

REVISED¹

Project No. 20283 Request for Proposals to Provide Telecommunications Relay Service in Texas

GENERAL INFORMATION

The Public Utility Commission of Texas (PUCT) is requesting two (2) proposals for the provision of telecommunications relay service (TRS) in Texas to start on September 1, 2000 for a five-year contract term. TRS provides telephone-interpreting service for people who can hear, and those who are deaf, hard-of-hearing, deaf-blind, or speech-disabled. TRS makes it possible for persons with a hearing or speech disability to use special equipment to be able to communicate with hearing persons without special equipment or with other persons with special equipment (e.g. oralist using voice-carryover conversing with a deaf person using a telecommunications device for the deaf (TTY)). TRS shall be available for all Texans at all times (24 hours a day, 365 days a year). Relay users shall be able to place TRS calls from their primary location and locations other than their primary locations and shall be able to utilize alternative billing arrangements. The TRS shall provide access to the telecommunications network equal to that provided to other users, as required in compliance with the Request for Proposal.

1 BACKGROUND INFORMATION

The Texas Legislature authorized Telecommunications Relay Service (TRS) in 1989 to provide persons with hearing loss and speech disability access to the telecommunications network in Texas equal to that provided hearing users. The Legislature specified that the TRS shall be statewide in nature and that it begin providing service on or before September 1, 1990. Only one telecommunications carrier shall provide for the uniform and coordinated provision of the service on a statewide basis. However, recent legislation² provides that the PUCT can seek services from another vendor if the incumbent vendor is unable to provide a special feature determined to be a desirable addition to Relay Texas. Eighty percent of inbound relay calls must originate in the Texas TRS center(s), and up to 20% of relay calls can be rerouted to the TRS Provider's relay centers in other states. Special features can be provided in Texas or other states if doing so provides the best value to Texas.

¹ The RFP has been revised as a result of the recent Bidders Conference. A strikethrough indicates language that has been removed, and underlined words indicates new language.

² TEX UTIL CODE §56.1085 (As amended 1999)

Using a competitive bidding procedure, the first telecommunications carrier was selected to provide a five-year service contract. Texas's TRS, named Relay Texas, commenced on September 1, 1990. Additionally, Title IV of the Americans with Disabilities Act of 1990 requiring all states provide TRS effective by July 26, 1993. A Request for Proposal was initiated again in the winter of 1994 for the September 1, 1995 through August 31, 2000, contract term. The TRS contract is based on a five-year term. The current contract will expire on August 31, 2000. A Request for Proposal will be released to consider new proposals for the new term, September 1, 2000 through August 31, 2005.

1.1 Data Information (see Attachment A).

Attachment A is provided to assist the bidders in preparing pricing information. It contains monthly call volumes (by device) from October 1997 – August 1999.

Disclaimer: Since this data is historical it should not be used exclusively to determine future pricing, since new technology or services set forth in the Request for Proposal may alter call volume patterns.

1.2 Request for Proposal Available on Internet.

The Request for Proposal is available to download from the Electric Business Daily site at: <http://www.marketplace.state.tx.us/1380/default.cfm> or by written request to:

Ed Bosson
Public Utility Commission of Texas
William B. Travis Building
1701 North Congress Avenue
Austin, Texas 78711-3326

2 ACTIVITY PLAN

Bidders should be aware of the anticipated schedule of activities to ensure that the processes are followed in a timely manner.

2.1 Anticipated Schedule of Activities.

Release of Request for Proposal Copies	November 5, 1999
Notice Published in Texas Register	November 5, 1999
Written Questions Due to PUCT	November 15, 1999
Bidders Conference	December 2, 1999
Letters Of Intent Due.....	December 6, 1999
Proposals Due	January 14, 2000
Post-Proposal Queries ³	January 14, 2000 - March 15, 2000

³ These queries will be made to individual bidders for clarification of items in their proposals. The answers will be kept confidential and will not be for public release.

Contractor Selected March 15, 2000
Contract to be Negotiated..... March 15, 2000 – April 30, 2000
Implementation Date September 1, 2000

Disclaimer: Dates are subject to change. The PUCT will notify bidders who have filed letters of intent or requested written copies of the RFP of any significant changes. Dates for the selection of a contractor may be announced earlier than the dates stated.

2.2 Bidders Conference Questions.

Bidders are encouraged to submit written questions by November 15th 1999 to allow the PUCT staff adequate time to prepare responses to be provided at the bidders conference. The questions should be filed in Central Records in Project No. 20283 to the attention of Ed Bosson. Questions will be taken during the meeting, but may not be answered then. Questions not answered at the meeting will be answered in writing. All questions and answers will be made public and the data gathered from the meeting will be published on the PUCT WEB site – www.puc.state.tx.us.

2.3 Bidders Conference.

Bidders are encouraged to attend a pre-proposal conference to be held at the Commission's offices, 1701 North Congress Avenue, Austin, Texas on December 2 beginning at 9:00 am. The meeting will be held in Hearing Room Gee on the 7th floor. Please call 512/936-7148 (Voice or TTY) to confirm the place, time, and date.

2.4 Letters of Intent to Submit Proposal.

Bidders who intend to offer a proposal are encouraged to submit a letter of intent to the Commission by close of business December 6, 1999. The letter shall be filed in Central Records under Project No. 20283.

Those who do not submit a letter of intent are still entitled to submit a proposal by the due date, January 14, 1999. However, those that do not submit a letter of intent are not guaranteed to receive any Request for Proposal updates or follow-up answers from the pre-proposal conference during the period between December 6 and January 14, 1999.

3 ADMINISTRATIVE REQUIREMENTS

3.1 Sole Point of Contact.

This Request for Proposal is issued by the Commission, which is responsible for selecting the contractor to provide statewide TRS in Texas and for administering the service. The Commission is the sole point of contact in the State of Texas for issues regarding this Request for Proposal.

3.2 Compensation to the Selected Contractor.

3.2.1 Universal Service Fund.

The contractor shall be compensated for providing statewide TRS in Texas at the prices, terms, and conditions established in its contract with the Commission. Funding for the TRS comes from the Texas Universal Service Fund (TUSF). The TUSF administrator will make monthly payments under the contract terms after approval of expenses by the Commission. Unless otherwise approved by the Commission, payments will be made based on the terms of the contract.

3.2.2 “At No Additional Cost” Statement.

Use of the term “at no additional cost” in the Request for Proposal is intended only to emphasize that certain equipment and services are to be furnished at no additional cost to the TUSF. It shall not be construed to mean that provision of other equipment and services within scope of the contract but not expressly identified, as being no additional cost, shall entitle the contractor to additional compensation.

3.2.3 Session Minutes.

Prices for the service shall be relay agent usage sensitive and shall be calculated on a per minute basis of usage. Compensation shall be based on relay agent work time. Relay agent work time is from the receipt of dialing information at the first point of the TRS network relay station (not at the first switch point of the TRS network, unless that relay station is the first switch point) when the agent is ready to render assistance and/or ready to accept information to process the relay call, to the point at which both the caller and called parties disconnect. These times will be referred to as Session Minutes. ~~“Session Minutes” must be rounded to the nearest tenth of a second for each relay call.~~ “Session Minutes” must be timed to the tenth of a second (or less) for each relay call. The total for the 24-hour section can be rounded up to the nearest second.

3.2.4 One Postalized Rate.

Only one Postalized Rate for a five-year term will be considered. This rule also applies to separate pricing of mandatory-optional and desirable services.

- i. Note: In determining postalized rates for mandatory-optional or desirable services, there shall be no “minimum minutes” required in providing the service with the rates.

3.2.5 Unbillable and Uncollectible Relay Calls.

In calculating the postalized rates, the bidder may include a return on the investment required to provide the service and compensation for unbillable and

uncollectible relay calls placed, provided that the cost of unbillable and uncollectible calls shall be subject to a reasonable limitation as determined by the Commission.⁴ ~~Contractor will need to report this in the monthly invoice.~~

3.3 Discrepancies, Explanations, and Clarifications.

Should a bidder find ambiguities or discrepancies in the specifications of this RFP, or should there be doubt as to the meaning or intent of any section or subsection herein, the bidder must request clarification from the PUCT contract administrator prior to the deadline for submitting proposals. Failure to request a clarification prior to the proposal due date will bind the contractor to the PUCT's interpretation of the contract at no additional cost to the state.

3.3.1 Conflict Within Contract, Contract Modification, and Request for Proposal.

In the event of a conflict between provisions of the contract documents, the controlling provisions shall be in this order: first, those of the contract, including contract modifications; second, those of the Request for Proposal; and third, those of the contractor's proposal.

3.4 Penalty Formula for Average Speed Answer Criteria.

The monthly report will show a 24-hour average speed of answer (ASA). Any day (24-hour period) that exceed the required 3.3 ASA will result in liquidated damages. The procedure will determine the percentage of the ASA that is over the required average by dividing 3.3 by the ASA in any day that the ASA exceeds 3.3 second. Once the percentage is determined, we will multiply the percentage by the base penalty of \$10,000. Then the days in violation will be totaled to determine the monthly penalty. The penalty amount will be deducted from the invoice. See Attachment J for the formula in determining the liquidated damages assessment and exemplar data along with the explanation of the formula. Penalties will not be assessed for days in which acts of God or system or network breakdowns that are not the fault of the TRS provider cause the ASA to exceed the 3.3 average. The burden is on the TRS provider to show cause why the penalty should not be assessed.

4 CONTENTS OF PROPOSAL

4.1 Two Proposals Required.

Two proposals in response to this Request for Proposal will be required: One proposal will offer one price per minute (ppm) that includes all mandatory and mandatory-optional services. The second proposal will provide one ppm for mandatory services only, and provide separate pricing for mandatory-optional services. The desirable services will be priced separately for both proposals. See Section 7, Service Categories, for definition of mandatory, mandatory-optional, and

⁴ Substantive Rule Cite: §26.414 (c)(3)(C)(ii)

desirable.

4.2 Proposal Description and Requirements.

The contracted carrier must provide telecommunications relay service as specified in Texas Utilities Code Subchapter D, Section 56.101, the Commission's Substantive Rule §26.414, and 47 C.F.R. Section 64.605 regarding intrastate telecommunications relay service as well as specified in the Request for Proposal.

4.3 Cover Page (see Attachment B).

Proposals should include a cover page which clearly states the name of the company and the name, address, and telephone number of the bidder's account manager who may be contacted regarding the proposal. The cover page should be the first page of the proposal whether as part of the bound proposal or otherwise.

4.4 Technical Component.

The bidder must describe clearly, specifically, and as completely as possible, the technical design for carrying out the requirements of the Request for Proposal. The proposal must communicate an understanding of the tasks to be performed, and identify potential problems in carrying out the tasks, and methods to identify and solve such problems. Provide a chart outlining a step-by-step relay call procedure as it passes through necessary points.

4.5 Management Component.

The bidder must provide satisfactory evidence of the capability to manage and coordinate the types of activities described in the Request for Proposal and to provide the service in a timely manner. To provide information on qualifications to accomplish the described service, bidders must include in this section the following information:

4.5.1 An organizational chart of the company;

4.5.2 Indications of the ability to perform the service described in the Request for Proposal. Any prior years of experience for the services specified in the Request for Proposal ;

4.5.3 Names of staff member(s) who will direct the overall relay service program (account manager) throughout the duration of the contract as well as those of staff members who will coordinate major activities during the contract. (An appendix to the proposal must contain resumes of project staff members.) If the bidder plans to use external consultants or subcontractors, a staff organization and resumes of consultants and/or subcontractors must be included.

- i. The Relay Texas Account Manager must be stationed at a relay center in Texas.
- 4.5.4 If the bidder uses one or more subcontractors to perform the work or parts of the Request for Proposal under the contract, the bidder must include documents pertaining to demonstration of good faith effort to do the work. Specifications of the expected *percentage* of work, if any, to be subcontracted should be noted.
- 4.5.5 Persons (bidders, their staff, or sub-contractors) who have been employed by the PUCT or by other state agencies in the last 12 months are not eligible to bid and persons who have ~~not~~ worked for the state in the 2 previous years must disclose this fact in the proposal:
- i. The nature of previous employment with the state agency;
 - ii. The date the employment was terminated; and
 - iii. The annual rate of compensation at the time of termination of employment.
- 4.6 Bidder's Financial Information.
The proposal must include the indicators of financial stability such as:
- i. The most recent Annual Report and SEC 10K and 10Q forms.
 - ii. To the extent available, any investment advisory and rating agency reports issued during the past year.
 - iii. For companies or subcontractors not followed by Value Line, financial statements covering the past five years.
- 4.7 Contracts Exceeding \$100,000 Terms.
For contracts exceeding \$100,000 and where one or more subcontractors will be used to perform the work under the contract, the contractor must make a good faith effort to award subcontracts to historically underutilized businesses (HUBs) in accordance with the following percentages:

33% for all service contracts which are not professional service contracts.

The contractor shall be presumed to have made a good faith effort in awarding subcontracts to HUBs by complying with the provisions in Attachment C of this request for proposal. Attachment C will be incorporated into the contract between the PUCT and the selected contractor (General Services Commission rules, Chapter 111.)

The contractor shall buy Texas products and materials when they are available at a comparable price and in a comparable period of time. This requirement applies to all contracts whether state funded or federally funded (H. B. 1, Article IX, Section 48).

Identification of the contractor and any subcontractors as HUBs as described in

Section 4.8 of this RFP. Specification of the expected percentage of the total contract value, if any, to be subcontracted and the percentage to be subcontracted to HUBs. Use Attachment D, Identification of Proposer as a HUB and Proposed Subcontracts, to provide this information.

4.8 Historically Underutilized Businesses (HUBs)

- i. Historically underutilized businesses (HUBs) as defined in V.T.C.A., Texas Government Code, Section 2161.001 (see Attachment C) are encouraged to submit a proposal for the services requested in this RFP. The PUCT may choose to subcontract any portion or all of the services to historically underutilized businesses. As indicated in Section 4.7 of this RFP, the proposer must indicate in the proposal whether it is a certified HUB and must specify in the proposal if any portion or all of the services will be subcontracted. Also, indicate the percentage of the total contract award that will be subcontracted and the percentage to be subcontracted to historically underutilized businesses. (Use Attachment D, Identification of Proposer as a HUB and Proposed Subcontracts, to provide this information.) Refer to Section 4.7 and to Attachment E G in this RFP for additional requirements pertaining to contracts greater than \$100,000.
- ii. Proposers that are certified as a HUB with the General Services Commission must attach a copy of the certificate to the proposal. Proposers that are not certified and who wish to become certified should call the General Services Commission Business Services division at (512) 463-5872 or write GSC (HUB), P. O. Box 13047, Austin, TX 78711-3047 to learn about the requirements for certification.

The proposer should also relay this information to any potential subcontractors who wish to become a certified HUB.

- iii. As specified in Section 4.7 of this RFP, for proposals exceeding \$100,000 and where one or more subcontractors will be used to perform the work under the contract, the contractor must demonstrate a good faith effort in subcontracting with HUBs. Refer to Attachment D G of this RFP for provisions and requirements that must be completed prior to submitting a proposal. Attachment E G contains a checklist that must be completed and submitted to PUCT within 5 days of selection as the contractor but prior to the award of the contract.

4.9 Disclaimer.

The selected proposal will be incorporated into a contract prepared by the PUCT for signature by the contracting parties. The resulting contract shall contain, among others, the following provision:

“Contractor shall hold Agency harmless from and shall indemnify Commission against any and all claims, demands, and causes of action of whatever kind or nature

proposal must be submitted. The proposal must remain valid for at least 120 days after the proposal due date, and it must be signed by an official authorized to bind the Contractor to its provisions. The proposal must also contain a statement of compliance. Submission of a proposal constitutes agreement with the terms and conditions of this Request for Proposal.

FASCISMILE (FAX) OR ELECTRONIC TRANSMISSIONS OF PROPOSALS WILL NOT BE ACCEPTED UNDER ANY CIRCUMSTANCES.

5.2.1 CD-ROM or 3.5” Floppy Disk(s) Supplement.

If technologically possible for the bidders, they are to include a CD-ROM or 3.5” floppy disk(s) with the proposal with the understanding that the CD-ROM or disk(s) do not replace the hard copies. The CD-ROM or disk(s) must be the same as the master hard copy. CD-ROM or disk(s) will allow reviewers to copy the contents of the CD-ROM or disk(s) to the computer. The document shall be in Microsoft Word format 97.

5.3 Addenda to the Request for Proposal.

In the event that it becomes necessary to revise any part of this Request for Proposal, an addendum will be provided to each bidder that submits a letter of intent or who has requested a copy of the proposal from the PUCT. If the proposal due date has passed, an addendum will be provided to each bidder that submitted a proposal. Bidders will be allowed a minimum of ten (10) days to respond to any such addenda.

5.4 Proprietary Criteria.

Pursuant to §552.022(a)(3), information contained in a contract relating to the expenditure of funds by a government body is public information, unless otherwise excepted from required disclosure under expressly confidential under other law.

6 OTHER REQUIREMENTS

All proposals in response to this Request for Proposal must meet the following conditions to be considered:

6.1 Proposals must be bound in a 3-ring binder.

6.2 The current and future 8xx numbers used to call Relay Texas shall belong to Relay Texas. The incumbent TRS Provider will pass on the 8xx numbers to next contractor if a different TRS Provider is selected.

6.3 Proposals must be submitted in a manner which does not carry any benefit, keepsake, or value for members of the review panel or which presents any logistical problem

for the members of the review panel to return the entire proposal to the PUCT.

- 6.4 Proposals that address only part of the requirements contained in this Request for Proposal will not be considered for provision of TRS.
- 6.5 The PUCT reserves the right to reject any and all proposals.
- 6.6 The PUCT reserves the right to select the proposal containing the best bid considering the outcomes desired and offering the best value to Texas. The bidder shall furnish additional information that the Commission may reasonably require. The Commission's evaluation of the proposals shall include:
- i. Charges for the service;
 - ii. Service enhancements proposed and;
 - iii. Technological sophistication of the network proposed.
- 6.7 The bidder selected may not necessarily be funded for the full proposal price on mandatory-optional or desirable services if the Commission determines that a different price is more appropriate. The payment arrangement (one time or recurring fee, for example) for optional or desirable services submitted by the bidder is subject to negotiation by the PUCT.
- 6.8 Additions or replacements to the proposal will not be accepted after the closing date for receiving the proposal in the Central Records of the PUCT. Notwithstanding the foregoing, if the Commission adds an addendum to the Request for Proposal after the proposal was submitted, then bidders may submit a proposal specifically addressing addendum.
- 6.9 The location of the TRS center(s) must be in Texas. However, the TRS Provider is allowed to reroute up to twenty (20) percent of the total traffic out to its other relay centers in other states if necessary to meet required average speed answer (ASA) and is cost effective. In addition, the TRS Provider can reroute up to 100% of emergency calls to other relay centers (including different TRS relay centers) if the circumstances so warrant. Special services such as Video Relay Interpreting (VRI), and Speech to Speech (STS) can be provided out of Texas if the bidder can clearly show the expense of such services are more cost effective at other locations. Special service call volume traffic does not have to be part of the 20% criteria.

However, when other considerations are equal, preference will be given to a contractor whose primary place of business is in Texas or who will manage the project wholly from its offices in Texas. Additionally, the Commission shall also give preference, among proposals that are otherwise comparable, to a proposal submitted by a HUB.

7 SERVICE CATEGORIES.

7.1 Introduction.

Each service specification is designed as mandatory, mandatory-optional, desirable, or exceptions. The bidder should comply with the following conditions when submitting its proposal. See Section 3.2.3 and 3.2.4 on pricing strategy and see Section 4.1 on the type of proposals to be submitted.

7.1.1 Mandatory.

These are service specifications that must be adhered to in providing the TRS, unless the bidder clearly explains any exceptions pursuant to paragraph 7.1.4 below. The price for all mandatory service specifications must be included in one postalized rate for a five-year term.

7.1.2 Mandatory-Optional.

These are service specifications that must be offered as part of the proposal, unless the bidder clearly explains any exceptions pursuant to the paragraph 7.1.4 below. The mandatory-optional service specifications must be separately priced in one of the two proposals. All-inclusive proposal will include mandatory-optional in its proposal and will not have separate pricing.

In either proposal, the prices shall be in one postalized rate for a five-year term.

In the proposal where there is a separate price for mandatory and mandatory-optional services, the pricing for mandatory-optional services may be included in the contract at the discretion of the Commission.

7.1.3 Desirable.

These are service specifications that may be offered as part of the proposal and must be separately priced in either of the two proposals. The prices shall be in one postalized rate for a five-year term.

These specifications may be included in the contract at the discretion of the Commission.

7.1.4 Exceptions.

If a contractor plans to deviate from the requirement of any service specifications or is unable to provide mandatory, mandatory-optional, or desirable service specifications, the deviation or inability should be clearly indicated in the proposal.

NOTE: If a mandatory-optional service is not included in the proposal, and

no explanation given, this may be ground to reject the proposal entirely.

8 SCOPE OF SERVICES.

8.1 One Telecommunications Carrier: Mandatory.

The TRS shall provide for the uniform and coordinated provision of the service on a statewide basis by one telecommunications carrier. The contractor will be permitted to reroute up to 20 percent of the total traffic to its other relay centers. The contractor will be permitted to reroute up to 100 percent of traffic to other relay centers in emergency situations if the circumstances warrant the need to do so. Special services such as Video Relay Interpreting, Speech-To-Speech, and Speech-To-Speech/Voice-Carryover can be provided out of Texas. Special service call volume traffic does not have to be part of the 20% criteria. See Section 6.9.

8.2 Availability: Mandatory.

The TRS shall be available for all Texans at all times (24 hours a day, 365 days a year). Callers shall be able to place calls from their primary location, locations other than their primary location and from any locations reachable by wireless services (such as cell telephones) and shall be able to utilize alternative billing arrangements.

8.3 Accessibility: Mandatory.

Relay Texas shall be accessible from anywhere in the world where telecommunications systems exist. Bidders must show how this would be done. Texans must be able to place a relay call to any point in the world where telecommunications systems exist.

8.4 Compliance with Existing Regulations: Mandatory.

The TRS shall provide access to the telecommunications network equal to that provided to other hearing users in regular telephone network as required to be in compliance with this Request for Proposal. The TRS shall comply with requirements included in PURA, Subchapter D, Section 56.101, the Commission's Substantive Rule §26.414, and 47 C.F.R. Section 64.605 regarding intrastate telecommunications relay service. If there is a discrepancy between any of these requirements, the most stringent shall apply.

8.5 Complaint Resolution: Mandatory.

The contractor shall establish procedures regarding complaints, inquiries, and comments about the TRS and its personnel. The procedure shall be described in appropriate printed outreach material that is distributed to the general public.

The contractor shall ensure that relay callers who wish to register a complaint are able to reach a supervisor or administrator while on-line during a relay call. All complaints, along with their resolutions, shall be kept on file, and reported to the

Relay Texas Administrator and the Relay Texas Advisory Committee (RTAC) at the RTAC's next meeting. Names and personal information about persons registering complaints will be kept confidential unless the affected person agrees otherwise or where more than one person is affected, all affected persons agree otherwise unless disclosure is required by the Texas Public Information Act. Exceptions are when the Relay Texas Administrator, auditor, or a PUCT staff needs to review the file to ensure compliance with contract terms. See FCC 47 U.S.C. §225, Section (g).

9 TECHNICAL SPECIFICATIONS.

9.1 Switching System: Mandatory.

The switching system shall ensure that no calls are dropped due to technical failure and must be capable of having preventive maintenance performed while the system is in operation.

9.2 Network Configuration: Mandatory.

The transmission circuits shall meet or exceed industry interexchange performance standards for circuit loss and noise.

The proposal will describe the facilities, telecommunications equipment, and software the contractor will use in providing the TRS. The proposal must include a network design diagram that describes the network configuration to be used in providing the TRS. The proposal should include the way callers will access the service, the way the Contractor will handle the calls, and the quantities and types of inbound and outbound circuits necessary to complete the local and toll calls.

9.3 Service Expansion: Mandatory.

The TRS must be capable of expanding in response to increasing demand. The expanded TRS shall maintain all standards in the Request for Proposal. Any expansion will incur no additional cost to the State.

9.4 Technology Innovation: Mandatory.

Considering the rapid growth of technology in the telecommunications industry, the contractor is strongly encouraged to take advantage of innovations to improve Relay Texas. Additionally, the contractor is encouraged to present new features or services that may enhance the quality of the service to the Relay Texas Administrator and the Relay Texas Advisory Committee.

9.5 Uninterruptible Power System: Mandatory.

The relay center(s) must have a back-up system sufficient to allow the center(s) to operate for a minimum of 12 hours after a power failure. Re-routing to other centers in an emergency situation is acceptable and encouraged, but does not replace the

back-up system.

9.6 Disaster Recovery Plan: Mandatory.

A complete plan to recover and restore relay service in the event of natural or man-made disasters is required. The Commission's Relay Texas Administrator must be notified of any disruption in service that lasts more than 30 minutes. Such notification shall take place within three hours of the time the disruption begins or by 8:30 a.m. on the next business day if the disruption otherwise occurs outside normal business hours. The report should explain how the problem will be corrected and give an approximate time and date when relay service will be in full operation. After the service is back in full operation, the TRS Provider will submit a written report on the problem to the Relay Texas Administrator.

10 STANDARD SERVICE SPECIFICATIONS.

10.1 Local and Intrastate Toll Calls: Mandatory.

The service shall be designed to provide local and intrastate toll calls by wire or radio.

10.2 Interstate Toll Calls: Mandatory.

The Contractor will offer interstate TRS. Funding for interstate service will come from the interstate jurisdiction as mandated by the Federal Communications Commission.

10.3 Billing Requirements: Mandatory.

The capacity to charge relay users for collect calls, person-to-person calls, and calls charged to a third party is required. The capacity to bill any Texas local exchange company calling card and any non-proprietary interexchange company calling card is required. For toll calls, the relay user shall be billed for conversation time (the time, in minutes and seconds, from the moment when the relay caller is connected with the called telephone number and conversation begins until the caller hangs up), not call set-up time, in between calls, and wrap-up time. The calls shall be billed from the city where caller is to the city where the called party is, not to the relay center.

This proposal must include a complete description of how relay users will be billed for all calls. This description will include the procedures for obtaining information from the local exchange companies, whether the billing will be performed in-house or contracted, a list of specific credit cards to which calls can be billed, and a sample bill format.

10.4 Call Billing Record: Mandatory.

The billing system will be automated to the greatest extent technically possible.

Handwritten documents are not acceptable, except in emergency situations.

10.5 Automatic Branding: Mandatory.

When a relay user calls Relay Texas, automatic number identification (ANI) will automatically brand the telephone number to the caller's type of call for future use. The next time relay user uses the same telephone number; the ANI will automatically provide the requested type of call used. If the relay user uses different type of call (by relay user making the request), then automatic branding will brand the telephone number with new type of call for future use. See Section 10.6 for permanent branding.

10.6 User Database, Relay User Input: Mandatory.

To assist in making relay calls more efficient, the TRS shall provide a database of users' call preferences such as type of call, billing information, speed dialing, slow typing, carrier of choice, etc. This information will appear on the agent screen when a user calls the relay center from the registered ANI. The relay user must be able to provide information on line via agents or customer service personnel. This process should be efficient and easy for relay user to be able to give data to the relay provider.

Note: If relay user states a preference to the type of call such as American Standard Code Information Interchange (ASCII), Voice Carryover (VCO), Speech-To-Speech (STS), etc. this will override the automatic branding. Though a different relay user may use the telephone number with permanent branding, he or she can ask for different type of call to be used; nonetheless, the permanent branding remains until relay user specifically requests that the agent change the user's database.

10.7 Usage: Mandatory.

No restrictions shall be placed on the length or number of calls placed by customers through the TRS, even during peak times.

10.8 Access to Automated System: Mandatory.

The TRS shall provide service by which a user (including but not limited to TTY, VCO, ASCII, Hearing-Carryover (HCO), STS, and VRI) may call services in order to send messages. These services can include paging services, voice menus, answering machines, or any other automated system that either records or passes on a voice, text, or electronic messages to the other party.

10.9 Courtesy and Intercept Messages: Mandatory.

After five rings, a courtesy message will inform callers that they have reached Relay Texas. An example of a courtesy message would be "Welcome to Relay Texas. An agent will be with you shortly." Appropriate intercept messages shall also be provided if there is a system failure or if all relay stations continue to be busy. This

message will occur 30 seconds after the courtesy message has been invoked. The following message could be “Relay agents are still busy. Please wait for the next available relay agent.”

Note: An intercept message with a customer waiting on the line shall not constitute an answer. Accordingly, the time in queue shall not be billed to the TUSF. Intercepted calls will be documented with the monthly invoice. No busy signals are allowed, unless related to equipment failure of a third party.

10.10 Carrier of Choice (COC): Mandatory.

The TRS Provider will allow the relay user to choose his or her preferred interexchange carrier when placing toll calls through the TRS. The relay agent is not required to verbally offer the option, but must describe the option when asked by a relay user. An explanation of COC must be included in all appropriate relay publications. A list of participating long distance carriers at Relay Texas will be maintained and shared publicly. On an annual basis, TRS Provider is expected to mail to IXC's who are not listed with Relay Texas inviting them to be part of COC.⁵

10.11 Text, Voice, and Video Calls: Mandatory.

The TRS shall be capable of receiving and transmitting voice, text, and video calls that may involve electronic signals including but not limited to baudot code and American Standard Code for Information Interchange (ASCII), videoconference standards, ~~internet protocols~~, and wireless communications that TRS may use.

10.12 Type of Transmission: Mandatory.

The TRS shall be able to process relay calls made by digital and analog transmissions, including enhanced speed as developed by TTY manufacturers. Enhanced speed codes to be used in Relay Texas need to be well established nationally before they can be used in TRS. Examples of ubiquitous enhanced speed would be “Turbo Code” from Ultratec, “Fast Type” from Krown, or “High Speed” by Ameriphone. Please indicate what type of enhanced speed will be used, if any, in your TRS platform.

10.13 Charges for Local Calls: Mandatory.

The calling and called parties shall bear no charges for calls originating and terminating within the same toll-free local calling scope.

In compliance with the Commission’s Substantive Rule §26.414 (b)(3)(A), local exchange carriers shall not impose access charges on calls made through the TRS which originate and terminate within the same toll-free local calling scope.

⁵ FCC Cite: 47 USC 225 and 47 CFR 64.604(b)(3)

10.14 Extended Area Service (EAS): Mandatory.

The system must ensure that relay users are not billed for toll usage when completing EAS calls, including calls made by or to subscribers of optional EAS.

The proposal shall describe the method that will be used to implement this requirement and indicate the frequency of update of the EAS database. The Relay Texas Administrator or PUCT staff involved in Relay Texas can, at his/her discretion, request the status of EAS and when it was last updated.

10.15 Charges for Intrastate Toll: Mandatory.

The TRS Provider shall provide to the Commission a copy of the intrastate toll rates that will be billed to relay users. The calling or called party shall bear one-half of the total charges.

If the copy of the intrastate toll rates is different from a contractor's current tariffed rates on file with the Commission, the TRS Provider must show in detail how the proposed rates vary from the tariffed rates.

10.16 Answering Machine and Voice Mail Procedure: Mandatory.

The following minimum procedures shall be used for processing relay calls that reach an answering machine or voice mail:

- i. The relay agent will inform the caller when an answering machine or voice mail has been reached.
- ii. When the relay caller is a text user, and if the answering machine is long, the agent will record the message, and convey it to the relay user in its entirety.
- iii. ~~The relay agent will ask the relay caller if he or she wishes to leave a message, typed in parenthesis.~~ The relay agent will relay the complete outgoing message verbatim including the option for the relay caller to leave a message if stated on the outgoing message.
- iv. The relay agent will leave the relay caller's message (voice or text).
- v. The relay agent will confirm to the caller that the message has been left.
- vi. The relay caller will be charged for only one call (the ~~last~~ first call) regardless of the number of calls that may be required to retrieve and convey the answering machine message and/or to leave a message.

10.16.2 Recording Answer Machine or Voice Mail: Mandatory.

If the caller reaches an answering machine or voice mail, if necessary the relay agent will record the voice announcement, and then relay the message back to the caller without having to call back each time to get the entire message. Once the relay call is completed, the recorded message must be deleted. This may not work with voice menus.

10.17 Voice Menus Procedure: Mandatory.

Relay agents shall, to the extent possible, convey the message to the text relay user as quickly as possible in order to process the relay call as quickly as possible. The relay caller will be charged for only one call (the first ~~last~~ call) regardless of the number of calls that may be required to retrieve and convey the voice menu message.

10.18 One-Line Answering Machine or Voice Mail Retrieval: Mandatory.

Relay users must be able to call Relay Texas to retrieve voice messages from answering machines or voice mail without connecting to the third party. The relay agent will record messages from answering machines or voice mail and then relay the message back to the caller. Once the relay call is completed, the recorded message must be deleted.

10.19 Number Verification and Identification of Calls: Mandatory.

When a text relay user calls Relay Texas and gives a telephone number to the agent, the system will automatically type back the number dialed, and identify the type (local, long distance, toll free) of call made. Examples are as follows:

“Dialing ld xxx xxx xxxx ringing 1...2...”
“Dialing local xxx xxx xxxx ringing 1..."2...”
“Dialing toll free xxx xxx xxxx ringing 1..."2..”

This will help users know if a number has been misdialed and be aware whether the call is local, long distance, or toll free.

10.20 Access to 9xx and 8xx Pay-Per-Call Services: Mandatory.

TRS must allow access to 9xx and 8xx number services that charge for usage. The TRS must allow for billing of the end user for such pay-per-calls. Also, the TRS must identify how it will determine if the end user's phone number is blocked from making such calls. The 50% discount rates for intrastate relay calls do not apply to these calls.

10.21 Access to Restricted 8xx Numbers: Mandatory.

This service allows access to regionally restricted 8xx numbers by local relay users in cities or towns where relay centers are outside these regions.

10.22 Directory Assistance: Mandatory.

Relay Texas users will be able to access local and long distance directory assistance through the TRS. Local directory assistance calls must be billed to end users at the same rates (or less) that are billed by the local company serving the end user. Long distance directory assistance calls must be billed at the TRS Provider's tariffed rate or at the tariffed rate of the carrier used for the long distance directory. The TUSF will not be billed for directory assistance calls other than for associated agent work

time.

10.23 Emergency Calls: Mandatory.

The TRS proposal shall include appropriate procedures for handling emergency calls in the shortest possible time. Relay Texas currently processes approximately 20 emergency calls per month.

10.24 Blockage Rate: Mandatory.

No busy signals are allowed, and a queue service should be utilized when a busy signal is detected at TRS network, unless related to equipment failure of a third party.

10.25 Average Answer Time: Mandatory.

After reaching the TRS, the average answer time shall not exceed 3.3 seconds in a single 24-hour period. This includes special services such as STS, STS/VCO, VRI, etc. Contractor shall measure by sampling the ASA a minimum of once every 30 minutes for each 24-hour period. ASA shall be measured from the time the call hits the first measurable switch point to the point at which a relay agent is dedicated to the call. An answer shall mean that the relay agent is ready to render assistance and/or ready to accept information necessary to process the call. See Section 3.4 for penalty clause.

10.26 Relay Texas Identification on Caller ID: Mandatory.

The TRS Provider shall assure that its Relay Texas 800 trunks/phone lines are registered with the local phone company as “Relay Texas” in order for Caller ID subscribers to view this label on their Caller ID boxes. The company’s corporate name must not appear on Caller ID boxes when a subscriber receives a Relay Texas call.

10.27 Caller-ID: Mandatory-Optional.

A relay caller’s telephone number should appear on Caller ID box through the TRS system to the called party. Bidders shall describe how they will provide this feature.

10.28 ASCII Split Screen: Mandatory-Optional.

TRS Provider should be able to provide a “split-screen” for relay callers who use ASCII with a computer agents handling ASCII calls if the caller requests it.

11 SERVICE SPECIFICATIONS.

11.1 Voice Carryover (VCO): Mandatory.

Voice carryover allows a person who has hearing loss to speak directly to the other party (hearing, TTY, HCO, STS, ASCII, and other VCO users) rather than typing on the TTY. If the other party is a hearing person, the relay agent will type to the VCO user the message of the hearing person. If the other party is a TTY user, he or she

can type directly to the VCO user.

11.1.1 Two-Line VCO (2LVCO): Mandatory.

2LVCO enables a VCO user to speak directly to the voice user on one line while the other line is used to receive the relay agent's typed responses from the voice user. This allows two-way, uninterrupted conversation.

Note: This requires the caller to have two telephone lines; one line must have conference calling or three-way calling capacities.

11.2 Hearing Carryover (HCO): Mandatory.

Hearing carryover allows a person who is speech-disabled to make telephone calls to hearing party, other HCO, VCO, STS, ASCII, and TTY users. If the called party uses text communications, the agent will voice this to the HCO user. The HCO user sends communications via a TTY or other automated equipment through a relay agent who will voice the message to the hearing person or allow TTY tones to pass through to the deaf person.

11.2.1 Modes for VCO and HCO: Mandatory.

The TRS shall enable VCO and HCO users to utilize both TTY modes: acoustic mode and direct connect mode. The TRS also must allow VCO relay users to set up the call using voice communication without the TTY transmission that is normally required to set up the relay call.

11.2.2 Flexibility of Utilizing VCO and HCO: Mandatory.

The TRS shall provide VCO and HCO upon request of the relay user if either VCO or HCO 800 numbers are not used.

11.3 Video Relay Interpreting Service: Mandatory Optional.⁶

This is an interactive video conference service that utilizes a sign language interpreter at the relay center(s) to provide interpreting services to locations equipped with video conference equipment and to individuals using their own video conference equipment. This service allows translation from sign language to voice, rather than from text to voice. A relay caller uses video equipment to place a call to the TRS. The interpreter at the relay center translates the caller's sign language to voice to complete a call to a hearing person. See Attachment F.

11.3.1 Criteria for Video Interpreters.

TRS shall employ qualified interpreters who are proficient in reading American Sign Language (ASL). The video interpreters shall be state or nationally

⁶ This is considered a special service and can be provided from relay centers not in Texas, if appropriate.

certified.

11.3.2 Bandwidth for VRI.

The video quality must be of sufficient clarity to make the signing understandable, and the bandwidth utilized by video equipment, to the extent possible, should be uniform throughout Texas.

11.4 Speech-To-Speech Relay Service for Speech Disabled (STS): Mandatory.⁷

This is a form of TRS that enables an individual with a speech disability to use his own voice or a speech synthesizer in order to engage in a relay call in functionally equivalent communication by wire or radio. This service utilizes a relay agent with specialized training and ability in recognizing and relaying the speech of persons with speech disabilities to voice for the caller. The speech-disabled person will be able to hear the hearing person's voice. All three parties will hear the conversation.

11.5 Speech-to-Speech Relay Service for Persons with Hearing Loss with Speech Understandable by Trained Relay Agents (STS/VCO): Mandatory.⁸

This is a form of TRS that enables individuals with hearing loss and speech that may not be understood by hearing persons to speak for themselves during a relay call. Relay agents with specialized training and ability in recognizing and relaying the speech of persons with hearing loss are ready to voice for the user with hearing loss if the hearing person does not understand the user's speech. The agent types back to the person with hearing loss the text of the hearing person's communication.

11.6 Slow Typing for Deaf-Blind and Visually Impaired Users: Mandatory.

Agents shall type at a slower speed for Deaf-Blind and Visually Impaired users than other types of relay calls. The agent must maintain the typing speed throughout the call, in order to maintain efficiency.

11.7 Default for Deaf-Blind 800 number: Mandatory.

When an 800 number for deaf-blind callers is used, there must be default of a buffer with slow typing speed. Please state words per min for the default.

11.8 Spanish Translation: Mandatory.

The TRS shall provide Spanish translation: Spanish to Spanish, Spanish to English, or English to Spanish.

11.9 Unique 8xx and 9xx Telephone Numbers for Services: Mandatory.

The TRS shall have a separate 800 for each of these services: TTY, ASCII, VCO, STS, STS/VCO, VRI, Spanish, Deaf-Blind, and 8xx/9xx Pay-Per-Call.

⁷ This is considered a special service and can be provided from relay centers not in Texas, if appropriate.

⁸ This is considered a special service and can be provided from relay centers not in Texas, if appropriate.

11.10 Existing 8xx Telephone Numbers: Mandatory.

The contractor will use existing Relay Texas 8xx numbers for VCO, ASCII, 8xx/9xx Pay-Per-Call, Voice, and TTY. The new contract will add 8xx numbers for STS, STS/VCO, VRI, Spanish, and Deaf-Blind. These 800 numbers belong to Relay Texas, and not to the contractor.

11.11 Unique Greeting For Each 800: Mandatory.

The TRS shall submit greetings for each 800 number for the Relay Texas Administrator and RTAC to approve. The greetings will be on the Relay Texas website and used in outreach projects and materials.

11.12 7-1-1 Service: Desirable.

In the event that 7-1-1 service is implemented in Texas, the TRS shall receive 7-1-1 calls from Local Exchange Carriers. The default sequence for the TRS Provider to process 7-1-1 calls will be negotiated. The TRS Provider will use ANI to brand the calls based on the device used for future relay calls from the same ANI. The User Database configured by relay user (including hearing persons) will override ANI branding. The TRS Provider shall then reroute 7-1-1 calls to the relay user's preferred 8xx number (such as VCO, TTY, STS, etc). The rerouting process shall come from the TRS, not from Local Exchange Carriers. The bidder shall explain in detail its procedures for handling 7-1-1 calls.

The 8XX relay numbers will continue to be provided. The contractor will provide a monthly report showing how many relay calls are initiated by 7-1-1 and 8XX.

12 RELAY AGENT SPECIFICATIONS.

12.1 Identification of Relay Agent – Gender and Number: Mandatory.

Each relay agent in relay center[s] that process Relay Texas calls will be assigned an identification number. When answering a relay call, the relay agent will answer with his or her number and gender identification such as: "RTX 105M". The relay caller has the option to request a different gender.

12.2 Confidentiality: Mandatory.

TRS shall be provided in a manner that ensures confidentiality regarding existence and content of conversation as required by applicable laws. The TRS Provider shall outline disciplinary and/or termination procedures in writing if relay agents violate confidentiality laws. This information will be published in the Relay Texas newsletter and on the PUCT WEB site.

Attachment G is a copy of a Chapter 82, Texas Human Resources Chapter 82 (as amended) Legislature, which contains certain confidentiality requirements for relay

agents and interpreters.

12.3 Relay Agent Training: Mandatory.

Relay agent training shall include instruction on proper translation/interpretation of typed ASL (ASL gloss and ASL grammar), information about deaf culture, and information about the needs of hard-of-hearing, speech-disabled, and deaf-blind users. Training will involve simulated call handling. Appropriate parts of agent training shall be provided by persons from the deaf, hard-of-hearing, speech-disabled, and deaf-blind communities with expertise in the field of language interpreting, ASL, and cultures.

A monthly summarization of the training will be provided to the Relay Texas Advisory Committee and Relay Texas Administrator.

12.4 Relay Agent Counseling: Mandatory.

The proposal shall outline a counseling and support program that will help relay agents deal with the emotional aspects of relaying calls. The counseling support system must follow the confidentiality procedures required pursuant to Section 12.2.

12.5 Procedures for Relaying Communication: Mandatory.

Relay agents must convey the full content, context, and intent of the relay communication they translate. It is extremely important that relay agents convey intent to the extent possible. Relay agents must strive to maintain functional equivalence for both parties during a relay call. All secondary activities that would normally be known to a hearing person engaged in a telephone conversation must be relayed whenever possible. Unless requested otherwise by a relay user, the agent shall relay all calls according to the following procedures:

12.5.1 Full Control of the Relay Call Remain with the Originating Relay User.

Generally, the caller shall have the option of telling the relay agent what aspects of the call she or he will handle. For example, a text relay caller may request that he or she introduce relay services to the called party, rather letting the relay agent do the introduction.

12.5.2 Neutral Position.

Relay agents shall not counsel, advise, or interject personal opinions or additional information during a relay call, even if the relay communication breaks down. An exception to this occurs when either the relay caller or called party requests assistance from a relay agent or during an emergency call. Even then, a neutral position must be maintained to the extent possible. Relay agents shall not offer any advice based on personal judgements regarding the content of any relay communication (i.e., “Don’t do what he is asking you to do” or “he’s trying to rip you off”). Relay agents shall not have a personal

conversation with anyone who calls the TRS at any time, except to extend a polite and concise response when prompted, such as “thank you” if a relay user comments on a job well done.

12.5.3 Information on Status of Relay Call.

Relay agents shall keep the relay caller informed regarding the status of a call, including but not limited to an indication of such signals as dialing, ringing, busy, disconnected, recording, a fax sound, or hold.

12.5.4 Identification of Gender of Non-Typing Relay User.

To the extent possible, the relay agent shall identify to the text relay user whether the hearing or voice user is female or male by using parentheses at the beginning of a call as follows: “(M)” or “(F)”.

12.5.5 Relay Agent Comments.

All comments directed to either party by the relay agent shall be relayed. For example, if the relay agent asks a hearing party, “Will you accept a collect call?” these words will be relayed to the text relay user in parentheses. Likewise, all comments directed to the relay agent by either party shall be relayed. For example, if a text relay user types, “Yes, I will accept the charges” these words will be relayed to the other relay party as (The party says, ‘Yes, I will accept the charges.’)

12.6 Describing of Voice Tone to the Relay User: Mandatory.

Relay agents shall, to the best of their abilities, convey to the text relay user the voice relay user’s tone of voice. Whenever possible, characterizing of tone voice will first be conveyed with descriptive words such as “yelling,” “crying,” “loud,” “quiet,” or “foreign accent.” These words shall be in parenthesis.

If it is clear to the relay agent that the tone of voice is more emotional than the descriptive sound words can provide, then relay agent can type something such as “(sounds angry)” in addition to the descriptive sound words if it makes conversation clearer. Such descriptions and other similar utterances shall be in parenthesis, preceded by the word “sounds”. The TRS shall provide a comprehensive list of possible descriptive sound words as well as possible list of emotional terms that will be used for “(sounds *adjective*)” for the Relay Texas administrator and Relay Texas Advisory Committee to review. The list will be published on the Relay Texas WEB site and in the Relay Texas newsletters.

Relay agents may also be creative in the ways that they may convey the hearing person’s vocalizations to the text user. If the voice Relay User “groans” or “hums” these could be relayed as “ooohh” or “hmmm”. An excited “yes” may be relayed as “yesss!!!”. The TRS Provider should provide training in voice tone conveyances as

part of the overall agent training.

12.7 Conveyance of Relay User's Typed Text: Mandatory.

When the relay agent verbalizes for the text relay user, the agent shall adopt a conversational tone of voice approximate to the type of call being made. If a text user types "ooohhhh" or similar typed expression, the relay agent shall verbalize accordingly.

12.8 Background Noise Identified: Mandatory.

The relay agent will identify background noise (e.g. a baby crying, music, flipping pages) to text relay user whenever possible.

12.9 Censorship: Mandatory.

There shall be no censorship or omission by relay agents in any situation. Relay agents must convey everything, including profanity, to the other party.

12.10 Proficiency: Mandatory.

The contractor shall ensure that any relay agent who does not have the skills listed in the following subsections within a three-month period shall not be used as a relay agent.

12.10.1 Spelling Skills.

Relay agents must possess 12th grade level spelling skills.

12.10.2 Typing Speed of 45 wpm.

Relay agents must be able to type at a speed of 45 wpm for five minutes. The relay agent's typing speed may initially be tested using standard typing tests. Relay agents must be tested every six months to ensure that the 45-wpm for five minutes standard (voice to text) is maintained. These periodic tests shall simulate actual working conditions and not be standard typing tests. Tests should be sufficiently modified with sufficient frequency to ensure that relay agents cannot "learn" the test.

12.10.3 Speech Quality: Mandatory.

The relay agent's speech must be clear and easily understood.

12.10.4 Ability to Translate for Relay Users with Minimal English Language Skills: Mandatory.

Relay agents must translate the typed languages of relay users whose primary language may be ASL or whose written English language skills are limited to conversational grammatically correct English. This is to assist in clearer understanding between the two parties. If text users instruct the relay agent to

type verbatim, agents will follow such instructions.

12.11 Ability to Translate for Spanish-Speaking Relay Users: Mandatory.

During all shifts, relay agents fluent in Spanish must be available to provide translation when one or both relay users communicate in Spanish. See Section 11.8.

12.12 Explanation of TRS: Mandatory.

When a non-text user *receives* a relay call, the relay agent will ask whether he or she has previously used TRS. If such user has used TRS before, the call will be processed without further delay. If not, the relay agent will explain how the service operates and will notify the text relay user, using parentheses, that TRS is being explained.

The TRS explanation will be brief and concise. A suggested format is:

“The person who is calling you is either deaf or speech-disabled. The caller is typing their conversation, which will be read to you. When you hear the words "Go Ahead," it will be your turn to speak. Please speak directly to the caller. Everything that is heard will be typed to them. One moment for your call to begin.”

When a non-text relay user *initiates* a call to Relay Texas, the relay agent will **NOT** ask whether he or she has previously used TRS unless it is obvious to the relay agent that the relay user does not know how to use TRS.

13 OUTREACH PROJECT SPECIFICATIONS.

13.1 Outreach Projects: Mandatory.

The Contractor shall coordinate/provide annual outreach projects including but not limited to:

13.1.1 Quarterly Relay Texas Newsletter.

The contractor will work closely with the Relay Texas Administrator to prepare the Relay Texas newsletter. The newsletter will provide information about Relay Texas and related activities, and will be distributed to anyone who requests it. The newsletter will contain between 4 to 6 pages and the page format will be the standard 8 ½” by 11”.

13.1.2 Promotional Items.

The contractor will work closely with the Relay Texas Administrator and the members of Relay Texas Advisory Committee in designing, developing, and approving promotional items. These items may include but are not limited to brochures, magnets, koozies, pens, and videotapes (information or training).

13.1.3 Relay Ambassador Project (RAP).

On an annual basis, the contractor will prepare and release a request for proposals for outreach projects for the subsequent fiscal year (September to August). The targeted groups will be grassroots individuals, organizations, agencies, businesses, service providers, and any other interested groups in Texas. The purpose of the RAP is to educate, train, inform, and distribute outreach materials to the following groups: deaf, hard-of-hearing, elderly, speech-disabled, deaf-blind, hearing people, businesses, agencies, organizations, and any other groups that may benefit from learning about Relay Texas.

The request for proposals and the proposals from bidders will be reviewed and evaluated by the Relay Texas Administrator, PUCT agency staff, and sub-committee members of the RTAC. The Commission will approve final selection based upon the evaluation committee's recommendations.

13.1.4 Outreach Projects by TRS Provider.

The TRS Provider is expected to provide outreach to Texas cities utilizing a budget of up to \$10,000 a year. This will be reimbursed by the TUSF. These outreach expenses will be tallied on a monthly basis and will be reflected on page one of the invoice (see Exhibit A). A monthly report on outreach trips and the purpose of the trips will be included in the monthly report.

13.2 Approval of Outreach Projects.

On annual basis, the Contractor shall outline costs and activities for each outreach project and submit them to the RTAC and Relay Texas Administrator for review. The Relay Texas administrator will submit the recommendations to the PUCT for approval.

13.3 Financial Terms for Outreach Projects.

Outreach project expenses shall be submitted with the monthly invoice.

14 REPORTING SPECIFICATIONS.

14.1 Records Maintenance: Mandatory.

The contractor shall maintain its records of the TRS operations so as to permit review and determination of the TRS data. The contractor shall make such records available during normal business hours for inspection by the Commission and the RTAC.

14.2 Reports to Local Exchange Carriers: Mandatory.

The contractor shall provide to local exchange companies necessary information to enable those companies to meet the statutory requirements that access charges not be

charged on calls that originate and terminate within the same local calling area.

14.3 Monthly Reports: Mandatory.

14.3.1 Invoice, Page One.

The first page will have the minimal necessary expense information that will ultimately be faxed to the TUSF. The first page of the invoice should have the following items (see Exhibit A):

- i. Total service compensation.
- ii. Publicity expense.
- iii. Amount due based on the postalized price per min or one-time or monthly charge for the mandatory-optional and/or desirable services.
- iv. Total amount due.
- v. Certification statement stating that the charges are accurate.
- vi. Necessary signature lines for the responsible parties from the contractor and the Commission.

14.3.2 Invoice, Page Two.

The second page of the invoice will give a *summary* of detail and statistics supporting the first page. The following items will be included (See Exhibit B):

- i. Total session minutes, including local, intrastate, interstate, international, and general assistance calls (including intrastate, interstate, and international directory assistance, toll-free calls⁹, and busy/ring/no answer calls).
- ii. Total session minutes of interstate and international calls including directory assistance, toll free calls, and busy/ring/no answer calls deducted from the total session minutes, which will be subtracted from the previous total, to produce total billable minutes.
- iii. Price per minute of service.
- iv. Subtotal service compensation.
- v. Total billable session minutes based on the postalized price per minute for mandatory-optional or desirable if not one-time or monthly charge.
- vi. Amount due based on the postalized price per minute or one-time or monthly charge for the mandatory-optional and/or desirable.
- vii. Total service compensation.
- viii. Number of billable calls from local, intrastate, toll-free calls, directory assistance calls, busy/ring/no answer calls, and general assistance calls.
- ix. Average length of billable outbound calls.
- x. Average length of non-billable outbound calls.

⁹ The Interstate TRS Fund currently funds 64% of 800 calls made through TRS. CC Docket 90-571 "In the Matter of Telecommunications Relay Services, and the Americans with Disabilities Act of 1990".

14.4 Monthly Minutes of Service, Calls Handled, and Percentage Report.

The following three reports listed on one page provide supporting data which include a breakdown of total minutes of service, total calls handled, and percentage of calls handled to total calls handled. Three reports should be on one page. (See Exhibit C)

14.4.1 Monthly Summary Detail Record.

- i. Total minutes of service, total number of calls handled, and percent of calls handled to total calls handled.
- ii. Non-billable minutes of service, total number of calls handled, and percent of calls handled to total calls handled. This will be subtracted from the sub-total to create total billable data.
- iii. Total billable minutes of service, total number of calls handled, and percent of billable calls handled to total calls handled.

14.4.2 Monthly Detail of Billable Data.

Unless otherwise stated, the following items will be used in order: Total minutes of service, total number of calls handled, and percent of calls handled to total calls handled.

- i. Local
- ii. Intrastate
- iii. Intrastate toll-free
- iv. 8XX and 9XX pay-per-call ¹⁰
- v. Intrastate directory assistance
- vi. General assistance
- vii. Intrastate busy/ring/no answer
- viii. Emergency
- ix. Sub-totals of minutes of service, total call, and total percentage

14.4.3 Monthly Detail of Non-Billable Data.

Unless otherwise stated, the following items in order will be used: Total Minutes of Service, Total Number of Calls handled, and Percent of calls handled to Total Calls handled.

- i. Interstate
- ii. Interstate toll-free
- iii. International
- iv. Interstate directory assistance
- v. Interstate busy/ring/no answer
- vi. Sub totals of minutes of service, total call, and total percentage

¹⁰ The Interstate TRS Fund does not reimburse for 8XX and 9XX pay-per-calls so this will be fully subsidized by the TUSF.

- vii. Grand totals of billable and non-billable minutes of service, total call, and total percentage

14.5 Monthly Device Report.

Total monthly calls handled, percent of total, minutes of service, average length of call and average speed of agent interaction categorized as (See Exhibit D):

- i. TTY Baudot calls
- ii. Spanish-speaking TTY Baudot calls
- iii. Voice calls
- iv. Spanish-speaking voice calls
- v. Voice Carryover calls
- vi. Spanish-speaking voice carryover calls
- vii. ASCII calls
- viii. Spanish-speaking ASCII calls
- ix. Speech-To-Speech calls by Speech-Disabled
- x. Speech-To-Speech calls by Hearing Disabled
- xi. Hearing Carryover calls
- xii. Spanish-speaking hearing carryover calls
- xiii. Deaf-Blind calls
- xiv. Mandatory-optional or desirable calls

14.6 Monthly Delayed Call Profile.

The Delayed Call Profile provides data on the time a relay user waits before TRS responds and the number of abandoned calls. (See Exhibit E)

14.6.1 Monthly Inbound Call Profile.

- i. Number of inbound calls (calls placed to the TRS center)
- ii. Number of inbound calls placed in queue
- iii. Number of inbound calls answered from queue
- iv. Total number of inbound calls abandoned from queue
- v. Percentage of abandoned calls to the total calls in queue

14.6.2 Delayed Call Profile.

Two reports with the same data: one will report section by section data and the other will report cumulative data. (See Exhibit E.)

The Delayed Call Profile shows how many callers stayed in queue, using the following time frames: less than 1 second, 1-5 seconds, 5.01-10 seconds, 10.01-15 seconds, 15.01-20 seconds, 20.01-25 seconds, 25.01-30 seconds, 30.01-40 seconds, 40.01-50 seconds, 50.01-60 seconds, 60.01-90 seconds, 90.01-120 seconds, 120.01-180 second, 180.01+ seconds. The delayed profile chart will show the following for each second group:

- i. Number of inbound calls offered
 - ii. Number of inbound calls processed
 - iii. Number of abandoned inbound calls
 - iv. For the cumulative report, percentage of calls processed to the total of accumulating number of inbound calls processed
- 14.7 Daily Activity Report.
- i. Number of calls handled for each day of the month
 - ii. Average number of weekday calls
 - iii. Average number of weekend calls
 - iv. Peak day and hours of operation
- 14.8 Average Speed of Answer.
- i. Contractor's call detail reports from the switch should be attached to the invoice to verify the information included in the invoice and to review average speed of answer (See Sections 3.4 and 10.25.)
 - ii. The contractor shall work with Commission staff to develop an acceptable format for the invoice.
- 14.9 Traffic Reports: NPA/NXX.
- Traffic reports will include a numbering plan area ¹¹ (NPA) traffic report and exchange traffic (NXX) report. These monthly reports will be called "Exchange Usage Statistics" and "NPA Usage Statistics" (See Exhibits F and G.) (See Attachment H, "Glossary of NPA/NXX Terms Used in PPA/NXX Reports" for further clarification.)
- The example reports in Exhibits F and G were generated using all inbound calls to the TRS, including local, intrastate, interstate, international, general assistance, and busy/no answer calls.
- 14.9.1 NPA Usage Statistics Report.
- i. Identify NPA
 - ii. Number of subscribers of each identified NPA
 - iii. Percent of total Texas subscribers of each identified NPA
 - iv. Number of completed calls for each identified NPA
 - v. Completed rate of each identified NPA
 - vi. Minutes of total use for each identified NPA
 - vii. Percent of total Texas use for each identified NPA
 - viii. Minutes of agent time for each identified NPA
 - ix. Percent of non-conversation time for each identified NPA
 - x. Number of inbound calls for each identified NPA

¹¹ There are seventeen (17) NPAs in Texas as of the date of this Request for Proposal.

- xi. Number of outbound calls for each identified NPA
- xii. Outbound to inbound ratio for each identified NPA

14.9.2 Exchange Usage Statistics Report.

The Exchange Usage Statistic report reports the top 10 exchanges of each NPA with the largest number of subscribers. The top 10 exchanges of each NPA shall not list exchanges in the same local calling area but the data will be included in the report. For example, “Austin LATA” includes data from Manchaca, Round Rock and Jollyville. If Austin is the largest exchange in NPA 512, the Manchaca, Round Rock or Jollyville exchanges will not be listed in the top 10 exchanges, as these are in the Austin LATA.

- i. Identified NPA
- ii. Name of exchange (city name) of the identified NPA
- iii. Total number of subscribers in each NPA/exchange
- iv. Percentage of Texas subscribers in each NPA/exchange compare to total Texas subscribers
- v. Number of completed outbound calls for each NPA/exchange
- vi. Completion rate for each NPA/exchange
- vii. Conversation time for each NPA/exchange
- viii. Minutes of agent time for each NPA/exchange
- ix. Agent time that is not conversation time for each NPA/exchange
- x. Number of outbound calls for each NPA/exchange
- xi. Total number of outbound calls handled from the identified NPA/exchange

Attachment A
Call Volume by Device

Call Volumes by Device, October 1997 – August 1999.

Month	Call Volume	TTY	ASCII	Voice	VCO	HCO	Deaf/Blind
Oct-97	375,279	291,026	6,586	57,241	20,392	34	N/A
Nov-97	336,179	259,679	6,109	53,994	16,365	32	N/A
Dec-97	360,641	279,036	7,110	56,564	17,731	200	N/A
Jan-98	370,870	289,514	6,862	57,556	16,812	123	N/A
Feb-98	343,294	268,077	6,491	53,160	15,307	168	N/A
Mar-98	385,663	299,402	6,999	58,530	19,341	110	1,281
Apr-98	368,565	284,112	6,420	57,713	19,079	237	999
May-98	387,576	300,960	6,901	59,356	19,232	71	1,031
Jun-98	390,693	307,151	7,170	56,853	18,645	65	795
Jul-98	400,496	315,958	7,132	58,436	17,975	48	903
Aug-98	401,194	316,324	7,227	56,466	20,296	92	759
Sep-98	376,542	292,483	7,110	56,199	19,798	119	784
Oct-98	389,458	303,752	6,399	57,649	20,949	98	589
Nov-98	361,654	279,419	6,327	53,455	21,831	57	523
Dec-98	377,569	292,109	6,867	53,358	21,215	87	914
Jan-99	379,980	293,447	6,701	55,896	23,267	49	609
Feb-99	355,924	274,102	6,299	52,872	21,602	90	959
Mar-99	397,501	305,852	7,665	60,154	22,779	147	904
Apr-99	380,388	293,378	6,135	59,238	21,181	120	897
May-99	392,550	301,935	6,035	61,562	22,278	116	1,190
Jun-99	396,561	305,683	5,584	61,139	22,983	102	1,400
Jul-99	402,035	312,195	6,433	59,698	22,927	194	1,033
Aug-99	414,881	322,523	6,891	60,519	24,196	100	1,088

Attachment B

(SUGGESTED FORMAT FOR COVER PAGE)

PROJECT 20283

Submitted to the
Central Records
For
Relay Texas
Public Utility Commission of Texas

TITLE OF PROPOSED PROJECT: Request for Proposals to provide telecommunications relay service (TRS) for the state of Texas for the years beginning September 1, 2000 ending August 31, 2005.

RESPONDENT ORGANIZATION IDENTIFICATION NUMBER: (Show respondent organization's Federal Employer's Identification Number or social security number if an individual. If respondent organization is a corporation or if individual is incorporated, the charter number of respondent organization or individual must also be shown. If available, the incorporated respondent should attach a current franchise tax Certificate of Good Standing, issued by the Texas State Comptroller, to the proposal.)

PROPOSAL DEVELOPED BY: (Name, position, and telephone number of person responsible for development of proposal)

PROJECT ADMINISTRATOR: (Name, position, and telephone number of person to be in charge of proposed project)

PROPOSAL TRANSMITTED BY: (Name, position, and telephone number of official committing the respondent organization to the proposed project)

CONTRACTING OFFICER: (Name, position, and telephone number of official with authority to negotiate contracts for respondent organization)

DURATION OF PROJECT: (Beginning and ending dates of proposed project)

TOTAL BUDGET FOR PROPOSED PROJECT: (Total of projected expenditures listed in budget section)

DATE SUBMITTED: (Date proposal is submitted to PUCT)

Definition

HISTORICALLY UNDERUTILIZED BUSINESS (HUB)

(As defined in V.T.C.A., Texas Government Code, Section 2161.001)

“(2) ‘Historically underutilized business’ means:

- (A) a corporation formed for the purpose of making a profit in which 51 percent or more of all classes of the shares of stock or equitable securities are owned by one or more socially disadvantaged persons who have a proportionate interest and actively participate in the corporation’s control, operation, and management;
- (B) a sole proprietorship created for the purpose of making a profit that is completely owned, operated, and controlled by a socially disadvantaged person;
- (C) a partnership formed for the purpose of making a profit in which 51 percent or more of the assets and interest in the partnership are owned by one or more socially disadvantaged persons who have a proportionate interest and actively participate in the partnership’s control, operation, and management;
- (D) a joint venture in which each entity in the venture is a historically underutilized business, as determined under another paragraph of this subdivision; or
- (E) a supplier contract between a historically underutilized business as determined under another paragraph of this subdivision and a prime contractor under which the historically underutilized business is directly involved in the manufacture or distribution of the goods or otherwise warehouses and ships the goods.

(3) ‘Socially disadvantaged person’ means a person who is socially disadvantaged because of the person’s identification as a member of a certain group, including Black Americans, Hispanic Americans, women, Asian Pacific Americans, and Native Americans, and who has suffered the effects of discriminatory practices or other similar insidious circumstances over which the person has no control.”

IDENTIFICATION OF PROPOSER AS A HUB AND PROPOSED SUBCONTRACTS

(Required to be submitted with all proposals regardless of the total dollar amount)

1. Is the proposer a certified historically underutilized business (HUB)? Yes No
If yes, attach a copy of the certification.

2. If selected as the contractor, do you intend to subcontract all or any part of the work to be performed under this proposal? Yes No
If yes, answer numbers 3 and 4 below.

3. a. What is the total percentage of the work you expect to subcontract? _____ %

b. What is the total percentage of the work you expect to subcontract to HUBs? _____ %

4. The contractor intends to subcontract part or all of the work to the following subcontractors:
(Include all of the work to be subcontracted.)

<u>Name and Address of Subcontractor</u>	<u>Amount to be Subcontracted</u>	<u>Percent of Total Contract</u>	<u>Hub? (Y or N)</u>	<u>Hub Vendor ID #</u>
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Note to Proposer: If the total amount of the proposal exceeds \$100,000 and the proposer intends to subcontract any part or all of the work to be performed under this proposal, the checklist in Attachment E G must be completed and submitted to the PUCT within 5 days of selection as the contractor but prior to the award of the contract. Special Provisions F, including the checklist and supporting documentation, will be incorporated into the contract.

Special Provisions F
Demonstration of Good Faith Effort for Subcontracting
with Historically Underutilized Businesses (HUBs)

(Required for all contracts exceeding \$100,000 where one or more subcontractors will be used to perform the work under the contract)

(General Services Commission rules, Chapter 111)

For contracts exceeding \$100,000 where one or more subcontractors will be used to perform the work under the contract:

1. The contractor must make a good faith effort to award subcontracts to historically underutilized businesses (HUBs) in accordance with the following percentages:
 - 20% for professional services contracts as defined in Texas Government Code, Chapter 2254, Subchapter A;
 - 33% for all other services contracts; and
 - 12.6% for commodities (materials, supplies, or equipment) contracts.
2. The contractor shall be presumed to have made a good faith effort by complying with the provisions in this attachment, including the attached checklist, which will be incorporated into the contract between the PUCT and the selected contractor.
3. To the extent consistent with prudent business practice, the contractor shall divide the contract work into reasonable lots.
4. The contractor must state in the proposal submitted in response to this RFP whether it is a Texas certified HUB and whether one or more contractors will be used to perform the contract. The contractor must also specify in the proposal the expected total percentage of work, if any, to be subcontracted and the percentage to be subcontracted to HUBs.
5. When the contractor is a HUB, it must satisfy the good faith effort requirements by performing at least 25% of the contract work with its employees as defined by the Internal Revenue Service. The HUB prime contractor may subcontract the remaining 75% of the contract with HUB or non-HUB subcontractors. Any contractor that seeks to satisfy the good faith effort requirement in this manner shall report quarterly to the PUCT, in the form required by the agency, the volume of work performed under the contract and the portion of the work that was performed with its employees. If a HUB contractor performs less than 25% of the cumulative total contract with its employees, then for the next quarter, the contractor shall report its subcontractors as required by a non-HUB contractor.

6. The contractor must notify HUBs of the work that the contractor intends to subcontract. The notice shall be in writing. The notice shall include a description of the subcontracting opportunities and identify the location to review contract specifications. The notice shall be provided to potential subcontractors prior to submission of the contractor's proposal to the PUCT.
7. The contractor shall submit a copy of the notice described in section 6 above with its proposal and shall submit a statement within seven (7) working days following its submission of the proposal that specifies the expected percentage of work, if any, to be subcontracted.
8. The contractor shall send the notice described in section 6 above to at least five (5) businesses in the current General Services Commission directory of certified HUBs that perform the type of work required in the area in which the work will be performed. If the commission's directory does not include at least 5 businesses, the contractor shall send the notice to HUBs on lists of minority and women-owned businesses maintained by other government agencies or organizations. If a contractor uses a source other than the General Services Commission's directory, the selected HUB subcontractor must become certified by the General Services Commission on a form prescribed by the commission. See Attachment D of this RFP for a copy of this form.

The directory of certified HUBs may be obtained by the General Services Commission, 1711 San Jacinto, P.O. Box 13047, Austin, Texas 78711-3047, (512) 463-3419. The directory may also be accessed on the Internet through a Worldwide Web home page at <http://www.gsc.state.tx.us/>. To inquire about whether a certain business is a certified HUB, call (512) 463-5872.

9. If the contractor selects a non-HUB subcontractor through means other than competitive bidding, or a HUB bid is the lowest price responsive bidder to a competitive bid, but not selected, the contractor will be required to document the selection process.
10. The contractor shall maintain business records documenting its compliance with Chapter 111 requirements as identified in this attachment and shall make a compliance report to the PUCT in the format required by the agency's contract documents. The contractor shall report at least once for each calendar quarter during the term of the contract.
11. The PUCT will ensure that a contractor has complied with the provisions in Chapter 111 as described in this attachment as a condition of awarding any contract.

**Demonstration of Good Faith Effort for Subcontracting
with Historically Underutilized Businesses (HUBs)
(Required for all contracts exceeding \$100,000 where one or more subcontractors
will be used to perform the work under the contract)**

CHECKLIST

(Required by General Services Commission rules, Chapter 111)

The selected contractor is required to complete this checklist and submit to the PUCT within 5 days of selection but prior to the award of the contract. The selected contractor must submit with this checklist supporting documentation explaining in what ways the contractor has made a good faith effort according to each requirement stated below. The contract will not be awarded until the PUCT has received these documents.

- Yes ___ No ___ (1) The contractor provided written notices to at least five (5) qualified HUBs or the contractor advertised in general circulation, trade association, and/or minority/women focus media concerning subcontracting opportunities.
- Yes ___ No ___ (2) The contractor provided written notice to at least five qualified HUBs allowing sufficient time for HUBs to participate effectively.
- Yes ___ No ___ (3) The contractor divided the contract work into the reasonable portions in accordance with standard industry practices.
- Yes ___ No ___ (4) The contractor documented reasons for rejection or met with the rejected HUB to discuss the rejection.
- Yes ___ No ___ (5) The contractor provided qualified HUBs with adequate information about bonding, insurance, the plans, the specifications, scope of work and requirements of the contract.
- Yes ___ No ___ (6) The contractor negotiated in good faith with qualified HUBs, not rejecting qualified HUBs who are also the lowest responsive bidder.

Contractors are encouraged to use the services of available minority and women; community organizations contractor groups; local, state, and federal business assistance offices, and other organizations that provide support services to HUBs.

I, the undersigned official of the contracting entity, do hereby attest that the contractor has made a good faith effort in subcontracting with HUBs as described above and in the attached supporting documentation.

Signature of Authorized Official
Entity

Date

Name of Contracting

The PUCT shall review the checklist and attached documentation submitted by the contractor and issue a written notice of acceptance or deficiency of a good faith effort within fourteen days of the agency's receipt. The notice of deficiency will state the reasons for deficiency.

Attachment F
VRI Call Volumes

**Video Relay Interpreting
Call Volumes**

September – November 1996

Month	Number of Calls	Minutes	Av. Length of Call
September	986	5,894.79	5.62
October	1,095	6,506.78	6.49
November	806	4,887.91	7.40

Note: The VRI trial ran from September 3, 1996 – November 27, 1996, from 8 a.m. to 8 p.m. Monday through Friday. There were 4 interpreter “stations” that received calls mainly from 9 public locations throughout Texas. The contract permitted up to 4 video stations and the average speed answer restriction was waived. Public sites experienced busy signals constantly throughout the trial. VRI calls were also accepted from private residences and businesses.

Be aware that the call volumes for VRI were trials thus the call volume may not reflect the actual VRI once implemented.

Human Resources Code

CHAPTER 82. CONFIDENTIALITY OF INTERPRETED, TRANSLITERATED, OR RELAYED CONVERSATIONS

Sec. 82.001. Definitions.

In this chapter:

(1) "Qualified interpreter" means a person employed as an interpreter who holds a current certification issued by the Board for Evaluation of Interpreters, or another current certificate that the Texas Commission for the Deaf and Hard of Hearing determines is comparable or appropriate and approves.

(2) "Relay agent" means a person employed to relay conversations for a person who is hearing impaired or speech impaired over a dual-party telephone system.

Added by Acts 1991, 72nd Leg., ch. 333, Sec. 1, eff. Sept. 1, 1991. Amended by Acts 1995, 74th Leg., ch. 835, Sec. 21, eff. Sept. 1, 1995.

Sec. 82.002. Confidentiality of Conversations.

A qualified interpreter or relay agent who is employed to interpret, transliterate, or relay a conversation between a person who can hear and a person who is hearing impaired or speech impaired is a conduit for the conversation and may not disclose or be compelled to disclose, through reporting or testimony or by subpoena, the contents of the conversation.

Added by Acts 1991, 72nd Leg., ch. 333, Sec. 1, eff. Sept. 1, 1991.

Sec. 82.003. Criminal Penalty.

(a) A qualified interpreter or relay agent who is employed to interpret, transliterate, or relay a conversation between a person who can hear and a person who is hearing impaired or speech impaired commits an offense if the qualified interpreter or relay agent discloses the contents of the conversation, unless the qualified interpreter or relay agent obtains the consent of each party to the conversation.

(b) An offense under this section is a Class C misdemeanor.

Added by Acts 1991, 72nd Leg., ch. 333, Sec. 1, eff. Sept. 1, 1991

Glossary of NPA/NXX Terms Used in NPA/NXX Report

NPA: Numbering Plan Area, or Area Code.

NXX: The first three digits of a telephone number. Identifies the specific telephone company central office that serves that number.

Number of Relay Texas Subscribers: Number of different telephone numbers from this NPA/NXX. This only indicates phone numbers not how many people. For example, if a household has 3 different people who use Relay Texas, and they all share one telephone line, only one phone number is recorded. Also, separate lines that are through a switchboard are not indicated, only the switchboard number(s). The number of subscribers then does not accurately tell how many people use Relay Texas.

Completed Calls: The number of *successful* outbound calls. These are calls by which the caller reaches a third party. *This does not include busy or no answer calls.*

Completion Rate: These are completed calls *divided by* outbound calls. This tells the percentage of successful (connection to the 3rd party) outbound calls. *If there are certain areas (NPA/NXX) that have a significantly lower completion rate, it may indicate the need for outreach education and/or additional relay agent training.*

Percent of Relay Texas Calls: This is the Subscriber number of an area code divided by Total Texas Subscriber Number. *This shows the utilization percent for each Texas area code.*

Agent Work Time: Time, in minutes, that a relay agent spends with a relay caller. This is calculated from the time the agent answers the phone until both relay users hang up. This includes time for general assistance such as busy, no answer, etc. This is the time billed to the TUSF. This is also known as Session Minutes. This will be compared to the invoice.

Conversation Time: Time, in minutes, from connection of caller to 3rd party to the moment one hangs up, during an outbound call. To begin timing, the relay agent pushes a start timing key. The computer should have an automatic time stamp that mark the end of the outbound call.

Percentage of Non-Conversation Time: Percent of time, during a call, when the caller is not connected to a 3rd party. The formula is Agent Work Time *minus* Total Conversation Time *divided by* Agent Work Time. *Reducing this percent will reduce agent work time, which in turn reduces the*

fees billed to the TUSF. An unusually high percentage might mean the need for outreach education and/or additional agent training.

Inbound Calls: Number of calls *to* the relay center.

Outbound Calls: Number of calls attempted *from* the relay center. For example, a person may make a call to the relay center (inbound) and then have the agent make five different calls (outbound). *Attempted relay calls means the telephone number has been dialed. This includes busy or no-answer calls, as well as calls where the caller is connected to the 3rd party.*

Outbound/Inbound: This provides the average number of outbound calls per inbound call. Outbound calls/inbound calls. *This is used to verify Contractor's Invoice Report. This also gives insight as to whether Relay Users understand that they can make more than one outbound call with each inbound call.*

ASA Penalty Explanation

- 1. Refer to Texas Call Summary (see Example Data)
- 2. Review the ASA from the Total Day column.
- 3. Days in which the ASA is over 3.3 are considered days of non-compliance. The Texas Call Summary indicates that days 16, 22, 28, 29, and 30 are non-complaint days with corresponding ASAs of 4.2, 4.1, 4.1, 6.1, and 4.3, respectively.
- 4. The formula to determine the penalty is as follows:

- 1. Divide 3.3 (required ASA) by the ASA of the non-complaint day. Subtract this number from 1 to get the percent over compliance.

Example: Day 16 is the first non-complaint ASA of 4.2. $3.3/4.2 = .7857$; $1 - .7857 = .2143$. 21.43% is the percent over compliance for that day.

- 2. Multiply base \$10,000 X this percent.
Example: $.2143 \times 10,000 = \$2,143$.
\$2,143 is the penalty for that day.

- 3. Continue with of the remaining days in which the ASA higher than 3.3.

$3.3/4.1 = .8048$	$1 - .8048 = .1952$	$.1952 \times 10,000 =$	\$1,952
$3.3/4.1$			\$1,952
$3.3/6.1 = .5409$	$1 - .5409 = .4591$	$.4591 \times 10,000 =$	\$4,591
$3.3/4.3 = .7674$	$1 - .7674 = .2326$	$.2326 \times 10,000 =$	\$2,326

The total ASA penalty will be \$12,964 for that month. The penalty amount will be deducted from the invoice for that month.

Example Data

Texas Call Summary

Date	12M - 6 A		6A - 12N		12N - 6 P		6P - 12 M		Total Day	
	NCH	ASA	NCH	ASA	NCH	ASA	NCH	ASA	NCH	ASA
1 Mon	241	1.1	1600	0.9	5567	0.8	2,699	4.6	10107	2.3
2 Tue	189	7.3	4107	4.8	5345	2.5	2766	1.4	12407	3.0
3 Wed	273	1.1	3566	1.7	5123	4.6	4107	1.5	13069	2.9
4 Thr	149	1.7	4561	2.9	5432	1.7	3092	0.8	13234	1.8
5 Fri	199	1.3	3221	0.8	5008	2.0	4561	1.2	12989	1.4
6 Sat	257	0.7	1567	1.6	2879	1.9	2143	1.3	6846	1.6
7 Sun	223	2.7	1445	1.0	2345	1.0	2534	4.4	6547	2.2
8 Mon	181	1.7	3892	1.0	5612	0.8	3546	2.8	13231	1.6
9 Tue	162	4.2	3590	2.8	5932	1.8	3892	1.3	13576	2.0
10 Wed	187	3.3	3256	1.4	5432	1.1	3122	1.2	11997	1.2
11 Thr	158	1.1	3555	1.0	5298	1.8	3256	1.0	12267	1.3
12 Fri	141	1.8	2309	0.9	5035	1.6	3555	1.1	11040	1.3
13 Sat	156	3.3	1845	0.8	2602	2.8	2654	1.0	7257	1.7
14 Sun	307	1.8	1322	1.0	2461	1.6	2433	4.5	6523	2.5
15 Mon	264	2.7	3901	1.0	5899	1.6	3511	3.4	12575	2.2
16 Tues	190	4.3	3256	4.4	5753	6.0	3901	1.3	13100	4.2
17 Wed	167	1.3	3553	1.0	5234	1.0	3975	1.7	12929	1.2
18 Thr	155	1.4	2920	0.9	4897	1.6	3553	1.6	11525	1.4
19 Fri	199	6.3	2998	1.5	4325	1.8	2920	1.2	10442	1.6
20 Sat	141	0.8	1910	1.5	2785	2.5	2335	1.1	7171	1.8
21 Sun	143	0.9	1201	1.3	2945	1.3	2132	4.0	6421	2.2
22 Mon	133	4.9	3798	0.8	5987	1.3	3700	8.5	13618	4.1
23 Tues	226	0.8	3425	4.4	5689	2.2	3222	1.0	12562	2.5
24 Wed	220	0.8	3109	2.6	5321	2.0	3441	1.0	12091	1.9
25 Thr	133	1.7	3287	3.0	4921	4.1	3109	1.0	11450	2.9
26 Fri	144	1.3	3456	2.5	4879	2.7	3287	1.5	11766	2.3
27 Sat	145	2.7	1541	1.4	2346	6.1	2341	1.1	6373	3.3
28 Sun	165	1.9	1398	6.0	2198	1.3	2233	1.6	5994	4.1
29 Mon	198	0.8	3084	0.8	5621	0.9	3456	9.7	12359	6.1
30 Tue	154	11.3	3920	4.1	5432	10.2	3084	1.8	12590	4.3

**Exhibit A
First Page, Invoice
(Sample)**

First Page, Invoice

**Relay Texas Compensation Invoice
May, 1999**

Invoice Date:
Invoice Number:

Total Service Compensation	<u>\$212,500</u>
Publicity Expense	<u>\$4,000</u>
XYZ Feature	<u>\$10,000</u>
Total Amount Due	<u>\$226,500</u>

TRS Provider

Date

Approved for payment:

Relay Texas Administrator
Public Utility Commission of Texas

Date

Relay Texas
Details of Compensation and Statistics
May, 1999

Minutes of Service	<u>1,000,000</u>
Less Interstate Minutes	<u>(150,000)</u>
Total Billable Minutes	<u>850,000</u>
Price per Minute of Service	<u>\$.25</u>
Sub Total Compensation	<u>\$212,500</u>
XYZ Minutes of service	<u>10,0000</u>
XYZ price per minute	<u>\$1.00</u>
XYZ Compensation	<u>\$10,000</u>
Total Service Compensation	<u>\$222,500</u>

Number of Billable Calls	<u>255,000</u>
Average Length of Call (Billable)	<u>4.1</u>
Average Length of Call (Non- billable)	<u>3.6</u>

Exhibit C
Call Detail Report
(Sample)

Call Detail Report

Call Summary

	Minutes of Service	Number of Calls	% of Total
Total Calls	1,000,000	300,000	100%
Less Non-Billable	150,000	45,000	15%
Total Billable	850,000	255,000	85%

Call Detail - Billable

	Minutes of Service	Number of Calls	% of Total
Local	550,000	150,000	50%
Intrastate	50,000	15,000	5%
Intrastate Toll-Free	55,000	17,000	6%
8XX/9XX Pay Per Call	700	70	0%
Intrastate DA	48,000	1,200	0%
General Assistance	133,700	63,700	21%
Intrastate Busy/No Answer	12,000	8,000	3%
Emergency	600	30	0%
Total	850,000	255,000	85%

Call Detail – Non- Billable

	Minutes of Service	Number of Calls	%of Total
Interstate	49,050	10,280	3%
Interstate Toll-Free	90,000	30,220	10%
International	4,500	350	0%
Interstate DA	450	150	0%
Interstate Busy/No Answer	6,000	4,000	.01%
Total	150,000	45,000	15%

Exhibit D
Calls to Relay Texas
(Sample)

Calls to Relay Texas
By Device

May, 1999

Device Type	Number of Calls	% of Total	Minutes of Service	Average Length of Call	ASAI
TTY	233,500	75%	770,000	2.61	3.55
Spanish TTY	400	0%	1,200	3.25	
Voice	49,150	15.9%	150,000	2.29	3.15
Spanish Voice	20	0%	100	3.14	
VCO	18,790	6%	59,290	3.25	3.07
Spanish VCO	5	0%	10	2.15	
ASCII	6,215	2%	16,000	2.85	2.75
Spanish ASCII	0	0%	0	0	
STS (Speech Disabled)	805	.3%	9,000	12.0	3.88
STS (Hearing Disabled)	100	.03%	1,000	11.0	
HCO	165	.05%	700	4.51	1.89
Spanish HCO	0	0%	0	0	
Deaf Blind	850	.25%	2,700	3.58	4.55
Mandatory/ Optional, Desirable					

Exhibit E
Inbound & Delayed Call Profile
(Sample)

Inbound Calls and Delayed Call Profile
May 1999

Inbound Calls

Number of Calls	Offered	Answered	In Queue	Abandoned	Percent Abandoned
To Relay Texas	245,000	240,000	245,000	5,000	2%

Delayed Call Profile

Section Data

Answer Seconds	0	5	10	15	20	25	30	40	50	60	90	120	180	180+	Total
Offered	52,000	173,000	4,000	3,000	2,500	2,200	2,000	2,100	1,200	850	800	600	400	350	245,000
Answered	51,900	172,700	3,750	2,700	2,000	1,600	1,400	1,100	700	650	650	300	300	250	240,000
Abandoned	100	300	250	300	500	600	600	1,00	500	200	150	300	100	100	5,000

Cumulative Data

Answer Seconds	0	5	10	15	20	25	30	40	50	60	90	120	180	180+	Total
Offered	52,000	225,000	229,000	232,000	234,500	236,700	238,700	240,800	242,000	242,850	243,650	244,250	244,650	245,000	245,000
Answered	51,900	224,600	228,350	231,050	233,050	234,650	236,050	237,150	237,850	238,500	239,150	239,450	239,750	240,000	240,000
Abandoned	100	400	650	950	1,450	2,050	2,650	3,650	4,150	4,350	4,500	4,800	4,900	5,000	5,000
% Processed	21%	92%	93%	94%	95%	96%	96%	97%	97%	97%	98%	98%	98%	98%	98%

Exhibit F
Exchange Usage Statistic
(Sample)

Exchange Usage Statistic
(Order based on Minutes of Agent Time)

NPA	Name of Exchange	No. of Subs	Percent of Total Texas Subs	No. of Completed Calls	Completion Rate	Conversations on Time	Minutes of Agent Time	Agent Time that is not Conversation Time	No. of Inbound Calls	No. of Calls Handled	Handled Calls to Inbound Calls Ratio
210	SAN ANTONIO	1,717	7.98%	13,697	58.81%	68,446	96,117	28.79%	15,517	23,289	1.50
210	BROWNSVILLE	69	0.32%	1,230	58.18%	4,108	6,843	39.97%	1,330	2,114	1.59
210	LAREDO	50	0.23%	573	62.09%	3,988	5,235	23.82%	867	1,100	1.27
210	MCALLEN	93	0.43%	456	50.50%	2,378	3,498	32.02%	649	903	1.39
210	UNKNOWN	44	0.20%	301	53.75%	2,513	3,198	21.41%	384	560	1.46
210	MISSION	26	0.12%	341	64.58%	2,089	2,727	23.40%	382	528	1.38
210	HARLINGEN	32	0.15%	249	69.75%	1,019	1,517	32.84%	286	357	1.25
210	EDINBURG	25	0.12%	183	63.99%	908.57	1,308	30.53%	235	286	1.22
210	HANCOCK	*	0.04%	109	59.89%	468.95	780.78	39.94%	49	182	3.71
210	BULVERDE	*	0.04%	101	67.79%	495.52	718.20	31.01%	115	149	1.30
210	KERRVILLE	29	0.13%	81	63.28%	506.90	685.20	26.02%	93	128	1.38
210	RIO GRANDE CITY	*	0.04%	52	49.52%	552.52	660.42	16.34%	64	105	1.64
210	SAN BENITO	12	0.06%	105	60.34%	412.43	646.60	36.22%	136	174	1.28
210	DILLEY	10	0.05%	127	67.55%	366.12	571.93	35.99%	160	188	1.18
210	NEW BRAUNFELS	24	0.11%	59	68.60%	380.03	502.73	24.41%	68	86	1.26
214	DALLAS	2,713	12.60%	22,899	64.31%	105,657	147,471	28.35%	23,639	35,065	1.51

214	IRVING	329	1.53%	2,410	61.81%	10,312	14,851	30.56%	2,595	3,899	1.5
214	GARLAND	192	0.89%	1,805	66.73%	9,952	13,167	24.42%	1,694	2,705	1.60
214	PLANO	197	0.92%	1,271	65.99%	5,522	7,832	29.49%	1,354	1,926	1.42
214	CARROLLTON	172	0.80%	1,075	66.94%	4,747	6,710	29.26%	1,127	1,606	1.43
214	LEWISVILLE	142	0.66%	826	68.72%	3,955	5,376	26.44%	840	1,202	1.43
214	FRISCO	45	0.21%	763	71.24%	3,547	4,653	23.76%	508	1,071	2.11

* Less than 10 subscribers.

Note: The above information is for example purposes only. The data does not include all area codes in Texas at the present time. There are 18 area codes in Texas. Exhibit is only a partial listing of exchange usage for July 1994.

Exhibit (continued)

214	MCKINNEY	57	0.26%	356	66.54%	1,802	2,374	24.09%	428	535	1.25
214	UNKNOWN	20	0.09%	185	66.07%	1,405	1,738	19.09%	198	280	1.41
214	RED OAK	19	0.09%	177	46.87%	698	1,235	43.49%	320	386	1.21
214	KAUFMAN	*	0.03%	162	63.79%	910	1,194	23.69%	157	254	1.62
214	ROCKWALL	27	0.13%	168	65.89%	810	1,146	29.22%	216	255	1.18
214	ROWLETT	27	0.13%	157	53.41%	698	972.53	28.16%	174		1.69
214	WYLIE	12	0.06%	135	80.37%	560	743.97	24.65%	86	168	1.95
214	ALLEN	20	0.09%	93	62.84%	463	646.05	28.32%	101	148	1.47
409	BEAUMONT	201	0.93%	1,400	56.78%	6,465	9,341	30.79%	1,585	2,466	1.56
409	PT ARelay TexasHUR	66	0.31%	1,448	57.45%	5,011	8,197	38.86%	831	2,521	3.03
409	LUMBERelay TexasON	21	0.10%	755	65.14%	3,523	4,940	28.69%	565	1,159	2.05
409	BRYAN- COLLEGE STA	121	0.56%	533	61.41%	2,738	3,798	27.88%	638	868	1.36
409	CONROE	45	0.21%	479	67.09%	2,179	3,088	29.44%	504	714	1.42
409	NEDERLAND-PT NECHES	59	0.27%	573	62.21%	2,004	3,043	34.12%	611	921	1.51
409	IFREEPORelay Texas	22	0.10%	399	58.08%	1,641	2,753	40.35%	426	687	1.61
409	LUFKIN	26	0.12%	236	52.91%	1,901	2,693	29.38%	280	446	1.59

409	NACOGDOCHES	32	0.15%	326	66.13%	1,367	2,004	31.79%	316	493	1.56
409	GALVESTON	64	0.30%	255	59.16%	1,381	1,961	29.55%	336	431	1.28
409	ORANGE	34	0.16%	275	63.66%	1,139	1,653	31.08%	283	432	1.53
409	HUNTSVILLE	21	0.10%	120	60.00%	1,207	1,459	17.20%	148	200	1.35
409	TEXAS CITY-LAMARQUE	34	0.16%	161	58.77%	955	1,364	29.98%	182	274	1.51
409	ANGLETON	22	0.10%	173	73.31%	1,021	1,274	19.86%	128	236	1.84
409	GLEN FLORA	*	0.02%	125	58.70%	831	1,154	28.01%	106	213	2.01
512	AUSTIN	3,079	14.30%	25,362	63.01%	122,803	122,803	28.24%	26,752	40,249	1.50
512	CORPUS CHRISTI	3911	1.82%	2,338	50.90%	10,662	15,663	32.28%	2,750	4,593	1.67
512	VICTORIA	65	0.30%	857	64.88%	2,717	4,248	36.03%	819	1,321	1.61
512	UNKNOWN	52	0.24%	341	62.80%	1,946	2,631	26.03%	362	543	1.50
512	KINGSVILLE	21	0.10%	257	61.05%	1,477	1,937	23.77%	251	421	1.68
512	ROBSTOWN	13	0.06%	163	61.74%	834	1,143	27.04%	156	264	1.69
512	BASTROP	15	0.07%	75	63.03%	764	962	20.59%	76	119	1.57
512	BUDA	21	0.10%	118	67.05%	521	708	26.33%	145	176	1.21
512	GEORGETOWN	21	0.10%	89	53.29%	415	600	30.89%	115	167	1.45

Exhibit G
NPA Usage Statistic
(Sample)

NPA Usage Statistic

NPA	Number of Subscribers	Percent of Total Texas Subscribers	Number of Completed Calls	Completion Rate	Minutes of Total Use	Percent of Total Texas Use	Minutes of Agent Time	Percent of Non-Conversation Time	Number of Inbound Calls	Number of Outbound Calls	Outbound to Inbound Ratio
210	2,372	11.02%	18,558	58.51%	93,025	11.62%	131,378	29.19%	21,501	31,719	1.48
214	4,096	19.03%	32,915	64.52%	152,807	19.08%	212,723	28.17%	33,928	51,014	1.50
409	1,186	5.51%	9,147	58.79%	44,026	5.50%	63,822	31.02%	9,414	15,560	1.65
512	3,921	18.21%	30,285	61.75%	145,267	18.14%	203,693	28.68%	32,349	49,048	1.52
713	4,370	20.30%	37,987	63.45%	181,073	22.61%	255,193	29.04%	39,946	59,872	1.50
806	678	3.15%	4,081	62.14%	20,008	2.50%	28,032	28.62%	4,644	6,567	1.41
817	3,044	14.14%	19,768	61.21%	97,861	12.22%	136,892	28.51%	21,983	32,296	1.47
903	780	3.62%	4,419	58.58%	23,474	2.93%	32,611	28.02%	5,181	7,543	1.46
915	1,082	5.03%	8,578	59.45%	43,248	5.40%	60,857	28.94%	9,717	14,429	1.48
Total s:	21,529	100.00%	165,738	61.83%	800,789	100.00%	1,125,201	28.83%	178,663	268,048	1.50

Note: The above information is for example purposes only. The data does not include all the area codes in Texas at the present time. There are 18 area codes in Texas. NPA Usage Statistic reports should include all the area codes.