Turbocode	0.00	0.00
ASCII	0.00	0.00
Voice	0.00	0.00
Voice Carryover	0.00	0.00
Hearing Carryover	0.00	0.00
Blind/Deaf ASCII	0.00	0.00
Blind/Deaf Baudot	0.00	0.00

9. Total Number of Inbound Calls and Outbound Calls by Call Type

	<i>Inbound</i>	<i>Outbound</i>	<i>% of Total</i>	<i>ASAI *</i>
TTY-Baudot Calls	0	0	0.00%	0.00
<i>Spanish-Speaking Users</i>	0	0		
<i>Speech Disabled Users</i>	0	0		
TURBO CODE Calls	0	0	0.00%	0.00
<i>Spanish-Speaking Users</i>	0	0		
<i>Speech Disabled Users</i>	0	0		
ASCII Calls	0	0	0.00%	0.00
<i>Spanish-Speaking Users</i>	0	0		
<i>Speech Disabled Users</i>	0	0		
Voice Calls	0	0	0.00%	0.00
<i>Spanish-Speaking Users</i>	0	0		
Voice Carryover Calls	0	0	0.00%	0.00
<i>Spanish-Speaking Users</i>	0	0		
Hearing Carryover Calls	0	0	0.00%	0.00
<i>Spanish-Speaking Users</i>	0	0		
Deaf/Blind ASCII Calls	0	0	0.00%	0.00
Deaf/Blind Baudot Calls	0	0	0.00%	0.00
Total	0	0		

**Average Speed of Agent Interaction measures the time between the switch answering the call and the agents interaction with the caller.*

TEST: ALLS

<u>ORIGINATING NUMBER</u>	<u>DIALED DIGITS</u>	<u>ARRIVAL DATE</u>	<u>CONNECT TIME</u>	<u>USAGE MINUTES</u>	<u>AGENT MINUTES</u>
				<u>0:00</u>	<u>0:00</u>

NO TEST CALLS WERE MADE

TELECOMMUNICATIONS RELAY SERVICE
INTRASTATE/INTERSTATE BREAKOUT FOR STATE
FOR THE MONTH OF MONTH, YEAR

	INBOUND CALLS	OUTBOUND CALLS	COMPLETED CALLS	BUSY RING/NO ANSWER CALLS	SESSION MINUTES	CONVERSATION MINUTES	SESSION MINUTES
INTRASTATE							
LOCAL	0	0	0	0	0:00	0:00	0:00
INTRASTATE INTRALATA	0	0	0	0	0:00	0:00	0:00
INTRASTATE INTERLATA	0	0	0	0	0:00	0:00	0:00
*GENERAL ASSISTANCE	0	0	0	0	0:00	0:00	0:00
TOLL FREE (36%)	0	0	0	0	0:00	0:00	0:00
INTRASTATE DIRECTORY ASSISTANCE	0	0	0	0	0:00	0:00	0:00
900 NPA ACCESS (100%) *	0	0	0	0	0:00	0:00	0:00
MARINE	0	0	0	0	0:00	0:00	0:00
OTHER	0	0	0	0	0:00	0:00	0:00
BUSY RING NO ANSWER	0	0	0	0	0:00	0:00	0:00
TOTAL INTRASTATE	0	0	0	0	0:00	0:00	0:00
INTERSTATE							
INTERSTATE	0	0	0	0	0:00	0:00	0:00
TOLL FREE (64%)	0	0	0	0	0:00	0:00	0:00
INTERSTATE DIRECTORY ASSISTANCE	0	0	0	0	0:00	0:00	0:00
900 NPA ACCESS (0%) *	0	0	0	0	0:00	0:00	0:00
INTERNATIONAL	0	0	0	0	0:00	0:00	0:00
TOTAL INTERSTATE	0	0	0	0	0:00	0:00	0:00
GRAND TOTAL	0:00	0:00	0:00	0:00	0:00	0:00	0:00

* GENERAL ASSISTANCE COMPLETED CALLS INCLUDE OPERATOR ASSISTANCE CALLS

TELECOMMUNICATIONS RELAY SERVICE
CALLS BY JURISDICTION - STATE

	---CONVERSATION---					SESSION MINUTES
	INBOUND CALLS	OUTBOUND CALLS	COMPLETED CALLS	CONVERSATION MINUTES	INBOUND AVERAGE LENGTH	
LOCAL	0	0	0	0:00	0:00	0:00
INTRASTATE/INTRALATA	0	0	0	0:00	0:00	0:00
INTRASTATE/INTERLATA	0	0	0	0:00	0:00	0:00
INTERSTATE	0	0	0	0:00	0:00	0:00
INTERNATIONAL	0	0	0	0:00	0:00	0:00
MARINE	0	0	0	0:00	0:00	0:00
TOLL FREE	0	0	0	0:00	0:00	0:00
DIRECTORY ASSISTANCE	0	0	0	0:00	0:00	0:00
900 NPA ACCESS	0	0	0	0:00	0:00	0:00
GENERAL ASSISTANCE	0	0	0	0:00	0:00	0:00
OTHER	0	0	0	0:00	0:00	0:00
MONTHLY TOTAL	<u>0</u>	<u>0</u>	<u>0</u>	<u>0:00</u>	<u>0:00</u>	<u>0:00</u>

INBOUND AVERAGE LENGTH
OUTBOUND AVERAGE LENGTH

	---CONVERSATION---					SESSION MINUTES	AVERAGE SPEED OF AGENT INTERACTION
	INBOUND CALLS	OUTBOUND CALLS	COMPLETED CALLS	CONVERSATION MINUTES	INBOUND AVERAGE LENGTH		
TTY-BAUDOT	0	0	0	0:00	0:00	0:00	0.00
TURBOCODE	0	0	0	0:00	0:00	0:00	0.00
ASCII	0	0	0	0:00	0:00	0:00	0.00
VOICE	0	0	0	0:00	0:00	0:00	0.00
VOICE CARRYOVER	0	0	0	0:00	0:00	0:00	0.00
HEARING CARRYOVER	0	0	0	0:00	0:00	0:00	0.00
DEAF/BLIND ASCII	0	0	0	0:00	0:00	0:00	0.00
DEAF/BLIND BAUDOT	0	0	0	0:00	0:00	0:00	0.00
OTHER	0	0	0	0:00	0:00	0:00	0.00
TOTAL	<u>0</u>	<u>0</u>	<u>0</u>	<u>0:00</u>	<u>0:00</u>	<u>0:00</u>	<u>0.00</u>

	DAILY CYCLE			MONTH TO DATE CYCLE				
	INBOUND CALLS	TOTAL CALLS	CONVERSATION MINUTES	SESSION MINUTES	INBOUND CALLS	TOTAL CALLS	CONVERSATION MINUTES	SESSION MINUTES
LOCAL	0	0:00	0:00	0:00	0	0:00	0:00	0:00
INTRASTATE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
INTERSTATE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
GENERAL ASSISTANCE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
TOLL FREE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
DIRECTORY ASSISTANCE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
900 NPA ACCESS	0	0:00	0:00	0:00	0	0:00	0:00	0:00
INTERNATIONAL	0	0:00	0:00	0:00	0	0:00	0:00	0:00
MARINE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
OTHER	1	0:00	0:00	0:00	1	0:00	0:00	0:00
BUSY RING NO ANSWER	0	0:00	0:00	0:00	0	0:00	0:00	0:00
TOTAL	1	0:00	0:00	0:00	1	0:00	0:00	0:00

INPUT RECORD
(THIS CYCLE):

SUSPENDED RECORDS

LOCAL	0	0:00	0:00	0:00	0	0:00	0:00	0:00
INTRASTATE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
INTERSTATE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
GENERAL ASSISTANCE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
TOLL FREE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
DIRECTORY ASSISTANCE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
900 NPA ACCESS	0	0:00	0:00	0:00	0	0:00	0:00	0:00
INTERNATIONAL	0	0:00	0:00	0:00	0	0:00	0:00	0:00
MARINE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
OTHER	1	0:00	0:00	0:00	1	0:00	0:00	0:00
BUSY RING NO ANSWER	0	0:00	0:00	0:00	0	0:00	0:00	0:00
TOTAL	1	0:00	0:00	0:00	1	0:00	0:00	0:00

BILLABLE RECORDS

LOCAL	0	0:00	0:00	0:00	0	0:00	0:00	0:00
INTRASTATE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
INTERSTATE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
GENERAL ASSISTANCE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
TOLL FREE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
DIRECTORY ASSISTANCE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
900 NPA ACCESS	0	0:00	0:00	0:00	0	0:00	0:00	0:00
INTERNATIONAL	0	0:00	0:00	0:00	0	0:00	0:00	0:00
MARINE	1	0:00	0:00	0:00	1	0:00	0:00	0:00
OTHER	0	0:00	0:00	0:00	0	0:00	0:00	0:00
BUSY RIN NO ANSWER	0	0:00	0:00	0:00	0	0:00	0:00	0:00
TOTAL	1	0:00	0:00	0:00	1	0:00	0:00	0:00

TRS Customer Contact Summary
~ MONTH YEAR ~

	STATE												TOTALS
	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	
COMMENDATIONS													
Agent													0
Service													0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
POLICY COMPLAINTS													
#00 Everything Relayed													0
#01 Problem Answer Machine													0
#02 Feelings Not Described													0
#03 Request Service Block													0
#04 Miscellaneous													0
SCOPE OF SERVICE COMPLAINTS													
#10 No 900 Number													0
#11 Limited LD Service													0
#12 Miscellaneous													0
MISC COMPLAINTS													
#20 Rates													0
#21 Improper Agent Protocol													0
#22 Typing Speed/Accuracy													0
#23 Answer Wait Time													0
#24 Line Disconnected													0
#25 Trouble Linking Up													0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
OTHER CALLS													
#26 Request Branding													0
#27 Brand Questions/Explanation													0
#28 Request Directory Assistance													0
#29 Test Calls													0
#30 Instructions/Explain Service													0
#31 Send Information													0
#32 General Information													0
#33 Billing Question													0
#34 Purchase TTY													0
#35 Referred to LEC													0
#36 Wanted Sprint Cust Svc													0
#37 Employment Inquiry													0
#38 Computer Setting													0
#39 Other													0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
NON STATE REPORTED													
#40 Rate													0
#41 Request Relay Number													0
#42 Charged for Local Call													0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CONTACT	0	0	0	0	0	0	0	0	0	0	0	0	0

FL Contacts reported by Walter Berger
 LU Contacts reported by Edith Tillery
 MD Contacts reported by Angela Griffis
 MN Contacts reported by Joan Schuh
 MO Contacts reported by Lezlee Brown
 NM Contacts reported by Becky Aranda

NY Contacts reported by Paulus Yalim
 OH Contacts reported by Ralph Fernandey
 SD Contacts reported by Scott Dinnel
 TX Contacts reported by Sharon Behringer
 CS Contacts reported by Customer Service
 AM Contacts reported by Van Scheppach

*****SAMPLE REPORT*****

ANSWER SECONDS	0	5	10	15	20	25	30	40	50	60	90	120	180	180+	TOTAL
CALLS HANDLED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CALLS ABANDONED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CALLS OFFERED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

0

THIS REPORT REFLECTS THE CALLERS TOLERANCE TO BEING HELD IN QUEUE, I.E.,
HOW LONG THEY WILL HOLD FOR AN OPERATOR TO ANSWER BEFORE THEY ABANDON THEIR CALL.

SEE ATTACHMENTS A AND B FOR DAILY DETAIL

TELECOMMUNICATIONS RELAY SERVICE
DELAYED CALL PROFILE REPORT - STATE
TOTAL CALLS OFFERED - MONTH, YEAR

MONTH	0	5	10	15	20	25	30	40	50	60	90	120	180	180+	TOTAL
01	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
02	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
03	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
04	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
05	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
06	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
07	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
08	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
09	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
27	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

TELECOMMUNICATIONS RELAY SERVICE
DELAYED CALL PROBLEMS REPORT - STATE
TOTAL CALLS ABANDONED - MONTH, YEAR

MONTH	0	5	10	15	20	25	30	40	50	60	90	120	180	180+	TOTAL
01	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
02	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
03	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
04	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
05	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
06	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
07	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
08	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
09	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
27	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**FLORIDA RELAY SERVICE
 DETAIL OF RELAY CARRIER MONTHLY COMPENSATION
 FOR THE MONTH OF MONTH, YEAR**

INVOICE DATE: Month, Day, Year
 ACCOUNT NUMBER: 00000000
 INVOICE NUMBER: 0000000

MINUTES OF SERVICE COMPENSATION SUMMARY

Total Conversation Minutes of Use		0
		<hr/>
Total Session Minutes of Service		0
		<hr/>
Less Interstate Session Minutes	0	
International Session Minutes	<hr/> 0	
Interstate Toll Free Session Minutes	<hr/> 0	
Interstate Directory Assistance Session Minutes	<hr/> 0	
Test Call Session Minutes	<hr/> 0	
		<hr/>
Total Billable Intrastate Session Minutes of Use		0
		<hr/>
Price Per Minute of Service		\$0
		<hr/>
Total Service Compensation		\$0.00
		<hr/>
Additional Charges		
Line Item One	\$0	
Line Item Two	<hr/> \$0	
Line Item Three	<hr/> \$0	
		<hr/>
Total Amount Due		<u><u>\$0.00</u></u>

Traffic Report Statistics

1.	Total Number of Inbound Calls Handled	0
2.	Monthly Weighted Average Speed of Answer	0.0
3.	Monthly Weighted Service Level	0%

4.	Total Number of Calls Offered and Abandoned				
		<u>Offered</u>	<u>Answered</u>	<u>In Queue</u>	<u>Abandoned In Queue</u>
	Number of Calls to Relay Florida	0	0	0	0

5.	Total Number of Calls Placed By End Users	0
6.	Total Number of Completed Calls Placed By End Users	0

7. Total Number of Outbound Calls and Completed Calls By Jurisdiction

	Outbound Calls	Completed Calls
Local	0	0
Intrastate IntraLATA	0	0
Intrastate InterLATA	0	0
Interstate	0	0
General Assistance	0	0
Toll Free	0	0
Directory Assistance	0	0
900 NPA Access	0	0
International	0	0
Marine	0	0
Total	0	0

8.	Average Length of Call	
		<i>Inbound</i>
	Work Time (minutes)	0.00
	Set-up/Wrap-up Time (minutes)	0.00
	Conversation Time (minutes)	0.00

	<i>Outbound</i>
Conversation Time Based on Call Type (in minutes)	
TTY-Baudot	0.00
TurboCode	0.00
ASCII	0.00
Voice	0.00
Voice Carryover	0.00
Hearing Carryover	0.00
Blind/Deaf ASCII	0.00
Blind/Deaf Baudot	0.00

9. Total Number of Inbound Calls and Outbound Calls by Call Type

	<i>Inbound</i>	<i>Outbound</i>	<i>% of Total</i>	<i>ASAI *</i>
TTY-Baudot Calls	0	0	0.00%	0.00
<i>Spanish-Speaking Users</i>	0	0		
<i>Speech Disabled Users</i>	0	0		
TURBO CODE Calls	0	0	0.00%	0.00
<i>Spanish-Speaking Users</i>	0	0		
<i>Speech Disabled Users</i>	0	0		
ASCII Calls	0	0	0.00%	0.00
<i>Spanish-Speaking Users</i>	0	0		
<i>Speech Disabled Users</i>	0	0		
Voice Calls	0	0	0.00%	0.00
<i>Spanish-Speaking Users</i>	0	0		
Voice Carryover Calls	0	0	0.00%	0.00
<i>Spanish-Speaking Users</i>	0	0		
Hearing Carryover Calls	0	0	0.00%	0.00
<i>Spanish-Speaking Users</i>	0	0		
Deaf/Blind ASCII Calls	0	0	0.00%	0.00
Deaf/Blind Baudot Calls	0	0	0.00%	0.00
Total	0	0		

**Average Speed of Agent Interaction measures the time between the switch answering the call and the agents interaction with the caller.*