Maine Telecommunications Relay Service
Mandatory Minimum Standards Matrix

Mandatory Minimum Standards Matrix	Requirement	In Compliance		Current State Requirements	Comments
		Meets	Exceeds		
				Operational Standards	
§64.604 A.1	Communications Assistant (CA) Competency Skills	X	*		
	Typing Speed	X	*	60 WPM (Minimum Requirement)	
	Grammar	X	*		Part of CA Proficiency Test Upon Hiring And Continuation Assessment Tests. CA Tests Require Pass Rate of 12th Grade Grammar Level.
	Spelling	X	*		Part of CA Proficiency Test Upon Hiring And Continuation Assessment Tests. CA Tests Require Pass Rate of 12th Grade Spelling Level. System Has Spell Correction Capability.
	ASL Translation	X	*		Part of CA Proficiency Test Upon Hiring And Continuation Assessment Tests; If User Requests Translation, CAs will Translate Typed ASL to English
	Clarity Of Speech	X	*		Part of CA Proficiency Test Upon Hiring And Continuation Assessment Tests
	Training	X	*		Cross Cultural, Customer Service, Etiqueite, Ergonomics & Technical Training Continuation Training
§64.604 A.2	Confidentiality & Conversation Context	X			Pledge Of Confidentiality Code of Ethics Agreement CAs Relay Verbatim, Unless Specified Otherwise By Relay User
§64.604 A.3	Types Of Calls	X			TTY to Voice, Voice to TTY, Voice-to-Voice (VTV), Text-to-VCO (TTV), VCO-to-Text (VTT), VCO-to-HCO, VCO with Privacy, Hearing-to-Hearing (HTH), HCO-to-VCO, Text-to-HCO, HCO with Privacy, HCO-to-Text, Speech-to-Speech, Spanish-to-Spanish, and Pay-per-call (e.g. 900, 976 calls)
§64.604 A.4	Emergency Calls	X			Access To National Emergency Agency Database From Every CA Position
§64.604 A.5	In-Call Replacement of CAs	X			CAs remain on the call for a minimum of 10 minutes. STS call CA remain on the call for a minimum of fifteen minutes
§64.604 A.6	CA Gender Preferences	X			AT&T has procedures in place for making every effort to accommodate a relay user's request for a specific gender to relay the call. Additionally, if a switch occurs during the relay conversation, every effort is made to provide the same gender.
§64.604 A.7	STS Called Numbers	X			AT&T has STS procedures in place in which STS CA will repeat the name and state the telephone number to the STS user before dialing the call; STS user has the option of utilizing the AT&T Relay Choice Profile to maintain a list of names and telephone numbers.

* Since no numerical standard is set in the FCC Order, AT9:39 AM cannot definitively say we exceed the standard. However, we consider our CA Competency Skills and Training to exceed the FCC requirement.

APPENDIX C

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		Meets	Exceeds		
Technical Standards					
§64.604 B.1	ASCII & Baudot	X		ASCII Speed: 300 -2400 Baudot: 45.5 Turbo Code: 100	
§64.604 B.2	Speed Of Answer	X	*	85/10 Daily	
§64.604 B.3	Equal Access To Interexchange Carriers	X			AT&T Provides Equal Access Through The Industry's Standard COC (Carrier Of Choice) Process
§64.604 B.4	TRS Facilities	X		24 Hrs/Day 365 Days/Year	NAA (Next Available Assistant) Call Distribution Ensures 24 Hour Access At All Times
	Blockage Rate	X		1/100	
	Service Recovery		X		All Relay Centers Are Equipped With Back Up Power. NAA Assures Instantaneous Service Recovery. This does not conflict with FCC requirements.
§64.604 B.5	Technology		X		See section §64.604 A.3 (Types of Calls) regarding the different type of VCO/HCO calls type. This does not conflict with FCC requirements.
§64.604 B.6	Voice Mail and Interactive Menus	X			CA work station is equipped with a proprietary product. This tool is for CAs supports and facilitates the call management in situations where the TRS call terminates at a answer machine, pre-recorded message or a multiple-choice Voice Response System (VRS) menu. No records is kept each message is automatically obliterated.
Functional Standards					
§64,604 C.1	Consumer Complaint Logs	X			AT&T Complies With The State & Federal Complaint Procedures
§64.604 C.2	Contact Persons	X			AT&T contact persons: Teresa Feeney, AT&T Customer Care, 100 S. Jefferson Street, Suite 115, New Castle, PA 16101 Tollfree Numbers: Tel 800-682-8706; TTY 800-682-8786; Fax 888-288-2184 Web page address: http://www.att.com/relay/feedback.html
§64.604 C.3	Public Access To Information	X			TRS Is Publicized In Directory Listings, DA Services, Brochures & Media, Website, AT&T Relay team member provides Relay Presentation, Etc.
§64.604 C.4	Rates	X			Rates Same As Non-TRS Users. Discounts Available To Users.
§64.604 C.5	Jurisdictional Separation Of Costs	X			AT&T Bills Intrastate Minutes To The State. Interstate Minutes Are Billed To NECA, According To The Third TRS Report & Order, 7/20/93
§64.604 C.6	Complaints	X			AT&T Complies With The State & Federal Complaint Procedures
§64.604 C.7	Treatment of TRS Customer Information	X			

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