## Appendix I Quality Assurance Program on Speed of Answer

As our TRS vendor since January 1992 Sprint has developed the capability to effectively manage a human resource pool that provides unsurpassed quality. Sprint has grown their TRS Operations capability to handle approximately 27 million calls per year. Sprint has gained valuable experience in sizing its TRS Operations to accommodate contract requirements. Historical call detail is gathered by 15-minute periods throughout the years of providing TRS service. This historical information is combined with state-specific information to establish anticipated call patterns that accurately predict the personnel needs necessary to efficiently process the relay calls.

Sprint meets the North Carolina's requirement of answering 90% of all calls within 10 seconds on a daily basis by a live CA. (Abandoned calls are included in this 90/10 Service Level calculation.) Sprint will ensure that no more than 30 seconds elapses between the receipt of the dialing information and the dialing of the requested number.

After reaching TRS, 90% of all calls must be answered by TRS in 10 seconds and the average time shall not exceed 3.3 seconds on daily basis.

Sprint samples the average answer time a minimum of every 30 minutes for each 24-hour period. Sprint's Traffic Management Control Center (TMCC) and our Enhanced Services Operations Control Center (ESOCC) are staffed with professionals who understand call processes, call volumes, distribution patterns, contract requirements and call routing, thus ensuring exemplary service.

The Sprint Centers that serve North Carolina are provided with sufficient facilities to provide a Grade of Service (GOS) of P.01 or better for calls entering the North Carolina call center switch equipment. Inbound calls that may be blocked within the Public Switched Telephone Network (PSTN) will receive a voice recording stating that all circuits are busy and to try the call again within a few minutes.

Performance of inbound traffic on each toll-free number where it enters the Sprint network is measured continuously and reported both daily and monthly. These measurements, which include traffic volume and blockage data, are compiled into a monthly report available to the state. In addition, the dedicated trunk facilities that route the call from the terminating network switch to the ACD (Automatic Call Distributor) at the serving relay center are monitored daily for compliance with blockage limitations. These data are monitored for both short and long-term trends to ensure the most cost-effective use of resources.

TELECOMMUNICATION RELAY SERVICES
CALL PROFILE NUMBER OF [illegible]S PERCENTAGE FOR NC



| DATE | 0 to 5 MINUTES | 5+ to 10 MINUTES | 10+ to 20 MINUTES | 20+ to 30 MINUTES | 30+ to 40 MINUTES | 40+ to 50 MINUTES | 50+ to 60 MINUTES | 60+ MINUTES |
|---|---|---|---|---|---|---|---|---|
| 02/01/02 | 86.67% | 8.02% | 3.99% | 0.71% | 0.35% | 0.12% | 0.06% | 0.08% |
| 02/02/02 | 88.78% | 6.60% | 3.04% | 0.84% | 0.30% | 0.19% | 0.05% | 0.19% |
| 02/03/02 | 87.18% | 7.95% | 2.90% | 1.04% | 0.47% | 0.36% | 0.04% | 0.07% |
| 02/04/02 | 84.29% | 8.84% | 5.09% | 1.05% | 0.45% | 0.15% | 0.06% | 0.08% |
| 02/05/02 | 84.96% | 7.75% | 5.51% | 1.01% | 0.43% | 0.13% | 0.11% | 0.11% |
| 02/06/02 | 85.16% | 8.39% | 4.29% | 1.18% | 0.48% | 0.10% | 0.24% | 0.16% |
| 02/07/02 | 85.05% | 7.97% | 5.08% | 1.12% | 0.39% | 0.21% | 0.10% | 0.08% |
| 02/08/02 | 86.79% | 7.56% | 4.16% | 0.86% | 0.34% | 0.13% | 0.06% | 0.10% |
| 02/09/02 | 88.94% | 5.91% | 3.72% | 0.91% | 0.26% | 0.08% | 0.10% | 0.08% |
| 02/10/02 | 85.90% | 7.46% | 4.15% | 1.52% | 0.57% | 0.20% | 0.07% | 0.13% |
| 02/11/02 | 84.78% | 8.38% | 4.98% | 1.25% | 0.35% | 0.19% | 0.02% | 0.06% |
| 02/12/02 | 83.74% | 9.34% | 5.09% | 1.25% | 0.31% | 0.06% | 0.08% | 0.12% |
| 02/13/02 | 85.39% | 8.55% | 4.64% | 0.88% | 0.23% | 0.18% | 0.08% | 0.04% |
| 02/14/02 | 84.54% | 8.08% | 5.10% | 1.33% | 0.47% | 0.25% | 0.09% | 0.13% |
| 02/15/02 | 86.31% | 8.11% | 4.05% | 0.86% | 0.47% | 0.10% | 0.02% | 0.08% |
| 02/16/02 | 87.84% | 7.39% | 3.24% | 0.88% | 0.15% | 0.35% | 0.03% | 0.12% |
| 02/17/02 | 87.78% | 6.60% | 3.51% | 0.99% | 0.37% | 0.20% | 0.37% | 0.17% |
| 02/18/02 | 85.25% | 8.46% | 4.51% | 1.02% | 0.51% | 0.06% | 0.10% | 0.08% |
| 02/19/02 | 84.97% | 8.66% | 4.34% | 1.19% | 0.47% | 0.18% | 0.10% | 0.08% |
| 02/20/02 | 84.34% | 9.24% | 4.39% | 1.27% | 0.48% | 0.06% | 0.12% | 0.08% |
| 02/21/02 | 84.62% | 8.76% | 4.76% | 1.09% | 0.49% | 0.06% | 0.08% | 0.14% |
| 02/22/02 | 85.71% | 8.32% | 4.00% | 1.07% | 0.53% | 0.21% | 0.04% | 0.12% |
| 02/23/02 | 87.74% | 6.87% | 3.98% | 0.66% | 0.34% | 0.20% | 0.11% | 0.09% |
| 02/24/02 | 86.51% | 7.62% | 3.96% | 0.89% | 0.41% | 0.34% | 0.10% | 0.17% |
| 02/25/02 | 82.53% | 9.92% | 5.56% | 1.10% | 0.63% | 0.18% | 0.02% | 0.04% |
| 02/26/02 | 84.55% | 8.61% | 4.79% | 1.30% | 0.41% | 0.21% | 0.10% | 0.02% |
| 02/27/02 | 84.45% | 8.89% | 4.94% | 1.16% | 0.36% | 0.13% | 0.02% | 0.04% |
| 02/28/02 | 84.83% | 8.62% | 4.76% | 1.21% | 0.19% | 0.25% | 0.08% | 0.06% |
| TOTAL: | 85.52% | 8.20% | 4.46% | 1.07% | 0.40% | 0.17% | 0.09% | 0.09% |

## North Carolina Weighted Service Level: 98% Requirement: 90% within 10 seconds Daily

| Mar 2002 | Albuquerque | | | Austin | | | Baltimore | | | Tucson | | | Independence | | | Lubbock | | | Ohio | | | Sioux Falls | | | Minnesota | | | Miami | | | Syracuse | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Date | Calls | SVL | SVL Pts. | Calls | SVL | SVL Pts. | Calls | SVL | SVL Pts. | Calls | SVL | SVL Pts. | Calls | SVL | SVL Pts. | Calls | SVL | SVL Pts. | Calls | SVL | SVL Pts. | Calls | SVL | SVL Pts. | Calls | SVL | SVL Pts. | Calls | SVL | SVL Pts. | Calls | SVL | SVL Pts. |
| 1 | 7 | 98.4 | 688 | 9 | 96.5 | 869 | | 90.1 | | 1262 | 98.6 | 124493 | 13 | 90.1 | 1172 | 21 | 99.1 | 2080 | 647 | 97.5 | 63061 | 248 | 99.1 | 24568 | 870 | 98.1 | 85388 | 11 | 98.6 | 1085 | 228 | 98.7 | 22495 |
| 2 | 36 | 97.0 | 3490 | 3 | 92.0 | 276 | | 90.1 | | 929 | 96.8 | 89960 | 25 | 91.6 | 2291 | 31 | 95.6 | 2963 | 908 | 96.0 | 87153 | 210 | 97.2 | 20407 | 351 | 94.9 | 33323 | 5 | 97.7 | 488 | 240 | 96.7 | 23201 |
| 3 | 9 | 98.8 | 889 | | 89.8 | | 2 | 91.5 | 183 | 1005 | 98.9 | 99367 | 42 | 97.8 | 4107 | 18 | 99.5 | 1791 | 605 | 99.1 | 59979 | 83 | 99.0 | 8220 | 359 | 98.8 | 35472 | 3 | 98.7 | 296 | 167 | 99.9 | 16680 |
| 4 | 10 | 99.0 | 990 | 20 | 98.4 | 1969 | 4 | 90.0 | 360 | 1231 | 99.5 | 122536 | 29 | 94.1 | 2730 | 40 | 99.4 | 3976 | 952 | 99.1 | 94346 | 191 | 98.9 | 18885 | 859 | 99.1 | 85109 | 9 | 99.3 | 894 | 322 | 98.6 | 31736 |
| 5 | 9 | 91.8 | 826 | 3 | 96.9 | 291 | 2 | 89.3 | 179 | 1295 | 99.7 | 129170 | 12 | 91.5 | 1098 | 11 | 99.3 | 1093 | 713 | 98.0 | 69859 | 244 | 99.5 | 24274 | 1068 | 99.5 | 106312 | 3 | 99.9 | 300 | 149 | 96.0 | 14302 |
| 6 | 9 | 99.7 | 897 | 1 | 97.5 | 97 | 1 | 89.1 | 89 | 1131 | 99.8 | 112837 | 24 | 92.8 | 2228 | 7 | 99.7 | 698 | 788 | 99.8 | 78613 | 243 | 99.4 | 24154 | 1017 | 99.5 | 101226 | 15 | 99.8 | 1496 | 42 | 93.1 | 3909 |
| 7 | 22 | 98.6 | 2170 | 9 | 96.4 | 868 | 1 | 90.3 | 90 | 1219 | 97.1 | 118413 | 16 | 90.7 | 1451 | 38 | 98.0 | 3724 | 747 | 97.5 | 72846 | 264 | 98.3 | 25963 | 870 | 97.0 | 84429 | 3 | 98.4 | 295 | 117 | 93.2 | 10902 |
| 8 | 2 | 99.8 | 200 | 2 | 96.0 | 192 | 1 | 89.9 | 90 | 1212 | 99.4 | 120475 | 34 | 94.9 | 3226 | 13 | 99.8 | 1295 | 749 | 98.9 | 74090 | 125 | 96.2 | 12031 | 933 | 99.4 | 92705 | 18 | 99.6 | 1793 | 90 | 96.6 | 8692 |
| 9 | 40 | 96.5 | 3859 | 3 | 90.7 | 272 | 4 | 91.5 | 366 | 896 | 97.1 | 87030 | 61 | 93.1 | 5679 | 35 | 97.0 | 3394 | 799 | 96.6 | 77212 | 122 | 96.7 | 11792 | 137 | 92.9 | 12725 | 6 | 97.4 | 585 | 115 | 93.1 | 10712 |
| 10 | 17 | 98.4 | 1673 | 6 | 96.8 | 581 | | 91.6 | | 762 | 98.1 | 74775 | 31 | 90.0 | 2790 | 38 | 98.4 | 3740 | 616 | 96.0 | 59117 | 179 | 97.8 | 17513 | 350 | 96.9 | 33909 | 7 | 98.8 | 691 | 70 | 93.1 | 6515 |
| 11 | 27 | 97.3 | 2627 | 5 | 94.3 | 472 | | 90.4 | | 1146 | 99.1 | 113535 | 14 | 90.8 | 1272 | 51 | 99.0 | 5049 | 799 | 96.5 | 77138 | 337 | 97.7 | 32913 | 1044 | 98.1 | 102382 | 4 | 99.1 | 396 | 115 | 92.9 | 10683 |
| 12 | 27 | 99.0 | 2672 | 8 | 95.0 | 760 | | 90.1 | | 1370 | 99.7 | 136573 | 11 | 92.0 | 1012 | 22 | 98.7 | 2172 | 718 | 98.7 | 70890 | 311 | 99.5 | 30950 | 809 | 98.8 | 79905 | 2 | 99.6 | 199 | 69 | 93.2 | 6432 |
| 13 | 14 | 99.1 | 1387 | | 96.2 | | | 89.8 | | 1120 | 99.5 | 111415 | 16 | 91.2 | 1459 | 17 | 99.0 | 1683 | 819 | 98.2 | 80456 | 200 | 99.1 | 19817 | 1113 | 99.6 | 110801 | 6 | 99.8 | 599 | 96 | 96.3 | 9249 |
| 14 | 51 | 93.5 | 4767 | 8 | 90.8 | 726 | 2 | 90.8 | 182 | 1114 | 94.0 | 104661 | 4 | 90.5 | 362 | 53 | 95.6 | 5064 | 803 | 91.8 | 73736 | 482 | 94.0 | 45316 | 621 | 92.2 | 57256 | 6 | 95.5 | 573 | 132 | 92.3 | 12186 |
| 15 | 52 | 97.2 | 5056 | 8 | 93.9 | 752 | 1 | 89.7 | 90 | 1235 | 97.7 | 120707 | 14 | 89.9 | 1259 | 31 | 97.9 | 3035 | 706 | 96.3 | 67961 | 368 | 97.7 | 35959 | 751 | 96.9 | 72755 | 3 | 98.1 | 294 | 182 | 93.1 | 16939 |
| 16 | 18 | 98.0 | 1764 | 3 | 92.5 | 278 | | 90.0 | | 968 | 98.2 | 95072 | 35 | 88.6 | 3101 | 28 | 98.4 | 2758 | 799 | 96.1 | 76752 | 228 | 98.7 | 22500 | 347 | 97.3 | 33770 | 3 | 99.3 | 298 | 96 | 92.8 | 8911 |
| 17 | 5 | 99.1 | 495 | | 97.0 | | 2 | 89.5 | 179 | 861 | 99.5 | 85634 | 54 | 93.4 | 5046 | 15 | 99.5 | 1492 | 629 | 95.4 | 59991 | 201 | 99.0 | 19893 | 406 | 98.7 | 40052 | 2 | 99.3 | 199 | 68 | 92.9 | 6315 |
| 18 | 39 | 93.3 | 3639 | 26 | 91.8 | 2386 | 23 | 90.2 | 2076 | 970 | 93.6 | 90773 | 57 | 91.7 | 5227 | 83 | 93.8 | 7783 | 944 | 91.0 | 85925 | 236 | 93.9 | 22156 | 764 | 95.7 | 73105 | 4 | 86.1 | 344 | 211 | 92.8 | 19589 |
| 19 | 21 | 99.5 | 2090 | 7 | 96.2 | 674 | 2 | 89.8 | 180 | 1275 | 99.1 | 126389 | 12 | 88.6 | 1064 | 16 | 98.0 | 1567 | 358 | 96.2 | 34447 | 261 | 99.1 | 25876 | 1140 | 98.5 | 112316 | 1 | 99.0 | 99 | 169 | 95.9 | 16203 |
| 20 | 11 | 99.0 | 1089 | 3 | 98.3 | 295 | 7 | 90.1 | 631 | 1408 | 99.8 | 140513 | 16 | 89.9 | 1439 | 11 | 99.3 | 1093 | 441 | 98.0 | 43238 | 269 | 99.5 | 26773 | 1060 | 99.4 | 105416 | 7 | 99.7 | 698 | 95 | 94.9 | 9015 |
| 21 | 13 | 97.4 | 1267 | 6 | 97.1 | 583 | 13 | 90.4 | 1175 | 1707 | 98.6 | 168380 | 38 | 91.3 | 3470 | 30 | 97.8 | 2935 | 523 | 95.5 | 49941 | 288 | 98.2 | 28279 | 721 | 98.2 | 70799 | 2 | 99.1 | 198 | 75 | 92.8 | 6957 |
| 22 | 23 | 98.7 | 2269 | 3 | 96.2 | 288 | | 89.6 | | 1359 | 99.6 | 135291 | 16 | 92.3 | 1477 | 43 | 99.6 | 4282 | 363 | 94.6 | 34355 | 298 | 99.3 | 29602 | 907 | 98.5 | 89349 | 2 | 99.0 | 198 | 50 | 91.8 | 4592 |
| 23 | 34 | 97.7 | 3320 | 2 | 93.9 | 188 | | 90.7 | | 1233 | 98.5 | 121504 | 26 | 88.8 | 2309 | 11 | 97.9 | 1077 | 511 | 95.8 | 48942 | 113 | 97.6 | 11029 | 370 | 97.0 | 35895 | | 98.2 | | 78 | 93.2 | 7270 |
| 24 | | 98.9 | | | 98.0 | | 2 | 91.1 | 182 | 1148 | 99.7 | 114400 | 34 | 96.5 | 3279 | 1 | 99.6 | 100 | 499 | 97.8 | 48795 | 53 | 99.3 | 5261 | 312 | 99.4 | 31000 | 3 | 99.8 | 299 | 6 | 93.1 | 558 |
| 25 | 24 | 98.1 | 2353 | 6 | 96.3 | 578 | 5 | 89.6 | 448 | 1380 | 99.0 | 136676 | 19 | 91.7 | 1742 | 43 | 98.0 | 4216 | 619 | 96.6 | 59789 | 390 | 98.6 | 38470 | 803 | 98.7 | 79261 | 6 | 99.2 | 595 | 101 | 92.9 | 9386 |
| 26 | 14 | 99.1 | 1388 | 7 | 97.2 | 680 | 1 | 89.4 | 89 | 1286 | 97.9 | 125921 | 45 | 92.7 | 4172 | 35 | 100 | 3486 | 625 | 97.7 | 61046 | 323 | 99.3 | 32085 | 892 | 99.4 | 88653 | 5 | 99.7 | 499 | 81 | 92.2 | 7469 |
| 27 | 9 | 97.7 | 879 | 3 | 98.1 | 294 | 3 | 90.3 | 271 | 1513 | 99.5 | 150570 | 25 | 95.2 | 2380 | 16 | 99 | 1590 | 500 | 98.8 | 49419 | 193 | 98.6 | 19029 | 1031 | 99.5 | 102606 | 7 | 99.8 | 698 | 78 | 93.4 | 7286 |
| 28 | 16 | 99.1 | 1585 | 2 | 98.6 | 197 | | 90.4 | | 1766 | 99.6 | 175865 | 23 | 98.0 | 2255 | 14 | 99 | 1393 | 511 | 99.1 | 50641 | 174 | 99.6 | 17337 | 788 | 99.3 | 78286 | 10 | 99.9 | 999 | 34 | 93.1 | 3165 |
| 29 | 12 | 99.6 | 1195 | 3 | 97.4 | 292 | | 91.2 | | 1530 | 99.8 | 152736 | 15 | 98.3 | 1474 | 3 | 99 | 298 | 264 | 99.3 | 26209 | 158 | 98.8 | 15618 | 1115 | 99.3 | 110725 | 5 | 99.9 | 500 | 46 | 95.5 | 4391 |
| 30 | 15 | 96.8 | 1453 | 4 | 93.7 | 375 | 2 | 90.9 | 182 | 1247 | 99.5 | 124085 | 24 | 90.5 | 2172 | 9 | 97 | 870 | 565 | 99.0 | 55955 | 90 | 97.3 | 8761 | 370 | 96.4 | 35669 | 64 | 99.5 | 6370 | 99 | 93.0 | 9211 |
| 31 | 4 | 98.7 | 395 | 2 | 94.1 | 188 | | 91.1 | | 1204 | 99.5 | 119776 | 35 | 95.9 | 3356 | 15 | 99 | 1479 | 345 | 98.7 | 34064 | 48 | 96.6 | 4635 | 307 | 98.2 | 30137 | 72 | 99.2 | 7145 | 101 | 97.3 | 9832 |
| | 590 | 97.2 | 57,374 | 162 | 96.2 | 15,420 | 78 | 90.3 | 7,041 | 37,782 | 98.7 | 3,729,531 | 820 | 92.8 | 76,099 | 799 | 98 | 78,178 | 19,865 | 97.0 | 1,925,967 | 6,830 | 98.1 | 680,069 | 22,495 | 98.3 | 2,210,735 | 294 | 99.1 | 29,124 | 3,522 | 95.1 | 334,782 |

| Total SVL Pts. | Total Calls | Daily SVLD | MTD SVL |
|---|---|---|---|
| 325899 | 3316 | 98 | 98 |
| 263553 | 2738 | 96 | 97 |
| 226984 | 2293 | 99 | 98 |
| 363530 | 3667 | 99 | 98 |
| 347703 | 3509 | 99 | 98 |
| 326246 | 3278 | 100 | 99 |
| 321151 | 3306 | 97 | 98 |
| 314788 | 3179 | 99 | 98 |
| 213627 | 2218 | 96 | 98 |
| 201305 | 2076 | 97 | 98 |
| 346467 | 3542 | 98 | 98 |
| 331565 | 3347 | 99 | 98 |
| 336865 | 3401 | 99 | 98 |
| 304830 | 3276 | 93 | 98 |
| 324806 | 3351 | 97 | 98 |
| 245201 | 2525 | 97 | 98 |
| 219297 | 2243 | 98 | 98 |
| 313004 | 3357 | 93 | 98 |
| 320905 | 3262 | 98 | 98 |
| 330198 | 3328 | 99 | 98 |
| 333985 | 3416 | 98 | 98 |
| 301703 | 3064 | 98 | 98 |
| 231534 | 2378 | 97 | 98 |
| 203876 | 2058 | 99 | 98 |
| 333515 | 3396 | 98 | 98 |
| 325489 | 3314 | 98 | 98 |
| 335024 | 3378 | 99 | 98 |
| 331723 | 3338 | 99 | 98 |
| 313437 | 3151 | 99 | 98 |
| 245101 | 2489 | 98 | 98 |
| 211007 | 2133 | 99 | 98 |
| 9144317 | 93327 | | 98 |