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Florida Public Service Commission

Request for Proposal to Provide Telecommunications Relay Service

Document No. 140029-TP



Submitted by
Hamilton Relay
d/b/a Hamilton Telecommunications

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TRS PROPOSAL 2014

Florida Relay

Submitted by:
Hamilton Telephone Company d/b/a
Hamilton Telecommunications

Florida Telecommunications Relay Service

Proposal for Telecommunications Relay Service in Florida Docket No. 140029-TP

Submitted by:
Hamilton Relay

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August 8, 2014

Hamilton Relay
d/b/a Hamilton Telecommunications
1001 Twelfth Street
Aurora, NE 68818
402/694-5101 - Voice
800/821-1831 – Voice
800/821-1834 – TTY/Voice
402/694-5037 – Fax
Tax Identification Number: 47-0181440

Parent Company:
Nedelco, Inc.
1001 Twelfth Street
Aurora, NE 68818
402/694-5101 – Voice
800/821-1831 – Voice
800/821-1834 – TTY/Voice
402/694-5037 – Fax
Tax Identification Number: 47-6033213

Contact person for Proposal and Contractual Questions:
Dixie Ziegler
Vice President of Relay
Hamilton Telephone Company
1001 12th Street
Aurora, Nebraska 68818

TTY/Voice 402/694-3656
TTY/Voice 800/618-4781
Voice 402/694-5101
Fax 402/694-5037
E-mail: dixie.ziegler@hamiltonrelay.com

REQUEST FOR PROPOSAL TO PROVIDE

TELECOMMUNICATIONS RELAY SERVICES

FOR THE STATE OF FLORIDA

DOCKET NO. 140029-TP

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Price Proposal (Separately Sealed)

Florida Relay

Tab 1
Transmittal Letter



State of Florida Telecommunications Relay Services

Docket No. 140029-TP

HAMILTON
TELECOMMUNICATIONS

1001 Twelfth Street • Aurora, Nebraska 68818
voice 402.694.5101 • TTY 800.821.1834
toll free 800.821.1831 • fax 402.694.2848

e-mail: info@hamiltontel.com
web site: www.hamiltontel.com

August 6, 2014

Curtis Williams, c/o Ms. Carlotta Stauffer
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850

RE: Docket No. 140029-TP: Request For Proposals for Telecommunications Relay and CapTel Services in Florida

Dear Mr. Williams:

Hamilton Relay is pleased to submit this proposal to provide Telecommunication Relay and CapTel Service for Florida. Hamilton will provide the relay users of Florida and the Florida Public Service Commission (FPSC) with a relay service customized to meet the needs of all groups involved with relay. Hamilton has completed a response to all requirements of the RFP and has discussed in detail how requirements will be met.

Hamilton agrees to provide the relay services as stated in this proposal at the prices stated herein. Hamilton certifies it has read, understands, and will comply with all requirements in the RFP.

Hamilton will meet all FCC requirements and discusses in detail how all requirements will be met throughout this proposal.

Hamilton will process Florida Relay calls from a combination of its Relay Centers located in Nebraska, Georgia, Louisiana, Maryland and Massachusetts. Hamilton processes Speech to Speech calls from its Louisiana and Maryland centers. Hamilton processes Spanish calls from its Nebraska and Louisiana Centers. Because of Hamilton's size, all call centers follow the same call procedures so no matter where a call is handled, Florida Relay users will receive the same high quality service.

Hamilton will subcontract aspects of CapTel Services including the technology, equipment, and captionists to Captioned Telephone, Inc. (CTI) of Madison, Wisconsin. Hamilton's pricing includes processing a minimum of 75% of Florida CapTel calls from a center in Orlando, Florida. CTI's other centers located in Madison and Milwaukee, Wisconsin and Hamilton's centers in Nebraska, Louisiana, Maryland and Georgia will serve as back up for Florida CapTel call processing during peak volume times and/or for emergency purposes. A description of this service and the work to be performed by can be found in Tab 5 of this proposal.

Hamilton is the prime contractor and will be responsible for all contract performance matters.

The undersigned hereby certifies that he is an officer of Hamilton Relay. The undersigned to this letter is duly responsible, authorized and empowered to sign this proposal and contractually obligate Hamilton as well as negotiate the contract on behalf of Hamilton. The undersigned is authorized to bind Hamilton Relay to the terms of the RFP and its Offer, including services and prices contained in this proposal and attests that the information provided is a true and accurate representation of our proposal.

John Nelson, President of Relay	Voice	402/694-3656
and Vice President of Operations	Voice	800/821-1831
Hamilton Telephone Company	TTY/Voice	800/618-4781
1001 12th Street	FAX	402/694-5037
Aurora, Nebraska 68818	E-mail	john.nelson@hamiltontel.com

In addition, Dixie Ziegler, Vice President of Relay, is authorized to make decisions, answer questions, or provide clarification to the proposal and subsequent contract. As Hamilton's Contract Administrator for Florida Relay, Dixie will hold primary responsibility for Florida Relay and will be available to the FPSC at all times.

Dixie Ziegler	Voice	402/694-3656
Vice President of Relay	Voice	800/821-1831
Hamilton Telephone Company	TTY/Voice	800/618-4781
1001 12th Street	FAX	402/694-5037
Aurora, Nebraska 68818	E-mail	dixie.ziegler@hamiltonrelay.com

The undersigned certifies that he is the person at Hamilton who is responsible for the decision as to the prices being offered herein and that he has not participated, and will not participate, in any action contrary to the following:

a. That the prices in the proposal have been developed independently without collusion, consultation, communication or agreement for the purpose restricting competition, as to any matter relating to such prices with any Vendor or with any competitor;
b. Unless otherwise required by law, Hamilton's prices have not been knowingly and will not knowingly be disclosed prior to award, directly or indirectly, to any Vendor or to any competitor; and
c. No attempt has been made or will be made by Hamilton to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

The name of Hamilton Telecommunications and Hamilton Relay, Inc. is used in some of the materials and enclosures with this bid. Hamilton Telecommunications is a registered trade name; used by a group of companies which includes Hamilton Relay, Inc. and Hamilton Telephone Company.

Materials and enclosures, which are collectively intended as a response to the RFP, are as follows:

1. All required elements contained in the RFP
2. Outreach Materials

3. Company Information
4. Executive Summary which contains an overview of Hamilton's proposal

Hamilton requests that the FPSC keep the Financial Information of its proposal Proprietary and Confidential and files this Claim of Confidentiality pursuant to Section 364.183(1), Florida Statutes, and rule 25-22.006(5) to request confidentiality of this proprietary information.

Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others. Hamilton has requested that the FPSC designate the confidential and proprietary information in its proposal as confidential trade secrets.

In response to RFP Section C.4, and to help the FPSC further evaluate Hamilton's proposal, Hamilton has uploaded its confidential Financial information to a secure site. An email generated by Beth Slough of Hamilton Relay will be sent to the FPSC with a link to access this confidential information. Hamilton seeks to protect the confidentiality of this information and has prominently displayed the terms "Confidential and Proprietary" on each page containing such information so it will be readily identified.

This proposal includes a detailed explanation of Hamilton's relay operations and a description of the dedication Hamilton has to offering quality personalized relay services. Hamilton believes that once you have completed your review of this proposal, you will come to the conclusion that Hamilton is the best relay provider for Florida and is unmatched in its ability to deliver personalized service to every relay call – meeting the individual needs of Florida Relay users.

As the Florida Relay provider, Hamilton will share consumer complaints with the FPSC, and the TRS Administrator, and will work with them to determine the best solution to make the service better for all Florida relay users. The FPSC, the Relay Contract Administrator and Deaf or Hard of Hearing organizations, as well as the relay user community are welcome in any Hamilton Center to assist with training and to provide essential feedback. Hamilton believes that by combining the perspectives of the relay provider with groups such as these, Florida Relay will be one of the best in the nation.

Hamilton demonstrates high quality service through its answer performance and its ability to deliver high quality call processing on each relay call. Hamilton will meet answer performance standards for Florida Relay.

Hamilton is unmatched by its competition when it comes to answer performance and blockage. Our size allows us to be responsive to all standards and unique requirements of the individual State programs.

Hamilton will deliver high quality relay services and a high level of responsiveness. The FPSC, the Contract Administrator and Florida relay users will have control of their service, the features, and procedures that are implemented and the overall quality of the relay. With Hamilton, the FPSC and Florida Relay users always have choices. This makes Hamilton the right choice.

Hamilton's philosophy of quality, personalized relay services has been tested in several states. Even though Hamilton was not the lowest bidder in several RFP processes, Hamilton was still awarded the contract. In addition, Hamilton has received consecutive bid awards from multiple states.

Hamilton has proven to be the most cost efficient relay provider, without always submitting the lowest bid, by lowering the number of minutes it has billed in each State it has taken over from another provider. Hamilton has done this by using accurate measuring tools and by only billing the State for billable time as defined in Hamilton's Cost Proposal.

Hamilton's past record of performance; dedication to providing state-of-the-art features and services; and willingness to "go the extra mile" for relay and CapTel users in nineteen States and U.S. territories has allowed Hamilton to satisfy many relay customers. Hamilton looks forward to doing this for Florida Relay users.

Hamilton welcomes the opportunity to discuss its proposal in person, if so desired, with the FPSC. Hamilton respectfully submits its proposal to operate the Florida Telecommunication Relay and CapTel Service.

Sincerely yours,

John Nelson
President of Hamilton Relay and Vice President of
Hamilton Telephone Company

Florida Relay

Tab 2
Checklist of Proposal Content



State of Florida Telecommunications Relay Services

Docket No. 140029-TP

FILING CHECK LIST

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
1.		Format (RFP ref. Section C-1 and D)	N/A	N/A
2.		Transmittal Letter, Address, contact Person, Tel. and Fax No., Legal Name of Bidder, and Statement of Compliance with or lack of Compliance with RFP requirements (RFP ref. C-2)	1	P/F
3.		Check List (RFP ref. C-8 and E)	5	P/F
4.	NA	FCC Authority to Provide Relay Services (RFP ref. A-5)	Signature of Acceptance:	
5.	NA	Public Bidder Meetings and Proprietary/Confidential Information (RFP ref. A-22) Request for Confidentiality for finacials is included at C.4	Signature of Acceptance:	
6.	NA	Conflict of Interest (RFP ref. A-25) – State Name(s) or None Below Name(s) Disclosed: None	Signature of Acceptance:	
7.	NA	Dispute Resolution (RFP ref. A-27)	Signature of Acceptance:	

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
8.	NA	Waiver (RFP ref. A-28)	Signature of Acceptance:	
9.	NA	Severability (RFP ref. A-29)	Signature of Acceptance:	
10.		Commencement Date (RFP ref. B-2)	63	P/F
11.	NA	Term of Contract (RFP ref. B-3)	Signature of Acceptance:	
12.	NA	Scope of Service (RFP ref. B-4)	Signature of Acceptance:	
13.	NA	Access Numbers (RFP ref. B-5)	Signature of Acceptance:	
14.	NA	Availability of System to Users (RFP ref. B-6)	Signature of Acceptance:	
15.		Minimum CA Qualifications and Testing (RFP ref. B-7)	87.85	100
16.		CA Training (RFP ref. B-8)	105	100

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
17.		Staff Training (RFP ref. B-9)	114	100
18.		Counseling of CAs and Staff (RFP ref. B-10)	119	25
19.		Procedures for Relaying Communications (RFP ref. B-11)	120	100
20.	NA	Languages Served (RFP ref. B-12)	Signature of Acceptance:	
21.		Additional Languages Served (RFP ref. B-13)	134 137	25
22.	NA	Shift Advisor/ Consultant (RFP ref. B-14)	Signature of Acceptance:	
23.	NA	Confidentiality of Calls (RFP ref. B-15)	Signature of Acceptance:	
24.	NA	Types of Calls to be Provided (RFP ref. B-16)	Signature of Acceptance:	
25.		Call Release Functionality (RFP ref. B-17)	144	50
26.		Speed Dialing (RFP ref. B-18)	145	50
27.		Three-Way Calling Functionality (RFP ref. B-19)	146	50

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
28.		Voice Mail and Interactive Menus (RFP ref. B-20)	147	50
29.		Voice and Hearing Carry-Over (RFP ref. B-21)	149	100
30.		Captioned Telephone Voice Carry-Over (RFP ref. B-22)	154	100
31.		Turbocode™ (RFP ref. B-23)	185	100
32.		Speech to Speech (RFP ref. B-24)	186	100
33.		Access to Pay Per Call Services (RFP ref. B-25)	196	100
34.		Caller ID (RFP ref. B-26)	197	100
35.		Last Number Redial (RFP ref. B-27)	198	25
36.		Obscenity Directed at the Operator (RFP ref. B-28)	198	25
37.		Emergency Calls (RFP ref. B-29)	199	100
38.		Blockage (RFP ref. B-30)	201	200
39.		Answer Time (RFP ref. B-31)	203	200
40.	NA	Equipment Compatibility (RFP ref. B-32)	Signature of Acceptance:	

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
41.	NA	Transmission Levels (RFP ref. B-33)	Signature of Acceptance:	
42.	NA	Measuring Equipment Accuracy (RFP ref. B-34)	Signature of Acceptance:	
43.		Emergency Operations and Uninterruptible Power (RFP ref. B-35)	208	100
44.	NA	Force Majeure, Notice of Delay, and No Damages for Delay (RFP ref. B-36)	Signature of Acceptance:	
45.		Intercept Messages (RFP ref. B- 37)	221	P/F
46.		Service Expansion (RFP ref. B-38)	222	50
47.	NA	New Technology (RFP ref. B-39)	Signature of Acceptance:	
48.		Consumer Input and Participation in Advisory Committee and FPSC Proceedings (RFP ref. B-40)	226	100
49.		Complaint Resolution (RFP ref. B-41)	231	200

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
50.	NA	Charges for Incoming Calls (RFP ref. B-42)	Signature of Acceptance:	
51.		Billing Arrangements (RFP ref. B-43)	236	50
52.		End User Billing for Intrastate Calls (RFP ref. B-44)	237	50
53.		Relaying Interstate and International Calls (RFP ref. B-45)	240	50
54.		End User Selection of Carrier (RFP ref. B-46)	241	50
55.	NA	Recipient of toll revenues (RFP ref. B-47)	Signature of Acceptance:	
56.		Long Distance Call Billing (RFP ref. B-48)	265	50
57.		Special Needs (RFP ref. B-49)	268	25
58.		Unsolicited Features in Basic Relay Service (RFP ref. B-50)	271	200
59.		IP Relay, IP Captioned Telephone Service, and Video Relay Service (RFP ref. B-51)	278	Optional 0 Points
60.		Redundancy (RFP ref. B-52)	279	Optional 0 Points

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
61.	NA	Performance Bond (RFP ref. B-53)	Signature of Acceptance:	
62.	NA	Submission of Monthly Invoice (RFP ref. B-54)	Signature of Acceptance:	
63.	NA	Travel (RFP ref. B-55)	Signature of Acceptance:	
64.		Reporting Requirements (RFP ref. B-56)	284	50
65.	NA	Liquidated Damages (RFP ref. B-57)	Signature of Acceptance:	
66.	NA	Transfer to New Provider (RFP ref. B-58)	Signature of Acceptance:	
67.	NA	Insurance Coverage (RFP ref. B-59)	Signature of Acceptance:	
68.		Optional Florida Call Center (RFP ref. B-60)	291	100

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
69.	NA	Public Entity Crimes (RFP ref. C-3)	Signature of Acceptance:	
70.		Financial Information (RFP ref. C-4) Submitted as Confidential	295	P/F
71.		Experience and Customer References (RFP ref. C-5)	297	200
72.		Subcontractors (RFP ref. C-6)	307	50
73.		Bid Security Deposit (RFP ref. C-7)	308	P/F
74.		PRICE PROPOSAL (RFP ref. Section D) Must be filed in a separate sealed envelope marked: "Sealed – To Be Opened Only By the FPSC Proposal Opening Officer."		See RFP Sec. D & E.
75.		MAXIMUM TOTAL POINTS	_____	3,125

Florida Relay

Tab 3
Executive Summary



State of Florida Telecommunications Relay Services

Docket No. 140029-TP

HAMILTON - THE RIGHT CHOICE

Hamilton Relay appreciates the opportunity to share why Hamilton is second to none when it comes to providing highly efficient and personalized relay services that are customized to the needs of the individual user. While Hamilton Relay may not be the largest relay provider, when it comes to the quality of service to the relay users, the larger providers just can't keep up. Throughout our proposal we provide proof of our:

- **Focus** – Hamilton is in the unique position of being the only major relay provider whose main focus is relay. Since relay makes up over 50% of our business, our entire company is focused on its success.
- **Responsiveness** – Hamilton is a privately held company with a very flat organizational structure, giving us with the ability to provide customized relay solutions, not a one-size fits all service. Additionally Hamilton does not "contract out" our relay services to various call centers, which eliminates the need to go through third parties to enact changes. This makes us very responsive to the distinctive needs of the relay user and state guidelines.
- **Efficiency** – Hamilton takes great pride in the efficiency and accuracy of our call processing system, our reporting and our CAs. With our new 3rd generation workstations, now more than ever Hamilton is able to personalize the relay experience to make it the most efficient relay available. We've streamlined our workstations to include less hardware, larger monitors and enhanced features as well as more on-screen prompts and a more automated process. All of which provides faster, more accurate call processing with less set-up and wrap times as well as more choices for our relay users.
- **Personal Approach** – Hamilton's personal approach to providing customized relay solutions is a top priority of our entire company. Hamilton has long believed in providing "Relay Your Way®" which is why we are continually adding new features and enhancements to our system and developing new products for our customers. We believe that relay customers are unique and require personal solutions. That's why we've made customer service and community education a top priority.

History and Experience

Hamilton Relay is a division of Hamilton Telecommunications, a trade name under which a group of companies owned by the Nelson family operates. Our corporate origin is in the Hamilton Telephone Company, which was founded in 1901 as a local telephone cooperative serving Hamilton County, Nebraska. In 1961, the Nelson family acquired a controlling interest in Hamilton Telephone Company. One hundred percent the holding company is held by the Nelson family, directly or indirectly through family owned trusts or partnerships. The Nelson family consists of Phillip C. Nelson, Nancy Nelson and James Nelson and their immediate family members.

Since 1991, Hamilton has focused on providing relay services that are customized to the personal needs of our customers. We are one of the oldest and most reliable relay providers in the industry with a geographically disbursed network of centers. Hamilton has relay centers in Nebraska, Louisiana, Georgia, Maryland and Massachusetts and **was the first relay provider to process CapTel calls out of their own centers.** Because these are all Hamilton run centers, staffed with Hamilton employees and supervised by Hamilton managers, all call centers follow the same call procedures. This means no matter where a call is handled, Florida Relay users will receive the same high quality, professional service.

Backed by over a decade of proven CapTel technology, Hamilton CapTel is dedicated to delivering innovative solutions that make phone conversations simple and accessible for individuals with hearing loss. **To date, Hamilton CapTel has facilitated over 41 million captioned phone conversations for individuals with hearing loss.**

As part of our focus on providing customized relay services, we've added many enhancements to our relay division and to the products and services we offer in the past few years, including:

- 2004 – CapTel (CapTel)
- 2008 – Web CapTel
- 2009 – Hamilton Mobile CapTel
- 2011 – Began processing CapTel calls from our Nebraska center
- 2012 – Hamilton 3rd generation workstation
- 2012 – Begin processing CapTel calls from our Louisiana and Maryland centers
- 2012 – Introduction of Hamilton CapTel for Smartphones, PC/Mac and Tablets
- 2012 – Launched Visually Assisted Speech to Speech
- 2012 – Launched Speech to Speech Training Line
- 2013 – Introduced the CapTel Call Me Number
- 2014 – Begin CapTel call processing from our Georgia center

A pioneer in the telecommunications industry, Hamilton Telecommunications was founded in 1901 as a local telephone cooperative serving Hamilton County, Nebraska. Hamilton became an early adopter of innovative switchboard technology as one of the first companies in the U.S. to install a digital switch and was again at the forefront of change when it replaced cable lines with buried fiber optic lines. Hamilton was also one of the first providers of Telecommunications Relay Service (TRS) which has since expanded to include CapTel (CapTel®) Service. **Hamilton provides TRS and/or CapTel services in 19 U.S. states and territories.**

Today, Hamilton Telecommunications encompasses seven divisions that operate on a local, regional, national, and international basis. Hamilton's diverse, yet closely integrated company divisions include:

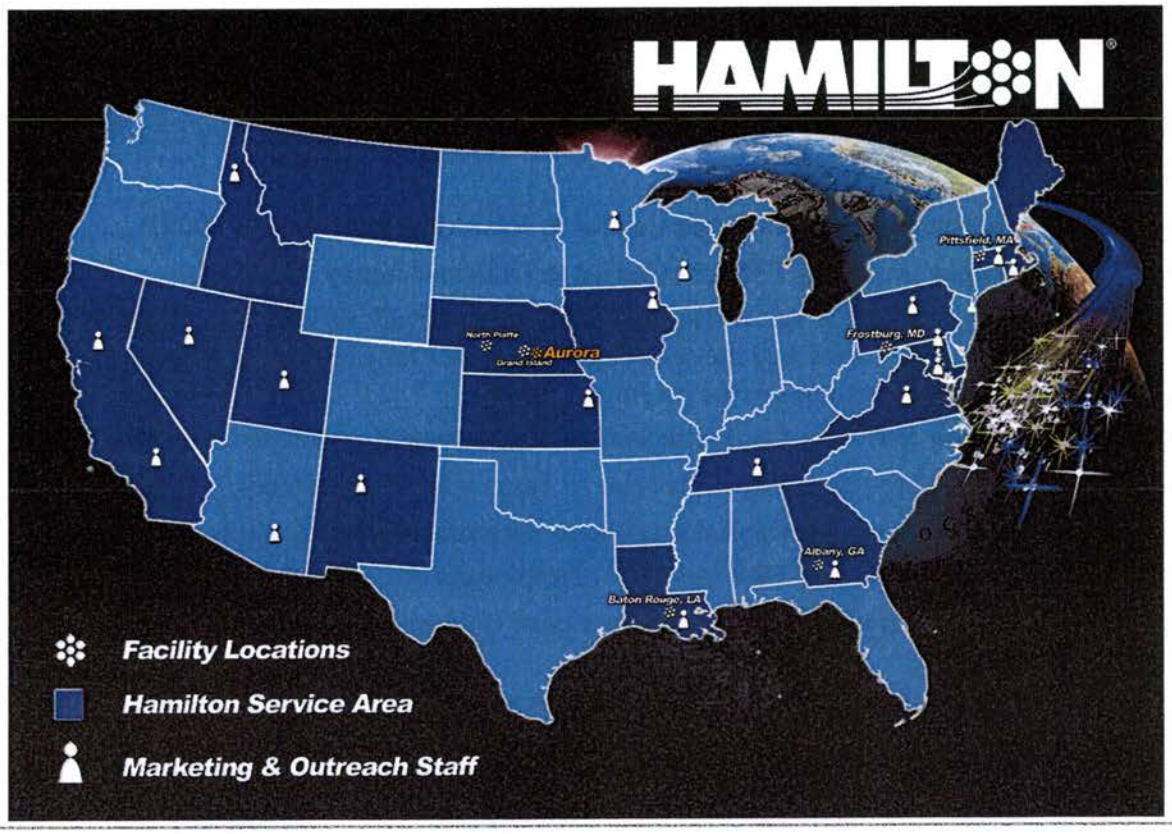
- Hamilton Relay
- Hamilton Telephone Company – a Nebraska based ILEC

- Hamilton Long Distance
- Hamilton.net – a regional Internet Service Provider
- Hamilton Information Systems – providing technology and communications planning, support and implementation solutions
- Hamilton Managed Hosting & Colocation – providing dedicated server and application hosting, collocation services, online data back-up and storage area network (SAN).
- Mid-State Community TV – a regional cable company

The combination of Hamilton's focus on relay, our experience in our other telecommunication lines, plus an extremely qualified technical staff to support our telecommunications operations puts Hamilton in an ideal position to provide efficient and personalized relay services to Florida Relay users.

Experience and Growth

Since we began providing TRS in 1991, we have grown our Relay Division considerably and have experience in providing TRS in states with substantial TRS call volumes. In addition to providing FCC certified telecommunications relay services and captioned telephone services to users in 19 States and U. S. territories. We also provide Hamilton CapTel for PC/Mac, Smartphones and Tablets nationally. **Hamilton was the first TRS provider to trial CapTel Service.**



The quality and success of our service allowed us to win consecutive contract awards from the Idaho PUC (fifth consecutive award of contract), the Louisiana Relay Administration Board (third consecutive award of contract), the Rhode Island PUC (third consecutive award of contract), the Georgia PSC (second consecutive award of contract), the Iowa Utilities Board (second consecutive award of TRS contract and second consecutive award of CapTel contract), The New Mexico Commission for Deaf and Hard of Hearing (second consecutive award of contract), the Pennsylvania PUC (second consecutive award of CapTel contract), the Maryland Department of Information Technology (second consecutive award of contract) the Massachusetts State 911 Department (second consecutive award of contract), and Kansas Relay Service Inc (second consecutive award of contract) to continue to provide relay service for each of their states.

In the past eight years, we have been awarded sixteen new state contracts for the provision of TRS and/or CapTel resulting from RFP processes.

1. Hamilton began providing TRS to Iowa on January 2, 2005.
2. Hamilton began providing TRS and CapTel to Montana on February 26, 2006.
3. Hamilton began providing TRS to Georgia on April 1, 2006.
4. Hamilton began providing CapTel services for Iowa on January 1, 2007.
5. Hamilton began providing TRS and CapTel to Florida on May 1, 2007.
6. Hamilton began providing TRS and CapTel to Maryland on June 1, 2007.
7. Hamilton began providing CapTel service to Pennsylvania on August 6, 2007.
8. Hamilton began providing TRS to Massachusetts from an in-state facility on July 1, 2008.
9. Hamilton began providing TRS and CapTel to New Mexico on July 1, 2009.
10. Hamilton began providing TRS and CapTel to Utah on January 28, 2010.
11. Hamilton was selected as one of two new Telecommunications Relay Service providers for the State of California and the sole CapTel provider for the State of California. Hamilton began providing service on June 2, 2010.
12. Hamilton began providing CapTel service to Massachusetts on August 1, 2010.
13. Hamilton began providing CapTel service to Tennessee on September 1, 2010.
14. Hamilton began providing CapTel services to Virginia on April 1, 2011.
15. Hamilton began providing TRS and CapTel to Nevada on July 1, 2014
16. Hamilton began providing TRS to the District of Columbia on July 10, 2014.

Hamilton is more than qualified to manage Florida Relay for the Florida Department of Human Services (the FPSC). Florida Relay users will receive **personal attention** from Hamilton and complete responsiveness, <u>something our competitors cannot or will not deliver.</u> Because of our

size, we can individualize programs to meet the needs of relay users. Hamilton has all the resources needed to be successful in Florida. We have the people, outstanding financial resources and a strong desire to deliver the best possible service to relay users in Florida. Hamilton has a well-established record of success so we can confidently state that we will meet and exceed the Relay Contract Administrator, the FPSC, and Florida Relay users' expectations for relay service.

Tab 5 further demonstrates Hamilton's experience in the provisioning of TRS and Captioned Telephone.

Hamilton CapTel Items to be delivered and Services to be provided:
As part of Hamilton's service to CapTel customers, Hamilton will provide numerous features and services to Florida.

The many features listed below are the result of Hamilton working with the Administrators in its CapTel States to seek input, identify concerns and pinpoint features or services that they desired to see added to the program. No other CapTel provider has been able to implement services as successfully as Hamilton.

Following is a list of Hamilton's recent enhancements which clearly demonstrate its continued investment in CapTel, its vision of CapTel, and its plan to support emerging technology.

- CapTel Seats. Hamilton added CapTel seats and workstations to its own call centers. **Hamilton was the first to launch this program on April 18, 2011.** Integrating the latest in telecommunications technology, we will continue offering greater diversity and redundancy in our call handling - two key components to ensuring a positive call experience for every user. Hamilton processes CapTel calls from its Nebraska Louisiana, Georgia and Maryland centers.
- State Specific Reporting. **Hamilton was the first to offer this feature.** Hamilton will provide state-specific CapTel reporting including the following items:
  - state-specific ASA
  - state-specific Service Level with and without abandons
  - state-specific abandon call information
- Default Amplification Settings. Several state administrators have shared with us their desire to have a choice in the default amplification settings on CapTel devices. Hamilton has worked with CTI to make platform changes that allow a state program to configure the units purchased by the equipment program to have 40 decibel minimum turned on or off based on each state's needs. The FPSC can change these settings at any time.
- N11 Dialing Access. On January 1, 2011, Hamilton made three digit dialing available to CapTel users in all Hamilton states. A CapTel user dials the N11 code on their CapTel phone. Based on the CapTel user's incoming ANI, the CapTel platform automatically

matches the ANI to the correct N11 10-digit telephone number and places the call for the CapTel user. In order to accomplish this task, Hamilton obtained the information to map NPA-NXX information to the correct N11 service center and worked with CTI to integrate in to the CapTel platform. **Hamilton was the first provider to offer this feature.**

- Enhanced Winter Preparedness Plan. Hamilton worked with CTI to develop a Winter Preparedness Plan to address staff's ability to arrive to work due to inclement weather. This plan includes providing rides to staff when public transportation is unavailable as well as incentives to work extra hours and even sleeping arrangements at the center.
- Spanish Customer Service. With the 840i CapTel phone or with a software upgrade to the 800 and 800i models, if the telephone is set to Spanish and the user presses the customer service button, the call will automatically route to the Spanish customer service.
- Spanish Menu Options. Setting the phone to "Spanish" will automatically set the phone menu to Spanish as well. This feature is currently available with the 840i model and is also available with a software upgrade to the 800 or 800i models.
- Expanded Customer Service. CTI Customer Service is now available 24 hours a day to ensure that consumers have customer care at all times. On those Holidays that CTI Customer Service is closed, Florida CapTel Customer Service calls will be routed to Hamilton Customer Service for processing. CapTel Customers can also call Hamilton's CapTel Customer Service number, which is also available 24 hours a day seven days a week.
- Intercept Message. Hamilton worked with CTI to implement a courtesy intercept message (other than "waiting for captions") during situations that result in long hold times. The new intercept message says, "Please stay on the line. Your captions will be available shortly."
- Equal Access. Hamilton collaborated with CTI to provide a "Carrier of Choice" program that offers true equal access for Captioned Telephone users. **Hamilton was instrumental to CTI in developing true "Carrier of Choice" for Captioned Telephone.** The final phase of the program was rolled out on April, 2012 and the transition was seamless. This program adds all carriers who participate in the state's TRS carrier of choice program to the database so that a Captioned Telephone user can now use their "Carrier of Choice" for long distance calls and will not be charged by the default carrier.
- CapTel Quality Assurance Program. In addition to our internal testing, Hamilton also utilizes the services of the Paisley Group[1] to perform quality assurance testing on our CapTel services. This formalized testing program ensures CapTel users will receive the highest quality service in terms of:

[1] Beginning Jan. 1, 2014, PGL reorganized and is now known by the name Cositics, LLC. Throughout this bid, the name PGL is used.

- Raw Accuracy
- Corrected Accuracy
- Average Transcription Rate
- Average Delay

- CapTel Technology
  It is also important to ensure that equipment and technology is tested and upgraded frequently. Hamilton and CTI communicate frequently and review plans to ensure redundancy, including:
  - Replaced servers with ones that have lower power requirements
    - "Going green"
    - Allows for longer power if back-up power is needed
  - New servers allow for more robust monitoring to see any signs of trouble before it would affect call processing
  - All servers and core switching gear are on a sonet fiber ring at each location
    - 3 diverse fiber networks

Hamilton CapTel for PC/Mac, Smartphones and Tablets

Hamilton provides Internet Protocol CapTel Service (IP CTS). Hamilton CapTel for PC/Mac is an innovative way to access CapTel service via the Internet with a computer and any telephone.

Hamilton CapTel offers a complete suite of solutions for home, office and mobile telephones that provide real-time, word-for-word captions of everything that is said during a call. Solutions include:

- CapTel 840i Telephone
- Hamilton Web CapTel
- Hamilton Mobile Hamilton CapTel for PC/Mac, Smartphones and Tablets

Hamilton was the first provider to introduce single-phone mobile CapTel service. Hamilton CapTel for Smartphones and Tablets allows users to place and receive calls – while reading word-for-word captions – on a single device.

Hamilton CapTel for Smartphones and Tablets can be used anywhere on a single, mobile telephone that is capable of supporting both voice and data simultaneously through a 3G or Wi-Fi connection. Hamilton CapTel for Smartphones and Tablets gives freedom to individuals who are unable to hear a phone conversation well. With the introduction of Hamilton CapTel for PC/Mac, Smartphones and Tablets, Hamilton Relay is making equal access to all individuals a reality, wherever they are.

The Hamilton CapTel Call Me # is a ten-digit, personal phone number that makes it possible to receive captioned calls on an individual's PC/Mac, Smartphone and Tablet, all with just one number.

Hamilton will continue to meet all FCC requirements in operating its IP CapTel and Mobile CapTel services and will continue abiding by all FCC requirements and waivers. Today, the Interstate TRS Fund is paying for all IP CapTel Service minutes.

$75 Self-Purchase Program for Customers

If so desired and in order to provide the best price on equipment, Hamilton will provide, for a limited time, CapTel phones for just $75.00 (normally a retail value of $495) to consumers who are not eligible for a phone through Florida Telecommunications Relay Inc. (FTRI). End users can make use of a 90-day trial period, which guarantees that if end user is not entirely happy with CapTel, they can return the phone for a full refund within 3 months. To obtain a CapTel phone, end users simply submit a completed order form to WCI (Weitbrecht Communications, Inc.). Hamilton makes order forms available via the CapTel website and Customer Service.

$75 State Equipment Distribution Program

Hamilton has received a great deal of feedback from Administrators in the States it provides CapTel asking that $75 phones be made available to state equipment distribution programs. Hamilton has made arrangements with WCI to offer CapTel devices to State Equipment Programs as part of the per-minute rate. Hamilton is please to be able to be able to offer this program to the State of Florida.

840i Captioned Telephone

CapTel 840i phone has the following enhanced features:

- Extra large, high resolution 7" captions window with adjustable font sizes and colors
- Built-in Answering Machine shows the captions of voice messages
- One-touch access to the CapTel Help Line- 24 hours a day, 7 days a week (a dedicated button automatically connects the user to Customer Service)
- Phone Book allows for storage of more than 95 names and numbers
- AES encryption for optimal security and privacy
- Wi-Fi compatible for use anywhere in range of the user's wireless network, allowing captions to be carried over the internet which allows for faster captions
- Time stamps Answering Machine messages and conversations

THE MEASURE OF QUALITY RELAY SERVICE

Independent, third-party audits confirm that Hamilton is a top provider, exceeding industry standards in key areas such as:

- Calls at 60 plus words per minute (WPM) or greater
- Typed accuracy
- Lowest number of missing words and spelling errors per call
- Calls scored at over 60 WPM and over 85% accuracy
- Spoken and typed accuracy of calls over 95% accuracy
- Spoken accuracy
- Customer Care

Please see further in this document for more information on how third party testing confirms that Hamilton is a top Relay and CapTel provider.

CA Training

A key component of Hamilton's quality relay service is our staff of highly trained Communications Assistants. In order to have the best and most prepared CAs in the industry, Hamilton CAs receive some of the most intensive training in the industry, ensuring that each and every call is processed in an accurate, efficient and professional manner.

Hamilton follows an established day by day schedule and uses its Training and Procedures Manuals for its initial three week training period (120 hours). Our initial training begins with "Introduction to Deaf Culture" within the first few days of their training. Our basic outline of CA training encompasses topics such as:

- Basic Call Processing
- Linguistics Training
- Understanding and Translating Limited English or Spanish
- Verbatim Versus Transliteration
- Miscellaneous Calls
- Billing
- Ergonomics
- CA Code of Ethics and Confidentiality
- Additional CA Training on:
  - how to track technical problems
  - how to fill out technical forms,
  - learning to determine when they must call for Supervisor assistance
  - tips on how the computer and all other relay equipment works
  - how to handle specific technical problems that may arise as well as the proper response

- Voice Carry Over
- Hearing Carry Over
- Two-Line VCO/Two-Line HCO
- Emergency Call Handling
- Culture Training

Before taking any calls and at regular intervals thereafter, all CAs are required to pass basic skills tests on such subjects as:

- Proficiency
- Basic Skills in Reading, Speaking, and Writing English
- Ability to TYPE at 60 wpm

Hamilton also utilizes a four stage monitoring program of all our CAs. Each CA is regularly evaluated through:

- Side-by-side monitoring
- Remote monitoring
- Independent, 3rd party monitoring (as described below)
- State monitoring

Because our entire company is focused on relay, All of Hamilton's relay staff, including management, receive initial Culture Training. CAs receive **20 hours** of initial Culture Training devoted solely to disability issues plus an additional **12 hours** of specialized/cultural training annually. With Hamilton, Florida Relay users will always have well trained and highly qualified CAs processing calls in a professional and courteous manor.

Hamilton has several people on staff that are very involved in the Deaf Community and have vast experience in Deaf Culture. These people train, support and provide experience for all Hamilton Relay Staff. Hamilton ensures that the Florida Relay Account Manager and all the staff assigned to Florida Relay understand the cultural differences between the Deaf community and the hearing community, as well as the common language usage of grassroots Deaf populations.

- **Jenny Buechner,** Hamilton's Community Engagement Manager, has many years of experience in researching and studying Deaf culture. Jenny develops and implements curriculum for Hamilton's culture training program.
- **John Fechter,** National Outreach Manager is responsible for directing outreach personnel and activities. John works with Jenny in the development of Hamilton's culture training program. John resides near Minneapolis, MN with his wife and two children who are deaf.
- **Lisa Furr,** Account Manager is a Deaf professional and active member of the Deaf and hard of hearing communities. Lisa contributes greatly to Hamilton's Deaf culture training.

Hamilton's professionals in this area look forward to serving Florida Relay users.

Typing Speed and Accuracy

CA typing speed and accuracy is key to providing functionally equivalent calls, and Hamilton CAs are among the best in the industry. Hamilton Communication Assistants actually type 60 words per minute, as measured by any and all methods. Hamilton leads the industry in percentage of CAs that type faster than 60 wpm with an accuracy rate of over 85%, and in spoken accuracy. Hamilton has no need to use software that can somehow 'transmit' at 60 wpm in order to compensate for CA deficiencies, as our CAs are, and always will be, well trained and highly skilled.

Third Party Quality Assurance TRS Testing

To ensure that calls are processed accurately and efficiently, Hamilton continually conducts both blind and standardized tests of every CA. Blind testing is performed at each of our Relay Centers by Cositics (a well respected auditing firm who is experienced in evaluating relay performance) by Hamilton, and in many cases by the states we serve.

For the second year in a row, as demonstrated by independent, third party testing, Hamilton CAs are the most accurate in the industry in both typed (lowest number of spelling errors **and** missing words) and spoken accuracy. Additionally, Hamilton CAs continue to perform at this high level while processing every call in a courteous and professional manner as proven by Hamilton's tie for first place in Customer Care. This is the second year in a row Hamilton has lead the industry in this category!

> **"...Hamilton's accuracy and desire to care for their customer continue to be industry leading."**
>
> Said Jeff Rudolph, President/CEO of Cositics.

Cositics conducts an annual independent comparative study of all major Relay Service providers in the US. The Index measures agent accuracy and the overall customer experience using objective key performance indicators. The providers are then stack-ranked based on their score in each performance category. Cositics annual National Relay Service Competitive Index provides Relay Service companies with insight and competitive intelligence to compare their performance to that of other relay service providers. As you consider other proposals, we recognize that typing speed, accuracy, and customer care are critical factors.

According to the 2014 Cositics Index:

Hamilton ranked first in the following Key Performance Indicators (KPIs):

- Average spoken accuracy with an amazing 99.9%

- Spoken accuracy over 95% - a perfect score of 100%. Making it even more amazing is that Hamilton has achieved this perfect score for **3 years in a row**!
- Zero CAs typing under 85% accuracy
- Lowest average number of words missing per call
- Lowest average number of spelling errors per call

Hamilton tied for first place in the following areas:

- Overall accuracy
- Customer Care. In this most important area, Hamilton continues to be an industry leader, tying for first place with 94.7% of calls cared for.
- Percent of CAs typing at 60 Plus Words per Minute **
- Typed Accuracy **

* The Customer Care process measures on an array of specific CA behaviors that detract from the customer's experience. If any unacceptable Care behavior is demonstrated at any time throughout the call, the call is considered "not cared for". A single call can have more than one unacceptable Customer Care indicator, meaning the total number of indicators may be greater than the number of calls not cared for.

** One or more providers may be within the margin of error." – Cositics

This data clearly shows Hamilton is the highest quality relay provider with the fastest typists, when you combine the fast, accurate typing with the fast connect times (answer speed); Hamilton is the most efficient provider.

Third Party Quality Assurance Captioned Telephone Testing

As an additional and important quality control tool, Hamilton utilizes The Paisley Group (PGL), to provide third-party, independent evaluations of Captioned Telephone service. Hamilton has always ranked first place in overall captioning accuracy, and these evaluations confirm Hamilton as the top Captioned Telephone provider in the industry today.

The Paisley CapTel index is divided into two areas which were audited separately, evaluating performance for browser-based and for device-based Captioned Telephone Service. Hamilton's stellar performance in both areas is highlighted below.

According to the Paisley 2013 Captioning Telephone Service Performance Index

Hamilton ranked in the first place position in an amazing 25 areas, making Hamilton the top provider.

Browser-Based Captioning Solutions

- Hamilton CapTel placed first in the following categories:
  - Fastest connection time
  - Least number of vital details missing

- Least number of non-vital details missing
- Least number of incorrect additions
- Least number of missing sentences
- Least number of missing words
- Least number of correction errors (of the providers that attempt to correct their errors)
- Most calls with 100% accuracy

- Hamilton CapTel also tied* for first place in the following categories:
  - Overall accuracy *
  - Least instances of auditor loosing place due to scrolling/pagination[1]

Device-Based Captioning Solutions

- The Hamilton CapTel 840i placed first in the following categories:
  - Least number of instances of auditor loosing place due to scrolling/pagination
  - Most number of corrected, vital details
  - Least number of non-vital details missing
  - Least number of non-vital details changed
  - Least number of corrected non-vital errors**
  - Least number of incorrect additions
  - Least number of missing words
  - Least number of words changed
  - Largest number of corrected errors
  - Least number of missed correction opportunities
  - Least number of errors
  - Most calls with 100% accuracy
  - Highest in overall accuracy
- The Hamilton CapTel 840i device-based captioned telephone also tied* for first place in the following categories:
  - Least number of vital details missing*
  - Least number of vital details changed*

As mentioned above in the browser-based section, Hamilton placed first in the least number of missing sentences – with the industry average missing almost four times as many sentences. The lowest performing competitor in the category missed eight times as many sentences as Hamilton did.

The results from this testing mirror our customers' experience; that Hamilton CapTel's quality is second to none.

*Tied - within the Margin of Error (MOE) reflecting that statistically **there is no difference**." – PGL (Emphasis added)

**Hamilton trains its captionists to continue call processing without correcting "minor errors" - captioning errors that do not alter, obscure, or reverse the meaning of the originally spoken message as correcting these errors causes a disturbance to smooth call flow.

Call Processing Statistics

Hamilton knows that the underlying goal of the relay is to provide users access to the telephone network that is functionally equivalent to persons without communications impairments. Hamilton continually demonstrates high quality service through our answer performance, our ability to deliver fast and accurate call processing. We regularly produce the highest percent of calls answered in 10 seconds and the lowest average answer seconds, in the relay industry.

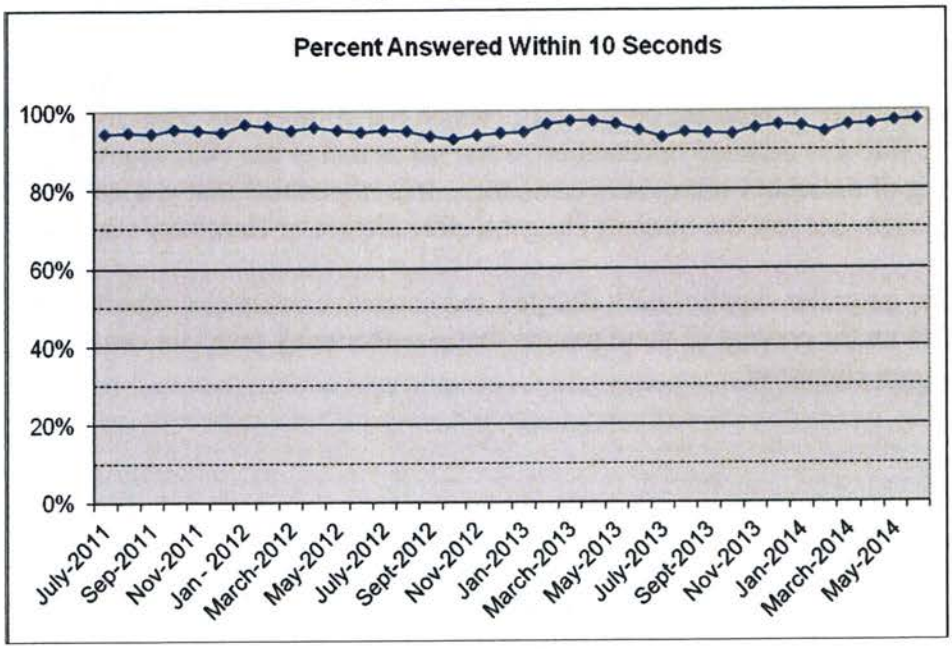
Several of Hamilton's states require answer performance above the FCC's 85 percent of all calls answered within 10 seconds requirement. In fact, several of Hamilton's states require that 90 percent of all calls be answered within 10 seconds on a daily basis.

Over the past 3 years period, Hamilton answered an average of over 95% of all calls within 10 seconds daily; ASA for the same time period was under 1.2 seconds. In fact, Hamilton consistently provides exceptional answer performance. As part of Hamilton's standard reporting package, we also track and report our average speed of answer on both a daily and monthly basis.

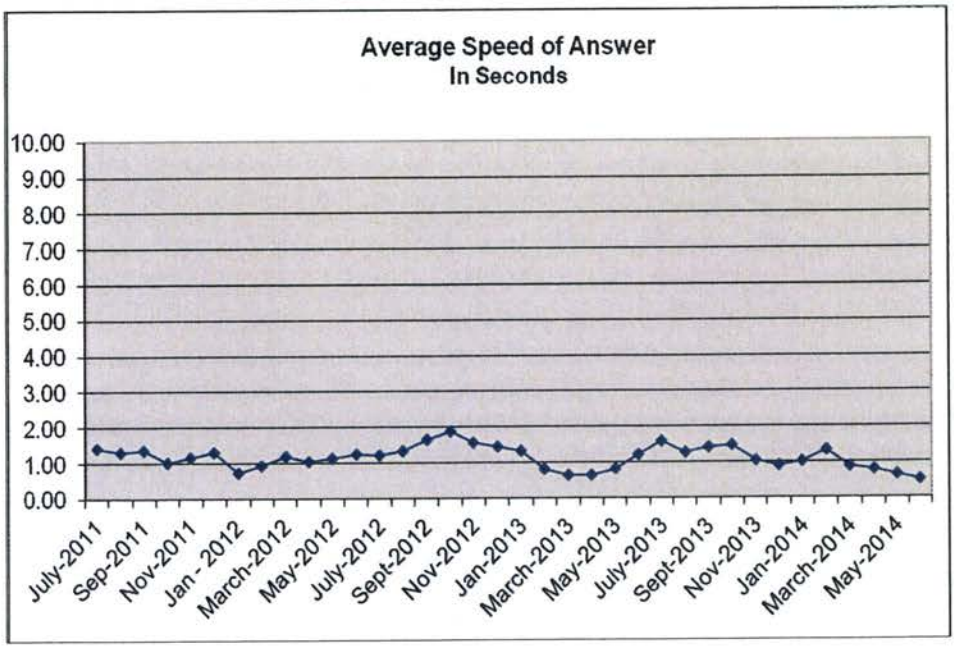
Hamilton does and will continue to monitor and manage its call centers in order to produce the best traffic standards in the industry. With this high standard, Hamilton will meet or exceed answer performance standards for the State of Florida.

Below are Hamilton's call processing stats for the past 36 months. Hamilton consistently answers faster than its competitors.

Hamilton averages over 95% of its calls answered within 10 seconds for the past 3 year period.



Hamilton's average speed of answer for the most recent 3 year period was less than 1.2 seconds.



Complaint Logs

While each provider submits the required state specific complaint reporting to the FCC each year, no other provider supplies as detailed reporting as Hamilton. Unlike our competitors, Hamilton's complaint logs also includes Miscellaneous External Complaints and Fraudulent/Harassment Calls; issues that are outside of Hamilton's control. While this policy increases the number of reported complaints, (which our competitors point to as a negative) we choose to provide this detailed information to our states and to the FCC to give a complete understanding of the issues relay users encounter. It is imperative that you compare the contents of the complaints (not just the quantity) to get a clear picture of Hamilton's superior quality.

No other relay provider supplies such detailed and extensive complaint reporting as Hamilton. It is also clear from the content of these reports that no other relay provider can supply the quality of service as can Hamilton.

THE HAMILTON DIFFERENCE

Hamilton provides relay services that are customized to meet the individual needs of the users. Hamilton does not dictate policy or features, we let the regulatory bodies or agencies responsible for relay tell us how they want their calls handled and what features they need and then we deliver. We provide personal, customized service on each call as dictated by each customer. We give up so much control because we believe the most important thing in providing great relay service is the customer; the contracting agencies and relay users. Because relay makes up more than half of Hamilton's total business, our entire employee base understands relay and works to make it better each and every day. In choosing Hamilton, the FPSC can be assured that we will be responsive to the needs of our customers, providing you with high answer performance and quality on every call.

Because Relay makes up fifty percent of our business, all Hamilton corporate personnel know and understand relay and all our business lines are dedicated to the success of our relay division. They are focused on providing the best possible quality of service on each and every contact. Our Communications Assistants (CAs) have the desire, knowledge and ability to help everyone with any type of relay call. Furthermore Hamilton provides:

- Diversification in the depth and breadth of relay services
- Value based and ethical service
- The ability to quickly change policies or procedures to match a specific customer's needs
- The ability to customize our technology to match the consumer's relay needs
- Leadership that truly understands the needs of the communities using relay
- A customer driven focus – we continually listen to our customers and develop technology and services to provide them with more choices
- Individual care for our customers in the relay community

Hamilton Relay provides a service that goes beyond filling a need; it truly enhances the lives of our customers. We continue to develop highly advanced features and services that allow our customers to become truly independent and empowered. In both English and Spanish, we offer our customers a variety of services as well as the ability to choose how they want their calls handled. These services include a customer database with customer preferences for all answer modes, call restrictions, customized calling – interpretation, billing preferences and more. We offer multiple combinations of HCO, VCO, TTY and Speech to Speech, including two line HCO, two line VCO, Captioned Telephone (CapTel) and Remote Conference Captioning. A complete list and explanation of all features Hamilton offers can be found in **Attachment C.**

Our proposal describes how we will deliver the most efficient, high quality relay service that is in compliance with all contract specifications and state and federal regulations.

We can ensure that the FPSC will maintain its relay certification. Hamilton has a record of meeting or exceeding all FCC related standards and readily responding to all FCC regulations, including exceeding the standards established by the FCC for maintaining certification.

Throughout this proposal, we describe how we will deliver efficient relay service that is compliant with all contract specifications as well as state and federal regulations. We explain our technical abilities to provide relay services and the training programs our CA receive that allow Hamilton to receive accolades from our customers.

"Hamilton has operated Louisiana's relay system in a manner that is not only responsive to the needs of the deaf/hard of hearing, speech disabled and hearing community, but in an efficient, innovative and professional manner. Hamilton has been very responsive to the Relay Board's requests and has been easily accessible to the Board on a daily basis."

Julia Thornton
Secretary/Treasurer Louisiana Relay Administration Board

"The Hamilton team has great expertise and knowledge, led by Dixie Ziegler. Dixie is involved at every level of the service. She is on key committees nationally and looked to as the expert. She brings that knowledge to her staff. We have found Hamilton provides excellent service. They are responsive and any issues are handled in a timely manner, often through collaboration. I have found Hamilton's customer service to treat our consumers with respect and friendliness. MTAP has recently extended our contract with Hamilton because we are so pleased with their service."

Connie Phelps,
Director, Montana Telecommunications Access Program

"The professionalism, promptness and kindness of the [Hamilton] communication assistant allow me to function in a hearing society. In the world of large companies with a long list of menus, the communications assistants ensure that I am in touch with the correct person."

Jean M. Laux,
M.A. Adjunct Instructor, Northeast Wisconsin Technical College, consumer

A comprehensive list of our customers' comments along with an extensive list of letters of recommendation can be viewed in **Attachment B.**

LOCATION OF FLORIDA CENTERS

Location of Florida TRS Centers

Hamilton will process Florida TRS calls from a combination of its relay centers located in Nebraska, Georgia, Maryland, Massachusetts and Louisiana. Hamilton processes Spanish calls from its Louisiana and Nebraska Centers. Hamilton processes Speech to Speech calls from its Maryland and Louisiana centers. Because of Hamilton's size, all call centers follow the same call procedures so no matter where a call is handled, Florida TRS users will receive the same high quality service.

Hamilton is able to provide diverse call routing options and guarantees redundancy since all five centers are geographically separated by great distances. Because of Hamilton's size, all call centers follow the same call procedures so no matter where a call is handled, Florida Relay users will receive the same high quality service.

Hamilton provides TRS call processing from the following call centers:

- Maryland Relay Center
- Nebraska Relay Center
- Massachusetts Relay Center
- Louisiana Relay Center
- Georgia Relay Center

Please see **Tab 5, Section B.3** for more on Hamilton's Relay facilities.

Location of Florida CTS Centers

Hamilton subcontracts aspects of CapTel including the technology, equipment and captionists to Captioned Telephone, Inc. (CTI) of Madison, Wisconsin.

Hamilton provides CapTel call processing from the following call centers:

- Orlando, Florida
- Madison, Wisconsin
- Milwaukee, Wisconsin
- Aurora, Nebraska
- Baton Rouge, Louisiana
- Frostburg, Maryland
- Albany, Georgia

Hamilton will provide Florida with an in-state CapTel center and will process a minimum of 75% of Florida CTS calls from the CTI Captioning Center located in Orlando.

The other CapTel centers will serve as back up for Florida CapTel call processing during peak volume times and/or for emergency purposes.

A national leader in the provision of CapTel, Hamilton was the first provider to add CapTel seats and workstations in its own call centers. Having the ability to process CTS calls from a total of seven centers provides a level of redundancy far above its competition. Hamilton's experience in the provision of CapTel calls will be of great benefit to Florida.

HUMAN RESOURCES

Hamilton has the needed human resources to effectively operate Florida Relay. We have the technicians, operations staff, human resources people, accounting, billing and reporting staff, project management and overall leaders that have successfully started and continue to operate numerous relay centers. Hamilton will supply Florida Relay with highly professional English and Spanish Communication Assistants, trainers, human resources personnel, technical personnel and support staff. Our outstanding human resources and related experience will bring customer delight to Florida Relay users.

Hamilton has several labor and technical intensive business lines in operation in addition to its relay services division. With this expertise in place, we have access to numerous personnel who are skilled in human resource and technical development. Hamilton ensures that Florida Relay will operate continually, 24 hours a day, seven days a week, 365 days a year. This includes making certain that enough Spanish and English Communication Assistants are available at all times and that routing, switching and other technical capabilities are in place to guarantee continuous service.

Disability Representation

Hamilton's policy, which we actively follow, is to hire qualified people without regard to disability. We consider disability awareness a very important aspect of our culture and training programs and we have a great deal of experience with staff who are disabled. Hamilton has a great deal of disability representation within our company and we encourage you to see **Tab 5 Section B.7** for a detailed description of Hamilton's Disability Representation.

We have extensive experience in serving people with disabilities through our 23 years as a relay provider. Our people have attended countless relay outreach events, responded to thousands of requests from relay users and made hundreds of visits to homes and businesses to discuss relay and to make the telephone network accessible to all. Hamilton's professionals in this area look forward to serving Florida Relay users.

Instruction and Training

Instruction and training is a key component of Hamilton's customer delight program and the CA's working for Florida Relay will be thoroughly trained. We use the feedback from our relay users to change and improve our call processing procedures. We want to make sure that we are providing relay service in a manner that best serves each relay user. CA's will also have the needed supervisory, human resource and technical support to ensure excellence in the operation of Florida Relay.

Operations and Staffing

Please refer to **Attachment A** for a detailed description of Hamilton's ability to manage contract performance through operations and staffing. In **Attachment A** Hamilton gives a complete and

detailed description of its staffing. This includes job descriptions and resumes for key personnel. Organizational charts can also be found in **Attachment A.**

Management

Hamilton has experienced management that is focused on providing excellence in the operation of Florida Relay.

John Nelson: The officer with ultimate responsibility for Florida Relay and who is able to ensure decisions are rendered and implemented promptly, manage contract changes and delegate authority is John Nelson, Vice President of Hamilton Telecommunications and President of Hamilton Relay, Inc. John holds overall responsibility for relay at the senior management level.

Gary Warren: Gary is another member of senior management with particular emphasis on developing and implementing new projects. Gary was primarily responsible for the planning, development and implementation of Hamilton's relay centers and has been the person directly responsible for managing the implementation, completion and testing of all State TRS programs provided by Hamilton Relay. Gary has been active in several national telecommunications relay industry teams including filling a position for relay providers on the NECA Relay Advisory Council. Gary completed his term serving as Chairman of the NECA Relay Advisory Council.

Dixie Ziegler: The person with primary responsibility for Florida Relay throughout the life of the contract is Dixie Ziegler, Vice President of Relay. As Vice President, Dixie is authorized to make decisions, answer questions or provide clarification to the proposal and subsequent contract. Dixie manages all aspects of the relay including start up activities, contract and financial management, operations, marketing, customer service, outreach functions and technical development. Dixie also maintains contact with the FCC, drafts FCC filings and is responsible for completing the annual Rolka data request. Dixie holds primary responsibility with the regulatory bodies in all states served by Hamilton.

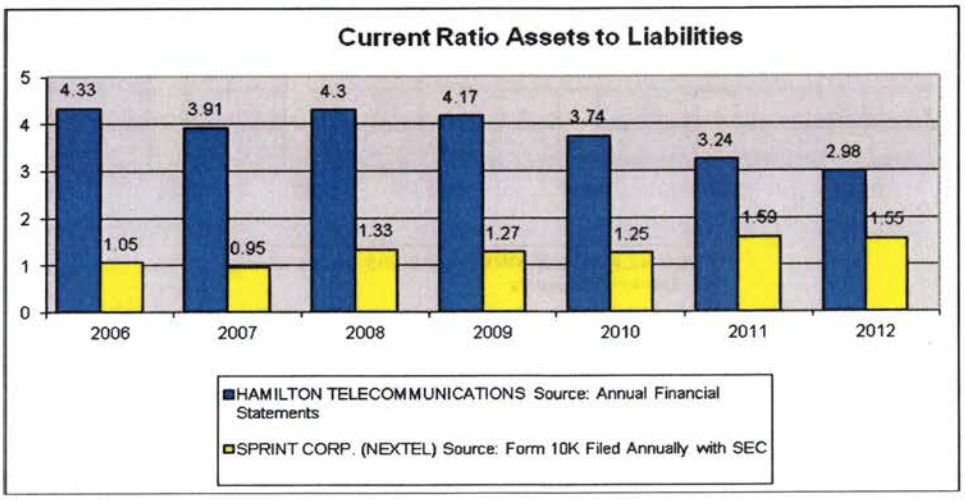
Beth Slough: Beth Slough, National TRS Contract Manager, oversees all Hamilton Relay Contracts. Beth has in-depth knowledge of federal and state TRS requirements and utilizes that sophistication to ensure contract compliance and to assess quality and customer service in Hamilton's State TRS programs.

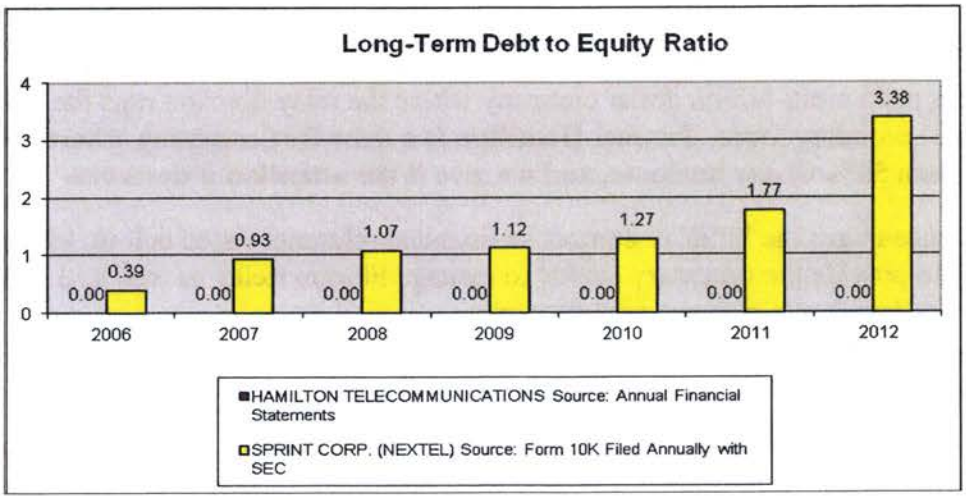
Please refer to **Attachment A** for more detail on the management team assigned to support Florida Relay and for resumes on the key individuals that will support Florida Relay, including the persons who will perform system design, maintenance and operations support. You will see by this information that Hamilton has the experienced management needed to ensure excellence in the operation of Florida Relay.

FINANCIAL RESOURCES

Hamilton Telecommunications has outstanding financial resources. Hamilton has more than enough financial resources to start-up Florida Relay and has the financial wherewithal to operate and maintain Florida Relay as well as easily manage any associated liabilities. Hamilton's debt ratio and other pertinent numbers show Hamilton to be in excellent financial condition. Hamilton has more than enough assets to financially carry out all operation and expansion costs.

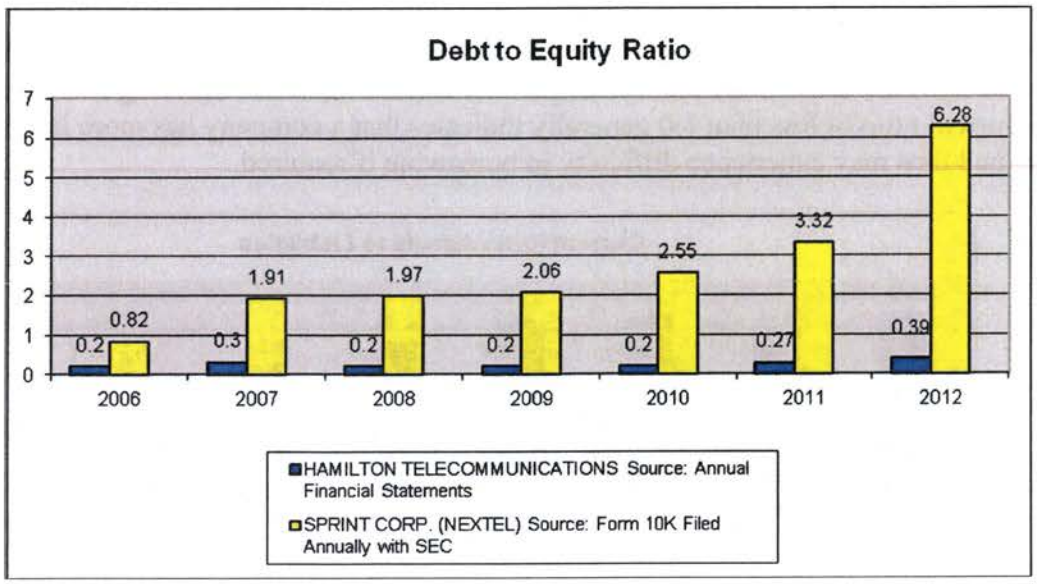
Hamilton has collected the following information regarding Sprint from publicly filed SEC reports. From the chart below, one can see that Hamilton's current ratio is outstanding. Hamilton has almost 3 times more current assets than current liabilities ensuring it is financially sound. A current ratio of less than 1.0 generally indicates that a company has more liabilities than assets and thus may experience difficulty in borrowing if required.





It is impossible to find Hamilton on the above chart as Hamilton has no long-term debt. Hamilton has incurred no long-term debt since 1976 which it retired in 1991. As one can see from the above chart, Sprint has significant long-term debt compared to equity while Hamilton has none.

This chart compares the company's debt amounts to total equity. The only debt Hamilton has is current liabilities. **As one can see, Hamilton has approximately 2.6 times more equity than debt.**



This track record demonstrates Hamilton's capability to not only be in a position to financially handle all operation costs for Florida Relay but also demonstrates our ongoing ability to provide state-of-the-art services at reasonable prices. Hamilton's outstanding financial resources also ensure excellence in the operation of Florida Relay.

Hamilton is not a multi-billion dollar company where the relay division runs the risk of becoming a secondary focus. Instead, **Hamilton is a debt-free company where Relay makes up more than 50% of our business, and we give it the attention it deserves.**

Hamilton encourages the FPSC to contact its financial reference listed below, who can attest to our ability to provide the necessary capital to manage Florida Relay as well as a general reference on Hamilton's management resources.

Mr. Wade Reiger
Pinnacle Bank
1234 L Street, P.O. Box 229
Aurora, NE 68818
402/694-2111

TECHNICAL

The experience of our IT staff brings a depth and breadth of information technology capabilities that equally matches that of our competitors. The lead IT professional has more than 25 years of IT experience in the telecommunications field. Our full time staff has experience in providing quality information technology and telecommunications service to business lines that require no down time.

Our staff of technicians have installed and maintained a variety of telecommunications hardware and software. This includes relay switches, three central office digital switches, digital remote line switches and a variety of interconnect equipment including PBXs and automatic call distributors. Our ability to provide this level of technical support is a huge advantage as unique needs or functionality requirements can be addressed easily and quickly.

Hamilton personnel maintain and program all relay equipment on site. Our technical staff of programmers and developers allows us to create and implement new features that our customers request even faster than ever before.

Hamilton's experienced technical staff is on hand to ensure continuous operation of Florida Relay and to ensure development of new relay features. Our staff will maintain all needed equipment for Florida Relay, including telecommunications facilities, workstations, database servers, back-up power, monitoring stations, cabling and all other hardware and required software.

- Hamilton has the ability to **quickly change policies or procedures** to match a specific customer's needs.
- Hamilton has the ability to **customize our technology** to match the consumer's relay needs.
- Hamilton **continually listens to our customers** and works to develop technology and services to provide them with more choices. For more detailed information about Hamilton's Technological capabilities please see our responses throughout **Tab 5**.

In an effort to keep abreast of the latest technology, Hamilton has made numerous changes to our relay platform in recent years.

Switching

- Upgraded our switching servers (host) to new hardware that is more than **50 times faster** than the servers they replaced.

- Evolved switching operating system from 32 bit UNIX to 64 bit Linux for more robust hardware support. The new Linux environment also provides improved debugging tools, which increases the speed of troubleshooting and correcting errors.
- Tested and deployed new switching control code which:
  - Allows additional ad hoc reporting capabilities for comprehensive traffic analysis.
  - Enhanced failover and recovery. The new system allows the secondary host to take over much faster, increasing Hamilton's capability of avoiding service interruptions for our clients.

Hamilton's host controller software is a highly customized software that we have migrated to multiple platforms and receives new enhancements and security patches as applicable. We own the source to this code and therefore no other company has access to it. We support our own software internally and are not necessarily bound to any specific hardware option and even keep open the option of moving to an entirely new switch hardware if our current platform of choice stops meeting the needs of our customers. Flexibility is one of our goals, and we are very quick to adapt to the desires of the states which contract us. Owning and writing our own code allows us to do this. Other providers may not fully understand the capacities provided by this solution if they are using a host controller software that does not allow them the same customization and flexibility.

Database

- Replaced database servers with new hardware that is more than **50 times faster** than the servers they replaced.
- Replaced legacy profile database servers with SQL servers for improved redundancy and database management.

Hamilton uses MS SQL because it meets our needs perfectly. However, we always strive to not be bound by any one hardware or software. We also use MySQL and have used Sybase in the past – we are not so beholden to any vendor that we will always use their products for every circumstance. One of Hamilton's benefits is that we can very quickly and efficiently introduce new technology, something that larger companies are just not able to do.

Workstation

- Completed a multi-year upgrade of all production workstations to newer, standardized hardware.
- Upgraded workstation operating systems from 16 bit to 32 bit which provides a higher level of stability.
- Rolled out a new workstation application in 2012 to support a variety of new features such as:

- New processes to reduce misdials
- Customer Service numbers accessed in the system
- An automated search feature for selecting Long Distance Carriers
- Observation Sheets conducted on the system
- Faster and easier access to profile data.

Our new third generation workstations make use of the latest networking and technology available. They include less hardware, larger monitors and enhanced features as well as more on-screen prompts and a more automated process. All of which provides faster, more accurate call processing with less set-up and wrap times as well as more choices for our relay users.

Hamilton has either developed and owns or has properly licensed software and software source, firmware and other related intellectual property related to the Hamilton relay platform which may be required to perform the relay services described in this response. Hamilton will continue to add features, develop, enhance and upgrade its relay platform to provide the latest in relay services to all of its relay customers.

These technology upgrades allow us to service our customers with new features, faster and with even less chance of service interruption.

Inbound Network Connection

Most people would agree that a multicarrier system would generally be characterized as more reliable than a single carrier system. Having a diverse plan of telephone routing is a more secure and appropriate plan of action than using a single inbound provider, because then a widespread outage of a single carrier will not fully interrupt relay services. Hamilton has multiple diverse and redundant connections to multiple carriers for this reason which is possibly why Hamilton has been characterized as being so much more reliable and quicker to resolve any outages than other providers.

We have the unique advantage in the industry of being a relay provider which is not an IXC and therefore not tied to one IXC network. We have and will continue to use the underlying IXC network or combination of IXC networks which will result in the most reliable network and efficient routing options for our relay traffic. If in the future, it would be to Hamilton Relay's (and therefore Florida Relay's) advantage to use multiple underlying IXC's or to change IXC's, we are in a position of being able to do that.

At Hamilton, we have redundancy, diverse routing, and control over our network which includes access to AT&T's network, which also has several layers of redundancy. The disasters created by Hurricanes Katrina and Rita are good examples. Our relay center in Baton Rouge, Louisiana remained fully operational – the relay did not go down at all during either of these crises. Even though several locations in Louisiana experienced outages with the LEC (which is out of the

relay provider's control), as long as the customer could place a call to the 800 number, they reached our relay center and we placed their calls.

Most recently, two of Hamilton's east coast centers were in the path of Superstorm Sandy. Hamilton once again activated its Emergency Preparedness Plan. Not only did all Hamilton centers remain fully operational during this storm, service levels continued to be met.

Emerging Technology

We are dedicated to deploying leading edge technology that is certain to benefit relay users across Florida and we continue to explore technologies that will increase the speed of relay. One such technology that we've tested is Speech to Text voice recognition software called Fastran. This software was designed specifically for TRS Communication Assistants and has the ability to send the voice (hearing) person's message to a TTY almost as quickly as a "regular" voice-to-voice telephone conversation (approximately 100+ words per minute).

Speech to text technology allows the CA to transcribe and relay conversations more quickly and accurately than traditional typing. Instead of typing everything the voice user said, the CA re-voices every word into the computer, which changes the CA's spoken words into typed words for the relay user to read on his/her TTY.

We believe these technologies will become a very important part of how relay service is provided in the future and we are very involved in this technology. Our relay platform is highly advanced and easily retrofitted to meet the many different and changing needs of relay. We are confident we will be able to make use of speech to text technology in our existing relay platform.

In 2012, rolled out exciting new features such as:

- Upgraded workstation application.
  - New processes to reduce misdials.
  - Customer Service numbers accessed in the system.
  - Automated search feature for selecting Long Distance Carriers.
  - Observation Sheets conducted on the system.
  - Faster and easier access to profile data.
- STS Training Line
- Visually Assisted Speech to Speech (VA STS).
  - Provides the STS CA with visual communication cues. Please see Hamilton's Feature List (**Attachment C**) for a detailed description.

Technical Conclusion

Hamilton has the telecommunications and switching networks needed to provide service 24 hours a day, 365 days a year. Our relay platform leads the industry in its ability to adapt and make use of new technology, allowing us to provide state-of-the-art technology to Florida. The switching matrix and database servers that run the platform are very flexible allowing us to accommodate many call types and call processing situations. Workstations are very easy to use making call set-up fast and simple for Communication Assistants and relay users.

Hamilton has five relay centers in operation and provides FCC certified TRS and CapTel to users in 19 States and U. S. territories as well as Hamilton CapTel for PC/Mac, Smartphones and Tablets nationally. We have the experienced technical, operational and customer service staff to successfully operate Florida Relay.

CUSTOMER SERVICE/OUTREACH/EDUCATION

Customer Service

Hamilton ensures that Florida Relay customers will have constant access to customer support to assist callers with Florida Relay inquiries by providing 24/7 customer service that is accessible anywhere in the U.S.

Hamilton establishes separate toll-free customer service numbers for each of the states in which we provide relay services. We will maintain a toll-free Customer Service number for Florida Relay Customer Service and we will promote the Florida Relay Customer Service number through outreach and customer service activities, newsletters, relay materials and more. We want relay users to know how to contact customer service.

All Hamilton personnel who handle customer service inquiries have had extensive training on Deaf Culture and the needs of people with speech and hearing disabilities. Our Customer Care Department provides free education and instructions to relay users on items such as:

- How to place relay calls
- Questions about any changes that have been made
- Assisting with billing questions
- Performing equipment testing
- Providing a variety of referral numbers to state organizations
- Scheduling one-on-one outreach visits for training purposes or larger outreach activities

According to the Cositics 2014 National Relay Competitive Index

In the most important area of Customer Care, Hamilton continues to be an industry leader for the second year in a row, tying for first place with 94.7% of calls cared for.

Customer Service Representatives work diligently to resolve all customer issues in a timely manner. Customers may contact Hamilton via phone, e-mail and through a web-site that is strictly for Florida Relay. Customer Service handles all issues immediately and always follows up with each complainant to ensure the problem has been addressed to his/her satisfaction.

All customer service activities are performed with the belief that customers are the most important part of relay. The primary functions of the Customer Care Department are to provide education and outreach to current and potential customers on relay usage, and to respond to concerns, compliments and requests for information. Hamilton looks forward to offering Florida Relay TRS and CapTel users its superb customer care programs.

Outreach

Hamilton's customer service and outreach programs are explained in **Attachment E. No other relay provider can match Hamilton's customer service efforts.** Hamilton will provide 24-hour customer service to the Florida Relay Service. **The combination of staff dedicated to customer service at Hamilton and its educational efforts are unbeatable and will ensure excellence in the operation of the Florida Relay Service.**

Hamilton has seventeen people working in the area of Outreach. Hamilton has attended countless outreach events with relay users, responded to thousands of requests from relay users and has made hundreds of visits to homes and businesses to discuss relay and to make the telephone network accessible to all. Hamilton's professionals in this area look forward to serving Florida Relay users.

DESCRIPTION OF WORK FOR TRS PROJECTS

For all of its relay contracts, Hamilton has provided a "full" relay service package. Hamilton has constantly added to its basic service package throughout its years as a relay provider. Enhancements include a "self-learning" database that captures speed of equipment information on relay users' first initial call through the relay. Error Correcting software and Carrier of Choice also are part of Hamilton's relay package. Hamilton offers a variety of call types, a customer profile database (please refer to **Attachment C**) and much more. Hamilton also continues to employ new technology to ensure uninterrupted service, outstanding answer performance and customer satisfaction. Training for Communication Assistants is continual.

Hamilton's relay service includes the following elements:

- Communication Assistants, Supervisory Staff, Management, and all other support staff, including technical, training and human resources.
- All telecommunications facilities, including toll-free services, outbound call completion, equal access facilities, trunking, circuits and all needed channel banks, etc. to receive and terminate relay traffic.
- All switching, workstation, database, networking and call routing hardware and software.
- All billing and reporting hardware, software and associated staff.
- Continued technical development and maintenance.
- Disaster Recovery Protection, back-up power, back-up switching capabilities, etc.
- All call processing functions.
- Call monitoring and quality assurance programs.
- Account Management, Outreach programs (if desired), customer service department and consumer input programs.
- All features contained in **Attachment C**.

THE HAMILTON ADVANTAGE

Customer Care

Hamilton's focus to go beyond customer satisfaction in providing great customer care has resulted in outstanding service for Hamilton's relay users. Part of this focus led to the establishment of an internal committee designed to strengthen and improve Hamilton's language, procedure and technology – keeping in mind that every change made is calculated to deliver customer delight. Hamilton is able to implement changes even more quickly and more effectively as a result of this committee's work.

Performance

Hamilton leads the Relay industry in many important service categories and as a result of our superior features and services, we are further surpassing the competition, ensuring paramount relay service for Relay users. We are responsive not only to call volumes (ability to keep answer seconds low) but also to individual relay users.

Hamilton Relay continually meets the needs of our customers by listening to what they share and using that information to build outstanding products and services. Our commitment to ongoing technology development remains steadfast. This ensures that our customers have access to the latest communication technologies. Hamilton continues to bring technology choices to its relay customers, enhancing the quality of life for our relay users. Hamilton is the right choice to meet the communication needs of the people of Florida who are deaf, hard of hearing or have difficulty speaking.

OTHER INFORMATION

- Through advanced training programs, Hamilton provides in-depth CA training on Deaf Culture, ASL and more.
- Hamilton will be constantly available to relay users, the FPSC, and any other interested parties including all organizations that serve relay users and they are welcome in any of Hamilton's Relay Centers to assist with training and to provide essential feedback.
- Hamilton desires to build a strong partnership with the FPSC and other organizations that serve relay users and welcomes any assistance these organizations might offer.
- The FPSC and any relay users who desire it will receive constant attention from Hamilton.
- Hamilton ensures outstanding customer service.
- Hamilton has implemented many programs designed to reach hard of hearing and elderly people.
- Hamilton has an outstanding record of answer performance and technical superiority.

FCC Requirements

As Florida Relay's provider, Hamilton will meet or exceed all FCC standards necessary to maintain certification as a "state program" under the ADA and FCC regulations. This includes full compliance with the intent and the existing implementation guidelines set forth in Title IV of the Americans with Disabilities Act of 1990 (ADA). We have a record of meeting or exceeding all FCC related standards and readily responding to all FCC regulations and will do so for Florida Relay.

Hamilton will prepare, on behalf of the FPSC, an application for Renewal of Current Certification to have Florida Relay be certified as a Telecommunications Relay Service pursuant to the rules and procedures set forth by the Federal Communications Commission. The states in which Hamilton currently provides relay have been certified for the certification time period beginning July 26, 2013 and ending July 25, 2018.

Hamilton will deliver high quality relay services and a high level of responsiveness. We will surpass expectations as set forth by the FPSC and the FCC. The FPSC and Florida Relay users will have control of their service, features and procedures that are implemented as well as the overall quality of the relay. With Hamilton, the FPSC and Florida Relay users always have choices.

Dedicated to Relay

Hamilton is a privately held company and we intend to continue to be privately held. We are not merging with another company, not facing bankruptcy and we are not at risk of changing our

course. We are dedicated to providing relay service as it is one of our primary business lines and a fundamental part of our company's mission.

At Hamilton, we understand how necessary relay is to those who use it every day. Our Communication Assistants share that one of the most rewarding parts of their job is that they get to make communication happen – on every relay call. Hamilton takes great pride in guaranteeing no downtime and that a CA is available when needed.

Hamilton's record of performance, dedication to providing state-of-the-art features and services, and willingness to "go the extra mile" for relay and CapTel users in nineteen States and U. S. territories has allowed us to satisfy many relay customers. Hamilton will do this for all Florida Relay users.

Throughout this entire proposal, Hamilton presents a story that includes experience, dedication, knowhow and desire to ensure that Florida Relay goes beyond success; to meet the needs of individual relay users. We explain how we accomplish this one-on-one approach through our relay platform, features and services, disaster recovery plans; call processing, customer service, CA training and much more.

Hamilton looks forward to serving relay users in the State of Florida. We will be responsive to the State and will provide a high quality relay service to citizens of Florida.

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Florida Relay

Tab 4
Administrative Requirements and Procedures



State of Florida Telecommunications Relay Services

Docket No. 140029-TP

A. ADMINISTRATIVE REQUIREMENTS AND PROCEDURES

1. Issuing Entity and Point of Contact

This Request For Proposals (RFP) is issued by the Commission (FPSC). The FPSC's Proposals Review Committee (PRC) Chairman is the sole point of contact concerning this RFP and all communications must be made through the Chairman, Curtis Williams. Mailed correspondence must be addressed to Curtis Williams, c/o Ms. Carlotta Stauffer, Director, Office of Commission Clerk, Commission, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850 and should reference Docket No. 140029-TP. The PRC Chairman can be contacted at (850) 413-6924 and facsimile correspondence should be directed to (850) 413-6925. E-mail should be directed to the PRC Chairman at cjwillia@psc.state.fl.us.

Hamilton understands and has complied.

2. Purpose

The purpose of this RFP is for contracting for a Florida Relay Service (FRS) System that meets the needs of the people of the state of Florida pursuant to the Telecommunications Access System Act of 1991 (Chapter 427, Florida Statutes) and which satisfies or exceeds the relay system certification requirements of the Federal Communications Commission under the Americans with Disabilities Act. Bidders must comply with the requirements of both laws.

Section E, Table 1, contains a summary of the captioned telephone intrastate billable minutes and TRS intrastate billable minutes provided by the current relay provider concerning the Florida relay traffic for the months of May 2013 through April 2014. Section E, Table 2, contains a summary of the Florida intrastate and interstate session minutes for the months of May 2013 through April 2014. The bidder assumes all responsibility for the accuracy of data from these reports and billable minute information in using them for bidding purposes.

Hamilton understands and has complied.

3. Other Applicable Laws/Legal Considerations

This RFP, and any resulting contract, shall be governed by the laws of the state of Florida. The bidders and provider shall comply with applicable federal, state, and local laws and regulations.

The contract shall be construed according to the laws of the state of Florida. Any legal proceedings against any party relating to or arising out of the RFP or any resultant contract or contractual relation shall be brought in state of Florida administrative or judicial forums. The venue will be Leon County, Florida.

Hamilton understands.

4. Scope

This RFP contains the instructions governing the proposal to be submitted and the material to be included therein, mandatory administrative and operational requirements which a bidder shall meet to be eligible for consideration, specific instructions for proposal submission, and evaluation criteria.

Hamilton understands.

5. FCC Authority to Provide Relay Services

The provider shall have the necessary FCC authority or only use, for relay service, telecommunications providers that have the necessary FCC authority to provide interstate and international service.

☑ Signature of Acceptance provided on Checklist.

6. Definitions/Acronyms

The following terms, when used in this RFP, have the meaning shown below.

a. Abandoned Calls – Calls reaching the relay switch and terminated by the caller before a communications assistant answers regardless of the amount of time that has elapsed since the call reached the relay switch.

b. Administrator – A not-for-profit corporation incorporated pursuant to the provisions of Chapter 617, Florida Statutes, and designated by the Commission to administer the telecommunications relay service system and the distribution of specialized telecommunications devices [s. 427.703(1), Florida Statutes]

c. Advisory Committee – A group created by Section 427.706, Florida Statutes, and consisting of up to ten individuals named by the FPSC for the purposes described in Chapter 427, Florida Statutes.

d. Answer Time – The point in the progression of inbound calls beginning when it arrives at the call center switch until it is routed to a communications assistant.

e. Billable Minutes – For the purpose of calculating and rendering bills to the Administrator [Section 427.704(2), Florida Statutes], billable minutes is the

elapsed time between the time the incoming call enters the FRS provider's relay center switch and the completion of relay service. Total session time shall be rounded to the nearest one-tenth of a minute or less per session and the time for all call sessions shall be added together for all incoming calls during the month to produce the total billable minutes per month. The total of billable minutes for the month shall be rounded to the nearest one-tenth of a minute. In a session which includes a mix of intrastate toll or local calls and interstate or international calls, the time associated with the interstate or international calls shall not be included in the billable time for that call session.

f. *Blocked calls – Calls being blocked by the carrier's 800 number network.*

g. *Communications Assistant (CA) – A person who relays conversation to and from users of a relay system.*

h. *Deaf – Having a permanent hearing loss and being unable to discriminate speech sounds in verbal communication, with or without the assistance of amplification devices.*

i. *Dual Sensory Loss – Having both a permanent hearing loss and a permanent visual impairment and includes deaf/blindness.*

j. *Electronic Posting – The Florida Department of Management Service's Vendor Bid System website located at http://myflorida.com/apps/vbs/vbs_www.main_menu.*

k. *FPSC - Florida Public Service Commission or Commission.*

l. *FRS – Florida Relay Service.*

m. *General Assistance Calls – Incoming calls to the CA that are not associated with an outgoing relay call. Such calls may provide information about using relay or other types of calls that are normally handled by customer service.*

n. *Hard of Hearing – Having a permanent hearing loss which is severe enough to necessitate the use of amplification devices to discriminate speech sounds.*

o. *Hearing Loss or Hearing Disabled – Being deaf or hard of hearing and includes dual sensory impairment.*

p. *Hearing Carry-Over (HCO) – A feature that allows people who are speech disabled to use their hearing abilities to listen directly to their party. The CA*

voices the typed responses from the HCO user to the hearing person, who then speaks directly to the HCO user without CA interaction.

q. *Incoming Call – An incoming call refers to the portion of the communications connection from the calling party to the relay service center. An incoming TDD call is a call originated by a TDD user. An incoming telephone call is a call originated by a telephone user. An incoming call includes calls to the relay service telephone number for completing a relay call as well as general assistance calls.*

r. *Minor Irregularity – A variation from the request for proposals terms and conditions which does not affect the price of the proposal, does not give the bidder a significant advantage or benefit not enjoyed by other bidders, and does not adversely impact the interests of the agency.*

s. *Outgoing Call – An outgoing call refers to the portion of the communications connection from the relay service center to the called party. An outgoing TDD call is a call to a TDD user. An outgoing telephone call is a call to a telephone user.*

t. *Provider – The entity with whom the FPSC contracts to provide Florida Relay Service (FRS).*

u. *Proposals Review Committee (PRC) – The PRC consists of designated FPSC staff and designated members of the Advisory Committee.*

v. *Session Minutes - Session minutes include the entire time that the relay call is connected to the communication assistant, including the time used to set up the call until the time the communications assistant disconnects the last party.*

w. *Speech Impaired or Speech Disabled – Having a permanent loss of verbal communications ability which prohibits normal usage of a standard telephone set. [Section 427.704(10, Florida Statutes]*

x. *Speech to Speech (STS) – A service that enables a person with speech disabilities to use relay service with his own voice or voice synthesizer, rather than using a TDD. A specially trained CA functions as a human translator for people with speech disabilities who have trouble being understood on the telephone. The STS CA repeats the words of the speech disabled user to the other party on the call.*

y. *Telecommunications Device for the Deaf (TDD or TTY) – A mechanism which is connected to a standard telephone line, operated by means of a keyboard, and used to transmit or receive signals through telephone lines. The term includes mechanisms equipped with sight assisting devices such as a large print screen or Braille printer and also includes computers. [Section 427.703(14), Florida Statutes]*

z. *User – Includes either the calling or called party in a relay call.*

aa. *Video Relay – Video relay interpreting allows the caller, utilizing video conferencing facilities, to use sign language to communicate with the CA who voices the call to the hearing person at the receiving end.*

bb. *Voice Carry-Over – A feature that enables a user with a hearing disability to utilize his useable speech for direct expression of voice communications and to use the CA for conversion of the other user's communications from voice to TDD.*

Hamilton understands and agrees with the above definitions.

7. Key Dates

The following dates are target dates. The FPSC and the PRC Chairman reserve the right to change the dates. Any change to the dates shall be accomplished by addendum.

Release Request for Proposals.....by June 13, 2014
Clarifying Questions Submitted in Writing to PRC Chairman 3:00 pm EDT.....by June 27, 2014
Answers to Clarifying Questions.....by July 11, 2014
TECHNICAL AND PRICE PROPOSAL
DUE DATE & TIME 3:00 p.m. EST..... August 8, 2014
Performance Bond Due..... Upon Execution of Contract
Begin Service.....June 1, 2015

Hamilton understands.

8. Restrictions on Communications

From the issue date of this RFP until the staff recommendation on the award of the contract is filed in the docket file, bidders are not to communicate with any FPSC Commissioner, staff member, or Advisory Committee member regarding this RFP except for:

a. *Written correspondence to or from the PRC Chairman for clarifying questions only regarding the Commission-approved RFP. All written questions must be submitted to the PRC Chairman by 3:00 pm EDT, June 27, 2014, and written answers to the questions will be posted in Docket No. 140029-TP and on the Florida Department of Management Services Vendor Bid System (http://www.myflorida.com/apps/vbs/vbs_www.main_menu) by July 11, 2014. No changes to the Commission-approved RFP will be considered.*

b. *Oral discussions at an oral interview or site visit pursuant to Section A 17.*

After the recommendation for award is filed, there will be no oral or written communication with FPSC staff, including the PRC Chairman, or any member of the Commission concerning the RFP. Written correspondence submitted to the docket file for the sole purpose of identifying a mathematical error will be reviewed by appropriate FPSC staff.

For breach of this provision, the FPSC reserves the right to reject the proposal.

Hamilton understands and has complied.

9. Modifications, Withdrawals, and Late Proposals

Proposals may only be modified or withdrawn by the bidder up to the established filing date and time. It is the responsibility of the bidder to ensure that the proposal is received by the Office of Commission Clerk on or before the proposal due date and time. Both the technical and price proposals must be filed by August 8, 2014, at 3:00 p.m. eastern time. Late proposals will not be accepted.

Hamilton understands.

10. Bidding Costs

Neither the FPSC, nor the FRS system, is liable for any costs incurred by a bidder in conjunction with development of its bid.

Hamilton understands.

11. Rejection of Proposals, Correction of Errors

The PRC Chairman and the FPSC reserve the right to reject any or all proposals when in the public interest. The PRC Chairman and the FPSC also reserve the right to accept proposals

despite minor irregularities and to allow a bidder to correct such minor irregularities upon notification by the PRC chairman.

Hamilton understands.

12. Public Availability of Proposals, News Releases and Public Announcements

The Technical proposals will each be made available to the general public within ten (10) days after each is opened. The price proposals will not be opened until after the technical proposals have been evaluated. Such price proposals will be made available after the staff recommendation for award is filed. The FPSC may issue press releases or public announcements concerning filed proposals or the bid process.

Hamilton understands. Hamilton requests that the FPSC keep the financial information in its proposal Proprietary and Confidential an pursuant to Section 364.183(1), Florida Statutes, and Rule 25-22.006(5), F.A.C. Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others. Hamilton respectfully requests that the FPSC designate the confidential and proprietary information in its proposal as confidential trade secrets which if released would give advantage to our business competitors and serve no public purpose.

Hamilton seeks to protect the confidentiality of this information and has uploaded it to a secure web site. An email generated by Beth Slough of Hamilton Relay will be sent to the PRC Chairman with a link to access this confidential information.

13. Protests

Failure to file a protest of either the RFP or the letter of intent within the time prescribed in subsection 120.57(3), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

Hamilton understands.

14. Letter of Intent/Notification to Bidders

Upon selection of a potential provider by the Commission, the Commission will issue a letter of intent to the potential provider. The electronic posting of the Notice of Intent to Award is the point of entry to protest the award pursuant to Section 120.57(3), Florida Statutes. A contract shall be completed and signed by all parties concerned within thirty (30) days of mailing the

letter of intent. If this date is not met, through no fault of the FPSC, the FPSC may elect to cancel the letter of intent and make the award to another bidder.

All bidders will receive a copy of the letter of intent by certified mail, return receipt requested.

Hamilton understands.

15. Award of Contract

The FPSC shall award the contract to the bidder whose proposal is the most advantageous to the state, taking into account the following considerations in Section 427.704(3)(a), Florida Statutes.

a. *The appropriateness and accessibility of the proposed telecommunications relay service for the citizens of the state, including persons who are deaf, hard of hearing, or speech impaired.*

b. *The overall quality of the proposed telecommunications relay system.*

c. *The charges for the proposed telecommunications relay service system.*

d. *The ability and qualifications of the bidder to provide the proposed telecommunications relay service system as outlined in the RFP.*

e. *Any proposed service enhancements and technological enhancements which improve service without significantly increasing cost.*

f. *Any proposed provision of assistance to deaf persons with special needs to access the basic telecommunications system.*

g. *The ability to meet the proposed commencement date for the FRS.*

h. *All other factors listed in the RFP.*

Hamilton understands.

16. Award Without Discussion

The FPSC reserves the right to make an award without discussion of proposals with the bidder. Therefore, it is important that each technical and price proposal be submitted in the most complete, understandable, and accurate manner possible.

Hamilton understands.

17. Oral Interviews/Site Visits/ Written Data Request

Bidders may be asked to participate in oral interviews, respond to a written data request, make their facilities available for a site inspection by the PRC or make their financial records available for a FPSC audit. Such interviews, site visits, and/or audits will be at the bidder's expense except that the PRC will pay for its own expenses (transportation, meals, housing, etc.). Bidders should come to oral interviews prepared to answer the PRC's questions and the bidder's primary contact person (person signing the letter of transmittal accompanying the RFP or his designee) shall be present at all meetings with the PRC or FPSC.

Hamilton understands.

18. Contract Document

The successful bidder will be required to sign a contract which will include the contract along with the following elements.

a. *The RFP.*

b. *The bidder's Proposal in response to the RFP.*

c. *A document identifying any clarifications to the proposal and any unsolicited items contained in the proposal and desired by the FPSC to be included in the FRS.*

All of the above items together will constitute a complete initial contract that will be approved by the FPSC's Executive Director on behalf of the FPSC.

Hamilton understands.

19. Limited Liability

To the extent provided for in Section 427.707, Florida Statutes, the FPSC, its Advisory Committee, and the PRC assume no liability with respect to the RFP, proposals, or any matters related thereto unless there is malicious purpose or wanton and willful disregard of human rights, safety, or property in the establishment, participation in or operation of the telecommunications relay service. To the fullest extent permitted by law, all prospective service providers and their assigns or successors by their participation in the RFP process, shall

indemnify, save and hold the FPSC and its employees and agents, including the Advisory Committee and PRC, free and harmless from all suits, causes of action, debts, rights, judgments, claims, demands, accounts, damages, costs, losses, and expenses of whatsoever kind in law or equity, known and unknown, foreseen and unforeseen, arising from or out of the RFP and/or any subsequent acts related thereto, including, but not limited to, the recommendation of a bidder to the FPSC and any action brought by an unsuccessful bidder. This is a statutory requirement that will not be amended or waived.

Hamilton understands.

20. Disclaimer

All information contained in the RFP, including any amendments and supplements thereto, reflects the best and most accurate information available to the FPSC at the time of the RFP preparation. No inaccuracies in such information shall constitute a basis for change of the payments to the provider nor a basis for legal recovery of damages, either actual, consequential, or punitive.

Hamilton understands.

21. Cancellation/Availability of Funds

The FPSC shall have the right to unilaterally cancel, terminate, or suspend any ensuing contract, in whole or in part, by giving the provider 60 calendar days written notice by certified mail, return receipt requested, or in person with proof of delivery. If a breach of the contract by the provider occurs, the FPSC will provide written notice to the provider, and allow 14 days to cure the breach. If a breach of the contract is not cured within the 14 days, the FPSC may, by written notice to the provider, terminate the contract upon 24 hours notice. The provisions herein do not limit the FPSC's right to remedies at law or to damages.

Pursuant to Rule 25-25.013, F.A.C., on multi-term contracts, this contract is subject to the availability of funds.

Hamilton understands.

22. Public Bidder Meetings and Proprietary/Confidential Information

Written requests for confidentiality shall be considered by the FPSC as described in Chapter 364.183, Florida Statutes. Rule 25-22.006, Florida Administrative Code, should be followed in making a request.

Meetings held between the FPSC or PRC and the bidder shall be open to the general public. Should the need arise to discuss any confidential materials, the FPSC or PRC will attempt to hold such a discussion by referring to the confidential material in a general way without closing the meeting. All meetings with bidders will be transcribed.

All material submitted regarding this RFP becomes the property of the FPSC and subject to Chapter 119, Florida Statutes, (Public Records Law). The PRC reserves the right to use any or all information/material presented in reply to the RFP, subject to any confidentiality granted via Chapter 364 and Chapter 427, Florida Statutes. Disqualification of a bidder does not eliminate this right.

Unless otherwise exempt from disclosure under Chapter 119, Florida Statutes, or Section 24(a) of Article I of the State of Florida Constitution, all documents qualifying as public records shall be made available by the provider to the requestor, for public inspection. The FPSC may unilaterally cancel the Agreement for refusal by the provider to allow such public access. The provider must:

(a) Keep and maintain public records that ordinarily and necessarily would be required by the FPSC in order to perform the service.

(b) Provide the public with access to public records on the same terms and conditions that the FPSC would provide the records and at a cost that does not exceed the cost authorized by law.

(c) Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law.

(d) Meet all requirements for retaining public records and transfer, at no cost, to the FPSC all public records in possession of the provider upon termination of the Agreement and, upon written request, destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. All records stored electronically must be provided to the FPSC in a format that is compatible with the information technology systems of the FPSC.

The FPSC and the provider acknowledge that this Agreement is a public record, is available to the public for inspection, and may be posted on a web site by the State of Florida.

Hamilton understands. Hamilton requests that the FPSC keep the financial information in its proposal Proprietary and Confidential an pursuant to Section 364.183(1), Florida Statutes, and Rule 25-22.006(5), F.A.C. Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others. Hamilton respectfully requests that the FPSC designate the confidential and proprietary information in its

proposal as confidential trade secrets which if released would give advantage to our business competitors and serve no public purpose.

Hamilton seeks to protect the confidentiality of this information and has uploaded it to a secure web site. An email generated by Beth Slough of Hamilton Relay will be sent to the PRC Chairman with a link to access this confidential information.

Hamilton understands that all material submitted becomes the property of the FPSC provided however, that Hamilton shall maintain ownership of any copyrighted content in the materials.

23. Non-Collusion

By submitting a proposal, the bidder affirms that the proposed bid prices have been arrived at independently without collusion, consultation, or communications with any other bidder or competitor, that the said bid prices were not disclosed by the bidder prior to filing with the FPSC, and that no attempt was made by the bidder to induce any other person, partnership or corporation, to submit or not submit a proposal.

Hamilton understands.

24. Changes in the Contract

Any change in the contract shall be accomplished by a formal written contract amendment signed by the authorized representatives of both the FPSC and the provider. No other document or oral communications shall be construed as an amendment to the contract.

Hamilton understands.

25. Conflict of Interest/Standards of Conduct

The award hereunder is subject to the provisions of Chapter 112, Florida Statutes, (Public Officers and Employees), and Chapter 350, Florida Statutes (Standards of Conduct). All bidders shall disclose with their bid the name of any officer, director, or agent, who is also an employee of the state of Florida, or any of its agencies. Further, all bidders shall disclose the name of any state employee who owns, directly or indirectly, an interest of five percent or more in the bidder's firm or any of its branches.

☑ Signature of Acceptance provided on Checklist.

26. Minority Business

It is the policy of the Commission to encourage participation by minority business enterprises (as defined in Section 287.012, Florida Statutes) in Commission contracts. If two identical bids/proposals to an invitation for bids or request for proposals are received and one response is from a minority owned company, the Commission shall enter into a contract with the minority owned company. If applicable, the bidder should include in its proposal evidence that it meets the definition of a minority business.

Hamilton understands. Hamilton is not a minority owned business.

27. Dispute Resolution

Any dispute concerning performance of the Contract shall be decided by the FPSC or the FPSC's designated contract manager, who shall reduce the decision to writing and serve a copy on the provider. The decision shall be final and conclusive unless within twenty one (21) days from the date of receipt, the provider files with the FPSC a petition for administrative hearing. The FPSC's decision on the petition shall be final, subject to the provider's right to review pursuant to Chapter 120, Florida Statutes. Exhaustion of administrative remedies is an absolute condition precedent to the provider's ability to pursue any other form of dispute resolution; provided, however, that the parties may employ the alternative dispute resolution procedures outlined in Chapter 120. Without limiting the foregoing, the exclusive venue of any legal or equitable action that arises out of or relates to the Contract shall be the appropriate state court in Leon County, Florida; in any such action, Florida law shall apply and the parties waive any right to jury trial.

Hamilton understands.

28. Waiver

The delay or failure by the FPSC to exercise or enforce any of its rights under this Contract shall not constitute or be deemed a waiver of FPSC's right thereafter to enforce those rights, nor shall any single or partial exercise of any such right preclude any other or further exercise thereof or the exercise of any other right.

Hamilton understands.

29. Severability

If a court deems any provision of the Contract void or unenforceable, that provision shall be enforced only to the extent that it is not in violation of law or is not otherwise unenforceable and all other provisions shall remain in full force and effect.

Hamilton understands.

5

Florida Relay

Tab 5
The Service to be Required



State of Florida Telecommunications Relay Services

Docket No. 140029-TP

B. THE SERVICE TO BE PROVIDED

1. Overview

This section of the RFP lists and describes the specific basic features of the relay service required to be provided.

Hamilton understands.

2. Commencement Date

The commencement date for the service is June 1, 2015. Bidders shall provide a work schedule showing how they can meet that deadline and shall provide a statement that they can provide the complete service on June 1, 2015.

Hamilton ensures that its provision of TRS and CapTel will be operational and ready for implementation on June 1, 2015.

Hamilton will easily meet the FPSC's commencement date for the provision of TRS in Florida. Hamilton will begin to expand its existing centers for additional relay traffic immediately upon contract award.

Implementation Progress Reports
Hamilton will assign an implementation team if awarded the contract. This team will be responsible to establish communication with the FPSC as well as other parties involved in the overall project. To communicate status on progress on implementation, Hamilton will use the following tools:

- Conference calls
- Weekly status reports (to Hamilton Senior Management)
- Monthly Implementation Progress Reports (to the FPSC), this report will describe the current status since the previous report, milestones and deadlines, etc.
- Project Plan

Our experience has shown that Progress Reports are a highly effective tool to track changes and status of any part of the project.

Transition Plan for Service Start-up
Following is Hamilton's Start-up Plan that illustrates how Hamilton will manage the project, ensure completion of the project, and accomplish required objectives within the RFP. Through its past experiences and excellent organizational abilities, Hamilton will be able to implement a smooth cutover to Hamilton's Relay Services. The combination of Hamilton's expertise in relay

and in telecommunication products and services will allow Hamilton to orchestrate a highly efficient and seamless transition that will meet all required deadlines. Florida Relay customers will notice many technological advances that will make call processing flow more smoothly, more reliably, faster and give more control to the relay users in how their calls are processed (i.e. customer profile).

Using such tools as the timeline on the following pages, as well as coordinating efforts with the current provider for the transfer of 800 numbers, Hamilton will begin to operate Florida Relay on the desired date. Florida Relay users will benefit from Hamilton's ability to service each call with personal attention and with its ability to deliver a level of quality that relay users will find very satisfying.

Implementation Plan

The following timeline is based on the Contract Notification by January 5, 2015. Hamilton will perform all tasks within the timeline with minimal work from the FPSC. However, the FPSC can be involved to whatever degree they want to be – as little or as much as it desires.

Timeline for Single Provider

Date	Action
January 5, 2015	Notification of Award
January 15, 2015	Upon notification of award, Hamilton will schedule a meeting with the FPSC to review proposed start-up schedule and to review various publicity efforts that should be implemented. This plan would specifically address Hamilton's plan to announce to the relay community about the change in TRS providers.
January 15, 2015	Hamilton will obtain FPSC authority to obtain a new toll-free access number for STS and a new toll-free number for Customer Service.
January 16, 2015	Upon Contract signing, submit contract order to CapTel, Inc.
January 17, 2015	Hamilton will assign an implementation team to be responsible to establish communication with the FPSC, as well as other parties involved in the implementation project.
January 20, 2015	Begin any necessary renovations to Hamilton's existing facilities to accommodate Florida Relay traffic. Because Hamilton's current TRS facilities have sufficient trunking capacity to handle Florida TRS call volume, no ordering of telecommunication facilities is needed.

Date	Action
January 20, 2015	Conference call with current provider to coordinate the transfer of the service.
January 20, 2015	Obtain billing and rating arrangements, including acquisition of local EAS data, optional calling plans, any necessary billing and collection agreements, provisioning of access to regionally restricted 800 numbers and obtain a list of local Florida emergency numbers. Hamilton also will ensure that the appropriate NXX's used by each Florida LEC can be used through the relay.
Late January, 2015	Order the transition of current 800 numbers to Hamilton. Work with current provider for the transfer of Florida customer profile database information to Hamilton.
Late January, 2015	Obtain equal access information from carriers who want to participate in relay equal access.
February 1, 2015	Submit Implementation Guide to CapTel and provide Customer Service with Florida rules. Additional CapTel internal setup: • Load service specifications and customer profile fields • Add monthly reports • Provide Customer Service with Florida rules
February 1, 2015	Begin assigning or hiring key personnel including Account Manager, Outreach Coordinator, (if the FPSC desires outreach) and CAs.
February 15, 2015	Begin training existing CAs on pronunciation and spelling of Florida place names.
February 15, 2015	Make any necessary script changes for Florida Relay, build web pages, brochures, outreach power points, outreach banner stands and other outreach or marketing needs as directed by the FPSC.
March 1, 2015	Begin Account Manager and Outreach Coordinator Training (if the FPSC desires outreach).
March 14, 2015	Begin development of Florida Relay Annual Outreach Plan (if the FPSC desires outreach).
March 15, 2015	Continue training CAs.
April 1, 2015	Begin advertising to notify and educate relay users about the change in Vendor.

Date	Action
May 14, 2015	Complete installation of database information prior to cutover. Hamilton will call individual customers if we do not understand the profile data to ensure accurateness of the data.
June 1, 2015	**Florida Relay is operational.** Reroute Florida TRS 800 numbers to Hamilton's Relay Center.
From Service start-up through Term of Contract	Concentrated effort on distribution of information about TRS and CapTel including news releases, and distribution of other informational material through various channels (i.e. hard of hearing organizations). Materials will be used to initiate programs about TRS and CapTel for various organizations, businesses and groups.
By the 14th of the month, following the month being reported	The FPSC receives monthly invoices.
By the 25th of the month, following the month being reported	The FPSC receives monthly traffic reports and customer service reports.
December 20, 2015	Hamilton mails Directory Pages and Bill Inserts to all LECs in Florida.
March 1, 2016	The FPSC receives Annual Report from Hamilton.
June 15, 2016	The FPSC receives from Hamilton Florida Consumer Complaint Log Summaries for June 1, 2015 (Hamilton's first day of service) through May 31, 2016 per FCC Docket #98-67 and continue annually throughout the term of contract.

Cutover Plan

Hamilton will have all telecommunications facilities installed, tested and ready for use well before the cutover and anticipates a smooth cutover with no interruption in service. Essentially all that will remain is to send the 800 numbers to Hamilton's relay center. Hamilton has performed many cutovers successfully and will do the same for Florida.

Hamilton has immeasurable experience in transitioning relay services from other relay providers. All of these transitions were performed seamlessly with no interruption in service. Hamilton's and other providers' teams have worked very well together in the past and addressed every issue prior to the cutover date. This experience will be very beneficial in the transition of Florida Relay to Hamilton.

Several of Hamilton's transitions have taken place in the past ten years:

- On April 20, 2004, Hamilton transitioned the Maine Relay Service from AT&T, its previous relay provider. The transition went smoothly with no interruption in service during cutover.
- Hamilton successfully transitioned the Saipan Relay Service from AT&T on October 1, 2004.
- On January 1, 2005, Hamilton completed a transition with Sprint for the provision of Relay Iowa. A seamless transition took place. In fact, Hamilton received positive feedback at the January 2005 meeting of the Iowa Dual Party Relay Council, which was held just weeks after Hamilton began providing the service.
- On November 10, 2005, the State of Montana issued an intent to award the contract to Hamilton as the apparent successful vendor. By November 30, 2005, a signed contract was in place. Hamilton managed the implementation phase in Montana and performed an efficient transition from Sprint on February 28, 2006.
- On September 20, 2005 Hamilton was selected as the new provider for the Georgia Relay Service. Throughout the implementation phase Hamilton provided periodic progress reports to the CDHI. Hamilton successfully set up a new in-state and performed a cut-over of the Georgia Relay Service from AT&T on April 1, 2006.
- The State of Kansas awarded the TRS and CapTel contract to Hamilton on February 8, 2007. Hamilton performed a smooth cutover from SBC to Hamilton on May 1, 2007.
- On February 13, 2007, Hamilton was awarded two contracts to provide TRS and CapTel to the State of Maryland. Hamilton set up a new in-state center and successfully transitioned the Maryland Relay from AT&T on June 1, 2007.
- On July 1, 2008, Hamilton started up another new relay center and successfully transitioned the Massachusetts Relay Service from Sprint. The transition went smoothly with no interruption in service during cutover.
- The New Mexico Commission for Deaf and Hard of Hearing Persons awarded the TRS and CapTel contract to Hamilton as the successful vendor in June 2009. Hamilton began providing relay service two weeks later on July 1, 2009. This transition was seamless in spite of an extremely short start-up time frame.
- The State of Utah awarded the TRS and CapTel contract to Hamilton on December 21, 2009. Hamilton performed a smooth cutover from Sprint to Hamilton on January 28, 2010.
- The State of California awarded Hamilton one of two new Telecommunications Relay Service provider contracts and the sole CapTel provider contract on June 2, 2010. This transition was seamless.
- The State of Tennessee awarded Hamilton the CapTel contract on September 1, 2010. This transition was seamless.

- The State of Virginia awarded Hamilton the CapTel contract on April 1, 2011. This transition was seamless.
- On July 1, 2014 Hamilton completed a transition with Sprint for the provision of TRS and CapTel to Nevada.
- On July 13, 2014 Hamilton completed a transition with AT&T for the provision of TRS to the District of Columbia.

Hamilton will transition the existing Florida Relay 800 numbers to its relay centers at 12:01 a.m. Eastern Time on June 1, 2015. Hamilton will have all the necessary personnel in place during the actual cutover. Hamilton will also have additional technical and training staff available during the cutover and the next several weeks to ensure all procedures and equipment are satisfying the needs of the relay users.

Hamilton is of a size in which the senior management will be involved in all phases of the implementation and management of Florida Relay. Please see **Attachment A** for detailed information regarding Hamilton's Key Personnel and Staff.

3. Term of Contract

Service shall begin no later than June 1, 2015. The term of the contract will be an initial three year period. Upon mutual agreement between the FPSC and the provider, the contract may allow for the term to be extended for up to four additional one year periods. The provider shall notify the Florida Public Service Commission of its desire to extend service by June 1 the year before the current service period expires. For example, if the contract service period is due to expire on May 31, 2018, the provider should notify the FPSC by June 1, 2017, that it desires a one year extension of service.

Hamilton understands and will comply with the term of the contract. Hamilton will begin providing the Florida Relay Service on June 1, 2015. Hamilton understands that the contract may allow for the term to be extended for up to four additional one year periods. Hamilton will notify the Florida Public Service Commission of its desire to extend service by June 1st the year before the current service period expires.

Location of Florida TRS Centers

Hamilton will process Florida TRS calls from a combination of its relay centers located in Nebraska, Georgia, Maryland, Massachusetts and Louisiana. Hamilton processes Spanish calls from its Louisiana and Nebraska Centers. Hamilton processes Speech to Speech calls from its Maryland and Louisiana centers. Because of Hamilton's size, all call centers follow the same call procedures so no matter where a call is handled, Florida TRS users will receive the same high quality service.

Hamilton is able to provide diverse call routing options and guarantees redundancy since all five centers are geographically separated by great distances. Because of Hamilton's size, all call centers follow the same call procedures so no matter where a call is handled, Florida Relay users will receive the same high quality service.

Hamilton provides TRS call processing from the following call centers:

- Maryland Relay Center
- Nebraska Relay Center
- Massachusetts Relay Center
- Louisiana Relay Center
- Georgia Relay Center

Location of Florida CTS Centers

Hamilton subcontracts aspects of CapTel including the technology, equipment and captionists to Captioned Telephone, Inc. (CTI) of Madison, Wisconsin.

Hamilton provides CapTel call processing from the following call centers:

- Orlando, Florida
- Madison, Wisconsin
- Milwaukee, Wisconsin
- Aurora, Nebraska
- Baton Rouge, Louisiana
- Frostburg, Maryland
- Albany, Georgia

Hamilton will provide Florida with an in-state CapTel center and will process a minimum of 75% of Florida CTS calls from the CTI Captioning Center located in Orlando.

The other CapTel centers will serve as back up for Florida CapTel call processing during peak volume times and/or for emergency purposes.

A national leader in the provision of CapTel, Hamilton was the first provider to add CapTel seats and workstations in its own call centers. Having the ability to process CTS calls from a total of seven centers provides a level of redundancy far above its competition. Hamilton's experience in the provision of CapTel calls will be of great benefit to Florida.

Relay Facility

All Hamilton Relay Centers have the following accommodations:

Each facility has a relay service operator room that is separated from other business facilities. The space has doors that are clearly marked for admittance only by authorized personnel to

preserve the confidentiality of relay conversations. The building facility has access to breakroom facilities, a training area, conference room, support equipment and facilities (i.e. computers, copy machines, fax machine, storage facilities, training library, etc.) and sufficient expansion space to accommodate additional workstations and other equipment for any reasonably projected growth in traffic. Technical staff are available onsite. Battery backup and an uninterruptible power source operate the equipment, lighting and all other peripherals when needed. All relay service operations are conducted in facilities physically located within the relay center.

Each of Hamilton's Relay facilities is operated from a relay service operator room which is separate from other business facilities. The space has doors that are clearly marked for admittance only by authorized personnel to preserve the confidentiality of relay conversations. Secured by locked doors, the relay center is accessible only via a hand scanner. Once inside the relay center, access to the actual relay floor is also secure through the use of a hand scanner. The relay floor has doors that are clearly marked for admittance only by authorized personnel to preserve the confidentiality of relay conversations.

Each of these centers has plenty of room to accommodate future growth.

Telecommunications Equipment and Software

Hamilton has all necessary equipment and software needed to receive and transmit in Voice, Turbo Code, ASCII (at the correct Baud rate) or Baudot formats. All equipment is compatible with industry-wide standards. Hamilton's modems can auto-detect the difference between ASCII and Baudot signals within the same modem so that each call is connected correctly. Hamilton's workstations and switching mechanisms are flexible enough to process other formats as they become available to relay users.

Hamilton will furnish all necessary facilities, equipment, and software to operate FRS in a manner sufficient to meet or exceed all FCC and State standards. All transmission circuits will meet FCC interexchange performance standards for circuit loss and noise.

Following is a description of the equipment and networks Hamilton uses to provide all TRS call types.

Location of TRS Switches and Relay Platforms

- Hamilton's switches and relay platforms are located in the Louisiana and the Nebraska relay centers. Workstation equipment, database information, and Communication Assistants are located in all of Hamilton's relay centers.
- All incoming calls are normally controlled by the main processing and switch unit located in Nebraska via digital telecommunications facilities which are redundant T-1 circuits.

- For redundancy purposes, all centers can also operate off the main processing and switch unit located in Louisiana via digital telecommunications facilities which are also redundant T-1 circuits.
- All incoming (Florida) relay calls will enter Hamilton's relay network. Calls will then be connected to workstations in any Hamilton facility. This all happens instantaneously with no call delays. Calls made to the terminating party exit through the call network as well.

The following is a step-by-step description of the route which relay calls travel and what happens to the call at each stage of the route. In this network configuration relay users use the Public Switched Network via an 800 number (or by dialing 711) to arrive at either of Hamilton's switches at which time calls are routed to the first CA available for processing.

Step One - TTY or Voice Caller Dials a Relay Service 800 Number or 711:
The initial 800 or 711 call made by the relay customer travels over the Public Switched Network for purposes of transporting the relay call to the Hamilton center's IXC point of presence.

Step Two - Transport of the Incoming Call
Upon reaching the IXC, calls are routed to the appropriate Hamilton switch, determined by routing rules defined by Hamilton at the IXC level, via dedicated circuits. If the call is not able to be delivered to the intended switch, it will automatically and instantly be delivered to Hamilton's other switching facility. Florida TRS calls can be routed to any Hamilton relay center.

Step Three - Switching of the Call
Upon delivery to Hamilton's switch, the call is put in queue to be answered by a workstation. It is important to note that Hamilton puts all calls into a "queue" in order to handle them in the order received and to assign them on a rotating basis to the various workstations, but this is not visible to the relay customer.

Hamilton's switches are high-speed, stand-alone, non-blocking digital switching matrixes that are fully redundant to insure reliable performance, and expandable to accommodate any future growth. They utilize standard T1 interfaces and the SS7 network , linking it to other digital switches. The system is set up to automatically access the secondary redundant hardware on the switch with no human intervention. The system auto-detects any problems and moves to the secondary system immediately if necessary

Because Hamilton's switches are fully independent, we provide a network configuration with a routing diversity that is very difficult to match and virtually unbeatable in terms of minimizing the potential for relay downtime. With this configuration our technicians are always in a position of having several routing options and more than one switching option as a back-up in the event of any failure in hardware or software.

Step Four - Database Access: The relay switch system and workstations access a database for a variety of reasons, such as customer profile data and jurisdiction lookups. Redundant database servers are used to ensure the availability of the information required to effectively process calls.

Step Five - Call Arrives at Relay Workstation: After the call has been routed to the first available CA, their workstation auto-answers the call. Hamilton's systems will automatically detect the appropriate connection method for text users (Turbocode, Baudot, ASCII) if not already defined by customer profile.

Step Six - Outbound Call sent to Switch/Billing Record Created: A call record is made for every call attempt through the relay system. Calls that are incomplete or local calls are analyzed for purposes of providing the necessary reports to the FPSC. If the call is a toll call, the caller's carrier of choice terminates the outbound portion of the call and the necessary information digits, calling and called number are forwarded over the circuit so that that interexchange carrier can bill the customer directly. Hamilton is providing equal access in the same manner as suggested by the Interexchange Carriers Compatibility Forum as prescribed in 2006. Hamilton connects with the interexchange carriers electing to participate in relay equal access.

Step Seven - Outgoing Calls are Transported Out: The outgoing traffic from the TRS center travels dedicated circuits from Hamilton's switches to the IXC. Any toll calls go out over the caller's carrier of choice. Hamilton routes local and EAS outgoing calls over the underlying network at no cost to the end user. This routing takes place from the switching point but local calling areas are determined from the caller's originating call and the outbound call requested.

At the termination of each call, a billing record is created for use as necessary in the billing cycle. Only actual completed conversation minutes are billed to the end-user by the long distance carrier, if a long-distance call is made.

Hamilton uses the Public Switched Network between the origination point of the call and our interexchange carrier's point of presence and in the reverse for outbound calls. Trunks are purchased from a certified IXC and handle traffic back and forth from the IXC point of presence to Hamilton's relay switching platforms. Trunking capacity between the local network and the relay switching platforms, for both originating calls and terminating calls, is more than sufficient to assure that blockage does not occur under any reasonably foreseeable operating conditions. These trunks also have overflow capabilities among all Hamilton facilities.

Hamilton currently has 96 inbound and 96 outbound local trunks plus 48 outbound toll trunks at its Louisiana switching point. Hamilton currently has 96 inbound and 72 outbound local trunks plus 48 toll outbound toll trunks at its Nebraska switching point. This is a sufficient number of trunks to accommodate FRS traffic.

FRS users will receive outstanding call processing and superior answer performance as a result of this network configuration.

4. Scope of Service

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

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

Scope of Service

Hamilton will provide for the uniform and coordinated provision of Florida TRS and CapTel on a statewide basis. Hamilton ensures Florida TRS and CapTel will be available at all times (24 hours a day, 7 days a week, 365 days a year).

Hamilton's relay service is designed to provide the means whereby a person who is deaf, deaf-blind, hard of hearing or who has difficulty speaking can communicate over the existing telecommunications network with a standard phone user (and vice-versa) through the voice assistance of the relay service (Communication Assistant). Hamilton will provide state-of-the-art technology, use highly trained and specially skilled CAs and will operate FRS 24 hours a day, seven days a week, every day of the year in accordance with system requirements and performance standards in the RFP and contract. Included in this service is 24-hour customer service support.

Hamilton will furnish all necessary facilities, personnel, equipment, software, circuits, telephone service, training, start-up and testing to operate FRS in a manner that meets or exceeds all Federal, State and RFP requirements. Hamilton's transmission circuits meet or exceed industry interexchange performance standards for circuit loss and noise.

Hamilton knows that the underlying standard of the relay is to provide users access to the telephone network that is functionally equivalent to persons who are not disabled in their ability to use the telephone.

Hamilton's Relay Services platform is very functionally equivalent to the telecommunications network used by those who do not use the relay. Hamilton continues to make advancements that make the differences between the two systems less significant i.e. the use of SS7 technology. Hamilton understands that the FPSC desires to provide the most cost-effective and efficient relay

service possible. Hamilton has worked diligently to achieve this goal in all of its relay states and will do the same for Florida. Hamilton believes the FPSC will find Hamilton's relay service to be very cost efficient. At the same time Hamilton will provide a service that is very functional and equivalent to standard telecommunication services.

Because Hamilton is continually working to "personalize" its relay services to obtain "Relay Your Way®," Hamilton has become quite capable of developing innovative solutions and product offerings that are functionally equivalent to voice to voice conversations. Hamilton is in a position to take user input and combine it with the latest technology to provide the types of products and services wanted by relay users in a cost effective manner. Hamilton demonstrates this ability throughout its proposal.

FCC Requirements

As the FRS provider, Hamilton will meet all FCC standards necessary to maintain certification as a "state program" under the ADA and FCC regulations, including full compliance with the intent and the existing implementation guidelines set forth in Title IV of the Americans with Disabilities Act of 1990 (ADA). In fact, Hamilton continues to substantially exceed the standards established by the FCC for maintaining certification in the states it serves.

Hamilton has met all FCC related standards in the past and has readily responded to all FCC regulations and will do the same for the FPSC. As the FRS provider, Hamilton will comply with the requirements included in state and federal laws, rules, and regulations, including the requirements of the FCC and the FPSC. If new or increased technologies and corresponding services develop or any changes in the state and/or federal laws, rules and/or regulations are required with different cost elements, Hamilton will, in good faith, negotiate an appropriate pricing structure with the FPSC.

Throughout this proposal is a complete description of how Hamilton will comply with the Code of Federal Regulations, Title 47-Telecommunications, Chapter 1, Federal Communications Commission (FCC), Part 64-Miscellaneous Rules Relating To Common Carriers, Subpart F, Telecommunications Relay Services.

FCC Certification

Hamilton will ensure FCC Certification for Florida. In fact, Hamilton will substantially exceed the standards established by the FCC for maintaining certification. Hamilton has met all FCC related standards in the past and has readily responded to all FCC regulations and will do the same for the FPSC. As the FRS provider, Hamilton will comply with the requirements included in state and federal laws, rules, and regulations, including the requirements of the FCC and the FPSC. If new or increased technologies and corresponding services develop or any changes in the state and/or federal laws, rules and/or regulations are required with different cost elements, Hamilton will, in good faith, negotiate an appropriate pricing structure with the FPSC.

The following is a synopsis of Hamilton's current relay capabilities as it relates to the current FCC orders.

June 17, 2003 Order:

A. Availability of SS7 Technology to TRS Facilities

1. TRS Providers' Access to SS7 Technology

The FCC has ordered that TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. Hamilton utilizes SS7 technology and is in compliance with the FCC rules.

2. Transmittal of Calling Party Information

The FCC has required that when a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party. Hamilton is in compliance with this requirement. Hamilton provides True Caller ID by transmitting the 10-digit number of the calling party and will do so for the State of Florida as part of its relay service offering.

Because Hamilton can pass, send and receive calling line identification information, a whole host of other features are available including:

- **Call Rejection (Call Block)**
  Call Rejection can be provisioned on the relay customer's line by the LEC in order to prevent nuisance or unwanted calls. The relay user will simply program his phone to block all calls from his selected list of phone numbers. If someone calls through relay from one of these numbers on the list, the caller receives a pre-recorded announcement stating the caller is not accepting calls at this time, which the relay will type or voice to the originating caller. Calls from other numbers are not blocked.

- **Call Acceptance**
  Call Acceptance can be provisioned on the relay customer's line by the LEC. Call Acceptance lets relay users block all calls except those from his list of special phone numbers. Relay users can add, delete or change numbers on his list at any time and is also used in order to prevent nuisance and solicitation calls. If someone calls through relay from one of these numbers not on the list, the caller receives a pre-recorded announcement stating the caller is not accepting calls at this time, which the relay will type or voice to the originating caller. Calls from numbers not on the list are blocked.

- **Anonymous Call Rejection**
  Anonymous Call Rejection is provisioned on the relay customer's line by the LEC in order to prevent receiving calls that are "blocked" or "private." Relay users who do not want to receive calls from parties who have blocked their Caller ID information can make use of this feature. Callers who have blocked their Caller ID information will receive a recording indicating that the called party is not accepting calls at this time which the CA will either voice or type to the originating caller.

- **Preferred Call Forwarding**
  Preferred Call Forwarding is provisioned on the relay customer's line by the LEC. Relay users create a list of numbers that they wish to forward to a new telephone number. All other callers do not forward to the new telephone number. Relay users can add, delete or change numbers on their call forwarding list.

- **Unique Flash**
  Relay users can create a list of numbers with their own distinctive flash (ring). If someone calls through relay that is calling from a number with a distinctive flash associated with it, the called relay party will hear or see the distinctive flash. The unique flash indicates it's one of the special callers from the individual's list.

B. Operational Standards

1. Types of calls

a. Two line VCO and Two line HCO

Hamilton provides two-line VCO capability, which allows a VCO user to have a more interactive conversation. By using two telephone lines, the caller can listen to their conversation on one line while receiving typed text from a CA on the other line, thus creating a more natural flow of conversation. To place a two-line VCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the Operator make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the customer dials out and conferences in the third party (the party they want to speak with). Now, the CA only types what the third party says. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

Hamilton also provides two-line HCO capability. To place a two-line HCO call, the ASCII/TTY user calls relay, connects with an Operator and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the relay user

conferences in the third party via the voice line (the party they want to speak with). Now, the CA only voices what the HCO user types. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

b. HCO to TTY and HCO to HCO

Hamilton provides HCO to TTY capability, which allows HCO users to contact TTY users (or vice versa) via the relay. The CA will voice the TTY user's typed conversation to the HCO user. The TTY user receives the HCO user's typed conversation directly from the HCO user.

Hamilton also provides HCO to HCO capability, which allows two HCO users to contact each other through the relay. Hamilton provides HCO to HCO service where the CA voices to both parties, preventing the HCO users from having to read the typed conversation. This is a great relay enhancement and Hamilton is pleased to offer it to relay users.

c. VCO to TTY and VCO to VCO

Hamilton provides VCO to TTY capability in which VCO users can call a TTY user (or vice versa) through the relay. The VCO user voices his/her conversation, which the CA types to the TTY user. The TTY user types his/her conversation directly to the VCO user.

Hamilton also provides VCO to VCO capability, which allows two VCO users to contact each other through the relay. Hamilton provides VCO to VCO service where the CA types to both parties, preventing the VCO users from having to type their part of the conversation.

2. Handling of emergency calls

a. Appropriate PSAP-Wireline

Hamilton is in compliance. Hamilton's relay software takes the NPA/NXX information from the ANI of an incoming call and matches it to information in its database. The ANI indicates what city or location a call is coming from. This NPA/NXX information is then cross-referenced to a list of towns and locations in the State of Florida stored in the database. Hamilton will map each NPA/NXX in Florida to the appropriate PSAP. Once this search is complete (it only takes a second) the correct emergency telephone number is loaded automatically into the "outdial" box and the CA can immediately dial the appropriate emergency personnel.

Hamilton's emergency database application described above meets the new requirements established by the FCC. In the June 2004 order, the FCC adopted the definition of "appropriate" PSAP as "either a PSAP that the caller would have

reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner." Hamilton's database automatically and immediately transfers the caller to the appropriate Public Safety Answering Point based on NPA/NXX information.

b. Appropriate PSAP-Wireless

Hamilton is in compliance. When a relay user connects to the relay via cellular or wireless telephones, the CA will try to determine the location of the caller. Hamilton's emergency database application described above allows the CA to immediately dial the appropriate emergency personnel to connect the caller to the appropriate PSAP upon obtaining location information.

3. Access to Speech-to-Speech Relay Services

Hamilton is in compliance. Hamilton allows access to Speech to Speech Relay Services through the use of 711 dialing access. Hamilton also allows access to Speech to Speech Relay Services through the use of a separate 10 digit toll-free number dedicated to Speech to Speech.

C. Technical Standards

1. Equal Access to Interexchange Carriers

Hamilton gives relay users access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

Interexchange carriers meet Hamilton at the same tandems in which Hamilton uses to connect to its relay switching platforms to the telephone network. All carriers have access to these tandems if so desired. Hamilton has worked with many carriers to meet their individual access needs in regards to connecting to the relay. Hamilton will do the same for the State of Florida to ensure that relay users can make use of their chosen long distance carrier through the relay. There are 125 carriers participating in relay equal access today and this list is constantly growing.

2. Additional TRS Features and Services

a. Answering Machine Message Retrieval

Hamilton is in compliance. Hamilton provides this service in which messages from a voice or TTY answering machine or a single line telephone are retrieved by the Operator. The caller requests Automatic Message Retrieval (AMR) or Single Line Answering Machine (SLAM) and plays the messages to the CAs by putting the handset near the speaker of the answering machine. Hamilton's technology records any messages, enabling the CAs to capture the information and type or voice it back to the relay customer. Once the information is relayed to

the caller and the call is completed, the recording is automatically erased when the caller disconnects.

b. Automatic call forwarding

Hamilton allows Call Forwarding, which can be provisioned on the relay customer's line by the LEC; for example, if the user puts his telephone on call forwarding the relay call will be automatically forwarded to the new location.

c. Call Release

Hamilton releases TTY to TTY calls if the CA reaches a TTY user when placing a relay call, Hamilton gives the calling party the option to communicate independent of the relay function. The CA types to the terminating TTY user, "TTY TO TTY CALL ONE MOMENT PLS."

The CA then types to the originating party, "(CA HERE TTY TO TTY CALL WHEN FINISHED CALL BACK TO RELAY OR JUST HANG UP ONE MOMENT PLS)."

Once the CA sees the two TTY parties are able to read each other, the CA types, (CA HERE YOU MAY BEGIN YOUR CONVERSATION NOW) GA.

The CA receives an automated message box with instructions to release the call from the workstation. Once the call has been released from the workstation, the CA is able to take any other incoming calls.

Using the above procedure, Hamilton provides a true call release function to satisfy the FCC requirement, which removes the workstation from the call. If the call is a long distance call, the call is billed as a normal relay call (i.e. the relay user's carrier of choice).

d. Speed dialing

Hamilton's customer profile allows relay users to indicate calling preferences. Customer profile information is presented to the CA each time the relay user calls the relay and includes the option of Speed Dialing. In the Speed Dialing section of the Customer Profile form, customers list the first name and phone number of people they call often through the relay. When a customer wants to call that person, they simply instruct the CA to call that person. There is no need to give the number to the CA.

e. Three-way calling

Hamilton provides three-way calling capability, in which the customer (if the customer has purchased this feature from his/her LEC) can use this feature to

either tie the third party directly into the conversation or to tie the third party in by making a second call to the relay center.

D. Public Access to Information and Outreach

The FCC has called for an increase in outreach efforts. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. The outreach program described in this proposal meets all of those requirements.

June 10, 2004 Order:

A. Anonymous Call Rejection

Anonymous Call Rejection is provisioned on the relay customer's line by the LEC in order to prevent receiving calls that are "blocked" or "private." Relay users who do not want to receive calls from parties who have blocked their Caller ID information can make use of this feature. Callers who have blocked their Caller ID information will receive a recording indicating that the called party is not accepting calls at this time which the CA will either voice or type to the originating caller.

B. Preferred Call Forwarding

Preferred Call Forwarding is provisioned on the relay customer's line by the LEC. Relay users create a list of numbers that they wish to forward to a new telephone number. All other callers do not forward to the new telephone number. Relay users can add, delete, or change numbers on their call forwarding list.

C. Call Screening (Call Rejection) (Call Block)

Call Screening is provisioned on the relay customer's line by the LEC in order to prevent nuisance or unwanted calls. The relay user will simply program his phone to block all calls from his selected list of phone numbers. If someone calls through relay from one of these numbers on the list, the caller receives a pre-recorded announcement stating the caller is not accepting calls at this time, which the relay will type or voice to the originating caller. Calls from other numbers are not blocked.

June 27, 2013 Declatory Ruling:

The FCC clarified existing Consumer Proprietary Network Information (CPNI) law so that consumers will know that their carriers must safeguard these kinds of information so long as the information is collected by or at the direction of the carrier and the carrier or its designee has access to or control over the information. This ruling established specific rules to govern the access, use and disclosure of Customer Proprietary Network Information.

- Hamilton ensures that all information stored in a customer profile is kept in strict confidence and is only used by the CA for handling calls. Hamilton only discloses call detail information to individuals who can authenticate themselves as the profile owner.
- When a customer sets up a profile, they establish a unique password as well as a 7-digit pin. Through the use of the password and PIN, the relay user is the only one with access to account information and calling preferences
- The FCC order does allow relay providers to use TRS CPNI in a few specific situations, including calls to 911.

July 19, 2013 Order:

In this order the FCC amended certain mandatory minimum standards to improve Speech-to-Speech TRS, including:

A. Speech-to-Speech Mute

STS providers are required to offer STS users the ability to mute their voices to the called party, so that only the CA can hear them. Hamilton had already offered the STS Mute feature, which was available through customer profile selection or on a per-call basis. We revised our STS call set up procedure to offer this feature on each call as well. Meaning, the CA now asks the STS caller if s/he would like their voice muted during the conversation.

B. Minimum Wait Period for Replacement Speech-to-Speech CA

STS CAs are not to be replaced (for breaks, end of shift, etc) on a call until at least 20 minutes after reaching the called party. Hamilton's policy already required STS CAs to remain on a call for at least 30 minutes before being replaced. Hamilton's replacement policy for STS CAs continues to require a 30 minute period before replacement. We updated our procedure to define that the wait period begins after connecting to the called party.

C. STS 711 Calls

STS providers are required to ensure that STS users have the same ease of connection through 711 as other TRS modalities. Hamilton is in compliance with this rule as our technology automatically routes a STS user to an STS CA when dialing 711. This is available via the customer profile.

The new FCC rules also require the TRS CA to transfer the STS user to a STS CA without requiring additional steps of the STS user (for example, if a TRS CA answers a 711 call and the caller is a STS user). Hamilton is also in compliance with this rule. When STS users reach TRS CAs after dialing 711, Hamilton TRS CAs connect the caller directly to a STS CA without requiring the user to do anything further.

Application for Renewal of Current Relay Certification

Hamilton will prepare on behalf of the FPSC, an application for Renewal of Current Certification to have FRS be certified as a Telecommunications Relay Service pursuant to the rules and procedures set forth by the Federal Communications Commission. All states in which Hamilton currently provides relay have been certified for the certification time period beginning July 26, 2013 and ending July 25, 2018.

As the FRS provider, Hamilton will meet all FCC standards necessary to maintain certification as a "state program" under the ADA and FCC regulations, including full compliance with the intent and the existing implementation guidelines set forth in Title IV of the Americans with Disabilities Act of 1990 (ADA). In fact, Hamilton continues to substantially beat the standards established by the FCC for maintaining certification in the states it serves.

Cost Efficient Relay Provider

Hamilton encourages the FPSC to look closely at its price proposal. Hamilton has proven to be the most cost-efficient relay provider, without always submitting the lowest bid, by lowering the number of minutes it has billed in each State it has taken over from another provider. An efficient relay provider can handle more calls rapidly and reduce the number of minutes, thus cutting costs on a per call basis. Hamilton uses several tools in regards to hardware, software, staffing, training, and call processing to make Hamilton the most efficient relay provider.

- Hamilton makes use of macros to shorten call set-up, connect and wrap-up time and assist the CA in maintaining the flow of the conversation, assuring that clear conversation takes place, while at the same time promoting efficiency at the workstation. Hamilton makes use of macros in order to speed up the call; however, Hamilton does not use macros when calculating typing speeds.
- Hamilton uses very accurate reporting and measuring tools and only bills the State for session time as defined in the RFP.
- Hamilton has increased the speed of its equipment within its second generation relay platform.
- Hamilton makes use of an ANI driven customer profile. Hamilton has an automatic identification of connection speed system within its relay platform. The advantage to the relay user is that connections are made faster with more reliability. Our internal testing indicates that this feature and the manner in which we have deployed it saves anywhere from 2 to 5 seconds of call set-up time compared to other providers, thus cutting costs to the State on a per call basis.
- Hamilton Customer Profile features such as speed dial, carrier of choice and customized greetings directly impact call efficiency.
- Hamilton's relay software has been designed to ensure fast terminating connections. When the called party answers the phone, the CA can connect directly to ASCII or Baudot by using hot key combinations. This allows the CA to set up the outbound call faster.

- Hamilton has organized its relay workstation software making it easy for the Communications Assistant (CA) to keep track of the originating and terminating parties. The workstation has the ability to abbreviate standard messages (macros) and handle them with one keystroke thus saving call set-up, connect and wrap-up time. The workstation can also be monitored by the supervisor workstation for training and quality assurance purposes. **All of these features assist the CA in maintaining the flow of the conversation, assuring that clear conversation takes place, while at the same time promoting efficiency at the workstation.**
- Hamilton uses well trained, rested and **experienced** CAs to ensure relay call efficiency. Hamilton's CAs are very efficient at call processing.
- Hamilton uses the following items to increase the speed of the conversation between relay parties:
  - 60 and beyond word per minute typists (CAs)
  - No use of macros in CA typing tests
  - Turbo Code
  - Automatic Spell Check as the conversation is being typed
  - Automatic expansion of commonly used abbreviations
  - ASL to English translation upon request
  - Hot keys
  - Workstation script look-up and execute feature, allowing text-based relay language scripts to be sent quickly while guaranteeing accuracy
  - Higher pay to CAs who exceed the mandated typing speed and accuracy standards
  - Quality Assurance and live call monitoring processes to allow supervisors to monitor calls in progress. One of the measurements scored in Hamilton's quality process is call efficiency. Quality scores are a large part of performance evaluations and are used to determine CA wages.

5. Access Numbers

There shall be a single access number for TDD users, a single access number for voice users, a single access number for ASCII users, and a single access number for Spanish users. The TDD access number shall be 800/955-8771, the voice access number shall be 800/955-8770, and the ASCII access number shall be 800/955-1339. The Spanish access number shall be 877/955-8773. The provider must request FPSC authority to use additional numbers for relay access (e.g. STS, other foreign languages, etc.). If a caller calls the wrong access number, the system shall process the call without requiring the caller to redial.

Access shall also be provided via "711" which shall point to the 800/955-8770 number.

Hamilton understands and will comply with all Florida Relay access number requirements. Hamilton will transition the existing relay 800 numbers to its centers at 12:01 a.m. June 1, 2015. Hamilton will make use of the current number associated with 711 translations as well as the

existing toll-free access numbers for TTY, Voice and Spanish. This can be accomplished easily through a standard ordering process. As required by the RFP, Hamilton will request FPSC authority in order to obtain a new toll-free number for STS and also a new toll-free number for Customer Service. **Hamilton has immeasurable experience in transitioning relay services from other relay providers.**

7-1-1

When dialing 711, if the relay user has a customer profile and has indicated a connection preference, the call will be automatically setup in the correct connection mode and immediately delivered to the workstation for call processing (i.e. permanent branding of TTY, ASCII, VCO, etc.) This will happen in less than a second.

If the relay user has no customer profile associated with the number they are calling from, the call will default to a voice connection. The CA will listen for different connect tones, or speaking, in order to connect the relay call in a timely fashion (i.e., voice mode then TTY, then ASCII).

All services available from Hamilton are accessible through 711. Hamilton will meet all the same general requirements set forth for all relay calls when 711 is dialed rather than an 800 number. Hamilton's network is configured to segregate 711 traffic from other 800/888 traffic.

Since 711 has been established for years, the majority of carriers have already set up proper routing for 711. However, if Hamilton receives feedback from customers that they are not able to reach 711, Hamilton works directly with the carrier to ensure that calls are properly routed.

Hamilton looks forward to providing relay service to Florida that is customized, including the different types of dialing access, to meet its needs.

6. Availability of the System to Users

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

Hamilton will operate the Florida Relay Service 24 hours a day, seven days a week. Included in this service **is 24 hour customer service support**. Hamilton will relay local, intrastate, interstate and international calls that originate or terminate in Florida. Please see further in this Tab in **Sections B-43 and B-44** for a detailed description of Hamilton's provision of local, intrastate, interstate and international calls. Please see further in this Tab in **Section B-35** for a description of Hamilton's uninterruptible Power Supply and Hamilton's Disaster Recovery and Back-up plans. All of these items provide the needed redundancy to ensure continuous uninterrupted access to relay.

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

Hamilton does not place any restrictions on the length or number of calls placed by customers through the relay center. Hamilton manages its traffic loads in a manner which will not require it to ask customers to call back later under any circumstances.

7. Minimum CA Qualifications/Testing

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

Hamilton's entire training program is designed to teach employees to always be courteous, considerate and efficient when dealing with customers and the general public. Hamilton regularly evaluates its CAs. Please see further in this Section for detailed information. Such things as proficiency and professionalism, procedures, language, voice quality, decorum, and professional knowledge and skills are evaluated daily.

"...Hamilton's accuracy and desire to care for their customer continue to be industry leading."

Said Jeff Rudolph, President/CEO of Cositics

Recruitment and Hiring Plan

As a first step in our employment procedures, the Relay Center Manager assesses employment needs based on volume of calls, current employee levels and future needs. When a need occurs or a projected need is forecasted, the Center Manager makes a request to the Human Resources Coordinator for CAs.

Phase one of the hiring process consists of the production of advertising aimed at seeking highly qualified applicants from the most diverse population possible. The Human Resource Coordinator oversees this. Advertising can include current employee referrals, newspaper, television, radio, community college placement centers, the Job Service and other resources.

After the advertising is in place, applications are accepted for a specified period of time, usually two weeks. During this time, a Human Resource Representative evaluates each and every application for general skills, work history, education, and work consistency and compiles a list

of applicants which our company may be interested in pursuing. Testing also is completed during this phase.

The following exams are given to each potential CA before hiring:

(1) Typing evaluation (discussed below)
(2) Reading skills (Be able to read clearly and distinctly)
(3) Spelling test (must achieve at least 90% correct)

After the application phase has been completed and a sufficient pool of applications has been received, the Human Resource Representative sets up an initial interview with each of the chosen applicants.

During the interview, the Human Resource Representative conducts a comprehensive interview with the applicant covering all bona fide occupational qualifications as well as any points of interest on the application, and any questions the applicant may have. Additionally, the Human Resource Representative will take this opportunity to explain the expectations and demands of the position as well as supply the applicant with information about the deaf culture. This interview consists of an in-depth look at the applicants qualifications and personality including: typing speed, attitude, communications abilities as well as a discussion which covers confidentiality issues, wage rates, attendance expectations and the special considerations that come with a position that requires such commitment, sensitivity and professionalism. If all relevant questions have been asked and answered by both parties, the interview ends with information pertaining to hiring time frame, how the applicant will be notified and an open offer to call if they have any additional questions.

After all interviews have been conducted, the "information package" consisting of the applications, resumes, typing test results and interview notes are evaluated and compared. From this comparison, a final candidate is selected and references are checked. The reference check is intended to act as a final screening in which it is determined that the candidate has solid work habits, takes pride in their work, has good attendance and has the propensity to respect and adhere to all confidentiality issues.

When a final candidate is selected and hired, a start date for Hamilton's three-week training program is given. Employee orientation consisting of the completion of the I-9 form, W-4 form, and our own employee information form is done on the first day of employment. After the completion of these forms, the employee is familiarized with his or her employee manual and any questions are answered. New hire training begins.

Hamilton's Commitment to Diversity/Disability Representation

Hamilton is in full compliance with all state and federal employment laws including Title 1 of the ADA and provides employment opportunities to qualified individuals who are able to perform the essential functions of the position with or without reasonable accommodation.

Following is a detailed description of Hamilton's Disability Representation, which shows Hamilton's commitment to hiring people with disabilities for management positions and **shows Hamilton's disability representation on Hamilton's board of directors.**

Hamilton places great emphasis on recruiting and hiring individuals with relay service experience and with experience working with people who are deaf, hard-of-hearing or have difficulty speaking, including persons with disabilities.

Hamilton will continue to actively recruit individuals with communication disabilities for all types of positions, including management. Any and all postings, newspaper advertisements and other solicitations for applications for employment openings will continue displaying an affirmative statement of these hiring practices and our plan to affirmatively take action to hire disabled persons. The hiring procedures utilized by Hamilton assures objectivity and sensitivity to persons with communication disabilities.

As stated above, Hamilton will continue to recruit and hire individuals with disabilities, including individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking. Hamilton accomplishes this by working with various organizations that communicate on a regular basis with the qualified applicants.

Hamilton believes that it is essential for a relay service to recruit and hire persons who are deaf, hard of hearing or who have difficulty speaking. It is our intention to use all of our available resources to do just that. Hamilton's policy is to hire without regard to disability and we have done so in all of our corporate divisions.

Please refer to **Attachment A** for Hamilton's relay related, key positions job titles and job descriptions. Each job description contains a list of the requirements for that particular position. As long as a candidate can perform the essential functions of the job, Hamilton will consider each applicant equally as described in our Affirmative Action Policy Statement located in **Attachment A**.

As a Company, Hamilton is committed to "equal treatment and equal opportunities of all applicants and current employees." Hamilton is committed to hiring persons with disabilities and will do so as positions become available and qualified applicants apply.

Hamilton has employed individuals who are deaf or hard of hearing in the following positions in the past and present, and intends to continue to recruit and hire such individuals in the future for a variety of positions.

- **Board of Directors & Vice President of Hamilton Telephone Company and President of Relay**
  Planning and coordinating, day to day management
- **National Outreach Manager**
  Oversees outreach and customer service programs and all extended functions for each of Hamilton's state relay programs.
- **Account Manager**
  Manages the contract between Hamilton and State regulatory bodies. Oversees the actions of all parties involved to ensure contract compliance. Responsible for determining that each party successfully completes all assigned duties and responsibilities. Also assist with Hamilton's marketing efforts for relay services.
- **Relay Center Manager**
  Directs all relay operations and all related operations activities within the Relay Center with primary emphasis on quality and efficiency. Oversees the development of Supervisors, CAs and other staff to ensure success of the company. Has primary responsibility for insuring that relay services, features, and quality standards meet the expectations of relay users.
- **Assistant Relay Center Manager**
  Assists in the management of Supervisors and CAs within the Relay Center with an emphasis on quality and efficient operations. Aids in the skill and career development of Supervisors and CAs to ensure the needs and desires of the speech and hearing impaired communities are met. Has responsibility for ensuring that the CAs are skilled to meet the expectations of relay users.
- **Program Manager**
  Manages the outreach activities to insure that required activities are carried out according to specified objectives. Responsible for all communication within the relay using community.
- **CapTel Product Manager**
  Manages Hamilton Relay's strategy for CapTel service. Performs product management responsibilities related to CapTel to the end goal of increasing the number of CapTel minutes delivered through Hamilton Relay nationwide.
- **Internet Based Relay Services Product Manager**
  Manages Hamilton Relay's Internet-based product/service portfolio with the end goal of increasing the number of relay minutes for all Hamilton Relay Internet-based services through the development of new features, enhancements and services which meet the demand of the relay community.

- **Outreach Coordinator**
  Responsible for providing and gathering information which will help improve the quality of the relay service and the number of customers served by the Relay Service.

- **Customer Service Manager**
  Responsible for the activities of the Customer Service Department. The CSM is the principal point of contact for customers and represents customers on the administrative level. Helps to ensure quality services for customers.

- **Customer Service Representative**
  Responsible for providing high quality customer service to all types of relay users via the telephone, TTY, e-mail, and relay. Duties include entering customer service information into the relay customer service database, coordinating technical support, and ensuring all inquiries are addressed. Also performs and coordinates state and regional outreach activities.

Hamilton's policy, which we actively follow, is to hire qualified people without regard to disability. We consider disability awareness a very important aspect of our culture and training programs and we have a great deal of experience with staff who are disabled. Hamilton has a great deal of disability representation within our company. Please see below for a detailed description of Hamilton's Disability Representation.

We have extensive experience in serving people with disabilities through our 23+ years as a relay provider. Our people have attended countless relay outreach events, responded to thousands of requests from relay users and made hundreds of visits to homes and businesses to discuss relay and to make the telephone network accessible to all. Hamilton's professionals in this area look forward to serving FRS users.

Disability Representation

Following is a detailed description of Hamilton's Disability Representation, which shows Hamilton's commitment to hiring people with disabilities for management positions and shows Hamilton's disability representation on Hamilton's board of directors.

John Fechter, National Outreach Manager is deaf. John brings a variety of experience and skills to his position with Hamilton. As a volunteer for more than 10 years, John served as President of the Metro Deaf School Board. He also served as board member for two non-profit organizations, budget chairperson for national deaf sports organization and has served 5 years as classroom consultant for Junior Achievement. Prior to joining Hamilton Relay in September, 2006, John served as Business Lending Underwriter for Wells Fargo Bank where he worked for 11 years. John received his BA degree in Management from Gallaudet University in December 1991. John resides near Minneapolis, MN with his wife and two children who are deaf.

Jennifer (Jenny) Buechner is Hamilton's Community Engagement Manager. Jenny graduated from Wisconsin School for the Deaf and earned a B.A. in Social Work from Gallaudet University, Washington, DC. Jenny brings a variety of skills to her position. Her work experiences include Youth Leadership Camp as a counselor, various positions within Gallaudet University, including serving as a Hearing Coordinator for Judicial Affairs, and her position as Customer Service Representative for the Wisconsin Telecommunications Relay System. Now bringing her experience with technical projects, she coordinates development projects with technical and operations to enhance Internet Based Services for a positive relay experience for the customers. In addition, Jenny has many years experience in researching and studying Deaf culture, using this knowledge, she develops and implements curriculum for Hamilton's culture training program. Jenny is active in the Deaf community, and currently serves as the President for the Wisconsin Association of the Deaf for the 2011-2013 term.

Mitchell Levy, CapTel Product Manager, is deaf. Originally from Chicago, Illinois, Mitchell earned a Bachelor of Science in Information Systems from the College of Business at Rochester Institute of Technology/National Technical Institute for the Deaf. Mitchell previously served for three years as Hamilton's Outreach/Account Manager before his promotion to his current position. Mitchell's past work experience includes 13 years of TRS marketing and sales. Mitchell served for 2 years as the Consumer Relations Manager for Pennsylvania and Delaware, in which he managed marketing and community relations projects including TRS awareness. Mitchell also served as Marketing Manager for one year where he led a cross-functional team to identify, analyze, and develop new TRS products and services. In addition, Mitchell served in the capacity of Account Manager for 10 years in which he managed several state TRS contracts to ensure contract compliance as well as public relations functions. Fluent in ASL, Mitchell possesses diverse communication skills.

Lisa Furr, Account Manager, is deaf. Lisa has experience in Customer Service and Telecommunications Relay Service and served as a Commissioner on the Arizona Commission for the Deaf and Hard of Hearing. Beyond her business background, Lisa brings broad experience from her volunteer work and involvement in the Deaf and Hard of Hearing communities in Arizona. She is a graduate of Gallaudet University, and earned a masters degree in organization management from University of Phoenix.

Lauren Cramer, Account Manager, is a Maryland native who brings experience in public relations, customer service and media marketing. In 2004, she received her Bachelor's degree in Public Relations from Long Island University. In 2010, Lauren continued her education at the Community College of Baltimore County by taking several ASL and deaf culture courses. Lauren has several deaf /hard of hearing family members and is a carrier for a genetic condition (Waardenburg Syndrome) which can cause deafness, providing her with sensitivity to disability issues.

Paul Stuessy, Southern California Outreach Coordinator, is deaf. Paul received his undergraduate degree in Business Management from Gallaudet University in 1994. Paul was employed at Greater Los Angeles Agency on Deafness, Inc (GLAD) and also was a Project Coordinator with Health Care Access, where he was an ASL Instructor. Paul provided CapTel education in Southern California where he demonstrated a vast knowledge of the Relay Industry and also served as an Outreach Coordinator for the California Equipment Distribution Program in Oakland for three years. Bringing a variety of experiences to his position, Paul's strengths are in leadership, customer service and public relations.

Moira Hennessey, MassRelay Outreach Coordinator, received her undergraduate degree in Elementary Education and her masters in Deaf Education. With a variety of experience, such as customer services, Moira also brings knowledge of senior citizens to Hamilton Relay.

Lindsay Bariani, Northern California Outreach Coordinator, has considerable experience as an Interpreter. Studying Sign Language in England and the United States, Lindsay brings a great understanding of Deaf culture, marketing and customer service to her position as Outreach Coordinator.

Talia Allhands, Marketing Projects Coordinator/Staff Interpreter, is a Child of Deaf Adults (CODA), who has experience as a TRS Communication Assistant/CA mentor as well as a Video Interpreter and has obtained National Certification by the Registry of Interpreters for the Deaf. Previously employed as a Massage Therapist for 9 years, Talia later became the Education Coordinator/School Administrator at a local Massage school. She brings to Hamilton a solid background in Deaf culture, communication, office and administrative work. Talia supports the Hamilton Marketing Management Team through the coordination, development and production of marketing materials and advertising efforts. She is also responsible for interpreting between Hamilton staff and outside contacts. In addition, Talia maintains and adheres to strict confidentiality; and is guided by RID's Code of Conduct.

Cady Macfee, Hamilton's Kansas Relay Outreach Coordinator, is hard of hearing and has experience in customer service and education. Serving as a teacher at the School for the Deaf in Massachusetts, Cady received her undergraduate degree in Elementary Education from Bethany College and her Masters in Deaf Elementary Education from Gallaudet University.

Ellen Rolader, Hamilton's Outreach Coordinator for Georgia Relay, was born deaf into a hearing family. Ellen earned her Undergraduate Degree at the University of Georgia in 1978 and her Graduate Degree from Gallaudet University in 1980. Ellen served as a Deaf Mentor/Parent Advisory for a Georgia non-profit organization, as an ASL instructor for a local college and, for fourteen years, as a teacher at Maryland School for the Deaf. Hamilton benefits from her variety of skills and experience as an educator, volunteer, leader and people manager.

Emilie Penne, Hamilton's Regional Outreach Coordinator for Montana and Idaho is hard-of-hearing and fluent in sign language. Emilie is a recent graduate from Idaho State University with a Bachelor's degree in Dietetics. With her background in health education and disability advocacy, Emilie brings with her with a variety of skills and experience in areas of leadership, communication facilitating, networking, presentations and community education. She has been a volunteer with the Idaho Youth Leadership Forum and National Youth Leadership Network since 2007.

John Nelson, Hamilton Telephone Company Board of Directors and Vice President, has a congenital hearing disability, which although not requiring the need for relay services, provides sensitivity to disability issues.

Dixie Ziegler, Vice President of Hamilton Relay, has been with the company since 1994. Dixie holds primary responsibility with the regulatory bodies in all states served by Hamilton Relay and is involved in representing Hamilton at various national relay organizations. Dixie, whose child has a hearing loss, possesses diverse experience and knowledge of the telecommunications industry. Having a child with a hearing loss provides Dixie with insight and sensitivity to the special needs of the Deaf communities on a very personal level.

Anne Girard, Director of Marketing for Hamilton Relay, has been with the company since 2004. Prior to assuming responsibility for Hamilton's marketing efforts, Anne served as Product Development and Regulatory Manager. Anne has a strong understanding of federal and state TRS programs. Prior to joining Hamilton Relay, Anne served as Director of Sales for GoAmerica Communications. Prior to her seven years with GoAmerica and Wynd Communications, Anne served as Coordinator of Academic Support Services for Students with Disabilities at Cuesta College, San Luis Obispo, California for over nine years. Beyond her business and education background, Anne contributes her broad experience to 20+ years of involvement in the Deaf Community. She is a Certified Sign Language Interpreter, and her adult daughter is profoundly deaf and is a graduate of Gallaudet University. Anne holds a degree in Psychology from Antioch University.

Maine Center on Deafness (MCD) performs outreach services on behalf of Hamilton in the State of Maine. MCD is a nonprofit organization that serves people in Maine who are D/deaf, late-deafened or hard-of-hearing by providing resources, advocating for social equality, and helping the general public to better understand and appreciate Deaf culture and effective ways of communication. All MCD staff are members of the Deaf community - friends and supporters that people who are deaf or hard-of-hearing can depend on.

As one can see, Hamilton has a great deal of disability representation within its company as well as an outstanding group of people that allow Hamilton to develop a high quality relay service that meets the needs of its customers.

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

Throughout this Tab, Hamilton describes its CA procedures when handling the many aspects of a relay call and demonstrates how it meets all requirements listed here. Hamilton uses several different testing mechanisms to ensure the highest quality standards in the industry for its CAs.

In addition to our internal evaluations, Hamilton utilizes The Paisley Group Limited. (PGL)[1] to provide third-party, independent evaluations. PGL is a well respected auditing firm who is experienced in evaluating relay performance.

Also included in this Tab are sample proficiency tests that each CAs must pass after the initial training period and before relaying calls individually.

a. Competent skills in typing, grammar, spelling, interpretation of typewritten American Sign Language (ASL), and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.

Proficiency

All Hamilton CAs will possess the skills and abilities delineated in the RFP prior to handling any type of TRS calls. Hamilton's CAs are sufficiently trained to effectively meet the specialized communications needs of individuals with hearing or speech disabilities; and that CAs have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability culture, languages and etiquette. Hamilton CAs must possess clear and articulate voice communications, must pass an oral-to-type test to prove their ability to type at a minimum of 60 words per minute.

Hamilton's CAs convey the full content, context and intent of the communication they translate without intervening in the communication process. All of Hamilton's policies and procedures related to call handling incorporate this philosophy. Hamilton's initial and on-going training continually emphasize the importance of intent, functional-equivalency, and how necessary it is to relay all types of secondary activities. As stated throughout this proposal, Hamilton's relay service is very functionally equivalent to the service provided to those who do not use the relay.

All of Hamilton's relay staff, including management receive Culture Training. CAs receive 20 hours of initial Culture Training devoted solely to disability issues including ASL "gloss", ASL style and grammar, tone of voice, cultures of people who are deaf, hard of hearing and who have

[1] Beginning Jan. 1, 2014, PGL reorganized and is now known by the name Cositics, LLC. Throughout this bid, the name Paisley (PGL) and Cositics are used interchangeably.

difficulty speaking, TTY etiquette, pertinent information about the needs of people who are deaf, hard-of-hearing or have difficulty speaking, the role of the CA, (including training to relay the contents of a call as accurately as possible without intervening in communication) and operation of relay telecommunications equipment including answering machines and computerized services. This is done through videos, training seminars with staff that are familiar with the communities of those people who are deaf and have difficulty speaking, observation, participation in both simulated and live calls, and a variety of role play scenarios. Hamilton's CAs are well trained to effectively meet the specialized needs of relay users as explained below. In addition to training for new staff, Hamilton provides an additional 12 hours of specialized/cultural training annually.

b. A high school diploma or grade equivalent diploma. In addition, each candidate shall pass a high school level English comprehension and grammar test before being considered for employment.

TRS Basic Skills in Reading, Speaking, and Writing English

Hamilton's CAs must meet all necessary grammar proficiency requirements including reading, speaking, and writing English grammar prior to employment with Hamilton. CAs are required to demonstrate English grammar skills at a minimum of a beginning college level with a grammatical error rate of 5%. Hamilton tests for diction, clear and articulate voice communications and a neutral accent by requiring each prospective CA to complete the reading exam which follows:

Reading Exam

There is a new wind blowing through the quality profession. It is bringing some very different messages to those of us who manage and support the quality functions of our organizations. These messages tell us about quality in ways that are hard to reconcile with our traditional understanding of quality. They are messages like "quality is customer satisfaction" or even "quality is customer delight"; "quality people do quality work" and "quality is the expression of human excellence."

We have difficulty with the messages because, as one quality professional noted, "I don't know how to develop specifications from these ways of thinking about quality. "It is a real dilemma because our history and technology have been built upon our ability to specify, measure, and control. As long as these specifications have been based on objectively measurable phenomena like length, weight, hardness, frequency, etc., we can set standards and develop control procedures based on these standards. Now we are confronted with a way of understanding that is expressed as customer satisfaction or even customer delight. How are we to translate this into specifications and standards?

Spelling Skills

The minimum spelling skills required of Hamilton Communication Assistants is the ability to quickly and easily spell words that are equivalent to that of a beginning college level conversation. CAs must pass a spelling exam to be eligible to work for Florida Relay. The spelling skills exam includes words that are at a beginning college spelling level (must achieve at least 90% correctly) as defined by "Contemporary's Writing Skills Workbook Series. Book 2. Spelling, Capitalization, & Punctuation. GED Test" by Nancy Kellman. Following is a sample spelling test an applicant must pass before being hired as a Hamilton CA. Hamilton performs similar testing for Spanish CAs.

Spelling Exam

Name:_____ Date:_____

Circle the correct spelling.

1.	COPERATION	COOPERATION	COPPERATION
2.	REFFERRAL	REFERAL	REFERRAL
3.	BUSNESS	BUSINESS	BUSSINESS
4.	BROCHURE	BROSHURE	BROUCHURE
5.	POSABLE	POSSIBLE	POSSABLE
6.	INSURANCE	ENSURANCE	INSURENCE
7.	SUBSCRIPTSION	SUBSCTIPTTION	SUBSCRIPTION
8.	CATALOG	CATILOG	CATOLOG
9.	CUSTOMER	COSTAMER	CUSTUMAR
10.	SUBMITED	SUBBMITTED	SUBMITTED
11.	ANSER	ANSWER	ANSWUR
12.	ADDRESS	ADDRES	ADRES
13.	EXTINTION	EXTENSION	EXTENSIEN
14.	LITATURE	LITERATURE	LITERITURE
15.	RECEIVE	RECIEVE	RESEIVE
16.	SORCE	SOURCE	SOARCE
17.	IMFORMATION	INFORMATIEN	INFORMATION
18.	PHYSICAL	PFYSICAL	PHISYCAL
19.	COMMITMENT	COMMITTMENT	COMITTMENT
20.	PRAIRE	PRAIRIE	PRARIE

c. A minimum typing speed of 60 words per minute (wpm) on live traditional relay calls. Technological aids may be used to reach the required typing speed. The provider shall conduct monthly test calls on live calls using a statistically valid sample of their Florida TRS calls, with test results being submitted to the contract administrator on a monthly basis. The provider shall use prepared scripts that reflect a typical conversation and calling through the relay system the same as other live calls. The purpose of these calls will be to ensure all federal and state requirements for relay service are met. The provider shall explain as part of its proposal how it will conduct the test calls to determine the adequacy of service provided by the relay service.

The method to be used to determine the typing speed is as follows. Start timing the CA when the CA begins to type the message to the TTY user. Count the number of characters including spaces and divide that number by five to determine the number of words per minute. It shall be the objective of the provider to test each CA at least once yearly. If a CA does not meet the 60 wpm requirement, the CA shall be taken off of live relay calls until further training and compliance can be accomplished.

Ability to TYPE at 60 wpm

Hamilton provides CAs **who can TYPE 60 words per minute for five minutes.** Hamilton does not use less skilled CAs who are unable to type 60 wpm and make up the deficiency with software that can somehow "transmit" at 60 wpm. Rather Hamilton employs CAs **who can actually TYPE at 60 wpm.** Hamilton has calculated average typing speed and accuracy in each of its relay centers.

Hamilton's Procedures for Measuring CA Typing Speed

Hamilton administers pre-hire auditory typing tests to determine the typing speed and accuracy of each applicant. This testing procedure is designed to identify applicants who have the ability to reach 60 wpm with a 95 percent accuracy level within a three-week training period. Hamilton's CAs must pass an oral-to-text typing test at a 60-wpm level with **95 percent accuracy** in order to take calls on the relay floor. If a CA is unable to meet the 60 wpm requirement, the CA is taken off of live relay calls until further training can be accomplished and compliance is met.

- **Calculating Typing Speed**
  Hamilton calculates typing speed by adding the number of characters typed, with spaces, and dividing by 5. This number is then divided by the number of minutes to get the average number of words per minute.

Example

- The CA types 335 words (1,675 characters) in 5 minutes
- 335 ÷ 5 = 67 WPM

Hamilton calculates accuracy percentage as follows: Number of total words as defined above minus the number of errors (an error is any misspelled, added or omitted word) equals the total accurate words. The total accurate words is divided by the number of total words to get the accuracy rate.

Example

- The CA types 335 words – 11 errors = 324 total accurate words.
- 324 ÷ 335 = 96.7% Accuracy

- **Enhancing Keyboarding, Spelling and Grammar Skills**
  Hamilton has a computer based typing program for enhancing keyboarding, spelling and grammar skills. This is a program that Communication Assistants can enter at various levels and continue to progress and is a very effective method of self-improvement. We have made computers and space available in all of our centers for CAs to use this software.

- **Frequency of Typing Tests**
  Hamilton conducts standardized typing tests in which Hamilton tests every CA **every three months.** Each of Hamilton's Relay Centers also performs test calls to document current proficiency levels of the CAs and to make sure CAs are making progress over the term of their employment. Conducting typing tests during live relay calls also ensures that CAs are meeting all typing requirements during actual calls and that CAs are not "learning" the test.

CAs that do not pass these typing tests or do not pass any of the blind, random tests, are pulled off the phone and provided with additional training.

Proficiency Examinations

Hamilton uses several different testing mechanisms to ensure the highest quality standards in the industry for its CAs including several proficiency tests that each CA must pass after the initial training period and before relaying calls individually. Hamilton retains documentation of this testing which is available for auditing purposes.

The exams measure skill levels in typing, spelling, dictation, relay procedures, characteristics of ASL as it may be reflected in the written language of TTY users, cultures of those who are hard of hearing or have difficulty speaking, ethics and confidentiality and professional judgment. Part of the exam process is performance based - the CA must successfully complete several relay call scenarios. **All other sections are quantifiable.** Hamilton can then determine that a CA is meeting and exceeding all minimum proficiency requirements as contained in the RFP. Tests are not available to CAs prior to testing (all tests are kept under lock and key) and portions of the

tests are changed routinely. **Any CA who cannot pass this examination within a three-month probationary period will not be utilized as a relay CA.**

Oral Exam (Performance-Based Testing)

Hamilton's performance-based testing consists of several relay test calls. Trainers will place test calls involving a variety of situations testing proficiency in such areas as:

- Procedures
- Phrasing ASL - like conversation
- Professional judgment (reading, conversation with garble and/or missing letters or misspelled words, etc.)

Hamilton tests each CA to ensure that he/she has a clear understanding of deaf culture, ethics and confidentiality and professional judgment. These examinations also test the CAs knowledge of relay procedures, conveyance of non-TTY and TTY user's tone of voice or expressive words, and are also used to measure the CAs skills against those required by the FCC.

A variety of call scenarios is given to the CA to complete. Supervisors "grade" the CA on his/her ability to set-up the call, make appropriate billing arrangements, relay the call, typing and spelling accuracy, and overall proficiency of translating written ASL (when requested) and tone of voice. Various types of relay calls (i.e. VCO & HCO) are also tested.

Hamilton regularly evaluates its CAs. Please see further in this Section for detailed information. Such things as proficiency and professionalism, procedures, language, voice quality, decorum, and professional knowledge and skills are evaluated daily within the center.

CA Performance Monitoring

Through its advanced relay platform, Hamilton has established a unique remote call monitoring system. Hamilton uses this call monitoring system to continually monitor call performance. Such things as proficiency and professionalism, procedures, language, voice quality, decorum, and professional knowledge and skills are evaluated daily.

Hamilton believes quality assurance is of the utmost importance. As a result, Hamilton is constantly monitoring its CAs. Two formal call evaluations are completed each month as well as informal "spot checking" throughout the month to insure that CAs are performing properly on every call.

Formal call monitoring is observation of the call from start to finish. It is in a formal monitoring that every detail is noted. The CA either earns a passing or failing score in the applicable category. Not all categories will always apply. The formal monitoring worksheet form is the complete call process and is intended to be inclusive of any call type that the center may process.

These monitorings are conducted by a Relay Supervisor and the Monitoring Supervisor and two formal evaluations are required of each CA per month.

Spot checks or informal monitoring are performed throughout the month by Relay Supervisors, the Monitoring Supervisor and the Lead CAs. A call is observed for a few minutes and the applicable data is gathered and the CA is given a score based on the information that was collected during the session. These normally take between 2 to 5 minutes and are not as detailed as the formal monitoring process.

The following outlines Hamilton's quality assurance process:
Lead CAs, Supervisors and the Monitoring Supervisor are able to remotely monitor CAs so that the CA does not know when he/she is being monitored. Call monitoring is performed at any time to ensure that all CAs are delivering the highest quality service on each call. Feedback is immediately given to each CA upon the completion of call monitoring.

Relay Supervisors meet with team members to discuss monitoring results, which fosters Supervisor/CA relationships. Relay Supervisors, Lead CAs and the Monitoring Supervisor may also do a "side by side" monitoring. During these sessions, the monitor is sitting in the workstation next to the CA during a live call. This option offers immediate coaching and is often times done if a CA is on quality probation.

Relay Supervisors track the team's quality scores for team competitions, evaluations and to identify areas in which additional training may be needed.

Scores from the call monitoring process are calculated and given to the CA so that progress and improvement can be tracked each month. A "center" report that allows Hamilton to monitor overall quality improvements is also generated. This system allows Hamilton to set quality improvement goals for individuals as well as for the entire center.

The scoring process is "Pass/Fail" in the applicable category. This applies to both formal and informal monitoring. Once the monitoring session is completed, the monitor will add all of the "passed" categories and divide that number by the total categories answered. Once the calculation is done, the call will be assigned a percentage and protocol for the proper grouping is strictly adhered to.

On the 5th of the month, the previous month's quality calculations for the center are ready for review. It is at that point trends are identified and action plans to overcome individual and/or center limits are implemented. If a particular issue seems to be affecting the center, it is addressed immediately through individual meetings, group meetings, newsletters, memos or postings in the workstations. If there is an individual limit that needs to be overcome, that CA is put on probation, and depending on the severity of the issue, retrained, counseled and warned. If

the issue is ongoing after several retraining attempts, counseling, and warning, termination could be in order.

Through call monitoring or as a result of poor test scores, any CA not in compliance with the quality standards stated in this proposal is immediately pulled off the relay floor for further training and re-testing. These CAs are put on probation and monitored frequently to ensure continued improvement.

Trends can be identified by comparing the performance of a particular CA from one month to the next. As these trends are identified, Hamilton builds model CAs by implementing needed training, incentive programs, etc. This not only offers more opportunity for the CA (improved quality scores and higher pay), but allows Hamilton to deliver top quality service and ensure customer delight. In addition, every CA is reviewed and tested individually at least annually to ensure that call processing is continually improving and relay knowledge is growing.

Hamilton makes use of its self-analyses when making changes to its TRS program. Hamilton uses the information from its call monitoring to develop new calling procedures, determine topics for refresher training, and to determine the emphasis for CA communication, i.e. newsletters, bulletin boards or motivational activities.

These quality measurements give Hamilton an accurate picture of each CA's skills as well as a record from which improvement plans can be built and future progress measured. As with all of Hamilton's programs, we welcome the input of the FPSC into how we monitor our CAs to ensure we are putting emphasis on areas that are most important to the FPSC.

As one can see, Hamilton puts a very strong emphasis on quality assurance. We are continually evaluating our quality measurements and continually "raising the bar" so that our CAs are constantly improving.

In addition to our internal evaluations, Hamilton utilizes The Paisley Group (PGL), to provide third-party, independent evaluations. PGL is a well respected auditing firm who is experienced in evaluating relay performance.

Third Party Quality Assurance TRS Testing

To ensure that calls are processed accurately and efficiently, Hamilton continually conducts both blind and standardized tests of every CA. Blind testing is performed at each of our Relay Centers by Cositics (a well respected auditing firm who is experienced in evaluating relay performance) by Hamilton, and in many cases by the states we serve.

For the second year in a row, as demonstrated by independent, third party testing, Hamilton CAs are the most accurate in the industry in both typed (lowest number of spelling errors **and** missing words) and spoken accuracy. Additionally, Hamilton CAs continue to perform at this high level while processing every call in a courteous and professional manner as proven by Hamilton's tie

for first place in Customer Care. This is the second year in a row Hamilton has lead the industry in this category!

> **"...Hamilton's accuracy and desire to care for their customer continue to be industry leading."**
>
> Said Jeff Rudolph, President/CEO of Cositics.

Cositics conducts an annual independent comparative study of all major Relay Service providers in the US. The Index measures agent accuracy and the overall customer experience using objective key performance indicators. The providers are then stack-ranked based on their score in each performance category. Cositics annual National Relay Service Competitive Index provides Relay Service companies with insight and competitive intelligence to compare their performance to that of other relay service providers. As you consider other proposals, we recognize that typing speed, accuracy, and customer care are critical factors.

According to the 2014 Cositics Index:
Hamilton ranked first in the following Key Performance Indicators (KPIs):

- Average spoken accuracy with an amazing 99.9%
- Spoken accuracy over 95% - a perfect score of 100%. Making it even more amazing is that Hamilton has achieved this perfect score for **3 years in a row**!
- Zero CAs typing under 85% accuracy
- Lowest average number of words missing per call
- Lowest average number of spelling errors per call

Hamilton tied for first place in the following areas:

- Overall accuracy
- Customer Care. In this most important area, Hamilton continues to be an industry leader, tying for first place with 94.7% of calls cared for.
- Percent of CAs typing at 60 Plus Words per Minute **
- Typed Accuracy **

* The Customer Care process measures on an array of specific CA behaviors that detract from the customer's experience. If any unacceptable Care behavior is demonstrated at any time throughout the call, the call is considered "not cared for". A single call can have more than one unacceptable Customer Care indicator, meaning the total number of indicators may be greater than the number of calls not cared for.

** One or more providers may be within the margin of error." – Cositics

This data clearly shows Hamilton is the highest quality relay provider with the fastest typists, when you combine the fast, accurate typing with the fast connect times (answer speed); Hamilton is the most efficient provider.

Levels System

To encourage our CAs to continue to excel at their jobs, we have implemented a Communication Assistant Career System. This program allows Hamilton's CAs to challenge themselves to move to higher "levels" within our company. Quarterly testing is offered to any CA interested in pursuing a higher CA level. Typing speed, Attendance, Productivity, Efficiency, Test Scores and Quality Assurance testing are all evaluated. Leveled CAs are given quarterly written tests in which the CA must demonstrate ASL proficiency, quality and procedural knowledge to maintain their Level.

CAs that meet specific targets are given the level of "Intermediate, Advanced or Expert" and receive additional job responsibilities and wage increases. Level CAs are often promoted to Lead Communication Assistant and/or Supervisor as these positions become available. Our Levels Program has been hugely successful. It has pushed our quality to the best in the industry and has improved our already excellent retention rate. The longer a CA is employed the higher the quality. Hamilton's relay users benefit from the quality our CAs deliver as a result of their experience.

Our Levels Program and Quality Program allow Hamilton to deliver the highest quality relay service available to the FPSC and Florida Relay users.

The FRS Administrator, organizations who serve relay users, and the relay user community is welcome in any Hamilton Relay Center to assist with training and to provide essential feedback. **Hamilton will work with the FRS Administrator to incorporate feedback provided at Hamilton Center site visits.** Hamilton believes that by combining the perspectives of the relay provider with organizations that serve relay users, Florida Relay will be among the best in the nation.

Hamilton understands the importance of the regulatory body and the relay users' input in providing a high quality relay service. **This is your relay service and we want to provide it in a manner that meets the needs of the FPSC, the FRS Administrator and all relay users in Florida.**

d. Ethics, e.g., how a CA deals with situations he/she may encounter.

CA Code of Ethics

Hamilton is in compliance with all TRS Confidentiality and CA Code of Ethics requirements. Hamilton Communication Assistants are trained on the importance of confidentiality and abiding by the CA Code of Ethics. This portion of CA training focuses on the importance of confidentiality and how the CA Code of Ethics evolved from the original sign language interpreter's code of ethics. Hypothetical situations are provided to teach policies and

procedures relating to CA ethical decision making. Trainees are asked to address relay situations that make them feel uncomfortable and learn strategies to handle personal feelings.

A code of ethics is defined as, "a collection of rules for conduct governing the choices made by members of a profession in relating to others." The CA Code of Ethics has been adapted from the National Registry of Interpreters for the Deaf (RID) Code of Ethics to more accurately reflect the specific demands of CA.

The CA Code of Ethics includes the following rules presented and discussed in this training segment:

- CA shall keep all relay-related information strictly confidential.
- The CA's only function is to facilitate communication between individuals who are technically unable to communicate via traditional telephone.
- CAs shall read exactly what they see and type exactly what they hear verbatim without adding or deleting anything.
- CAs shall not counsel, advise or interject personal opinion.
- CAs shall relay messages faithfully by using proper voice inflection to convey the speaker's text and meaning to the best of his or her ability.
- Whenever an CA is in doubt about the accuracy of the information being relayed, the CA shall clarify with the sender to insure accuracy.
- Whenever necessary, the CA shall request clarification for spelling of proper nouns, phone numbers, addresses or anything else that is unclear or garbled.
- CAs shall inform each party involved in the relay process as to what is occurring at all times for the duration of the call.
- CAs shall refrain from relaying calls for people they know and whenever they feel a possible conflict of interest.
- CAs may find specific calls uncomfortable due to religious, political, racial, moral or sexual differences; CAs are expected to relay most of the calls they receive, however, should not continue a call where personal feelings may interfere with the quality of the relay. CAs may call a Supervisor if this situation occurs.

Following the CA Code of Ethics segment, situations are presented and discussed in which trainees immediately apply these principles.

Hamilton believes that at the core of providing quality relay services is confidentiality. Relay users must feel comfortable with their relay provider before they can find the service fulfilling. Hamilton makes every effort to promote confidentiality throughout its company. It is easy to state that confidentiality policies are practiced; however, Hamilton backs these statements with its actions. From building trusting relationships through our outreach efforts to maintaining our

reputation for quality relay services, Hamilton makes its actions match its confidentiality policies. Hamilton has sustained its high levels of confidentiality throughout its years of performing relay services and will continue to do so.

Hamilton strictly enforces these guidelines. Hamilton's policy requires immediate termination for any violation of confidentiality.

e. Confidentiality.

In addition to signing the Pledge of Confidentiality (see further in this section.), Hamilton ensures that all CAs adhere to all aspects of the Relay System Code of Ethics. Hamilton has additional protocols to prevent unintentional disclosure of relayed conversations. All of Hamilton's employees, including those not working in the relay center are familiar with these guidelines and are required to adhere to them. The CA Training Manual and CA Procedure Handbook, include additional rules and regulations which must be followed to prevent any unintentional disclosure of confidential information. A whole section of this handbook is dedicated to the importance of confidentiality. From day one of the training program, Hamilton's CAs are taught how to work in a "confidential" environment.

The policies and procedures Hamilton has in place ensure that Florida Relay users have the same high level of confidential and legal protections accorded to standard public telephone network users regarding security and freedom from unwarranted collection of information regarding the content of Florida Relay calls by unauthorized parties. Hamilton's policies and procedures ensure the protection of electronically collected information as well as information obtained by the CA in the course of relaying a call. Please see further in this Tab in **Section 15** for more on Hamilton's strict adherence to its Confidentiality Policies.

Any person who has not passed these tests shall not be utilized as a CA.

Hamilton uses several different testing mechanisms to ensure the highest quality standards in the industry. CAs must pass these proficiency tests after the initial training period and before relaying calls individually. Any person who has not passed these tests will not be utilized as a relay CA.

8. CA Training

Each bidder shall demonstrate in its proposal how ongoing CA training will be provided by including with its proposal an outline of a proposed CA training plan. The provisions for CA training shall include, but not be limited to, an understanding of limited written English and ASL, deaf culture, needs of hearing and speech disabled and dual sensory impaired users, ability to speak in a tone of voice consistent with the intent and mood of the conversation, operation of relay telecommunications equipment, how to handle hearing and Voice Carry-Over, ethics,

confidentiality and other requirements of the provider's operating policies and procedures. Training shall include both simulated and live on-line call handling.

Hamilton's initial and on-going training continually emphasize the importance of intent, functional-equivalency, and how necessary it is to relay all types of secondary activities. As stated throughout this proposal, Hamilton's relay service is very functionally equivalent to the service provided to those who do not use the relay. In addition to the training material listed in Section 7 above, Hamilton's CA training includes the following.

CA Training Outline

All Hamilton CAs receive the training as outlined below. STS CAs receive additional training as outlined in the below STS Training Course Catalog.

- Relay Centers
- Relay Access and 711Numbers
- Confidentiality Agreement and Code of Ethics
- Employee Responsibilities
- Scheduling Information
- Lockers
- CA Responsibilities
- Relay Floor Decorum
- Basic Call Processing
- TTY
- Voice
- VCO
- HCO
- Two-Line VCO and HCO
- All Other Miscellaneous Call Types
- International Calls
- Customer Service/Complaint Handling
- Emergency Calls
- Transferring Calls
- Recordings
- Answering Machine/Voice Mail
- Turbo Interrupt
- Billing
- Call Release
- Customer Profile
- Directory Assistance
- Training Script
- Introduction to Deaf Culture & ASL Gloss

- Facts and Myths About Deafness
- Identifying ASL Gloss on a call
- Proficiency Evaluation

Speech to Speech Training Course Catalog

- Core Units
  - History & Purpose of Speech to Speech
  - STS CA Role
  - Call Handling Options
  - SLP Training: Persons with Difficult Speech Patterns
  - SLP Training: Advances in Supportive Technology

- Skill Training
  - Patience & Sensitivity
  - Context & Memory
  - Dictated Messages
  - Enhanced Technical Features
  - CA Support & Intervention
  - Communication Strategies
  - Revoicing

- Call Type Training
  - Call Types: STS with Voice (or HCO) Users
  - Call Types: STS with TTY Users
  - Call Types: STS with VCO Users
  - Call Types: AAC/SGD Users
  - Call Types: Other Call Types

- Additional Training
  - SLP Training: Speech Production and Anatomy
  - SLP Training: Incorporating SLP skills into STS
  - Mentored Call Handling I-V

Training Plan

From hiring practices to training, Hamilton prepares its CAs to provide "Relay Your Way®". Hamilton helps each CA excel at his or her job as a result of its hiring and training procedures. Before taking the first call, Hamilton's CAs are prepared to relay calls in a fashion that not only exceeds FCC standards but also satisfies the relay user.

Hamilton is committed to employing qualified personnel for Florida Relay. The information contained throughout this section demonstrates Hamilton's ability to train and further educate each CA throughout his/her career.

All of Hamilton's relay staff, including management receive Culture Training. CAs receive **20 hours** of initial Culture Training devoted solely to disability issues including ASL "gloss", ASL style and grammar, tone of voice, cultures of people who are deaf, hard of hearing and who have difficulty speaking, TTY etiquette, pertinent information about the needs of people who are deaf, hard-of-hearing or have difficulty speaking, the role of the CA, (including training to relay the contents of a call as accurately as possible without intervening in communication) and operation of relay telecommunications equipment including answering machines and computerized services. This is done through videos, training seminars with staff that are familiar with the communities of those people who are deaf and have difficulty speaking, observation, participation in both simulated and live calls, and a variety of role play scenarios. Hamilton's CAs are well trained to effectively meet the specialized needs of relay users as explained below. **In addition to training for new staff, Hamilton provides an additional 12 hours of specialized/cultural training annually.**

Hamilton uses a variety of trainers throughout its training period. Hamilton's Training Coordinator is responsible for the overall program, and does all classroom training and leads role-play activities. Deaf employees teach Deaf culture while CAs share general knowledge about relay and assist with role playing activities.

Hamilton's proposal includes a detailed staff training plan outline, indicating training topics, time frames and a list of individuals representing the deaf community used to assist with the training. Please see further in this Section for detailed information regarding Hamilton's Deaf Culture Training.

Training Schedule

Hamilton follows an established day by day schedule and uses its Training and Procedures Manuals for its initial three week training period (120 hours).

CA Training Content/Technical Training Units:

Basic Call Processing

Basic Call Processing is designed to familiarize new CAs with policy and procedures for relaying basic calls (with no special features requested by consumers). Emphasis is placed on compartmentalizing the basic call into smaller units so that new CAs become familiar with technology and relay terminology. Screen information is introduced to the CAs who quickly learn how to recognize TTY or Voice originators. Basic macro keys are generally mastered on the first day of training. A portion of this training provides a step-by-step demonstration of TTY to Voice and Voice to TTY calls. CAs participate in simulated relay calls, taking on the role of the CA for a series of calls followed by role of the consumer in order to understand the different perspectives of each.

Basic Call Processing is taught in two major components. The first focuses on TTY Originators calling Voice Terminators. The second focuses on Voice Originators calling to TTY Terminators. Both of these components lay the foundation for all of the other information taught in initial training and are comprised of a combination of lecture, relay demonstration practice calls or relay simulation.

Voice Carry Over

This unit teaches new CAs how to set up VCO on the keyboard and how to apply policies and procedures. Most of this training session concentrates on the two basic types of VCO calls (VCO User as Originator and VCO User as Terminator). Time is allotted for demonstrations and relay simulation.

Recognizing that VCO has become an effective communication solution for many late-deafened consumers, Hamilton places a heavy emphasis on VCO training.

Hearing Carry Over

This unit provides training which familiarizes trainees with HCO set up on the keyboard, as well as the correct policies and procedures for relaying this call type. Emphasis is placed on the two basic call types and special tips are given regarding specific aspects of HCO calls. Time is allocated for demonstrations and relay simulation.

Two-Line VCO/Two-Line HCO

Trainees learn how to quickly and correctly set up both of these unique call types. They also learn the correct policy and call handling procedures. Emphasis is placed on the CA role and in understanding the concept of a Two-Line VCO call and a Two-Line HCO call. Each trainee is given the opportunity to experience each call type as the relay user in order to gain a unique insight into the importance of the CA's performance on this type of call, with time allotted for relay simulation.

Miscellaneous Calls

Trainees are taught policies and procedures for International calls, Customer Service calls, Emergency calls, Relief CA and Transfer calls. Trainees learn policies and procedures for Translating, Recordings, Answering Machines, Pagers, Turbo Interrupt and Single Line Answering Machine. Trainees are also taught the less frequent call types such as VCO to VCO, VCO to TTY, VCO to HCO as well as all other call types involving VCO. Trainees are also trained on HCO to HCO, HCO to TTY, HCO to VCO as well as all other call types involving HCO. Time is allotted for demonstrations and relay simulation.

Billing
This portion of CA training familiarizes Trainees with all billing options including policies and procedures for each option. Major emphasis is placed on how to set up each billing option including: Carrier of Choice, Person to Person, Third Party, Collect, Calling Card, Credit Card and Pre-paid Calling Card.

Emergency Calls
Hamilton CAs are thoroughly trained on how to process emergency phone calls through relay. CAs are trained to notify a Supervisor immediately when receiving a 911 call through relay. The Supervisor is there for observation only. The Supervisor will not become involved in the call unless the customer or PSAP requests.

If the originator of the call is a voice user, CAs are trained to have the caller, if they are able, call 911 directly for faster service. If the call originator is a text user, the CA is trained to proceed with the call.

Please see further in this Tab in **Section 29** for Hamilton's emergency call handling procedures.

Ergonomics
This portion of CA training instructs and informs Trainees of the correct physical way to work. Hamilton is concerned for the welfare of its employees and strives to make the workplace a comfortable environment with minimal work-related injuries. Ergonomics training demonstrates the proper way to adjust the equipment, the ergonomically correct way to sit at the workstation and provides exercises designed to prevent injury. Ergonomic equipment such as small weights, stretch bands and stress-relief balls are always available for CA use and trainees are given demonstrations on their correct usage.

Upgraded Workstations
Having the best trained CAs starts with ensuring they have the best tools, including Hamilton's upgraded Workstations. Our new workstations make use of the latest networking and technology available. They include less hardware, larger monitors and enhanced features as well as more on-screen prompts and a more automated process. Among other new features, Hamilton's new workstations include:

- Easy CA Interface
- Streamlined workstation
  - Less hardware
  - All server based
  - Bigger monitors
- Enhanced features
  - Latest headset technology
  - Ability to route 711 calls based on preference

- Communication Tools
  - Call Procedure look-up
  - Automated CA communication
- Flexibility and gained Efficiencies
  - Remote workstation capability
  - Reduced call set-up and wrap-up

All of which provides faster, more accurate call processing as well as more choices for our relay users.

Additional CA Training

Hamilton trains its CAs on how to track technical problems and to know when to call for a Supervisor. Trainees learn how to fill out technical forms, learn to determine when they must call for Supervisor assistance as well as receive tips on how the computer and all other relay equipment works. Trainees learn how to handle specific technical problems that may arise as well as the proper response.

Informational CA Meetings are conducted on a monthly basis or whenever necessary to keep CAs updated on new policies or procedures, to review existing policies or procedures and as a forum to discuss issues or problems.

A bulletin board in the Operations Area is updated on a regular basis to keep CAs well informed on up-to-the-minute technical or procedural information.

The workstations are equipped with a Policy and Procedure Manual, Hot Key (Macro) list for quick, easy referencing and a listing of relay phone numbers. Any time a new policy or procedure is introduced, a reminder is posted in the workstations until CAs become completely familiar with the new policy or procedure.

Linguistics Training

Hamilton provides linguistics training to ensure that CAs are familiar with common Florida proper names, including their spelling, pronunciation and common abbreviations. Hamilton also makes use of puzzles and other training materials to familiarize CAs with names, words, dialect and pronunciations that are specific to a particular state. Hamilton will do the same for Florida.

These types of exercises are done in the initial training period **as well as during refresher training** and through regular communication formats.

Training in Deaf Culture, ASL, Sensitivity to Needs of People with Speech Disabilities, CA Role and Interpersonal Skills to Handle Difficult or Stressful Conversations

Deaf staff members teach the sessions on deaf culture and American Sign Language. **Please see further in this Tab in Section 9 for more detailed information regarding Deaf Culture and ASL training.** The CA role is stressed throughout the initial training, during mentor sessions and during post monitoring discussions with the primary Supervisor. A section of training is devoted to a discussion about the stressful and difficult situations that may occur while relaying calls. The Trainer provides strategies for CAs to use to cope with these situations while maintaining excellent customer service.

Ongoing CA Training

CAs skills, including those skills which relate to customer service, conflict management, performance coaching, organizational communication, interpersonal skills, state and national legislation, policy issues and much more. **Hamilton CAs receive an additional 10 hours annually of ongoing training in relay procedures.** Hamilton believes that the additional training it provides to CAs, gives customers a higher quality relay service and keeps Hamilton's reputation for providing outstanding relay services intact.

Hamilton's focus is on customer delight. Hamilton wants to make sure each Communication Assistant has added to and improved his/her skills while employed at Hamilton. This is our commitment to our employees. As a result, Hamilton has hosted workshops on a variety of topics (not just relay related). This is another benefit of working for a company that not only wants its customers to be satisfied, but its employees as well. Hamilton knows that customer satisfaction starts with employee satisfaction.

Hamilton has made computers available for Communication Assistants to practice typing and spelling skills through the use of multimedia programs. **The well-rounded training and proficiency testing Hamilton's CAs receive is another reason Hamilton's quality leads the relay industry**.

Following is a list of additional opportunities that have been made available to Hamilton's Communication Assistants.

Training & Education Seminars

- Teaming
- Total Quality Management - (Joe Gillham)
- Prescriptive Writing - (Correspondence Course)
- Telecommunications for the Deaf (Jennifer Kirk)
- Meeting Leadership
- Role of Supervisor
- Performance Coaching
- Problem Solving
- Strategic Planning

- Process Flow Charting
- Mission Statement
- Managing Multiple Projects, Objectives & Deadlines
- Indispensable Assistant
- Leadership and Supervisory Skills for Women
- Effective Planning
- Powerful Communications Skills for Women
- Business Writing for Results
- Goal Setting - (Lynette Block)
- Personal Management/Time Management
- Succeeding As a New Supervisor
- Managing Conflict in the Workplace
- Motivational Skills for Supervisors
- Customer Service
- Organizational Communication
- Computer Training
- Communication Skill Development
- Supervisory Workshop
- Time Quest - Franklin Covey
- Be A More Effective Team Leader
- Cultivating Winning Attitudes
- Self Defense Workshops
- Safety Programs

Hamilton wants each CA to grow in his/her ability to relay calls as well as its managers and supervisors in their ability to operate an efficient and effective relay center. By offering the types of courses above, Hamilton is able to assist each CA and manager in reaching his/her full potential. This makes for great relay service and satisfied relay users on every call.

Hamilton will continue to host updated training sessions in all areas of the operation of the relay center (sign language, disability awareness, spelling, grammar, typing speed, relay equipment and procedures, etc.). As explained thoroughly in this Section, Hamilton's CAs undergo extensive training to ensure all relay calls are handled in a manner that is sensitive to the social/cultural variations of relay users accessing the relay service. Hamilton's CAs are very sensitive to the different mannerisms that appear in relay calls. Hamilton's CAs are dedicated to making sure conversation takes place.

Hamilton's turnover rate among Communication Assistants is low. Not only is this indicative of how well Hamilton takes care of its employees, but it also improves the overall quality Hamilton's relay users experience on every call. Hamilton will bring this type of training philosophy and practices to Florida Relay.

9. Staff Training

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

All of Hamilton's relay staff, including management receive Culture Training. CAs receive **20 hours** of initial Culture Training devoted solely to disability issues including ASL "gloss", ASL style and grammar, tone of voice, cultures of people who are deaf, hard of hearing and who have difficulty speaking, TTY etiquette, pertinent information about the needs of people who are deaf, hard-of-hearing or have difficulty speaking, the role of the CA, (including training to relay the contents of a call as accurately as possible without intervening in communication) and operation of relay telecommunications equipment including answering machines and computerized services. This is done through videos, training seminars with staff that are familiar with the communities of those people who are deaf and have difficulty speaking, observation, participation in both simulated and live calls, and a variety of role play scenarios. Hamilton's CAs are well trained to effectively meet the specialized needs of relay users as explained below. **In addition to training for new staff, Hamilton provides an additional 12 hours of specialized/cultural training annually.**

Hamilton uses a variety of trainers throughout its training period. Hamilton's Training Coordinator is responsible for the overall program, and does all classroom training and leads role-play activities. Deaf employees teach Deaf culture while Communication Assistants share general knowledge about relay and assist with role playing activities.

Hamilton's proposal includes a detailed staff training plan outline, indicating training topics, time frames and a list of individuals representing the deaf community used to assist with the training. Please see further in this Section for detailed information regarding Hamilton's Deaf Culture Training.

Disability/Relay/Deaf Culture Training

Hamilton has on staff several people who are very familiar with people who are deaf, hard of hearing or have difficulty speaking. Their expertise is shared during the training experience and is used on an on-going basis to refresh all Communication Assistants. **The following section contains a list of Hamilton employees (and their qualifications) that assist in Deaf Culture Training. These individuals will also play a large role in Deaf Culture Training for FRS.**

- **Jenny Buechner,** Hamilton's Community Engagement Manager, has many years experience in researching and studying Deaf culture. Jenny develops and implements curriculum for Hamilton's culture training program. Jenny is active in the Deaf community.
- **John Fechter,** National Outreach Manager, is responsible for directing outreach personnel and activities to ensure that all state outreach activities are carried out according to specific objectives with his end goal being to increase the number of outreach activities and the effectiveness of marketing programs. John resides near Minneapolis, MN with his wife and two children who are deaf.
- **Mitchell Levy,** CapTel Product Manager, is responsible for identifying ways to enhance the overall quality of TRS and CapTel services by making suggestions that improve call experiences for relay users. Fluent in ASL and written English grammar, Mitchell possesses diverse communication skills and provides a unique perspective to culture training.
- **Lisa Furr,** Account Manager. As a Deaf professional and active member of the Deaf and hard of hearing communities, Lisa contributes greatly to Hamilton's deaf culture training.

These individuals play a large role in Deaf Culture Training.

In addition to in-house expertise, Hamilton also hosts relay user panels from time to time in all of its centers for training purposes. Relay users are invited to share their experiences with the relay and why it is important for a CA to understand the different needs of all relay users.

Training in Deaf Culture, ASL, Sensitivity to Needs of People with Speech Disabilities, CA Role and Interpersonal Skills to Handle Difficult or Stressful Conversations

Deaf staff members teach the sessions on deaf culture and American Sign Language. Please see below for more detailed information regarding Deaf Culture and ASL training. CA role is stressed throughout the initial training, during mentor sessions and during post monitoring discussions with the primary Supervisor. A section of training is devoted to a discussion about the stressful and difficult situations that may occur while relaying calls. The Trainer provides strategies for CAs to use to cope with these situations while maintaining excellent customer service.

Introduction to Deaf Culture Courses

All newly hired employees take "Introduction to Deaf Culture" courses within the first few days of their training. Three different areas are covered to increase awareness of the population that they will be serving.

1. The first area focuses on general information of people with disabilities (primarily those with hearing loss and speech disabilities), and how the numbers of those with hearing loss are increasing annually. Understanding these demographics is vital to a skilled CA.
2. The next section focuses on Deaf Culture with emphasis on cultural differences between the deaf community and the hearing community with explanations of how these differences tend

to occur. CAs benefit from understanding the common language usage of grassroots deaf populations during telephone conversations as well as in daily life.

This section of training also concentrates on the areas of American Sign Language "gloss" and grammar, including sensitivity training, finger spelling, manual English and relay service operations. CAs are introduced to basic ASL training during the initial training period the fundamentals of ASL training include in-depth information on ASL syntax, and basic limited signing. A great portion of Hamilton's three-week training period is dedicated to basic ASL.

3. The last section provides historical information on telecommunications equipment for the deaf as well as the terminology that is commonly used. Historical information (along with photographs) is shared with employees in an effort to develop an awareness of what deaf and hard-of-hearing people have dealt with over the last 35 years in regard to access to the telephone. The increasing use of current technologies including wireless devices and high speed Internet access has enhanced the lives of deaf and hard-of-hearing people across the country. Hamilton emphasizes these topics and more in its Deaf Culture courses.

Hamilton will utilize the Advisory Committee, the TRS Administrator, other organizations and the relay user community to assist with training and to provide essential feedback in areas such as Deaf Culture awareness, meeting the needs of individuals who are dual sensory impaired, relay procedures, ethics, etc. Hamilton believes that by combining the perspectives of the relay provider with organizations that serve relay users, FRS will be among the best in the nation.

EDUCATION	DESCRIPTION	TIME FRAME	RESOURCES
American Sign Language Level I	Introduction to ASL, Introduction to Deaf Community	10 - week course	Hamilton corporate Outreach personnel
American Sign Language Level II	Review Level I, Putting ASL into Conversations	10 - week course	Hamilton corporate Outreach personnel
American Sign Language Level III	Review Level II, Improving expressive & receptive skills	10 - week course	Hamilton corporate Outreach personnel
American Sign Language Level IV	Review Level III, increasing & improving proficiency	10 - week course	Hamilton corporate Outreach personnel
Deaf Culture Awareness	Purpose of course is to raise the awareness of specific elements of deaf and hard of hearing culture. (Common TTY abbreviations & Etiquette)	Topic for a quarter	Telecommunications for the Deaf Inc. Co. or other similar organizations

EDUCATION	DESCRIPTION	TIME FRAME	RESOURCES
Relay Procedures	Keeping CAs apprised of changes to existing procedures, brought about by requests from the Deaf Culture	On-going	Supervisors, Outreach personnel, Customer Feed Back
Call Monitoring	Monitoring will serve as a learning tool	On-going	Supervisors, Outreach personnel, Customer Feed Back
Ethics and Confidentiality	Reinforcement of the importance of confidentiality and ethics, along with ramifications of not observing	On-going	Supervisors,
People who have difficulty speaking	Keeping CAs sensitive to needs of speech disabled community	Topic for a quarter	Speech Pathologists
Hard of Hearing	Keeping CAs updated on the needs of the hard of hearing community	Topic for a quarter	Audiologists, SHHH (Self Help of Hard of Hearing Groups)
Deaf Blindness	Keeping CAs updated on the needs of the deaf-blind community	Topic for a quarter	Experts in this field
Emergency Relay Response	Keeping CAs updated on proper emergency procedures.	Topic for a quarter	Supervisors, Hamilton corporate Outreach personnel, Feed Back

Understanding and Translating Limited English or Spanish

Hamilton provides extensive CA training in translating limited written English or Spanish to correct spoken English or Spanish via intensive training in three areas. First, we train the CA to gain an understanding of how deaf and hard of hearing people typically write English or Spanish and the background behind that. This includes syntax, abbreviations, word choices, etc. Hamilton then instructs CAs on the proper ways to translate this form of English or Spanish into correct written English or Spanish. Finally, Hamilton's CAs are taught how to translate from limited written English or Spanish to correct spoken English or Spanish. By developing skills in these three areas and in this order, Hamilton has discovered that the CA is much more capable of translating relay calls. Hamilton uses videos, manuals, observation and a variety of role play scenarios to practice these skills.

Hamilton's training process dedicates a great deal of time to learning how to translate ASL to conventional English or Spanish. At the beginning of the training period, each CA receives a manual covering syntax. This manual has proved to be a valuable tool for CAs as they develop their skills in this area. As a result of this manual and other types of classroom training and

exercises, Hamilton's CAs are able to translate calls from limited written English or Spanish language into English or Spanish for the hearing user. **Before translating calls, all Hamilton's CAs must pass a proficiency exam which tests the skills needed to meet this requirement.**

Hamilton has also developed several intensive translation programs. One program was designed by Daniel Burch, a past president of the national Registry of Interpreters for the Deaf. It goes into great depth on how to perform translations from limited written English to correct spoken English.

Another ASL Translation Training program demonstrates how Hamilton trains CAs to evaluate the meaning of Deaf writing. Hamilton CAs are trained to carefully look at portions of a completed conversation to find clues to understanding deaf usage of interrelated English sentences and to focus decoding efforts on noun and verb placement and to look for hints of "voice" that are not overtly present.

The fundamentals of ASL training include in-depth information on the deaf syntax, culture and basic limited signing. Because understanding deaf culture is an integral part to understanding a written conversation from a deaf person, Hamilton includes experts in deaf culture during these training opportunities. New hires and seasoned CAs gain tremendous awareness of the logic and history behind certain phrasing types and seemingly "odd' uses of certain English terms. CAs have repeatedly expressed their satisfaction with these sessions.

Translating Limited English

Hamilton understands that ASL is another language that is both visual and gestural and is used by Deaf people, whose primary language is ASL. Hamilton will provide summarization or translation of an ASL call upon request. If one of the relay users engaged in a relay call requests summarization or translation, the CA gains permission from the other party involved in the call. If both parties agree to summarization or translation, the CA will call for a supervisor, then begin to summarize or translate the call. The TTY user maintains complete control of the call. When providing this service, the CA summarizes or translates the hearing person's English back into written English at a level that the deaf person can understand and voices in standard English. Relay users who always want translation, can select this option on the customer profile. Hamilton performs significant training in this area to ensure its CAs are well skilled in this area.

Verbatim Versus Transliteration

As required by the FCC, CAs are required to type and voice every word of a relay conversation verbatim. Verbatim typing and voicing is required on all relay calls with the following exceptions:

- A TTY user has a "Translator Preference."
- Either one of the relay users involved in the conversation requests translation.
- The relay user requests summarization.

In any of these circumstances, the CA calls a Supervisor to ensure proper handling of the call. As explained in the previous section, Hamilton trains its CAs and Supervisors to serve as relay translators. The role of the translator is not to interpret ASL since American Sign Language is not a written language. Instead their role is to "translate" the hearing person's English into "ASL-like" conversation and voices the "ASL-like" TTY user's words into conversational English without compromising meaning or intent.

10. Counseling of CAs and Staff

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

Communication Assistant Counseling

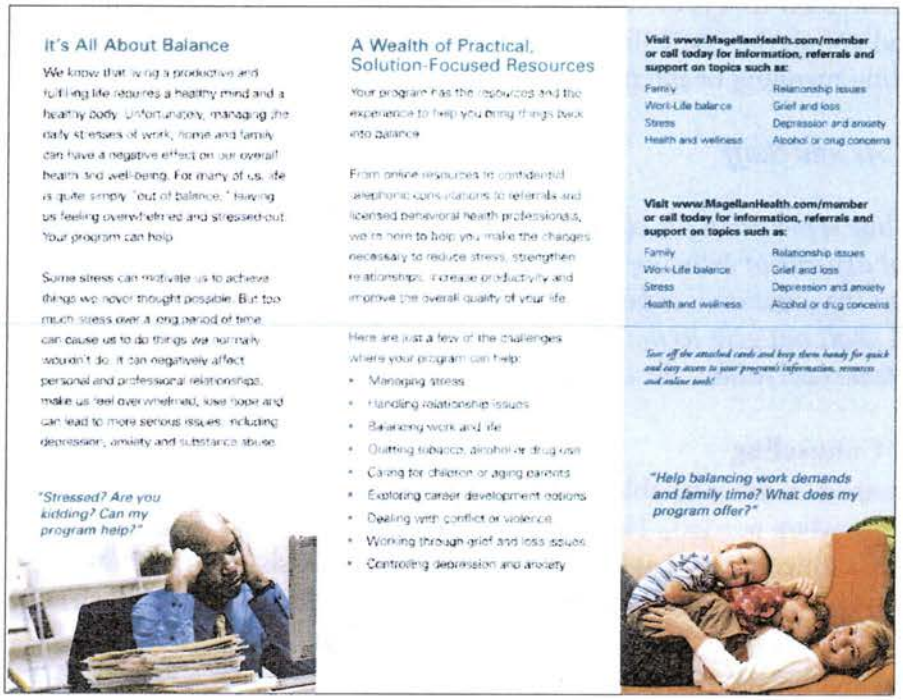
Hamilton's supervisors or managers are available to the CAs at any time and provides its Operators access to counseling when needed. Hamilton's Supervisors have had training in dealing with emotional or difficult calls, so that they are in a position to assist Operators when needed. In situations that require counseling, it is necessary that the confidentiality of each call remains intact. Because of this confidentiality issue and the fact that our managers and supervisors are the most experienced people available, in most situations, we elect to keep these issues within the confines of the relay service.

Hamilton understands the importance of CAs being able to talk about their emotions and the need to learn ways to cope with their feelings. For this reason, Hamilton encourages CAs to discuss their emotions and frustrations (within the confines of confidentiality) with supervisors.

Once a CA notifies a supervisor that counseling is needed, the CA is led to a private office. Before beginning, the CA is given a brief reminder to keep specifics of the call to an absolute minimum and to use general terms only (specifically no names of the callers are to be discussed). The supervisor then gives any guidance that may be helpful.

Hamilton's supervisors may also be called upon to help CAs who are actively engaged in especially difficult or emotional calls. The supervisor will assist the CA as needed throughout the call.

Hamilton's supervisors also organize and lead group discussions of common CA experiences. This is done in initial CA training as well as refreshing training, which is held quarterly at every Hamilton relay center.





Hamilton Telecommunications also offers and encourages the use of an Employee Assistance Program (EAP) through its employee benefit package. The EAP allows employees to call 24 hours a day, 7 days a week for confidential counseling related to any work or personal concerns. In addition to the phone counseling, employees can be referred to local licensed counselors for issues requiring more personal one on one attention. These counselors will be made aware of the special needs of our CAs and the particular intricacies of the job they perform. The utmost confidentiality will be stressed and practiced at all times. Hamilton's CA counseling support system is in compliance with all confidentiality requirements. All counseling is provided at no cost to the employee. Hamilton does this as a part of its normal benefits package. The State of Florida will not incur any additional expense for this service.

11. Procedures for Relaying Communications

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

Unless requested otherwise by a relay user, Hamilton CAs will relay all calls according to the following procedures. Hamilton's CAs convey the full content, context and intent of the

communication they translate. All of Hamilton's policies and procedures related to call handling incorporate this philosophy. Hamilton's initial and on-going training continually emphasize the importance of intent, functional-equivalency, and how necessary it is to relay all types of secondary activities. As stated throughout this proposal, Hamilton's relay service is very functionally equivalent to the service provided to those who do not use the relay.

a. The CA is to be identified by a number (not name) followed by "M" if male and "F" if female. The provider shall establish a method which will allow identification of the CA in the event a complaint is filed or a user wants to praise the work of the CA.

All Hamilton's CAs identify themselves by a Communication Assistant identification number, not by name, at the start of a call. All of Hamilton's CAs have been assigned a four digit number. This number, as well as gender identification is in a macro sent to the TTY user and spoken to the voice user.

b. The user shall be kept informed on the status of the call, such as dialing, ringing, busy, disconnected, or on hold throughout the call session. The system shall provide feedback to callers on the call status within 10 seconds after a caller has provided the number to call and continue to provide feedback until the call is answered.

Hamilton's standard procedure is to keep the TTY user informed on the status of the call when such things as dialing, ringing, busy, disconnect, explaining relay, fax sound or on hold indications are given. Hamilton CAs maintain contact with the caller during "hold" periods in order to receive further instructions from the caller. Hamilton's CAs are trained to relay all background noise so that a TTY user is continually kept informed of what is going on throughout the call. Hamilton puts this information in parentheses.

The caller will be given call status feedback within 10 seconds of giving the CA the number to call and the CA will continue to provide feedback until the call is answered.

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

No Explanation/No Identification of Relay

Hamilton always allows the relay user to determine the aspects of the call he or she will handle. Hamilton provides relay services which follows the directions of the relay user. Hamilton gives relay users the option of whether or not to introduce relay, explain and identify relay, identify one's gender, etc. This can be done on a per call basis or through Hamilton's customer profile.

Hamilton's CAs are trained not to explain relay when the TTY user types NE. Instead of asking "Are you familiar with relay?" the CA will say "A person who may be deaf or hard of hearing is calling you through Florida Relay. This is CA ####. One moment for your conversation to begin."

When a TTY user types NI (no identification) to the CA, Hamilton will not give any indication that the call is coming from a TTY user. NO "GAs" will be used nor will the CA use any other scripted language. **At Hamilton, the customer has control.**

We offer our customers a variety of services as well as the ability to choose how they want their calls handled. These services include a customer database with customer preferences for answer modes (VCO, HCO, TTY, ASCII and more), call restrictions, customized calling – interpretation, billing preferences and more. We offer multiple combinations of HCO, VCO, TTY and Speech to Speech, including two line HCO, two line VCO and Captioned Telephone (CapTel).

Hamilton provides an extensive customer profile database. Relay users may indicate how their calls are handled by including their calling preferences in their Customer Profile. This feature allows Hamilton to customize our relay service for each relay user. Once activated, the customer profile appears on the CA's screen each time the relay user calls the relay so that the CA can properly process the call according to the user's preferences.

Relay users do not have to use their preset preferences on every relay call. These preferences can be used at the discretion of the relay user on each relay call. Details of our profile database can be found in **Section 11.p** below.

d. When the call is first answered, and at all times during the conversation, the system shall type to the TDD user or verbalize to the non-TDD user verbatim what is said or typed unless the relay user specifically requests summarization. If the CA summarizes the conversation, the CA shall inform both parties that the call is being summarized.

Hamilton's CAs type everything verbatim unless one of the relay users involved in the conversation requests summarization or translation. At this point in time, the CA gains permission from the other party involved in the call. If both parties agree to summarization or translation, the CA will then begin to summarize or translate the call. Relay users who always want summarization or translation, can select this option on the customer profile.

The role of the translator is not to interpret ASL since American Sign Language is not a written language. Instead their role is to "translate" the hearing person's English into "ASL-like"

conversation and voices the "ASL-like" TTY user's words into conversational English without compromising meaning or intent.

STS CAs are permitted to facilitate a call for a user with a speech disability if the user does not oppose the intervention as required by the FCC. STS CAs do not interfere with the independence of the user; the user maintains complete control of the conversation.

e. When the CA is asked to explain relay to a user, the CA shall express the term "explaining relay" to the other user on the call to let them know what is happening rather than transmitting all of the explanation.

Hamilton's CAs ask non-TTY called parties whether they have previously used TRS before. If the called party says yes, the CA will begin to relay the call.

If not, the CA explains relay to the hearing party and when doing so types (explaining relay) in parenthesis for the benefit of the TTY user. Conversely, when explaining relay to a TTY user, the CA will inform the voice user that he/she is explaining relay. If requested by the user, Hamilton will not announce a call as a relay call or will allow the TTY user to explain relay, if so desired.

Current Identification of Relay to Voice Terminator

Following is the greeting Hamilton uses to identify a relay call to a called party. Hamilton will change its greeting, if so desired by the FPSC.

"A person who may be deaf or hard of hearing is calling you through Florida Relay. This is CA ####. Have you received a relay call before?"

If the party says "Yes," the CA will voice: "One moment for your conversation to begin."

If the party says "No", the CA will use the explanation listed below.

"The person calling you through the relay is typing their conversation and I will read it to you. When I say, "Go Ahead", it's your turn to talk. Then I will type everything I hear on your end of the line, so please talk slowly and directly to your caller. Please say, "Go Ahead", when you are finished speaking. One moment for your conversation to begin."

Hamilton is willing to make any changes to this script or will use the existing Florida Relay script as directed by the FPSC.

f. When speaking for the TDD user, the CA shall adopt a conversational tone of voice appropriate to the type of call being made and conveying the intent and mood of the message. The CA shall also indicate identifiable emotions by typing

those in parentheses, (e.g., he's laughing, he's crying). Any identifiable background noises shall be relayed to the TDD user in parentheses. The CA shall identify to the TDD user, if identifiable, the gender of voice users when they first come on the line. All of the above should be done automatically unless the user asks that it not be done.

Conversational Tone of Voice

Similar to the way Hamilton's CAs excel at conveying tone of voice to a TTY user, Hamilton's CAs are also very practiced in adopting a conversational tone of voice and tempo appropriate to the type of call being made when speaking for the TTY user.

All relay calls are relayed so the TTY user's meaning and intent are evident. CAs are required to use the proper voice tone based on what is typed by the TTY relay user to relay anger, sadness, happiness, etc. Proper inflection must be used as well, such as raising your voice pitch to indicate a question.

Hamilton also practices this skill in its training sessions so that both parties involved in a relay call are satisfied with the relay call experience.

Conveying Tone of Voice to a TTY User

Hamilton CA's are well trained to voice or type appropriate emotion, inflection, etc. In addition to voice inflexion, Hamilton's Communication Assistants let the TTY user know the tone of voice the non-TTY caller is using when it has a significant impact on the conversation and it is not conveyed in the textual content, context or intent of the call. Hamilton's CAs are continually working to improve and enhance their ability to express the hearing caller's tone of voice. This is another area in which Hamilton's CAs have been very successful in meeting the needs of relay users. When conveying tone of voice to a TTY user, parentheses are used.

Hamilton understands the importance of conveying tone and is continually training its CAs whether it is on the floor, in a classroom, during a monthly CA meeting or during performance evaluations on how to "interpret" the non-TTY relay user's tone of voice into descriptive words while avoiding any inference of the speaking party's mood or demeanor.

Background Noises

Hamilton's CAs are trained to relay all background noise so that a TTY user is continually kept informed of what is going on throughout the call. Hamilton puts this information in parentheses.

Gender of Voice Users

Hamilton's Communication Assistants identify whether the non-TTY user is (M) male, (F) female, or child at the beginning of every call. If Hamilton's CAs are absolutely unsure about whether it is a male, female or child's voice then gender is identified by using a "Q" the TTY

equivalent of a question mark (Q). Hamilton's Communication Assistants inform relay users immediately when another voice person has become involved in the call and identifies the gender of the new party.

All of the above are done automatically unless the user asks that it not be done or indicates specific instructions in his/her profile.

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

Hamilton's CAs indicate to the TTY users that another voice person has become involved in the call. Hamilton also identifies the gender of the new party involved in the call to the TTY user immediately. Hamilton identifies gender each time there is a change in callers and includes gender identification on message processing systems.

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

Hamilton has consistently followed the policy of typing to the TTY user or verbalizing to the hearing party exactly what is said or typed when the call is first answered and at all times during the conversation. All comments directed to either party by the CA or directed to the CA by either party will be relayed. Hamilton uses parentheses to keep the TTY user informed of what is being said by the CA or spoken to the CA.

Use of Parenthesis

Any time a CA needs to communicate directly with a TTY user (i.e. request that information be repeated due to garbling), the CA will use parentheses and precede the request with "CA here" so there is no confusion about who is making the request. When CAs communicate directly with a standard telephone user, they also precede the request or statement with "CA here".

i. CAs shall verify spelling of unfamiliar proper nouns, numbers, addresses, information about drug prescriptions and other unfamiliar words that are spoken and are to be relayed.

Whenever necessary, the CA shall request clarification for spelling of proper nouns, phone numbers, addresses or anything else that is unclear or garbled.

j. CAs shall stay on the line for a minimum of ten (10) minutes before allowing a change in CAs. For STS calls, the CA must stay on the line a minimum of twenty (20) minutes. If a user requests that the same CA be used during the entire

conversation, the system shall comply whenever possible until both parties have terminated the call.

Change of CA During a Call

Hamilton, as a matter of practice, does not change Communication Assistants during a call. Even at the end of shifts, over lunch hours, and other breaks, Hamilton's CAs stay with a call until it is completed. Our experience has been that this provides much greater continuity for the user. Hamilton only substitutes a CA if the following should occur:

- A caller requests a change in gender of the CA
  Hamilton's Communication Assistants, when requested, will switch a call to another Communication Assistant who is of the gender requested by the caller and retain that gender for the user throughout the relay call.
- Verbal abuse or obscenity is directed to the CA
  If a relay user becomes abusive towards a CA (calling names, etc.) or does not give a number to dial, Hamilton's procedure is to send a hot key requesting the number to call three times, waiting approximately 20 to 30 seconds between each time the hot key is sent. If the CA is still being harassed or is not given a number to dial, a supervisor will be called. The supervisor will try to process the call. If abuse continues or there is no response, a disconnect slip will be completed.
- The call requires a specialist (Spanish language, speech to speech, etc.)
- A perceived conflict of interest exists
- Or another major emergency exists

A change never takes place until either the calling or called party has completed their part of the conversation (typed or stated GA).

If a call does need to be transferred, another CA will replace the CA relaying the call at the same workstation (using the same gender as requested), so that the relay user's call is not interrupted (except to identify the new CA to both parties). A supervisor monitors the change and must approve the change based on the criteria listed above.

Most relay centers have a common practice of substituting agents in the middle of calls to accommodate breaks, quitting times, etc. Hamilton does not. Hamilton's CAs truly care about each call and are dedicated to seeing it through completion. Hamilton is also willing to pay over-time for this type of service. Hamilton exceeds the FCC standard for substitution of Communication Assistants for TTY-based TRS and Speech to Speech TRS.

The main difference between Hamilton and other providers is that our CAs are willing to go the extra mile for all relay users. Hamilton works very hard at making sure it hires CAs that above all else, care about making the call go through. Often times, this is the most important thing to a relay user. Our CAs excel at providing outstanding service on every relay call.

Hamilton exceeds the FCC's 20-minute requirement prior to changing STS CAs. STS CAs understand the difficulties involved in changing CAs and only request a relief under emergency circumstances. A Supervisor must approve and facilitate a STS CA change. Hamilton STS CAs truly care about STS consumers and are willing to stay with a call until completion even at the end of a shift, at lunch time or break time.

Hamilton's 30-minute requirement prior to changing STS CAs exceeds the new 20-minute requirement FCC standard for substitution of STS CAs. Additionally we updated our procedure to define that the wait period begins after connecting to the called party.

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

Counseling, Advice, Or Interjection Of Personal Opinions Prohibited

Hamilton's Communications Assistants are trained and advised of Hamilton's policies and procedures which prohibit the counseling, advice, or interjection of personal opinions or additional information into any relay call or the making of any value judgments regarding any aspects of the call. Failure to follow these rules can lead to immediate termination.

Hamilton's CAs have not and will not hold personal conversations with anyone calling through relay even when prompted. Hamilton's CAs will only participate in a conversation when assistance is requested by the relay caller or the called party (i.e. in an emergency) and to thank both parties for using Florida Relay.

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

Hamilton does not require the relay user to give his/her name or the name of the party they are calling, except when needed for billing purposes. This information is never recorded in any form.

m. The system shall transmit conversations between TTY and voice callers in real time.

Hamilton transmits conversations between TTY and voice callers in real time. No records of conversations are kept, therefore information cannot be relayed from one party to the other unless both parties are present on the call.

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

Hamilton does not place any restrictions on the length or number of calls placed by customers through the relay center. Hamilton has never requested the caller finish early. Hamilton manages its traffic loads in a manner which will not require it to ask customers to call back later under any circumstances and will do so for the relay users in Florida.

o. If a user requests that a CA of a specific gender be used, the provider shall make best efforts to accommodate the request when a call is initiated and at the time the call is transferred to another CA.

Hamilton's CAs, when requested, will switch a call to another CA who is of the gender requested by the caller and retain that gender for the user throughout the relay call. Hamilton understands that this requirement has been waived by the FCC for CTS CAs.

If a call does need to be transferred, another CA will replace the CA relaying the call at the same workstation (using the same gender as requested); so that the relay user's call is not interrupted (except to identify the new CA to both parties). A supervisor monitors the change and must approve the change based on the criteria listed previously in this Section in Item (j) above.

p. The provider shall provide a customer profile database. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.

Customer Profile Database

Relay users may indicate how their calls are handled by completing a customer preferences form. This feature allows Hamilton to customize our relay service for each relay user. Once activated, the customer profile appears on the CA's screen each time the relay user calls the relay so that the CA can properly process the call according to the user's preferences.

Direct Access for STS, Spanish Users and Gender Preference

Hamilton has implemented a new technical solution that allows direct access to Speech to Speech and Spanish (including Spanish STS) relay services when dialing 711.

All customers who have already indicated STS or Spanish as their preferred connect mode are now automatically routed – there is no further action needed. As new customers complete profiles and establish an STS or Spanish connect mode, they will automatically be routed as well.

The new routing feature also facilitates routing based on preferred CA gender. If a customer has indicated in his or her profile that a specific gender of CA is preferred, they will now automatically be answered by a CA of that gender if one is available. If the preferred gender is not available, the call will still be answered and processed. All customers who have already indicated a preferred CA gender are now automatically routed.

This is another example of Hamilton's commitment to continually bring more options and solutions to our customers.

Relay users do not have to use their preset preferences on every relay call. These preferences can be used at the discretion of the relay user on each relay call.

Customer Profile Security

Customer profiles are based on ANI or a pre-established ten digit number. This provides a very high level of security and keeps all confidentiality practices intact. The customer profile database can only be accessed internally (the database resides on site and is part of Hamilton's relay platform) and a password and PIN system is used to further secure the data. With this password, the relay user can request changes to the profile at any time.

Preference Options

As previously mentioned, customer profile information can be customized by the relay user and is presented to the CA each time the relay user calls the relay. These preference options are listed below.

Hamilton Relay Customer Profile Fields:

Customer Information

Profile Field	Information Purpose
Name	First & Last Name: used for identification purposes.
Address	Street Address, City, State & ZIP Information used for further contact needs (account verification, service updates, etc.) and emergency services.
E-mail Address	Information used for further contacting client.
Phone Number	Used for profile identification when placing a call, as well as follow up.
Mailing List	Allows the user to choose to be included in the State Relay or Hamilton Relay mailing lists to receive newsletters and other important information regarding Telecommunications Relay Services.

Personalized Features

Profile Field	Information Purpose
Profile Security	Password: Secret Word consisting of 4-10 letters and/or numbers. Choosing a Password ensures the Relay User is the only person who can make changes to their profile.
Multi-User Feature	PIN: Secret number 4 digits long. A PIN allows Relay user to have their own profile if more than one relay user living in their household.
Remote Profile Feature	PIN: Allows Relay user to access their customer profile when using the relay from any telephone or web-based computer, in any location.
Language Type	Allows User to select their preferred language. Options include English and Spanish.
Preferred Permanent Connection Mode	Call Handling Options: Allows Relay users to specify how they want their calls answered by the relay. Options include: TTY, VCO, HCO, ASCII, STS, Spanish, Telebraille and Voice.
Preferred CA gender	Allows Relay users to specify the gender of the CA that the User prefers for each call.
Long Distance Company	Carrier of Choice: Allows Relay users to select their preferred long distance provider.
Translator	When the translator option is selected, the CA will translate ASL to English and English to ASL for both the TTY user and the voice user unless given other instruction.
No Abbreviations	By choosing "No Abbreviations", the CA will type word for word, without using abbreviations.
Slow Type Buffer	Hamilton's Slow Type Buffer feature allows CAs to type at a normal pace while text appears on screen beginning at 10 words per minute in increments of 5 up to 45 words per minute. Relay users can select this in the profile or ask the CA at any time before or during the phone call to adjust the communication speed.
Spell Check Turned Off	By turning spell check off, the Relay user will see mistakes or misspelled words. Spell check is turned on automatically.

Profile Field	Information Purpose
Speed Dialing	Relay users may choose up to 50 numbers they would like programmed for speed dial. When a Relay user makes a call to a number on their speed dial list, they first connect to the CA and just tell the CA, "pls call Mom".
Customizable Greetings	Allows Relay users to customize how the CAs identify relay to the person they are calling; for example, using their first name in the greeting. The profile also allows the relay user to choose to have the CA never explain relay or never identify the relay to any person called.
Restrictions	Allows the Relay user to select the types of calls to be blocked from their telephone including: long distance, 900/976, International, Directory assistance, toll-free and Operator assistance calls.
Background Noise	Allows the Relay user to choose whether or not to receive background noise information during their call.
Tone of Voice	Allows the Relay user to choose whether or not to receive voice descriptions.
Long Hold Times	When this feature is selected, the CA will continue to stay on hold but will not ask the Relay user repeatedly if they would like to continue the call.
User reads slowly	DBS user reads slowly so patience is required
CA speak slowly	Request that CA talk slowly so patience is required
STS Contacts	STS Relay users can add contact information and hours of availability at each location so that a hearing user can ask for the STS user by name and be automatically connected with them in their registered location
STS Messages	Allows STS Relay users to dictate messages. CAs can save the message in the user's profile for up to 2 hours so that the STS user doesn't have to repeat the information.
Abbreviate Auto Message	This allows the CA to abbreviate messages when typing recordings or IVRs, allowing the User to receive a summarized recorded message.

Profile Field	Information Purpose
Retain Information	This allows the retention of information from one inbound call for subsequent calls for STS Relay users. o Hamilton's STS Preferences allow for temporary dictated messages to be saved for 2 hours after the completion of a call, in case that dictated message may be needed again. The message is associated with the ANI, so if the caller dials Florida Relay from the same number within the next 2 hours, that message is still available for use.
Open Line/Mute Transmission of STS User	This allows the User to communicate with the CA privately without the voice user hearing the conversation.
Specific instructions to STS CA	• Before dialing, User prefers that the CA asks: "Shall I tell the party who is calling?" • User prefers that CA confirm call handling preferences before dialing requested number • User prefers for callers to ask to call them by name rather than by telephone number.
Standard message to leave on answering machine	This allows users to identify caller by name, request call back, specify call back number, and provide the relay telephone number.
Notes	Allows the Relay user to provide CAs with additional information they would like included or known for every call.

Guide

Profile Field	Information Purpose
Guide for Understanding your Customer Profile	A guide is included to help the Relay user understand the purpose of each section or to better understand how to complete the profile to best meet their needs.

Input of Database Information and Changing Preferences

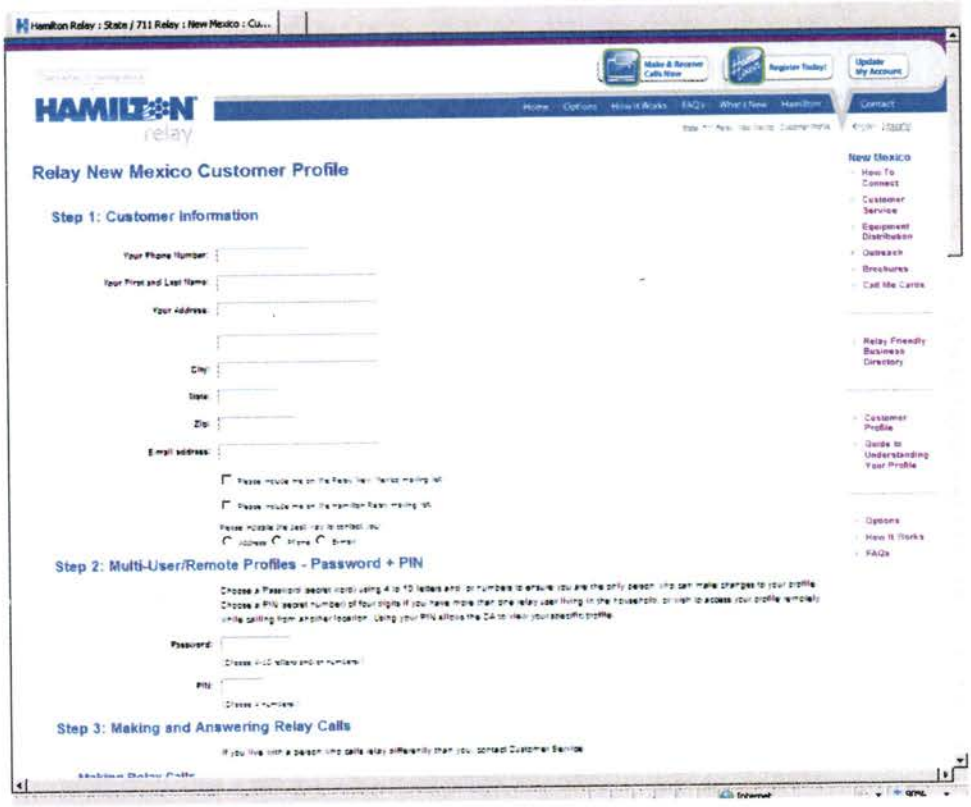
Hamilton makes it easy for relay users to establish a profile. Customers may establish their profile through customer service, by mail, fax, e-mail or via Hamilton's website. Relay users can modify or delete their profile through these same options. If the online option is chosen,

upon completion of the profile the customer is sent a "thank you for submitting page" link that lists all fields as submitted. Instructions for printing are provided.

Hamilton's Customer Service Representatives will send a confirmation copy of a profile when requested and will confirm the user's mailing address, fax number or email address. Relay users have the option of keeping their mailing address, fax numbers or e-mail on their customer profile. This information is not required to have a Customer Profile. Hamilton allows the CA to make some changes to the profile on a per-call basis; however, permanent changes to the profile must be made through Customer Service. The relay user's customer profile is available via voice, TTY, STS, and any other mode offered.

Remote/Multi-User Profile Feature

Hamilton's Remote/Multi-User Profile allows relay users to access their profile from any phone or web-based computer, and through any type of relay service, whether traditional relay or Internet Relay.



Relay users simply give their telephone number (or pre-established ten digit number) and PIN number to the CA, to permit the CA to view the customer's pre-selected preferences. This feature is of great benefit to customers who have more than one relay user living in the household. With Hamilton's Remote/Multi-User Profile, each person can establish his/her own profile! Users who travel are always able to access their profile from anywhere.

Upon Termination of Contract

Hamilton will transfer the customer profile database to a new Relay Provider at the termination of the contract. Hamilton will transfer this data in a usable format in advance of its last day of service.

Hamilton will not use any data gathered from providing relay service for any purpose other than connecting the Florida Relay user to his/her called party. Hamilton has not and will never make any relay information available for sale or distribution. Hamilton will not sell, distribute, share or reveal in any way the information referenced above, unless compelled to do so by lawful order.

12. Languages Served

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

Hamilton will provide at all times CAs who are capable of providing relay service to users who use English, Spanish, or ASL during their relay calls.

Hamilton's standard screening process tests all job applicants for fluency in English. Please see previously in this Tab in **Section 7.a** for detailed information regarding Hamilton's training procedures. Florida Relay will be staffed at all times with CAs who have been trained to translate limited written English to correct spoken English. Please see previously in this Tab in **Section 9** for detailed information.

Spanish to Spanish Relay and Spanish to English Translation

Hamilton will provide Intrastate Spanish to Spanish and Interstate Spanish to Spanish service, meeting this FCC requirement. Hamilton bills any Interstate Spanish to Spanish minutes to the Interstate TRS Fund. Relay users can select "Spanish" as an option on Hamilton's Customer Profile. This information is presented to the CAs at the workstation for proper call processing.

In addition to Interstate Spanish to Spanish, Hamilton will also provide Intrastate Spanish to Spanish, Spanish to English and English to Spanish call handling to Florida as part of its base price. Hamilton will also provide Interstate Spanish to English and English to Spanish services billing these calls to the State.

Hamilton will utilize the current Florida Relay toll free Spanish numbers for all Spanish relay calls. Hamilton will associate the Florida Spanish 800 number with a separate queue for Spanish calls so that calls flow immediately to Spanish speaking CAs. If a relay user calls another 800 number, Hamilton has the ability to transfer the call to a Spanish speaking CA. In addition, relay users can select "Spanish" as an option on Hamilton's Customer Profile. Users that select "Spanish" in their customer profiles are able to dial 711 and be answered by a Spanish speaking CA without needing to dial the Spanish 800 number.

CAs fluent in the Spanish language are scheduled for all shifts, 24 hours a day, seven days a week.

Hamilton processes all the same call types on its Spanish lines as it does on its English voice and TTY lines, including TTY, VCO, HCO, ASCII, STS and 900 calls.

Spanish CA Training

CAs are evaluated by the Spanish Supervisor who determines if the CA speaks Spanish without a distorted non-Spanish accent. CAs fluent in conversational Spanish must pass rigorous tests (Berlitz or equivalent) that measure Spanish language skills including vocabulary, grammar and syntax. Also, Spanish CAs receive Speech to Speech training and must complete the same training as all traditional Communication Assistants. Spanish CAs are supplied with English and Spanish versions of the relay scripts.

Following is a description of how Hamilton identifies and explains Spanish and Spanish to English Translation Relay services to the end user:

Saludos (Greetings)

- ***Originador de voz (Greeting to Voice Originator)***
  Servicio de retransmisión de (línea apropiada). Asistente de comunicación ####. ¿Código de área y número para marcar por favor?

- ***Originador de TTY (Greeting to TTY Originator via text)***
  ()RS SP AC####(M/F) GA

- ***TTY a voz (TTY to Voice Explanation Spanish to Spanish Relay)***
  La persona que está llamándole/le está llamando por medio de este servicio está tecleando su conversación, y yo se la leeré a Usted. Cuando yo le diga "adelante" será su turno de hablar. Entonces voy a teclear todo lo que escuche, así que favor de hablarle despacio y directamente a la persona que está llamándole/le está llamando. Por favor diga "adelante" cuando Usted termine de hablar. Un momento para que inicie su conversación.

- ***Voz a TTY (Voice to TTY explanation Spanish to Spanish Relay)***
  La persona a quien le está llamando por medio de este servicio va a teclear su conversación, y yo se la leeré a Usted. Cuando yo le diga "adelante" será su turno de hablar. Entonces voy a teclear todo lo que escuche, así que favor de hablarle despacio y directamente a la persona que le está llamando/está llamándole. Por favor diga "adelante" cuando Usted termine de hablar. Un momento mientras marco el ###-###-####.

- ***Explicación Adicional***
  Si después de explicar cómo se utiliza este servicio la persona todavía no entiende (para cualquier tipo de llamada):
  Di: La persona que le está llamando/está llamándole quizá sea sorda o con dificultad auditiva o en el habla y así es cómo utiliza el servicio telefónico.

Voice Terminator (Translation Requested)

- Spanish TTY to English Voice Greeting
  Florida Relay CA #### with a translated relay call from Spanish to English. Have you received a translated relay call before?

- Spanish TTY to English Voice Explanation
  The person calling you through the relay is typing their conversation in Spanish, and I will translate it for you. When I say "Go Ahead," it is your turn to talk. Then I will translate and type everything that I hear on your end of the line. Please talk slowly and directly to your caller. Please say "Go Ahead" when you are finished speaking. One moment for your conversation to begin.

Voice Terminator (Translation Requested)

- TTY INGLÉS A VOZ ESPAÑOL
  Servicio de retransmisión de (estado), asistente de comunicación/operador(a) #### con una llamada traducida de inglés a español. ¿Ha recibido Usted una llamada traducida por medio de este servicio anteriormente?

- Explicación de *TTY* inglés a voz español
  La persona que le está llamando/está llamándole por medio de este servicio está tecleando su conversación en inglés y yo se la traduciré a Usted. Cuando yo le diga "adelante" será su turno de hablar. Entonces voy a traducir y teclear todo lo que escuche. Así que favor de hablarle despacio y directamente a la persona que le está llamando/está llamándole. Por favor diga "adelante" cuando Usted termine de hablar. Un momento para que inicie su conversación.

Voice Originator Translation Request

- English Voice to Spanish TTY Greeting
  Florida Relay CA ####. Area code and number to dial please? (translation requested) Do you know how to use the relay through a translator?

- English Voice to Spanish TTY Explanation
  The person you are calling through the relay will type their conversation in Spanish, and I will translate it to you. When I say "Go Ahead," it is your turn to talk. Then I will translate and type everything I hear on your end of the line. Please talk slowly

and directly to the person you are calling. Please say "Go Ahead" when you are finished speaking. Please hold while I dial ###-###-####.

Voice Originator Translation Requested

- Voz español a *TTY* inglés
  Servicio de retransmisión de (estado), CA/OPR ####. ¿Código de área y número para marcar por favor? (piden traducción) ¿Sabe cómo utilizar este servicio mediante un(a) traductor(a)?

- Voz español a *TTY* inglés
  La persona a quien le está llamando por medio de este servicio va a teclear su conversación en inglés y yo se la traduciré a Usted. Cuando yo le diga "adelante" será su turno de hablar. Entonces voy a traducir y teclear todo lo que escuche. Así que favor de hablarle despacio y directamente a la persona a quien le está llamando. Por favor diga "adelante" cuando Usted termine de hablar. Un momento mientras marco el ###-###-####.

13. Additional Languages Served

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

Hamilton understands that the FPSC does not require the selected vendor to serve languages other than English, Spanish, or ASL which Hamilton provides.

14. Shift Advisor/Consultant

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

Hamilton ensures that a Supervisor fluent in ASL translation is on duty at the relay center at all times to assist CAs with ASL translation.

As discussed previously in this Tab in **Section 9**, Hamilton's CAs are able to translate calls from limited written English language into English for the hearing party. Before relaying calls, all Hamilton's CAs must pass a proficiency exam which tests the skills needed to meet this requirement. In addition, Hamilton ensures that a Supervisor fluent in ASL translation is on duty at the relay center at all times to assist CAs with ASL translation.

15. Confidentiality of Calls

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

Hamilton understands the importance, and is experienced at, relaying conversations promptly and accurately while maintaining the privacy of persons who use telecommunications relay services. We preserve the confidentiality of all parties in connection with relay conversations. Hamilton has kept all such calls totally confidential in the past and will continue to do so. Hamilton maintains no written or electronic script or record of any type of call content beyond the duration of the call. Hamilton understands, as do all of its CAs and supervisory personnel that they shall not reveal information about any call, at anytime, regardless of content. All of Hamilton's relay personnel are required to sign a Pledge of Confidentiality (see further in this section) promising not to disclose the identity of any callers or fellow CAs or any information learned during the course of relaying calls during their period of employment as a CA or after termination of employment. When relaying calls or analyzing data, Hamilton follows all confidentiality practices listed here. Hamilton is willing to change its confidentiality practice if so desired.

Hamilton collects only that personal information necessary to resolve complaints and to provide and bill for relay services. Hamilton does not use this information for any other purpose.

Hamilton CAs are prohibited from disclosing the content of any relayed conversation, regardless of the content, and from keeping records of the content of any conversation beyond the duration of a call. CAs are also prohibited from intentionally altering a relayed conversation. Hamilton's CAs type everything verbatim unless one of the relay users involved in the conversation requests summarization or translation. At this point in time, the CA gains permission from the other party involved in the call. If both parties agree to summarization or translation, the CA will then begin to summarize or translate the call. Relay users who always want summarization or translation, can select this option on the customer profile.

All Hamilton STS CAs have the authority, at the request of the STS user, to retain information beyond the duration of a call in order to facilitate the completion of consecutive calls. Speech to Speech CAs are given the ability to keep records of the content of any conversation and retain information from a particular call in order to facilitate subsequent calls if requested. Speech to

Speech CAs will also repeat any information (without the Speech to Speech user having to say the same thing each time) during subsequent calls if requested to do so. Speech to Speech CAs only retain this information for as long as it takes to complete the subsequent outbound calls related to the same inbound call.

The policies and procedures Hamilton has in place ensure that Florida Relay users have the same high level of confidential and legal protections accorded to standard public telephone network users regarding security and freedom from unwarranted collection of information regarding the content of Florida Relay calls by unauthorized parties. Hamilton's policies and procedures ensure the protection of electronically collected information as well as information obtained by the CA in the course of relaying a call.

In addition to signing the Pledge of Confidentiality (see further in this section), Hamilton ensures that all CAs adhere to all aspects of the Relay System Code of Ethics. Hamilton has additional protocols to prevent unintentional disclosure of relayed conversations. All of Hamilton's employees, including those not working in the relay center are familiar with these guidelines and are required to adhere to them. The CA Training Manual and CA Procedure Handbook include additional rules and regulations which must be followed to prevent any unintentional disclosure of confidential information. A whole section of this handbook is dedicated to the importance of confidentiality. From day one of the training program, Hamilton's CAs are taught how to work in a "confidential" environment.

Specific policies to meet the needs of the FPSC or Florida Relay users can be implemented. Copies of Hamilton's Pledge of Confidentiality and confidential policy are available to relay users.

Facility Design for Confidentiality

All of Hamilton's Relay Centers are isolated to assure confidentiality standards. Hamilton's own internal confidentiality standards exceed those of the FCC and the State. Hamilton will continue to take every precaution to ensure confidentiality. This includes building security, call handling, and CA decorum.

Hamilton understands the importance of maintaining the privacy of persons who use telecommunications relay services and has taken steps in designing its relay facilities to ensure the confidentiality of all parties in connection with relay conversations is preserved. Hamilton has physically planned each of its relay centers to prevent video screens containing call information from being visible to visitors or other persons not authorized to see them. In each of its relay centers, Hamilton has positioned the doors leading into the relay room in a manner that when opened only workstations panels can be seen. The panels around each workstation are at least 5.5 ft. tall and are deep enough to prevent all monitors from being seen. Similarly, Hamilton has positioned viewing windows in a manner that prevents the CA's terminals from

being seen by visitors or unauthorized personnel. In addition, Hamilton allows only authorized personnel onto the relay floor.

All of Hamilton's TRS centers are secured by locked doors, which makes the relay center accessible only through a designated door code.

Policies of Confidentiality

Following is a general outline of some of the policies Hamilton now uses and proposes to continue using to preserve confidentiality:

1. All Communication Assistants are given thorough training on the significance and importance of maintaining confidentiality from both a legal perspective and a moral perspective.
2. Before being allowed in the relay service center and before taking any live calls, Communication Assistants are required to sign a Pledge of Confidentiality. (See Pledge of Confidentiality further in this tab.)

All Communications Assistants, prior to taking any live calls or being allowed in the relay service center, are given a copy of Hamilton's Confidential Policies in addition to a copy of their signed Pledge of Confidentiality.

Hamilton maintains no written or electronic script or record of any type beyond the duration of the call. Hamilton places a great emphasis on maintaining the confidentiality of relay users. As a result, all information is destroyed immediately upon termination of the inbound call. Hamilton protects all financial, statistical, personal, technical and other data and information relating to the operation of the TRS (TRS caller preference, profile or 711 information) from unauthorized use and disclosure. When relaying calls or analyzing data, Hamilton follows all confidentiality practices as described here.

Specific policies to meet the needs of Florida Relay users can be implemented. Copies of Hamilton's Pledge of Confidentiality and confidentiality policy are available at no cost to relay users.

Confidentiality Agreement

Hamilton Relay Service
Confidentiality Agreement

I _____ do hereby recognize the serious and confidential nature of the Relay Service. I recognize the responsibility this places upon me and its bearing on my continued employment. By agreeing to employment in a Communications Assistant, supervisor or customer service role, I agree to the following conditions:

1. I will not disclose to any individual, including fellow Communication Assistants (CAs) Customer Service Representatives and supervisors, the identity of any caller or information I may acquire about a caller while relaying his/her conversation, except if the user is in life threatening circumstances or causes an emergency situation, or in instances of resolving a complaint.
2. Under no circumstances will I act upon any information I may acquire while relaying conversations.
3. I will not allow any individual to watch or listen while processing actual calls, except for authorized training and quality monitoring purposes.
4. Except when performing Speech-to-Speech or Captioned Telephone Service relay, I will not bring any recording devices, including but not limited to, pens, pencils and Personal Digital Assistants (PDAs), into relay workspace.
5. I will not keep any written or electronic form of a conversation beyond the duration of the call, except as allowed for Speech-to-Speech Relay service.
6. Except for any information necessary for billing purposes or gathering caller profile or 7-1-1 information when requested by the caller, I will not collect nor use a caller's personal information.
7. I will not register my company as the caller's CRS relay provider of choice without the expressed permission of the caller. When explaining about a caller's choice of relay providers I will strive to ensure that the caller receives a clear, accurate and forthright understanding of his or her options and of the registration process. I will not engage in deceptive practices that result in obtaining a caller's permission deceitfully.
8. Under no circumstances will I reveal my relay CA number in conjunction with my name, or disclose to anyone the names, schedules or personal information of any fellow CA or supervisor working at the relay service.
9. I understand that the FCC requires me to relay everything that is said by either party even if portions of the conversation are offensive to me personally.
10. In the event of my resignation or termination of my employment, I will continue to hold in strictest confidence all information related to the work I have performed as a relay CA.

I understand further that any of the above breaches in confidentiality will lead to disciplinary action up to and including immediate dismissal.

Signature: _____

Print Name: _____

Position: _____ Date: _____

Hamilton is willing to make any necessary changes to this document to meet the needs of Florida Relay.

Violation of Confidentiality

Hamilton's policy requires immediate termination for any violation of confidentiality. Any CA or supervisors who, after an investigation have been found to violate the confidentiality rules and regulations will be terminated immediately. If a consumer would allege a violation of

confidentiality and the same were reported to our relay service center, or the Department in any manner, Hamilton's policy would be to:

- First investigate the alleged violation internally.
- Make a written report both for the complaint file of the relay service as well as for the personnel file of the individual or individuals alleged to be involved.
- If it is found that a violation occurred, those parties responsible for the violation would be terminated immediately.

Treatment of TRS Customer Information

Hamilton does not and will not use any information obtained from relay calls or customer profiles for any purpose other than connecting the TRS user to his/her called party. Hamilton has not and will never make any relay information available for sale or distribution. Hamilton will not share or reveal in any way the information referenced above. Hamilton has not and will not use any information obtained from relay calls to support other business interests. Hamilton does allow customers to elect the option of receiving additional information from Hamilton if so desired.

a. When training new CAs by the method of sharing past experience, trainers shall not reveal any of the following information:

1) Names of the parties on the call.
2) Originating or terminating points of specific calls.
3) Specifics of the information conveyed.

Confidentiality During Training

When training new CAs by sharing past experiences, trainers do not reveal any of the following information:

1. Names, genders, or ages of the parties involved in the call
2. Originating or terminating points of the call
3. Specifics of the information conveyed

b. CAs shall not discuss, even among themselves or their supervisors, any names or specifics of any relay call, except as necessary in instances of resolving complaints, bill processing, emergencies, or for training purposes. CAs may discuss a general situation with which they need assistance in order to clarify how to process a particular type of relay call. CAs should be trained to ask questions about procedures without revealing names or specific information that will identify the caller.

Discussion of Calls

Hamilton's CAs understand that they shall not discuss, even amongst themselves or their supervisors, any names or specifics of any relay call except in instances of resolving complaints. Hamilton's CAs also understand that they may discuss the general situation surrounding a call with their supervisor in order to clarify how to handle a particular type of relay call and for that limited purpose only. Hamilton's CAs are trained to ask questions about procedures without revealing names or specific information that will identify callers. They are also trained to recognize emergency or life threatening situations and understand those circumstances in which names and specific information may be disclosed by the CA in order to expeditiously address the situation.

c. Watching or listening to actual calls by anyone other than the CA is prohibited except for training or monitoring purposes or other purposes specifically authorized by the Commission. FPSC staff shall be permitted to observe live calls for monitoring purposes, but shall also comply with the confidentiality provisions above.

Watching or Listening of Actual Calls

No one is allowed to watch or listen to actual calls other than the CA. The only exception is for training or monitoring purposes or other purposes specifically authorized by the FPSC or Administrator. Hamilton will permit FPSC staff to observe live calls for monitoring purposes with the understanding that the FPSC will also comply with the confidentiality provisions above.

d. A copy of the Confidentiality Policy shall be provided to a user upon request and at no cost.

Copies of Hamilton's Pledge of Confidentiality and confidentiality policy are available at no charge to relay users.

16. Types of Calls to be Provided.

a. Text-to-voice/voice-to-text. The provider shall transmit conversations between TTY and voice callers in real time.

Hamilton transmits conversations between TTY and voice callers in real time. Hamilton provides real time text to voice and voice to text calls in which a deaf, hard of hearing or speech disabled person utilizing a TTY or another form of text telephone can communicate over the existing telecommunications network with a non-TTY user (and vice-versa) through the voice assistance of the relay service (Communications Assistant).

b. Voice carry-over (VCO), two-line VCO, VCO-to-TTY, and VCO-to-VCO.

Hamilton provides VCO, two-line VCO, VCO to TTY and VCO to VCO as well as all other combination of call types involving VCO. Please see further in this Tab in **Section 21** for a detailed description of Hamilton's provision of VCO calls.

c. Hearing carry-over (HCO), two-line HCO, HCO-to-TTY, HCO-to-HCO and Captioned Telephone or its equivalent service.

Hamilton provides HCO, two-line HCO, HCO to TTY, HCO to HCO and CapTel Service as well as all other combination of call types involving HCO. Please see further in this Tab in **Section 21** for a detailed description of Hamilton's provision of HCO calls. Please see **Section 22** for a detailed description of Hamilton's provision of CapTel Service.

Please see **Attachment C** for a complete list of all features offered by Hamilton Relay as well as a detailed explanation of Hamilton's provision of these types of calls.

17. Call Release Functionality.

Call release functionality is a feature that allows the CA to sign-off or "release" from the telephone line after the CA has set up a telephone call between the originating TTY caller and a called TTY party, such as when a TTY user must go through a TRS facility to contact another TTY user because the called TTY party can only be reached through a voice-only interface, such as a switchboard.

The provider shall also immediately release a call when a TTY user using the relay system is inactive for more than thirty (30) seconds.

TTY to TTY Call Release

Hamilton processes TTY to TTY calls when it is necessary to go through a voice switchboard first, or if the originating TTY user is using a calling card that is accessed by calling an 800 number first. Once the CA reaches a compatible TTY user when placing a relay call, Hamilton gives the calling party the option to communicate independent of the relay function. The CA types to the terminating TTY user, "TTY TO TTY CALL ONE MOMENT PLS."

The CA then types to the originating party, "(CA HERE YOU ARE CONNECTED TTY TO TTY WHEN YOUR CALL IS FINISHED CALL BACK TO RELAY TO MAKE A RELAY CALL OR JUST HANG UP ONE MOMENT PLS)."

Once the CA sees the two TTY parties are able to read each other, the CA types, (CA HERE YOU MAY BEGIN YOUR CONVERSATION NOW) GA.

The relay supervisor releases the call from the workstation. Once the call has been released from the workstation, the CA is able to take any other incoming calls.

Using the above procedure, Hamilton provides a true call release function to satisfy the FCC requirement, which removes the workstation from the call. If the call is a long distance call, the call is billed as a normal relay call (i.e. the relay user's carrier of choice). Hamilton will use a similar procedure to provide fax on demand on a relay call.

Voice to Voice Call Release

Hamilton also provides Voice to Voice call release which allows a hearing user to connect to another hearing user via the Relay. This usually happens inadvertently. Rather than blocking the call, this feature allows the CA to be "released" from the telephone line without triggering a disconnection between two hearing users. The CA releases the call after the CA connects the originating hearing caller to the hearing called party.

Once the CA hears the two hearing parties are able to communicate with each other, the CA states, "CA HERE YOU MAY BEGIN YOUR CONVERSATION NOW".

The CA receives an automated message box with instructions to release the call from the workstation. Once the call has been released from the workstation, the CA is able to take any other incoming calls.

Using the above procedure, Hamilton provides a voice to voice call release function, which removes the workstation from the call. If the call is a long distance call, the call is billed as a normal relay call (i.e. the relay user's carrier of choice).

18. Speed dialing.

A feature that allows a TRS user to place a call using a stored number maintained by the TRS facility. In the context of TRS, speed dialing allows a TRS user to give the CA a "short-hand" name or number for the user's most frequently called telephone numbers.

Hamilton's customer profile allows relay users to indicate calling preferences. Customer profile information is presented to the CA each time the relay user calls the relay and includes the option of Speed Dialing. In the Speed Dialing section of the Customer Profile form, customers list the first name and phone number of people they call often through the relay. When a customer wants to call that person, they simply instruct the CA to call that person. There is no need to give the number to the CA. Please see previously in this Tab, **Section 11.p** for detailed information regarding Hamilton's provision of Customer profile databases.

Relay users may choose up to 50 numbers (including Emergency numbers) they would like programmed for speed dial. When a Relay user makes a call to a number on their speed dial list, they first connect to the CA and just tell the CA, "pls call Mom".

STS Relay users can set-up their preference to include contact information by hours of availability and location. This allows a hearing user the ability to ask for the STS user by name and be automatically connected with them at their registered location based upon the hour of the day and day of the week.

19. Three-Way Calling Functionality.

A feature that allows more than two parties to be on the telephone line at the same time with the CA.

Three-Way Calling
If a three-way call is desired and three-way calling is available from the LEC and the customer has purchased this feature from his/her LEC, the customer can use the feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the relay center.

TRS Conference Calling
In addition to three-way calling, Hamilton also supports conference calling. If a customer requests that we relay a conference call, the Relay user must give the number to dial and any access codes required to join the conference call.

Remote Conference Captioning (RCC)
Hamilton provides Remote Conference Captioning (RCC), with real time captioning, to enable text users to participate in conference calling. Hamilton offers this service in both English and Spanish.

Hamilton will provide RCC in conjunction with Caption First (CFI), a company that has been providing real-time captioning and CART services since 1989 and is an industry leader in this area of service.

RCC services will include Communication Access Realtime Translation (CART) service delivered over the Internet for use by Florida Relay users.

All CFI captioners are certified with at least one of the following certifications and many hold multiple certifications. Details on certification qualifications can be found at http://ncraonline.org/certification/Certification/.

- RPR-Registered Professional Reporter
- CRR-Certified Realtime Reporter
- CCP-Certified CART Provider
- CBC-Certified Broadcast Captioner

Florida Relay users may request RCC services by completing a RCC Scheduling Request Form on the Florida Relay website or by calling the Florida Relay Customer Care. Hamilton guarantees Florida Relay users access to RCC Services if scheduled 24 hours in advance. Hamilton will offer RCC Services with a two hour notice for emergency situations.

20. Voicemail and Interactive Menus

CAs must alert the TRS user of the presence of a recorded message and interactive menus through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. The provider may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.

The bidder shall explain how messages will be left on or retrieved from answering machines and how interaction with voice response units will be accomplished. The bidder should explain how any access code used to retrieve messages will be confidentially handled.

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

Machine Recording Capabilities

Hamilton's recording function allows the CA to record a voice announcement and then play back the message at a speed controlled by the CA. The CA informs the relay user through the use of a hot key on the CA's terminal that a recording has been reached, followed by another hot key stating (CA/OPR HERE TYPE MSG OR HOLD FOR LIVE PERSON Q) GA

If a caller requests a department or live person, the CA types, "HLDING FOR DEPT/PERSON" and presses the appropriate option when the recording prompts.

If a caller requests listening to the complete message, the CA sends a hot key that states, "COLLECTING INFO PLS HLD" and the CA continues to collect the recording.

The message is retained for the length of the call. This prevents the caller from having to call back several times to get the entire message. Once the originator of the call disconnects, the recording is automatically deleted from the system. Keys on the keyboard are used to control the speed of the recording ensuring the message is transmitted accurately by the CA. This makes the recording function very easy for CA to use.

Whenever Hamilton has to redial to an answering machine, voice mail, interactive voice messaging unit, or any other type of recording system, for whatever reason, Hamilton does so without billing the customer for any subsequent long distance relay calls.

Answering Machine and Voice Mail Retrieval

CAs are trained in retrieving and relaying TTY messages to voice users and voice messages to TTY users from voice processing systems. CAs use the following procedures to obtain or leave messages for relay users:

1. The user is informed that the CA has reached a voice processing system and asked if want to leave a message.
2. If the user requests message retrieval, Hamilton will obtain the appropriate access codes from the user. Hamilton will not retain access codes or any other information needed to access a voice mail system subsequent to the call. This information is considered "call" information and just like any other call information, is kept totally confidential.
3. After the voice processing system has been accessed, Hamilton's CAs will begin to relay any messages that have been recorded or leave a message as requested. Hamilton will make use of its advanced recording function to capture this information.
4. If the CAs must call again to finish relaying any messages, Hamilton's CAs will do so without billing the end user for subsequent calls.

Hamilton's notepad feature, an enhanced function of our workstation, allows CAs to electronically track special instructions given at the beginning of the call. Electronically capturing information such as account numbers, menu options, access codes, extensions, etc. gives the CA constant visual access to the caller's instructions. To guarantee confidentiality, all notes are automatically erased from the workstation at the end of the call.

Answering Machine Retrieval (Single-Line)

Hamilton provides this service in which messages from a voice or TTY answering machine or a single line telephone are retrieved by the CA. The caller requests Automatic Message Retrieval (AMR) or Single Line Answering Machine (SLAM) and plays the messages to the CAs by putting the handset near the speaker of the answering machine. Hamilton's technology records any messages, enabling the CAs to capture the information and type or voice it back to the relay customer. Once the information is relayed to the caller and the call is completed, the recording is automatically erased when the caller disconnects.

Answering Machine Procedures

CAs are trained to relay recorded messages and leave recorded messages on telephone answering machines or hang up at the request of the caller. Hamilton has capabilities allowing Voice users to leave a TTY message on a Voice answering machine.

Answering Machine procedures are as follows:

- CA informs the relay calling party that an answering machine has been reached.
- The relay user can tell the CA to simply leave a message if they do not want the CA to type the entire recording. Otherwise, the CA will type the entire answering machine message. The CA will record messages and convey the message in its entirety.
- The CA asks the caller if they want to leave a message.
- If the calling party would like to leave a message, the CA will either voice or type the message onto the answering machine.
- CA notifies the calling party that the message has been left.
- The relay customer will only be charged for the first call to the answering machine, if a toll 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.

If the relay user gives the CA directions of how they want the call handled, the CA will follow the user's directions. The customer's directions always override established procedures. At Hamilton, the customer has control.

Hamilton looks forward to providing all of these options to Florida Relay users. By having so many options available as well as advanced recording technology, Hamilton eliminates the problem of "fast recording" for the CA and ensures that communication is received and transmitted accurately.

21. Voice and Hearing Carry-Over

The provider shall provide both voice and hearing Carry-Over upon request of the user. A TDD user may request voice Carry-Over (VCO) which will allow him/her to speak directly to the telephone user and receive the message typed back on the TDD. In addition, a TDD user may request hearing Carry-Over (HCO) which will enable the TDD user to directly hear what the telephone user is saying and type back his/her message, which will be spoken by the operator.

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

The provider shall make provision for two persons who have a hearing loss to speak for themselves by means of Voice Carry-Over to Voice Carry-Over (VCO to VCO) and for two persons who are speech disabled to hear for themselves by means of Hearing Carry-Over to Hearing Carry-Over (HCO to HCO).

Hamilton meets or exceeds all FCC VCO and HCO requirements. Our list of 22 distinct VCO and HCO features is detailed below. To view all the types of TRS calls that Hamilton can process, please see **Attachment C**.

Because of our in-depth training, all Hamilton CAs (not just a select group) are equipped and experienced at handling all types of calls, including VCO and HCO calls. Additionally, we provide ongoing refresher training, monitoring and hands-on practice with CAs so that all CAs can expertly handle all call types.

Voice Carryover (VCO)

Voice Carryover (VCO) provides people who can communicate with their voice but have difficulty hearing, the ability to place or receive calls. The VCO caller speaks his or her own message directly to the caller without such transmission being processed by the CA. The CA then types any conversation spoken to the VCO user so it can be read on the TTY. Hamilton allows relay users to request VCO services without the normal TTY transmission that is typically required. A VCO user can connect voice and say "VCO" and Hamilton connects the call. Voice users do not hear tones during a VCO call.

Hamilton allows VCO users to utilize both TTY modes, acoustic mode and direct connect mode. A variety of VCO call types are also available through Hamilton Relay.

The following is a comprehensive description of the method used to achieve this type of service.

A voice person receiving a call from a VCO user will experience the following:

"A person who may be deaf or hard of hearing and uses Voice Carry Over is calling through Florida Relay Service. This is CA # _____. Have you received a VCO call before?"

At the same time, the CA will type to the VCO user the terminator's greeting and gender (i.e. HELLO (M).

If the party answers "Yes,"

The CA will VOICE: "One moment for your conversation to begin."

If the party answers "No," the CA will send a macro (EXPLAINING RELAY) to the VCO user and will voice: "The person calling you through the relay uses Voice Carry Over. You will hear the person speaking directly to you. When the caller says, "Go Ahead", it is your turn to talk. Then I will type everything I hear on your end of the line, so please talk slowly and directly to your caller. Please say "Go Ahead" when you are finished speaking. One moment and you will hear your caller's voice."

VCO Gate
Hamilton provides VCO Gated Services, in which VCO users would call via the current Florida Relay VCO access numbers. The VCO users' calls are then routed and processed by CAs experienced to VCO.

VCO Greeting Identifier
Hamilton's CAs inform VCO users that VCO is on by sending a macro that states (VCO ON GA). Please refer to the section titled Voice Carryover in this Attachment C for more detailed information regarding Hamilton's provision of VCO.

VCO-HCO and HCO-VCO
Hamilton provides this service to VCO and HCO users who call another HCO or VCO user through the relay. The VCO user voices his/her conversation directly to the HCO user. The HCO user's typing goes directly to the VCO user.

Speech to Speech/Voice Carry Over (VCO)
STS/VCO is designed for people who are hard of hearing or Deaf and have difficulty speaking. The relay user can make or receive phone calls through the relay through a Speech to Speech CA using his/her own voice or voice synthesizer and read everything said by the voice caller on a TTY or VCO telephone.

VCO to Speech-to-Speech
Hamilton provides this service in which a VCO user can call a person with a speech disability who does not use a TTY, with the CA typing the words of the person with the speech disability to the TTY user.

VCO Permanent Branding
Hamilton provides this service through its Customer Profile. Customers can choose to be automatically connected to VCO without any CA intervention at the workstation. Once VCO is connected, the Communication Assistant sends the "VCO ON" hot key followed by another hot key "FRS CA XXXXF NBR PLS GA".

VCO-TTY and TTY-VCO
Hamilton provides this service in which VCO users can call a TTY user (or vice versa) through the relay. The VCO user voices his/her conversation which the CA types to the TTY user. The TTY user types his/her conversation directly to the VCO user.

In addition, Hamilton will provide VCO to TTY or ASCII services as well as all other combination of call types involving VCO.

VCO-VCO
This service allows two VCO users to contact each other through the relay. Hamilton provides VCO to VCO service where the CA types to both parties, saving the VCO users from having to type their part of the conversation. This is a great relay enhancement and Hamilton is pleased to offer it to Florida Relay.

VCO with Privacy
Hamilton provides VCO with Privacy upon request in which the CA will not hear the caller speaking through the relay and will only type voiced responses back to the VCO user.

Two-Line VCO
Two-line VCO capability allows a VCO user to have a more interactive conversation. By using two telephone lines the caller, if they have some hearing available, can listen to their conversation on one line while receiving typed text from a CA on the other line, thus creating a more natural flow of conversation.

To place a two-line VCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the customer conferences in the third party (the party they want to speak with). Now, the CA only types what the third party says. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

Reverse Two-Line VCO
Hamilton's Two-line VCO feature also works in the reverse when a voice user places a call to a two-line VCO user through relay. It is then called Reverse Two-line VCO.

Hearing Carryover (HCO)

This feature allows people who have difficulty speaking to place and receive calls. The HCO caller hears the communication directly from their caller without such transmission being processed by the CA. The CA then voices any conversation typed by the HCO user to the other party.

Hamilton allows HCO users to utilize both TTY modes, acoustic mode and direct connect mode. A variety of HCO call types are also available through Hamilton relay.

A voice person receiving a call from an HCO user will experience the following:
"A person who may have difficulty speaking and uses Hearing Carry Over is calling through Florida Relay Service. This is CA # _____. Have you received an HCO call before?"

If the party answers, "Yes,"

The CA will VOICE: "One moment for your conversation to begin."

If the party answers "No,"

The CA will VOICE: "The person calling you through the relay uses Hearing Carry Over. The caller can hear you and I will read your caller's typed response to you. When I say, "Go Ahead", it is your turn to talk. Please talk directly to your caller and say, "Go Ahead", when you are finished speaking. One moment for your conversation to begin."

A variety of HCO call types are also available through Hamilton Relay. **Please see Attachment C** for more information regarding Hamilton's provision of as well as a complete list of all HCO call types.

HCO-HCO
This service allows two HCO users to contact each other through the relay. Hamilton provides HCO to HCO service where the CA voices to both parties, preventing the HCO users from having to read the other party's conversation. This is a great relay enhancement and Hamilton is pleased to offer it to relay users.

VCO-HCO and HCO-VCO
Hamilton provides this service to VCO and HCO users who call another HCO or VCO user through the relay. The VCO user voices his/her conversation directly to the HCO user. The HCO user's typing goes directly to the VCO user.

HCO to Speech to Speech
Hamilton provides this service in which an HCO user can call a person with a speech disability who does not use a TTY, with the CA voicing the HCO user's typed conversation to the STS user. The STS user can either voice his/her conversation directly to the HCO user or can call on the CA to "re-voice" as needed.

HCO-TTY and TTY-HCO
This feature allows HCO users to contact TTY users (or vice versa) via the relay. The CA will voice the TTY user's typed conversation to the HCO user. The TTY user receives the HCO user's typed conversation directly from the HCO user.

HCO Permanent Branding
Hamilton provides this service through its Customer Profile. Customers can choose to be automatically connected to HCO without any CA intervention at the workstation. Once HCO is connected, the Communication Assistant voices "HCO ON" followed by "Florida Relay CA # ____. Area code and number to call please".

HCO with Privacy
Hamilton provides HCO with Privacy upon the customer's request which gives privacy for the standard telephone user talking with an HCO user. The CA will not be able to hear the hearing person's conversation that goes directly to the speech disabled HCO user. The CA then voices any conversation typed by the HCO user to the other party.

Two-Line HCO
To place a two-line HCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the relay user conferences in the third party via the voice line (the party they want to speak with). Now, the CA only voices what the HCO user types. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

Reverse Two-Line HCO
Hamilton's Two-line HCO feature also works in the reverse when a voice user places a call to a two-line HCO user through relay. It is then called Reverse Two-line HCO.

Two-Line HCO/Speech to Speech
This option works the same as a 2-Line HCO call but is processed by a specially trained STS CA. The 2-Line/STS user can choose between voicing their own conversation or having the CA voice the conversation for them. If the HCO user chooses to voice his/her conversation and becomes tired or is having difficulty being understood, he/she can type his/her part of the conversation and call on the CA to "re-voice" as needed. The HCO user can switch between voice and typing at any time during the call.

For a full explanation of the services that Hamilton provides to the relay users in the states it services, please see the Relay Features List in **Attachment C** at the end of this proposal.

22. Captioned Telephone Voice Carry-Over

The provider shall provide as part of its proposal a description of how Captioned Telephone or its equivalent service will be provided, including 2-line captioned service. If an equivalent service is provided, it must be compatible with the existing Captioned Telephone telephones currently in use by end users. The provider shall price the Captioned Telephone service separately from other relay services in its price proposal. No roaming or guest options are to be allowed.

CapTel Scope of Service
Hamilton provides CapTel services 24 hours a day, 7 days a week, 365 days a year in a manner that is functionally equivalent to traditional voice calls. CapTel phone users place a call in the same way as dialing a traditional phone. As they dial, the CapTel phone automatically connects

to a captioning service. When the other party answers, the CapTel phone user hears everything that is said, just like a traditional telephone call.

Location of Florida CTS Centers

Hamilton subcontracts aspects of CapTel including the technology, equipment and captionists to Captioned Telephone, Inc. (CTI) of Madison, Wisconsin.

Hamilton provides CapTel call processing from the following call centers:

- Orlando, Florida
- Madison, Wisconsin
- Milwaukee, Wisconsin
- Aurora, Nebraska
- Baton Rouge, Louisiana
- Frostburg, Maryland
- Albany, Georgia

Hamilton will provide Florida with an in-state CapTel center and will process a minimum of 75% of Florida CTS calls from the CTI Captioning Center located in Orlando.

The other CapTel centers will serve as back up for Florida CapTel call processing during peak volume times and/or for emergency purposes.

A national leader in the provision of CapTel, Hamilton was the first provider to add CapTel seats and workstations in its own call centers. Having the ability to process CTS calls from a total of seven centers provides a level of redundancy far above its competition. Hamilton's experience in the provision of CapTel calls will be of great benefit to Florida.

Developed by Ultratec, Inc. and provided through Captioned Telephone, Inc., CapTel allows individuals with hearing loss to view word-for-word captions of their telephone conversations. This device is perfect for individuals who have good speech but cannot hear well over the phone.

Similar to a traditional telephone, the CapTel phone allows hard of hearing callers to talk and listen to individuals using a traditional phone. The CapTel phone allows the user to read the other party's conversation on the phone's built-in screen while listening to the voice of the other party. A specially trained operator "re-voices" everything they hear from a hearing user into the Voice-Recognition technology, which conveys the words into text messages, where it can be read on the CapTel phone's screen. The captions appear almost simultaneously with the spoken word, allowing CapTel users to understand everything that is said - either by hearing it or by reading it. The CapTel phone benefits hard of hearing individuals by allowing them to enjoy natural telephone conversations through its high level of amplification, yet gives them the capacity to check the captions for added clarity. The CapTel phone is not a TTY; rather it is a

telephone designed to allow the user to have natural back and forth conversations with captioning support.

Hamilton will provide CapTel Service to the state of Florida in a manner that is consistent with all FCC rules.

History of CapTel

CapTel technology was developed by Ultratec, Inc., Madison, Wisconsin. In 2002, Ultratec licensed CapTel, Inc. ("CTI") to perform call center work for CapTel service. As demonstrated below, CTI's experience demonstrates its ability to adapt to improvements in CapTel technology and to implement state-of-the-art technology in providing the service.

CTI began consumer testing on CapTel throughout the United States in 2002. In 2003 CapTel technology was approved by the FCC enabling individual states to offer CapTel as part of their relay services. **Hamilton was the first TRS provider to trial CapTel Service in its State of Wisconsin.** With CapTel available in every state, CTI continues to be a leader in the industry.

To date, Hamilton CapTel has facilitated over 41 million captioned phone conversations for individuals with hearing loss.

Enhanced CapTel Technology – Exclusively From Hamilton

Hamilton's aggressive pursuit of new services and technology led us to become the first provider to trial CapTel, the first provider to offer N11 access, the first to offer state specific CapTel reporting (including state-specific ASA, state-specific Service Level with and without abandons and state-specific abandon call information), the first provider to introduce single phone mobile CapTel service and the first provider with a CapTel Call Me # a ten-digit, personal phone number that makes it possible to receive captioned calls on an individual's PC/Mac, Smartphone and Tablet, all with just one number. Hamilton Mobile CapTel allows users to place and receive calls – while reading word-for-word captions – on a single device, accessing many platforms.

Hamilton was the first provider to process CapTel calls out of their centers.

On April 18, 2011, Hamilton was the first to add CapTel seats and workstations in its own call centers. Integrating the latest in telecommunications technology, we are now able to offer greater diversity and redundancy in our call handling - two key components to ensuring a positive call experience for every user. Hamilton now processes CapTel calls from its Nebraska, Louisiana Maryland and Georgia centers. Please see below for more on Hamilton's ability to provide a level of CapTel call processing redundancy that unmatched in the industry.

Hamilton Relay is not a national long distance company making our perspective of relay services significantly different. We did not get into the relay and CapTel business to simply enhance our own wireless service. Hamilton truly believes that it has the core competencies, the experience and the dedication needed to provide the highest quality Relay and Captioned Telephone services available. Hamilton is constantly enhancing and upgrading its technology in order to meet the distinctive needs of the relay and CapTel user.

Please see further in this section for more on Hamilton's CapTel Enhancements.

The Quality Leader

Since 1978, Ultratec has been listening to people who use TTYs to design better, faster, and less expensive ways of connecting people with people. By putting the customer's needs first, Ultratec has grown to become the world's largest manufacturer of TTYs. Today, Ultratec TTYs are recognized worldwide as the standard for excellence in text telecommunications

Ultratec's Technological Innovations-Technology Timeline

Please visit Ultratec's website at http://www.ultratec.com/about/timeline.php for a detailed Technology Timeline that itemizes by year all of Ultratec's technological inventions from 1978 to 2008. Below is information taken from Ultratec's website highlighting the technological invention of Captioned Telephone beginning in the year 2000, which clearly demonstrates its ability to adapt to improvements in Captioned Telephone technology and to implement state-of-the-art technology in providing the service.

> **2000**...Consumer testing begins on CAPTEL, or Captioned Telephone, a new breakthrough that allows people who have difficulty understanding what is being said over the telephone to receive live captions of their telephone conversations. CapTel is the key to making telephone calls functionally equivalent to traditional voice calls, enabling people who are deaf or hard of hearing to enjoy telephone conversations with the same ease, speed, and confidence as telephone callers everywhere...
>
> **2002**...Consumer testing continues on Captioned Telephone throughout the United States, with more and more states conducting consumer trials over the course of the year. In recognition of its adoption of Ultratec's CapTel and Fastran technology, the state of Wisconsin receives the NASCIO Recognition Award for Outstanding Achievement in the field of Information Technology...
>
> **2003**... Captioned Telephone technology is APPROVED BY THE FCC, enabling individual states to offer Captioned Telephone as part of their relay services. In announcing the decision, FCC Chairman Michael Powell states that Captioned Telephone "brings important innovation and additional choice to Americans with hearing disabilities." Ultratec develops

2-line Captioned Telephone, offering Captioned Telephone users even greater flexibility/control over their own calls…

2004…In January, Hawaii becomes the first state to offer FULL SERVICE CAPTIONED TELEPHONE to its Relay customers. Many more states convert from consumer trials to full Captioned Telephone over the course of the year. By December, the majority of states, nationwide, offer full service Captioned Telephone as part of their standard relay service. Captioned Telephone service is also available nationwide through the Federal Relay Service…

2005…Expansion underway at Ultratec's Communications Research Center as interest and demand for Captioned Telephone service continues to soar…

2006… The FCC approves IP-BASED CAPTEL service, paving the way for people to receive Captioned Telephone captions of their telephone calls using the convenience of the Internet…

2007…CapTel expands to open a NEW CALL CENTER in Milwaukee, Wisconsin. Located in the heart of downtown Milwaukee, the new call center provides expanded service for CapTel users nationwide, while creating hundreds of job opportunities for local residents. Milwaukee Mayor Tom Barrett officially opens the new center…

2008… Hamilton Relay begins offering WEBCAPTEL service over the Internet. WebCapTel enables people to view captions of their telephone calls in their web browser during their conversations. With WebCapTel, people use whatever telephone they want - their cell phone, business phone, or home service - and still view captions of the call on their computer screen."

2009… Hamilton begins providing Mobile CapTel. Hamilton was the first provider to introduce single-phone mobile Captioned Telephone service. Hamilton Mobile CapTel allows users to place and receive calls – while reading word-for-word captions – on a single device. Hamilton CapTel for Smartphones can be used anywhere on a single, mobile telephone that is capable of supporting both voice and data simultaneously through a 3G or Wi-Fi connection.

2009 … The introduction of CapTel 800 provided many new features including the ability to turn captions on/off as needed, adjustable font sizes and colors and a phone book to store frequently called numbers (95+ names)

2009 … The release of the 800i with internet access allowed callers to dial CapTel users phone number directly

2011… Hamilton began processing CapTel calls from its Nebraska center. Hamilton was the first relay provider to process CapTel calls out of their own centers.

2012… Hamilton expanded its CapTel call processing to its Louisiana and Maryland centers.

2012… With the introduction of Hamilton CapTel for Smartphones, PC/Mac and Tablets, Hamilton Relay is making equal access for all individuals a reality, wherever they are.

2012… The introduction of the new CapTel 840 and 840i provides many new features for consumers including extra large, high resolution 7" captions window with adjustable font sizes and colors, a built-in Answering Machine that shows the captions of voice messages and one-touch access to the CapTel Help Line- 24 hours a day.

2013… The introduction of the CapTel Call Me Number, a ten-digit, personal phone number that makes it possible to receive captioned calls on an individual's PC/Mac, Smartphone and Tablet, all with just one number.

2014… Hamilton expanded its CapTel call processing to its Georgia center.

CapTel Technology

For more than 30 years, Ultratec has set the pace in text telecommunications, inventing new ways for people to communicate with one another. Some of Ultratec's breakthrough technologies include:

- CapTel Captioned Telephone
- Using a TTY with a Cellular Phone
- Voice Carry Over (VCO)
- Turbo Code®
- Caller ID in a TTY
- Communication between TTYs and Computers

CTI has the following areas of technical expertise:

- Managing major call centers
- Training CAs to perform Captioned Telephone Service
- Telephony and network engineering
- Captioned telephone technology

Captioned Telephone Services are provided from CTI's CapTel Service Relay Centers located in Orlando FL, Madison, WI, and Milwaukee, WI. CTI supplies adequate staffing to provide CapTel users with a highly professional service.

Hamilton ensures that the necessary personnel, telecommunications equipment and facilities are in place to comply with the provisions enumerated in this RFP, and all other state or federal requirements that affect the provision of CapTel in Florida.

Captioned Telephone Service Expansion

Hamilton ensures that adequate staffing will be supplied to provide CapTel users, with an average answer speed of 85% of all calls answered within 10 seconds on a daily basis including abandons. As an experienced CapTel provider with its own seats, Hamilton communicates with CTI frequently to project future demand so all standards can be met. As an experienced CapTel provider **that processes almost all of its state CapTel traffic**, Hamilton is in a position to further ensure that all staffing needs are met to consistently reach a high answer performance.

Adequate network facilities are used with the provision of CapTel so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Hamilton ensures that CapTel standards relating to answer speed will be met including during those times of increases or spikes in call volume. CTI and Hamilton track the number of CapTel phones distributed to users. Combining this with an average length of each call allows us to predict the number of Captioning Assistants that are needed. CTI and Hamilton provide adequate trunking capacity, CA workstations, personnel staffing, and equipment capacity to meet the current FCC Standard of 85% of all calls answered within 10 seconds on a daily basis including abandons.

In addition, Hamilton ensures compliance with the P.01 customary TRS industry standard for blockage. No more than one call in 100 will receive a busy signal when calling the Captioning Center at the busiest hour.

With these pieces in place, Hamilton can easily accommodate Florida CapTel traffic and any increases in traffic volume through the contract term. The FPSC will not incur any additional cost if expansion is required.

Call Release via CapTel (Waived by the FCC)

The FCC has issued a separate Ruling specifically for CapTel: Declaratory Ruling on August 1, 2003 CC Docket No. 98-67, FCC 03-190 document. In this Ruling the FCC found that captioned telephone VCO service (CapTel Service is a form of this) is a type of TRS. In addition the FCC waived certain TRS mandatory minimum standards that do apply to captioned telephone VCO service, and waived other TRS mandatory minimum standards for captioned telephone VCO. **Call Release via CapTel has been waived**.

711 via CapTel

Hamilton has implemented a procedure for voice to CapTel that allows voice consumers to call a CapTel user by dialing 711 rather than the CapTel 800 number. Voice users can use this on a per-call basis or as an option on the Customer Profile.

Spanish CapTel

Intrastate and Interstate Spanish Language Captioned Telephone Services will be available to Florida CapTel users. Spanish CapTel hours are from 7:00 a.m. to 11:00 p.m. Central Time. To use Spanish CapTel, the user selects the Spanish option under the menu settings. Once this setting is selected, calls will automatically route to a Spanish captioning CA. Voice users will dial the Spanish toll-free access number to call a Spanish CapTel user and have the call captioned in the Spanish language.

In addition, setting the phone to "Spanish" will automatically set the phone menu to Spanish as well. This feature is currently available with the 840i model and is also available with a software upgrade to the 800 or 800i models.

True Caller ID via CapTel

Hamilton ensures that FCC compliant Caller ID services will be provided to CapTel users of Florida. The FCC has required that when a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party. CTI has been providing True Caller ID which passes along the 10-digit number of the person calling since August 1, 2005.

The actual identity of the Calling Party is presented to the Called Party's Caller ID box (True Caller ID). With True Caller ID, the Called Party may not know that they received a call via the Captioned Telephone User. Also if the Calling Party blocks their Caller ID, the Called Party does not receive any Caller ID information, functionally equivalent to a normal telephone call. Caller ID information of the Called Party is shown on the CapTel display screen.

Three-way Calling via CapTel

Hamilton ensures that FCC compliant Three-way calling will be available to CapTel users of Florida. A standard telephone user can initiate a three-way call to a CapTel user. For example, two standard phone users are on a call. The party with three-way calling feature on his/her phone line would hook flash to put the other person on hold, and would then dial the national CapTel voice number and give the CA the CapTel user's telephone number or dial the CapTel user direct if a 2-Line CapTel user. All three parties would then be joined and the CapTel user would receive captions on the call.

With 2-Line CapTel, the CapTel user can initiate a Three-way call in the same manner that a standard phone user would. The first line works exactly as a regular phone line (able to add another caller) and the second line supports the captions.

Call-Waiting via CapTel

Call-waiting is supported by 2-line CapTel. When the CapTel user hears (or reads in the captions) the "beep" telling him/her a second call is coming in, the party would simply press the FLASH button on their CapTel phone. The CapTel user's second caller will be on-line, and the CapTel user will receive captions of the conversation. The CapTel user will still receive captions of their first conversation, if/when they return to the first caller by pressing the FLASH button again.

No charges will be assessed to CapTel users for these local exchange non-basic services beyond what the user pays their LEC for these services. Hamilton ensures that all CapTel users in Florida will have access to audiotext, interactive voice response units and answering machines including message retrieval services.

Speed Dialing via CapTel

Hamilton ensures that speed dialing will be available to Florida CapTel users. Speed Dialing, which is built into the CapTel phone's Dialing Directory, allows users to quickly dial frequently called phone numbers. To use this feature, the CapTel user saves the desired phone numbers in the CapTel memory. To speed dial a number in memory, the user simply presses the button next to the "Memory Dial/Redial" arrow. A list of saved numbers and the last number dialed is then displayed. The user then presses the button next to the number they wish to dial again and CapTel dials the number automatically.

Using Automated (Touchtone) Systems via CapTel

With CapTel, customers can easily receive and/or leave messages on answering machines or voice mail systems with automated menus.

The CapTel user can press the CapTel number buttons at any time during a call to make selections. This makes navigating automated systems easy.

The CapTel user can press a button as soon as they are ready to make a selection. The captioning service continuously transcribes what is heard regardless of what the CapTel user is saying or which buttons they press.

Some automated systems have very short response times which may disconnect the call. If this happens, the CapTel user will simply hang up and try the call again.

Leaving Messages on Answering Machines via CapTel
The CapTel user may begin leaving their message as soon as they see "BEEP" on the display screen or hear the recorded greeting end the same way they would with a regular phone.

Retrieving Voice Mail Messages via CapTel
The CapTel user simply calls into their voice mail/answering machine system as a remote caller, and follows the voice mail/answering machine prompts to retrieve the messages. The CapTel user can press the number buttons at any time.

Captioning External Answering Machine Messages via CapTel
CapTel users can receive captions of voice messages left on an answering machine that is near the CapTel phone by playing the messages aloud by pressing the menu button on the CapTel phone until the Caption External Answering Machine Messages" is displayed and then following the instructions in their CapTel user manual. When finished, hang up the CapTel handset, the "Caption External answering Machine Messages" feature goes off automatically.

Voice-In Calls via CapTel
All voice-in calls to the CapTel Captioning Service will receive a voice greeting that alerts callers to the possibility of Long Distance charges, and gives callers an option to find out more information. If callers press the # key for more information, a voice recording lets them know they can register their preferred Long Distance carrier of choice with CapTel Customer Service, and gives them contact information. The greeting then continues as before, instructing callers how to proceed with their call (prompt to enter area code and phone number of the person calling followed by the pound sign).

"Thank you for calling the Captioned telephone service. For long distance calls, be sure to register your preferred carrier of choice. For additional information press _pound_ (short pause). Please enter the area code and phone number of the person you are calling followed by the pound sign."

When the pound sign is pressed:

"FCC rules require billing of long distance calls. You may arrange to have your calls billed to your established calling plan by registering your phone number with CapTel Customer Service at 1-888-269-7477"

If the caller has already heard the message and chooses to ignore it, the message will stop automatically when they continue to enter the phone number.

CapTel Answer Performance

Hamilton ensures that 85% of all Florida CapTel calls will be answered within 10 seconds on a daily basis including abandons. Hamilton will report Florida specific daily answer time to the FPSC on a monthly basis.

CapTel Courtesy Message

Recorded messages at the CapTel Service Center are not typically used to answer incoming CapTel calls. Voice calls are answered by an automated greeting asking for the telephone number. The voice user is then placed on hold. This ensures the fastest Captioned Telephone Service possible. However, in the event of longer than typical wait times, CapTel calls will receive an announcement that says, "Please stay on the line. Your captions will be available shortly." Courtesy messages are built into the Captioned Telephone and messages will appear on the telephone's display.

CapTel Intercept Messages (Emergency Situations)

Intercept messages are provided in the event of a call center evacuation. CapTel calls will receive an announcement that says, "Due to an emergency, CAs need to leave the center. Please hang up and try your call later or dial 711 to use TRS VCO."

CapTel End User Billing

Individuals who use the Captioned Telephone Service will be able to call any business or residence in Florida.

CapTel users can utilize alternate billing arrangements; for example, collect, third number, person to person, calling card, credit card, and 900 number services.

CapTel users are not charged for use of the service. All local calls are provided free of charge to the consumer. All billing is performed by the customer's long distance carrier of choice. All billing information is routed to the customer's carrier during the outbound call setup. The carrier provides accurate billing to the customer using the same process used for regular non-CapTel calls.

The CapTel service is capable of processing local calls that are interstate in nature. Those calls will be billed to the Interstate TRS Fund. Hamilton will report total interstate minutes of CapTel use to the FPSC. Hamilton will bill all interstate CapTel minutes to the Interstate TRS Fund Administrator, according to FCC guidelines.

All interstate calls, including out of state long distance and international calls are billed to the Interstate TRS Fund. Jurisdiction information is captured while the call is in progress and recorded in the CDR. This information is passed to the CapTel user's carrier of choice during the outbound call set-up for accurate billing to the CapTel user.

CapTel CAs will not limit the length of a call or the number of calls placed by callers through the Captioned Telephone Service. When finished with a call, the CapTel user will hang up, and dial another number they wish to call.

CapTel Billing Arrangements

CapTel users are able to place collect calls, person-to-person calls, calling card and credit card calls, and calls charged to a third party. Hamilton ensures that CapTel will be capable of handling pay-per-call (900-number) calls and will allow CapTel users to use all telephone company calling cards for long distance billing.

The format of the bill for all toll calls will be determined by the carrier as Hamilton does not bill any CapTel calls. However, the call digit information that Hamilton sends at the time of the call will identify the call as a Florida CapTel call and will further designate the type of call (i.e. 3rd number call, direct dial call, collect call, and person-to-person call). This will allow carriers to correctly identify each CapTel call on their bill.

CapTel Call Billing Record

Each call detail record is functionally equivalent to that of a non-CapTel Relay Service and captures accurate jurisdictional information so that each call is billed to the appropriate entity, i.e. to the State or to the Interstate TRS Fund. All intrastate calls, including local and long distance calls are billed to the State. All interstate calls, including out of state long distance and international calls are billed to the TRS Interstate Fund. Jurisdiction information is captured while the call is in progress and recorded in the CDR. The record is marked as a relay call and the information is passed to the CapTel user's carrier of choice for accurate billing to the CapTel user.

CapTel Call detail records contain the following information:

- Call date
- Originating telephone number
- Terminating telephone number
- Starting time of call
- Ending time of call
- Call duration for billing purpose
- Phone number, calling card or credit card number to be billed

State Billing/Jurisdiction Rules

Hamilton understands that Florida CapTel desires billing based on Equipment Serial Number (ESN) and does not allow roaming or guest options. Hamilton also understands that Florida customers are allowed to take their CapTel device out of Florida and place calls from within another state as long as the other state will pay for the call. Hamilton will follow all Florida jurisdiction rules and gives the FPSC the option to change its settings at any time.

CapTel Network Access

Hamilton ensures that the CapTel will allow Captioned Telephone users to place all network call types commonly supported by TRS including intrastate, interstate, toll-free and pay per call services. The only exception is single line 9-1-1. Because 911 calls placed using one-line Captioned Telephone are **not** routed through the captioning service, this requirement does not apply to CapTel.

CapTel N11 Dialing Access

On January 1, 2011, Hamilton made three digit dialing available to CapTel users in all Hamilton states. A CapTel user dials the N11 code on their CapTel phone. Based on the CapTel user's incoming ANI, the CapTel platform automatically matches the ANI to the correct N11 10-digit telephone number and places the call for the CapTel user. In order to accomplish this task, Hamilton obtained the information to map NPA-NXX information to the correct N11 service center and worked with Captioned Telephone, Inc. (CTI) to integrate in to the CapTel platform. **Hamilton was the first provider to offer this feature.**

All billing is performed by the customer's long distance carrier of choice. All billing information is routed to the customer's carrier during the outbound call setup. The carrier provides accurate billing to the customer using the same process used for regular non-CapTel calls.

CapTel Carrier of Choice

Hamilton allows relay users to select his/her preferred interexchange carrier when placing expanded local and long distance calls through the Captioned Telephone Service. To encourage interexchange carrier participation, election of carrier of choice is advertised to Captioned Telephone users. CTI then asks requested carriers to participate in equal access.

Hamilton has collaborated with CTI to provide a "Carrier of Choice" program that offers true equal access for Captioned Telephone users. Hamilton was instrumental to CTI in developing true "Carrier of Choice" for Captioned Telephone. The final phase of the program was rolled out on April, 2012 and the transition was very successful. This program adds all carriers who participate in the state's TRS carrier of choice program to the database so that a Captioned Telephone user can now use their "Carrier of Choice" for long distance calls and will not be charged by the default carrier.

All billing is performed by the customer's long distance carrier of choice. All billing information is routed to the customer's carrier during the outbound call setup. The carrier provides accurate billing to the customer using the same process used for regular non-Captioned Telephone calls.

Hamilton ensures that Florida CapTel users will have the ability to access their chosen carrier of choice for intrastate or interstate interexchange carrier calls without regard to what CapTel phone they may call from to the same extent such access can typically be made by a TRS user (such as using 10-10-XXXX to access carrier of choice). All participating carriers available through TRS are also available through CapTel.

Hamilton will inform CapTel users of the need to designate a long distance carrier for long distance CapTel calls and the consequences of not making such a designation through a variety of methods including customer service, newsletters, the website, etc. Following is the type of message that Hamilton will use to provide this education to CapTel users.

"Thank you for calling the CapTel Provider. For all long distance calls, be sure to register your preferred provider."

CapTel Default Carrier Calls

If a voice user who calls a CapTel user does not let CapTel know their preferred long distance provider, any long distance captioned calls they place to a CapTel user will be charged on their phone bill under that state's TRS long distance carrier, at that state's long distance rate (which varies).

Customers can complete a paper copy of the CapTel Database Profile Request in order to specify their long distance carrier of choice. Customers can also designate their carrier of choice via the CapTel website or by calling Customer Service. Customers simply indicate which carrier they want to use.

CTI does not bill any long distance calls and thus is not in control of other carrier's discounts for CapTel calls.

CapTel is able to accurately determine call jurisdiction information in order to ensure that callers have access to extended community calling plans, optional calling plans and other special situations to the same extent provided by traditional relay service by delivering the call to the user's chosen IXC.

Directory Assistance via CapTel

Hamilton will provide access to directory assistance to the same extent directory assistance is offered to Traditional TRS users. Users will be able to access their carrier of choice for directory assistance. The relay user's carrier of choice bills for interlata and intralata directory assistance calls at their tariffed rate. All billing is performed by the customer's carrier. The call will then be processed like all other CapTel calls.

Dialing 911 in an Emergency – Two-Line CapTel

When calling 911 in emergency situations using 2-Line CapTel, one line is routed directly to the appropriate 911 center and the second line is routed through the captioning center. This allows the user to receive captions on one line and hear the conversation on the other line. The 911 center receives the caller's ANI information directly from the network in the same way as a non-CapTel call.

Dialing 911 in an Emergency – Single Line CapTel

When calling 911 in emergency situations, the single line CapTel users' call will be automatically routed to the appropriate 911 center because the call was placed from the user's home line. 911 calls will **not** be routed through the captioning service. This means:

- There are no delays in accessing emergency personnel, as calls are directly connected to a 911 call center.
- Emergency 911 calls are **not** captioned in the same manner that regular CapTel calls are because the call is not routed through the CapTel Captioning Service.
- The CapTel user speaks directly into the handset, as with any other CapTel call. The 911 call-taker will hear everything the CapTel user says. The CapTel user will not be able to hear the call taker, but the dispatcher can type instructions on a TTY, which will appear on the CapTel display screen.
- Emergency 911 Services will know the ANI of the caller and be able to locate the individual and send appropriate help, based on the location from which the CapTel call is placed.

CapTel Training

All CapTel CAs are required to have the requisite experience, expertise, skills, knowledge and education and are adequately trained to accurately caption in a professional manner the words spoken by the hearing party without intervening in the communication between the parties. CTI and Hamilton have a detailed CA training plan in place to ensure that all standards as applied by the FCC to the provision of CapTel are met by each CapTel CA. At any time if a prospective CA does not demonstrate the ability to achieve the expected standards, they may be removed from the training group and employment terminated.

CapTel Training Overview

CapTel Caption Assistant (CA) Training includes comprehensive training on the CapTel Service Workstation equipment and other instruction including live call handling experience. All prospective CAs are required to meet all of the CapTel, Inc. standards for becoming a Production CA. These standards include the ability to consistently meet call-handling skills such as word per minute averages, accuracy averages as well as attendance and attitude standards as set by CapTel management. At any time if a prospective CA does not demonstrate the ability to

achieve the expected standards, they may be removed from the training group and terminate employment.

Training consists of ten days of classroom and hands on training. If all CapTel captioning standards are met, training continues with five days of transition training being mentored by a qualified CA monitor.

CapTel Orientation
Includes Training team introductions, building tour, required employment paperwork, introduction to call center policies, confidentiality requirements, and expected standards that must be met to pass training.

Training Class
CapTel training is an interactive class combining video and hands on instruction. Each class introduces a new skill set and allows the trainee time to apply those skills. Skills are introduced starting with building a basic voice profile and incorporating more complex skills each day that build on the previous day's information.

CapTel utilizes a Simulation program to provide the CA with a live captioning experience. The CapTel simulator allows individuals to listen to various pre-recorded scripts that simulates the conversation or voice of the hearing person and allows the CAs to practice the appropriate captioning skills.

Once all of the skills sets have been taught, CAs are provided an opportunity to shadow live calls and gain exposure to actual speed and content of calls being made by clients.

During the second week of training, standardized Timings are given to CAs to determine the aptitude of the CA's captioning skills. Timings allow trainers to evaluate the level of accuracy and speed of CA to determine if they are able to meet and maintain our quality standards. CAs are timed each day and progress is reviewed until a CA meets the expected standards or it is determined the individual is not suited for the position. Action is taken as necessary.

Training Transition & Graduation
All CAs that meet the required quality standards through the standardized timing program are placed on the production floor with an experienced and qualified CA Coach. The CA Coach provides 1-on-1 coaching for every call processed by the trainee. A progression of quality standards must be met throughout the week before the trainee graduates to the call floor to process calls independently .

After initial training, CapTel trainees are tested through the administration of timing scripts in a test environment. Each CA is required to successfully pass two rounds of timings consecutively

prior to handling live calls. In addition, trainees are required to meet specified monitor scores when being evaluated on live call processing.

CapTel Ongoing Training

CTI will ensure that CapTel CAs receive all necessary ongoing training. CAs are monitored on each shift and if they are found to need additional training or re-training, they are taken off line and given the necessary training. In addition, CAs are retrained on new features and capabilities of CTI's CapTel service platform including any new or improved voice recognition systems used in the platform.

CAs are tested monthly through the administration of Timing Scripts in a test environment. In addition, CAs are periodically monitored while processing live calls. Only the scores of each CA are maintained in a database. No other information regarding conversations is kept at any time.

CapTel Quality Assurance

One way that quality is measured is through the CA testing program which requires a proficiency level for CapTel CAs of 130 WPM speed of transcription with a 2% or less Error Rate and 98% accuracy requirement in a testing environment.

Testing results will be made available to Hamilton and the FPSC periodically for review. Note that this is a testing program only and does not guarantee any speed or accuracy levels for actual CapTel Service. Accuracy is the percentage of error subtracted from 100% of text received. Errors are any words that materially change the context of the sentence, including missing words of sentences.

CTI also has reporting mechanisms and alarm systems to detect and record failures.

Third Party Quality Assurance Captioned Telephone Testing

As an additional and important quality control tool, Hamilton utilizes The Paisley Group (PGL), to provide third-party, independent evaluations of Captioned Telephone service. Hamilton has always ranked first place in overall captioning accuracy, and these evaluations confirm Hamilton as the top Captioned Telephone provider in the industry today.

According to the Paisley 2013 Captioning Telephone Service Performance Index

Hamilton ranked in the first place position in an amazing 25 areas, making Hamilton the top provider.

The Paisley CapTel index is divided into two areas which were audited separately, evaluating performance for browser-based and for device-based Captioned Telephone Service. Hamilton's stellar performance in both areas is highlighted below.

Browser-Based Captioning Solutions

- Hamilton CapTel placed first in the following categories:
  - Fastest connection time
  - Least number of vital details missing
  - Least number of non-vital details missing
  - Least number of incorrect additions
  - Least number of missing sentences
  - Least number of missing words
  - Least number of correction errors (of the providers that attempt to correct their errors)
  - Most calls with 100% accuracy
- Hamilton CapTel also tied* for first place in the following categories:
  - Overall accuracy *
  - Least instances of auditor loosing place due to scrolling/pagination*

Device-Based Captioning Solutions

- The Hamilton CapTel 840i placed first in the following categories:
  - Least number of instances of auditor loosing place due to scrolling/pagination
  - Most number of corrected, vital details
  - Least number of non-vital details missing
  - Least number of non-vital details changed
  - Least number of corrected non-vital errors**
  - Least number of incorrect additions
  - Least number of missing words
  - Least number of words changed
  - Largest number of corrected errors
  - Least number of missed correction opportunities
  - Least number of errors
  - Most calls with 100% accuracy
  - Highest in overall accuracy
- The Hamilton CapTel 840i device-based captioned telephone also tied* for first place in the following categories:
  - Least number of vital details missing*
  - Least number of vital details changed*

As mentioned above in the browser-based section, Hamilton placed first in the least number of missing sentences – with the industry average missing almost four times as many sentences. The lowest performing competitor in the category missed eight times as many sentences as Hamilton did.

The results from this testing mirror our customers' experience; that Hamilton CapTel's quality is second to none.

*Tied - within the Margin of Error (MOE) reflecting that statistically there is no difference." – PGL (Emphasis added)

**Hamilton trains its captionists to continue call processing without correcting "minor errors" - captioning errors that do not alter, obscure, or reverse the meaning of the originally spoken message as correcting these errors causes a disturbance to smooth call flow.

Change of CapTel CA

Hamilton ensures compliance with the FCC rule which requires that the CA shall stay with a relay call for a minimum of ten minutes.

The situations in which a CA would change during a call would include:

1) More than 10 minutes past scheduled break or lunch time
2) More than 10 minutes past the end of a shift
3) CA is observed having extreme difficulty processing the call
4) Call has been in progress more than 30 minutes with difficult call content or speed, or 60 minutes or more of an average call

The change of CA is handled through a supervisor who approves the change, finds an available CA to exchange, and issues the Call Take Over. When a change occurs, the new CA is identified to the CapTel user. Just prior to the change in CA a message is sent to the CapTel user indicating there will be a change in CA. After the change, a new message is sent with the new CA number indicating they have taken over the call. This way the client can choose to stop the standard phone user from talking for a moment until the new CA is fully in place. The change attempts to take place while the client is speaking so that the least amount of information to caption is lost.

CapTel Service CAs adhere to the following minimum standards:

- The CapTel CA shall be trained to caption the words spoken by the hearing party as accurately as reasonably possible without intervening in the communications. The CA is permitted to provide background noise identification;
- The CapTel CA shall not maintain any records of conversation content and shall keep the existence and content of all calls confidential;
- The CapTel CA shall be required to meet the FCC standards for TRS minimum transcription speed;
- The CapTel CA shall not limit the length of a call and shall stay with the call for a minimum of ten minutes when answering and placing a call;

- CapTel personnel will have the requisite experience, expertise, skills, education, knowledge and training to perform CapTel Services in a professional manner.

CapTel Confidentiality Agreement

Hamilton ensures that all CapTel CAs will adhere to strict policies of confidentiality, which comply with all FCC confidentiality requirements. Hamilton will collect only that personal information necessary to provide and bill for the Captioned Telephone Service being rendered. CapTel CAs are also prohibited from intentionally altering a relayed conversation. Following is a Confidentiality Agreement that all CAs are required to sign prior to taking any live calls. Information obtained during a CapTel call should not be shared with any person except a member of the CapTel management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, or customer service issues. General call information will not be shared unless it is used to clarify, or teach. Information about call content should be discussed in a private area only.

A Captionist may feel the need to "vent" about a call due to problems, complaints or stress from handling the call. The Captionist may ask to speak to a Supervisor or other member of management in a private area.

The success of CapTel depends on quality and complete confidentiality. Consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence. It is very important all Captionists understand and abide by the confidentiality policy.

Hamilton ensures that CAs will not discuss the contents of captioned calls, any caller identifying factors, calling points, or other information about captioned calls other than what is necessary to train other CAs. The CapTel Service is isolated to assure confidentiality standards are upheld. Hamilton ensures that the equipment and structural accommodations made to the CA workspace will ensure the confidentiality of CapTel User's calls, and prevent the CapTel Users on one call from overhearing a CA processing another call.

Confidentiality Policy

- I will not disclose to any individual (outside of a member of the CapTel management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any CapTel call.
- I will not act upon any information received while processing a CapTel call.
- I will not disclose to anyone the names, schedules, or personal information of any fellow worker at CapTel Inc.
- I will not share any information about CapTel calls with anyone except a member of the CapTel Inc. management staff in order to investigate complaints, technical issues, etc.
- I will continue to hold in confidence all information related to the work and calls I have performed while at CapTel Inc. after my employment ends.
- I will NOT reveal my Captionist ID number in conjunction with my name unless asked by a member of the CapTel Inc. management staff.
- I will not share with anyone any technical aspect of my position at CapTel Inc. unless asked by a member of the CapTel Inc. management staff.
- I will not talk about consumers or call content with any fellow Captionists.
- I will not listen to or get involved in calls taken by fellow Captionists.

I have read the above Confidentiality Policy and understand a breach of confidentiality will result in disciplinary action up to and including termination of employment at CapTel, Inc. I recognize the serious and confidential nature of my position and therefore promise to abide by these guidelines.

Employee Name_____

Date_____

CapTel CA Counseling

CapTel CAs have access to counseling when needed. In situations that require counseling it is necessary that the confidentiality of each call remains intact. General call information will not be shared unless it is used to clarify, vent, or teach. A captionist may feel the need to "vent" about a call due to problems, complaints or stress from handling the call. The captionist may ask to speak to a Supervisor or other member of management in a private area.

CapTel Complaint Resolution

CapTel Customer Service is staffed 24 hours a day including weekends. CapTel Customer Service will not be open on the following holidays: Labor Day, Memorial Day, Thanksgiving, Christmas, New Year's Day and Easter. Florida CapTel customer service calls will be routed to

Hamilton on those holidays based on ANI. Florida CapTel Customers can also call Hamilton Customer Service, which is also available 24 hours a day seven days a week. Hamilton is always available to customers.

Hamilton and its subcontractor will respond to all complaints and service, network or equipment inquiries from users, and/or the FPSC in a timely and professional manner. Hamilton will maintain customer contact information for handling and escalating complaints and service, network or equipment failures.

CTI has established procedures for handling complaints regarding Captioned Telephone Service and will report all complaints to Hamilton.

The CapTel Customer Service Department receives expression of concerns and requests for assistance via email, phone, or fax.

Each complaint is addressed promptly by one of CTI's representatives with the goal of 'same day service' when technically feasible. The CapTel Customer Service Department documents all follow-up information and resolution for any complaint that is not able to be handled within 24 hours or less.

Hamilton will resolve all complaints – if they contact the CapTel Customer Service Department directly, if they contact the Hamilton Relay Customer Service Department, or the regulatory body. Hamilton will ask the customer for all pertinent information regarding the complaint and will explain that Customer Service will contact them again after investigating the complaint. All complaints are logged in the Customer Service database and retained throughout the life of the contract or until the next application for certification is granted.

Customers can call Hamilton for any complaint or trouble reporting 24 hours a day seven days a week. We are ALWAYS available to customers. Some CapTel users will automatically contact Captioned Telephone Inc. directly rather than the Hamilton Customer Service Department. However, if a CapTel customer contacts Hamilton, we are committed to handling all CapTel complaints even after hours and will act immediately to revolve issues for CapTel users.

All complaints, including their resolution, will be documented and kept on file. All complaint activity will be reported to the FPSC on a monthly basis regarding the number of customer service inquiries categorized by topic areas, including a separate log of complaints and compliments with the date the complaint or compliment was logged, the nature of the complaint or compliment, the date of resolution and how it was resolved. Hamilton issues each complaint a Record ID number to enable the FPSC to quickly and easily identify the details of those particular complaints.

FCC CapTel Regulations and Waivers

The FCC has issued a separate Ruling specifically for Captioned Telephone: Declaratory Ruling on August 1, 2003 CC Docket No. 98-67, FCC 03-190 document. In this Ruling the FCC found that captioned telephone VCO service (Captioned Telephone Service is a form of this) is a type of TRS. In addition the FCC waived certain TRS mandatory minimum standards that do not apply to captioned telephone VCO service, and waived other TRS mandatory minimum standards for captioned telephone VCO (see list below). On July 14, 2005 the FCC clarified that Two-Line Captioned Telephone Service is a type of telecommunications relay service eligible for compensation from the Interstate TRS Fund.

Hamilton's Captioned Telephone Service offering in Florida will meet all FCC minimum standards.

The Declaratory Ruling referenced above will serve as the primary source in meeting the existing minimum standards including waivers of the six TRS requirements for Captioned Telephone Services. The FCC issued an order on August 14, 2006 (CG Docket No. 03-123, DA 06-1627 document) making these temporary waivers permanent.

CapTel waivers include:

1. Speech to Speech (STS) and Hearing Carryover (HCO)
2. Communication Assistants waivers:
   - TRS mandatory minimum standard requiring CAs to be competent in interpretation of typewritten ASL as applied to CapTel CAs.
   - CA oral-to-type test requirement and permit the use of an oral-to-text test instead for CapTel CAs.
   - Requirement that CAs not refuse single or sequential calls as applied to CapTel CAs handling outbound CapTel calls.
   - Gender preference.
   - 60 wpm mandatory typing speed for CAs.
3. Interrupt Functionality
4. Call Release
5. ASCII and Baudot Format

For future standards and regulations that may be required by the FCC, Hamilton will work with CTI to attempt compliance. If new or increased standards relating to CapTel Service are mandated during the contract term, Hamilton will notify the FPSC in advance of implementation. If new or increased technologies and corresponding services develop or any changes in the state and/or federal laws, rules and/or regulations are required with different cost elements, Hamilton will, in good faith, negotiate an appropriate pricing structure with the FPSC.

Hamilton CapTel Enhancements

Hamilton has worked with the Administrators in its CapTel States to seek input on their opinion of CapTel service, identify concerns and pinpoint features or services that they desire to see added to the program.

Hamilton is committed to its provision of Captioned Telephone Service and works in many areas in an effort to improve the service and to provide options for Administrators and consumers. Following is a list of Hamilton's recent enhancements which clearly demonstrate its continued investment in CapTel, its vision of CapTel and its plan to support emerging technology and industry standards.

- CapTel Seats. **On April 18, 2011, Hamilton was the first to add CapTel seats and workstations in its own call centers.** Integrating the latest in telecommunications technology, we will now be offering greater diversity and redundancy in our call handling - two key components to ensuring a positive call experience for every user. Hamilton now processes CapTel calls from its Nebraska, Louisiana, Maryland and Georgia centers.
- State Specific Reporting. **Hamilton was the first to offer this feature.** Hamilton will provide state-specific CapTel reporting including the following items:
  - state-specific ASA
  - state-specific Service Level with and without abandons and
  - state-specific abandon call information
- Default Amplification Settings. Several state administrators have shared with us their desire to have a choice in the default amplification settings on CapTel devices. Hamilton has worked with CTI to make platform changes that allow a state program to configure the units purchased by the equipment program to have 40 decibel minimum turned on or off based on each state's needs. The FPSC can change these settings at any time.
- N11 Dialing Access. On January 1, 2011, Hamilton made three digit dialing available to CapTel users in all Hamilton states. A CapTel user dials the N11 code on their CapTel phone. Based on the CapTel user's incoming ANI, the CapTel platform automatically matches the ANI to the correct N11 10-digit telephone number and places the call for the CapTel user. In order to accomplish this task, Hamilton obtained the information to map NPA-NXX information to the correct N11 service center and worked with CTI to integrate in to the CapTel platform. **Hamilton was the first provider to offer this feature.**
- Enhanced Winter Preparedness Plan. Hamilton worked with CTI to develop a Winter Preparedness Plan to address staff's ability to arrive to work due to inclement weather. This plan includes providing rides to staff when public transportation is unavailable as well as incentives to work extra hours and even sleeping arrangements at the center

- Spanish Customer Service. With the 840i CapTel phone or with a software upgrade to the 800 and 800i models, if the telephone is set to Spanish and the user presses the customer service button, the call will automatically route to the Spanish customer service.
- Spanish Menu Options. Setting the phone to "Spanish" will automatically set the phone menu to Spanish as well. This feature is currently available with the 840i model and is also available with a software upgrade to the 800 or 800i models.
- Expanded Customer Service. CTI Customer Service is now available 24 hours a day to ensure that consumers have customer care at all times. On those Holidays that CTI Customer Service is closed, Florida CapTel Customer Service calls will be routed to Hamilton Customer Service for processing. CapTel Customers can also call Hamilton's CapTel Customer Service number, which is also available 24 hours a day seven days a week.
- Intercept Message

  Hamilton worked with CTI to implement a courtesy intercept message (other than "waiting for captions") during situations that result in long hold times. The new intercept message says, "Please stay on the line. Your captions will be available shortly."
- Equal Access

  Hamilton collaborated with CTI to provide a "Carrier of Choice" program that offers true equal access for Captioned Telephone users. **Hamilton was instrumental to CTI in developing true "Carrier of Choice" for Captioned Telephone.** The final phase of the program was rolled out on April, 2012 and the transition was very successful. This program adds all carriers who participate in the state's TRS carrier of choice program to the database so that a Captioned Telephone user can now use their "Carrier of Choice" for long distance calls and will not be charged by the default carrier.
- CapTel Technology
  It is also important to ensure that equipment and technology is tested and upgraded frequently. Hamilton and CTI communicate frequently and review plans to ensure redundancy.

$75 Self-Purchase Program for Customers

If so desired and in order to provide the best price on equipment, Hamilton will provide, for a limited time, CapTel phones for just $75.00 (normally a retail value of $495) to consumers who are not eligible for a phone through Florida Telecommunications Relay Inc (FTRI). End users can make use of a 90-day trial period, which guarantees that if end user is not entirely happy with CapTel, s/he can return the phone for a full refund within 3 months. To obtain a CapTel phone, end users simply submit a completed order form to WCI (Weitbrecht Communications, Inc.). Hamilton will to make order forms available via the CapTel website and Customer Service.

$75 State Equipment Distribution Program

Hamilton has received a great deal of feedback from Administrators in the States it provides CapTel asking that $75 phones be made available to state equipment distribution programs. Hamilton has made arrangements with WCI to offer CapTel devices to State Equipment Programs as part of the per-minute rate. Hamilton is pleased to be able to offer this program to the State of Florida.

CapTel Blockage

Hamilton ensures compliance with the P.01 customary TRS industry standard for blockage. No more than one call in 100 will receive a busy signal when calling the Captioning Center at the busiest hour. This will be measured by sampling the number of calls being blocked at a minimum of every 60 minutes during CapTel operation and will be reported to the FPSC on a monthly basis.

CapTel Redundancy/Switching System

No other contractor can provide the level of redundancy that Hamilton can. Processing CapTel calls from **seven geographically diverse locations** provides a level of redundancy and assurance to our states that they are unable to obtain from any other contractor. This is just one more area where Hamilton is unmatched!

The CapTel Service Relay Center is equipped with redundant systems for power. The CapTel Service Relay Center utilizes a combination of battery backup, commercial UPS supply, and/or auxiliary generator to supply uninterruptible power to the CapTel Center for a minimum of 8 hours. Redundant systems for power include ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

It is also important to ensure that equipment and technology is tested and upgraded frequently. CTI has made the following recent changes:

- Replaced servers with ones that have lower power requirements
  - Going "green"
  - Allows for longer power if back-up power is needed
- New servers allow for more robust monitoring to see any signs of trouble before it would affect call processing
- All servers and core switching gear are on a sonet fiber ring at each location
  - 3 diverse fiber networks
- Added second data center so if one goes down, the other takes over and has the ability to run all CapTel centers

CTI has developed a complete plan for dealing with all types of natural and man-made problems including but not limited to terrorism and phone line cut accidents. The plan details the level of escalation, which will be employed to deal with the problem and restore service. CTI's plan is designed to ensure that no aspect of relay service is impaired.

The CapTel switching system includes a redundant Central Processing Unit (CPU) on "hot stand-by" to ensure that no calls are dropped due to processor failure, a full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities, on-line monitoring, real time programming capabilities which will not take the system off-line, the ability to perform preventative maintenance without taking the system off-line, and an inventory of spare critical components which are maintained on site to ensure the required levels of service are met.

CapTel Disaster Recovery/Continuity of Operations/Pandemic Plan/Winter Emergency Preparedness Plan/Network and Data Security

Hamilton and its Subcontractor, CTI, have developed contingency plans for maintaining 24/7/365 operational status.

CTI currently has three centers, one in Orlando, FL, one in Madison, WI, and, one in Milwaukee, WI. The centers are interconnected in order to be able to provide back-up service for each other. Equipped with redundant systems for power, switching equipment, call processing servers, data network servers and LAN gear, most equipment failures can be corrected quickly at both CapTel call centers avoiding complete loss of service. Additionally, Hamilton will process overflow and emergency CapTel calls from four of its locations in Louisiana, Nebraska, Maryland and Georgia, all of which are equipped with redundant power systems.

Processing CapTel calls from a combination of seven geographically diverse centers provides Florida with a level of redundancy unmatched by any other captioned telephone provider – a key component to ensuring a positive call experience for every CapTel user. In the event of a disaster affecting other CapTel centers, Hamilton will act immediately to restore service to CapTel users.

CTI has expanded its customer service hours to 24 hours a day including weekends. CapTel Customer Service will not be open on the following holidays: Labor Day, Memorial Day, Thanksgiving, Christmas, New Year's Day and Easter. Florida Customer Service calls will be routed to Hamilton on those holidays based on ANI. Customers can also call Hamilton Customer Service, which is also available 24 hours a day seven days a week. We are ALWAYS available to customers.

Hamilton looks forward to providing its unmatched, quality CapTel call processing to Florida.

2-Line Captioned Telephone Service

2-Line Captioned Telephone Service truly enhances the functional equivalency and quality of Captioned Telephone Service. 2-Line CapTel benefits users because calls are direct between parties. 2-Line CapTel also supports enhancements that users have purchased from their local telephone company, including call waiting and Automatic Call Back (*69). Another advantage is that captions can be turned on or off at any time during the call. This means that multiple users in the same location can enjoy a conversation via another extension in the home or office. Users also benefit because captioning is available on emergency 911 calls and there is no separate telephone number for voice callers to remember.

By using two telephone lines, the CapTel users listen to their conversation on one line while receiving typed text from the captioning service on the other line. **When a CapTel user receives a call, the standard phone user will simply dial the user's phone line directly instead of dialing an 800 number and accessing the captioning service.** When calling 911 in emergency situations, the 2-Line CapTel users' call is routed through the captioning center allowing the user to receive captions on one line and hear the conversation on the other line.

Requirements for 2-Line CapTel Service

- A CapTel telephone (Model 200 or 800)
- Two analog telephone lines with separate telephone numbers are required. The second line cannot merely be an extension line.
- Individuals must configure the CapTel phone in order for 2-line CapTel service to be enabled. It will not automatically switch to 2-Line mode.

Single-Line CapTel versus Two-Line CapTel

	1-Line CapTel	2-Line CapTel
Number of Lines For those with only digital phone service, additional options are available. For more information visit www.hamiltoncaptel.com or call 888-514-7933.	Requires one standard (analog) telephone line or DSL with an analog filter.	Line 1 (voice) can be an analog telephone line or DSL with an analog filter, Digital Cable or VoIP line. Line 2 (captions) must be an analog telephone line or DSL with an analog filter.
How Calls are Managed	Spoken conversations and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.

	1-Line CapTel	2-Line CapTel
Captioning	Captions must be turned on prior to dialing the number to call. A red light indicates that captions are "on".	Captions can be turned on or off at any point in the conversation.
Outgoing Calls	Outgoing calls are automatically routed through the CapTel call center.	Both incoming and outgoing calls are automatically routed through the CapTel call center.
Calling a CapTel User	People calling the CapTel user must first dial the toll free number for CapTel; then dial the CapTel user's phone number when prompted.	People calling the CapTel user dial that person's number directly.
Calling Features	Call-waiting and automatic call back (*69) are not available.	Call-waiting and automatic call back (*69) can be used.
911 Calls Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911.	Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the CapTel call center. Calls are processed as VCO calls whereby the 911 call-taker can hear everything you say, and then types his/her response which appears on the CapTel display screen. You speak directly into the handset, as you would with any other CapTel call. Note: VCO stands for "Voice Carry Over", a service that allows callers to speak for themselves and read typed responses.	Calls placed to 911 are captioned through the CapTel call center. Spoken conversation is received through one line, while captions are provided through the second line.

IP CapTel
Hamilton provides Internet Protocol CapTel Service (IP CapTel) and is in full compliance with all FCC Permanent IP-CTS Rules.

Hamilton CapTel for Smartphones can be used anywhere on a single, mobile telephone that is capable of supporting both voice and data simultaneously through a 3G or Wi-Fi connection. With the introduction of Hamilton CapTel for Smartphones, PC/Mac and Tablets, Hamilton Relay is making equal access for all individuals a reality, wherever they are.

840i Captioned Telephone
Available now from CapTel is the 840i phone which has the following enhanced features:

- CapTel 840i
  Hamilton offers the CapTel 840i, which is a captioned telephone that combines the convenience of a telephone with the text capabilities of the Internet. The 840i shows captions of phone conversations, which are provided by a service that automatically connects to every call via the telephone's Internet connection.

  - 840i Features
    - Requires telephone service and high-speed Internet access
    - Captions can be turned on/off as needed
    - Callers dial your phone number directly
    - Adjustable font sizes and colors
    - Phone book to store frequently called numbers (95+ names)
    - Extra large, high resolution 7" captions window with adjustable font sizes and colors
    - Built-in Answering Machine shows the captions of voice messages
    - One-touch access to the CapTel Help Line- 24 hours a day, 7 days a week (a dedicated button automatically connects the user to Customer Service)
    - AES encryption for optimal security and privacy
    - Wi-Fi compatible for use anywhere in range of the user's wireless network, allowing captions to be carried over the internet which allows for faster captions
    - Time stamps Answering Machine messages and conversations
    - Ability to caption voice messages from an external answering machine

- Web CapTel®
  Hamilton provides Internet Protocol Captioned Telephone Service (IP CTS). Hamilton Web CapTel is an innovative way to access captioned telephone service via the Internet. Hamilton Web CapTel is designed for individuals who have difficulty hearing on the telephone. Captions, similar to the closed captioning provided on most television programs, are offered to support the understanding of telephone conversations.

- Mobile CapTel
  Hamilton also provides Mobile Captioned Telephone. Hamilton was the first provider to introduce single-phone mobile Captioned Telephone service. Hamilton Mobile CapTel allows users to place and receive calls – while reading word-for-word captions – on a single device.

  Hamilton Mobile CapTel can be used anywhere on a single, mobile telephone that is capable of supporting both voice and data simultaneously through a 3G or Wi-Fi connection. Hamilton Mobile CapTel gives freedom to individuals who are unable to hear a phone conversation well. The captioned telephone has been available for years, but always required a special telephone. With the introduction of Web CapTel and Mobile CapTel, Hamilton Relay is making equal access to all individuals a reality, wherever they are. Hamilton has launched Mobile CapTel via the iPhone Browser and App, and the Android Browser and App. **Hamilton recently updated the Android application to be compatible on Tablets using the Android mobile technology platform.**

  Hamilton will continue to meet all FCC requirements in operating its IP Captioned Telephone and Mobile CapTel services and will abide by all FCC requirements and waivers. Hamilton is in full compliance with all FCC Rules for IP-CapTel. Today, the Interstate TRS Fund is paying for all IP Captioned Telephone Service minutes.

CapTel Conclusion

If awarded the contract, the CapTel program will serve all existing End Users in Florida and will allow an unlimited number of users every month if desired by the FPSC.

Hamilton is more than qualified to manage Florida CapTel for the FPSC. Hamilton has all the resources needed to be successful in Florida; we have the people, outstanding financial resources and a strong desire to deliver the best possible service to CapTel users in Florida.

Hamilton looks forward to providing its high level of CapTel Service to the State of Florida.

The provider shall conduct monthly test calls on live calls using a statistically valid sample of their Florida captioned telephone calls, with results being submitted to the contract administrator on a monthly basis. The provider shall use prepared scripts that reflect a typical conversation and calling through the relay captioned telephone system the same as other live calls. The purpose of these calls will be to ensure all federal and state requirements for relay service are met. The provider shall explain as part of its proposal how it will conduct the test calls to determine the adequacy of service provided by the captioned telephone service.

Hamilton has a Quality Assurance Plan which includes conducting, quantifying, recording, and scoring on a monthly basis its own separate quality assurance test call results. In addition, CTI has a similar plan in place.

Hamilton also utilizes The Paisley Group Ltd. (PGL)[2] to provide third-party, independent evaluations of Captioned Telephone service. PGL is a well respected auditing firm who is experienced in evaluating relay performance.

Hamilton carefully examines the results of all these calls to identify root causes in order to improve the quality of service for all Captioned Telephone users. Results shown above under **Third Party Quality Assurance Captioned Telephone Testing** show that Hamilton is the best Captioned Telephone provider in the industry today.

Hamilton will provide the State with access to Hamilton's monthly evaluation test calls. Hamilton will also share the results of the monthly test calls Cositics performs for Hamilton.

23. Turbocode™

The provider shall provide Turbocode™, or its functionally equivalent, service that allows the relay user to interrupt the CA or other TDD user as part of the basic relay system.

Pricing for this service shall be included in the basic relay price in the bidder's price proposal.

Turbo Code

As an enhanced protocol, Hamilton will provide Turbo Code to Florida as part of its base price. This is a proprietary alternate protocol developed by Ultratec. This protocol is faster than Baudot (Turbo Code is similar to "real-time") and does not have the limitation of ASCII. Turbo Code also allows for "interrupt" capability while one party is still typing. Hamilton's modems auto-detect the end-user's equipment for Turbo Code. If Turbo Code is found, Hamilton automatically connects in "Turbo Code" to the relay user. Hamilton has secured a license from Ultratec to use this protocol in its relay modems. FRS users will be able to automatically connect "Turbo Code" on every relay call type.

As stated further in this Tab in **Section 32,** Hamilton has an automatic identification of connection speed system within its relay platform. This feature provides automatic connection at the speed, including Turbo Code, of the equipment used by the caller for any caller who has used Hamilton's Relay Services at least one time before. Our switch has a "self-learning" database which is updated the first time callers reach our center with their originating telephone number and the speed at which they connected to our center.

[2] Beginning Jan. 1, 2014, PGL reorganized and is now known by the name Cositics, LLC. Throughout this bid, both names are used interchangeably.

Enhanced Turbo Code
Hamilton's Enhanced Turbo Code is capable of storing user specific data (the user has total control over this data) which is automatically transmitted to the relay at the beginning of a call, such as whether they are VCO users, whether they'd like a male or female CA, and what long distance carrier they'd prefer to use. Each time a relay call is placed, these details are automatically passed on from the E-Turbo TTY to Hamilton's Relay Service, thereby eliminating the need to "set up" the call with the CA.

Relay users who's TTYs include E-Turbo merely push a "relay" button, then dial the number of the person they are calling directly. Their E-Turbo equipped TTY handles the details of connecting to the relay service and automatically passes on the caller's preferences (such as long distance carrier of choice, VCO preference, etc.). Because this exchange is done automatically "behind the scenes," the TTY caller does not have to interact with the CA. This brings the relay experience much closer to "functional equivalence" with traditional voice calls.

24. Speech to Speech

The provider must offer Speech to Speech (STS) users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA shall just repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

Pricing for STS service shall be included in the basic relay service price in the bidder's price proposal.

Hamilton has included STS service in the basic relay service price in its Price Proposal.

Speech to Speech
Hamilton's STS Service allows individuals who have difficulty speaking to use his/her own voice or a speech synthesizer when using the relay. As described below, STS users are able to communicate with any and all relay users including but not limited to VCO, HCO, TTY, 2LVCO, other STS users or standard phone users. Specially trained CAs process Speech to Speech calls. STS is also available in Spanish. Hamilton will make use of the dedicated toll-free telephone number for FRS STS relay calls.

Hamilton's provision of Speech to Speech meets all FCC requirements for Speech to Speech call processing.

Greeting: "Florida Speech-to-Speech CA ####. Area code and number to dial, please?"

After number to dial is given, say "Are you familiar with Speech to Speech?"

If yes, ask "Hamilton's STS Service allows individuals who have difficulty speaking to use his/her own voice or a speech synthesizer when using the relay. Specially trained CAs process Speech to Speech calls. Hamilton gives STS users access to the same preference and all of the features contained within that profile which are currently available to other relay users. STS users also have additional preference features. Please see below for a detailed explanation of Hamilton's STS profile enhancements.

- **If yes**, ask "Will I be revoicing for you on this call?"
  ✓If yes, process call.
  ✓If no, say "I will stay in the background. I will not explain or identify STS until you request me to revoice for you. If you would like me to write down any numbers, names or addresses, please let me know. Dialing ### ### ####…. "
- **If no**, say, "You are calling through Speech to Speech. I will revoice every three to four words you say. If I do not understand, I may ask you to repeat. Please say "go ahead" when you are ready for a response. Please hold while I dial ### ### ####

Voice Terminating Party

Greeting: "A person who may have difficulty speaking is calling you through Florida Speech-to-Speech. This is CA ####. Have you received a Speech-to-Speech call before?"

- **If yes**, process call.

- **If no, say,** "You are receiving a Speech to Speech call from a person who has difficulty speaking. The caller will speak, and I will revoice every three to four words. When you hear the words "go ahead," it's your turn to respond. Please speak directly to the caller, and say "go ahead" when you are ready for a response. Caller you may begin."

Speech to Speech/Spanish

Hamilton's STS Service is also available in Spanish. Relay users can select "Spanish" and "STS" as an option on Hamilton's Customer Profile.

Speech to Speech/VCO

STS/VCO is designed for people who are hard of hearing or Deaf and have difficulty speaking. The relay user can make or receive phone calls through the relay through a Speech to Speech CA using his/her own voice or voice synthesizer and read everything said by the voice caller on a TTY or VCO telephone.

STS to other TRS Communication Modes

Hamilton also allows STS users to place calls to people who use a TTY or other TRS-communication modes such as 2-Line VCO, HCO, 2-Line HCO, or to another STS user. Speech to Speech can be used a variety of ways:

- Two hearing individuals, with the CA repeating the words of the STS user.
- Two individuals with difficulty speaking with the CA repeating both people's words.
- A VCO user and a hearing person, with the CA repeating the words of the VCO user if the hearing person does not understand the user's speech and with the CA typing what is said by the hearing person to the VCO user.
- A TTY user and a STS user without a TTY, with the CA typing the words of the STS user to the TTY user.
- Hearing Carry Over (HCO) with the person with a difficulty speaking typing what they would like to say and the Communication Assistant voicing it to the hearing user.
- Hearing Carry Over (HCO) in combination with Speech to Speech.

STS Profile

Following are additional Speech to Speech options that are available for STS customers, which includes the preferences above and more. Please see below for information on Hamilton's VA-STS services. Each of these features can established through a Customer Profile and can also be requested on a per call basis:

- STS Relay users can set-up their profile to include contact information by hours of availability and location. This allows a hearing user the ability to ask for the STS user by name and be automatically connected with them at their registered location based upon the hour of the day and day of the week.
- Retained information from one inbound call for subsequent calls
- 411 – the ability to ask callers to call by name rather than by number
- Mute or not mute transmission of the STS user's voice to the other party
- Inform the CA if the STS consumer uses a voice synthesizer and Augmentative Alternative Communication devices, as well as the brand
- Direct the CA to ask specific questions of the STS user before the call begins, including "Shall I tell the party who is calling?"
- Determine who will explain the relay to the other party
- Require the CA to confirm call handling preference before dialing the requested number
- A standard message to leave on an answering machine
- 50 frequently called numbers that can be dialed by name or number
- Inform the CA if the person the STS user is calling is familiar with Speech-to-Speech
- Inform the CA if the number being dialed is a business, financial institution, personal/social contact

- Dictated messages to be left on answering machines stored in customer profile for 2 hours
- Other special instructions

Hamilton will include the above features and benefits to FPSC as part of our base price.

STS Training Line

Hamilton Relay's Speech-to-Speech (STS) User Training Line is a resource for individuals, family, friends, medical professionals, businesses and organizations to familiarize themselves with the proper etiquette and standard procedures of using STS. Individuals who are residents of Florida and/or intend to use the STS Service with a Florida resident will be eligible to utilize the training line.

On the STS User Training Line, our representatives are prepared to:

- Describe how STS calls are placed and what happens on a typical STS call
- Explain call handling instructions including; dictated messages, privacy options, and "first thoughts" (information shared with the Communication Assistant before dialing)
- Explain strategies used to help clarify speech patterns
- Review and establish Customer Profile options
- Place practice calls

The STS User Training Line will be available 24/7 and can be reached by contacting the Customer Service Department. However, Hamilton's User Training Line is not a function of our Customer Service Department. **Hamilton is unique in that it utilizes highly trained and skilled STS staff to handle User Training Line calls.**

Visually Assisted Speech to Speech

The purpose of VA-STS is to provide the STS CA with visual communication cues including lip reading, spelling in the air, facial expressions and other physical movements that may facilitate comprehension of what the person with a speech disability is saying.

Visual Assisted Speech To Speech (VA-STS) capability supports a STS user that is connected to the Relay Provider via a regular STS telephone audio call through the Public Switched Telephone Network (PSTN). The STS user will need to have a telephone connection, as well as compatible video equipment, and an internet connection with enough band width to enable a clear video connection between the STS CA and the STS user.

The STS user is able to indicate automatic requests for a video connection via their STS Customer Profile. If a STS customer has a completed Customer Profile form associated with their telephone number, the CA will receive this information when connected to the STS user during the initial telephone call.

A STS user who has the required equipment will first call FRS using their telephone and connect with a STS CA via the Toll Free STS access number. Once this connection has been established, the STS CA will place a secondary call, either by using the STS user's Skype software account, connecting the CAs video equipment with the STS user's video equipment using a high speed internet connection. This will allow the STS CA to not only hear the STS user's voice, but to watch facial expressions and mannerisms that may help them to understand the STS user in a clearer manner. A STS user will not be able to initiate an inbound call via video. The CA then places the outbound relay call via the relay workstation.

All standard STS call procedures will remain the same for VA-STS calls. As with Hamilton's STS User Training Line, **Hamilton only uses highly trained and skilled STS staff to process VA-STS calls.**

Speech to Speech Proficiency

In order to become a STS CA, an employee must pass the same proficiency tests as traditional CAs and demonstrate the ability to understand a variety of difficult speech patterns by passing an additional speech recognition proficiency screening. Prospective STS CAs demonstrate their English fluency during their first 6 months of employment as traditional (non STS) CAs. A CA must be recommended by the primary supervisor in order to apply for a STS CA position.

STS Speech Recognition Screening

To assure the CAs ability to understand the irregular speech patterns of people with speech disabilities, an audio tape screening test is administered to all STS CA applicants. This screening tool is an audio tape with 21 sentences spoken by individuals with a variety of speech disabilities. The levels of speech disabilities include the following:

9 sentences spoken by a person with a severe speech disability (111 words);
5 sentences spoken by a person with a moderate speech disability (85 words);
3 sentences spoken by a person with a mild speech disability (65 words);
4 sentences spoken with the assistance of an augmentative communication device (42 words).

The total number of words on the tape is 303. A STS candidate must achieve a score of 80 percent or higher in order to be hired as a Speech to Speech CA. A CA who does not score a minimum of 80 percent is not eligible to become a STS CA. Please see below for a sample of the Speech to Speech screening test administering and grading instructions.

Hearing Acuity

Having successfully met these requirements, the applicant for an STS CA position is then tested for hearing acuity by a licensed Audiologist. All STS CAs score 92% or better in each

ear when measured with a 50 word, W-22, or NU6 speech recognition test. All STS CAs measure hearing acuity of 20 dB or less in each ear using a pure tone test.

Speech to Speech Training

In order to become a STS CA, an individual must pass the same tests as traditional CAs, meet the strict STS criteria and pass an STS exam by successfully demonstrating the ability to understand a variety of speech patterns. Prospective STS CAs demonstrate their fluency in English as documented by the primary supervisor during their first 6 months of employment as regular (non STS) CAs. A CA must be recommended by the primary supervisor in order to apply for a STS CA position. Having met this requirement, those wishing to become STS CAs must complete specific testing of English language skills, specifically vocabulary, grammar and syntax as well as speech comprehension.

Those successfully completing this phase are then tested for hearing acuity by a licensed Audiologist to assure that they are competent to understand people with a variety of speech patterns.

Once a CA has been accepted into the STS Program, he/she receives specialized STS training. During this training, STS CAs learn about speech disabilities and are given specific strategies to use in order to facilitate calls between STS users and end users. STS CAs also receive detailed training on STS policies and procedures. In addition to procedural training, STS CAs receive a minimum of 8 hours of instruction from a certified Speech Language Pathologist, focusing on the anatomy and mechanics of speech production and effective communication strategies. As follow-up to the initial training, the STS Program Supervisor continually educates all STS CAs on speech disabilities, their respective implications and etiquette through the use of a STS newsletter, STS Resource Library materials (articles, books, videos, etc.) workshops, and in-service meetings.

STS CAs cover the STS line 24 hours a day and 7 days a week.

Prior to all outgoing calls, STS CAs verify the number for accuracy and then repeat the number when dialing out. This verification process is repeated for all busy numbers after dialing out and receiving a busy signal.

STS CAs are permitted to facilitate a call for a user with a speech disability if the user does not oppose the intervention as required by the FCC. STS CAs do not interfere with the independence of the user; the user maintains complete control of the conversation. The STS CA may retain information only for subsequent calls associated with the same inbound call.

STS users can leave messages on answering machines or other voice processing systems. STS CAs are instructed to wait a few seconds after hearing the answering machine "beep" in order to

allow the STS User to leave a message. STS callers can also dictate a message to the STS CA in advance so that the STS CA can recite a prepared message to an answering machine.

Hamilton provides STS users the same profile and all of the features contained within that profile which are currently available to other relay users. In addition, Hamilton has Enhanced Customer Profile options for STS which are outlined previously in this section. Hamilton has a feature, which allows all relay users, including STS users, to maintain a list of names and telephone numbers. A relay user simply gives the name of the person to call to the CA, the CA will repeat the name and state the number of the person to call. The Speed Dial feature is of great benefit to STS users. Hamilton will transfer this information to any new STS provider.

Hamilton complies with the 20-minute requirement prior to changing STS CAs. STS CAs understand the difficulties involved in changing CAs and only request a relief under emergency circumstances. A Supervisor must approve and facilitate a STS CA change. Hamilton STS CAs truly care about STS consumers and are willing to stay with a call until completion even at the end of a shift, at lunch time or break time. Hamilton exceeds the FCC standard for substitution of STS CAs.

If a change in STS CA is necessary, another CA will replace the CA relaying the call at the same workstation so that the relay user's call is not interrupted except to identify the new CA to both parties. The replacement STS CA will announce, "This is Florida Relay Service CA # ____ continuing your call." A supervisor monitors the change and must approve the change based on the caller's request or emergency circumstances.

All STS CAs have the authority, at the request of the STS user, to retain information beyond the duration of a call in order to facilitate the completion of consecutive calls. This information is retained only for the duration of the inbound call. STS CAs retain any important information given by the STS user which might be difficult for the STS relay user to repeat (i.e. credit card numbers, telephone numbers, account numbers, etc.) for use in a subsequent outbound call. Hamilton places a great emphasis on maintaining the confidentiality of relay users. As a result, all information is destroyed immediately upon termination of the inbound call. The above meets all FCC requirements for Speech to Speech call processing.

Speech to Speech Qualifications Screening Test

Hamilton tests all STS CAs to insure that they are qualified to relay STS Calls. All STS CAs are screened to measure their natural ability to understand a variety of speech patterns with an audio tape test. The audio tape test is described in more detail later in this section. Each STS CA spends a minimum of 10 hours listening to live calls with an experienced STS CA (Mentor), observing and learning each of our consumer's speech patterns. When the new STS CA feels comfortable with most of our consumers' speech patterns and has demonstrated success in comprehension as witnessed by the STS Mentor or the STS Supervisor, the STS CA may begin to relay calls independently with the Mentor or STS Supervisor acting as observer and helper.

The new STS CA is never allowed to relay STS calls alone until they have reached an acceptable level of comprehension with most consumers. It is the expectation that even after that level of comprehension has been reached that the new STS CA will call for a Mentor or STS Supervisor to observe in order to ensure that the STS Supervisor is aware of his/her performance and progress.

Quarterly Speech to Speech Text
Part 1 True or False

The first 10 questions are worth 5 points each. Please read each question carefully. Circle the correct answer.

1. The caller can request a different CA? True or False
2. The caller can request a different gender CA? True or False
3. The caller can request a specific CA? True or False
4. The person with the speech disability is the person who decides if the CA should revoice or not. True or False
5. The CA can voice the name and number of the speed dial selected? True or False
6. The CA will refer to the orig as "caller" and the term as "ma'am, sir or ms." True or False
7. CA will always enforce the GA? True or False
8. If the caller stutters, the CA will stutter as they revoice also? True or False
9. Always mirror the consumer's voice tone? True or False
10. "What?" is the preferred technique when you don't understand what is said? True or False

Part 2 Context Worth 50 points

Webster's Definition of Context: "The part of a written or spoken statement that surrounds a word or passage and that often specifies its meaning."

To say something is out of context means that it doesn't fit logically with all that surrounds it. Example: The baby is driving the car to South Carolina by herself. The word that is out of context is baby. Why? Babies don't drive. For Speech to Speech purposes, it is important that you understand the concept of context. If you believe you heard the word "baby" and you are pretty sure that the rest of the sentence is correct, you would be wise to question yourself. If you made an educated guess, "lady" would be a good place to start because babies don't drive and the last word is "herself" which tells you the subject is female. Using the techniques for understanding, continue to work with the consumer to see if your guess is correct. By using context, common sense and your knowledge of the world, your guesses may be fairly accurate.

In the following 4 passages, several words are out of context or don't fit. Circle any word you believe to be wrong. Each correctly circled word is worth 5 points. Read the passage completely before you decide which words are incorrect. In one of the margins, write the word you believe to be a better word choice for extra credit.

Example 1 Hint: 3 out of context words

Hi mom. it's me, Harold. Are you coming to pick me up Monday for church at 9 or 10? I thought we could go to the Old Country Buffet after. The twins might want to come with us. Is that okay with you? I know they raised hell last time, but Buffy promised to behave if she gets ice cream for dessert. Willie wants to come too, but I don't have any money to lend him until he gets paid on Tuesday boring. If you have any money, I can borrow for him, like 20 dollars. Just ring it along with you when you come, okay? Talk to you later. Bye!

Example 2 Hint: 3 out of context words

John, this is Kim. Get your ass over here right now! You should have been here two hours ago! I've been eating long enough! I'm thick of you being hit all the time! Call me right away or else! If you're not here in the next 15 minutes, I'm leaving without you!

Example 3 Hint: 2 out of context words

Hello baby! This is Jan. Sorry I missed you. I just wanted to see how your day was and tell you that I can't wait to see you. You must have gone to the game early or something, because it's only 6 o'clock now and you told me the game starts at 8:30. Oh, well. I just wanted to make sure that you remembered to pick up some nicorettes and deer at the store before you stop by later. I'll pay you back when I see you. I hope your team wins and you get this message before you come over. See you soon.

Example 4 Hint: 2 out of context words

Hi, I think I left the type recorder on at my desk. I was working on that memo and then I got interpreted so I don't remember if I turned it off or not. The paper may still be in there too, as I was in a hurry when I left for the day. Thanks for checking. Bye. See you in the morning.

Speech to Speech Quarterly Quality Assessment

Directions: The first four questions are worth 15 points each. Each question will have a 3 part answer worth 5 points each.

1. If a consumer says call John at (608) 882-3417 and stay in the background. Your reply is……

2. If a consumer says please dial (608) 751-8945 and you can't make out the last four digits, what are some of the techniques you might use to get the complete number? List at least 3.

3. A consumer calls and says to keep this message for all my calls. "My name is Joe and I'm looking for wheelchair accessible housing for under $800 a month. Do you have any vacancies?" After dialing and getting a term on the line, you say…..

4. A consumer says please call _____ and tell them _____ is calling. List at least 3 techniques you would use to help understand the person's names.

5. The last question is worth 40 points, 5 points for each correct answer.

Place a check mark next to the requests you cannot grant.

_____ "Write that number down for me."

_____ "I'd prefer CA number 6999."

_____ "Keep this for all my calls."

_____ "Give them the Speech to Speech number."

_____ "Tell me what time it is."

_____ "Sound angry for me."

_____ "CA, repeat what I said again to them."

_____ "Don't explain or identify Speech to Speech."

Name: _____ Date; _____

STS Quarterly Assessment Records

The quarterly test results are summarized and stored at the relay center without the use of CA names so that the State can verify and analyze test results without violating personnel confidentiality. The STS CA scores are categorized in the following manner:

- 85% and above Exceeds Expectations;
- 80% to 85% Meets Expectations;
- Below 80% Does Not Meet Expectations.

CAs with scores of 80% or below will be coached immediately and re-trained within 30 days. All STS CAs are required to maintain an average score of 80% or above for quality assurance.

Hamilton has included STS Service in the basic relay service price in its Cost Proposal.

25. Access to Pay Per Call Services (i.e. 900/976)

The provider shall provide access to pay per call services such as 900/976 numbers.

The bidder should explain how it will provide relay service users with access to pay per call services. Bidders are to describe how such access can be provided, how callers can disconnect without being charged and a methodology for billing the user directly for any charges incurred from the pay per call service. The bidder should describe how it would deal with denied pay per call calls and high bill complaints for 900/976 calls. Before placing the call, the CA shall advise the caller that there will be a charge for the call.

The bidder shall explain in the proposal how interstate and intrastate pay per call charges shall be separated for end user payment purposes.

Pay-Per-Call Services

Hamilton's relay platform complies with and allows relay users to access intrastate and interstate 800 and 900 pay-per-call services in which the company providing the service bills the end-user directly. Hamilton has established the necessary trunking to the carriers participating in relay equal access so that the carrier can bill directly for this call.

A relay user simply calls the TTY relay number and gives the 800 or 900 number to the CA. The CA places the call as usual and begins relaying the call. On all 900 numbers, Hamilton CAs type the dollar amount per minute associated with the call to the TTY user and asks him/her if he/she wants to continue the call before charges begin. This is the point in which callers can disconnect without being charged. The calling party is billed for the call by the 900-service provider or the carrier, whichever is appropriate.

Because no 900 blocking information is automatically passed to Hamilton from the LEC, Hamilton relies on customer profile data as the only resource for this information. However, if a LEC were to contact Hamilton with this information, Hamilton would use that resource to block 900 access.

Customers who do not want pay-per-calls made from their telephone line through the relay can complete a customer profile form. The customer profile contains an option that will block pay-per-call calls made through the relay. This prevents anyone from calling a 900 number from that particular telephone line. If someone tries to call a pay-per-call number through the relay from a line that has a block on it, the CA will receive notification at the workstation that this call is blocked and will not be able to place the call.

In the event of denied pay per call calls and high bill complaints for 900/976 calls, Hamilton's CAs will call for a supervisor who refers the customer to Florida Relay Customer Care. The Customer Care Department will suggest that the customer call their 900/976 provider and would offer assistance to the customer in doing so.

To view a complete listing of Hamilton's call types and how they are delivered, please see **Attachment C.**

26. Caller ID

When a TRS facility is able to transmit any calling party identifying information to the public network, the provider must pass through, to the called party, at least one of the following: The number of the TRS facility, 711, or the 10-digit number of the calling party.

TRS True Caller ID (SS7)

Hamilton's relay platform has made use of SS7 signaling since February 2002, to deliver Caller ID in the same manner that these services are delivered today in the public switched network. Hamilton ensures continuous Caller ID service for Florida Relay because Hamilton has provided SS7 signaling for years and has gained significant experience in provisioning and making use of this technology.

Hamilton provides true Caller ID service where the actual information of the calling party (not the relay center number) appears on the called party's Caller ID box. Hamilton provides this information on all call types and on all carriers. Hamilton will bring true functional equivalence to Florida Caller ID relay users.

Hamilton receives and passes calling line identification information, including blocking information from all users calling through the relay service. If the Caller ID block indicator is enabled on the call when Hamilton receives it, the relay caller's number is not passed on to the called party. The call blocking information passes through automatically to the called party with

no relay intervention. The relay user has complete control over blocking information with their local phone company.

All relay users, even those who do not subscribe to Caller ID service from their local telephone company, benefit from SS7 signaling through faster connection times to the relay. Because of SS7 technology, originating parties calling in to the relay reach the relay through the telephone network an estimated 5 to 6 seconds faster than in the past. These individuals also wait 5 to 6 seconds less after the CA dials the terminating number.

With Hamilton's advanced SS7 technology, Caller ID information is automatically delivered to a 911 emergency center just as if the relay user had called 911 direct. As the FCC desires, Hamilton is making use of SS7 technology to facilitate the seamless transfer of caller information to a PSAP.

Hamilton's provision of Caller ID and its SS7 technology is in compliance with all FCC rules.

27. Last Number Redial

Last Number Redial would allow the caller to have the system dial the last number called via relay without the caller having to give the number to the CA

Hamilton offers Last Number Redial in which it will store a relay user's last number dialed in its database for twenty-four hours after the caller disconnects from Hamilton's system. The next time the relay user calls relay, this information will be available to the CA on the workstation. The customer may instruct the CA to "dial my last number" or give a new number to the CA to dial.

28. Obscenity Directed at the Operator

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

Verbal Abuse or Obscenity Directed to the CA

If a relay user becomes abusive towards a CA (calling names, etc.) or does not give a number to dial, Hamilton's procedure is to send a hot key requesting the number to call three times, waiting approximately 20 to 30 seconds between each time the hot key is sent. If the CA is still being harassed or is not given a number to dial, a supervisor will be called. The supervisor will try to determine why the caller is using obscenity and to explain that this is inappropriate. If abuse continues or there is no response, the call will be documented and disconnected.

Hamilton's Communication Assistants are trained and advised of Hamilton's policies and procedures which prohibit the counseling, advice, or interjection of personal opinions or

additional information into any relay call or the making of any value judgments regarding any aspects of the call. Obscenity included in the conversation between the inbound and outbound parties, even if it is referring to a CA, will not be construed as obscenity directed at the CA.

29. Emergency Calls

The provider must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner. In addition, a CA must pass along the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.

Hamilton's Procedure for Handling TRS Emergency Calls

Hamilton partners with a national provider of emergency calling telephony services, a company named Dash Carrier Services (Dash), for processing emergency relay calls. Hamilton's emergency call procedures are as follows:

- If the caller has the local emergency number which needs to be accessed, the call is promptly placed and handled in the same manner as any other relay call.
- In the event that a caller asks Relay to call 911 the CA will connect with Dash, which is accomplished with a stroke on the keyboard.
- Dash automatically accesses its database and routes the call to the appropriate 911 Center.
- The CA processes the call in the same manner as any other relay call.

Back-up Emergency Procedures

As a back-up to Dash in the event that Dash is unable to match the caller with the appropriate PSAP, Hamilton has procedures in place to access its own emergency database:

- Hamilton's relay software takes the NPA/NXX information from the ANI of an incoming call and matches it to information in its database. The ANI indicates what city or location a call is coming from. This NPA/NXX information is then cross-referenced to a list of locations in Florida stored in the database. Hamilton will map each NPA/NXX in Florida to the appropriate PSAP. Once this search is complete (it only takes a second) the correct emergency telephone number is loaded automatically into the "outdial" box and the Communication Assistant can immediately dial the appropriate emergency personnel. This process ensures that Florida Relay users have access to the correct and appropriate PSAP when their call is handled in any Hamilton facility.
- Hamilton passes the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.

- If the caller is using a cellular or wireless phone, the ANI is not a good indication of where the caller is actually calling from. In this case, the CA asks for the nearest city name and initiates an automated search for the appropriate PSAP. If several PSAPs are listed for the same city, the CA will try to identify the correct one with a quick question to the caller.
- Hamilton's emergency database application described above meets the current requirements established by the FCC.

FCC Rules for Emergency Calls

In the June 2004 order, the FCC adopted the definition of "appropriate" PSAP as "either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner." Hamilton's database automatically and immediately transfers the caller to the appropriate Public Safety Answering Point based on NPA/NXX information.

The key to providing the best service in emergency situations is to maintain an updated list of Public Emergency Service Answering Point numbers (i.e. 911 centers). Hamilton accomplishes this through two mechanisms to ensure that relay users are connected to the appropriate PSAP: 1) through the use of Dash's 9-1-1 database and 2) through Hamilton's own PSAP database, which it will maintain for Florida. Hamilton's policy brings a great deal of security to relay users.

TTY to TTY Communications Between PSAP and Caller

Hamilton will process direct TTY to TTY communications between the PSAP and the TTY caller. Hamilton will "release" these calls if so desired.

If a Caller Disconnects Before Being Connected to the PSAP

In the event that a caller disconnects before being connected to the PSAP even if the CA is unable to get the number of the caller before the call is disconnected, Hamilton's relay technology contains a notification feature that initiates a command to Hamilton's software to write a record of the ANI calling for emergency assistance. The Supervisor can then access this information if needed, so no matter when the caller hangs up, Hamilton can send the correct ANI information to the 911 center.

The Supervisor will contact the appropriate 911 center and give the dispatcher any pertinent information collected on the call. This includes ANI for the caller so that if the 911 center has "Enhanced 911 Services", emergency personnel will be able to locate where the person in need is calling from.

Hamilton is not intending to be a 911 center; however, as stated above we will not turn away an emergency situation and Hamilton will take all reasonable steps possible to get the call placed

and summon any necessary help. During the course of any such calls, the CA continually attempts to solicit as much information as possible about the nature of the emergency so that in the event that the caller cannot complete the call for any reason, the CA may have an opportunity to seek out the appropriate emergency assistance. The CA then gives the dispatcher any pertinent information collected on the call even if the originator of the call has disconnected. This includes ANI for the caller so that if the 911 center has "Enhanced 911 Services", emergency personnel will be able to locate where the person in need is calling from. This meets the FCC's new requirement where a CA must pass along the caller's telephone number to the Public Service Answering Point (PSAP) when a caller disconnects before being connected to emergency services. This allows the PSAP to follow their regular procedures, which is to call back the person calling for help. If time allows, the CA will let the relay user give this information to the dispatcher through normal call practices.

Hamilton handles emergency calls as expeditiously and effectively as possible even though the center is not designed to be a substitute for 911 centers.

Through its outreach programs and outreach materials, Hamilton educates relay users about how to use 911 services. As a part of this information, Hamilton encourages relay users to call 911 direct and to contact their local emergency service personnel using a TTY to ensure that the 911 center will process a TTY call correctly if there ever were an actual emergency.

In addition, Hamilton gives presentations to 911 centers routinely as part of its outreach program. Hamilton provides training and other assistance to emergency dispatchers to ensure TTY calls or relay calls are handled correctly.

30. Blockage

The provider is responsible for ensuring that 99 percent of all calls reaching the provider's relay center per day are either answered or continue to receive a ringing signal. Calls that are blocked must receive a network blockage signal of 120 interruptions per minute.

Call Blockage

Hamilton's relay service is designed to a P.01 standard. No more than one call in 100 will receive a busy signal when calling the Relay Center at the busiest hour. Hamilton defines "blockage" as any call that arrives at the relay switch but is not answered by a live CA ready to process the call within 90 seconds, or due to the customer receiving a busy signal. Hamilton ensures call blockages for FTRS users will be no different than experienced by voice-to-voice non TRS callers.

There has been no blockage at our switch points because our incoming network capacity is well in excess of any peak load requirements. Relay users never receive a busy signal from Hamilton. If a relay user does reach a busy signal, there is a problem somewhere else in the network that is

not under Hamilton's control (i.e. local network, long distance network, equipment, etc.). Although very unlikely, in the event Hamilton's switch is down, calls are automatically rerouted (Hamilton's switch puts all calls in a "queue" in order to handle them in the order received and to assign them on a rotating basis to the various workstations) or intercept messages are used rather than busy signals.

Hamilton designs its systems to prevent blockage. Hamilton's switch is a high-speed, stand-alone, **non-blocking** digital switching matrix. The system is fully redundant to insure quality and reliable performance, making blockage or any downtime nearly impossible. The system auto-detects any problems and moves to the secondary system immediately if necessary.

Another measure Hamilton has taken to prevent blocking is to use networks that make use of SONET survivability technology. All of the networks controlled by Hamilton - from the point a relay user picks up the phone in their home or business, through the relay and then back to the other phone being called - are redundant and can survive fiber cuts and other such outages. This allows Hamilton to maintain its zero percent blockage rate at the network level. **Hamilton looks forward to providing Florida users a type of relay service where blockage does not exist.**

Hamilton uses the Public Switched Network between the origination point of the call and our interexchange carrier's point of presence and in the reverse for outbound. Trunks are purchased from a certified IXC and handle traffic back and forth from the IXC point of presence to Hamilton's relay switching platforms. Trunking capacity between the local network and the relay switching platforms, for both originating calls and terminating calls, is more than sufficient to assure that blockage does not occur under any reasonably foreseeable operating conditions. These trunks also have overflow capabilities among all Hamilton facilities.

Hamilton's transmission circuits meet or exceed industry interexchange performance standards for circuit loss and noise. Hamilton has no busies at its center because of a lack of facilities. Hamilton's system is currently provisioned in such a manner that call blockage or busies never happen. This meets the FCC requirements.

As stated above, Hamilton never sends a busy signal. The only time relay users will experience a busy signal is when the relay user is experiencing an outage or other technical difficulty in their own local or long distance telephone network.

TRS Blockage Measurement

Hamilton monitors and measures its TRS blockage rate every thirty minutes, twenty-four hours a day to ensure its service remains at P.01 or better. Should the grade of service fall below P.01, Hamilton will take immediate action to correct the situation.

31. Answer Time

The provider is responsible for answering, except during network failure, 85% of all calls daily within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold, of reaching the relay switch. Elapsed time is calculated from the time inbound calls reach the relay switch. In calculating the percentage of calls meeting the answer time standard, the numerator shall be the total number of calls per day that are answered (with a CA ready to serve) in 10 seconds or less. The denominator shall be the total number of calls per day reaching the relay switch. Answer time shall not be reported as an average speed of answer or by using a weighted service level.

Hamilton will answer eighty-five percent (85%) of all Florida Relay calls within 10 seconds from the time the call enters the TRS system during all times of the day by any method which results in the caller's call immediately placed, not put in a queue or on hold. This includes all special services call types such as STS, VCO, etc. Hamilton will include abandoned calls in this daily answer performance calculation.

Hamilton will meet this FCC requirement as it relates to measurement of answer performance (including abandoned calls in this daily answer performance calculations). Relay users do not wait long for a Hamilton CA to answer the call. Hamilton is dedicated to providing high quality relay service to all its users and will maintain high standards for the State of Florida.

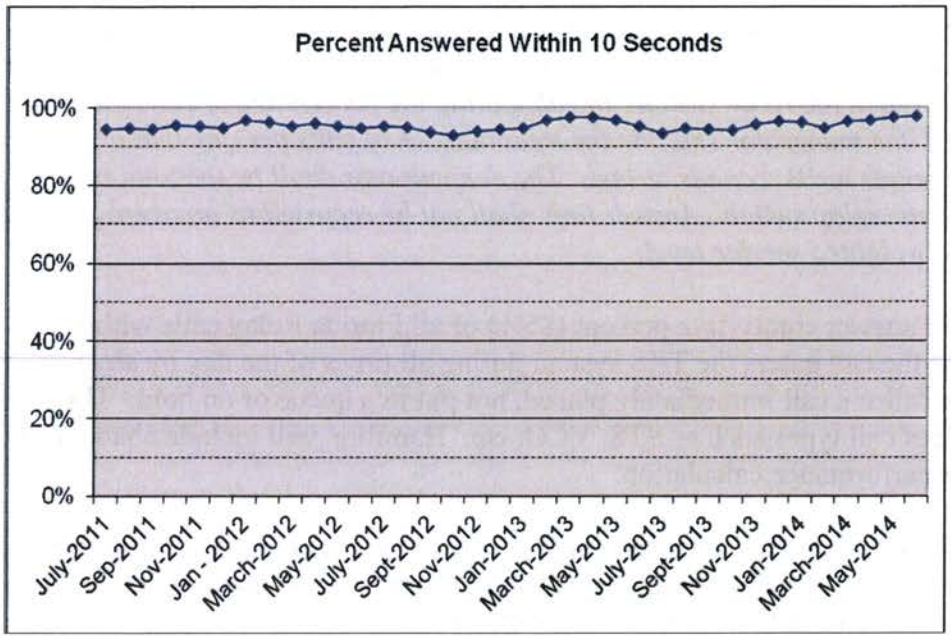
Hamilton demonstrates high quality service through its answer performance and its ability to deliver high quality call processing. Several of Hamilton's states require answer performance above the FCC's 85 percent of all calls answered within 10 seconds requirement. In fact, several of Hamilton's states require that 90 percent of all calls be answered within 10 seconds on a daily basis. With this high standard, Hamilton will meet answer performance standards for the State of Florida.

Hamilton's Average Answer Time is low. Hamilton provides a type of high quality relay service that is responsive not only to call volumes (ability to keep answer seconds low all the time) but is also responsive to individual relay users.

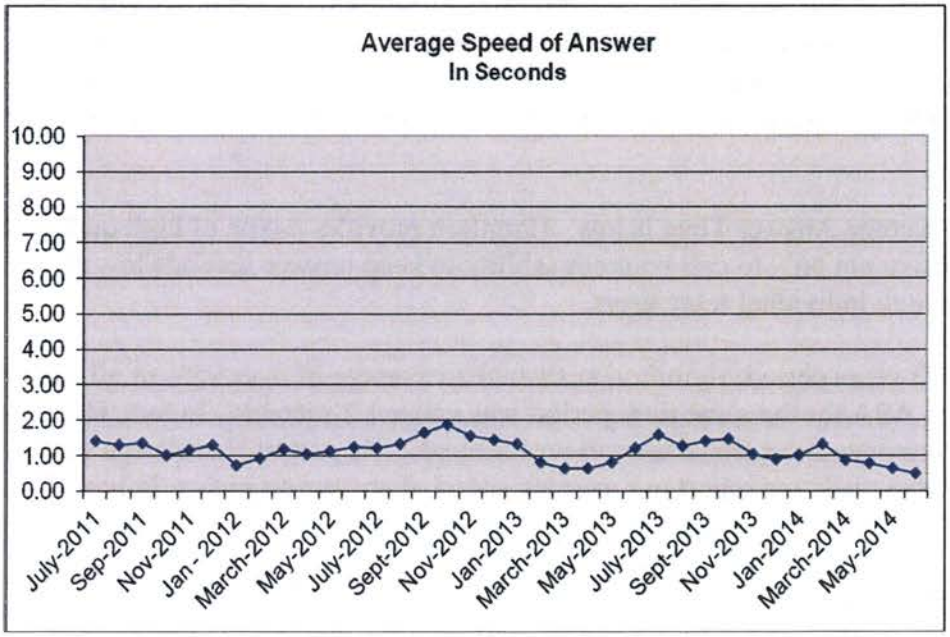
Over the past 3 years period, Hamilton answered an average of over 95% of all calls within 10 seconds daily; ASA for the same time period was under 1.2 seconds. In fact, Hamilton consistently provides exceptional answer performance. As part of Hamilton's standard reporting package, we also track and report our average speed of answer on both a daily and monthly basis.

Below are charts showing Hamilton's call processing statistics for the past 36 months.

Hamilton averages over 95% of its calls answered within 10 seconds for the past 3 year period.



Hamilton's average speed of answer for the most recent 3 year period was less than 1.2 seconds.



Hamilton consistently answers faster than any of its competitors. In fact, Hamilton typically produces the lowest Average Answer Time in the relay business. This is an important distinction. For example, if a provider has an Average Answer Time which is 2 or 3 seconds compared to Hamilton's 1 or 2 seconds (or lower), and this is added to 10,000 or 20,000 calls during a month, relay users are waiting an additional 3 to 6 hours each month for a Communication Assistant for service.

Average Answer Time is probably the most important indicator of service accessibility in a relay center. It is the most effective statistic for predicting if a relay caller has to wait for a CA to answer. In this most important area, Hamilton's Average Answer Time performance is superior.

Hamilton relay users do not experience excessive delays between the CA answering and the CA processing a call. As soon as a relay call arrives at the workstation, the workstation automatically connects the call preparing the CA for an immediate response to the relay user.

Hamilton trains its CAs to ensure that as soon as the originator of the relay call has given the CA the telephone number to dial, the CA will dial the number immediately. Once a voice originator has given the number to the CA, the CA will voice the number back to ensure accuracy, then immediately dials the number. A TTY originator will receive a text macro from the CA as soon as the TTY user types GA to the CA. The automated hot key says "Dialing Toll (AT&T) XXX-XXX-XXXX" (if a long distance call). As this hot key is sent, the number is being dialed. This is just one more way Hamilton brings efficiency to the states it serves. Hamilton works very hard to reduce call setup and wrap-up times to ensure the fastest, most cost-effective relay service possible.

The answer performance calculations taken from Hamilton's call detail record will be reported to the FPSC in its monthly reports. Answer performance calculations will also be reported to the FPSC in Hamilton's annual reports. Hamilton will report Average Answer Time on a daily basis in seconds with a range of answer times for the month. Hamilton measures ASA by using the sum of actual answer seconds divided by the number of inbound calls on a daily and monthly basis. Hamilton measures ASA by sampling the answer time every 30 minutes of operation (beginning and ending at midnight) and evaluated on a daily basis. Hamilton will report ASA to the FPSC on a monthly basis. Hamilton also includes this information in its Annual Report.

Hamilton is delighted to offer an unmatched quality of service which will greatly benefit the relay users across Florida as well as the FPSC.

Hamilton knows that the underlying goal of the relay is to provide users access to the telephone network that is functionally equivalent to persons without communications impairments. Hamilton does and will continue to monitor and manage its call centers in order to produce the best traffic standards in the industry.

Hamilton understands and will comply with answer time reporting requirements. Hamilton will report the daily number and percent of incoming calls answered within 10 seconds. Hamilton never uses a weighted service level to calculate answer performance. Please see **Attachment F** for a sample report.

Please see further in this Tab in **Section B.35** to review Hamilton's back-up plan which includes Disaster Recovery, Homeland Security Action Plan and a Pandemic Plan and a detailed description of how Hamilton makes use of alternate switching of calls and the provision of redundant circuits to geographic areas. Hamilton's alternate routing plans are designed to ensure continuous service to Florida Relay.

32. Equipment Compatibility

It is necessary for the system to be capable of receiving and transmitting in both Baudot and ASCII codes as well as voice. It is also required that the relay system be capable of automatically identifying incoming TDD signals as either Baudot or ASCII. All equipment shall be compatible with the basic protocol of TDDs distributed in Florida through the Administrator.

Hamilton will furnish all necessary facilities, personnel, equipment, software, circuits, telephone service, training, start-up and testing to operate FRS in a manner that meets or exceeds all Federal, State and RFP requirements. Hamilton's transmission circuits meet or exceed industry interexchange performance standards for circuit loss and noise.

Hamilton has all of the necessary equipment needed to be capable of receiving and transmitting in Voice, Turbo Code, ASCII or Baudot formats. All equipment is compatible with industry-wide standards. Hamilton's modems can auto-detect the difference between ASCII and Baudot signals within the same modem so that each call is connected correctly. Hamilton will furnish all necessary telecommunications equipment and software to be capable of communicating with all Voice, Baudot and ASCII calls at the correct Baud rate. Hamilton's workstations and switching mechanisms are flexible enough to process other formats as they become available to relay users.

TRS Automatic Numbering Identification (ANI) Technology

Hamilton's switch utilizes a self-learning database, which allows Hamilton to automatically connect relay users in the correct mode. This allows for faster call setup. The advantage to the relay user is that connections are made faster with more reliability without a recording. Our internal testing indicates that this feature and the manner in which we have deployed it saves anywhere from 2 to 5 seconds of call set-up time compared to other centers, thus cutting costs to the State on a per call basis.

Hamilton has an automatic identification of connection speed system within its relay platform. This feature provides automatic connection at the speed of the equipment used by the caller for any caller who has used Hamilton's Relay Services at least one time before. The "self-learning"

database is updated the first time callers reach our center with their originating telephone number and connect mode. On text calls, Hamilton first sends Turbo Code signals and then ASCII signals to the new relay user. If no connection is made, Baudot tones are then sent. Once a connection is made, this information is recorded and stored with the relay user's associated ANI in Hamilton's database. A first time caller through Hamilton's relay center will experience a varied connect time depending on the equipment used. Since Baudot tones are the last tones sent, relay users with this type of equipment will wait a few seconds more on the first call.

However, after the relay user's first call, the connect time is reduced significantly since Hamilton recognizes the user's ANI and connects at Baudot immediately on the next call.

As described above, Hamilton's self-learning database records the connection speed of a text call associated with the ANI of the caller. If the end-user changes equipment, Hamilton's system attempts to connect at the next higher speed automatically. This ensures that the switch will make the higher speed connection. After the first call, our center's equipment automatically connects the caller in the correct mode when connected to that particular telephone number. Hamilton's automatic identification of connection speed allows Hamilton to further reduce call set-up times, giving us a rather large advantage over our competition.

Hamilton's automatic identification of connection mode reduces valuable call set-up time for relay users and connections are made faster and with more reliability. Hamilton receives a relay user's connection speed or voice signal and matches it with the user's ANI and stores it in our database. From that point on, any time Hamilton Relay receives a call from that ANI, Hamilton automatically connects in the appropriate connect mode without the customer completing a caller profile. This type of technology is just another example of how Hamilton is continually customizing its relay service while shortening the number of session minutes.

Hamilton currently stores each relay user's connection mode information based on the user's ANI in its database. Hamilton has the ability to add additional information to its database including carrier of choice, call handling preferences, if the person wants the call interpreted, and any other call handling requests via a customer profile. When a relay user calls the relay, the customer's profile appears on the CA's screen. This allows the CA to process the call according to the customer's preferences without the customer needing to repeat preferences on every relay call.

Outbound calls are dialed out in voice mode so the CA can hear the progress of the call. If the phone is answered by a modem the CA will switch to the appropriate mode of Baudot or ASCII based on the tone heard with one keystroke. If the call is answered by a voice person, the CA will request the text device if a voice user originated the call.

33. Transmission Levels

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

All transmission circuits will be owned by Hamilton or purchased from an authorized interexchange and/or local exchange carrier. These facilities will meet or exceed industry interexchange performance standards for circuit loss and noise. Currently all of Hamilton's relay centers are meeting standards outlined in the American National Standard Institute (ANSI T1.506-1977) and will continue to meet any updated standards during the term of the contract.

34. Measuring Equipment Accuracy

Every meter, recording and ticketing device used to capture call details for billing subscribers or the FPSC/Administrator as well as for providing traffic information shall be tested prior to its installation and shall be accurate 97 percent of the time to within a one second grace period. All equipment shall be maintained in a good state of repair consistent with safety and adequate service performance. Quarterly testing of the measuring equipment accuracy shall be performed by the provider and files should be maintained for the duration of the contract for FPSC review upon request.

Hamilton understands and will comply. Today, Hamilton's accuracy greatly surpasses 97 percent. Hamilton's switch is acceptable for all public phone measurements and its accuracy is guaranteed by the manufacturer. Please see the next Section in this Tab for detailed information regarding Hamilton's switching system. In addition, Hamilton syncs its timing devices to the atomic clock in Boulder on at least a weekly basis. To ensure the highest level of service, Hamilton's technical staff monitors all systems daily and scans all log files daily for any indication of a potential problem. All CAs complete an observation sheet for any calls in which they experience a technical difficulty so that technicians can analyze and identify any potential problems. Hamilton will provide a very high level of reporting accuracy to the State of Florida.

35. Emergency Operations and Uninterruptible Power

In addition to a minimum of thirty (30) minutes battery capacity sufficient to operate each relay center processing Florida relay traffic at busy season busy hour load, each relay center shall have installed emergency power generating equipment capable of maintaining the relay center's operations. The uninterruptible power system shall support the switch system and its peripherals, switch room environmental (air conditioning, fire suppression system, emergency lights and system alarms), operator consoles/terminals, operator worksite emergency lights, and

Call Detail Record recording. Provisions shall be made to meet emergencies resulting from failure of power service, sudden and prolonged increases in traffic, storms, lightning, etc. Employees shall be instructed as to the procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of relay service.

The bidder shall describe its plan for dealing with all types of natural and man-made problems (e.g., hurricanes, lightning strikes, fires, etc.) which either isolate the relay center and prevent calls from reaching the center or cause the center to be unable to operate. In addition, the plan should detail the steps which will be taken to deal with the problem and restore relay service.

The provider shall inform the contract manager of any major interruptions to the operation of the relay center extending beyond five minutes duration. The contract manager shall also be informed when it becomes known to the relay center that any portion of the state is isolated for more than five minutes from the relay center. The provider shall also provide a written (or e-mail) report to the contract manager after restoration of service.

Although it is not mandatory, the FPSC urges the provider to subscribe qualifying facilities for priority restoration under the Telecommunications Service Priority Program.

Uninterruptible Power

All of Hamilton's relay centers make use of an uninterruptible power source with full battery backup to operate each center at full capacity for extended periods of time. In addition, Hamilton's battery back-up systems have the capability to automatically connect to a generator at each of its existing relay centers. The combination of battery and generator back-up allows Hamilton to provide relay service for **days and weeks at a time during power outages, well exceeding the eight hour requirement.**

The power system supports the switch system and its peripherals;

- Switch room environmentals
  - Air conditioning/heating,
  - Dry fire suppression system
  - Emergency lights
  - System alarms
- CA consoles/terminals
- CA work-site and lighting and
- Call Detail Record (CDR) recording at each center

Hamilton provides auxiliary power sources for nine central offices in addition to all its relay centers. Hamilton has significant experience at purchasing, installing, testing and insuring that such back-up equipment is in place. All of Hamilton's back-up power systems have redundancy features functionally equivalent to the equipment in normal central offices including uninterruptible power for emergency use.

TRS Switching System

Hamilton's second generation relay platform makes use of an Excel telecommunications switch. Hamilton's switch is a programmable, non-blocking switching system that supports a wide range of digital telephony services. Its open, modular architecture and programmable interfaces allow for simplified and cost-effective application development. Hamilton's switch supports up to 2,048 ports in a single high-density system. Its components include a matrix CPU, network interface cards, Digital Signal Processing service cards and SS7 packet engine cards. Hamilton's switch adapts to all standard network and line interfaces, including T1, E1, J1, and ISDN PRI.

The InterCall Switch Operating System (ISOS) was developed in response to the need to quickly develop applications on the Excel Inc. programmable switching platforms.

The ISOS can simply be loaded on a UNIX host, and plugged into the switch to offer basic tandem type switching capabilities including routing and call detail records. The ISOS is a fully operational basic switch and has great flexibility. Hamilton took advantage of this flexibility and has customized many relay functions in the ISOS operating system.

Hamilton's relay workstation application takes advantage of the power and flexibility of the ISOS operating system. It provides a high level of CA control processing with complete flexibility to connect any type of call protocol to any other type of call protocol. A database was developed to maintain a preference of each caller to speed up call connections and to provide information for tailored call processing.

Hamilton's switching systems contain a fully redundant central processing unit on hot standby with automatic failover. This is to ensure that no calls are dropped due to technical failure. It also has a redundant power supply on hot standby. Backup control and database servers are also on hot standby with automatic failover. Hamilton maintains an inventory of spare critical components for the switching system onsite to ensure that the required levels of service are met (listed below).

Hamilton's switch is a high-speed, stand-alone, non-blocking digital switching matrix. The system is fully redundant to insure quality, reliable performance. The system utilizes a standard T1 interface that enables it to be linked to other digital switches. All cards and power supplies within the system are redundant which gives us the flexibility to switch from one side of the switch to the other to perform updates or to troubleshoot without interrupting call processing. The system is set up to automatically access the secondary operating system on the switch with no human intervention. The system auto-detects any problems and moves to the secondary system immediately if necessary.

The on-sight switching system spare equipment includes:

- D4 channel bank
- All required channel bank cards
- T1 CSU packs
- Switch T-1 card
- Switch conference card

If one of Hamilton's switching systems cannot be returned to service by transferring control to redundant equipment, the calls automatically will overflow to another switching system. Hamilton's switching systems are designed to provide a very high level of operational security with two fully redundant processors and power supplies in each switch. Each fully redundant control system, which includes keyboard, monitor and printer capabilities, is used to control and monitor each of the switching systems. **The control systems provide online system monitoring and real-time programming capabilities that will not take the system off-line and the ability to perform preventative maintenance or repair while the system is online.** Remote capabilities are also provided so the system can be remotely monitored, reconfigured or controlled as necessary. All of this is provided to insure the required levels of service are always met.

In an effort to keep abreast of the latest technology, Hamilton has made changes to its relay platform in recent years.

Switching

- Upgraded its switching servers to new hardware that is more than 50 times faster than the servers they replaced.
- Evolved operating systems on switching servers from 32 bit system to 64 bit system with more robust hardware support. This new environment also provides improved debugging tools, which increases the speed of troubleshooting and correcting errors.
- Tested and deployed new switching control code which:
  - Allows additional ad hoc reporting capabilities for comprehensive traffic analysis.
  - Enhanced failover and recovery. The new system is much more seamless if the main host should fail, and allows the secondary host to take over much faster. This in turn has further increased Hamilton's capabilities to avoid service interruptions.

Hamilton's host controller software is a highly customized software that we have migrated to multiple platforms and receives new enhancements and security patches as applicable. We own the source to this code and therefore no other company has access to it. We support our own software internally and are not necessarily bound to any specific hardware option and even keep open the option of moving to an entirely new switch hardware if our current platform of choice stops meeting the needs of our customers. Flexibility is one of our goals, and we are very quick

to adapt to the desires of the states which contract us. Owning and writing our own code allows us to do this. Other providers may not fully understand the capacities provided by this solution if they are using a host controller software that does not allow them the same customization and flexibility.

Database

- Replaced database servers with new hardware that is more than 50 times faster than the servers they replaced.
- Replaced legacy profile database servers with SQL servers for improved redundancy and database management.

Hamilton uses MS SQL because it meets our needs perfectly. However, we always strive to not be bound by any one hardware or software. We also use MySql and have used Sybase in the past – we are not so beholden to any vendor that we will always use their products for every circumstance. One of Hamilton's benefits is that we can very quickly and efficiently introduce new technology, something that larger companies are just not able to do.

Workstation

- Completed a multi-year upgrade of all production workstations to newer, standardized hardware.
- Upgraded workstation operating systems from 16 bit to 32 bit which provides a higher level of stability.
- Rolled out several new workstation versions to support a variety of new features.
- Upgraded the STS Database to include:
  - STS Relay users can set-up their preference to include contact information by hours of availability and location. This allows a hearing user the ability to ask for the STS user by name and be automatically connected with them at their registered location based upon the hour of the day and day of the week.
  - Retained information from one inbound call for subsequent calls
    - Hamilton's STS Preferences allow for temporary dictated messages to be saved for 2 hours after the completion of a call, in case that dictated message may be needed again. The message is associated with the ANI, so if the caller dials SDR from the same number within the next 2 hours, that message is still available for use.
  - 411 – the ability to ask callers to call by name rather than by number
  - Mute or not mute transmission of the STS user's voice to the other party
  - Inform the CA if the STS consumer uses a voice synthesizer and Augmentative Alternative Communication devices, as well as the brand
  - Direct the CA to ask specific questions of the STS user before the call begins, including "Shall I tell the party who is calling?"

- Determine who will explain the relay to the other party
- Require the CA to confirm call handling preference before dialing the requested number
- A standard message to leave on an answering machine
- 50 frequently called numbers that can be dialed by name or number
- Inform the CA if the person the STS user is calling is familiar with Speech-to-Speech
- Inform the CA if the number being dialed is a business, financial institution, personal/social contact
- Other special instructions
- Visually Assisted Speech-to-Speech
- Dictated messages to be left on answering machines stored in customer preference for 2 hours

In 2013 Hamilton rolled out its upgraded Workstations which make use of the latest networking and technology available. They include less hardware, larger monitors and enhanced features as well as more on-screen prompts and a more automated process. Among other new features, Hamilton's new workstations include:

- Easy CA Interface
- Streamlined Workstation
  - Less hardware
  - All server based
  - Bigger monitors
- Enhanced Features
  - Latest headset technology
  - Ability to route 711 calls based on preference requests, such as CA gender preference, Spanish, or STS
  - Customer Service numbers accessed in the system
  - An automated search feature for selecting Long Distance Carriers
  - Faster and easier access to preference data
  - E-Turbo Code
- Flexibility and Gained Efficiencies
  - Remote workstation capability
  - Reduced call set-up and wrap-up
  - New processes to reduce misdials

These technology upgrades allow us to provide more choices as well as faster and more accurate call processing for our relay users.

Hamilton has either developed and owns or has properly licensed software and software source, firmware and other related intellectual property related to the Hamilton relay platform which may be required to perform the relay services described in this response. Hamilton will continue to add features, develop, enhance and upgrade its relay platform to provide the latest in relay services to all of its relay customers.

Disaster Recovery Plan

Hamilton Relay's Disaster Recovery Plan allows us to deal with all types of natural and man-made problems including but not limited to terrorism and phone line cut accidents. The plan details the level of escalation which will be employed to deal with the problem and restore service. The plan is also designed to ensure that no aspect of relay service is impaired. Hamilton's Disaster Recovery Plan establishes three levels of disaster recovery. As a result, Hamilton is prepared for all types of disasters.

If any level of the plan is implemented and a problem occurs which escalates the situation to a higher level of service interruption, the next level of the plan will be implemented.

Hamilton has defined specific time frames in which each action step of the disaster recovery plan should be enacted. A detailed record of each step taken as well as the time the step was put into action will be recorded.

This document continues to evolve as new technology and procedures are implemented. As a result, Hamilton is prepared for all types of disasters.

Back-up Plan

Hamilton's back-up plan includes a detailed description of how Hamilton makes use of alternate switching of calls and the provision of redundant circuits to geographic areas. Hamilton's alternate routing plans are designed to ensure continuous service to FRS. Throughout this section, Hamilton describes several different scenarios that may result in the use of alternate facilities and how Hamilton will continue its relay operations under any "back-up" conditions.

Through the routing and backup capabilities that Hamilton can utilize as a result of five centers, FRS users should rarely if ever experience any type of downtime. The Louisiana and Nebraska switching sites connect to fiber facilities on sonet rings to carry incoming and outgoing relay traffic from our IXC's point of presence to the center. In addition, Hamilton uses dual processor switches. This type of network security guarantees continuous technical service. It would take many major trunk outages on several major independent routes for Hamilton to be without service. With this configuration, our technicians are almost always in a position of having at least one routing option and more than one switching option as a backup in the event of any failure in hardware or software. In addition to switch sites in Nebraska and Louisiana, Hamilton has geographically diverse routes connecting the workstations in all call centers to the switch in Nebraska. There are also geographically diverse routes connecting workstations in all call centers to the switch in Louisiana. Hamilton TRS workstations in all centers can be connected to either switch. Circuits between the facilities are redundant in both scenarios.

1. Hamilton uses the public switched network to connect relay users to Hamilton's relay network. When a relay user calls the relay, the call is placed on the public switched network and is then delivered to Hamilton's (or its IXC's) point of presence. Hamilton has a point of presence for each of its switch locations. The public switched network has many layers of redundancy and many redundant circuits to geographic areas where users are concentrated. Hamilton does not control an outage in the public switched network nor does Hamilton control the messages used when an outage occurs in the public switched network. However, because of the redundancy within the public switched network, outages within the public switched network are very rare.

2. If a disaster affects local incoming circuits, traffic is automatically rerouted around fiber rings in the local or IXC networks without any call interruption to Hamilton's relay switches. These circuits are on redundant fiber rings and can survive physical cuts in one location without interruption to relay calls.

3. If the disaster is such that the outbound and/or local inbound circuits are affected in one of Hamilton's switching networks on all facilities (very unlikely) then the traffic would be rerouted by automatic overflow through a diverse and separate existing public switched route to the unaffected switch site. The Nebraska Center's provisioned public switched network provides us the option of going three different directions for the incoming and outgoing circuits needed to operate the Nebraska center. One direction is through facilities going east from Aurora using our east fiber ring and then continuing east using a combination of copper and fiber facilities owned by Windstream to the carrier's point of presence in Lincoln, Nebraska. Another route which is used for outgoing interlata traffic goes west of Aurora using our second fiber ring through Doniphan, Nebraska then Hastings, Nebraska and onto Windstream's fiber ring back to all of the major carrier's point of presence in Lincoln. A third route, which is all fiber, and is the primary route used for all incoming and outgoing intralata relay traffic runs between Aurora and Grand Island, Nebraska. Once in Grand Island, incoming call traffic reaches Hamilton's Point of Presence in Grand Island and is hauled to the Nebraska Relay Center. Depending on the location of the disaster, Hamilton can assign priority traffic to go on any of these routes. If the Louisiana switch is not operational, all incoming calls are automatically rerouted over another network facility to the Nebraska switch immediately. This is pre-programmed into the network. Full reporting capabilities are maintained throughout this whole process.

4. Through its underlying carrier, Hamilton has access to the routing plans for all of its 800 numbers and can change those plans at any time. This means that Hamilton can send traffic associated with any of its 800 numbers to any switching point and can even allocate traffic from one 800 number to multiple switches.

5. With multiple redundant routes even at the local loop level, the Florida TRS traffic will reach a Hamilton relay switch for call processing. This type of configuration assures network security for FRS users 24 hours a day.

6. If a disaster would result in the destruction of our equipment requiring replacement components not maintained on-site, Hamilton will overflow all of its relay traffic to the other centers not affected by the disaster. Traffic simply can be routed to the other centers still in operation while the original center becomes operational again. This acts as an additional level of security.

7. The routes described above are used to route calls to another center for overflow purposes if we are experiencing long queue times at any center. No calls are dropped during this overflow process or when alternate facilities are used. No messages will be transmitted to users if alternate facilities are used. Overflow and the use of alternate facilities happens automatically. Full traffic reporting is maintained during any use of alternate facilities.

8. At almost all points in Hamilton's network and in the IXC networks used by Hamilton, circuits used for originating and terminating the traffic have redundancy levels equivalent to or exceeding those used for voice conversations in the Public Switched Network.

By having five relay centers, two main switching points with dual processors, many alternate facilities within the local and long distance network for the routing of relay calls and backup switching equipment, Hamilton is in a position to ensure that FRS will experience minimal downtime as a result of network or switching failure. A disaster of large proportions would need to occur to knock out all five centers at the same time since all five centers are geographically separated by great distances. Hamilton takes great pride in its reliable and quality relay services. Provisioning its switching and routing network in such a manner to secure no downtime is just another example of Hamilton's dedication to relay users.

Other Measures used to ensure that the relay user's call reaches one of Hamilton's Relay Centers

No interruption in service due to natural disasters

Hamilton knows what it means to be prepared. For years, Hamilton has had plans and procedures in place to counter the threat posed by hurricanes, blizzards and other severe weather.

Hamilton's relay center in Baton Rouge, Louisiana remained fully operational – the relay did not go down at all during several major Hurricanes (Katrina, Rita and Gustav). Even though several locations in Louisiana experienced outages with the LEC (which is out of the relay provider's control), as long as the customer was able to place a call to the 800 number, they reached our relay center and we placed their calls.

The 2010 Mid-Atlantic blizzard closed roadways and adversely impacted infrastructure throughout the region. Hamilton's Maryland Relay Center, anticipating this storm, made advance preparations. Gathering food and basic living supplies, many employees of the Maryland Center stayed overnight in the center to ensure that relay users would continue having access to telephone service.

Likewise, the 2012 derecho storms which closed many business and travel routes in the Mid-Atlantic, did not prevent the Maryland Relay Center from operating.

In response to 2012's Hurricane Isaac, Hamilton activated its Emergency Preparedness Plan and took the following precautionary steps in advance of the storm's landfall:

- We had fuel on hand to ensure that our fuel-powered back-up generator could run for extended periods of time in the event of power loss in the Baton Rouge area.
- We stocked the Louisiana center with bedding, food, water and other necessary supplies to support our employees as needed during the height of the storm.
- History has shown that when there is a disaster, there is an increase in call volume. In preparation for a potential influx of traffic, we recruited additional staff to stay overnight in the Louisiana center. We also scheduled additional staff in the other Hamilton Relay centers located in Georgia, Nebraska, Maryland and Massachusetts to ensure sufficient staffing should the Louisiana center staff have difficulty arriving to work.
- Because Hamilton processes also Captioned Telephone calls, Hamilton and CTI carefully reviewed staffing needs to make sure that we were prepared for a potential increase in CapTel traffic. We recruited additional Captioning Assistants in our Louisiana, Nebraska and Maryland centers.
- Additionally, in the event that circuits in our Baton Rouge center were affected, Hamilton's active participation in the Telecommunications Service Priority (TSP) Program requires local exchange carriers to restore service to the affected Hamilton Relay Center as quickly as possible consistent with the priority status assigned to the center.

Most recently, two of Hamilton's east coast centers were in the path of Superstorm Sandy. Hamilton once again activated its Emergency Preparedness Plan. Not only did all Hamilton centers remain fully operational during this storm, service levels continued to be met.

By having effective contingency plans in place, including back-up generators and emergency "on-call" teams of employees, Hamilton maintains the technical and human resources needed to continue operating during natural disasters.

In preparation for the hurricanes, a number of employees voluntarily stayed at the Louisiana Center over night, through the day of the storm and beyond, as we believed that this would allow the center to remain open for business the next day.

During all storms, we rerouted a portion of traffic from the Louisiana switch to the Nebraska switch to compensate for the anticipated staff shortfall in the Louisiana facility. The Louisiana center remained open and operational throughout the hurricanes, even though many employees were unable to travel to work during the storms.

Our other centers in Nebraska, Maryland and Massachusetts were able to bring in extra CAs to manage the additional traffic from the Louisiana Center. Employees in these centers did extraordinary things (rearranged schedules, worked long days, etc.) to process as many calls as possible.

Our network redundancy and great employees ensured success during a disaster of great proportions. We share this as an example of the measures Hamilton will take to ensure that every relay call is processed. The combination of Hamilton's network and its people simply guarantee the best relay service.

Department of Homeland Security Action Plan

Hamilton developed a plan of action relating to the Department of Homeland Security guidelines, to ensure that TRS will continue to operate in the event of terrorist acts. The U.S. Department of Homeland Security has a document titled "Every Business Should Have a Plan" that outlines measures business owners and managers can take to prepare for an attack or disaster. When developing the Hamilton Relay Emergency Plan, Hamilton followed the recommendations of the Emergency Preparedness and Business Continuity Stand, which was developed by the National Fire Protection Association and endorsed by the America National Standards Institute and the Department of Homeland Security.

Following is an outline containing the major points Hamilton considered when developing its plan to stay in business in the event of man-made and natural disasters:

- Be informed i.e. keep abreast of which disasters are most common in the areas of our facilities
- Continuity planning
- Hamilton carefully assessed how it functions both internally and externally to determine which staff, materials, procedures and equipment are absolutely necessary to keep TRS operating
- Determine which employees should participate in the plan, focusing on those with expertise vital to daily technical functions in addition to managers and executives
- Develop list of Administrators and contact information
- Emergency planning for employees

- Communication before, during and after disaster
- Emergency supplies
- Evacuation Plan
- Order evacuation – chain of command
- Emergency routes and exits
- Communicate with people who are deaf or hard of hearing, who might not hear emergency instructions given verbally or on intercom system
- Secure facilities i.e. seal or board the building/room
- Secure equipment
- Test back-up plan/alternate routing/battery back-up systems
- Communicate with service providers (underlying carrier and other TRS providers) to develop potential alternatives to power the vital aspects of TRS during an emergency
- Annual emergency plan review

Pandemic Plan

Hamilton's management team actively reviews and revises its Pandemic Flu Disaster Recovery Plan to make sure that it contains information that is both current and relevant. Specifics of the plan include:

- Developed plans with other relay providers to provide backup services to one another in the event that a national pandemic outbreak would impact staffing and service levels.
- Review list of local emergency contacts to ensure accuracy of contact information.
- Ensure that it has a sufficient supply of particle masks, antibacterial hand soaps, and sanitizers.
- Ensure that it has a sufficient supply of water, food and hygiene products to keep staff in relay centers for a period of time if necessary.
- Post flyers containing health tips and safety instructions in visible locations in each of its centers.
- Assign staff members who are responsible for monitoring the news and any CDC recommendations and reporting that information to management immediately upon release of new information. Hamilton will immediately implement any applicable steps.

If such a pandemic occurs, Hamilton has a tested plan in place and is committed to providing continuous service to FRS users.

Notification of Major Interruptions to Service

Hamilton will notify the Administrator immediately if a major problem occurs, i.e. any disruption of service that lasts more than five minutes or when it becomes known that any portion of the state is isolated for more than five minutes from the relay center. Hamilton will inform the Administrator of the problem, how it will be corrected and when relay service will return to full operation. Hamilton will submit a written (or e-mail) report to the Administrator

after the restoration of service. As emphasized above, Hamilton has all of the necessary equipment network and switching mechanisms that it can control in place to prevent all downtime.

Telecommunications Service Priority Program

Hamilton has completed the process for enrolling all of its relay centers in the National Telecommunications Service Priority Program with a priority level assignment of 3. To enroll for priority restoration under the TSP System, Hamilton completed an on-line form with the FCC to get the appropriate TSP numbers. The FCC then sent Hamilton the appropriate TSP numbers so that we could assign TSP to all of our circuits and work with our carriers and local exchange carriers to implement.

Hamilton's relay network is designed to reroute traffic to other Hamilton Relay centers, which are geographically separated by great distance, to ensure uninterrupted service with minimal downtime. However, in the event of a local, regional or national disaster that caused service to be disrupted in a manner that relay users could not receive or place calls, Hamilton's active participation in the TSP program requires local exchange carriers to restore service to the affected Hamilton Relay Center as quickly as possible consistent with the priority status assigned to the center.

Hamilton considers its Disaster Recovery/Continuity of Operations and Pandemic Plans, which also includes Hamilton's Back-up Plan and Emergency Plan, as an investment to protect our customers and employees and ensure that relay users have continuous, uninterrupted access to TRS.

36. Force Majeure, Notice of Delay, and No Damages for Delay

The provider shall not be responsible for delay resulting from its failure to perform if neither the fault nor the negligence of the provider or its employees or agents contributed to the delay and the delay is due directly to acts of God, wars, acts of public enemies, strikes, fires, floods, or other similar cause wholly beyond the provider's control, or for any of the foregoing that affect subcontractors or suppliers if no alternate source of supply is available to the provider. In case of any delay the provider believes is excusable, the provider shall notify the FPSC in writing of the delay or potential delay and describe the cause of the delay either (1) within ten (10) days after the cause that creates or will create the delay first arose, if the provider could reasonably foresee that a delay could occur as a result, or (2) if delay is not reasonably foreseeable, within five (5) days after the date the provider first had reason to believe that a delay could result. THE FOREGOING SHALL CONSTITUTE THE PROVIDER'S SOLE REMEDY OR EXCUSE WITH RESPECT TO DELAY.

Providing notice in strict accordance with this paragraph is a condition precedent to such remedy. No claim for damages, other than for an extension of time, shall be asserted against the FPSC. The provider shall not be entitled to an increase in the Contract price or payment of any kind from the FPSC for direct, indirect, consequential, impact or other costs, expenses or damages, including but not limited to costs of acceleration or inefficiency, arising because of delay, disruption, interference, or hindrance from any cause whatsoever. If performance is suspended or delayed, in whole or in part, due to any of the causes described in this paragraph, after the causes have ceased to exist the provider shall perform at no increased cost, unless the FPSC determines, in its sole discretion, that the delay will significantly impair the value of the Contract to the State or to Customers, in which case the FPSC may (1) accept allocated performance or deliveries from the provider, or (2) purchase from other sources (without recourse to and by the provider for the related costs and expenses) to replace all or part of the products that are the subject of the delay, which purchases may be deducted from the Contract quantity, or (3) terminate the Contract in whole or in part.

Hamilton understands and will comply.

37. Intercept Messages

Appropriate intercept messages shall be provided if a system failure occurs.

Intercept Messages

Hamilton provides a system with automated overflow capability to its other centers. This should eliminate the need for intercept messages. However, if the traffic cannot be rerouted due to multiple circuit failures or for any other reason, the callers will be notified with the appropriate type of intercept messages, which is transmitted in TTY and voice. Minutes of use attributed to accessing intercept messages will not be included in the billable minutes.

Hamilton does not count a call as "answered" when the intercept or courtesy message is activated. Only when a CA answers, is a call counted as "answered."

Hamilton's Intercept Message follows: "Hamilton Telecommunications…Thank you for calling. We are currently experiencing a temporary interruption in telephone service; please try your call again later." Hamilton's intercept message is activated by Hamilton's IXC's network provider. Hamilton is in control of this and can send a request for automatic re-routing to intercept messages if needed. Once Hamilton submits the request, the automated processing will enable or disable the message within minutes. Intercept messages on inbound circuits in the public switching network are not under Hamilton's control.

Courtesy Message

If so desired, Hamilton will supply a courtesy message after three rings, to inform callers that they have reached FRS. Hamilton's courtesy message is transmitted in TTY and voice. Hamilton's courtesy message follows: "You have reached the relay. Please hold for a CA." If the call has not been answered after 15 seconds, the message repeats as follows, "Please hold for a CA". This message and the timing can be changed if so desired.

Hamilton never sends a busy signal. The only time relay users will experience a busy signal is when the relay user is experiencing an outage or other technical difficulty in their own local or long distance telephone network.

38. Service Expansion

The bidder shall show the capability of expanding services in response to increasing demand. The bidder shall develop and illustrate in its proposal a detailed plan of how this expansion will be accomplished. The plan shall include, but not be limited to, trunking capacity, CA workstations, personnel, and equipment capacity. The plan shall also indicate how any time lag shall be avoided to meet any increased call volume. The above plans shall allow the provider to be able to maintain all standards listed in the RFP.

Service Expansion

Hamilton currently has 96 inbound and 96 outbound local trunks plus 48 outbound toll trunks at its Louisiana switching point. Hamilton currently has 96 inbound and 72 outbound local trunks plus 48 toll outbound toll trunks at its Nebraska switching point. This is a sufficient number of trunks to accommodate FRS traffic.

Should service expansion be necessary, Hamilton has the facilities in place or is in a position to quickly obtain the required facilities and equipment at no additional charge to the state. Hamilton's TRS Centers are on the leading edge of technology, have outstanding quality and employ highly qualified Communication Assistants. Consequentially, even during times of growth or fluctuations in traffic, Hamilton will meet all RFP requirements.

Hamilton currently has additional capacity at all of its relay centers. Hamilton always maintains at least 10 percent more workstations than normally needed at each center at peak load times to accommodate sudden growth and will do the same for Florida.

The following factors have all been taken into consideration should expansion to accommodate increased call volumes be necessary. Expansion needs have been efficiently planned allowing for the most cost-effective use of available resources. This is just one more way Hamilton brings efficiency to FRS to keep costs down.

- Hamilton has 25 TRS workstations in operation in the Massachusetts facility which has an expansion room able to accommodate an additional 15 workstations. Hamilton has 32 TRS workstations in operation in the Maryland facility and can accommodate another 19 workstations. In addition, this facility has a first floor where Hamilton processes CapTel calls from 44 workstations and which can accommodate another 13 workstations. Hamilton has 18 TRS workstations and 69 CapTel workstations in operation in the Louisiana facility. Hamilton has 18 workstations and 26 CapTel workstations in operation in the Georgia facility which can also be remodeled to accommodate another 12 workstations. Hamilton has 22 TRS workstations in operation in the Nebraska facility. In addition, this facility processes CapTel calls from 30 CapTel workstations. Hamilton can obtain workstation equipment within one week.

- Hamilton's hardware and software is more than adequate to expand for any level of traffic reasonably anticipated. Trunking capacity in our toll routes and our interexchange routes going out of all centers have additional capacity if more is needed, which has never happened. All of the needed telecommunications hardware and software could be provisioned to handle any increase in call volume and could be put in place within two weeks. If additional incoming circuits and outgoing circuits are needed from our network service provider, we can provision additional circuits within one month while using overflow routes to other centers to handle traffic in the meantime.

- As a matter of practice we project traffic levels out for 12 months. This has allowed us to sufficiently predict CAs needed, workstations and other facility needs. Any expansions made for FRS traffic would be done while still maintaining all standards in the RFP. Hamilton has a great deal of experience in meeting the traffic demands of relay users.

- Hamilton is always looking for professional and qualified people to become CAs. Hamilton has certain standards and work practices that must be met and for these reasons, Hamilton never wants to pass up a qualified CA candidate. Hamilton has also been very successful in the past at getting its CAs to volunteer to work overtime to cover unexpected increases in traffic load until such time as staffing needs are met.

With these pieces in place, Hamilton can easily accommodate the Florida TRS traffic as it is today and any increases in traffic volume through the contract term. The FPSC will not incur any additional cost if expansion is required.

As demonstrated throughout this proposal, Hamilton will have more than enough personnel, telecommunications equipment and facilities necessary to comply with the provisions enumerated in this RFP, and all other state or federal requirements that affect the provision of TRS in Florida.

Hamilton will deliver high quality relay services and a high level of responsiveness. The FPSC and FRS users will have control of their service, the features, and procedures that are implemented and the overall quality of the relay. With Hamilton, the FPSC and FRS users always have choices. **This makes Hamilton the right choice.**

Staffing for Call Volume/Usage Patterns

Hamilton monitors staffing patterns continuously and analyzes answer times and call volume reports to ascertain the efficiency of staffing schedules and the need for scheduling adjustments on an hourly, weekly and monthly basis. Hamilton has developed an advance scheduling tool that uses the Erlang formula to predict the number of CAs needed for each hour of each day. Hamilton generates historical data reports that are reviewed hourly, daily, monthly, quarterly, and annually. These reports are used to build "projection" tables, which Hamilton uses to determine the appropriate staffing levels for future scheduling needs. These tables are used to determine where additional staff is needed for hiring purposes and more immediately, what hours require additional resources for the next week. These projection tables are extremely valuable as they allow Hamilton to ensure that projected demand is met each day. The following further explains staffing patterns in response to call volumes and usage patterns.

Hamilton makes use of automatic routing changes during emergencies or to accommodate temporary traffic bursts. These routing changes are explained in great detail earlier in this Tab. The same routes discussed earlier in this Tab under the title of Back-up Plans are the routes used during temporary traffic bursts. Hamilton can route FRS traffic to any available Relay Center.

Hamilton believes its process for projecting staffing for each hour of each day will meet and exceed the FCC and Florida standards for relay service over the life of this contract. However, Hamilton recognizes that changes in technology and use of the relay may change during the contract and will make the necessary changes to its staffing plans (if any are required) to ensure that all answer performance standards are met and exceeded. Hamilton will adhere to all Florida and FCC answer performance requirements.

39. New Technology

The users should be allowed to benefit from advancing technology. The bidder should keep abreast of technological changes in the provision of relay service to inform the FPSC and Administrator when new enhancements are available and at what price, and to provide the FPSC the opportunity to purchase such enhancements or upgrades to the service.

State of the Art Technology

Hamilton will provide a TRS with state of the art technology so as to achieve functional equivalency. Hamilton will notify the FPSC and Administrator when new enhancements are available and at what price so to provide the FPSC the opportunity to purchase such

enhancements or upgrades. Recent examples of Hamilton's ability to provide state of the art technology follow:

- Hamilton's upgraded Workstations make use of the latest networking and technology available. By building intuitive processes such as these, CAs are allowed to focus more on relaying the call.
- Among other new features, Hamilton's new workstations include:
  - New processes to reduce misdials
  - Enhanced Turbo Code
  - Customer Service numbers accessed in the system
  - An automated search feature for selecting Long Distance Carriers
  - Faster and easier access to preference data
- Visually Assisted Speech to Speech (VA STS)
  - This exciting feature provides the STS CA with visual communication cues. Hamilton will provide this feature to the State if so desired. This feature is separately priced.
- STS User Training Line. Hamilton will provide this feature to the State if so desired. This feature is separately priced.
- Our ability to offer Mobile CapTel® services. Hamilton was the first provider to introduce single-phone mobile CapTel service. Hamilton CapTel for PC/Mac, Smartphones and Tablets allows users to place and receive calls – while reading word-for-word captions – on a single device. Please see **Attachment C** for complete descriptions of this service.

Hamilton understands that the FPSC desires to provide the most cost-effective and efficient relay service possible. As shown by the above examples, Hamilton will work diligently to achieve this goal for Florida. Throughout the following section, Hamilton has described the methods it will use to ensure that FRS remains on the leading edge of technology.

Plans to Inform the State of Technological Advances

Hamilton will work to ensure that all enhancements are cost-effective for the State of Florida. Hamilton will notify the FPSC of its intent to make technological improvements to its system. Hamilton will use a variety of communication methods to inform the FPSC of new developments or products such as formal letters, e-mail, or phone conversations when appropriate.

Upgrades in Technology/Process in Determining of Technology is Reliable

Using flexible software and hardware (i.e. standard carrier switch, common equipment frames, standard T1 interfaces, windows servers, UNIX operating System, etc.) where components can easily be modified in order to accommodate new technology, Hamilton has the ideal relay platform for today's rapidly changing technologically advanced environment. Hamilton can quickly add new features and make changes based on the input from relay users and from our

internal evaluations. Hamilton will take advantage of innovations and technological improvements to continually enhance Florida's Relay service so as to achieve functional equivalency. Not only is Hamilton designing features to make the relay better for customers, but also features that minimize the amount of time required to handle relay calls thus saving the State money.

As a telecommunications company, Hamilton is on the leading edge of new technology. Hamilton is an Internet provider, cable television provider, computer supplier and a general telecommunications provider. There are new advances in these areas every day. Hamilton is constantly watching for opportunities to use the technological advances in these areas in relay. Technologies such as speech to text, and captioning advances are all such examples. Hamilton will keep the FPSC informed about any new types of technology that become available.

Hamilton is very active in the relay community. Hamilton relies on user feedback a great deal to set its technological development priorities. Hamilton is involved in several industry groups to stay abreast of the latest FCC activities, user needs, and developing technology. Gary Warren, Hamilton's President of Services Corporation, served for eight years on the National Exchange Carrier Association (NECA) Relay Advisory Council, the last two of which he served as chairman, and is active on several industry committees. Dixie Ziegler, Hamilton's Vice President of Relay, was elected to serve as a council member on the NECA Relay Advisory Council and also as a member of the Consumer Advisory Committee (CAC) of the Federal Communications Commission. Most recently, Phil Hupf, Senior Analyst was elected to the TRS Fund Advisory Committee. Hamilton also attends telecommunications related tradeshows to look for opportunities to bring new technology to relay.

40. Consumer Input and Participation in Advisory Committee and FPSC Proceedings

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

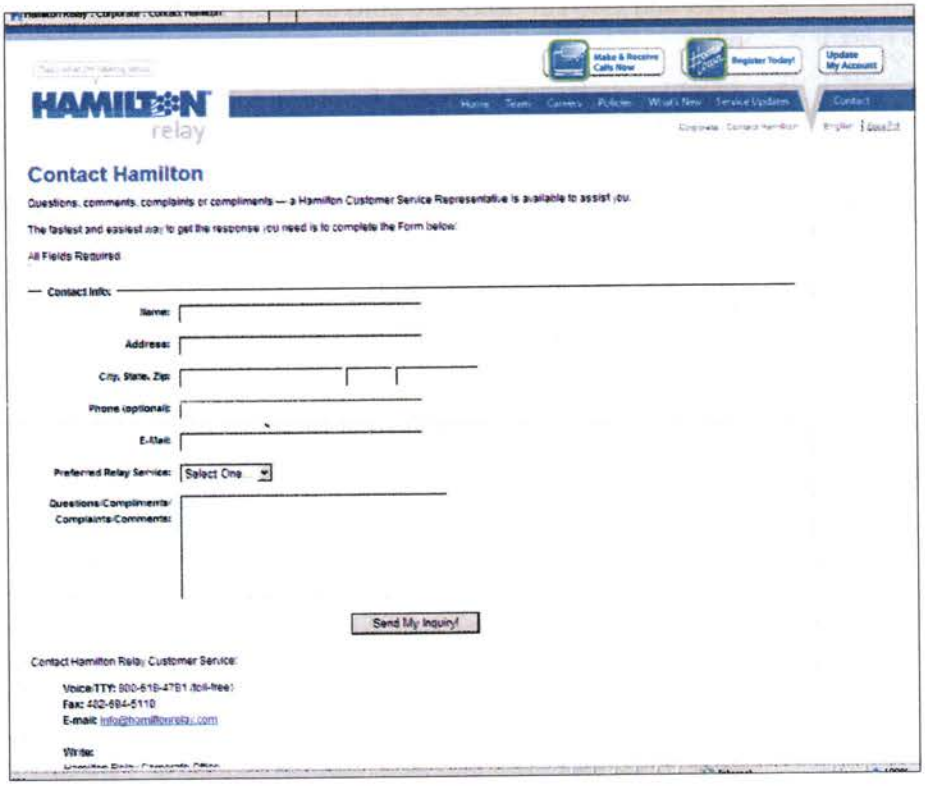
Bidders are encouraged to include in the consumer input plan, methods for working with organizations serving individuals with hearing and speech loss statewide to conduct periodic community forums. The community forums shall be for the purpose of gaining user input on the quality of relay service and for responding to user questions and problems on use of the relay service. The community forums shall be planned and conducted in conjunction with organizations serving people with hearing and speech loss.

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

Consumer Input – Hamilton's Outreach Foundation

Hamilton has a reputation for responding to the needs of its customers. This is because Hamilton understands the importance of relay user input in providing a high quality relay service. Through the various input mechanisms we have in place to gather consumer input, Hamilton gathers feedback and suggestions and works to go the extra mile in providing any necessary improvements for all customers. At Hamilton, TRS and CapTel users and their ideas and feedback are extremely important.

Hamilton describes its plans to communicate with and include TRS and CapTel users in the on-going evaluation of the relay service throughout this Section, including methods for gathering consumer input on a regular basis and a description of how the recommendations from these evaluations will be incorporated into our policies and procedures. The evaluations used by Hamilton will not only come from those directly involved in operating the relay center, but also from the organizations that serve TRS and CapTel users as well as TRS and CapTel users themselves.



Hamilton will seek input from the FPSC, the Contract Administrator, consumer organizations, and TRS and CapTel users to determine the satisfaction of Florida customers with the quality of service provided. Hamilton will meet with customer user groups and individuals from various locations in Florida for the purpose of obtaining input.

Hamilton's most direct survey tool is our Customer Inquiry form, which is used for any type of incoming customer service call. All data is used by our Policy and Procedure Committee to evaluate customer feedback and make recommendations to change procedures and policies as well as satisfy TRS and CapTel users.

Recommendations made by users are carefully evaluated by Hamilton and shared with the FPSC. Hamilton looks forward to using the input of TRS and CapTel users across Florida in order to provide a truly customized relay service that meets the needs of consumers in Florida.

Some of the ways Hamilton gathers consumer input are listed below:

1. Any time a suggestion, compliment, policy review request, or complaint is taken via the customer service line, we make a record and respond appropriately.
2. Users are able to access Customer Care 24 hours a day. This service is accessible to both TTY and non-TTY users. This line is used to complete all customer service functions. Hamilton's Customer Care Department instructs TRS and CapTel users on how to place calls through the relay, shares tips for improving efficiency and answers questions about new services or about any changes that have been made. Hamilton's Customer Care Department also assists TRS and CapTel users with billing questions, equipment testing and provides a variety of referral numbers to State Organizations, other long distance carriers and schedules one-on-one visits as needed.
3. TRS and CapTel users are able to email feedback directly to us via Hamilton's Florida web page.
4. The Florida Relay Outreach Coordinator (if the FPSC desires outreach) will solicit consumer input through evaluations and other informal mechanisms from the relay community. The Outreach Coordinator will be involved in the relay community through organizations, groups, and one-on-one sessions. TRS and CapTel users will be given the opportunity to express their opinions and offer suggestions each time the Outreach Coordinator is present.
5. The Outreach Coordinator also provides equipment demonstrations and seek feedback on consumer needs for equipment and assist customers in completing applications for obtaining equipment (including CapTel phones) through the program.
6. Hamilton also uses more formal methods of collecting feedback. Hamilton uses a variety of survey tools. Hamilton uses these tools to determine if the relay is improving and to identify areas of weakness.
7. Hamilton will incorporate feedback from TRS and CapTel users, the FPSC, the Contract Administrator, and any other organizations that serve TRS and CapTel users in its quality process. Hamilton will look for trends in the feedback we receive from customers in order to identify training needs or areas that may require additional monitoring. Hamilton has established an internal committee that focuses on how to best serve our customers. This council evaluates all feedback and makes recommendations to change training and/or procedures and policies when needed to satisfy TRS and CapTel users. Just as the needs of the relay community change, so do Hamilton's training and policies and procedures to ensure we are constantly providing the type of relay service desired by the users of Florida Relay.

Hamilton looks forward to working with and interfacing with the FPSC, the Contract Administrator, and Florida TRS and CapTel users.

Customer Service Quality Levels

All Customer Service activities are performed with the belief that customers are the most important part of relay. The primary function of the Customer Service Department is to provide education and outreach to current and potential customers on relay usage and to respond to concerns, compliments and requests for information.

Feedback from users of FRS is invaluable to us as we strive to provide the best relay service in the country.

As stated throughout this proposal, Hamilton adjusts to meet the needs of customers - customers are not forced to do it our way. That is why feedback is so important to us and why we spend so much time collecting it. Feedback helps us to customize and give relay users choices. This is just another reason why Hamilton is the right choice.

Hamilton's responsiveness and dedication to each FRS user will make the job of Contract Administrator easier. Through our community forums, user group meetings and internal customer service systems, we are able to implement changes quickly and satisfy customers almost immediately in most cases. Hamilton's consumer input mechanisms truly allow us to offer "Relay Your Way®."

Hamilton believes that quality is of the utmost importance. Hamilton's entire staff - from management to operations to customer service - places a large focus on satisfying each relay user in key areas such as customer service and call handling. Through outstanding customer service and internal programs, Hamilton strives to please relay users in every aspect of calls processed by Hamilton Relay. Hamilton's commitment to relay users results in quality.

Advisory Committee

Hamilton believes that community input is critical to ensure that service improvement ideas area shared and customer needs are known.

Upon implementation of Florida Relay, Hamilton will designate a representative to attend meetings of the Advisory Committee. The Florida Relay Account Manager and the Florida Relay Outreach Coordinator (if the FPSC desires outreach) will be Hamilton's primary representatives. In addition, Hamilton's Vice President of Relay, National TRS Contract Manager and/or the National Outreach Manager will frequently attend these meetings and will also be available to the FPSC and the Advisory Committee as needed.

Hamilton looks forward to working closely with the Advisory Committee. Hamilton will give an outreach, technical and operations report at these meetings. Hamilton will gather feedback from the Advisory Committee to determine current levels of satisfaction, what policies and procedures need to be changed, ideas and suggestions for improvement and any other business the Advisory Committee would like to discuss.

One example of Hamilton's level of responsiveness to its Advisory Committees is that when one Committee requested that Hamilton CAs work on the spelling of restaurants located within their state, Hamilton gathered telephone directories, made worksheets and tested CAs to ensure spelling of local restaurants was correct. Hamilton took the feedback and made immediate use of it to improve the quality of its relay service.

Hamilton works with Advisory Committees in the majority of its relay states. As a result, Hamilton has a great deal of experience in this area. Hamilton's best feedback comes from its Advisory Committees. It is these Committees that help us to customize our relay service for relay users in each state. It is also through our work with the Advisory Committee where the FPSC will have an opportunity to see first hand our level of responsiveness to relay users. Hamilton looks forward to working with the FRS Advisory Committee.

Relay Account Management

In addition to the above individuals, Hamilton will provide FRS with an Account Manager for the purposes of representing the FRS and involvement with the communities of Florida. This person will be assigned or hired upon contract award. Hamilton has implemented an Account Management Team to monitor TRS contracts to ensure compliance. Hamilton's National TRS Contract Manager directs the Account Management Team with regular meetings and projects intended to provide our Contract Administrators with strengthened resources.

The Account Manager will manage the contract between Hamilton and the FPSC. This individual will oversee the actions of all parties involved to ensure contract compliance, and will be responsible for determining that each party successfully completes all assigned duties and responsibilities. The FRS Account Manager will act as the primary Point of Contact for questions, concerns and issues related to TRS and CapTel services. The FRS Account Manager will:

- Ensure contract compliance
- Plan, develop and manage strategies for FRS services
- Work closely with FRS Customer Service to interface with relay customers
- Work closely with the FPSC to develop desired outreach programs geared to consumers and businesses
- Coordinate with the FPSC to maximize publications and media
- Assist FRS Customer Service in processing consumer complaints regarding FRS
- Provide monthly reports to the FPSC

- Have the ability to handle all TRS and CapTel issues and can compile reports
- Assist the FPSC with TRS and CapTel issues and concerns
- Meet monthly, or as desired, with the FPSC and/or Florida Relay Contract Administrator

Members of Hamilton's management team and the FRS Account Manager will remain in close contact with the Florida Contract Administrator throughout the life of the contract. The FRS Account Manager will be in contact with the Florida Contract Administrator as often as desired. Hamilton will use a variety of methods to ensure adequate communication such as formal letters, e-mail, or phone conversations.

Hamilton will provide Florida with "Account Management YOUR WAY," a philosophy in which Hamilton customizes its Account Management to meet the needs of its States. Hamilton is unmatched in this area.

41. Complaint Resolution

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

A complaint log compliant with the FCC reporting requirements shall be provided to the FPSC's contract manager in a timely manner for filing with the FCC.

TRS Customer Service Access Number

Hamilton will provide 24 hour a day, 7 days a week customer service via a toll-free telephone number accessible anywhere in the U.S. to ensure customers have constant access to customer support.

Unlike our competitors, Hamilton has established separate toll-free Customer Service numbers for each state that it provides relay and will do the same for Florida. Hamilton's Customer Care Department is very responsive to the needs of its customers and works to resolve all customer issues in a timely manner.

Customized Customer Care in all Florida Communities

Hamilton ensures outstanding customer service. Individual relay users can call for help at anytime and if needed, someone from relay will go to their business or home to assist them with relay. If a complaint arises, Customer Care handles all problems immediately and always follow-up with each complainant to ensure the problem has been addressed to his/her satisfaction. In addition, if outreach is desired, Hamilton's outreach team will be involved with organizations in the State of Florida that serve relay users as well as in local and state events. At these types of events, Hamilton will have equipment set up to allow actual hands on experience in making relay calls. Hamilton will also use these events to gather feedback. Hamilton will provide this level of service to Florida Relay users.

Promotion of Customer Service Numbers

Hamilton will promote the Florida Relay Customer Service Number through all Outreach and Customer Service activities, in newsletters, relay materials, etc. so that relay users know how to contact customer service.

All Customer Service activities are performed with the belief that customers are the most important part of relay. The primary function of the Customer Care Department is to provide education and outreach to current and potential customers on relay usage and to respond to concerns, compliments and requests for information.

Complaint Resolution

Following is an outline of Hamilton's customer complaint resolution procedures.

Hamilton Customer Care, in communication with the Vice President of Relay (who also reviews all complaint information), has ultimate responsibility for all inquiries, comments, compliments and complaints.

Hamilton Customer Care shares all customer care activities with the Relay Center Manager. The Relay Center Manager's position in the company gives him/her the ability to take whatever action is needed to resolve any situations which may arise. Because everyone associated with Hamilton Relay is responsible for satisfied customers, Hamilton empowers employees to do what they need, within the boundaries of providing relay service, to accommodate customers. This process minimizes the number of complaints and provides customers with instant satisfaction.

As Florida Relay's provider, Hamilton shares all TRS consumer complaints with the FPSC and will work with them to determine the best solution to make the service better for all Florida Relay customers. Hamilton is able to meet the needs of individual relay customers and provide a level of service that can only come from a company that has the ability to empower employees and who has very little bureaucracy.

Hamilton will provide customer care via a toll-free telephone number 24 hours a day, 7 days a week. Dedicated Customer Care personnel staff this 800 line to assist TTY and voice callers with Florida Relay inquiries.

Communication Assistants (CA) do not handle any inquiries or complaints. Any caller to the relay center having a complaint is able to reach a supervisor, administrator or customer care representative while still on line during a relay call. All Hamilton personnel who handle Customer Care inquiries have had training on Deaf Culture and the needs of individuals with speech and hearing disabilities.

Customers may also contact Hamilton via e-mail, through Hamilton's Florida Relay web-site, in person or in writing.

In the event of a complaint regarding Florida Relay, trained staff will follow an established procedure of complaint resolution. This process varies depending on the gravity of the situation.

- Inquiries for materials are directed to the Florida Relay Outreach Coordinator. Customer Care staff, along with the Florida Relay Outreach Coordinator, are responsible for building one-on-one relationships with customers, sending the appropriate materials and ensuring the customers' requests have been met.
- Feedback involving CAs is directed to the CA's Supervisor and the Relay Center Manager. Positive feedback is shared with the CA. Constructive feedback is shared with the CAs and the appropriate coaching, re-training and counseling steps are taken by the primary Supervisor to resolve the situation. Hamilton's detailed call records show each key command (not actual text) the CA makes. Hamilton has the ability to investigate CA complaints and will take disciplinary action when needed.
- Complaints regarding service/procedure issues are directed to the appropriate internal personnel. Technical issues are given to Hamilton's technical support staff and are addressed promptly. Procedural issues are discussed at internal quality meetings and appropriate action is initiated.

All reports are reviewed by the Customer Care Supervisor and the Vice President of Relay to ensure that all complaints have been resolved to the customers' satisfaction. All complaints will be resolved within 10 calendar days depending on the complexity of the problem. **However,**

Hamilton attempts to respond to all customer inquiries within 24 hours. Hamilton employs all reasonable means to resolve a complaint.

Contact information for filing complaints is described in appropriate printed outreach material that is distributed to the general public. Hamilton's procedure meets FCC requirements.

If the customer is not satisfied with the resolution of the complaint by Hamilton or with any action taken, Hamilton's monthly report to the FPSC will so state. The customer then has the opportunity to file a complaint or appeal with the FPSC in order to have the complaint and action of Hamilton reviewed for such action as the FPSC may deem appropriate.

Customer Care Database

All TRS complaints made through the toll-free Customer Care number, the customer inquiry form or on-line feedback form, whether in writing or in person, are documented in Hamilton's Customer Relations Management (CRM) tool. All resolutions are also documented in the CRM. All information is kept on file and forwarded to the FPSC monthly. Each database record includes; the name and/or address of the complainant, the date and time received, the Communication Assistant identification number, the nature of the complaint, the specific relief or satisfaction sought, the result of the investigation, the resolution of the complaint and date of the resolution. The Customer Care representative responsible for handling the complaint is also indicated. Hamilton also includes the total number of complaints/comments/inquiries and the category of the contact.

Hamilton contacts all customers who file complaints, whether they contact Hamilton Customer Care or the regulatory body. Hamilton asks the customer for all pertinent information regarding the complaint and explains that Customer Care will contact them again after investigating the complaint. Hamilton determines from the customer's information if the problem was operational or technical in nature and works to resolve the issue from there. Hamilton Customer Care always follows-up with the customer once the complaint is resolved and explains the process and resolution to the customer's satisfaction.

Compliment/Complaint Reporting

All compliment/complaint activity is reported to the FPSC monthly. Included in the reports are; the number of customer care inquiries categorized by topic areas, a separate log of compliments/complaints with the date the compliment/complaint was logged, the nature of the compliment/complaint, the date of resolution and how it was resolved (see **Attachment F** for a sample report).

Point of Contact for Complaints, Compliments, Grievances, Inquiries and Suggestions

Hamilton has submitted to the FCC a point of contact for TRS consumer information and complaints about Hamilton's service. The submission includes the name and address of the

office that receives complaints, compliments, grievances, inquiries and suggestions. Voice and TTY telephone number, fax number, e-mail address, web address and physical address to which correspondences should be sent are also included. Following is the name of the contact at The Hamilton Telephone Company that Hamilton has submitted for those purposes:

Dixie Ziegler
Vice President of Relay
Hamilton Relay, Inc.
1006 12th Street
Aurora, NE 68818
Voice/TTY 402-694-3656
Fax: 402-694-5037
E-mail: dixie.ziegler@hamiltonrelay.com
Website: www.hamiltonrelay.com

Complaint Log

Hamilton will give the necessary complaint information to the FPSC to submit to the FCC on an annual basis. Hamilton will submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the FPSC by June 15th each year in order to submit to the FCC by July 1st of each year.

All complaint information including resolution is kept on file and available to the FPSC. Hamilton issues each complaint a Record ID number to enable the State of Florida and the FCC to quickly and easily identify the details of those particular complaints and contact information of the complainant from Hamilton.

While each provider submits the required state specific complaint reporting to the FCC each year, no other provider supplies as detailed reporting as Hamilton. Unlike some of our competitors, Hamilton's complaint logs also includes Miscellaneous External Complaints and Fraudulent/Harassment Calls; issues that are outside of Hamilton's control. While this policy increases the number of reported complaints, (which our competitors point to as a negative) we choose to provide this detailed information to the states and to the FCC show a complete understanding of the issues relay users encounter.

No other relay provider supplies such detailed and extensive complaint reporting as Hamilton. It is also clear from the content of these reports that no other relay provider can supply the quality of service as can Hamilton.

Hamilton encourages the Evaluation Committee to contact the individuals listed in Attachment A of this proposal concerning both the number of complaints and the manner in which we have handled those complaints.

In conclusion, Hamilton has had a very minimal amount of complaints in all of the states it serves. Hamilton's responsiveness and dedication to doing "what it takes" to make it right will satisfy Florida Relay users.

42. Charges for Incoming Calls

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

Hamilton does not charge relay users for use of the relay service. Users access the relay service via dialing 711 or toll-free 800 numbers which are accessible anywhere in the United States. Calling and called parties bear no charges for calls originating and terminating within the same toll-free local calling area, including all Expanded Area Service (EAS) locations and/or local optional calling plan data. Please see further in this Tab in Section 44 for detailed information regarding Hamilton's local relay calling

43. Billing Arrangements

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

Hamilton is capable of processing non-coin-sent paid calls, sent-paid calls, collect calls, person-to-person calls, international calls, hotel calls and calls charged to a third party. Hamilton also is able to process credit cards, any Florida local exchange calling cards and all non-proprietary interexchange company calling cards that are accessed by dialing an 800 number. This includes all major interexchange company calling cards. Relay users simply inform Hamilton's CAs when they want to use an alternate form of billing. The CA selects the correct billing method from an on-screen menu and the call is then placed. The customer's carrier of choice actually bills the call (based on conversation time) as described previously, for intralata, interlata and international calls. Hamilton bills no calls and receives no revenue.

The format of the bill for all toll calls will be determined by the carrier as Hamilton does not bill any relay calls. However, the call digit information will identify the call as a Florida Relay call and will further designate the type of call (i.e. 3rd number call, direct dial call, collect call, and person-to-person call). This will allow carriers to correctly identify each relay call on their bill.

All billing to the relay user is based on minutes of conversation and is processed by the relay user's carrier of choice.

Hamilton has the ability to place the following call types:

Bill to ANI	Person to Person (PP)
Third Party	PP - Bill to ANI
Collect	PP – Third Party
Calling Card/Credit Card	PP – Collect
Prepaid Calling Cards	PP – Calling Card/Credit Card

Coin Sent Paid

Hamilton is capable of handling any call normally provided by common carriers with the exception of coin sent paid calls. Coin sent paid calls cannot be processed through the relay due to a lack of existing technology. The technology and networks between the common carrier network, payphones and relay do not allow for signaling to be passed so that a Communication Assistant can determine when coins have been dropped into the payphone. The FCC ordered that coin sent paid calls are not feasible and has made the FCC's temporary solution of coin sent paid call processing through relay a permanent solution.

Hamilton does not charge relay users who want to place a local call from a payphone as stated in the current FCC coin-sent paid order.

Relay users making a long distance call from a payphone are able to use a calling card (debit card, regular calling card, etc.) or place a collect or third party call. The customer's carrier of choice will then rate and bill any long distance payphone calls. Once billing has been established the call will be processed as a regular relay call. In this manner, all relay users have access to anyone from a payphone. Hamilton's coin-sent paid solution is acceptable to the FCC, meeting all current certification requirements.

Hamilton meet and adheres to all FCC requirements for all types of calls, ensuring relay certification for the State of Florida.

44. End User Billing for Intrastate Calls

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

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

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

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

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

Local and Intrastate Relay Calling

Hamilton will provide local and intrastate calling to the users of Florida Relay. Hamilton will obtain the necessary information (NPA/NXX) to build a database to identify the difference between local and intrastate calls (this includes expanded local information).

Hamilton will contact the LECs within Florida to collect all EAS and local optional calling plan information. Once this information is gathered, Hamilton will update its database within its switching platform and its toll processing system to identify certain NPA-NXXs as toll-free calling areas. Relay users with access to optional calling plans will not be billed any more for calls to the specific optional calling area than if they would have called directly through their local network.

The calling party's ANI is compared to the called number. Hamilton's relay database determines if it is a local or intrastate toll call and gives the CA notification if billing information is required. If it is a local call, no billing arrangements are necessary and there are no charges. If it is a toll call, Hamilton sends the call to the customer's carrier of choice for billing purposes.

Hamilton's entire call process and CA procedures are designed to make the relay center seem invisible. To the relay user, a call looks like it was placed from his or her primary location to the call destination. Relay users do not see or get billed for the "links" going to and from the relay

center. Relay users receive no billing for local calls. Intrastate/intralata calls are billed by the customer's carrier of choice, as described further in this Tab in Section 46.

Please see below (under the heading End User Billing for all Toll Calls) for a description of how end users are billed for toll calls.

Extended Area Service

Hamilton will obtain the needed local calling area information from the Florida LECs and will routinely update this information. This includes any EAS and/or local optional calling plan data. This data will be collected through letters, telephone calls, and meetings with the LECs in Florida.

Hamilton also makes use of the Terminating Point Master (TPM) from Telcordia to verify Latas, as well as vertical and horizontal positions, which are necessary elements in determining mileage and jurisdictions. Hamilton uses the TPM to define call jurisdictions by linking the calling and called numbers to geographic data tables that contain NPA-NXX information, identifying intralata, interlata, or local/EAS. The jurisdiction is also defined at the workstation during the actual call. Hamilton updates the TPM file monthly.

Hamilton will communicate often with the LECs in Florida as it does in its other states. Hamilton does not charge relay users for use of the relay service. Calling and called parties bear no charges for calls originating and terminating within the same toll-free local calling area, including all Expanded Area Service (EAS) locations and/or local optional calling plan data.

End User Billing for all Toll Calls

Interlata (including interstate and international) and intralata and intrastate long distance toll charges are recorded and billed by the relay users' carrier of choice in the same manner as the carrier bills that customer for direct interstate and intrastate long distance calls. On each interlata and intralata call, Hamilton forwards the appropriate information digits; calling number and called number call as part of the call information so that the long distance company can bill the customer directly or through their normal billing mechanisms.

Hamilton forwards information on each toll call to the relay user's carrier at the time the relay call actually takes place. The record contains: the originating and terminating numbers and the call type (e.g., person-to person, collect). Interlata and intralata billing records will be created by the interexchange carrier as a result of the information digits and calling and called number data being sent to the interexchange carrier at the time the call is made. Long distance charges are based on the originating and terminating numbers. The location of the relay center does not affect billing. The long distance carrier bills based on conversation time using their own rounding calculations. Hamilton does not pass on session time to the carrier so only

conversation time is billed by the carrier. Billing and collection is then the responsibility of the interexchange carrier who carries the call.

We have the unique advantage in the industry of being a relay provider which is not an IXC. The customer's carrier of choice actually bills the call (based on conversation time) for intralata, interlata, and international calls. This means that the timing of the call for billing purposes begins immediately upon pickup at the called number. If a caller requests a person-to-person toll call, the timing begins only after the requested person has answered the call. **If a relay user has signed up with his/her carrier of choice for a "relay" discount or the carrier is required to give a relay discount, the carrier will bill the call as a relay call and apply any discounts.** Hamilton bills no calls and receives no revenue. All billing is performed by the carrier.

The format of the bill for all toll calls will be determined by the carrier as Hamilton does not bill any relay calls. However, the call digit information will identify the call as a Florida Relay call and will further designate the type of call (i.e. 3rd number call, direct dial call, collect call, and person-to-person call). This will allow carriers to correctly identify each relay call on their bill.

All billing to the relay user is based on minutes of conversation and is processed by the relay user's carrier of choice.

45. Relaying Interstate and International Calls

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

If relayed interstate or international calls are to be billed by the provider to the end user at a rate higher than the rate for a non-relay call, the provider shall quote the rate to the party to be billed before beginning the call. The bidder should indicate how its rate for interstate and international calls will compare to the rate for non-relay calls and whether any discounts or additional charges will apply to interstate and international relay calls.

Interstate and International Calls

Hamilton will provide interstate and international calling to Florida Relay users. Interlata (including interstate and international) and intralata long distance toll charges are recorded and billed by the relay users' carrier of choice in the same manner as the carrier bills that customer for direct interlata and intralata long distance calls. On each interlata and intralata call, Hamilton forwards the appropriate information digits, calling number and called number on each call as part of the call information so that the long distance company can bill the customer directly or through their normal billing mechanisms.

When a call has been defined as a long distance call, Hamilton sends this call to its relay switching tandem. The customer's selected carrier code is sent with each call so that the tandem sends the call to the customer's carrier of choice. Each call is identified as a relay call. As previously stated, if a relay user has signed up with his/her carrier of choice for a "relay" discount or the carrier is required to give a relay discount, the carrier will bill the call as a relay call and apply any discounts. Relay users will receive one bill from their carrier of choice just like they do for all of their direct calls.

Hamilton will report total interstate minutes of use to the State. Hamilton bills all interstate and international relay minutes to the Interstate TRS Fund Administrator, according to FCC guidelines.

Please see **Section 44** above for a complete description of how Relay users are billed for toll calls.

Inbound International Calls

Hamilton provides inbound International calling in which the relay user pays to place a call from an International location to the relay center. Hamilton then places the outbound call to a destination in the United States free of charge and relays the conversation for them. All processed International calls are billed to the Interstate TRS Fund Administrator.

46. End User Selection of Carrier

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

Hamilton allows callers to select an available interexchange company of their choice for completion of toll calls and billing purposes. Hamilton meets current requirements of the Network Interconnection Interoperability forum for handling end user requests for a carrier other than itself. Hamilton will do the same for any subsequent requirements of the NIIF. At the end of the following section is a copy of the current standard. In addition, Hamilton will comply with and will provide FPSC any subsequent updates in the standard as soon as they are adopted.

Equal Access (Carrier of Choice)

Hamilton will provide both intralata and interlata carrier of choice for TRS. Charges for all relay toll calls are billed by the relay user's carrier of choice, which are recorded and billed by the relay user's carrier of choice in the same manner as the carrier bills that customer for other long

distance calls not made through the relay, ensuring functional equivalent rates. On each toll call, Hamilton forwards the appropriate information digits, calling number and called number as part of the call information so that the long distance company can bill the customer at the correct rate through their normal billing mechanisms. Calling card or credit card billing is handled in the same manner. All the major carriers (including AT&T, Sprint and MCI) which are participating in relay equal access have established the necessary trunking with Hamilton's relay centers to provide Hamilton's relay users with a choice for their long distance provider. Hamilton offers equal access to all carriers who choose to participate. Hamilton currently has 125 carriers participating in equal access. Hamilton has provisioned the necessary trunks at each of Hamilton's relay switching tandems so that long distance companies participating in equal access can receive Hamilton's relay traffic.

When a call has been defined as a long distance call, Hamilton sends this call to its relay switching tandem. The customer's selected carrier code is sent with each call so that the tandem sends the call to the customer's carrier of choice. Each call is identified as a relay call. As previously stated, if a relay user has signed up with his/her carrier of choice for a "relay" discount or the carrier is required to give a relay discount, the carrier will bill the call as a relay call and apply any discounts. Relay users will receive one bill from their carrier of choice just like they do for all of their direct calls.

Operator services are handled in the same manner as explained above. All operator assisted calls are sent to the customers' carrier of choice for processing and billing. Hamilton does not set any rates for long-distance or operator-assisted calls as the customer's carrier of choice bills these calls.

The type of arrangement explained above gives the control to the relay user. The relay user can pick their carrier of choice, receive one bill for all of their calls and the relay user can shop for the best rates, just like they do today for calls not made through the relay. Hamilton sees this as a significant advantage to relay users. The relay user can work with one carrier and the relay remains invisible. Hamilton will provide this type of service to the relay users of Florida.

Hamilton's customer preference program is based on the relay users' ANI and provides automatic connection to the carrier of choice (AT&T, Sprint, MCI, etc.) for both interlata and intralata calls made by the relay user in the same manner that voice users have access to preferred carriers. This allows relay users to obtain the rates of their long distance carrier and receive billing for their long distance relay calls on that carrier's bill. Relay users complete a customer preference with their carrier information and Hamilton adds this information to its database. On each subsequent relay call relay users are automatically connected to their carrier of choice.

Relay users can also notify the CA of their carrier of choice when making a long distance relay call. In the event a relay user elects to change his/her carrier of choice, the CA is able to do so.

Direct requests for a carrier of choice by relay users always overrides the information in the customer preference for the initial outbound call and consecutive outbound calls made in accordance with the inbound call. The CA will also explain carrier of choice to a relay user when asked.

With the preference system, CAs do not need to ask relay users the name of their carrier and consequently call set-up time is shortened. It ensures that relay users get their relay calls billed through the same carrier they use for other calls placed from that particular telephone line. This feature is a significant convenience to relay users and a time saver for both users and CAs. This is truly the most functionally equivalent method of providing carrier of choice available today.

Besides carrier of choice, Hamilton also offers 1010 dialing through the relay. This service is functionally equivalent to using 1010 services when not placing calls through the relay. Hamilton is pleased to offer this feature to Florida Relay users.

Non-Participating Carriers

If a Relay user selects a long distance company that is not available through Hamilton's list of participating carriers, the CA will so inform the consumer and will then call for a Supervisor for assistance. The Supervisor will then obtain the customer's name, telephone number and 800 number of the long distance company allowing Hamilton to contact that carrier in order to ask them to participate in relay equal access. If a relay user selects a non-participating long distance carrier via the customer preference, Hamilton will notify the customer that the chosen carrier is not participating in equal access. Hamilton's customer service always follows up with the customer and the long distance company concerning this matter.

If a customer contacts Hamilton requesting a carrier that does not participate, Hamilton will contact that carrier both verbally and in writing to notify them of their obligation to provide access to TRS users and encourage them to participate.

Hamilton's Customer Care Representatives are prepared to discuss carrier of choice with relay users and are also prepared to direct them to other telephone numbers to access more information from particular carriers. Hamilton keeps an updated file of the appropriate access numbers to long distance companies that are participating in relay equal access.

Encouraging IXC Participation in TRS Equal Access

Hamilton will build a list of all certified IXC's and dial-around services operating in the State of Florida. Hamilton will mail all certified long distance companies in Florida a letter, which follows, asking them to participate in Hamilton's equal access process.

Hamilton has provisioned the necessary trunks at each of its relay switching tandems so that long distance companies participating in equal access can receive relay traffic. Hamilton works with each company who responds to add them to Hamilton's switch, allowing that company to pick up relay traffic for customer billing purposes.

Date

Company Name
Address
City, State, Zip

RE: TRS EQUAL ACCESS PARTICIPATION

If you are certified to provide toll services in the state of Florida please read on for important equal access information as it relates to Telecommunications Relay Service.

To ensure full compliance with FCC orders (see below), Hamilton makes every effort to give relay users access to as many long distance carriers as possible. We are asking your company to participate in relay equal access for intralata, interlata, or both types of toll traffic.

Hamilton's relay switches are located in Louisiana, Nebraska, and Wisconsin.

All interlata and intralata toll traffic from the **Louisiana** switch is delivered to:

- AT&T Southeast's Goodwood tandem
- 566 Lobdell Avenue
- Baton Rouge, Louisiana 70803-6316
- CLLI code - BTRGLAGW0GT
- Point code – 252161001

All interlata and intralata toll traffic from the **Nebraska** switch is delivered to:

- Windstream tandem
- 1440 M Street
- Lincoln, Nebraska 68508-2513
- CLLI Code LNCLNEXL04T
- ICSC number in North Carolina 800.864.7188
- Fax number 704.841.3231

All interlata and intralata toll traffic from the Madison, Wisconsin switch is delivered to:

- AT&T Madison Tandem
- Madison, WI
- CLLI Code MDSNWI1171T

All interlata and intralata toll traffic from the Milwaukee, Wisconsin switch is delivered to:

- AT&T Milwaukee Tandem
- Milwaukee, WI
- CLLI Code MILWWI1261T

A facility-based carrier (not a reseller) participating in relay equal access is responsible for picking up its customers' toll traffic from any of the above tandems and hauling it to the terminating destination. Carriers must have facilities that will accept relay traffic (1+, 0+, international, etc.) at all the tandems listed above. All certified carriers within any of the states listed above are invited to participate in relay equal access.

To participate as a facilities-based carrier for relay you must submit an Access Service Request (**ASR**) to activate your carrier code (CIC) in each tandem listed above. Additionally, send **Hamilton Relay, Inc.** in Aurora, Nebraska, a Letter of Authorization (**LOA**) indicating every state where you are authorized to provide toll service. The purpose of the LOA is to grant Hamilton Relay the authority to activate you in the relay switches. **Please include your technical contact name, telephone number and email address and your customer service contact information.**

If you are a reseller with an underlying carrier that is certified in Louisiana, Nebraska, and Wisconsin, then send an **LOA** to **Hamilton Relay, Inc.** indicating every state where you are certified to provide toll service and what CIC to use for your traffic. Also include **your technical contact name, telephone number and email address and your customer service contact information.** The purpose of the LOA is to grant Hamilton Relay the authority to activate you in our relay switches. It is your responsibility to provide your customer information to your underlying carrier and/or have your underlying carrier activate your CIC in the tandems so your carrier can identify your traffic.

Thank you for your attention to this matter. We look forward to hearing from you.

Sincerely,
JoAnne Lambert, Equal Access Coordinator
1001 12th St
Aurora, NE 68818
402-694-5101
joanne.lambert@hamiltontel.com

Federal Communications Commission
Washington, D.C. 20554

In the Matter of	)	
Telecommunications Relay Services	)	CC Docket No. 98-67
and Speech-to-Speech Services for	)	
Individuals with Hearing and Speech	)	
Disabilities	)	

ORDER ON RECONSIDERATION

Adopted: June 2, 2000 **Released: June 5, 2000**

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(b) *Technical standards.*

(3) *Equal access to interexchange carriers.* TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

LOA EXAMPLE

Long Distance Service Provider Letterhead

Mmmm dd, yyyy

Hamilton Relay Inc
Attn: JoAnne Lambert
COC Coordinator
1006 12th Street
Aurora, Nebraska 68818

JoAnne:

Please accept this letter of authorization to include *long distance service provider name* as a long distance carrier for Relay users in the follow states:

- *List all states where your company is authorized to provide long distance services. If your service area is nationwide, indicate if it includes the 48 continental states or all 50 states plus territories.*

Long distance service provider name is active and ready to receive Hamilton Relay users' toll traffic at AT&T Southeast's Goodwood tandem (BTRGLAGW0GT) in Baton Rouge, LA, Windstream's tandem (LNCLNEXL04T) in Lincoln, NE, AT&T tandem (MDSNWI1171T) in Madison, WI, and AT&T tandem (MILWWI1261T) in Milwaukee, WI. Please use the following technical information to configure Hamilton's Relay switches:

- Carrier code(s): *Long distance service provider's carrier identification code NNNN. If you use multiple CIC codes, please indicate the state, jurisdiction, or calling plan associated with each code Relay customers are allowed to choose.*
- Underlying carrier name: *Name of underlying carrier, if used*
- Underlying carrier code: *Underlying CIC NNNN, if used*
- Carrier code(s) to activate in Relay switches and send with calls: *CIC NNNN = LD provider or underlying carrier code(s)*
- Technical contact: *Name of technical person with whom to discuss routing issues*
- Telephone: *Technical contact's telephone number*
- E-mail: *Technical contact's e-mail address*

Should your Relay users need to contact *long distance service provider name*, please have them call our customer service number, *NNN-NNN-NNNN*.

Sincerely,
Authorized signature

Typed name
Title
Telephone number

Default Carrier

If a customer does not select a long distance carrier (either in the customer profile or on a per-call basis), Hamilton will default that caller to AT&T. The FPSC can change this default if so desired.

Hamilton's outreach and customer service teams will work to educate relay users on the importance of pre-selecting a long distance carrier. Profiling a carrier of choice ensures that relay users are never charged at the casual user's rate.

Beyond educating relay users on the importance of pre-selecting a carrier, Hamilton's outreach and customer service teams will help relay users "shop" for a carrier, to help them find a long distance carrier and a long distance calling plan that best fits their needs.

Should the FPSC desire, Hamilton is willing to change its carrier of choice policies. Hamilton will customize its relay service to meet the needs of Florida Relay users.

Following is the current standard of the Network Interconnections Interoperability forum.



ATIS-0300084

Network Interconnection Interoperability Forum, (NIIF)

Telecommunications Relay Service (TRS)

atis

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ATIS-0300084, *Telecommunications Relay Service (TRS), July 2006, Formerly NIIF-0008*

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1.0 BACKGROUND

1.1 Introduction

This paper presents th e current industry understanding re garding network technical issue s associated with the implementation of Telecommunications Relay Service (TRS). Of particular concern is the issue of carrier of choice -- the ability of the TRS user to specify the carrier the user wishes to transport the call, an d the mann er in which this feature can be provided. This effort is a result of a ctivity initiated at the Ind ustry Carriers Compatibility Forum (ICCF). It represents the current industry view and may be subje ct to change. Any such changes, including modifications or additions to the document will be made u nder the d irection of the Network Interconnection Interoperability Forum (NIIF).

Although the technical arrangements described in the document should be considered the product of industry consensus regarding the ultimate network solution to the stated issues, there should be no inference relating to the implementation of the proposed architectures by any TRS service provider. That is, the decision to im plement these arrangement ts, and the t imetable in which such arrangements should be deployed, is likely to be based on business an d regulatory concerns, and will vary accordingly. Moreover, nothing in this document precludes the use o f alternative arrangements which may include some or none of the features described.

1.2 Telecommunications Relay Service

Telecommunications Relay Service (TRS) is a t elephone transmission service that provides the ability for an individual who has a hearing or speech disab ility to engage in communication by wire or radio with a hearing individu al in a manner that is fu nctionally equivalent to the ability of an individual who does not have a hearing impairment or speech impairment.

TRS includes services t hat enable two-way communication between an individual who uses a Text Telephone (TT) or other non-voice terminal and an individual who does not use such a device.

1.3 Key Regulatory and Legislative Rulings

Several regulatory and legislat ive actions have mandated t hat TRS be made a vailable. Most significant of these actions is the Americans with Disabilities Act (ADA) which prescribes tha t "*Each common carrier ... shall ... provide ... TRS, individually, through designees, through a competitively selected vendor, or in concert with other carriers.*" In addition, the ADA directs the FCC to prescribe regula tions that establish functional requirements, guidelines, and operations procedures for TRS.

In its Order in Docket 90-571, the Commission provided such regulations. Key among them is a technical standard that prescribes equal or equivalent access to interexchange carriers. Specifically, it is stated that "*TRS users shall have access to their chosen interexchange carrier through TRS, and to all other operator services, to the same extent that such access is provided to voice users.*"

1.4 Carrier of Choice

In each state, TRS is provided, after a selection/ certification or competitive bidding process, by a single carrier, either an interexchange carrier (IC), a local exchange company (LEC), or other (usually non- profit) organization. The regulation prescribing equal access for TR S has been interpreted to require that the TRS provider offer the TRS user the ability to designate the carrier to transport the call. Accordingly, the TRS pro vider must establish the technical capability and the administrative procedures to route the call to the designated transport carrier. Similarly, th e transport carrier must be able to recognize the TRS call, complete the call to its destination, and obtain sufficient call detail information to accurately rate and bill t he call. Wit h such an arrangement, the establ ished connection will link the call ing party to the called par ty, through the TRS platform and the facilities of the transport carrier. The Communications Assistant (CA) of the TRS provider will provide the relay function.

2.0 NEEDS AND OBJECTIVES

2.1 Rating of TRS Calls

Several State Commissions have mandated that TRS calls be discounted. Such discounts must be provided not only b y the T RS provider, but also by a ny other ca rrier that is involved in transporting the TRS call. Accordingly, if a ca ll is routed by the TRS provider to a transport carrier, the transport carrier must b e able to identify the call as a TR S call in order that the appropriate discount can be applied.

2.2 Efficiency

It is desireable that the TRS provider be able to route the call to the designated transport carrier in as efficie nt a manner as possible. The need for such efficiency implies that the transport carrier receive, through available ne twork signaling, all nece ssary information to complete the call. This in formation includes the identification of the call as a TRS call, the end user calling number, and the called number. Moreover, it is desirea ble that any additional information further describing the nature of the calling line (e.g., hotel/motel, payphone, etc.) be provided.

Calls not requiring operator assista nce should be routed to the transport carrier's non-operator switch. That is, calls w here alternate billing (ca rd, collect, third party) i s not requested by the calling party should not involve the operator services position of the t ransport carrier. When

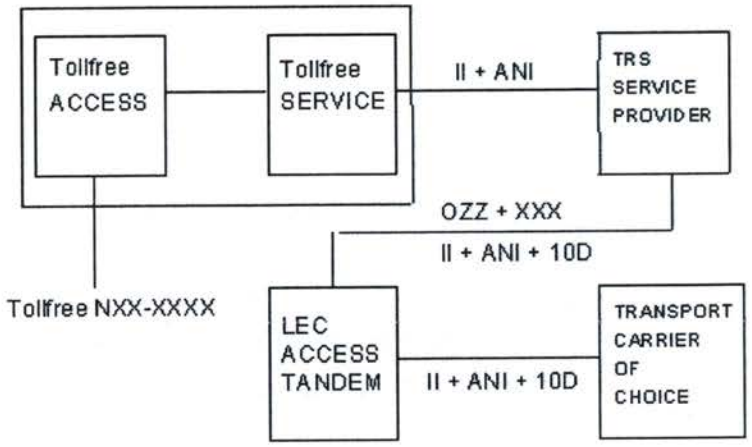
alternate billing is requested, the interaction between the CA and the transport carrier operator should be kept to a minimum. Again, as much information as possible should be provided to the operator services position of the transport carrier through network signaling.

Efficient provision of routing to the transport carrier will minimize the call set-up time associated with the TRS call. Minimal call set- up is necessary to better meet the requirement of functional equivalency to non TRS connections.

3.0 NETWORK ARCHITECTURE

3.1 General

The suggested network architecture to effect carrier of choice is shown in the figure below. A key feature of the architecture is the capability within the TRS platform which allows the platform to outpulse in an equal access signaling format to a LEC access tandem switch. This capability takes advantage of known access network capabilities and arrangements to effectively provide connectivity to the requested transport carrier.



NETWORK ARCHITECTURE FOR CARRIER OF CHOICE

It is recognized that some of the capabilities described as well as the necessary access trunking are not now in place and will have to be deployed to comply with the proposed architecture. Further, it is understood that this network architecture cannot be used for certain calls (see Section 7.5). Finally, as stated in the introduction (Section 1.1) the decision to implement these arrangements and the timetable in which these arrangements are deployed, are likely to be based on business and regulatory concerns.

3.2 Access to the TRS Platform

Connection of the end user (calling party) to the TRS platform is typically provided through the use of an Toll-free number. The Toll-free service which routes the call to the platform should be configured to deliver to the TRS provider the 10 digit calling number (ANI). In addition to the calling party number, the Toll-free service should deliver to the platform the ANI II digit pair associated with the calling line.

3.3 Selection of Carrier of Choice

After connection to the TRS platform, the end user will provide to the CA -- either verbally or through use of a TT -- the called number, the type alternate billing required, if any, and, if desired, the carrier the caller wishes to route the call.

3.4 The Use of MF Feature Group D Signaling

The TRS Platform will route the call to the requested carrier by generating an equal access (FG D) signaling message to an appropriate, originating LEC access tandem switch. Originating FG D signaling through an access tandem uses a two stage outpulsing sequence with the first stage of the form "OZZ XXX" where OZZ is used to specify a particular trunk group and XXXX is the carrier code. The calling number (ANI) including the ANI II digits and the called number are provided in the second stage of outpulsing.

3.4.1 The Use of Unique ANI II Digit Pairs

It is necessary that the carrier of choice (the transport carrier) recognize the call incoming to its network as a TRS call. To effect this recognition through network signaling, new ANI II digit pairs must be defined and assigned to identify TRS calls. Because the transport carrier requires information regarding the nature of the calling line, reflecting, for example, the need for a particular billing treatment, multiple ANI II digit pairs are necessary. Accordingly, the use of these new ANI II digit pairs will identify the incoming call as a TRS call with no billing restrictions (i.e., bill to the calling number) or a TRS call in which some alternate billing arrangement must be used. Specific definitions of these new ANI II digit pairs are given in Section 6, below.

It should be recognized that the ANI II digit pair sent by the TRS platform to the carrier of choice will not be the ANI II digit pair originally associated with the calling line and initially received by the TRS platform. Rather, the TRS Platform must map the ANI II pair of the calling party's line to one of the new ANI II digit pairs assigned for TRS use.

3.5 The Use of SS7 Feature Group D Signaling

The TRS Platform will route the call to the requested carrier by generating an Initial Address Message (IAM) containing the appropriate parameters to enable the originating LEC access

tandem to route the call to the app ropriate IXC. The 0ZZ XXXX will be sent in the Transit Network Selection (TNS) parameter and, as in the FGD in-band signal ing above, the 0ZZ will indicate the trunk group type (Circuit ID) and XXXX will contain the Carrier Identifica tion Code (CIC) of the preferred carrier. The LEC tandem will use the information in the TNS to route the call to the appropriate IXC trunk group and to indicate the type of call (1+, 0+, etc.). Since the TNS is not passed fro m the tandem to the I XC, the NIIF recommend s the Carrier Information Parameter (CIP) of the IAM must contain the CIC of the Preferred Inter-exchange Carrier (PIC).

The Pre-subscribed or Casual Ca ll status of the call is indicated in the Carrier Selection Parameter (CSP). The NIIF recommends utilizi ng a CSP value of 7 for TRS calls. CSP value of 7 is defined as "Select ed carrier identificat ion pre-subscription unkno wn (verbal) instruction s from the calling party." Further information on CSP values can be found in T1.113, Signaling System No. 7 (SS7) - Integrated Services Digital Network (ISDN) User Part.

The NIIF recommends that the TRS platform pass the Jur isdiction Information Parameter (JIP). Currently, the TRS platform does not send JIP but TRS providers are willing to have their platforms pass JIP if it was sent on the inbound call. JIP should not be created by the TRS platform for a call where the orig inating office was not capable of sending it. The Originating Line Information (OLI) codes are the two-digit codes providing indicat ion of the type of station making the call. These codes are referred to variously as "ANI II digi ts", "Info Digs", and "II digits", and are described below for TRS use. The NIIF recommends th at the IAM sent by the TRS platform be populated in accordance w ith T1.113, Signaling System No. 7 (SS7) - Integrated Services Digital Network (ISDN) User Part.

3.6 Call Flows

The following are descriptions of the call processing necessary to establish and complete a TRS call.

3.6.1 TRS Call Billed to the Calling Line

Consider a TRS call made from a residence line where the caller wishes to have the ca ll completed over a specific carrier's network, and not the network of the TRS provider. Moreover, the call is to be billed to the calling line.

Typically, the calling party would access the TRS Platform by dialing an Tollfree number. The call would be completed and, be cause of the manner in which th e (Tollfree) service was provisioned, the TRS platform would receive th e calling party number (ANI) and the associate d II digits (in this case 00). The call ing party will communicate with the CA, informing the CA o f the called number and the choice of carrier. The CA, recognizing (throug h the II digits) that call is made from an unrestricted li ne and that no alternate b illing (e.g., card, collect) has been requested would assume that the call is to billed to the originating line.

The CA wo uld initiate the call to t he designated carrier causing an equal access signaling message to be transmitted from th e TRS platf orm to the appropriate LEC acce ss tandem switch. Contained within the signaling message is the information indicating the carrier to which the call should be routed. The second stage of the signalin g message contains both calling and

called party number, including the new II digits 60 indicating that the call is a TRS call and that there are no billing restrictions on the calling line. The call would be completed by the transport carrier with the necessary call detail indicating the use of TRS, thereby permitting the transport carrier to apply the appropriate rate treatment.

3.6.2 TRS Call with Alternate Billing

A call will be designated as an alternate billed call either because the calling party has requested such treatment or the CA, based on an indication from the calling line II digits, recognizes that the call cannot be treated as sent paid. In either event, the call would reach the TRS platform as previously described in Section 3.6.1.

The CA, after determining that alternate billing is required, will initiate the call to the specified carrier as if the call were dialed 0+. Carrier identification will again be realized through the first stage of FG D signaling through a LEC access tandem. The calling party number information will contain the necessary II digit pair indicating a TRS call from either a restricted or unrestricted line. Because the call was dialed 0+, the call will be routed to the operator services position of the designated carrier where the appropriate call treatment (card, collect, third party) can be provided.

4.0 CAPABILITIES OF THE TRS PROVIDER

As indicated in the above call flows, the TRS platform and/or the CA must provide several specific capabilities in order to effect the desired call processing.

- Receive the ANI of the calling line
- Receive and interpret the ANI II digits of the calling line
- Recognize the routing needs (e.g., 1+, 0+) of the calling party
- Map the calling line II digits to the TRS II digits as appropriate
- Route the call to the carrier of choice using FG D signaling through a LEC access tandem switch. (Access facilities to connect the TRS platform to the appropriate access tandem must be in place)
- Provide all necessary additional information to the carrier of choice (e.g., card number, collect, third party)

In addition, it is the responsibility of the TRS provider to inform all ICs operating in a given state (where the TRS provider offers service) of the location of specific access tandem switches

through which "carrier of choice" traffic will be distributed. Moreover, the TRS pro vider is also responsible for informing the industry relative to the activation by the TRS provider of any newly assigned ANI II digit pairs which will necessarily be forwarded to a selected carrier of choice.

5.0 CAPABILITIES OF THE TRANSPORT CARRIER

Similarly, the transport carrier must also support several features to allow the efficie nt implementation of carrier of choice.

- Provision access facilities from the appropriate access tandems
- Receive FG D signaling at all POPs designated to collect TRS traffic
- Receive and recognize the unique TRS II digits
- Record the necessary call detail information for rating and billing

6.0 RESPONSIBILITIES OF THE LEC

The designated architecture for carrier of choice requires that the TRS pro vider route traffic through a LEC access tandem switch for delivery to the end user's chosen carrier. Accordingly, access facilities should be made available by the LEC to provide the necessary connectivity from the TRS platform to the designated access tandem.

In addition, the LEC should understand that th e deployment of the re commended architecture requires that access recording capability be available at the tandem switch which receives traffic from the TRS provider and routes th at traffic to the transport carrier. To the extent that access recording capabilities are not available, their development should be considered.

7.0 NEW ANI II DIGIT PAIRS FOR TRS

It is suggested that three new II digit pairs be a ssigned to permit the efficient implementation of TRS and, in particular, carrier of choice.

7.1 TRS II Digit Pair 60

ANI II digit pair 60 indicates that the associated call is a TRS call delivered to a transport carrier from a TRS provider an d that the call originated from an u nrestricted line (i.e., a line for which there are no billing restrictions). Accordingly, if no request for alternate billing is made, the call will be billed to the calling line.

7.2 TRS II Digit Pair 67

ANI II digit pair 67 indicates that the associated call is a TRS call delivered to a transport carrier from a TRS provider and that the call originate d from a restricted line. Accordingly, sent paid calls should not be allowed and additional screening, if available, should be performed t o determine the specific restrictions and type alternate billing permitted.

7.3 TRS II Digit Pair 66

ANI II digit pair 66 ndicates that the associated call is a TRS call delivered to a tran sport carrier from a TRS provider, a nd that the call originat es from a h otel/motel. The transport carrier can use this indication, alo ng with other information (e.g., whet her the call was dialed 1+ or 0+) to determine the appropriate billing arrangement (i.e., bill to room or alternate bill).

7.4 ANI II Digit Mapping

ANI II digit pairs associated with the calling line and received by the TRS platform will have to be mapped into the thre e II pairs assigned for TRS).60, 66, 67. The fo llowing table suggests such a mapping.

ORIGINAL II PAIR	DESCRIPTION	TRS II PAIR	DESCRIPTION
00	UNRESTRICTED	60	UNRESTRICTED

01	MULTIPARTY	60	UNRESTRICTED
02	ANI FAILURE	67	RESTRICTED[i]
06	HOTEL/MOTEL	66	HOTEL/MOTEL
07	SPECIAL OPERATOR HANDLING	67	RESTRICTED
20	AIOD	60	UNRESTRICTED
23	COIN/NON-COIN UNKNOWN	67	RESTRICTED
24	Tollfree SERVICE	67	RESTRICTED
25	Tollfree	67	RESTRICTED
27	COIN	67	RESTRICTED
29	PRISON / INMATE	67	RESTRICTED
61	CELLULAR	67	RESTRICTED
62	CELLULAR	67	RESTRICTED
63	CELLULAR	67	RESTRICTED
70	COCOT	67	RESTRICTED
93	VIRTUAL NET	60	UNRESTRICTED

8.0 Additional Technical Issues

Several additional te chnical issues must be re cognized by both the T RS providers and the transport carriers.

[i] Typically, when ANI failure occurs, the call is directed to an operator for collection of the calling party number. If the calling party number is successfully obtained, and if it is dertermined that the calling line is unrestricted, the call may be forwarded from the TRS platform as an unrestricted call (i.e., with ANI II AA).

8.1 Trunking to the LEC Access Tandem Switch

The previously described call flows indicate that the TRS provider will deliver traffic to the designated carrier of choice through a LEC access tandem switch. Because the TRS platform may be physically distant from the state it serves, an issue that must be addresed is the location of the LEC access tandem to which the TRS platform will deliver carrier of choice traffic. It is possible that such traffic could be offered at a tandem switch and delivered to the designated carrier outside the state in which the call was made.

If this were the case, at least two difficulties might arise. First, the information provided to the transport carrier necessarily includes the calling party number which indicate the NPA code associated with the originating location. Accordingly, if this call is delivered to a Point of Presence (POP), and ultimately to a switch of the transport carrier in a state far distant from the location of the calling party, that switch will receive and must recognize "foreign" NPA codes which it typically is not expecting. Therefore, screening in these switches, at least on those trunk groups which receive TRS calls, will have to allow such "foreign" codes.

Second, the ANI based screening required to determine specific call treatment (e.g., collect only) or to validate 1+ calling from hotels is based upon internal databases which are regionally deployed. Accordingly, if the call is delivered to the transport carrier at a location distant from the calling party, the relevant information necessary to perform screening may not be present.

It is therefore suggested that routing arrangements be considered so that calls routed from the TRS provider to the designated carrier of choice are delivered to that carrier from a LEC access tandem switch in the state from which the call originated, preferably from the switch that serves the calling NPA.

8.2 Tollfree Database Access

There are two situations where Tollfree Database Access will provide to the TRS platform an ANI II digit pair which does not directly describe the characteristic of the originating line, or will change the II pair associated with the calling line. II 23 will be received by the TRS platform if the access provider cannot determine if the originating line is coin or non-coin. Receipt of II 23 will occur, for example, on some calls originating from non equal access end offices.

Upon receipt of II 23 the CA should attempt to obtain the full (10 digit) ANI of the calling party and the nature of the calling line. If the CA determines that the call can be billed to the calling line, the ANI II digit pair forwarded to the transport carrier could be that associated with a TRS unrestricted call. If the CA is not certain of the nature of the calling line, or is unwilling to take responsibility for that decision, the call should be forwarded to the transport carrier with the ANI II digit pair for a TRS restricted call.

ANI II digit pair 24 is used to indicate that Tollfree access includes a POTS number translation and will therefore be received by the TRS platform on every call if the Tollfree service provider has selected this option from the Tollfree access supplier. If II 24 is received, the CA should again attempt to determine the nature of the calling line. More appropriately, the TRS provider should request of its Tollfree service provider that POTS translation not be used.

8.3 Inaccessibility of the Designated Carrier

Clearly, the designated transport carrier of choice to which the TRS pro vider will direct the call must have a Point of Presence (POP) in the area from whic h the call originates, and must have in place access facilitie s from the tandem switch to which the TRS pro vider routes the call. If such access facilities are not in place, the call cannot be directed to the transport carrier and should be routed to the appropriate announcement.

It should be noted tha t announcement capab ility may not be availa ble at all LEC tande m switches that will receive TRS (carrier of choice) traffic, possibly causing call s routed to unavailable carriers to terminate in reorder, without explanation to the c alling party. Accordingly, it would be advisable for the TRS provider to be aware of the ICs that serve a given state (or area within a state) and are available to receive TRS traffic. Ca lling parties selecting a carrier known to the TRS provider to be unavailable from the caller's area would be so informed by the TRS provider and asked to make another choice.

8.4 Access to the LEC Operator

Situations may arise i n which a calling party making a TRS call needs to access the LEC operator for assistance. Accordingly, the TRS platform should incorporat e and support existing interconnection arrangements (e.g., operator inward dialing) and procedures to accommodate this potential need.

8.5 Transfer of TRS IntraLATA Calls to the LEC

As previously explained (Section 1.4) there ma y be situa tions where, subject to regulatory directives, intraLATA calls handled by a TRS provider must be routed to the LEC for completion. The network solution described herein cannot be used for such calls. Alternatively, intraLATA calls could be forwarded to the LEC simply by sending the called number to the LEC tandem or end office switch. (If ca lls are routed by the TRS provider to the LEC for completio n, the calls may have to be delivered to a tandem switch in the LATA in which the call originated). Associated billing arrangements, if required, would have to be accommodated on a n individual case basis. In any event, should L EC completion of intraLATA TRS calls be re quired (in some areas, state commissions have au thorized TRS providers to complet e intraLATA traffic) the arrangements necessary to accommodate this need shou ld be develo ped through one-on-one negotiations between the TRS provider and the LEC.

8.6 Coin Sent-Paid Calls

A recent FCC Order (CC Docket 9 0-571, released 2/25/93) ruled that TRS must accommodate coin sent-paid calls. Current TRS access arrangements (i.e. Tollfree service) and TRS platform capabilities cannot adequately support coin sent-paid traffic as the necessary coin control signaling features, required to moni tor the deposit and collection of coins, are not available.

Moreover, the difficulties are compounded if the call is handed off from the TRS provider to a transport carrier. In this situation, the coin control capabilities would necessarily have to be transferred to the transport carrier -- a capability that again, is not available.

Further, full support of coin sent paid TRS traffic would require a non-voice interface for coin control signaling and the development of the associated industry standards. In addition, changes in customer premises equipment (i.e., coin telphones) would be required to support TT usage on coin calls.

If an industry technical solution for the accommodation of TRS coin sent-paid calls is developed, this document will be ammended to describe the arrangement.

9.0 Alternate Arrangements

A TRS provider and/or a transport carrier, along with the LEC, may choose not to implement the above described capabiliities. Although less efficient, there are alternatives to the network solution which could provide the basic carrier of choice feature.

Simplistically, upon a calling party request for transport service from a designated carrier, the TRS provider could launch the call to that carrier using 101XXXX access. The call would be routed to the carrier of choice with the ANI and the ANI II digits of the TRS platform. The transport carrier could identify calls from a TRS provider based upon the ANI, and collect the call detail for those calls in a "downstream" process. Call detail information, recorded by the TRS provider, including calling party number could then be provided to the transport carrier, allowing calls completed over the transport carrier's network to be associated with the appropriate calling party. Accordingly, the calls could be rated and billed.

This arrangement would permit a TRS provider to route the call to the calling party's carrier of choice, and would not require the network modifications and access trunking additions described above. This arrangement, however, requires the transfer of billing information outside the normal, automated processes. The use of essentially manual input to an otherwise automated process is administratively burdensome and is prone to result in lost data and/or errors. Moreover, the absence of relevant information (e.g., calling party number, relevant II digits) in real time during call processing could inhibit the transport carrier's ability to properly treat the call, and could potentially increase the possibility of fraud. Accordingly, at least for use in the long term, this alternate arrangement is not recommended.

47. Recipient of Toll Revenues

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

Hamilton will not perform any long distance billing functions under this contract. All long distance calls (i.e. intralata, interlata, and international calls) will be billed by the relay user's carrier of choice. As a result, Hamilton will not retain any toll revenues.

48. Long Distance Call Billing

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

a. Telephone number or credit card number to be billed (NPA-prefix-line number)

b. Originating and terminating telephone number (NPA-prefix-line number)

c. Originating and terminating exchange name

d. Date

e. Start time

f. Call duration to the full second (the time in between start time and end time)

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

Because Hamilton does not perform any long distance billing, Hamilton is not in control of these time measurements. However, Hamilton does send all the needed information so that the long distance carrier can perform and calculate accurate billing and time measurements. Hamilton's switch is acceptable for all public phone measurements and its accuracy is guaranteed by the manufacturer. In addition, Hamilton syncs its timing devices to the atomic clock in Boulder on

at least a weekly basis. To ensure the highest level of service, Hamilton's technical staff monitors all systems daily and scans all log files daily for any indication of a potential problem. All CAs complete an observation sheet for any calls in which they experience a technical difficulty so that technicians can analyze and identify any potential problems. Hamilton will provide a very high level of reporting accuracy to the State of Florida.

Automated Billing System to Determine Call Jurisdiction

Hamilton makes use of an automated billing system to determine call jurisdiction. Hamilton marks on every billing record whether the call is local, EAS, intrastate or interstate. This is done immediately when the call is placed. Hamilton performs a second check of call jurisdiction during the monthly settlement process. By determining the jurisdiction of every relay call twice, Hamilton can guarantee that call jurisdictions are established correctly and that the FPSC only pays for intrastate relay minutes. In addition to redundant jurisdiction look-ups, Hamilton also accounts for every minute of relay use. This means that all reports must balance at the end of every month in each jurisdiction category. This additional safeguard ensures that all minutes are accounted for correctly. Hamilton will bill the FPSC for all Florida intrastate relay traffic. Hamilton will bill the Interstate TRS Fund direct for all interstate minutes and will report such data to the FPSC.

Call Billing Records

Hamilton uses its call billing records to generate billing to the State. Hamilton does not generate any billing to relay users. Call Billing Records contain the following information. Hamilton's call billing record system is completely automated and available for audit when deemed to be necessary.

Calling Number
Called Number
Bill Number (for card or third party)
Outgoing Call Type (Collect, Third, etc.)
Validation Codes
Outgoing Call Class
Connect Time
System Time
Operator Time
Incoming Call Type
Operator Position
Calling Trunk Group
Called Trunk Group
Completion Code
Connect Date
Disconnect Time
Queue Time
Charge Time
CA ID

All of this information is recorded in Hamilton's relay platform. This also records the following call events as illustrated below:

----------	Call initiated (off-hook detected)
System Time	
----------	Call is placed in queue
Queue Time	
----------	Call is assigned to Operator
Operator Time	
----------	Call dialed and ringing
System Time	
----------	Call completed (called party off-hook)
Charge Time	
----------	Call breakdown (either party off-hook)

Hamilton's System and Process for Billing the State

Hamilton performs the following functions in-house. After records have been made for each call, this data is transmitted daily from the relay platform to the toll processing computer system. Within this system, call jurisdictions are defined again by linking the calling and called numbers to geographic data tables that contain NPA-NXX information. Calls are then identified as intralata, interlata or local/EAS. This also is done at the workstation during the actual call. (Interstate and Intrastate toll calls are sent immediately to the customer's carrier of choice for billing via the tandem while the relay call is taking place.) Local/EAS, intrastate and interstate call information is retained for calculation of billable minutes. Hamilton then takes the conversation time as recorded for each record and uses it to make its billable amount calculation to the FPSC and to the Interstate TRS Fund Administrator for interstate relay calls.

Hamilton uses the information contained in the call billing record (see above) to prepare its annual and monthly reports. The various "time" measurements are used to calculate answer performance and queue time. Call records are also used to identify incoming call type (i.e. TTY, Voice, Speech to Speech, etc.). Inbound, outgoing and completed call counts as well as billing jurisdictions are calculated from call billing records.

Hamilton's relay switch generates a call detail record for each relay call (call detail records include call set-up and wrap-up time) and records each call to the nearest second. For reporting purposes, minutes are rounded to the nearest hundredth of a minute. For example, a relay call lasting 7 minutes and 2 seconds (including set-up and wrap-up) is reported as 7.03 minutes; a relay call lasting 7 minutes and 7 seconds is reported as 7.12 minutes. All call minutes within a calendar month are then added to determine the amount of time to be billed to the State. Hamilton's billing accuracy is unmatched by our competitors. **Hamilton measures to the nearest 100th of a minute**, thus saving the State money.

49. Special Needs

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

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

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

Hamilton believes that it is essential for a relay service to employ persons who are deaf, hard of hearing or who have difficulty speaking. Hamilton has employed individuals who are deaf or hard of hearing in the below positions in the past and present, (as outlined in **Section B.7** above) and intends to continue to recruit and hire such individuals in the future for a variety of positions.

- Board of Directors & Vice President of Hamilton Telephone Company and President of Relay
- National Outreach Manager
- Contract Manager
- Relay Center Manager
- Assistant Relay Center Manager
- Program Manager
- CapTel Product Manager
- Internet Based Relay Services Product Manager
- Outreach Coordinator

- Customer Service Manager
- Customer Service Representative

Hamilton currently employs a long list of individuals with disabilities which is explained in full in **Section B.7** above. Hamilton's staff has a great deal of subject matter knowledge in the area of Deaf and Deaf/Blind services. Hamilton's CAs undergo extensive training to ensure all relay calls are handled in a manner that is sensitive to the social/cultural variations of relay users accessing the relay service. Hamilton's CAs are very sensitive to the different mannerisms that appear in relay calls and are dedicated to making sure conversation takes place.

Hamilton will work very closely with the State to ensure that relay services for Deaf, Deaf/Blind and Speech to Speech users are tailored to support the wide diversity of Florida's population as well as all consumers who require enhanced relay functionalities in their communication, including the enhancements listed below.

Mobile CapTel®

Hamilton provides Mobile Captioned Telephone. Hamilton was the first provider to introduce single-phone mobile Captioned Telephone service. Hamilton Mobile CapTel allows users to place and receive calls – while reading word-for-word captions – on a single device.

Hamilton Mobile CapTel can be used anywhere on a single, mobile telephone that is capable of supporting both voice and data simultaneously through a 3G or Wi-Fi connection. Hamilton Mobile CapTel gives freedom to individuals who are unable to hear a phone conversation well. The captioned telephone has been available for years, but always required a special telephone. With the introduction of Web CapTel and Mobile CapTel, Hamilton Relay is making equal access to all individuals a reality, wherever they are. Hamilton has launched Mobile CapTel via the iPhone Browser and App, and the Android Browser and App. Hamilton recently updated the Android application to be compatible on Tablets using the Android mobile technology platform.

Hamilton will continue to meet all FCC requirements in operating its IP Captioned Telephone and Mobile CapTel services and will abide by all FCC requirements and waivers. Hamilton is in full compliance with all FCC Rules for IP-CapTel. Today, the Interstate TRS Fund is paying for all IP Captioned Telephone Service minutes.

Deaf/Blind Pacing/Slow Typing Requests/Slow Type Buffer

Hamilton's Slow Type Buffer feature allows CAs to type at a normal pace while text appears on screen beginning at 10 words per minute in increments of 5 up to 45 words per minute. Relay users can select this in the profile or ask the CA at any time before or during the phone call to adjust the communication speed.

Verbatim Versus Transliteration

As required by the FCC, CAs are required to type and voice every word of a relay conversation verbatim. Verbatim typing and voicing is required on all relay calls with the following exceptions:

- A TTY user has a "Translator Preference."
- Either one of the relay users involved in the conversation requests translation.
- The relay user requests summarization.

In any of these circumstances, the CA calls a Supervisor to ensure proper handling of the call. As explained in the previous section, Hamilton trains its CAs and Supervisors to serve as relay translators. The role of the translator is not to interpret ASL since American Sign Language is not a written language. Instead their role is to "translate" the hearing person's English into "ASL-like" conversation and voices the "ASL-like" TTY user's words into conversational English without compromising meaning or intent.

Understanding and Translating Limited English or Spanish

Hamilton provides extensive CA training in translating limited written English or Spanish to correct spoken English or Spanish via intensive training in three areas. First, we train the CA to gain an understanding of how deaf and hard of hearing people typically write English or Spanish and the background behind that. This includes syntax, abbreviations, word choices, etc. Hamilton then instructs CAs on the proper ways to translate this form of English or Spanish into correct written English or Spanish. Finally, Hamilton's CAs are taught how to translate from limited written English or Spanish to correct spoken English or Spanish. By developing skills in these three areas and in this order, Hamilton has discovered that the CA is much more capable of translating relay calls. Hamilton uses videos, manuals, observation and a variety of role play scenarios to practice these skills.

Hamilton's training process dedicates a great deal of time to learning how to translate ASL to conventional English or Spanish. At the beginning of the training period, each CA receives a manual covering syntax. This manual has proved to be a valuable tool for CAs as they develop their skills in this area. As a result of this manual and other types of classroom training and exercises, Hamilton's CAs are able to translate calls from limited written English or Spanish language into English or Spanish for the hearing user. **Before translating calls, all Hamilton's CAs must pass a proficiency exam which tests the skills needed to meet this requirement.**

Hamilton has also developed several intensive translation programs. One program was designed by Daniel Burch, a past president of the national Registry of Interpreters for the Deaf. It goes into great depth on how to perform translations from limited written English to correct spoken English.

Another ASL Translation Training program demonstrates how Hamilton trains CAs to evaluate the meaning of Deaf writing. Hamilton CAs are trained to carefully look at portions of a completed

conversation to find clues to understanding deaf usage of interrelated English sentences and to focus decoding efforts on noun and verb placement and to look for hints of "voice" that are not overtly present.

The fundamentals of ASL training include in-depth information on the deaf syntax, culture and basic limited signing. Because understanding deaf culture is an integral part to understanding a written conversation from a deaf person, Hamilton includes experts in deaf culture during these training opportunities. New hires and seasoned CAs gain tremendous awareness of the logic and history behind certain phrasing types and seemingly "odd' uses of certain English terms. CAs have repeatedly expressed their satisfaction with these sessions.

Hamilton does not charge for special needs services – they are included as part of Hamilton's base price. Hamilton's Customer Service Team will promote any equipment that can be used by those with physical limitations as it comes available. Hamilton's customer service team will serve as a resource to assist Florida relay users with all types of issues– whether temporary or permanent.

50. Unsolicited Features in Basic Relay Service

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

Any additional features not described elsewhere in the RFP, and which the bidder is including in its basic relay service and price proposal, which a bidder would like to propose should be fully described indicating how the feature would work, how it would improve the system, which users would benefit from the feature and any other information which would allow the FPSC and PRC to evaluate the feature. Examples might include features such as: video interpreting; use of speech synthesis equipment instead of a CA to convert text to speech; use of voice recognition equipment instead of a CA to convert speech to text; or enhanced transmission speed.

Any unsolicited features not described elsewhere in the RFP, and which the bidder is including in its proposal at no cost to the Florida Relay Service, should be fully described indicating how the feature would work, how it would improve the system, which users would benefit from the feature and any other information which would allow the FPSC and PRC to evaluate the feature. Examples might include features such as Relay Conference Captioning or any proposed service enhancements and technological enhancements which improve service.

Hamilton will provide the following features and benefits to the FPSC as part of our base price.

STS Training Line

Hamilton Relay's Speech-to-Speech (STS) User Training Line is a resource for individuals, family, friends, medical professionals, businesses and organizations to familiarize themselves with the proper etiquette and standard procedures of using STS. Individuals who are residents of Florida and/or intend to use the STS Service with a Florida resident will be eligible to utilize the training line.

On the STS User Training Line, our representatives are prepared to:

- Describe how STS calls are placed and what happens on a typical STS call
- Explain call handling instructions including; dictated messages, privacy options, and "first thoughts" (information shared with the Communication Assistant before dialing)
- Explain strategies used to help clarify speech patterns
- Review and establish Customer Profile options
- Place practice calls

The STS User Training Line will be available 24/7 and can be reached by contacting the Customer Service Department. However, Hamilton's User Training Line is not a function of our Customer Service Department. Hamilton is unique in that it utilizes highly trained and skilled STS staff to handle User Training Line calls.

Visually Assisted Speech to Speech

The purpose of VA-STS is to provide the STS CA with visual communication cues including lip reading, spelling in the air, facial expressions and other physical movements that may facilitate comprehension of what the person with a speech disability is saying.

Visual Assisted Speech To Speech (VA-STS) capability supports a STS user that is connected to the Relay Provider via a regular STS telephone audio call through the Public Switched Telephone Network (PSTN). The STS user will need to have a telephone connection, as well as compatible video equipment, and an internet connection with enough band width to enable a clear video connection between the STS CA and the STS user.

The STS user is able to indicate automatic requests for a video connection via their STS Customer Profile. If a STS customer has a completed Customer Profile form associated with their telephone number, the CA will receive this information when connected to the STS user during the initial telephone call.

A STS user who has the required equipment will first call FRS using their telephone and connect with a STS CA via the Toll Free STS access number. Once this connection has been established,

the STS CA will place a secondary call, either by using the STS user's Skype software account, connecting the CAs video equipment with the STS user's video equipment using a high speed internet connection. This will allow the STS CA to not only hear the STS user's voice, but to watch facial expressions and mannerisms that may help them to understand the STS user in a clearer manner. A STS user will not be able to initiate an inbound call via video. The CA then places the outbound relay call via the relay workstation.

All standard STS call procedures will remain the same for VA-STS calls. As with Hamilton's STS User Training Line, Hamilton only uses highly trained and skilled STS staff to process VA-STS calls.

Account Manager

Hamilton will provide Florida Relay with an Account Manager who will manage the contract between Hamilton and the FPSC. **Hamilton has included this position in its per-minute rate.** See **Section B.39** above for a complete description of Hamilton's Account Management Team.

Remote Conference Captioning (RCC)

Hamilton provides Remote Conference Captioning (RCC), with real time captioning, to enable text users to participate in conference calling. Hamilton offers this service in both English and Spanish.

Hamilton will provide RCC in conjunction with Caption First (CFI), a company that has been providing real-time captioning and CART services since 1989 and is an industry leader in this area of service.

RCC services will include Communication Access Realtime Translation (CART) service delivered over the Internet for use by Florida Relay users.

All CFI captioners are certified with at least one of the following certifications and many hold multiple certifications. Details on certification qualifications can be found at http://ncraonline.org/certification/Certification/.

- RPR-Registered Professional Reporter
- CRR-Certified Realtime Reporter
- CCP-Certified CART Provider
- CBC-Certified Broadcast Captioner

Florida Relay users may request RCC services by completing a RCC Scheduling Request Form on the Florida Relay website or by calling the Florida Relay Customer Care. Hamilton guarantees Florida Relay users access to RCC Services if scheduled 24 hours in advance. Hamilton will offer RCC Services with a two hour notice for emergency situations.

Deaf/Blind Pacing/Slow Typing Requests/Slow Type Buffer
Hamilton's Slow Type Buffer feature allows CAs to type at a normal pace while text appears on screen beginning at 10 words per minute in increments of 5 up to 45 words per minute. Relay users can select this in the profile or ask the CA at any time before or during the phone call to adjust the communication speed.

Third-Party Testing
In addition to our internal evaluations, Hamilton utilizes Cositics (Previously The Paisley Group (PGL)), to provide third-party, independent evaluations. Cositics is a well respected auditing firm who is experienced in evaluating relay performance. Hamilton carefully examines these results in order to identify root causes. Hamilton is careful to ensure that all testing, whether internal or provided by a third-party, provides information that is valid, unbiased and accurate.

Please see **Section B.7a** above for more information on independent, third-party testing

Extra Training
As described fully in Section B.7 – B.9 above, all of Hamilton's relay staff, including management, receive **20 hours** of initial training devoted solely to disability issues. In addition to training for new staff, Hamilton provides an additional **12 hours** of specialized/cultural training annually for all relay CAs and Staff.

Error Corrections/Spell Check
To increase typing speed and reduce conversation time, Hamilton utilizes an Error Correction program which automatically checks words to be transmitted against our dictionary of commonly misspelled words. If a misspelled word is found, the Spell Checking software automatically corrects the word before it is sent to the TTY users. While the software automatically corrects any typographical errors of commonly misspelled words, proper nouns are not affected.

Hamilton's Spell Check/Abbreviation Expansion database, currently at just under 3,000 words, is continually updated and expanded with new words as needed. Hamilton's relay users have seen the benefits as fewer typing errors are seen by the TTY user. This is one more way Hamilton continues to bring quality service to its relay customers.

Relay users can specifically request to use or not use Spell Check via Hamilton's customer preference. With Hamilton, relay users can customize exactly how they want their relay calls processed.

Speech to Speech

As described more fully in Section B.4 above, Hamilton provides specially trained CAs to process Speech to Speech calls which is available in both English and Spanish. Hamilton's STS Service allows individuals who have difficulty speaking to use his/her own voice or a speech

synthesizer when using the relay. STS users have the ability to communicate with any and all relay users including but not limited to VCO, HCO, TTY, 2LVCO, other STS users or standard phone users.

STS Profile

Following are additional Speech to Speech options that are available for STS customers, which includes the preferences above and more. Please see below for information on Hamilton's VA-STS services. Each of these features can established through a Customer Profile and can also be requested on a per call basis:

- STS Relay users can set-up their profile to include contact information by hours of availability and location. This allows a hearing user the ability to ask for the STS user by name and be automatically connected with them at their registered location based upon the hour of the day and day of the week.
- Retained information from one inbound call for subsequent calls
- 411 – the ability to ask callers to call by name rather than by number
- Mute or not mute transmission of the STS user's voice to the other party
- Inform the CA if the STS consumer uses a voice synthesizer and Augmentative Alternative Communication devices, as well as the brand
- Direct the CA to ask specific questions of the STS user before the call begins, including "Shall I tell the party who is calling?"
- Determine who will explain the relay to the other party
- Require the CA to confirm call handling preference before dialing the requested number
- A standard message to leave on an answering machine
- 50 frequently called numbers that can be dialed by name or number
- Inform the CA if the person the STS user is calling is familiar with Speech-to-Speech
- Inform the CA if the number being dialed is a business, financial institution, personal/social contact
- Dictated messages to be left on answering machines stored in customer profile for 2 hours
- Other special instructions

Turbo Code

As described in Section 23 above, Hamilton provides Turbo Code as part of its base price so that relay users are able to automatically connect "Turbo Code" on every relay call type. This protocol is faster than Baudot (Turbo Code is similar to "real-time") and does not have the limitation of ASCII. Turbo Code also allows for "interrupt" capability while one party is still typing. Hamilton's modems auto-detect the end-user's equipment for Turbo Code. If Turbo Code is found, Hamilton automatically connects in "Turbo Code" to the relay user. Hamilton has secured a license from Ultratec to use this protocol in its relay modems. FRS users will be able to automatically connect "Turbo Code" on every relay call type.

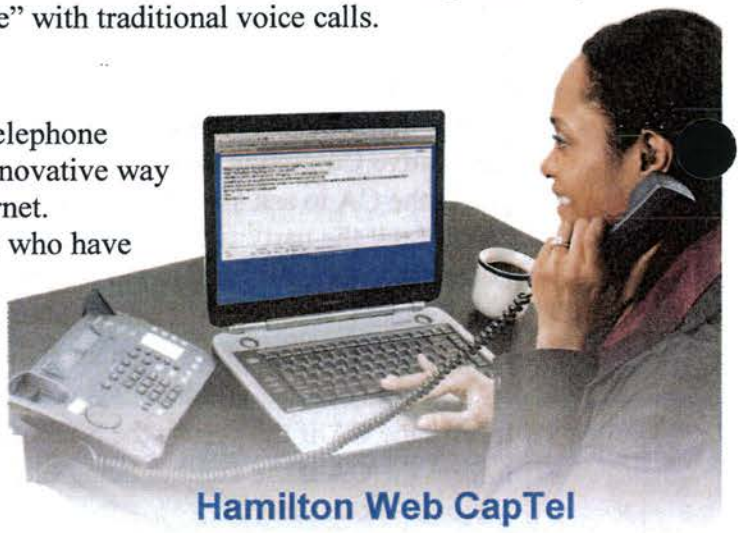
Enhanced Turbo Code

Hamilton's Enhanced Turbo Code is capable of storing user specific data (the user has total control over this data) which is automatically transmitted to the relay at the beginning of a call, such as whether they are VCO users, whether they'd like a male or female CA, and what long distance carrier they'd prefer to use. Each time a relay call is placed, these details are automatically passed on from the E-Turbo TTY to Hamilton's Relay Service, thereby eliminating the need to "set up" the call with the CA.

Relay users who's TTYs include E-Turbo merely push a "relay" button, then dial the number of the person they are calling directly. Their E-Turbo equipped TTY handles the details of connecting to the relay service and automatically passes on the caller's preferences (such as long distance carrier of choice, VCO preference, etc.). Because this exchange is done automatically "behind the scenes," the TTY caller does not have to interact with the CA. This brings the relay experience much closer to "functional equivalence" with traditional voice calls.

Web CapTel®

Hamilton provides Internet Protocol Captioned Telephone Service (IP CTS). Hamilton Web CapTel is an innovative way to access captioned telephone service via the Internet. Hamilton Web CapTel is designed for individuals who have difficulty hearing on the telephone. Captions, similar to the closed captioning provided on most television programs, are offered to support the understanding of telephone conversations.



Hamilton Web CapTel

Mobile CapTel

Hamilton also provides Mobile Captioned Telephone. Hamilton was the first provider to introduce single-phone mobile Captioned Telephone service. Hamilton Mobile CapTel allows users to place and receive calls – while reading word-for-word captions – on a single device.

Hamilton Mobile CapTel can be used anywhere on a single, mobile telephone that is capable of supporting both voice and data simultaneously through a 3G or Wi-Fi connection. Hamilton Mobile CapTel gives freedom to individuals who are unable to hear a phone conversation well. The captioned telephone has been available for years, but always required a special telephone. With the introduction of Web CapTel and Mobile CapTel, Hamilton Relay is making equal access to all individuals a reality, wherever they are. Hamilton has launched Mobile CapTel via the iPhone Browser and App, and the Android Browser and App. Hamilton has updated the Android application to be compatible on Tablets using the Android mobile technology platform.

Hamilton will continue to meet all FCC requirements in operating its IP Captioned Telephone and Mobile CapTel services and will abide by all FCC requirements and waivers. Hamilton is in full compliance with all FCC Rules for IP-CapTel. Today, the Interstate TRS Fund is paying for all IP Captioned Telephone Service minutes.

Other Features

In addition to the features outlined above or explained elsewhere in our response, Hamilton will provide the below listed features which are explained in full in Attachment C.

- Alpha–Numeric Dialing
- Answering Machine Retrieval (Single-Line)
- ASCII Split Screen
- ASL Translation
- Automated Call Routing
- Automatic Connection Mode
- Cellular/Wireless/PCS Phone Access
- Mobile CapTel®
- Local Exchange Carrier (LEC) Calling Services
  - True Caller ID (SS7)
  - Caller ID (CID) Per Line (Global) Block/CID Per Call Block
  - Call Screening (Call Rejection) (Call Block)
  - Call Acceptance
  - Anonymous Call Rejection
  - Preferred Call Forwarding
  - Unique Flash
  - Call Forwarding
  - Call Trace
  - Last Call Return
- Pagers
- Regionally Directed Toll-Free Numbers
- Regionally Restricted Toll-Free Numbers
- Roaming
- Speech Disabled Indicator
- Speech to Text Applications
  - CapTel
  - CapTel 800i

- 800i Features
- Transfer Gate Capabilities
- Variable Time Stamp Macro
- Voice to Voice Call Release
- 1010 Numbers

Hamilton is willing to customize its procedures for the FPSC and will customize its relay service to meet the needs or desires of Florida Relay users.

Hamilton has the ideal relay platform for today's rapidly changing technologically advanced environment. Hamilton can quickly add new features and make changes based on the input from relay users and from our internal evaluations. Hamilton will take advantage of innovations and technological improvements to continually enhance Florida's Relay service so as to achieve functional equivalency. Not only is Hamilton designing features to make the relay better for customers, but also features that minimize the amount of time required to handle relay calls thus saving the State money.

51. IP and Video Relay Service

If required by the FCC, the bidder shall be capable of providing Video Relay Service. If required by the FCC, the bidder shall be capable of providing IP-Relay service. If required by the FCC, the bidder shall be capable of providing IP Captioned Telephone Service.

Hamilton discontinued its provision of Video Relay Service effective December 1, 2008. If the States becomes responsible for the provision of Video Relay Service during the term of this contract and if the FPSC desires, Hamilton will provide VRS to the state of Florida at that time and will provide pricing at that time. Hamilton has VRS technical resources in place to offer the service and also has several interpreting resources readily available. Hamilton also has several subcontract options that it can make available to the state of Florida.

Hamilton discontinued its provision of IP Relay Service effective May 15, 2013. If the States becomes responsible for the provision of IP Relay Service during the term of this contract and if the FPSC desires, Hamilton will provide IP Relay to the state of Florida at that time and will provide pricing at that time.

Hamilton will continue to meet all FCC requirements in operating its IP Captioned Telephone and Mobile CapTel services and will abide by all FCC requirements and waivers. Hamilton is in full compliance with all FCC Rules for IP-CapTel. Today, the Interstate TRS Fund is paying for all IP Captioned Telephone Service minutes.

52. Redundancy

Please provide information regarding redundant coverage offered nationally, such as the number of call centers.

Location of Florida CTS Centers

Hamilton subcontracts aspects of CapTel including the technology, equipment and captionists to Captioned Telephone, Inc. (CTI) of Madison, Wisconsin.

Hamilton provides CapTel call processing from the following call centers:

- Orlando, Florida
- Madison, Wisconsin
- Milwaukee, Wisconsin
- Aurora, Nebraska
- Baton Rouge, Louisiana
- Frostburg, Maryland
- Albany, Georgia

Hamilton will provide Florida with an in-state CapTel center and will process a minimum of 75% of Florida CTS calls from the CTI Captioning Center located in Orlando.

The other CapTel centers will serve as back up for Florida CapTel call processing during peak volume times and/or for emergency purposes.

A national leader in the provision of CapTel, Hamilton was the first provider to add CapTel seats and workstations in its own call centers. Having the ability to process CTS calls from a total of seven centers provides a level of redundancy far above its competition. Hamilton's experience in the provision of CapTel calls will be of great benefit to Florida.

Hamilton's switches and relay platforms are located in the Louisiana and the Nebraska relay centers. Workstation equipment, database information, and Communication Assistants are located in all of Hamilton's relay centers.

All incoming calls are normally controlled by the main processing and switch unit located in Nebraska via digital telecommunications facilities which are redundant T-1 circuits.
For redundancy purposes, all centers can also operate off the main processing and switch unit located in Louisiana via digital telecommunications facilities which are also redundant T-1 circuits. In addition to switch sites and relay platforms in Nebraska and Louisiana, Hamilton has geographically diverse routes connecting its centers.

Hamilton's switching systems contain a fully redundant central processing unit on hot standby with automatic failover. This is to ensure that no calls are dropped due to technical failure. It also has a redundant power supply on hot standby. Backup control and database servers are also on hot standby with automatic failover. Hamilton maintains an inventory of spare critical components for the switching system onsite to ensure that the required levels of service are met (listed below).

Hamilton's switch is a high-speed, stand-alone, non-blocking digital switching matrix. The system is fully redundant to insure quality, reliable performance. The system utilizes a standard T1 interface that enables it to be linked to other digital switches. All cards and power supplies within the system are redundant which gives us the flexibility to switch from one side of the switch to the other to perform updates or to troubleshoot without interrupting call processing. The system is set up to automatically access the secondary operating system on the switch with no human intervention. The system auto-detects any problems and moves to the secondary system immediately if necessary.

The on-sight switching system spare equipment includes:

- D4 channel bank
- All required channel bank cards
- T1 CSU packs
- Switch T-1 card
- Switch conference card

If one of Hamilton's switching systems cannot be returned to service by transferring control to redundant equipment, the calls automatically will overflow to another switching system. Hamilton's switching systems are designed to provide a very high level of operational security with two fully redundant processors and power supplies in each switch. Each fully redundant control system, which includes keyboard, monitor and printer capabilities, is used to control and monitor each of the switching systems. **The control systems provide online system monitoring and real-time programming capabilities that will not take the system off-line and the ability to perform preventative maintenance or repair while the system is online.** Remote capabilities are also provided so the system can be remotely monitored, reconfigured or controlled as necessary. All of this is provided to insure the required levels of service are always met.

Another measure Hamilton has taken to prevent blocking is to use networks that make use of SONET survivability technology. All of the networks controlled by Hamilton - from the point a relay user picks up the phone in their home or business, through the relay and then back to the other phone being called - are redundant and can survive fiber cuts and other such outages.

With multiple redundant routes even at the local loop level, the Florida TRS traffic will reach a Hamilton relay switch for call processing. This type of configuration assures network security for Florida Relay users 24 hours a day.

The workstation also accesses redundant onsite database servers, on which high-speed processors running the Windows server operating system reside. The database server provides information about call routing and user preferences. A server is located in each of Hamilton's TRS Centers.

All of Hamilton's relay centers make use of an uninterruptible power source with full battery backup to operate each center at full capacity for extended periods of time. In addition, Hamilton's battery back-up systems have the capability to automatically connect to a generator at each of its existing relay centers. The combination of battery and generator back-up allows Hamilton to provide relay service for **days and weeks at a time during power outages, well exceeding the eight hour requirement.**

Hamilton's back-up plan includes Disaster Recovery, a Homeland Security Action Plan, a Pandemic Plan, a detailed description of how Hamilton makes use of alternate switching of calls and the provision of redundant circuits to geographic areas. Please see previously in this Tab in **Section B.35** to review these plans in detail.

Hamilton's alternate routing plans, use of redundant switches, platforms and servers, in conjunction with Hamilton's back up plans and redundant power supplies are all designed to ensure continuous service to Florida Relay.

CapTel Redundancy/Switching System

CTI currently has three centers, one in Madison, WI, one in Milwaukee, and one in Orlando, FL. Additionally, Hamilton processes CapTel calls from four of its locations in Louisiana, Nebraska, Georgia and Maryland. Processing CapTel calls from a combination of seven geographically diverse centers provides Florida with a level of redundancy unmatched by any other captioned telephone provider. This is just one more area where Hamilton is unmatched!

The centers are interconnected in order to be able to provide back-up service for each other. Equipped with redundant systems for power, switching equipment, call processing servers, data network servers and LAN gear, most equipment failures can be corrected quickly at both CapTel call centers avoiding complete loss of service.

The CapTel Service Relay Centers are equipped with redundant systems for power. The CapTel Service Relay Centers utilize a combination of battery backup, commercial UPS supply, and/or auxiliary generator to supply uninterruptible power to the CapTel Center for a minimum of 8 hours. Redundant systems for power include ACD/telecom switching equipment, call processing

servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

It is also important to ensure that equipment and technology is tested and upgraded frequently. CTI has made the following recent changes:

- Replaced servers with ones that have lower power requirements
  - Going "green"
  - Allows for longer power if back-up power is needed
- New servers allow for more robust monitoring to see any signs of trouble before it would affect call processing
- All servers and core switching gear are on a sonet fiber ring at each location
  - 3 diverse fiber networks
- Added second data center so if one goes down, the other takes over and has the ability to run all CapTel centers

CTI has developed a complete plan for dealing with all types of natural and man-made problems including but not limited to terrorism and phone line cut accidents. The plan details the level of escalation, which will be employed to deal with the problem and restore service. CTI's plan is designed to ensure that no aspect of relay service is impaired.

The CapTel switching system includes a redundant Central Processing Unit (CPU) on "hot stand-by" to ensure that no calls are dropped due to processor failure, a full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities, on-line monitoring, real time programming capabilities which will not take the system off-line, the ability to perform preventative maintenance without taking the system off-line, and an inventory of spare critical components which are maintained on site to ensure the required levels of service are met.

Please see previously in this Tab in **Section B.22** for a more detailed explanation of Captioned Telephone, Inc.'s Disaster Recovery Plan, Winter Emergency Preparedness Plan and Network and Data Security.

53. Performance Bond

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

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

a. The surety company shall be admitted to do business in the state of Florida.

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

c. The surety company shall have minimum Best's Policy Holder Rating of A and Required Financial Rating of VIII from Best's Key Rating Guide.

d. A Florida Licensed Resident agent who holds a current Power of Attorney from the surety company issuing the bond shall sign all bonds.

Hamilton understands and will comply with all bonding requirements. Upon contract award, Hamilton will obtain a performance bond, certified or cashier's check, or bank money in form and substance acceptable to the State and will provide it to the State upon contract award.

54. Submission of Monthly Invoice

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

Payment is due within 30 days of receipt of a proper invoice. If payment is not received within the 30 day due date, the FPSC will be liable for interest charges at prime lending rates that will be incurred against the unpaid balance until such time as payment is received.

The invoices provided by relay provider for the FRS shall specify to whom payment shall be made and the address to which such remittance shall be mailed. If FPSC or its assigned Administrator disputes any portion of a monthly invoice, the disputing party shall provide to relay provider a detailed explanation of and manner of calculations of the disputed amounts. Relay provider will promptly address the claim with the FPSC or its Administrator and attempt to resolve the problem within thirty (30) days. If the dispute is between relay provider's Administrator and relay provider and these two parties cannot resolve the issue within thirty (30) days of the due date of the bill, relay provider shall so advise the FPSC. The FPSC will address the dispute as soon as possible. If relay provider overcharges the FPSC on any monthly invoice and the overage is paid, relay provider shall issue a credit in the amount of the overage plus interest charges at prime lending rates. Interest shall be calculated from the date such payment is received by relay provider ("Payment Date"), until the date such credit is issued.

Hamilton understands and will comply with the above invoicing requirements . Hamilton will submit the detailed invoice to the FPSC by the 14th of each month for the previous month's activity. Please see **Attachment F** for a copy of Hamilton's proposed invoice and other statistical reports. Hamilton's invoices and reports are calculated on a calendar month basis. Hamilton will bill the FPSC at the rates stated in its **Price Proposal**. A copy of the monthly invoice will be submitted to the contract manager at the same time it is submitted to the Administrator.

55. Travel

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

Hamilton understands and will comply.

56. Reporting Requirements

The provider shall provide to the contract manager and the Administrator the following written reports by the 25th calendar day of each month reporting data for the previous month. More frequent or more detailed reports shall also be provided upon request.

The Florida Relay Contract Manager and the Administrator will receive Hamilton's invoice by the 14th of the month and written reports including complaint data by the 25th of each month for the activity in the previous month.

The FPSC will receive Hamilton's invoice and monthly traffic reports which will include all reports delineated below. Hamilton's reporting package will capture all Florida Relay activity of one calendar month for the activity in the previous month. This includes Hamilton's invoice for services provided.

Hamilton's reporting capabilities are very vast and its reporting system immensely flexible. Hamilton will work with the FPSC to provide any desired reporting (including new or ad hoc reports) information in any format requested. In addition to statistical reports, Hamilton will provide any requested customer service, outreach, operations and technical reports.

Upon award of the contract, Hamilton will schedule a post award reporting meeting. This meeting, with the FRS Contract Administrator, Hamilton's Billing and Reporting team and Hamilton's Account Manager for Florida is to ensure that all reporting requirements have been interpreted correctly and to verify that the reports sent to the state answer all the statistical questions of the FPSC.

As with all aspects of Hamilton's relay service, its reporting capabilities can be customized. As requirements change throughout the term of the contract, Hamilton can modify its reports so that all of the reporting needs of Florida Relay are met. Hamilton specializes in tailoring its relay service until all parties involved in the process are satisfied. Reporting is no exception.

All reports are electronically produced and automatically track through Hamilton's switching and billing systems. **Please see Attachment F for a sample of all reports delineated below.**

a. Total daily and monthly

1) Number of incoming calls (separately stating whether incoming calls originate as Baudot, ASCII or voice calls, and also separately stating whether each type of call is English, Spanish, or other foreign language calls). The number of incoming calls which are general assistance calls shall be footnoted on the report.

Please refer to **Attachment F, Report B**, for a sample reporting format.

2) Number of incoming call minutes associated with each of the categories of incoming calls in (a.1) above.

Please refer to **Attachment F, Report C**, for a sample reporting format.

3) Number of outgoing calls (provide two breakdowns of this total: one separately stating completed calls and incomplete calls, and one separately stating whether calls terminate as Baudot, ASCII or voice calls).

Please refer to **Attachment F, Report D**, for a sample reporting format.

4) Number and percentage of incoming Florida calls received at each relay center handling Florida calls. Total should equal the number of incoming calls in item (a.1) above.

Please refer to **Attachment F, Report E**, for a sample reporting format.

b. Average daily and monthly blockage rate.

Please refer to **Attachment F, Report G**, for a sample reporting format.

c. Daily answer times for the month and daily number and percent of incoming calls answered within ten (10) seconds for the month.

Please refer to **Attachment F, Report G**, for a sample reporting format.

d. Total daily and monthly number of outgoing calls (including both completed and incomplete) of the following lengths:

1) 0 – 10 minutes

2) >10 – 20 minutes

3) >20 – 30 minutes

4) 30 – 40 minutes

5) 40 – 50 minutes

6) 50 – 60 minutes

7) 60+ minutes

Please refer to **Attachment F, Report F**, for a sample reporting format.

e. On a daily basis for the month, number of outgoing calls and average length of calls by hour of day. (Total should equal total of (a.3).)

Please refer to **Attachment F, Report H**, for a sample reporting format.

f. Number of outgoing local, intraLATA toll, intrastate interLATA, interstate and international calls for the month. (Total should equal total of (a.3).)

Please refer to **Attachment F, Report A**, for a sample reporting format.

g. Number of outgoing calls and average length of completed outgoing calls originated by TDD users and voice users (identified separately). (Total number of calls should equal total of (a.3).)

Please refer to **Attachment F, Report B**, for a sample reporting format.

h. The provider shall provide monthly summary reports to the FPSC and the Administrator regarding the number of complaints received categorized by topic areas. The provider shall also provide a complaint summary to the FPSC in the format necessary to submit to the FCC in compliance with

§64.604(c)(ii), Code of Federal Regulations by June 15 covering the previous 12 months of complaints ending May 31 of that year.

Compliment/Complaint Reporting

All compliment/complaint activity is reported to the FPSC monthly. Included in the reports are; the number of customer care inquiries categorized by topic areas, a separate log of compliments/complaints with the date the compliment/complaint was logged, the nature of the compliment/complaint, the date of resolution and how it was resolved (see **Attachment F** for a sample report).

Complaint Log

Hamilton will give the necessary complaint information to the FPSC to submit to the FCC on an annual basis. Hamilton will submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the FPSC by June 15th each year in order to submit to the FCC by July 1st of each year.

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

Hamilton will submit monthly reports to the FPSC. These monthly reports will include the results of the user evaluations conducted. Please refer to the sample User Evaluation Monthly Report in **Attachment F** for the suggested reporting format that Hamilton proposes to submit to the FPSC.

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

Hamilton will comply.

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

Annual Report

In its Annual Report of Operations, Hamilton outlines the major highlights of the year, including statistical summaries of usage based on monthly report criteria, recent trends, traffic analysis, staffing to service Florida Relay promotional (outreach) activities (if desired) associated with Florida Relay, service changes, complaint categories and general resolutions, projections of figures and costs to the FPSC for the upcoming year, any new features and services that were

implemented and any other related operation information. A sample report to be used by Hamilton can be found in **Attachment F.**

In addition to the information contained in the sample Annual Report, Hamilton will include a summary of yearly totals and several narratives describing significant relay events and developments throughout the fiscal year. Hamilton looks forward to working with the State to develop specific content and general format.

Hamilton will submit this information to the FPSC no later than March 1st of the subsequent year.

l. The provider shall report monthly on Captioned Telephone or its equivalent service listing the daily answer time, minutes of use for international, interstate, and intrastate; billable session minutes and service levels.

Hamilton will provide Florida state-specific CapTel reporting including the following items:

- state-specific ASA
- state-specific Service Level with and without abandons and
- state-specific abandon call information

Hamilton has included a full CapTel reporting packet in **Attachment F**. Please see **Reports J, K & L** for a sample reporting format.

m. The provider shall submit the necessary documentation to the FPSC that complies with the state certification requirements of 47 C.F.R § 64.605 when required.

n. The provider shall provide reports to the FPSC as necessary to complete the five-year re-certification of Florida Relay Service with the FCC.

Application for Renewal of Current Relay Certification

Hamilton will prepare on behalf of the FPSC, an application for Renewal of Current Certification to have FRS be certified as a Telecommunications Relay Service pursuant to the rules and procedures set forth by the Federal Communications Commission. All states in which Hamilton currently provides relay have been certified for the certification time period beginning July 26, 2013 and ending July 25, 2018.

As the FRS provider, Hamilton will meet all FCC standards necessary to maintain certification as a "state program" under the ADA and FCC regulations, including full compliance with the intent and the existing implementation guidelines set forth in Title IV of the Americans with

Disabilities Act of 1990(ADA). In fact, Hamilton continues to substantially beat the standards established by the FCC for maintaining certification in the states it serves.

o. A provider opting to locate a call center in Florida shall file quarterly reports with the FPSC's contract manager demonstrating a minimum of 75 percent of Florida relay traffic is handled by the Florida located center except when emergency conditions exist at the Florida center.

Hamilton understands.

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

Hamilton is more than willing to provide any needed ad hoc reports, including new information Hamilton has in its system database or in new formats for existing information. As requirements change throughout the term of the contract, Hamilton will modify its reports so that all of the reporting needs of the FPSC are met. **Hamilton specializes in tailoring its relay service until all parties involved in the process are satisfied. Reporting is no exception.**

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

Implementation of the Florida Relay Service in a timely matter is essential. Failure by the provider to implement the service by June 1, 2015, shall be considered a significant and material breach of the provider's contract. For every day the service is delayed, the provider shall pay to the Administrator, for deposit in its operating fund, the sum of $25,000 per day.

Liquidated damages may accrue up to the following amounts for each breach. Liquidated damages for any particular month may not exceed the actual monthly revenue from the provision of services pursuant to this RFP.

a. For failure to meet answer time requirements - $5,000/day

b. For failure to meet, blockage rate or transmission level requirement - $5,000/day

c. For failure to meet complaint resolution requirement - $1,000/complaint

d. For failure to provide timely reports - $500/day

e. For failure to meet minimum typing speed of 60 words per minute on live traditional relay calls - $5,000/day

As clarified in Florida's Memoradum, page 7, paragaph4 dated May 22, 2014:

Staff was also asked to clarify that damages in Section B-57 do not apply to typing speeds of captioned telephone calls. Staff confirms that the FCC has recognized that typing speed tests are not relevant to captioned telephone service involving voice recognition technologies.

f. For failure to provide contracted services for the life of the contract, the FPSC reserves the right to require the payment by the provider of liquidated damages in the amount commensurate with the duration and extent of the system deficiencies.

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

Hamilton understands and will comply.

58. Transfer to New Provider

When relay service is transferred to a new provider, the provider shall make every effort to ensure that service is transferred to the new provider so that relay users do not experience an interruption in service. The relay service and consumer service 800 or other telephone numbers shall be made available to the new provider, with the new provider paying any costs associated with transferring the numbers to the new provider. Provision of customer profile data to the incoming provider shall be provided at least sixty (60) days prior to the outgoing provider's last day of service.

Hamilton will transfer the appropriate telephone numbers and all customer profile database information to a new Relay Provider at the termination of the contract for purposes of transfer to a new TRS provider. Hamilton will transfer this data in a usable format within 60 days prior to its last day of service.

59. Insurance Coverage

During the term of the contract, the provider shall provide insurance coverage for itself and all of its employees used in connection with the performance of services under this Agreement and ensure that all subcontractors shall be similarly covered as provided herein. Such policies shall be issued by a financially sound carrier and/or carriers duly authorized to do business in the State of Florida. Such insurance coverage shall hold the FPSC harmless from any act, negligence or omission on the part of provider, its employees, agents or subcontractors and their employees in the execution or performance of the obligations assumed hereunder. This insurance will include Worker's Compensation as required by law and comprehensive general liability and bodily injury insurance in amounts no less than $1,000,000 per occurrence and

$2,000,000 general aggregate.

Upon award of contract, Hamilton will provide a valid certificate of insurance indicating liability insurance in the form and amounts sufficient to protect the State of Florida, its agencies, its employees, its clients, and the general public against any such loss, damage and/or expense related to Hamilton's performance under the contract.

60. Optional Florida Call Center

Bidders may, at their option, elect to place a call center in Florida through which relay traffic may be routed. Bidders proposing an optional call center shall maintain the call center throughout the term of the contract. A minimum of 75 percent of Florida relay traffic shall be handled by the Florida located center except when emergency conditions exist at the Florida center. Percentage of traffic routed through the Florida relay call center shall be reported to the FPSC's contract manager on a quarterly basis. The Florida call center shall be fully operational by August 1, 2015. Bidders meeting the criteria for a Florida call center will be awarded 100 points. Partial points will not be awarded in this category.

Hamilton will process a minimum of 75 percent of the Florida Captioned Telephone calls from a relay center located in Orlando, Florida except when emergency conditions exist at the Florida center.

Hamilton will meet all criteria for a Florida CTS call center as delineated above.

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Florida Relay

Tab 6
Technical Bid Proposal Format



State of Florida Telecommunications Relay Services

Docket No. 140029-TP

C. TECHNICAL BID PROPOSAL FORMAT

1. Format

The bidder's proposal should be organized in the same order as the items listed in the checklist form in Section E except Signature of Acceptance items require no response other than a signature on the checklist. Signing means that the item has been reviewed and the bidder agrees to comply with the item. The person signing should be the person in the bidder's organization authorized to make the proposal. For items for which points may be awarded, the bidder should explain how it will provide the service described in the RFP. For pass/fail items, the bidder should provide the information requested.

Hamilton understands and has complied. Hamilton's proposal is organized in the same order as the items listed in the check list form in Section E.

a. *The original and fifteen (15) two-sided copies of the technical proposal should be filed. The original and five (5) copies of the price proposal should be filed.*

Hamilton understands and has complied. Hamilton has submitted an original and 15, two-sided copies of its proposal and the original and five copies of our Price Proposal to the FPSC.

b. *The technical proposal should be contained in a three-ring binder indicating the name of the bidder and indicating that the contents of the binder is the technical bid proposal only. Technical and price proposals are not eligible for FPSC electronic filing. (The price proposal shall be submitted in a separate sealed envelope – see Section D.)*

Hamilton understands and has complied. Hamilton's technical proposal is contained in a three-ring binder that is clearly marked with the Hamilton company name as well as the words "Technical Proposal". Hamilton has submitted its price proposal in a separate sealed envelope as required in Section D of the RFP.

c. *Each page of the technical proposal should be numbered at the bottom center of each page and each page should be consecutively numbered with no repetition of page numbers, except attachments that can be numbered A-1, B-1, etc. For example, there should only be one page 1, one page 50 and one page 500 in the technical proposal. Page numbering should only be done in Arabic numerals with no pages numbered with other characters such as 5.7, iii, 6-a, XIX, or similar numbering systems, except attachments as described above. Attachments can have their own numbering system. Attachments should be labeled by letters, e.g., A, B, C, etc. Page numbers for attachments should begin with the attachment letter designator, e.g., A-I, B-1, C-I, etc.*

Hamilton has consecutively numbered all pages in its technical proposal. Hamilton has labeled page numbers for attachments begin with the attachment letter designator, e.g., A-I, B-1, C-I, etc.

d. In the top or bottom margin of each page, the name of the company should be identified.

Hamilton has identified its company name in the bottom margin of each page.

e. To the extent possible, all pages of the proposal should be on 8½ x 11" white paper. However, individual presentations which the bidder is unable to place on an 8½" x 11" page in a readable format may be presented on a larger page.

Hamilton has used white 8½ x 11 paper throughout the majority of its proposal.

f. Attachments can have their own numbering system. Attachments should be labeled by letters, e.g., A, B, C, etc. Page numbers for attachments should begin with the attachment letter designator, e.g., A-I, B-1, C-I, etc.

Hamilton has labeled page numbers for attachments begin with the attachment letter designator, e.g., A-I, B-1, C-I, etc.

2. Transmittal Letter

The transmittal letter on the original of the technical proposal should contain the original manual signature of the person submitting the proposal on behalf of the bidder. The technical proposal copies should also contain the typewritten signer's name and title. The transmittal letter shall clearly identify the complete legal name of the bidder. In the transmittal letter, the bidder should state that it will comply with all requirements of the RFP. Any exceptions to the RFP's terms and conditions will result in disqualification from the bid process.

Each person signing a proposal certifies that he/she is the person in the bidder's organization authorized to make the proposal. The signer shall provide his/her affiliation with the bidder, address, telephone and facsimile numbers. If different from the person signing the proposal, the transmittal letter shall identify the person or persons (name, title, mailing address, e-mail address, telephone and facsimile number) authorized to make decisions or answer questions related to the proposal and any subsequent contract.

Hamilton understands and has complied. Hamilton has complied with all Transmittal Letter requirements as delineated above. Specifically, the transmittal letter contained in the Master

Copy of Hamilton's technical proposal has been signed by John Nelson, Vice President of Vice President of Hamilton Telecommunications and President of Hamilton Relay, who is authorized to bind Hamilton to all statements, including services and prices, contained in its proposal. Hamilton will comply with all requirements of the RFP and has so stated in its Transmittal Letter.

3. Public Entity Crimes Provision

Pursuant to Section 287.133, Florida Statutes, a person or affiliate who is on the convicted vendor list following a conviction for a public crime may not submit a bid on a contract to provide any goods or services to a public entity. The person or affiliate may not be awarded a contract or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity and may not transact business with any public entity in excess of the threshold amount provided for in Florida Statute 287.017 for Category Two ($35,000) for a period of 36 months from the date of being placed on the convicted vendor list.

☑ Signature of Acceptance provided on Checklist.

4. Financial Information

To allow the FPSC to evaluate the financial responsibility of the bidding company, the following items shall be submitted with the proposal for the bidding company (and its parent company, if applicable). Online access via a secure website[1] is an acceptable method to submit these items:

a. Audited financial statements (or a SEC 10K Report) for the most recent two (2) years, including at a minimum:

1) statement of income and related earnings,

2) cash flow statement,

3) balance sheet, and,

4) opinion concerning financial statements from an outside CPA;

b. Primary Banking source letter of reference.

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[1] A bidder may file a claim of confidentiality pursuant to Rule 25-22.006(5), F.A.C., or the bidder may file a formal request for confidential classification pursuant to Rule 25- 22.006(4), F.A.C. Documents received by means of the Internet cannot be considered confidential.

Hamilton believes that the Financial Information as contained in Attachment J is 'proprietary confidential business information' within the meaning of Section 364.183, Florida Statutes. Hamilton is filing this section via a secure website under a claim of confidentiality pursuant to Section 364.183(1), Florida Statutes, and Rule 25-22.006(5), F.A.C.

Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others. Hamilton respectfully requests that the FPSC designate the confidential and proprietary information in its proposal as confidential trade secrets which if released would give advantage to our business competitors and serve no public purpose.

Hamilton seeks to protect the confidentiality of the information contained in this Attachment. **As defined above as an acceptable method to submit these items**, Hamilton has uploaded the information in this attachment to a secure web site. An email generated by Beth Slough of Hamilton Relay will be sent to the PRC Chairman with a link to access this confidential information.

Hamilton has included its primary banking source's letter of reference in **Attachment B**.

Hamilton Telecommunications has outstanding financial resources

Hamilton has more than enough financial resources to start-up Florida Relay and has the financial wherewithal to operate and maintain Florida Relay as well as easily manage any associated liabilities. Hamilton's debt ratio and other pertinent numbers show Hamilton to be in excellent financial condition. Hamilton has more than enough assets to financially carry out all operation and expansion costs.

This track record demonstrates Hamilton's capability to not only be in a position to financially handle all operation costs for Florida Relay but also demonstrates our ongoing ability to provide state-of-the-art services at reasonable prices. Hamilton's outstanding financial resources also ensure excellence in the operation of Florida Relay.

Hamilton is not a multi-billion dollar company where the relay division runs the risk of becoming a secondary focus. Instead, **Hamilton is a debt-free company where Relay makes up more than 50% of our business, and we give it the attention it deserves.**

Hamilton encourages the FPSC to contact its financial reference listed below, who can attest to our ability to provide the necessary capital to manage Florida Relay as well as a general reference on Hamilton's management resources.

Mr. Wade Reiger
Pinnacle Bank
1234 L Street, P.O. Box 229
Aurora, NE 68818
402/694-2111

5. Experience and Customer References

For each state in which the bidder is providing relay service, the bidder shall indicate:

a. When the bidder began operating the system.

b. The number of outgoing calls for the most recent month.

c. The total duration of the contract.

Hamilton has provided the above information, including the number of outgoing calls for the most recent month **at the time this proposal was written** for each state in which it is currently providing relay services. **For complete information on Hamilton's experience and qualifications to provide relay service to the State of Florida, please see Attachment B.**

State TRS: Louisiana Relay Service

a. Hamilton began operating the Louisiana Relay Service from Baton Rouge, Louisiana on January 15, 1998.

b. TRS Call Volume
- The number of completed outgoing calls for the most recent month was 5,222.

CapTel Call Volume
- The number of completed outgoing completed CapTel calls for the most recent month was 8,135.

c. Hamilton was awarded its third consecutive contract with the State of Louisiana, the term of which is January 15, 2010 to January 14, 2013 with the possibility of two, two-year renewals, the first of which has been exercised.

State TRS: California Relay Service

a. Hamilton was selected as one of two providers for California TRS and was selected as the exclusive provider for California CapTel and began providing service on June 2, 2010.

b. TRS Call Volume
- The number of completed outgoing calls for the most recent month was 17,782.

CapTel Call Volume
- The number of completed outgoing CapTel calls for the most recent month was 87,654.

c. The term of the contract is from June 2, 2010 for a period of three years and may be extended for two additional one-year terms, both of which have been exercised.

State TRS: Georgia Telecommunications Relay Service

a. Hamilton began providing service for Georgia on April 1, 2006.

b. TRS Call Volume
- The number of completed outgoing calls for the most recent month was 4,342.

CapTel Call Volume
- The number of completed outgoing CapTel calls for the most recent month was 16,459.

c. Hamilton was awarded its second consecutive contract with the State of Georgia, the term of which was January 18, 2011 to January 17, 2014 with the possibility of a two-year renewal, which has been exercised.

U.S. Territory TRS: Saipan Relay Service

a. Hamilton began providing service to the Island of Saipan on October 1, 2004.

b. TRS Call Volume
- The number of completed outgoing calls for the most recent month was 0.

c. Hamilton was awarded its second consecutive contract with Saipan, the term of which is from October 1, 2006 to September 30, 2008, with additional one year extension periods, six of which have been renewed.

State TRS: Idaho Relay Service

a. Hamilton began providing service for Idaho on December 1, 1992.

b. TRS Call Volume
- The number of completed outgoing calls for the most recent month was 565.

CapTel Call Volume
- The number of completed outgoing CapTel calls for the most recent month was 1,225.

c. Hamilton was awarded its fifth consecutive contract with the State of Idaho, the term of which is from December 1, 2010 through November 30, 2013 with the possibility of two-one year renewal terms, the first of which has been exercised.

State TRS: Utah Telecommunications Service

a. Hamilton began providing service for Utah on January 28, 2010.

b. TRS Call Volume
- The number of completed outgoing calls for the most recent month was 3,507.

CapTel Call Volume
- The number of completed outgoing CapTel calls for the most recent month was 3,632.

c. The term of the contract is three years, beginning on January 28, 2010 and ending on January 27, 2013 with one possible two-year extension, which has been exercised.

State TRS: District of Columbia Relay Service

a. Hamilton began providing service for the District of Columbia on July 10, 2014.

b. TRS Call Volume
- The number of completed outgoing calls for the most recent month for which Hamilton has data was 1,572.

c. The term of the contract is from July 10, 2014 to October 31, 2015, with the possibility of two – one year extension

State TRS: Maryland Relay

a. Hamilton began providing service for Maryland on May 31, 2007.

b. TRS Call Volume
- The number of completed outgoing calls for the most recent month was 9,668.

CapTel Call Volume
- The number of outgoing CapTel calls for the most recent month was 10,502.

c. Hamilton was awarded its second consecutive contract with the State of Maryland, the term of which is from June 1, 2013 to May 31, 2018.

State TRS: Relay New Mexico

a. Hamilton began providing service for New Mexico on July 1, 2009.

b. TRS Call Volume
- The number of completed outgoing calls for the most recent month was 2,156.

CapTel Call Volume

- The number of completed outgoing CapTel calls for the most recent month was 3,752.

c. Hamilton was awarded its second consecutive contract with the State of New Mexico, the term of which is from July 1, 2013 to June 30, 2014 with three additional one-year renewals.

State TRS: Iowa Telecommunications Relay Service

a. Hamilton began providing service for Iowa on January 1, 2005.

b. TRS Call Volume

- The number of completed outgoing calls for the most recent month was 2,142.

CapTel Call Volume

- The number of completed outgoing CapTel calls for the most recent month was 9,442.

c. Hamilton was awarded its second consecutive contract with the State of New Mexico, the term of which is from January 1, 2011 through December 31, 2013 with the possibility of one - three year extension, which has been exercised.

State TRS: Kansas Relay Service

a. Hamilton began providing service for Kansas on May 1, 2007.

b. TRS Call Volume

- The number of completed outgoing calls for the most recent month was 2,665.

CapTel Call Volume

- The number of completed outgoing CapTel calls for the most recent month was 7,047.

c. Hamilton was awarded its second consecutive contract with the State of Kansas, the term of which is from January 1, 2014 through December 31, 2018.

State TRS: Montana Relay Service

a. Hamilton began providing service for Montana on February 28, 2006.

b. TRS Call Volume

- The number of completed outgoing calls for the most recent month was 762.

CapTel Call Volume

- The number of completed outgoing CapTel calls for the most recent month was 3,221.

c. The term of the contract is from February 28, 2006 through February 27, 2009, with an option to renew the contract for seven, one - year intervals for a total period not to exceed ten years. Six renewals have been exercised.

State TRS: Relay Nevada

a. Hamilton began providing service for Nevada on July 1, 2014.

b. TRS Call Volume

- The number of outgoing calls for the most recent month at the time this proposal was written is unknown.

CapTel Call Volume

- The number of outgoing CapTel calls for the most recent month at the time this proposal was written is unknown.

c. The term of the contract is from July 1, 2014 to June 30, 2018, with the possibility of a one year extension

State TRS: Massachusetts Relay

a. Hamilton began providing service for Massachusetts on July 1, 2008.

b. TRS Call Volume

- The number of completed outgoing calls for the most recent month was 7,777.

CapTel Call Volume

- The number of completed outgoing CapTel calls for the most recent month was 14,323.

c. Hamilton was awarded its second consecutive contract with the State of Massachusetts, the term of which is from July 1, 2013 to June 30, 2018.

State TRS: Maine Relay Service

a. Hamilton began providing service for Maine on April 20, 2004.

b. TRS Call Volume

- The number of completed outgoing calls for the most recent month was 1,291.

CapTel Call Volume

- The number of completed outgoing CapTel calls for the most recent month was 4,049.

c. Hamilton underwent a second RFP process and was awarded the contract. The term of the contract is from July 1, 2014 to June 30, 2016, with two – one year extensions.

State TRS: Rhode Island Telecommunications Relay Service

a. Hamilton began providing service for Rhode Island on August 1, 2001.

b. TRS Call Volume

- The number of completed outgoing calls for the most recent month was 872.

CapTel Call Volume

- The number of completed outgoing CapTel calls for the most recent month was 2,616.

c. Hamilton was awarded its third consecutive contract with the State of Rhode Island, the term of which is from November 1, 2011 – October 31, 2015 with an option to renew for the fifth year.

State CapTel: Pennsylvania Captioned Telephone

a. Hamilton began providing service for Pennsylvania on August 6, 2007.

b. CapTel Call Volume

- The number of completed outgoing CapTel calls for the most recent month was 36,602.

c. Hamilton was awarded its second consecutive contract with the State of Pennsylvania, the term of which is from July 1, 2012 through June 30, 2015 with an option for two, 2-year renewals.

State CapTel: Virginia Captioned Telephone

a. Hamilton began providing service for Virginia on April 1, 2011.

b. CapTel Call Volume

- The number of completed outgoing CapTel calls for the most recent month was 17,392.

c. The term of the contract is effective April 1, 2011 through March 31, 2014 with 7-1 year options, the first of which has been exercised.

State CapTel: Tennessee Captioned Telephone

a. Hamilton began providing service for Tennessee on September 1, 2010.

b. CapTel Call Volume

- The number of completed outgoing CapTel calls for the most recent month was 15,813.

c. The term of the contract is effective September 1, 2010 through August 31, 2015.

As an FCC certified TRS provider for over 23 years and the provider of TRS and/or CapTel in 19 states and U.S. Territories, Hamilton demonstrates that it has the corporate experience relevant to this project.

By winning contracts again and receiving numerous contract renewals, Hamilton has reinforced its position as a very high quality relay provider with the ability to respond to the needs of customers, state regulatory bodies and other relay-related organizations efficiently and effectively.

Hamilton is more than qualified to manage Florida Relay. Relay users will receive personal attention from Hamilton and complete responsiveness, something our competitors cannot deliver. Hamilton is of the size that it can individualize state TRS programs to meet the needs of the relay users. In addition, Hamilton has all the resources needed to be successful in Florida, we have the people, outstanding financial resources, and a strong desire to deliver the best possible service to the relay and CapTel users in Florida.

If the bidder's relay service in other states is available for testing by means of a number that can be dialed from within Florida, the bidder should provide the telephone numbers that can be used to dial the bidder's relay service.

The contracts in place for Hamilton's relay service in other states do not allow Hamilton to place INTRAstate Florida calls. However, to make a test call using Hamilton Relay Service, please dial the appropriate toll-free number listed below. Please note that Hamilton Relay Service is an INTERstate relay and can only process calls from one state to another.

Hamilton Relay Service
TTY: 800-833-5833
Voice: 800-833-7833
Spanish: 888-797-5281
Speech to Speech: 800-242-6558

The bidder shall provide the names of the contract administrator for the active contracts requested above. Also provide a specific phone number and e-mail address for each contract administrator. The FPSC will contact these administrators for customer references.

As a provider of relay and CapTel services to users in 19 States and U.S. territories, Hamilton is able to provide numerous references, including other state PUCs, relay users, industry associations, advisory boards and commissions and more. Please see **Attachment B** for a complete list of references and reference letters in support of Hamilton Relay.

Ms. Bonnie Eades
921 Beauregard Parkway
Covington, LA 70433
Cellular: (985) 707-8277
E-mail: bonnieeades@bellsouth.net

(President of the Louisiana Relay Administration Board)

James E. Lanni
Associate Public Utilities Administrator
for Operations and Consumer Affairs
State of Rhode Island, Division of
Public Utilities and Carriers
89 Jefferson Blvd.
Warwick, RI 02888
Voice: (401) 780-2120
Fax: (401) 941-4885
E-mail: jlanni@ripuc.state.ri.us

(Oversees relay contract for State of RI)

William Black, Counsel
Maine Office of the Public Advocate
State House Station, #112
Augusta, ME 04333
Voice: (207) 287-2445
Fax: (207) 287-4317
E-mail: william.c.black@maine.gov

(Oversees relay contract for State of Maine)

Joni Nicoll
Iowa Utilities Board
1375 E. Court Avenue, Room 69
Des Moines, IA 50319-0069
Voice: (515) 725-7340
Email: joni.nicoll@iub.iowa.gov

(Project Manager for Relay Iowa)

Connie Phelps
MTAP Executive Director
PO Box 4210
Helena, MT 59604
Voice: (406) 444-4290
Email: cphelps@mt.gov

(State Contract Manager/Project Manager)

Michael Russell
Georgia Public Service Commission
244 Washington Street, SW

(Contract Administrator for Georgia Relay Service)

Atlanta, Georgia 30334-5701
Voice: (404) 656-0995
Fax: (404) 656-0980
Email: MIKERU@psc.state.ga.us

Mr. Bob Dunbar
Idaho TRS Administrator
2545 N. Waggle Pl.
Meridian, ID 83646
Voice/Fax: (208) 846-8371
E-mail: bdunbar2@mindspring.com

(Primary interface between state and relay provider, continues to monitor all phases of relay for the State of Idaho, member of NASRA)

Sara Sack
Assistive Technology for Kansans
2601 Gabriel Avenue
Parsons, KS 67357
Phone: 620-421-8367
Fax: 620-421-0954
Email: ssack@ku.edu

(Contract Administrator for Kansas Relay Center)

Pam Stewart
MD Department of Information Technology
301 West Preston Street, 10th Floor, Suite 1008A
Baltimore, MD 21201
Phone: (410) 767-6970
Fax: (410) 767-4276
Email: Pam.Stewart@maryland.gov

(Project Manager for Maryland Relay)

Eric Jeschke
Pennsylvania Public Utility Commission
400 North Street
Keystone Building
Harrisburg, PA 17120
Phone: (717) 783-3850
Fax: (717) 787-4750
Email: ejeschke@state.pa.us

(Contract Administrator for Pennsylvania CTRS)

Monna R. Wallace
1380 Bay Street
Taunton, MA 02780
Phone: (508) 828-2911 Office
Email: Monna.Wallace@state.ma.us

(Contract Administrator for Massachusetts Relay)

Sam Martinez
State of New Mexico
Commission for Deaf & Hard of Hearing
2500 Louisiana NE, Suite 400
Albuquerque, NM 87110
Office Phone: V/TTY: (505) 881-8824
VP: (505) 814-7841
Email: Sam.Martinez@state.nm.us

(Interim Relay Administrator for Relay New Mexico)

Gary Widerburg
Commission Secretary
Heber M. Wells Bldg, 4th Floor
160 "East 300 South
Salt Lake City, Utah 84111
Phone: (801) 530-6713
Email: gwiderburg@utah.gov

(Contract Administrator for Relay Utah)

Linda Gustafson
California Public Utilities Commission
505 Van Ness Avenue, Third Floor
San Francisco, CA 94102
Office Phone: (415) 703-1801
Fax: (505) 881-8831
Email: linda.gustafson@cpuc.ca.gov

(Supervisor, Public Programs Telecommunications Division)

Vicki Kemp
Aging and Disability Services Division
3416 Goni Road D-132
Carson City, Nevada 89706
Phone: 775-687-0561 (Direct Line)
Fax: 775-687-0576
TTY: 711 (Relay)
Email: vkkemp@adsd.nv.gov

(Social Services Program Specialist III)

Jesse P. Clay, Jr.
DC Public Service Commission
1333 H Street, NW, Suite 200, West Tower
Washington, DC 20005
Phone: 202-626-5145
Fax: 202-626-5106
E-mail: jclay@psc.dc.gov

(Deputy Executive Director for Administrative Matters)

Monique Brazelton (Contract Administrator for Tennessee CapTel)
Tennessee Regulatory Authority
502 Deaderick Street, 4th Floor
Nashville, TN 37243
Phone: (615) 741-2904
Email: Monique.Brazelton@tn.gov

Clayton Bowen (Contract Administrator for Virginia CapTel)
VDDHH Relay and Technology Programs Mgr
1602 Rolling Hills Drive, Suite 203
Richmond, VA 23229-5012
Phone: (800) 552-7917 Voice/TTY
Office: (804) 662-9704
Fax: (804) 662-9718
Email: clayton.bowen@vddhh.virginia.gov

Rob Harrell
Micronesian Telecommunications Corporation (d/b/a the PTI)
P.O. Box 500306
Saipan, MP 96950
Phone: (670) 682-2614
Fax: (670) 682-4555
Email: rob.harrell@itehq.net

6. Subcontractors

If the bidder proposes to use subcontractors, the bidder shall identify those subcontractors and indicate the scope of their role in the provision of relay service. The bidder should also indicate what experience the subcontractor has in providing the service for which it would contract with the provider.

Captioned Telephone, Inc.
Hamilton will provide CapTel and 2 Line CapTel to Florida through a subcontract relationship with Captioned Telephone, Inc. (CTI) of Madison, Wisconsin. Hamilton will subcontract aspects of CapTel including the technology, equipment, and minimal captionists to CTI.

Hamilton is the prime contractor. Please see **Tab 5 Section 22** for detailed information regarding Hamilton's provision of CapTel. Please see **Attachment D** for more information on CTI.

7. Bid Security Deposit

A $500,000 bid security deposit shall be furnished to the FPSC with the original of the proposal. The bid security deposit shall be in the form of a bond, a certified or cashier's check, or bank money order that is valid through at least October 15, 2014, and is payable to the Florida Telecommunications Relay, Inc. The bid security deposit will be held without cashing.

If a bond is used, the bond shall be issued from a reliable surety company acceptable to the FPSC, licensed to do business in the state of Florida and shall be signed by a Florida licensed Resident Agent. Such a bond shall be accompanied by a duly authenticated Power of Attorney evidencing that the person executing the bond on behalf of the surety had the authority to do so on the date of the bond. Please clearly identify the expiration date of the bond, if a bond is submitted as the bid security instrument.

The unsuccessful bidders' security deposits shall be returned, without interest, within thirty (30) days after disqualification, withdrawal, or signing of the contract with the successful bidder. The successful bidder's bid security shall be returned, without interest, upon signing of the contract and furnishing the Performance Bond as specified herein. If the successful bidder fails to sign a contract within thirty (30) days after the Letter of Intent or fails to deliver the Performance Bond as specified herein, the bid security shall be forfeited to the Florida Telecommunications Access System Fund.

Hamilton understands and has complied with RFP requirements regarding the Bid Security Deposit. The Bid Security Deposit in the form of a bond, as contained in **Attachment H** of Hamilton's proposal remains intact to ensure that Hamilton can deliver a performance bond in compliance with RFP and contract requirements.

8. Check List of Proposal Content

As a part of the bidder's proposal, the transmittal letter should be followed by the evaluation checklist in Section E. In the blank beside each item on the checklist, except items requiring a Signature of Acceptance, the company contact person who is responsible for the proposal and any subsequent contract and who signs the transmittal letter should initial (not check) each item in the check list which is contained within the proposal. The person initialing the checklist should ensure that each item in the checklist is also contained in its proposal and in the same order as the item appears in the checklist. The bidder should also indicate beside each item in the checklist the page number in its proposal where the item in the checklist can be found.

For items requiring a Signature of Acceptance, the same person should sign each item indicating that the item has been reviewed and the bidder agrees to comply with the item.

Hamilton understands and has complied. The evaluation check list can be found immediately

after the transmittal letter. John Nelson has initialed or signed each item on the check list indicating that each item is contained in the proposal and in the same order as the item appears on the check list. Mr. Nelson has also indicated beside each item the page number in which the item can be found in the proposal.

A

Florida Relay

Attachment A
Hamilton Key Personnel



State of Florida Telecommunications Relay Services

Docket No. 140029-TP

Key Personnel and Staff Directing the Relay

Hamilton Relay is managed to ensure that every employee has the necessary skills to perform their job in a manner that exceeds relay requirements and meets the high quality standards set by Hamilton. Hamilton's size ensures that senior management will be involved in all phases of the management of Florida Relay. All employees of Hamilton are committed to providing a relay service that satisfies every relay user. Florida will receive this same commitment to excellence in relay service from Hamilton.

Following is a list of the key personnel who will be involved with the operation of Florida Relay. In addition to the people listed here, there is an entire team of operations professionals that will assist as needed in the management of Florida Relay. Please see further in this attachment for resumes and job descriptions of Hamilton's key personnel and for organizational charts. Please see **Attachment D** for the organizational charts, resumes and job descriptions of Hamilton's subcontractor's key personnel.

Phillip C. Nelson — President

Chief Operating Officer

Phil Nelson is the president and one of the owners of Hamilton Telecommunications. He has been closely involved in the development of Hamilton Relay and continues to monitor its operations. Phil perpetuates an open channel of communication with employees and each state's regulatory bodies concerning the ongoing operation of each relay service. Phil, a graduate of the University of Nebraska, has been with Hamilton Telecommunications since 1967, serving as Hamilton's President since 1985.

John Nelson — Vice President of Hamilton Telecommunications

President of Hamilton Relay, Inc.
Planning and coordination for relay service.

In 1998, John Nelson returned to Hamilton Telecommunications from a position as System Administrator in Breckenridge, Colorado. John has extensive experience in the support and maintenance of telecommunications equipment, along with strong skills in software development and troubleshooting. John was the on-site technical backbone of the Louisiana Relay Center for four years before moving to Aurora, Nebraska where he joined Hamilton's Senior Management team in May, 2002. An active board member and Vice President for Hamilton's parent company, John holds overall responsibility for relay at the senior management level. In addition he provides support and direction to members of the Hamilton management team and to members of technical staff.

Gary Warren President of Services Corporation

Oversees all aspects of services and corporate development.

Gary Warren assists in the general management of Hamilton Telecommunications with a particular emphasis in development of new projects. Gary, a University of Nebraska Law School graduate, has been at Hamilton since 1988. He has served on several relay industry teams on a national basis, including the TRS Coin-Sent-Paid team, and completed eight years of service on the National Exchange Carrier Association (NECA) Relay Advisory Council, the last two years of which he served as chairman. With a past capacity for overall responsibility of relay, Hamilton continues to employ Gary's expertise in the relay industry.

Dixie Ziegler Vice President of Relay Services

Oversees all aspects of Relay Services and manages relay operations. Primary contact throughout the relay contract.

Dixie Ziegler will serve as the person with primary responsibility for Florida Relay. As Vice President of Relay, Dixie is authorized to make decisions, answer questions, or provide clarification to the proposal and subsequent contract.

Dixie Ziegler is Hamilton's Vice President of Relay Services. With the Company since 1994, Dixie has a strong background in communication and management. Dixie is responsible for the start up of relay services, contract management, technical development, marketing and all operations. She represents Hamilton's relay service on a national level, analyzes potential markets for new and existing products and services, and delivers new products and services to the telecommunications marketplace. She was elected to serve a second term as a council member on the NECA Relay Advisory Council and was appointed by Chairman Powell to serve a second term as a member on the Consumer Advisory Committee (CAC) of the Federal Communications Commission. In addition, Dixie was selected by the Chair of the Consumer Advisory Committee to serve as the TRS Subcommittee Chair. Dixie is a Dana College graduate with a Bachelor of Science degree in marketing and communications.

Contact Information: Hamilton Relay
1001 12th Street
Aurora, NE 68818

Phone: (402) 694-5101
Fax: (402) 694- 5110
dixie.ziegler@hamiltonrelay.com

Beth Slough National TRS Contract Manager

Responsible for ensuring contract compliance and assessing quality and customer service in State programs.

Working first as a Lead Communication Assistant then in Corporate Administration, Beth later moved to the position of Relay Communications Coordinator before being promoted to a National Contract Management Role. As a result of fourteen years experience in Telecommunications Relay Service, she possesses a well rounded, diverse knowledge of relay, CapTel and deaf culture. Beth has in-depth knowledge of federal and state TRS and CapTel requirements and utilizes that sophistication to ensure contract compliance and assess quality and customer service in Hamilton's State TRS and CapTel programs and makes recommendations that will improve any areas of potential weakness to the Vice President of Relay. Beth is responsible for the development and coordination of internal and external communication within Hamilton Relay Service. Beth keeps abreast of RFP activity in all states and obtains the needed information to ensure Hamilton is able to submit a competitive bid response. She also assists in marketing Hamilton Relay Service to other states, along with its national services. Beth has played a key role in the growth of Hamilton Relay.

Contact Information: Hamilton Relay
1001 12th Street
Aurora, NE 68818

Phone: (402) 694-5101
Fax: (402) 694- 5110
beth.slough@hamiltonrelay.com

Employee to be Assigned Upon Award of Contract

Florida Relay Account Manager
Ensures that policies and procedures for statewide relay service are followed.

Hamilton will provide Florida Relay with an Account Manager who will manage the contract between Hamilton and the Florida Public Service Commission. This individual will oversee the actions of all parties involved to ensure contract compliance and will be responsible for determining that each party successfully completes all assigned duties and responsibilities. The Florida Relay Account Manager will act as the primary Point of Contact for questions, concerns and issues related to relay services.

See further in this Attachment for a complete job description for the Account Manager. Hamilton will provide contact information for the Account Manager upon hiring or assignment of Hamilton staff to this position.

John Fechter

National Outreach Manager

Oversees outreach and customer service program and all extended functions for each Hamilton's state relay programs.

John brings a variety of experience and skills to his position with Hamilton. As a volunteer for more than ten years, John served as President of the St. Paul Minnesota Metro Deaf School Board. He also served as board member for two non-profit organizations, budget chairperson for national deaf sports organization and has served as classroom consultant for Junior Achievement

since 2001. John received his BA degree in Management from Gallaudet University in December 1991. He is responsible for directing outreach personnel and activities to ensure that all state outreach activities are carried out according to specific objectives. John works with outreach staff to ensure effective communication with relay users on new development and service enhancements in each of their states. He works with outreach staff to coordinate attendance at a variety of functions that are attended by the relay using community in each of their states. John resides near Minneapolis, MN with his wife and two children who are all deaf.

Anne Girard — Director of Marketing, Hamilton Relay

Responsible for defining and promoting the Hamilton Relay brand, product development and offerings, as well as participating in FCC regulatory matters.

Anne has been with the company since 2004. Prior to assuming responsibility for Hamilton's marketing efforts, Anne served as Product Development and Regulatory Manager. Anne has a strong understanding of federal and state TRS programs. Anne contributes her broad experience to 20+ years of involvement in the Deaf Community. She is a Certified Sign Language Interpreter and her adult daughter is profoundly deaf and a graduate of Gallaudet University. Anne holds a degree in Psychology from Antioch University. Anne reviews changes to the marketplace and industry and adjusts marketing plans accordingly. She is responsible for leading all aspects of marketing, including establishing and maintaining brand identity, personnel, setting marketing direction, material development, web-based marketing and national advertising/marketing. Anne is responsible for developing and recommending modifications and improvements to Hamilton's technology.

Robert Patterson — Director of Operations

Directs all relay operations and related operations activities for all of Hamilton's relay centers and business lines.

Robert served as the manager of Hamilton's largest relay center for seven years before moving to his present position as Director of Operations. Robert has a strong background in Call Center Management and Quality Customer Service. He is responsible for ensuring that relay services, features and quality standards meet the expectations of all types of relay users. Robert has improved several programs resulting in less turnover and longer employee retention, which in turn ensures high quality.

Barbara Handrup — Senior Relay Center Manager

Oversees all aspects of daily relay operations for Hamilton's Nebraska Relay Center.

An employee of Hamilton for 30+ years, Barb has managed Hamilton's relay division in Nebraska since its birth in 1990. She manages the development of Supervisors, Communication Assistants and other staff to ensure success of the company. She is responsible for ensuring that relay services, features and quality standards meet the expectations of relay users. Barb has played a key role in the advancement of relay communications technology and growth at Hamilton.

Greg Stephens Relay Technical Manager

Responsible for technical operations at assigned Relay Centers.

With extensive experience in programming/analysis and software development, Greg Stephens puts his knowledge to use in application support, information security and networking support. Greg is responsible for resolving technical support issues and the development of new programs. He directs and coordinates activities of the Relay Information Technology Department and is responsible for providing effective computer service to all Relay employees. A Hamilton employee since 2006, Greg is responsible for communicating and enforcing corporate IT policies and standards and providing timely and frequent communications of changes and issues with corporate IT management.

As stated previously, Dixie Ziegler, Vice President of Relay, will hold primary responsibility for Florida Relay.

Dixie Ziegler
Vice President of Relay
Hamilton Telecommunications
1001 12th Street
Aurora, NE 68818
Voice/TTY: 402 694 3656
FAX: 402 694 5037
E-mail: dixie.ziegler@hamiltonrelay.com

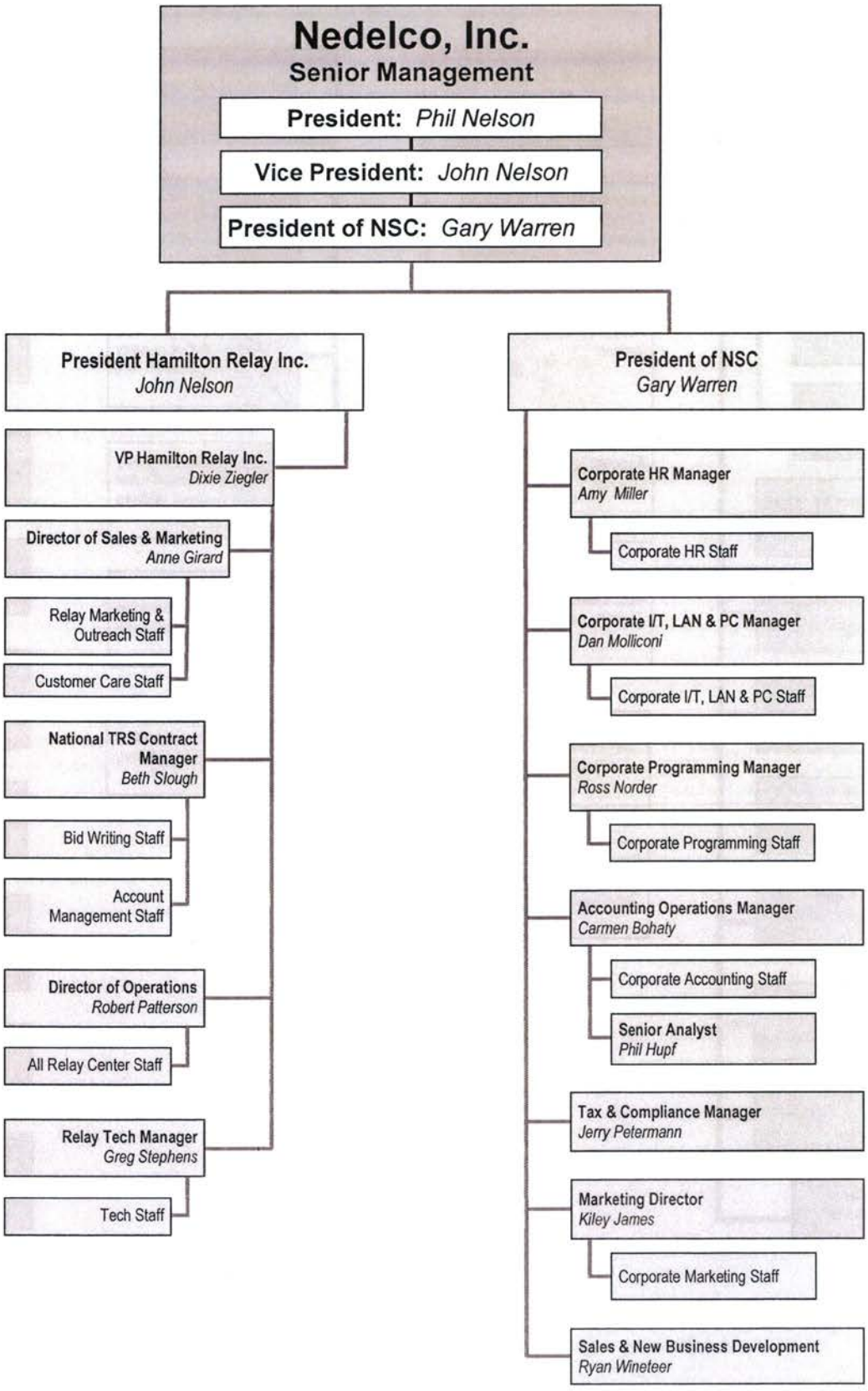
Project Implementation/Staff Organization

Following is a chart of the activities each of Hamilton's key personnel will perform specifically for Florida Relay throughout the term of the contract.

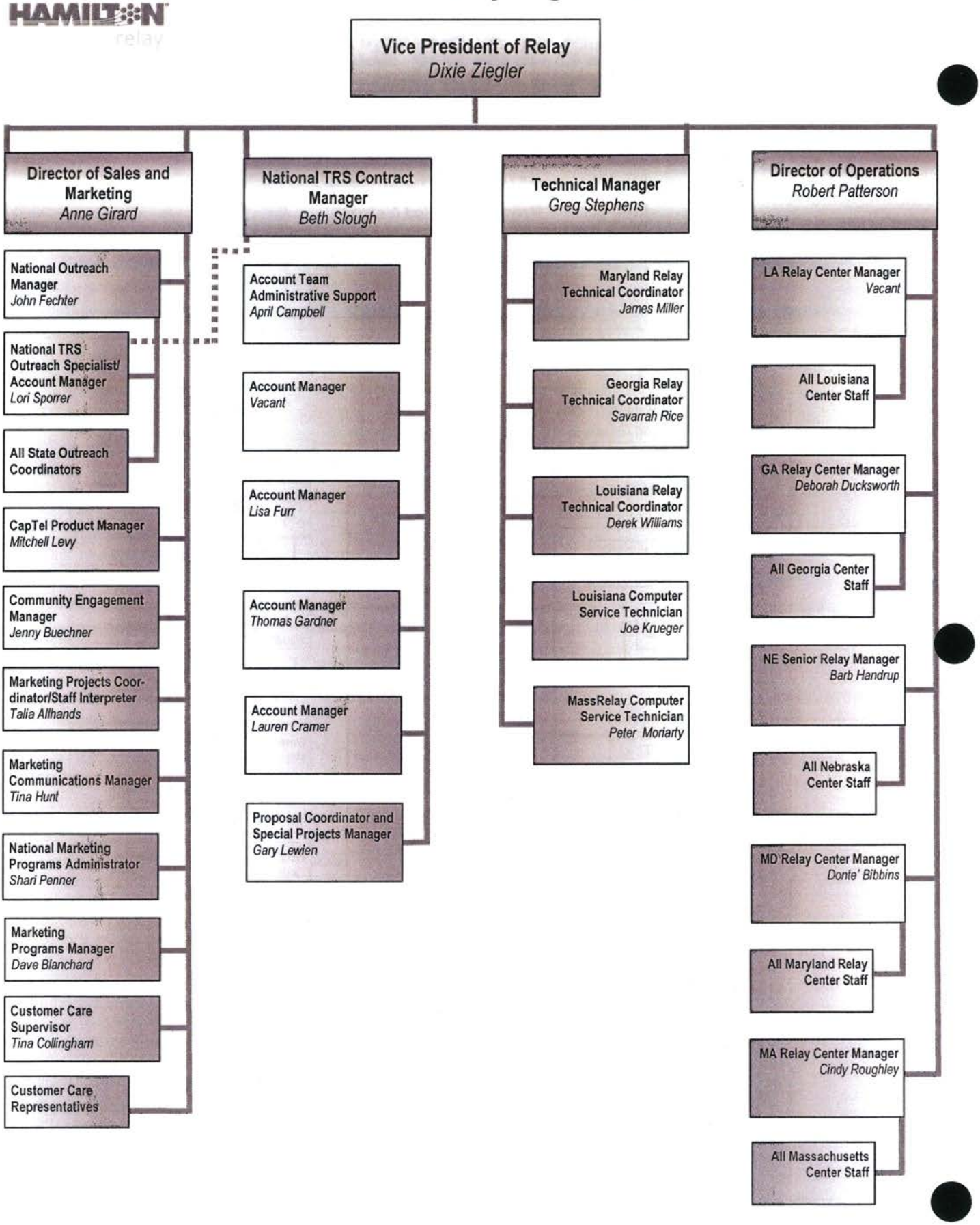
Phillip Nelson	• Oversees all work to be accomplished
John Nelson	• Hands-on involvement in day to day management as needed
Gary Warren	• Contract negotiations
Dixie Ziegler	• Holds primary responsibility for Florida Relay • Ongoing management responsibilities

Beth Slough	• Overall contract management • Coordination of internal and external communication
Employee to be assigned	• Account Manager for Florida Relay
Gary Lewien Lauren Cramer, Thomas Gardner, Lisa Furr	• Account Management
John Fechter	• Oversees outreach and education programs
Anne Girard	• Defines and promotes Hamilton Relay brand, product development and offerings • Participates in FCC regulatory matters
Robert Patterson	• Overall Operations Management
Barb Handrup, Deborah Duckworth, Donte' Bibbins, Cindy Roughly	• Relay Center Management • Operations support
Brenda Malsbury, Michelle Mikkelsen	• Assist in the management of Supervisors and CAs
Thomas Gardner	• Oversees STS and Spanish
Brenda Malsbury, Kristany Skorput, Naomi Kowalski, Brian Nesbit	• CA Training
Michelle Mikkelsen	• Manages staffing, call traffic and service standards for Hamilton Relay Centers
Tauna Lewis	• Coordinates Projects for Director of Operations and Center Managers • Assists Supervisors, Leads and other Support staff
Mitchell Levy	• CapTel Product Manager
Jenny Buechner	• Community Engagement Manager
Tina Hunt	• Executes marketing projects and programs to promote Hamilton Relay
Talia Allhands	• Coordinates Marketing projects • Staff interpreter
Amy Miller	• Human Resource Management
Jerry Petermann	• Tax and Compliance Manager
Carmen Bohaty	• Accounting Manager
Phillip Hupf	• Senior Analyst

JoAnne Lambert	• Billing and Reporting
Greg Stephens	• Technical Operations Manager
Fred Hackett	• Manages technical project
Wayne Hahn	• Implements and supports switching and workstation technology
Technical Staff	• Installation, maintenance and purchase of relay equipment • Testing of relay equipment
Pat Shaw	• General Manager of Hamilton Telephone Co. • Oversees plant facilities and switching for Hamilton's LEC
Central Office Technician	• Back-up power • Technical Installation • Testing


Nedelco, Inc.
Senior Management
President: Phil Nelson
Vice President: John Nelson
President of NSC: Gary Warren
President Hamilton Relay Inc.
John Nelson
VP Hamilton Relay Inc.
Dixie Ziegler
Director of Sales & Marketing
Anne Girard
Relay Marketing & Outreach Staff
Customer Care Staff
National TRS Contract Manager
Beth Slough
Bid Writing Staff
Account Management Staff
Director of Operations
Robert Patterson
All Relay Center Staff
Relay Tech Manager
Greg Stephens
Tech Staff
President of NSC
Gary Warren
Corporate HR Manager
Amy Miller
Corporate HR Staff
Corporate I/T, LAN & PC Manager
Dan Molliconi
Corporate I/T, LAN & PC Staff
Corporate Programming Manager
Ross Norder
Corporate Programming Staff
Accounting Operations Manager
Carmen Bohaty
Corporate Accounting Staff
Senior Analyst
Phil Hupf
Tax & Compliance Manager
Jerry Petermann
Marketing Director
Kiley James
Corporate Marketing Staff
Sales & New Business Development
Ryan Wineteer

Hamilton Relay Org Chart



Affirmative Action Policy Statement and Plan

Hamilton Telecommunications is committed to the equal treatment and equal opportunities of all applicants and current employees. We will continually strive to make employment decisions based strictly on qualifications and to foster the participation of all protected groups within the hiring and promotion process. In undertaking affirmative action, Hamilton Telecommunications will not practice reverse discrimination by giving undue preferential treatment to any protected group, by using quotas or other unequal opportunity devices. Rather, the affirmative action program has been developed to reinforce and enhance a merit based employment concept which ensures that all segments of our community have an equal opportunity to enter employment on the basis of open and fair competition and to gain advancement according to their proven ability and fitness.

Hamilton Telecommunications maintains a comprehensive affirmative action plan which was developed to remove discriminatory employment barriers from all facets of our personnel policies and practices whenever and wherever they are found to exist. This affirmative action plan is designed solely to enable all applicants and employees to compete for employment opportunities on an equal basis regardless of race, color, national origin, age, sex, disability, or religious affiliation, unless there exists a bona fide occupational qualification.

Management and supervisory personnel are expected to become aware of, and all employees are expected to abide by, Hamilton Telecommunications policies and efforts concerning equal employment and affirmative action. Specifically, management is expected to cooperate with the development of valid job descriptions and selection tests; to be responsible for making objective employment decisions and to report any condition that has the appearance or effect of discrimination solely on the basis of an individuals race, color, national origin, religion, age (over 40), sex, marital status, pregnancy, or physical disability.

As a supplement to Hamilton Telecommunication's policy on equal employment opportunity, Hamilton Telecommunications additionally adopts this policy on affirmative action measures that may be taken from time to time as a means of ensuring that all people have reasonable access to, and consideration from, Hamilton Telecommunications. In recognition to the potential of all individuals who wish to gain entrance into the active work force, Hamilton Telecommunications has adopted this policy.

In carrying out its affirmative action efforts, Hamilton Telecommunications shall regularly take the following steps as a means of making jobs known to the greater pool of perspective applicants who may be qualified for employment, and to continuously improve upon any practice that is found to be discriminatory in any respect:

- Continually develop and recommend any policies, procedures, or programs that are in Hamilton Telecommunications best interest to consider as a means of strengthening equal employment opportunities and the validity of employment decisions.

- Development of recruiting sources that would provide information about current and future job openings to as many sectors of the labor market as possible.

- Develop and use selection testing methods and standards that are clear, concise and valid.

- Review and update job descriptions to ensure that they are relevant in all respects to actual job duties, requirements and qualifications.

- Quickly, fairly and effectively investigate all internal complaints of discrimination and take the appropriate corrective action when warranted.

- Continually monitor hiring decisions to evaluate the effectiveness of current policies.

Hamilton is in full compliance with all state and federal employment laws including Title 1 of the ADA and provides employment opportunities to qualified individuals who are able to perform the essential functions of the position with or without reasonable accommodation.

Phillip C. Nelson

Education

University of Nebraska
Bachelor of Arts, 1965

Experience

Hamilton Telecommunications • Aurora, Nebraska • 1967 to Present
President and Chief Operating Officer
President of Hamilton Telephone Company

- Oversees all services which Hamilton provides including internet services and telecommunications relay services.

Mid-State Community TV• Aurora, Nebraska • 1967 to 2013
President

Pennsylvania State University • 1965 to 1967
Producer/Director – Educational Television Station WPSX-TV

Activities

- Past member of the Board of Directors for OPASTCO
- Past President and past Chairman of the Board of Directors for Nebraska Telephone Association
- Member of the Board of Directors and founding President of Nebraska Cellular Telephone Company
- USTA Board of Directors
- Past Chairman USTA Member of Benefits Committee
- Past Chairman USTA Insurance Trust
- Past President of Edgerton Educational Center

John A. Nelson

1001 Twelfth Street • Aurora, Nebraska • (402) 694-5101 • john.nelson@hamiltontel.com

Education

Southern Methodist University
Bachelor of Arts, History 1991

Experience

Hamilton Telecommunications • Aurora, Nebraska • 2002 to Present
Vice President – Nedelco, Hamilton Telephone Company, Hamilton Long Distance Company, Nedelco Services Corporation. President – Hamilton Relay, Hamilton.net, Hamilton Information Systems.

- Provide support and direction to members of Hamilton Telecommunications management
- Provide support and direction to members of technical staff
- Strategic Planning and management

Hamilton Telecommunications • Baton Rouge, Louisiana • 1998 to 2002
Computer Telephony Systems Specialist

- Provide on-site support for all equipment and software related to Hamilton's Baton Rouge, Louisiana relay center and all administrative hardware and software
- Assist in developing and troubleshooting software for Hamilton's relay services

The Village at Breckenridge, a Wyndham Resort • Breckenridge Colorado • 1991 to 1998
System Administrator

- Maintained Unix based file server
- Provided first-line software support for server including interfaces to in-room video system, video check-out system, PBX system, call accounting system and point of sales system in the resort's bars and restaurants.
- Provided software solutions to management and training to users
- Provided support as needed for PBX switch
- Produced short range occupancy forecasts to assist in the development of staffing projections
- Facilitated booking and scheduling of ground transfers and car rentals

PBX Operator, Front Desk Clerk, Relief Night Auditor

- Coordinated four to eight hotel switchboard operators
- Arranged schedules, answered phones, and provided special customer support as needed
- Performed end of day bookkeeping functions as needed.

Hamilton Telephone Company • Aurora, Nebraska • 1987 to 1991
Computer Programmer/Consultant

- Developed and implemented a CAD/CAM system
- Researched existing systems, purchased equipment and customized software to render it compatible with established mapping formats
- Developed a dBase IV application shell to provide database system that enabled telephone operators to provide directory information services

Gary Warren

1001 Twelfth Street • Aurora, Nebraska 68818 • (402) 694-5101 V/TTY • gary.warren@hamiltontel.com

Education

University of Nebraska College of Law
Law Degree, 1974

University of Nebraska
Bachelor of Science Degree, 1971

Experience

Hamilton Telecommunications • Aurora, Nebraska • 1988 to Present
Vice President of Corporate Development, Executive Vice President and now President of Services Corporation

Whitney, Newman, Mersch, Otto and Warren Law Firm • Aurora, Nebraska • 1975 to 1988
Lawyer, general practice

Business Related Activities

- Served on NECA Relay Advisory Council for eight years, Chairman for two years
- Participant in numerous relay forums, NASRA activities and FCC meetings and filings
- Chairman, NebraskaLink Holdings
- Past President and Board Member of Nebraska Diplomats, Ambassador Plenipotentiary
- Board Member and Past Chairman, Nebraska Chamber
- University of Nebraska President's Advisory Council
- Past Board Member of Aurora Chamber of Commerce
- Fund for Rural Education and Development, Past Board Member and President
- Aurora Development Corporation, Board Member and Past President

Dixie J. Ziegler

1006 Twelfth Street • Aurora, Nebraska 68818 • (800) 618-4781 V/TTY •
dixie.ziegler@hamiltonrelay.com

Education

Dana College
Bachelor of Science in Marketing, Organizational Communications, and Print Media Communications (Valedictorian)

Experience

Hamilton Telecommunications • Aurora, Nebraska • 1994 to Present
Director, then Vice President of Relay Services

- Responsible for all relay operations
- Responsible for relay technical development
- Responsible for relay marketing
- Responsible for start up of relay services
- Manage contract relations for State Relay Contracts
- Represent Hamilton's relay service on the national level
- Analyze potential markets for new and existing products and services
- Deliver new products and services to the telecommunications marketplace

HunTel Systems • Blair, Nebraska • 1992 to 1994
Marketing Assistant

- Designed marketing campaigns for new products and services
- Edited sales presentations and produced supporting materials
- Wrote and designed newsletters, bill inserts, advertisements, and brochures
- Coordinated telephone promotions and service projects
- Wrote procedures and policies for employees
- Informed customers of changes in the telephony industry

Activities

- Served on the National Exchange Carrier Association (NECA) Relay Advisory Council
- Served on the Consumer Advisory Committee (CAC) of the Federal Communications Commission
- Aurora Chamber of Commerce member
- 4-H Leader

Beth Slough

1006 Twelfth Street • Aurora, Nebraska 68818 • (800) 618-4781 V/TTY
beth.slough@hamiltonrelay.com

Experience

Hamilton Telecommunications • Aurora, Nebraska • 1998 to Present

National TRS Contract Manager, 2006 to Present

- Development and coordination of internal and external communication within Hamilton Relay Service.
- Responsible for editing all external communication. Edits presentations to prospective clients using presentation skills, visual aids and written proposals.
- Provides support and direction to account managers to ensure contract compliance.
- Acts as the primary contact with all intrastate telecommunications relay service contract decision-makers. Keeps abreast of RFP activity in all states as well as work to obtain the needed information to ensure Hamilton is able to submit a competitive bid response.
- Edits bid packages. This includes coordinating the bid process and completing bid documents within the designated time constraints.
- Assists the Vice President of Relay and Marketing Manager in marketing Hamilton Relay Service to other states, along with its national services.
- Writes, designs, and/or edits internal and external company newsletters, brochures, and other related communication, including videos. Participates in product testing and development of product literature.
- Formulates communication and advertising concepts aimed at increasing relay minutes. Shares responsibility for growing the number of relay minutes in the states served by Hamilton through outreach activities and written materials.
- Assists Marketing Manager and Vice President of Relay with the design and implementation of advertising efforts through the proper forms of media to insure maximum results.
- Assists Marketing Manager and Vice President of Relay in defining and targeting potential customer groups to help focus communication efforts.
- Project coordination of special communication projects.
- Communicates with employees and relay users on new development and service enhancements.
- Edits web page content and design for relay services.
- Assesses quality and customer service in the Relay Services area.
- Stresses quality in all work situations.

Relay Communications Coordinator, 2001 to 2006

- Assists the Director of Relay and Contract Manager in marketing Hamilton Relay Service to other states.
- Designs presentations to prospective clients using presentation skills, visual aids and written proposals.
- Writes, designs, and edits internal and external company newsletters, brochures, and other related communication, including videos.

- Writes and edits bid packages and proposals for new business. This includes coordinating the bid process, writing bid documents according to each state's requirements and completing bid documents within the designated time constraints.
- Formulates communication and advertising concepts aimed at increasing relay minutes. Responsible for growing the number of relay minutes in the states served by Hamilton through outreach activities and written materials.
- Coordinates outreach activities and materials between all of Hamilton's outreach personnel. Increases outreach activities and effectiveness in all of Hamilton's states.
- Assesses quality and customer service in the Relay Services area.

Administrative Assistant, 2000 to 2001

- Assists management in the completion of company projects.
- Prepares cover letters, notices, agendas and minutes for all Corporate Board and Stockholder Meetings and properly files each.
- Assists Director of Relay in the completion of bid packages and proposals.
- Coordinates travel and meeting arrangements for key members of management.
- Maintains the Hamilton Filing System
- Coordinates a variety of marketing related projects.

Lead Communication Assistant, 1998 to 2000

- Conveys messages of all types to TTY users from voice users and vice versa.
- Solves routine problems and directs non-routine problems to the relay supervisor.
- Sets and assures conformance of standard policy and procedure.
- Understands the use of computer work stations used to relay conversations, including call routing related to equal access.
- Assists in comprehensive training of Communications Assistants.
- Provides leadership and motivation for Communications Assistants.
- Stresses quality in all work situations

Anne Girard

343 Cedar Street NW #122, Washington, DC 20012 202-679-5359 • anne.girard@hamiltonrelay.com

Education

Antioch University – Santa Barbara, CA
M.A. Clinical Psychology, 1997-1999 (Degree Pending)

Antioch University – Santa Barbara, CA
B.A. Liberal Studies, Clinical Psychology, 1994-1997

Other Education:
Extensive Landmark Education Leadership, Development and Communication Training

Various professional and personal development courses, seminars, mentorship

Experience

Hamilton Telecommunications, Aurora, NE • 2004 to Present
Director of Sales & Marketing 2012 to Present

- Develops, implements and directs strategic annual sales and marketing plan consistent with company goals.
- Responsible for leading all aspects of sales and marketing, including establishment and maintenance of brand identity, collateral development, web-based marketing, national advertising, campaigns, events and sales programs through various channels.
- Responsible for the performance and development of sales and marketing staff. Regularly coaches and leads team toward results.
- Establishes and manages annual sales and marketing budget. Tracks results to projections.
- Maintains relationship with sales channel partners to ensure results and partner satisfaction.
- Leads product management team to the end goal of increasing the number of relay minutes for relay services through the development of new or enhanced relay services and features, which meet the demand of the relay user community, as well as internal operations staff. Interacts with all required departments, including but not limited to technical, marketing, sales, accounting and operations.
- Responsible for market research activities within Hamilton Relay by use of existing outreach staff, surveys, focus groups, involvement in national relay activities, and a variety of other means.
- Leads and evaluates competitive analysis. Considers changes to the marketplace and industry and adjusts sales and marketing plan accordingly. Maintains awareness of competition and technology within the industry by reading trade publications, listservs, attending conferences, etc., keeping management informed of new produces/services/features within the industry, the strengths and weaknesses of Hamilton as compared to its competition, and other similar competitive information

- Responsible for customer relations direction, interaction and service delivery as coordinated through team.
- Assists in the management of regulatory affairs by representing Hamilton in meetings at the Federal Communications Commission. Responsible for understanding all related current FCC rules and regulations and works closely with Hamilton's counsel, integrating regulatory requirements in marketing and sales programs
- Monitors and assesses reports on relay service quality from users.

Director of Marketing, 2007 to 2012

- Responsible for establishing marketing direction and leading team toward results.
- Reviews changes to the marketplace and industry and adjusts marketing plan accordingly. Responsible for leading all aspects of marketing, including establishing and maintaining brand identity, personnel, setting marketing direction, material development, web-based marketing, national advertising/marketing.
- Performs product management responsibilities to the end goal of increasing the number of relay minutes for all of Hamilton's relay services through the development of new relay features, enhancements, and services, which meet the demand of the relay community.
- Responsible for developing and recommending modifications and improvements to Hamilton's technology with the goal of improving relay services through communicating and interacting with all required departments, including but not limited to technical, marketing and operations.
- Responsible for market research activities within Hamilton Relay by use of existing outreach staff, surveys, focus groups, involvement in national relay activities, and a variety of other means.
- Assists operations management, as part of product management responsibilities, to improve workstation functionality for Communication Assistants and Video Interpreters.
- Responsible for monitoring competition within the relay industry by reading trade publications, listservs, attending meetings, etc. and keeps the Vice President Relay informed of new features within the industry, the strengths and weaknesses of Hamilton as compared to its competition, and other similar competitive information. Stays abreast of technological changes occurring in the relay industry.
- Assists in the management of regulatory affairs by representing Hamilton in meetings at the Federal Communications Commission, working closely with Hamilton's counsel, writing drafts of proceedings and other such tasks as assigned.
- Responsible for understanding all current FCC rules and regulations and for developing a clear understanding of all current FCC proceedings that affect TRS.

Product Development/Regulatory Manager, 2004 to 2007

- Responsible for making Hamilton a leader in the development of new relay features, enhancements, and services, which meet the needs and desires of the relay community.
- Responsible for all market research activities within Hamilton Relay.

- Uses information gathered to present statistics and facts as to why product development is needed for specific services.
- As part of product management responsibilities, assists operations management to improve workstation functionality for Communications Assistants and Video Interpreters.
- Responsible for leading product development teams within the division to ensure progress and communication between all required departments, including but not limited to technical, marketing and operations.
- Assists in the management of regulatory affairs by representing Hamilton in meetings at the Federal Communications Commission, working closely with Hamilton's counsel, writing drafts of proceedings and other such tasks as assigned.
- Monitors the competition within the relay industry by reading trade publications, listservs, attending meetings, etc. and keeps the Vice President of Relay informed of new features within the industry, the strengths and weaknesses of Hamilton as compared to its competition, and other similar competitive information. Stays abreast of technological changes occurring in the relay industry.

Critical Skills

- Strategic Sales & Marketing Planning
- Brand Development and Promotion
- Sales and Business Development
- Project Management
- Event Planning
- Budget and Expense Control
- Staff Development and Motivation
- Solid familiarity with Relay industry concepts, practices, and procedures.
- Certified Sign Language Interpreter, NAD Level III, 1991
- Excellent oral and written communication
- Proficiency with client relationship management tools and databases, Microsoft Office

John V. Fechter

651-964-1088 Voice • john.fechter@hamiltonrelay.com

Education

Gallaudet University, Washington, DC – December 1991
Bachelor of Science, Business Management

General Seminars/Workshops

- How to Be a Super Communicator - Rockhurst University Continuing Education- St. Paul, MN – September 2012
- Time Management and Organizational Skills - Rockhurst University Continuing Education- Bloomington, MN – May 2012
- The Basics of Human Resources Law - Rockhurst University Continuing Education- Bloomington, MN – July 2011
- CAP Writing - Wells Fargo University - Minneapolis, MN - July 2004
- Business Writing - Stan Berry Seminar - Minneapolis, MN – June 2002
- Grant writing Workshop - NAD State Conference - Sioux Falls, SD – April 2001

Experience

Hamilton Telecommunications • Aurora, Nebraska • 2006 to Present
National Outreach Manager

- Manages designated outreach personnel and coordinates their activities in each applicable state. Monitors and evaluates the performance of designated outreach personnel.
- Increases outreach activities and effectiveness of marketing programs in all Hamilton states to the end goal of increasing the number of relay minutes for the states served by Hamilton.
- Responsible for adhering to budgetary guidelines in all designated state outreach programs as deemed by Senior Relay Managers. Monitor financial reports.
- Works with outreach staff to develop and give effective programs on how to access and use the relay service in each of their states, including delivering presentations to prospective clients on relay services using presentation skills, visual aids, and written proposals.
- Works with outreach staff to ensure effective communicates with relay users on new development and service enhancements in each of their states.
- Works with outreach staff to coordinate attendance at a variety of functions that are attended by the relay using community in each of their states.
- From time to time, along with each state outreach person, attends and represents the relay service at meetings of the Public Utilities Commission, relay advisory board, and appropriate state and national associations related to relay services.
- Works with outreach staff to organize and facilitate focus / user groups for discussion of quality and effectiveness of relay services in each of their states.
- Assists outreach staff in assessing focus / user group input and makes recommendations for modifications and improvements based on that input. Gathers information and conveys the relay users' needs to Hamilton to assist them

in the development of new features for traditional relay, video relay and internet relay service.
- Stays abreast of technological changes occurring in the relay industry, paying particular attention to technology and advances made by Hamilton's competitors.
- Plans and leads effective outreach meetings.
- Interfaces with other managers on a regular basis, participates in staff meetings, company meetings, and planning sessions.
- Interfaces with current users and user groups on a continual basis to determine their current and future Relay needs.
- Recommends and arranges training for outreach personnel.
- Assesses the quality of interpreters and video relay service.
- Assesses quality and customer service in the Relay Services area.
- Stresses quality in all work situations.

Wells Fargo & Company • 1993 to 2006

Lending Underwriter

- Underwrote loans with aggregated credit exposure of up to $1 million

Credit Analyst II

- Prepared and reviewed all financial statements

Personal Banking Officer

- Promoted and sold a full line of business banking services and products

Activities

- Advisory Committee – Minnesota Department of Human Services – December 2012- present
- Board Member - Minnesota State Academy for the Deaf Sports Organization- January 2011- present
- Board President - Metro Deaf School- June 2004 – June 2011
- Board President - One House Two Hands LLC (real estate holding company) - September 2005 - May 2009
- Classroom Consultant - Junior Achievement – September 2001- October 2006
- Budget Chair - USA Deaf Sports Federation (USADSF) - December 2002 - June 2006
- Board Member - DEAF-MADC - December 2002 - July 2005
- Council Member of Wells Fargo Funding Community Council - May 2001 - Dec. 2002
- Board Member of the Metro Deaf School – July 1997 – May 1999
- Board President of Doorways - July 1997 - April 1999
- Participated as a guest speaker at National Association of the Deaf at Youth Leadership Camp (YLC) Stayton, Oregon - July2005.
- Participated as a guest speaker at the National Leadership Literacy Camp (NLLC) at CSD Camp Lakodia, (Madison, SD) – July 2004.
- Coordinated land sale for MADC - the land was sold in November 2005.
- Have been a volunteer in many ways at Metro Deaf School (MDS) for several years.
- Project leader for 2006 MDS school relocation committee.

Lauren Cramer

2741 Woodley Pl, NW • Washington, DC 20008 • (410) 458-0954•
lauren.cramer@hamiltonrelay.com

Experience

Account Manager 2011 – Present
Hamilton Relay, Washington, DC

- Account Manager for the Maryland Telecommunications and Captioned Telephone Relay Services and District of Columbia Telecommunications Relay contracts, acting as point of contact between the contract administrators and Hamilton Relay.
- Implements and enforces the policies and procedures for the programs established by the contract administrators and proposals, such as reporting, outreach, marketing, technical, quality of service, training, customer service, in order to meet contract deliverables.
- Represents Hamilton at regulatory meetings with Advisory Boards and outreach functions across the states for which the company provides services.
- Selected as Project Manager for Internal Audit project and tracked quality and compliancy within the five Hamilton Relay call centers in order to meet federal, state, and Hamilton Relay requirements. This project resulted in the creation of electronic filing within the five call centers and meeting compliances in all state and federal audits.
- Develops corrective action in areas of the contract that require improvement.

Outreach Coordinator 2010 –2012
Hamilton Relay, Washington, DC

- Outreach Coordinator for both the Telecommunications and Captioned Telephone Relay Services contracts in the District of Columbia and Pennsylvania.
- Conducted presentations to groups, such as senior living facilities, civic organizations, businesses, and government organizations to educate on the Relay Services available to them both locally and nationally, which led to educating the local communities.
- Attended tradeshows and exhibitions, as an exhibitor, to provide information to attendees regarding Relay services available within their state of residence.
- Project Manager for State Outreach Follow-up Program, which provides Hamilton Relay's Outreach Coordinators with resources to be able to follow-up with customers within their designated states.

Customer Communications Specialist 2007 –2009
Group 1 Software, Inc., Lanham, MD

- Wrote technical communications for multiple Group 1 Software products and distributed to customers via a mass email distribution system, using DreamWeaver, Eloqua and RightFax, in order to increase customer satisfaction.
- Held the position of ScrumMaster for AutoBuild, a Group 1 product for software developers leading the daily meetings, organizing information and providing updates for the team.
- Of a staff of approximately 50, received professional recognition as Technical Support Rookie of the Year and Third Quarter Technical Support MVP.
- Created and edited a bi-monthly web-based newsletter, consisting of technical communications, product updates and customer-related articles.

Emergency Room Secretary 2007 –2007
Union Memorial Hospital, Baltimore, MD

- Entered in patient information for current patients during treatment and at time of discharge.
- Answered phones, which consisted of patient questions, doctor pages, and calls from other units within the hospital.
- Communicated with doctors and nurses in order to provide the best patient care.

Public Relations Intern 2006 – 2007
Union Memorial Hospital, Baltimore, MD

- Wrote employee-focused articles for a bi-monthly newsletter that included hospital news, new services and upcoming events.
- Wrote patient featured articles for Destinations, a quarterly consumer magazine that promotes wellness and health education.

Critical Skills

- Experience in Customer Relationship Management using Siebel v7.7 and Oracle
- Basic HTML knowledge using DreamWeaver
- Proficiency in Microsoft Office
- Excellent organizational and communications skills
- Firm knowledge of American Sign Language and Deaf Culture

Robert J. Patterson

9107 Bluebonnet Centre Blvd. • Baton Rouge, Louisiana 70809 • (225) 291-4500 V/TTY • robert.patterson@hamiltonrelay.com

Education

Southeastern Louisiana University
Bachelor of Arts in Psychology, 1995

Experience

Hamilton Telecommunications • Baton Rouge, Louisiana • 2000 to Present
Director of Operations, 2007 to Present

- Responsible for growing all types of relay minutes through solid operational performance in all business lines.
- Responsible for improving and measuring the overall quality of all types of relay services, including benchmarking programs that monitor the competition. Develops or recommends service or quality improvements based upon the feedback of relay employees and users.
- Responsible for monitoring all operational related line items on the financial statements and adhering to budgetary constraints as it relates to the management of all centers and specific projects.
- Monitors compliance with federal and state requirements related to relay system performance on a daily basis and develops corrective actions in areas that are in noncompliance.
- Develops precise scheduling models in order to ensure appropriate staffing to meet traffic demands.
- Manages all personnel issues in a manner that follows center policies and procedures.
- Understands, monitors, maintains, and communicates policies and procedures clearly, accurately, and in a timely fashion.

Senior Manager, 2000 to 2007

- Oversee quality on the relay floor. Responsible for determining how to improve the overall quality of relay services by making suggestions that improve call procedures and call processing for relay users. Develops or recommends service or quality improvements based upon the feedback of relay employees and users.
- Monitor compliance with federal and state requirements related to relay system performance and develops corrective actions in areas that are in noncompliance.
- Review relay statistics on a daily basis and uses such information to increase the efficiency of the center and enhance the quality of service to end-users.
- Develop incentive programs that allows us to meet the needs of our customers as well as motivate employees.
- Participate in outreach activities to gain feedback form relay user community.

Magellan Behavioral Health• Baton Rouge, Louisiana • 1996 to 2000
Account Manger
Manager of Member & Provider Services/Operations Manager
Contract Liaison/Information Systems
Customer Service Representative

Meadow Wood Hospital• Baton Rouge, Louisiana • 1995 to 1996
Mental Health Technician

Barbara A. Handrup

1006 Twelfth Street • Aurora, Nebraska 68818 • (800) 618-4781 V/TTY • relay@hamiltonrelay.com

Education

Aurora Chamber of Commerce
Leadership Program, 1993

University of Nebraska
Management Development Certification Program, 1992

Experience

Hamilton Telecommunications • Aurora, Nebraska • 1978 to Present
Senior Manager

- Oversees the startup of new projects including staffing, operational procedures, and projections
- Interfaces with senior management on a regular basis, participates in staff meetings, company meetings, and planning sessions
- Represents the relay services department at Public Service Commission, Advisory Committee, and other association meetings as related to relay user communities

Center Manager

- Oversee quality on the relay floor. Responsible for determining how to improve the overall quality of relay services by making suggestions that improve call procedures and call processing for relay users. Develops or recommends service or quality improvements based upon the feedback of relay employees and users.
- Monitor compliance with federal and state requirements related to relay system performance and develops corrective actions in areas that are in noncompliance.
- Review relay statistics on a daily basis and uses such information to increase the efficiency of the center and enhance the quality of service to end-users.
- Develop incentive programs that allow us to meet the needs of our customers as well as motivate employees.
- Supervise the development of tools and implementation of quality measurement tracking systems to evaluate Relay Communication Assistant's quality on a continual basis.
- Responsible for monitoring the Relay Center financial statement and adhering to budgetary constraints as it relates to the management of the center.
- Manage, mentor and coordinate Supervisory staff, Quality Assurance staff, and Relay Communication Assistants.
- Provide a strong source of motivation and support for the Administration team, Supervisory staff and Relay Communication Assistants.

Gregory E. Stephens

1001 Twelfth Street • Aurora, Nebraska 68818 • (402) 694-5101 (Via Voice through relay) • greg.stephens@hamiltontel.com

Education

Academy X, San Francisco, CA
Java Fundamentals, 2005

New Horizons Training Center, Lincoln, NE
Microsoft's Course 1013 Mastering Visual Basic, 1999

Breanau University, Gainsville, GA
Masters of Business Administration-Maintained 3.5+ GPA while at a sea going command in the Navy, 1995

University of Nebraska, Lincoln, NE
BS, Physics

Experience

Hamilton Telecommunications • Aurora, NE • 2000 to Present
Relay Technical Manager, April, 2006 to Present

- Responsible for technical operations at assigned Relay Centers

Software Developer, February, 2000 to April, 2006

- Team member for the first SIP & MPEG4 based Video conferencing system in the country.
- Convinced Senior Management on the need for additional programming talent; recruited a developer from Bell Labs.
- First relay provider to utilize AOL's AIM service for telecommunications (beating MCI and Sprint)
- Designed, implemented a Video conference system based on Netmeeting API's.
- Designed, implemented, tested a JAVA enabled web client into an existing telecommunications network, utilizing a COM+ architecture. This required developing and extending my skill set into JAVA, C, COM
- Developed applications utilizing Dialogic/Intel's API's (C, C++) to telephony control boards.
- Improvement of Legacy system: Worked out bugs and added enhancements to better position ourselves in the market.

Baldwin Filters • Kearney, NE • 1995 to 2000
Programmer/Analyst

- Project management: worked with a software vendor bringing a multi million dollar warehouse expansion on-line. Duties ranged from initial design and vendor selection to implementation as Microsoft SQL DBA and working with the vendor on resolving problems and conflicts.

- Designed and implemented an application (full Life cycle responsibilities) that is used by sales fleet (100+ salesmen) for surveying end users equipment for potential sales, using Visual basic and Access, and the WIN 32 API.
- Report writing for various manufacturing needs.
- WAN administration on legacy system. 3 Remote sites-responsible for communications between sites and all HP peripherals. Also dealt with System management functions for legacy systems, such as determining need for memory and disk upgrades. As well as planning for disaster recovery, backups/restores etc.

Tools/Platforms

- Visual Basic/ .NET
- C/C++
- Java
- ATL
- COM
- DCOM
- MTS
- COM+
- WIN NT
- WIN 2000/03
- MS Access
- SYBASE
- MYSQL
- MSSQL Server
- SQL
- HP3000
- IBM PC
- CITRIX

Position title: Vice President of Relay

Department: Relay

Reports to: President of Hamilton Relay

Position Summary: Responsible for the management of all areas of the Relay business line including operations, marketing, account management, and technical services. Responsible for the overall financial results of this corporate entity.

Essential Functions:

- Responsible for financial outcome of this business line, including profit and loss for its operations.
- Develops operating budget each fiscal year.
- Manages expenses within the fiscal year's budget.
- Directs operational manager to ensure appropriate and profitable staffing while maintaining high quality service.
- Directs technical manager to ensure operation 24 hours a day and that competitive products are released to the market place in a timely fashion to increase overall usage of Hamilton Relay.
- Directs marketing manager to ensure fulfillment of all state outreach requirements and to ensure that national marketing efforts increase overall usage of Hamilton Relay.
- Directs account manager to ensure all FCC and state contract requirements are met.
- Provides timely, concise and accurate reports to senior management and the Company's Board of Directors.
- Manages the overall business line in a manner consistent with corporate policies, procedures and principles.
- Communicates on a consistent basis through various mediums with all Hamilton Telecommunications managers.
- Performs corporate development activity to continue the growth of the division. Researches and recommends new features and services.
- Develops effective compensation plans and strategies for relay management and ensures the same is carried out throughout the division.

- Coordinates with Human Resource Manager to ensure that personnel and human resource issues are handled proactively and on a timely basis.

- Shows a high commitment to education and encourages individuals to continue to grow their skills and knowledge.

Other Requirements:

- Develops strategic plans making use of company-wide input mechanisms.

- Actively participates in company-wide strategic and long term planning efforts.

- Demonstrates a high level of leadership and visibility in relay management and Hamilton Telecommunications management.

- Performs similar work related duties as assigned.

- Holds a valid driver's license and has the ability to travel alone.

Preferred education, experience and knowledge:

- Bachelor's degree in business, marketing, telecommunications or related field.

- Two to three years experience in relay management or related field preferred.

- Ability to read, write, speak and understand English well; with strong verbal, written and interpersonal communication skills.

- Ability to handle multiple projects and meet multiple deadlines.

- Strong computer skills including knowledge of computer networks, word processing software, spreadsheet software, and telecommunications networks.

Position title: National TRS Contract Manager

Department: Relay

Reports to: Vice President of Relay

Position summary: Position is responsible for the management of the account management team and oversight of the actions of all parties involved to ensure contract compliance. Position is responsible for management of the bid writing team and oversight of the development of proposals in response to State Relay RFPs (Requests for Proposal).

Essential functions:

- Directs account managers to ensure all FCC and state contract requirements are met.
- Oversees the development and oversight of programs to ensure compliance with the policies and procedures for TRS and Captioned Telephone programs established by Regulatory Bodies, Contract Administrators and as contained in contracts and RFPs.
- Consults with Department leaders to ensure compliance in reporting, outreach, technical, quality of service, training, customer service, and all other aspects of each customer contract.
- Acts as the primary contact with all intrastate telecommunications relay service contract decision-makers.
- Responsible for editing all external communication with state regulatory bodies and for keeping employees informed of the same.
- Represents Hamilton at regulatory meetings with Advisory Boards, Contract Administrators required staff meetings and/or solicitation activities as needed.
- Edits presentations to state regulatory bodies and advisory councils using presentation skills, visual aids and written proposals.
- Directs bid writing team including oversight of the bid process and ensuring completion of bid documents within the designated time constraints.
- Keeps abreast of RFP activity in all states and strives to obtain the needed information to ensure Hamilton is able to submit a competitive bid response.
- Oversees State and Federal reports including FCC Re-Certification Applications.
- Oversees special projects such as bid redesign project, consumer input programs, market research, etc.
- Assists the Vice President of Relay and Director of Marketing in marketing Hamilton Relay Service to other states, along with its national services.

- Edits internal and external company newsletters, brochures, and other related communication, including videos to ensure materials match state TRS and CapTel program requirements.

- Shares responsibility for growing the number of relay minutes in direct relationship to new business won as state contracts are awarded to Hamilton Relay.

- Assists Director of Marketing and Vice President of Relay as needed in defining and targeting potential customer groups to help focus communication efforts.

- Assesses quality and customer service in the Relay Services area.

- Stresses quality in all work situations.

Other responsibilities:

- Possesses an ability, willingness and desire to obtain educational opportunities and to attend seminars related to job description.

- Performs other work-related duties as assigned.

Preferred education, experience and skills:

- Bachelor's Degree in Business Administration, Communications, Marketing, Public Relations or related field or two to three years related work experience is required.

- Strong communication skills, including outstanding writing skills are required.

- Strong knowledge and or experience working with individuals or organizations within the deaf, hard of hearing and/or speech impaired community is helpful.

- Deaf and hard of hearing individuals are encouraged to apply.

- Experience and knowledge of American Sign Language is desirable.

- Ability to understand and carry out instructions.

- Ability to communicate in English well.

- Proficiency with computer terminals and keyboards.

- Knowledge of software such as Microsoft Word and Microsoft Publisher.

- Effectively organizes and prioritizes multiple deadlines and projects.

- Holds a valid driver's license and has the ability to travel alone.

Position title: Director of Sales & Marketing

Department: Relay Service

Reports to: Vice President of Hamilton Relay, Inc.

Position summary: Oversees and directs Hamilton Relay's sales and marketing programs and teams. Develops strategic sales and marketing objectives. Responsible for product development and customer relations from the user's perspective.

Essential functions:

- Develops, implements and directs strategic annual sales and marketing plan consistent with company goals.

- Responsible for leading all aspects of sales and marketing, including establishment and maintenance of brand identity, collateral development, web-based marketing, national advertising, campaigns, events and sales programs through various channels.

- Responsible for the performance and development of sales and marketing staff. Regularly coaches and leads team toward results.

- Establishes and manages annual sales and marketing budget. Tracks results to projections.

- Maintains relationship with sales channel partners to ensure results and partner satisfaction.

- Leads product management team to the end goal of increasing the number of relay minutes for relay services through the development of new or enhanced relay services and features, which meet the demand of the relay user community, as well as internal operations staff. Interacts with all required departments, including but not limited to technical, marketing, sales, accounting and operations.

- Responsible for market research activities within Hamilton Relay by use of existing outreach staff, surveys, focus groups, involvement in national relay activities, and a variety of other means.

- Leads and evaluates competitive analysis. Considers changes to the marketplace and industry and adjusts sales and marketing plan accordingly. Maintains awareness of competition and technology within the industry by reading trade publications, listservs, attending conferences, etc., keeping management informed of new produces/services/features within the industry, the strengths and weaknesses of Hamilton as compared to its competition, and other similar competitive information

- Responsible for customer relations direction, interaction and service delivery as coordinated through team.

- Assists in the management of regulatory affairs by representing Hamilton in meetings at the Federal Communications Commission. Responsible for understanding all related current FCC rules and regulations and works closely with Hamilton's counsel, integrating regulatory requirements in marketing and sales programs.

- Monitors and assesses reports on relay service quality from users.

- Adheres to all company policies, procedures and business ethics codes and ensures that they are communicated and implemented within the team.

- Delegate's authority and responsibility with accountability and follow-up.

- Sets examples for team in areas of personal character, commitment, organizational and selling skills, and work habits.

- Plans and organizes effective meetings with agenda, minutes and appropriate follow up.

- Demonstrates ability to interact and cooperate with all company employees.

- Stresses quality in all work situations.

Other responsibilities:

- Performs other work-related duties as assigned.

- Travels to current and potential customer locations.

Preferred education, experience and skills:

- Outstanding communication skills required.

- Communicates fluently through the use of American Sign Language and written English.

- Bachelor's Degree or comparable work experience along with a minimum of three years public relations experience.

- Experience in public relations activities.

- Direct work experience with a Telecommunications Relay Service preferred.

- Ability to organize and prioritize work and meet deadlines.

- Strong written, analytical and interpersonal skills.

- Strong computer skills and technology awareness.

- Able to travel alone.

Position title: National Outreach Manager

Department: Relay

Reports to: Director of Marketing

Position summary: This full-time position is responsible for directing outreach personnel and activities to ensure that all state outreach activities are carried out according to specific objectives. This position is responsible for increasing minutes for all relay products and services. Individual will be required to travel as needed.

Essential functions:

- Manages designated outreach personnel and coordinates their activities in each applicable state. Monitors and evaluates the performance of designated outreach personnel.

- Increases outreach activities and effectiveness of marketing programs in all Hamilton states to the end goal of increasing the number of relay minutes for the states served by Hamilton.

- Responsible for adhering to budgetary guidelines in all designated state outreach programs as deemed by Senior Relay Managers. Monitors outreach financial reports.

- Works with outreach staff to develop and communicate effective programs on how to access and use the relay service in each of their states, including delivering presentations to prospective clients on relay services using skills, visual aids, and written proposals.

- Works with outreach staff to ensure effective communication with relay users on new development and service enhancements in each of their states.

- Works with outreach staff to coordinate attendance at a variety of functions that are attended by the relay using community in each of their states.

- On occasion, with each state outreach person, attends and represents the relay service at meetings of the Public Utilities Commission, relay advisory board, and appropriate state and national associations related to relay services.

- Works with outreach staff to organize and facilitate focus / user groups for discussion of quality and effectiveness of relay services in each of their states.

- Assists outreach staff in assessing focus / user group input and makes recommendations for modifications and improvements based on that input. Gathers information and conveys the relay users' needs to Hamilton to assist them in the development of new features for traditional relay, video relay and internet relay service.

- Stays abreast of technological changes occurring in the relay industry, paying particular attention to technology and advances made by Hamilton's competitors.

- Plans and leads effective outreach meetings.
- Interfaces with other managers on a regular basis, participates in staff meetings, company meetings, and planning sessions.
- Interfaces with users and user groups to determine their current and future Relay needs.
- Recommends and arranges training for outreach personnel.
- Assesses the quality of interpreters and video relay service.
- Assesses quality and customer service in the Relay Services area.
- Stresses quality in all work situations.

Other responsibilities:

- Effectively organizes and prioritizes multiple deadlines and projects.
- Performs other work related duties as assigned.
- Travels to current and potential customer locations to promote all relay products and services offered by Hamilton.
- Possesses an ability, willingness and desire to obtain educational opportunities and attend seminars related to enhancing marketing skills.

Preferred education, experience and skills:

- Communicates fluently through the use of American Sign Language and written English.
- Experience in public relations activities.
- Direct work experience with a Telecommunications Relay Service preferred.
- Deaf and hard of hearing individuals are encouraged to apply.
- Ability to organize and prioritize work and meet deadlines.
- Strong written, analytical and interpersonal skills.
- Holds a valid driver's license and has the ability to travel alone.

Position title: Outreach Coordinator

Department: Relay

Reports to: National Outreach Manager

Position summary: This position is responsible for coordinating and implementing outreach activities designed to promote Telecommunications Relay Services (TRS) and Captioned Telephone Service (CapTel®).

Essential functions:

- Develops Annual Outreach Plan designed to promote TRS and CapTel.
- Plans and implements outreach activities and marketing programs that support the Annual Outreach Plan with the end goal of raising awareness and increasing the use of relay services.
- Designs, coordinates and conducts demonstrations and training programs on how to access and use TRS and CapTel.
- Coordinates and delivers training programs about relay services for businesses, agencies and organizations.
- Delivers presentations to prospective customers on all relay services using presentation skills, visual aids and written proposals.
- Gathers customer feedback and shares feedback with Hamilton Relay Management toward the goal of improving products and the effectiveness of the services offered.
- Attends conventions, association meetings and other meetings as assigned.
- Participates in Outreach meetings, Relay Advisory Board meetings, and scheduled Outreach and Marketing Summits.

Other responsibilities:

- Travels to current and potential customer locations as needed.
- Assesses quality and customer service and provides feedback within the Relay Services area.
- Stays abreast of technological changes occurring in the relay industry.
- Stresses quality in all work situations.
- Performs other work related duties as assigned.

Preferred education, experience and skills:

- Knowledge of American Sign Language is preferred.
- Knowledge of and ability to understand various communication modes used by current and potential relay users.
- Direct work experience with Telecommunication Service or knowledge of Captioned Telephone Relay Services is helpful
- Experience in public relations activities.
- Ability to organize and prioritize work and meet deadlines.
- Strong written, analytical and interpersonal skills.
- Hold a valid driver's license and ability to travel alone.
- Individuals who are Deaf or Hard of Hearing are encouraged to apply.

Position title: Account Manager

Department: Relay

Reports to: National TRS Contract Manager

Position summary: Manages the contracts between Hamilton Telecommunications and multiple state customers. Oversees the actions of all parties involved to ensure contract compliance. Responsible for ensuring that each party successfully completes all assigned duties and responsibilities. Will assist with other projects as assigned.

Essential functions:

- Responsible for working with the Regulatory Bodies on contract issues and acting as a point of contact (POC) between the contract administrators and Hamilton.

- Carries out or enforces, as may be applicable, the policies and procedures for the TRS and Captioned Telephone programs established by the Regulatory Bodies, the Contract Administrators and as contained in the contracts and RFPs. Policies and procedures include the areas of reporting, outreach, technical, quality of service, training, customer service, and all other aspects of each customer contract.

- Oversees the monitoring and compliance of federal and state requirements related to relay system performance and develops corrective action in areas that require improvement.

- Responsible for representing Hamilton at regulatory meetings with Advisory Boards and the Contract Administrators required staff meetings as needed and at other outreach functions across the States served that may be applicable.

- Responsible for tracking quality within the center (i.e. Operator procedures, consistent language, typing, spelling, etc.) to determine that Hamilton's internal quality standards and all contract requirements are being met.

- Monitors the Outreach Programs for compliance with RFP and contract requirements in the states served. Responsible for determining that the needs of the user community are being met and for determining the overall effectiveness of outreach activity.

- Assists Hamilton technical personnel in assessing problems and finding solutions. Acts as a liaison between Hamilton technical personnel and states served.

- Responsible for identifying any potential conflicts or other needs within the relay Centers and reporting those concerns or ideas to the National TRS Contract Manager.

- May participate in the marketing efforts, including tradeshows, etc. in the states served.

- May assist in the development of materials, newsletters, give-aways, etc. in the states served.

Other responsibilities:

- Maintains strict confidentiality of all relay calls.
- Effectively organizes and prioritizes multiple deadlines and projects.
- Continues to obtain educational opportunities and attends seminars that relate directly to job responsibilities.
- Performs similar work related duties as assigned.

Preferred education, experience and skills:

- Associate or Bachelor's Degree or comparable work experience along with a minimum of three years related experience.
- Direct work experience with a Telecommunications Relay Service preferred.
- Knowledge of American Sign Language is helpful.
- Deaf and hard of hearing individuals are encouraged to apply.
- Ability to organize and prioritize work and meet deadlines.
- Strong written, analytical and interpersonal skills.
- Holds a valid driver's license and has the ability to travel alone.

Position title: Director of Operations

Department: Relay

Reports to: Vice President of Relay

Location: Baton Rouge, LA

Position Summary: Directs all relay operations and related activities for all of Hamilton's relay centers and business lines (traditional relay, internet relay, wireless relay and video relay) with primary emphasis on quality and efficiency. Oversees the development of Relay Senior Managers, Relay Center Managers and all other staff to ensure success of the company. Has primary responsibility for ensuring that relay services, features, and quality standards meet the expectations of all types of relay users.

Essential Functions:

- Responsible for growing all types of relay minutes through solid operational performance in all business lines.
- Responsible for improving and measuring the overall quality of all types of relay services, including benchmarking programs that monitor the competition. Develops or recommends service or quality improvements based upon the feedback of relay employees and users.
- Responsible for monitoring all operational related line items on financial statements and adhering to budgetary constraints as it relates to the management of all centers and specific projects.
- Monitors compliance with federal and state requirements related to relay system performance on a daily basis and develops corrective actions in areas that are in noncompliance.
- Develops precise scheduling models in order to ensure appropriate staffing to meet traffic demands.
- Manages all personnel issues in a manner that follows center policies and procedures.
- Understands, monitors, maintains, and communicates policies and procedures clearly, accurately, and in a timely fashion.
- Conducts and assists with performance evaluations and wage calculations.
- Responsible for decreasing employee turnover.
- Works with Technical manager to improve workstation functionality with the end goal of higher efficiency.

- Analyzes report data and recommends improvements.
- Shows a high commitment to education and encourages individuals to continue to grow their skills and knowledge.
- Actively participates in Relay Management to evaluate Relay's effectiveness and efficiency in meeting operational and program goals. Leads new programs and projects as needed.
- Ability to work a flexible schedule when needed.
- Assume other duties and responsibilities as assigned.

Preferred education, experience and skills:

- Bachelor's Degree or equivalent work experience. Multiple years of experience managing multiple call centers.
- Experience and knowledge of American Sign Language or deaf culture is desirable.
- Must have the ability to interact professionally and work productively with the public, industry and agency representatives and other external and internal customers.
- Must have the ability to maintain objectivity and confidentiality when dealing with a variety of complex and potentially sensitive projects.
- Must have the ability to communicate effectively in both oral and written English.
- Ability to stand, sit and walk for extended periods of time.
- Holds a valid driver's license and has the ability to travel alone.

Position title: Senior Relay Center Manager

Department: Relay

Reports to: Director of Operations

Position Summary: Directs all relay operations and all related operations activities within the Relay Center with primary emphasis on quality and efficiency. Oversees the development of Supervisors, Communication Assistants and other staff to ensure success of the company. Has primary responsibility for insuring that relay services, features, and quality standards meet the expectations of relay users.

Essential Functions:

- Oversees quality on the relay floor. Responsible for determining how to improve the overall quality of relay services by making suggestions that improve call procedures and call processing for relay users. Develops or recommends service or quality improvements based upon the feedback of relay employees and users.
- Supervises the development of tools and implementation of quality measurement tracking systems to evaluate Communication Assistant quality on a continual basis.
- Responsible for monitoring the Relay Center financial statement and adhering to budgetary constraints as it relates to the management of the center.
- Monitors compliance with federal and state requirements related to relay system performance and develops corrective actions in areas that are in noncompliance.
- Reviews relay statistics on a daily basis and uses such information to increase the efficiency of the center and enhance the quality of service to end-users.
- Responsible for scheduling and meeting staffing requirements. Continuously develops contingency plans to meet peaks and valleys of relay traffic.
- Develops incentive programs that allow us to meet the needs of our customers as well as motivate employees.
- Manages all personnel issues in a manner that follows center policies and procedures.
- Understands, monitors, maintains, and communicates policies and procedures clearly, accurately, and in a timely fashion. Sets "rules" of decorum, etc. on the relay floor and for general activity within the center.
- Manages, mentors and coordinates supervisory staff, quality assurance staff, and Communication Assistants. Supports activities of Human Resource Representative.
- Conducts performance evaluations for Assistant Relay Center Manager and Trainer. Oversees performance evaluation process for Communication Assistants.
- Computes proposed wage rate changes for all personnel and does so in a highly confidential manner.
- Implements and oversees programs that decrease employee turnover.

- Manages and develops new programs to reduce absenteeism and continuously makes suggestions to improve these programs.
- Participates in outreach activities to gain feedback from relay user community.
- Communicates with employees and relay users about new development and service enhancements.
- Assists in the start-up and development of new projects, including staffing and operating estimates and projections.
- Shows a high commitment to education and encourages individuals to continue to grow their skills and knowledge. Provides on-going training and supervision to improve employee abilities.
- Provides a strong source of motivation to Supervisors and Communication Assistants. Develops and fosters a positive, energetic, enthusiastic work atmosphere that stresses team above self.
- Participates as an active team member with other Senior Relay Managers and with other company leadership.

Other responsibilities:

- Develops and implements special projects as needed.
- Performs other work-related duties as assigned.
- Ability to work a flexible schedule when needed.
- Makes efficient use of technology for optimum production results.
- Works consistently with minimal supervision.

Preferred education, experience and skills:

- Bachelor's Degree or equivalent work experience
- Experience and knowledge of American Sign Language or deaf culture is desirable.
- Ability to organize and prioritize work.
- Strong verbal, written, analytical and interpersonal communications skills including the ability to read, speak and understand English well.
- Two to three years management experience in a call center, relay or telecommunications environment.
- Ability to stand, sit and walk for extended periods of time.
- Holds a valid driver's license and has the ability to travel alone.

Title: Relay Technical Manager

Location: Aurora, Nebraska

Reports to: Vice President of Relay

Position Summary:
Relay is a service for deaf, hard of hearing, and speech impaired individuals that enable them to communicate with standard telephone users. This new position will become an integral part of the Relay management team. With general guidance, the incumbent will be responsible for technical operations at assigned Relay locations. Technical operations include application support, information security, networking and desktop support. The incumbent will direct and coordinate activities of the Relay Information Technology Department and be responsible for providing effective computer service to all Relay employees. This position will be responsible for communicating and enforcing corporate IT policies and standards and providing timely and frequent communications of changes and issues with corporate IT management.

The incumbent will:

- Lead, train and assign work to technical personnel.
- Recommend operating policies and procedures.
- Manage exempt and nonexempt employees, contractors and consultants working for Relay Information Technology.
- Resolve technical support issues.
- Maintain hands-on involvement in the day-to-day operations ensuring timely and effective support for all information systems.
- Develop technical and personnel performance standards.
- Evaluate the IT team and encourage individuals to grow in their skills and knowledge.
- Participate in ongoing training to improve own skills and skills of department.
- Analyze report data and recommend improvements or the development of new programs.
- Coordinate with corporate IT management on product development and acquisition.
- Ensure complete and accurate documentation of all Relay technical systems and procedures.
- Must be willing to be on call on a scheduled and unscheduled basis.
- Facility and network planning and documentation including facility maintenance (electrical power backup, phones PCs, fax machines, etc.) and security systems.

- Must be an active participant in Relay Management to evaluate Relay's effectiveness and efficiency in meeting operational and program goals. Leads new programs and projects as needed.

- Responsible for monitoring all technical related line items on the financial statement and adhering to budgetary constraints as it relates to the technical management of all centers and specific projects.

- Assume other duties and responsibilities as assigned.

- Hold a valid driver's license and have the ability to travel alone.

Supported systems and services include:

- Hardware and software for Excel Telephone Switching equipment or a telephony environment

- PC's (Windows 95B, 98SE, XP Pro) and servers (NT, 2000, 2003, SCO Unix, and Sybase SQL).

- Data and voice transmission lines.

Minimum Qualifications:

- Bachelor degree, preferably in Computer Science or Management Information Systems or closely related field.

- Progressive experience in information technology including two (2) years in a supervisory or management capacity.

- Must have the ability to interact professionally and work productively with the public, industry and agency representatives and other external and internal customers.

- Must have the ability to maintain objectivity and confidentiality when dealing with a variety of complex and potentially sensitive projects.

- Must have the ability to communicate effectively in both oral and written English.

Physical Requirements:

- Ability to lift and move a minimum of 50 pounds up or down a flight of steps.

- Ability to stand, crouch and kneel for long periods of time.

- Ability to manipulate and use hand tools.

B

Florida
Relay

Attachment B
Hamilton Experience
and References



State of Florida Telecommunications Relay Services

Docket No. 140029-TP

Experience and Proven Capabilities

Hamilton has a well-established record of success and will meet and exceed the expectations of the Florida Public Service Commission (FPSC) and the Florida TRS and CTS users. Below is a checklist of qualifications that Hamilton brings to Florida Relay

- Hamilton is operating FCC certified telecommunications relay and captioned telephone services in 19 states and U.S. territories. We also provide Hamilton CapTel for PC/Mac, Smartphones and Tablets nationally.
- Hamilton has been providing telecommunication relay service for over **23 years**.
- When CapTel was first introduced, several states participated in a trial of CapTel Service. **Hamilton was the first TRS provider to trial CapTel Service.**
- Hamilton is a facility-based telecommunications relay provider. The equipment used by Hamilton, and its network and switching configuration are thoroughly explained in this response. Hamilton owns and operates all of its own relay equipment.
- Hamilton has received consecutive contract awards and renewals from many of its states.
- In the past nine years Hamilton has been awarded **sixteen new state contracts** for the provision of TRS and/or CapTel, resulting from RFP processes.
  1. Hamilton began providing TRS to Iowa on January 2, 2005.
  2. Hamilton began providing TRS and CapTel to Montana on February 26, 2006.
  3. Hamilton began providing TRS to Georgia on April 1, 2006.
  4. Hamilton began providing CapTel services for Iowa on January 1, 2007.
  5. Hamilton began providing TRS and CapTel to Kansas on May 1, 2007.
  6. Hamilton began providing TRS and CapTel to Maryland on June 1, 2007.
  7. Hamilton began providing CapTel service to Pennsylvania on August 6, 2007.
  8. Hamilton began providing TRS to Massachusetts from an in-state facility on July 1, 2008.
  9. Hamilton began providing TRS and CapTel to New Mexico on July 1, 2009.
  10. Hamilton began providing TRS and CapTel to Utah on January 28, 2010.
  11. Hamilton was selected as one of two new Telecommunications Relay Service providers for the State of California and the sole CapTel provider for the State of California. Hamilton began providing service on June 2, 2010.
  12. Hamilton began providing CapTel service to Massachusetts on August 1, 2010.
  13. Hamilton began providing CapTel service to Tennessee on September 1, 2010.
  14. Hamilton began providing Captioned Telephone services to Virginia on April 1, 2011.
  15. Hamilton began providing TRS and CapTel to Nevada on July 1, 2014.
  16. Hamilton began providing TRS to the District of Columbia on July 10, 2014.

Hamilton is more than qualified to manage Florida Relay for the FPSC. Florida TRS and CTS users will receive personal attention and complete responsiveness from Hamilton, something our competitors cannot or will not deliver. Hamilton is of the size that it can individualize its programs to meet the needs of Florida TRS and CTS users. In addition, Hamilton has all the resources needed to be successful in Florida; we have the people, outstanding financial resources and a strong desire to deliver the best possible service to TRS and CTS users in Florida.

Louisiana Relay Center

9107 Bluebonnet Centre Blvd., Baton Rouge, LA 70809
This is the primary Center for the States of Louisiana and California.
Hamilton handles an average of **66,025 session minutes per month** from this center.

State TRS: Louisiana Relay Service

- **Contracting Entity**
  Relay Administration Board of the State of Louisiana

- **Contract Details**
  - Hamilton began operating the Louisiana Relay Service from Baton Rouge, Louisiana on January 15, 1998.
  - Hamilton was the successful bidder as a result of a bidding process that took place in the summer of 1997. The other bidder in this process was Sprint.
  - Actual signing of the contract took place in October of 1997 and service start-up for an entire new center and new technology took place on schedule, January 15, 1998.
  - The term of the first contract was January 15, 1998 - January 14, 2001 with the possibility of two one-year renewals.
  - The RAB exercised both renewals, with the final renewal expiring January 14, 2003.
  - Hamilton underwent another RFP process with the State of Louisiana and was awarded its second consecutive contract, the term of which was January 15, 2003 to January 14, 2006 with the possibility of two two-year renewals, both of which were renewed.
  - Hamilton underwent yet another RFP process with the State of Louisiana and was awarded its third consecutive contract, the term of which is January 15, 2010 to January 14, 2013 with the possibility of two, two-year renewals, the first of which has been exercised.

- **Call Volume**
  Average of 36,796 session minutes per month

State TRS: California Relay

- **Contracting Entity**
  California Public Utilities Commission

- **Contract Details**
  As a result of a competitive bidding process, Hamilton was selected as one of two providers for California TRS and was selected as the exclusive provider for California CapTel. Hamilton began providing service on June 2, 2010. The term of the contract is

from June 2, 2010 for a period of three years and may be extended for two additional one-year terms, both of which have been exercised.

- **Call Volume**
  Average of 144,943 session minutes per month.

Georgia Relay Center
2231-T Dawson Road, Albany, GA 31707
This is the primary Center for the States of Georgia, Idaho, Utah and the Island of Saipan.
Hamilton handles an average of **75,627 session minutes per month** from this center.

State TRS: Georgia Telecommunications Relay Service

- **Contracting Entity**
  George Public Service Commission

- **Contract Details**
  - Hamilton began providing service for Georgia on April 1, 2006.
  - The term of the contract was three-years beginning on April 1, 2006 and ending on March 31, 2009, with the possibility of one two-year extension, which was exercised.
  - Hamilton underwent another RFP process with the State of Georgia and was awarded its second consecutive contract, the term of which was January 18, 2011 to January 17, 2014 with the possibility of a two-year renewal, which has been exercised.

- **Call Volume**
  Average of 45,492 session minutes per month

U.S. Territory TRS: Saipan Relay Service

(The Island of Saipan is a United States Territory)

- **Contracting Entity**
  Micronesian Telecommunications Corporation d/b/a Pacific Telecom, Inc. (PTI)

- **Contract Details**
  - Hamilton began providing relay to the Island of Saipan on October 1, 2004.
  - The term of the initial contract was for two years.
  - The term of the second contract is from October 1, 2006 to September 30, 2008, with additional one year extension periods, six of which have been renewed.
- **Call Volume**
  - Average of 94 session minutes per month

State TRS: Idaho Relay Service

- **Contracting Entity**
  Public Utilities Commission of the State of Idaho

- **Contract Details**
  - Hamilton has provided Relay Services to the State of Idaho since December 1, 1992.
  - The other bidder was Sprint. Actual signing of the Idaho contract took place in the fall of 1992 and service start-up took place on Dec. 1, 1992. *The Idaho Relay Service start-up was accomplished in less than 90 days from date of award.*
  - The term of the first contract with the State of Idaho was from December 1, 1992 – November 30, 1995.
  - Hamilton then underwent a second RFP process with the State of Idaho and was awarded a second contract, the term of which was December 1, 1995 through November 30, 1998 with a renewal for two additional one-year terms, both of which were renewed.
  - Hamilton then underwent yet another RFP process with the State of Idaho and was awarded its third consecutive contract. The term of the third contract was from December 1, 2000 through November 30, 2003 with the possibility of two one-year renewal terms.
  - Both of the renewal terms were exercised.
  - Hamilton underwent another RFP process with the State of Idaho and was awarded its fourth consecutive contract on October 17, 2005. The term of the fourth contract was from December 1, 2005 through November 30, 2008 with the possibility of two one year renewal terms, both of which were renewed.
  - Hamilton underwent another RFP process in the State of Idaho and was awarded its fifth consecutive contract in September of 2010. The term of the fifth contract is from December 1, 2010 through November 30, 2013 with the possibility of two-one year renewal terms, the first of which has been exercised.

- **Call Volume**
  Average of 6,591 session minutes per month

State TRS: Utah Telecommunications Service

- **Contracting Entity**
  Utah Public Service Commission

- **Contract Details**
  - Hamilton underwent a competitive bidding process with the Utah Public Service Commission and was awarded the contract to provide TRS and CapTel and began providing service for Utah on January 28, 2010.
  - The term of the contract is three years, beginning on January 28, 2010 and ending on January 27, 2013 with one possible two-year extension, which has been exercised.

- **Call Volume**
  Average of 16,228 session minutes per month

Maryland Relay Center

1 Science Park, Frostburg Business Park, Frostburg, Maryland 21532
This is the primary Center for the States of Maryland, New Mexico, Iowa, Kansas, Montana and Nevada.

Hamilton handles an average of **165,913 session minutes per month** from this center.

State TRS: Maryland Relay

- **Contracting Entity**
  Maryland Department of Information Technology

- **Contract Details**
  - Hamilton was selected as the result of a competitive bidding process and began providing service for Maryland on May 31, 2007.
  - The term of the contract was effective March 1, 2007 through May 31, 2012.
  - The contract was extended through May 31, 2013.
  - Hamilton underwent a second RFP process and was awarded a second contract. The term of the contract is from June 1, 2013 to May 31, 2018.

- **Call Volume**
  Average of 65,835 session minutes per month

State TRS: Relay New Mexico

- **Contracting Entity**
  New Mexico Commission for Deaf and Hard of Hearing Persons

- **Contract Details**
  - Hamilton was selected as the result of a competitive bidding process.
  - Hamilton began providing service for New Mexico on July 1, 2009.
  - The term of the contract was effective July 1, 2009 through June 30, 2010, with three additional one-year renewals, all three of which were exercised.
  - Hamilton underwent a second RFP process and was awarded the contract. The term of the contract is from July 1, 2013 to June 30, 2014 with three additional one-year renewals.

- **Call Volume**
  Average of 16,545 session minutes per month

State TRS: Iowa Telecommunications Relay Service

- **Contracting Entity**
  Iowa Utilities Board

- **Contract Details**
  - Hamilton began providing service for Relay Iowa on January 1, 2005.
  - The term of the contract was three-years beginning on January 1, 2005 and ending on December 31, 2007, with one possible additional three-year extension, which was exercised.
  - Hamilton was selected as the result of competitive bidding process over Sprint, who had operated Relay Iowa since its inception.
  - Hamilton transitioned Relay Iowa from Sprint seamlessly.
  - Hamilton underwent another RFP process in the state of Iowa and was awarded its second consecutive contract in September of 2010. The term of the second contract is from January 1, 2011 through December 31, 2013 with the possibility of one - three year extension, which has been exercised.

- **Call Volume**
  Average of 16,253 session minutes per month.

State TRS: Kansas Relay Service

- **Contracting Entity**
  Kansas Relay Service, Inc. (KRSI)
- **Contract Details**
  - Hamilton began providing Relay Services to the State of Kansas on May 1, 2007.
  - Hamilton was the successful bidder as a result of a bidding process that took place in 2006. Hamilton transitioned the Kansas Relay Center from SBC-AT&T its previous provider. The term of the contract was from May 1, 2007 – April 30, 2012.
  - The contract was extended through December 31, 2013.
  - Hamilton underwent another RFP process in the state of Kansas and was awarded its second consecutive contract in September of 2013. The term of the second contract is from January 1, 2014 through December 31, 2018.

- **Call Volume**
  Average of 21,121 session minutes per month.

State TRS: Montana Relay Service

- **Contracting Entity**
  State of Montana Department of Public Health and Human Services (DPHHS), Montana Telecommunications Access Program (MTAP)

- **Contract Details**
  - Hamilton began providing relay to the state of Montana on February 28, 2006.
  - As the result of a competitive bidding process, Hamilton was selected over Sprint, who had previously operated the Montana Relay Service.
  - The term of the contract is from February 28, 2006 through February 27, 2009, with an option to renew the contract for seven, one - year intervals for a total period not to exceed ten years. Six renewals have been exercised.

- **Call Volume**
  Average of 5,510 session minutes per month.

State TRS: Relay Nevada

- **Contracting Entity**
  Nevada Department of Health and Human Services, Division of Aging and Disability Services

- **Contract Details**
  - Hamilton began providing relay to the state of Nevada on July 1, 2014.
  - As the result of a competitive bidding process, Hamilton was selected over Sprint, who had previously operated Relay Nevada.
  - The term of the contract is from July 1, 2014 to June 30, 2018, with the possibility of a one year extension

- **Call Volume**
  Call volume for the state of Nevada was unknown at the time this proposal was written.

Massachusetts Relay Center

703 West Housatonic Street, Suite 148, Pittsfield, Massachusetts 01201-6634
This is the primary Center for the States of Massachusetts, Maine and Rhode Island and the District of Columbia.
Hamilton handles an average of **105,908 session minutes per month** from this center.

State TRS: Massachusetts Relay

- **Contracting Entity**
  State 911 Department

- **Contract Details**
  - Hamilton began providing service for Massachusetts on July 1, 2008.
  - The term of the contract was effective July 1, 2008 through June 30, 2013.
  - Hamilton was selected as the result of a competitive bidding process.
  - Hamilton underwent a second RFP process and was awarded the contract. The term of the contract is from July 1, 2013 to June 30, 2018.

- **Call Volume**
  Average of 68,082 session minutes per month.

State TRS: Maine Relay Service

- **Contracting Entity**
  TRS Advisory Council, State of Maine

- **Contract Details**
  - Hamilton began providing TRS for Maine on April 20, 2004. The term of the contract is from April 18, 2004 for a period of three years and may be extended for additional one-year periods. Six renewals have been exercised.
  - Hamilton transitioned the Maine Relay Service from AT&T, its previous relay provider.
  - Hamilton underwent a second RFP process and was awarded the contract. The term of the contract is from July 1, 2014 to June 30, 2016, with two – one year extensions.

- **Call Volume**
  Average of 8,493 session minutes per month

State TRS: Rhode Island Telecommunications Relay Service

- **Contracting Entity**
  Public Utilities Commission of the State of Rhode Island

- **Contract Details**
  - Hamilton began providing TRS for Rhode Island on August 1, 2001.
  - Hamilton was the successful bidder as a result of a bidding process that took place in May of 2001. Hamilton transitioned the Rhode Island Relay from AT&T its previous provider on August 1, 2001.
  - The term of the 1st contract was from August 1, 2001 – July 31, 2005 with the option to renew for the fifth year. This option was exercised.
  - Hamilton underwent a second RFP process with the State of Rhode Island and was awarded its second consecutive contract; the term of the contract was from November 1, 2006 – October 31, 2010 with one year extension period which was exercised.
  - Hamilton underwent yet another RFP process with the State of Rhode Island and was awarded its third consecutive contract; the term of the contract is from November 1, 2011 – October 31, 2015 with an option to renew for the fifth year.

- **Call Volume**
  Average of 8,702 session minutes per month.

State TRS: District of Columbia Relay Service

- **Contracting Entity**
  Public Service Commission of the District of Columbia

- **Contract Details**
  - Hamilton began providing relay for the District of Columbia on July 13, 2014.
  - As the result of a competitive bidding process, Hamilton was selected over Sprint, and transitioned the DC Relay Service from AT&T, its previous relay provider
  - The term of the contract is from July 10, 2014 to October 31, 2015, with the possibility of two – one year extension

- **Call Volume**
  Average of 5,776 session minutes per month.

Nebraska Relay Center

1006 12th Street, Aurora, NE 68818

Hamilton provides call overflow from this Center.

Hamilton handles an average of **48,521 session minutes per month** from this center.

List of References of State TRS Administrators

Following is a complete list of Hamilton's TRS customers. The name and phone number of the contact person in the contracting entity for each of Hamilton's customers are listed below.

Louisiana Relay Service

Hamilton has provided Relay Services to the State of Louisiana since January 15, 1998. Hamilton has provided CapTel Service to the State of Louisiana since August 1, 2009.

The names and phone numbers of the contact persons in the contracting entity follow:

Ms. Bonnie Eades
921 Beauregard Parkway
Covington, LA 70433
Cellular: (985) 707-8277
E-mail: bonnieeades@bellsouth.net

(President of the Louisiana Relay Administration Board)

Charlotte Roy
1035 Bridge St. Hwy
Parks, LA 70582
Phone: (337) 845-5210
E-mail: cmroy13@aol.com

(Vice President of the Louisiana Relay Administration Board)

Naomi DeDual,
Executive Director
Louisiana Commission for the Deaf
P. O. Box 3198
Baton Rouge, LA 70821
Phone: (225) 219-2996
E-mail: naomi.dedual@la.gov

(Secretary of the Louisiana Relay Administration Board)

Julia Thornton
17732 Highland Rd, #G, PMB188
Baton Rouge, LA 70810
Voice: (225) 751-6651
Email: julia.thornton@centurylink.com

(Treasurer of the Louisiana Relay Administration Board)

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Ann Boyd
P.O. Box 61743
Lafayette, LA 70596
Phone: (337) 235-5804
Email: boydea@cox.net

(Past Member of the Louisiana Relay Administration Board and CapTel user)

Mr. Larry Henning
Louisiana RAB
7266 Tom Drive, Suite 205
Baton Rouge, LA 70806
Voice: (225) 927-1377
FAX: (225) 927-1378
E-mail: larryh@ltassn.org

(Former President of the Louisiana Relay Administration Board, the regulatory Body over the relay in Louisiana, and Former Member of NASRA)

Thelma Covello
205 Herring Street
Leesville, LA 71446
TTY: (337) 239-7056
Fax: (337) 239-3817
E-mail: Lsucajunlady@aol.com

(Former Vice President of the Louisiana Relay Administration Board)

Daphne R. Washington,
M.A., CCC/SLP
Speech Language Pathologist
Louisiana Tech University
711 South Vienna
Ruston, LA 71270
Phone: (318) 257-2539
Fax: (318) 257-4492

(Acting Assistant Professor
Department of Speech
Louisiana Tech University)

Ken Zangla
Training, Resource and Assistive Technology Center (TRAC)
Lakefront Campus
P.O. Box 1051
New Orleans, LA 70148
Phone: (504) 280 5709

(Director of TRAC)

Rhode Island Relay

Hamilton has provided Relay Services to the State of Rhode Island since August 1, 2001.
Hamilton has provided CapTel Service to the State of Rhode Island since November 2006.

The name and phone number of the contact person in the contracting entity follows:

James E. Lanni (Oversees relay contract for State of RI)
Associate Public Utilities Administrator
for Operations and Consumer Affairs
State of Rhode Island, Division of
Public Utilities and Carriers
89 Jefferson Blvd.
Warwick, RI 02888
Voice: (401) 780-2120
Fax: (401) 941-4885
E-mail: jlanni@ripuc.state.ri.us

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Travis R. Zellner (Chairperson Rhode Island Commission on the Deaf and Hard of Hearing)
RI CDHH
One Capitol Hill, Ground Level
Providence, RI 02908-5850
Voice: (401) 256-5511
Fax: (401) 222-5736
def4zellner@gmail.com

Pam Zellner (Program Manager, RI Commission on the Deaf RI CDHH and Hard of Hearing)
One Capitol Hill, Ground Level
Providence, RI 02908-5850
Voice/VP: (401) 254-5511
Fax: (401) 222-5736
E-mail: cdhh@cdhh.ri.gov

James Litvack (Hamilton Relay Consumer)
3459 Post Road #208
Warwick, RI 02886
TDD: (401) 323-6240
E-mail: litvack@live.com

Denise Corson (ATEL Program Coordinator)
Adaptive Telephone Loan Equipment Program
c/o Office of Rehabilitation Services
40 Fountain Street
Providence, RI 02903

Voice: (401) 462-7857
TTY: (401) 222-1679
Fax: (401) 222-3574
Email: DCorson@ors.ri.gov

Maine Relay Service

Hamilton has provided Relay Services to the State of Maine since April 20, 2004.
Hamilton has provided CapTel Service to the State of Maine since July 2004.

The names and phone numbers of the contact persons in the contracting entity follow:

William Black, Counsel (Oversees relay contract for State of Maine)
Maine Office of the Public Advocate
State House Station, #112
Augusta, ME 04333
Voice: (207) 287-2445
Fax: (207) 287-4317
E-mail: william.c.black@maine.gov

William H. Nye (Chair Maine Relay Service Advisory Council)
253 Bruce Hill Road
Cumberland Center, ME 04021-9714
Voice/Fax: (207) 829-3051
Email: wpnye@maine.rr.com

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Barbara Keefe (Maine Relay Service Advisory Council)
63 Applegate Lane
Falmouth, MA 04105
Voice: (207) 781-6209
Email: barbara.keefe@mecdhh.org

John Dunleavy (Maine Center on Deafness)
MCD Interim Director
68 Bishop Street, Suite 3
Portland, Maine 04103
Videophone: (207) 766-7111
Email: jdunleavy@mcdmaine.org

Relay Iowa

Hamilton has provided Relay Services to the State of Iowa since January 1, 2005.
Hamilton has provided CapTel Service to the State of Iowa since January 1, 2007.

The name and phone number of the contact person in the contracting entity follows:

Joni Nicoll (Project Manager for Relay Iowa)
Iowa Utilities Board
1375 E. Court Avenue, Room 69
Des Moines, IA 50319-0069
Voice: (515) 725-7340
Email: joni.nicoll@iub.iowa.gov

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Amy Christensen (Administrative Law Judge)
Iowa Utilities Board
1375 E. Court Avenue, Room 69
Des Moines, IA 50319-0069
Voice: (515) 725-7309
Email: Amy.Christensen@iub.iowa.gov

Nancy Brady (Director, Brady Management Concepts)
PO Box 130
Johnston IA 50131
Phone: (515) 242-5357
Fax: (515) 242-5471
Email: nancykaybrady@gmail.gov

Betty Hebard (Hearing Loss Association of Central Iowa President)
2909 Woodland Ave., #215
Des Moines, IA 50312
Phone: (515) 279-5248
Email: Achebard@hotmail.com

Wendie Solomon (Hamilton Relay Consumer)
Email: Solomon1@Iowatelecom.net

Montana Relay Service

Hamilton has provided Relay Services to the State of Montana since February 28, 2006.
Hamilton has provided CapTel Service to the State of Montana since February 28, 2006.

The name and phone number of the contact person in the contracting entity follows:

Connie Phelps (State Contract Manager/Project Manager)
MTAP Executive Director
PO Box 4210
Helena, MT 59604
Voice: (406) 444-4290
Email: cphelps@mt.gov

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Ron Bibler (Montana Telecommunications Access Program Committee)
518 Deer Drive
Great Falls, MT 59404
Phone: (406) 727-7814 TTY
Email: ron@biblerfinancial.com

Char Harasymczuk (Montana Telecommunications Access Program Committee)
1950 Phoebe Drive
Billings, MT 59105
Phone: (406) 248-7064 TTY
Email: charh@liftt.org

Julie Saylor (Montana Telecommunications Access Program Committee)
554 3rd Street
Helena, MT 59601
Phone: (406) 461-6233 (leave a message)
Email: jmsay1@gmail.com

Alice and Derald Guilbert (Hamilton Relay Consumer)
5404 6 St S
Great Falls, MT 59405
VP: (406) 452-1882
Email: daguilbert@bresnan.net

Betty Van Tighem (Hamilton Relay Consumer)
5309 7 Ave S
Great Falls, MT 59405
VP: (406) 761-0769
Email: vantighembe@bresnan.net

Bev LeMieux (Hamilton Relay Consumer)
3424 12 Ave S
Great Falls, MT 59405
VP: (406) 761-3962

Brenda LeMieux (Hamilton Relay Consumer)
4024 4 Ave N
Great Falls, MT 59405
VP: (406) 761-3962

Theresa Dubois (Hamilton Relay Consumer)
1155 Pinebutte Rd
Bozeman, MT 59718
Phone: (406) 599-6044

Georgia Relay Service

Hamilton has provided Relay Services to the State of Georgia since April 1, 2006.
Hamilton has provided CapTel Service to the State of Georgia since January 1, 2008.

The name and phone number of the contact person in the contracting entity follows:

Michael Russell (Contract Administrator for Georgia Relay Service)
Georgia Public Service Commission
244 Washington Street, SW
Atlanta, Georgia 30334-5701
Voice: (404) 656-0995
Fax: (404) 656-0980
Email: MIKERU@psc.state.ga.us

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Henry Carter (TEDP Outreach Specialist)
GACHI / GATEDP
4151 Memorial Drive, Suite 103-B
Decatur, GA 30032
V/TTY: (404) 297-9461 (Front Desk)
V/TTY: (888) 297-9461 Toll Free (Front Desk)
Direct VP & Direct Voice: (866) 915-1682
Fax: (404) 297-9465
http://www.gachi.org/gatedp

Idaho Relay Service

Hamilton has provided Relay Services to the State of Idaho since December 1, 1992. Hamilton has provided CapTel Service to the State of Idaho since June 1, 2006.

The name and phone number of the contact person in the contracting entity follows:

Mr. Bob Dunbar (Primary interface between state and relay provider, continues to monitor all phases of relay for the State of Idaho, member of NASRA)
Idaho TRS Administrator
2545 N. Waggle Pl.
Meridian, ID 83646
Voice/Fax: (208) 846-8371
E-mail: bdunbar2@mindspring.com

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Grace Seaman (Member of the Idaho Public Utilities Commission)
Idaho Public Utilities Commission
P O Box 83720
472 W Washington 83702
Boise, ID 83720-0074
Voice: (208) 334-0352

Mr. Steven Snow (Executive Director Idaho Council for the Deaf and Hard of Hearing}
1720 Westgate Drive, Suite A
Boise, Idaho 83704
Voice: (208) 334-0879
TTY: (208) 334-0803
Fax: (208) 334-0952

Mr. Jonas (Sonny) Cabbage
668 W. Waterbury Dr.
Meridian, ID 83642
TTY: (208) 888-2385

(Hamilton Relay Consumer)

Mr. William Andrew
P.O. Box 112
Gooding, ID 83330
TTY/Voice: (208) 934-4457

(Superintendent, School for the Deaf also Co-Chairman for the Idaho State Council)

Kansas Relay Center

Hamilton has provided Relay Services to the State of Kansas since May 1, 2007.
Hamilton has provided CapTel Service to the State of Kansas since June 1, 2007.

The names and phone numbers of the contact persons in the contracting entity follow:

Sara Sack
Assistive Technology for Kansans
2601 Gabriel Avenue
Parsons, KS 67357
Phone: 620-421-8367
Fax: 620-421-0954
Email: ssack@ku.edu

(Contract Administrator for Kansas Relay Center)

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Joyce Hightower
1912 SW Fairlawn Road
Topeka, KS 66604
Email: joyceisblessed@hotmail.com

(Former Contract Administrator for Kansas Relay Center)

Austin (Gene) Norris
16117 W. 153rd Terrace
Olathe, KS 66062
Phone: (785) 883-3983
Email: GKNorris@gmail.com

(Former KRSI Advisory Council Member)

Pam Spohn
3115 Clark
Parsons, KS 67357
Phone: (620) 421-6152
Email: pspohn@cableone.net

(Former KRSI Advisory Council Member)

Maryland Relay
Hamilton has provided Relay Services to the State of Maryland since May 31, 2007.
Hamilton has provided CapTel Service to the State of Maryland since May 12, 2007.

The names and phone numbers of the contact persons in the contracting entity follow:

Pam Stewart (Project Manager for Maryland Relay)
MD Department of Information Technology
301 West Preston Street, 10th Floor, Suite 1008A
Baltimore, MD 21201
Phone: (410) 767-6970
Fax: (410) 767-4276
Email: Pam.Stewart@maryland.gov

Brenda Kelly-Frey (Contract Administrator for Maryland Relay)
301 West Preston Street, 10th Floor, Suite 1008A
Baltimore, MD 21201
Phone: (410) 767-5891
Fax: (410) 767-4276
Email: Brenda.Kelly-Frey@maryland.gov

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Rebecca Ladew (Governor's Advisory Board for Telecommunications Relay)
1608 Round Road
Baltimore, MD 21218-2213
Email: rebecca.ladew@verizon.net

James A. Stevenson (Governor's Advisory Board for Telecommunications Relay)
108 Washington Street
P.O. Box 1724
Cumberland, Maryland 21501-1724
Phone: (301) 759-2047 Voice
Fax: (301) 759-2014
Email: james.stevenson@acps.k12.md.us

Paula Holbrook (Hamilton Relay Consumer)
9487 Cameldriver Ct
Columbia, MD. 21045
Email: paulaholbrook188@hotmail.com

Debbie Ropiski (Hamilton Relay Consumer)
708 MacPhail Court North
Bel Air, MD 21014
Email: debropiski@yahoo.com

Pennsylvania Captioned Telephone Relay Service

Hamilton began providing CapTel Service to the State of Pennsylvania on August 6, 2007.

The name and phone number of the contact person in the contracting entity follows:

Eric Jeschke (Contract Administrator for Pennsylvania CTRS)
Pennsylvania Public Utility Commission
400 North Street
Keystone Building
Harrisburg, PA 17120
Phone: (717) 783-3850
Fax: (717) 787-4750
Email: ejeschke@state.pa.us

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Leslie A. Kelly (Center for Independent Living of South Central Pennsylvania)
1658 Princeton Road
Altoona, PA 16602
TTY: (814) 949-1912

Stephen H. Schultz (Board Member, Pennsylvania TRS Advisory Board)
PO Box 1553
Camp Hill, PA 17001-1553

Diana Bender, Ph.D. (Past Board Member, Chairperson Pennsylvania TRS Board)
101 Oakwood Lane
Phoenixville, PA 19460

Massachusetts Relay

Hamilton has provided Relay Services to the State of Massachusetts since July 1, 2008. Hamilton began providing CapTel Service to the State of Massachusetts on August 1, 2010.

The name and phone number of the contact person in the contracting entity follows:

Monna R. Wallace (Contract Administrator for Massachusetts Relay)
1380 Bay Street
Taunton, MA 02780
Phone: (508) 828-2911 Office
Email: Monna.Wallace@state.ma.us

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

David W. Swanson (Hamilton Relay Consumer)
101 Depot Street
Dennisport, MA 02639
Email: davew.swanson@verizon.net

Lenore R. Hill (Hamilton Relay Consumer)
1111 Avalon Drive
Sharon, MA 02067

Anne Marie Killilea, MSN, RN (Hamilton Relay Consumer)
Associate professor in Nursing Education
Bunker Hill Community College
250 New Rutherford Ave.
Charlestown, Mass., 02129
Email: amkillilea@hotmail.com

Jayne Badore (Hamilton Relay Consumer)
344 Washington Street
Whitman, MA.02382
Email: roger1944@comcast.net

Relay New Mexico

Hamilton began providing Relay Services to the State of New Mexico on July 1, 2009.
Hamilton began providing CapTel Service to the State of New Mexico on July 1, 2009.

The name and phone number of the contact person in the contracting entity follows:

Sam Martinez
State of New Mexico
Commission for Deaf & Hard of Hearing
2500 Louisiana NE, Suite 400
Albuquerque, NM 87110
Office Phone: V/TTY: (505) 881-8824
VP: (505) 814-7841
Email: Sam.Martinez@state.nm.us

(Interim Relay Administrator for Relay New Mexico)

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Shannon E. Smith, MBA/HRM
7615 Crepe Myrtle Road SW
Albuquerque, NM 87110
Phone: (505) 228-4992
Email: shannonsmith.1031@gmail.com

(Former Relay Administrator for Relay New Mexico)

Chris Bilodeau
PO Box 3653
Albuquerque, NM 87190
Phone: (505) 610-4086

(Hamilton Relay Consumer)

Dominique Martin
500 Paisano St. NE
Albuquerque, NM 87123
Phone: (505) 907-3823

(Hamilton Relay Consumer)

Curt Voiles
4491 Cerrillos Road
Santa Fe, NM 87507
Phone: (505) 827-9215

(Hamilton Relay Consumer)

Relay Utah

Hamilton began providing Relay Services to the State of Utah January 28, 2010.
Hamilton began providing CapTel Service to the State of Utah January 28, 2010.

The name and phone number of the contact person in the contracting entity follows:

Gary Widerburg (Contract Administrator for Relay Utah)
Commission Secretary
Heber M. Wells Bldg, 4th Floor
160 "East 300 South
Salt Lake City, Utah 84111
Phone: (801) 530-6713
Email: gwiderburg@utah.gov

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Mary Beth Green (Relay Utah Equipment Distribution Program)
Public Service Commission
Heber M. Wells Bldg. 4th Floor
160 East 300 South
Salt Lake City, UT 84111
Voice: (801) 530-6713
Email: Mbgreen@utah.gov

Kelli Toohill (Relay Utah Telecommunications Consultant)
Telecommunications Consultant
124 Wyoming Ave.
Billings, MT 59101
Email: Kellitoohill@hotmail.com

California Relay

Hamilton began providing Relay Services to the State of California on June 2, 2010.
Hamilton began providing CapTel Service to the State of California on June 2, 2010.

The name and phone number of the contact person in the contracting entity follows:

Linda Gustafson
California Public Utilities Commission
505 Van Ness Avenue, Third Floor
San Francisco, CA 94102
Office Phone: (415) 703-1801
Fax: (505) 881-8831
Email: linda.gustafson@cpuc.ca.gov

(Supervisor, Public Programs Telecommunications Division)

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Shelley Bergum
CRS Department Manager
DDTP
1333 Broadway, Suite 500
Oakland, CA 94612
TTY: (510) 735-8588
Fax: (510) 271-8234
Phone: (510) 302-1105
Email: sbergum@ddtp.org

(Deaf and Disabled Telecommunications Program)

David Weiss
CRS Department Manager
DDTP
1333 Broadway, Suite 500
Oakland, CA 94612
TTY: (510) 735-8588
Fax: (510) 271-8234
Email: dweiss@ddtp.org

(Deaf and Disabled Telecommunications Program)

Terri Jo Maddox
2214 Sundale Drive
Rancho Cordova, CA 95670
Phone: (916) 708-8680
Email: terrizane@sbcglobal.net

(Hamilton Relay Consumer)

Don Senger
2304 Platt Drive
Martinez, CA 94553
Phone: (925) 228-3040
Email: d.senger@juno.com

(Hamilton Relay Consumer)

Relay Nevada

Hamilton began providing Relay Services to the State of Nevada on July 1, 2014.
Hamilton began providing CapTel Service to the State of Nevada on July 1, 2014.

The name and phone number of the contact person in the contracting entity follows:

Julie Balderson, M.A. (Social Services Program Specialist II)
Deaf and Hard of Hearing Services & Relay
Aging and Disability Services Division
3416 Goni Road, Bldg. D-132
Carson City, NV 89706
Voice: 775-687-0519
Fax: 775-687-0576
Video Phone: 775-400-1452
TTY: 711 (Relay)
Email: jabalderson@adsd.nv.gov

District of Columbia Telecommunications Relay Service

Hamilton began providing Relay Services to the District of Columbia on July 13, 2014.

The name and phone number of the contact person in the contracting entity follows:

Jesse P. Clay, Jr. (Deputy Executive Director for Administrative Matters)
DC Public Service Commission
1333 H Street, NW, Suite 200, West Tower
Washington, DC 20005
Phone: 202-626-5145
Fax: 202-626-5106
E-mail: jclay@psc.dc.gov

Tennessee CapTel Enhanced Relay Services

Hamilton began providing CapTel Service to the State of Tennessee on September 1, 2010.

The name and phone number of the contact person in the contracting entity follows:

Monique Brazelton (Contract Administrator for Tennessee CapTel)
Tennessee Regulatory Authority
502 Deaderick Street, 4th Floor
Nashville, TN 37243
Phone: (615) 741-2904
Email: Monique.Brazelton@tn.gov

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Jodi R. Grahn (Hamilton Relay Consumer)
Orlando Office Manager
Sclafani Williams Court Reporters, Inc.
Phone: (407) 420-2200
Fax: (407) 420-9200
www.SclafaniWilliams.com

Betty A. Proctor (Hamilton Relay Consumer)
Chair, HLAA Chattanooga Walk4Hearing
Choo-Choo Signal Newsletter Editor
Green Team Chapter Leader
Email: baproctor1@comcast.net

Teresa Sutphin (Hamilton Relay Consumer)
Project Specialist
First Tennessee Development District
3211 North Roan Street
Johnson City, TN 37601
Office Phone: (402) 928-3258
Fax: (423) 926-8291

Virginia CapTel

Hamilton began providing CapTel Service to the State of Virginia on April 1, 2011.

The name and phone number of the contact person in the contracting entity follows:

Clayton Bowen (Contract Administrator for Virginia
VDDHH Relay and Technology Programs Mgr CapTel)
1602 Rolling Hills Drive, Suite 203
Richmond, VA 23229-5012
Phone: (800) 552-7917 Voice/TTY
Office: (804) 662-9704
Fax: (804) 662-9718
Email: clayton.bowen@vddhh.virginia.gov

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Frances Atkinson (Hamilton Relay Consumer)
3110 Domino Road
Richmond, VA 23235
Phone: (804) 272-5315

Cindy Wallace (Hamilton Relay Consumer)
8345 Pineview Road
Suffolk, VA 23437
Cellular Phone: (757) 334-1696
Email: cindy_wallace@cox.net

Mrytle Owens (Hamilton Relay Consumer)
4552 Shoulders Hill Road
Suffolk, VA
Phone: (757) 483-4392
Cellular Phone: (757) 390-0693

Saipan Relay Service

Hamilton has provided Relay Services to Saipan since October 1, 2004.

The name and phone number of the contact person in the contracting entity follows:

Rob Harrell
Micronesian Telecommunications Corporation (d/b/a the PTI)
P.O. Box 500306
Saipan, MP 96950
Phone: (670) 682-2614
Fax: (670) 682-4555
Email: rob.harrell@itehq.net

Fedora Camacho
Micronesian Telecommunications Corporation (d/b/a the PTI)
P.O. Box 500306
Saipan, MP 96950
Phone: (670) 682-2614
Fax: (670) 682-4555
Email: fedora.camacho@itehq.net

Through the detailed information above regarding Hamilton's organization, personnel, experience and references, Hamilton has demonstrated its qualifications and capabilities to perform the services required by this RFP.

Letters of recommendations received from a variety of State regulators and customers served by Hamilton can be found further in this attachment. We encourage FPSC to contact any of our references about the quality of relay service provided to each of the states we serve.

Following are some of the comments that our relay users have made about our relay service in the last several months:

- "The (Hamilton) outreach coordinator is very skilled in making families comfortable with technology that can oftentimes be intimidating. . . . . The services provided by Hamilton Relay help to bring the latest technology into the homes of our students and their families expanding communication ease and access to the world. Please consider the importance of their mission as you review their contract bid for service in your state."
  Marsha Domingue, Retired Program Specialist, Hearing Impaired Program, East Baton Rouge Parish School System

- Ms. Sudan Khan, outreach coordinator did a remarkable job representing Hamilton Relay and the participants at the recent Baltimore Federal Executive Boards EEO Diversity/Inclusion and Disability Awareness Symposium were very impressed with the assistive technology and Ms. Khan. Ms Khan also previously provided displays at an outreach event held here at US Army Chemical Material Agency (CMA), Aberdeen Proving Ground with raving reviews. We have found Hamilton Relay to be an invaluable asset in regards to outreach to those individuals with disabilities as well as an advocate to provide awareness to individuals without disabilities. I consider Hamilton Relay a reliable and professional source for the industry.
  Leon G. Patterson, Equal Employment Opportunity Officer, US Army Chemical Materials Agency

- "Hamilton has operated Louisiana's relay system in a manner that is not only responsive to the needs of the deaf/hard of hearing, speech disabled and hearing community, but in an efficient, innovative and professional manner. Hamilton has been very responsive to the Relay Board's requests and has been easily accessible to the Board on a daily basis."
  Julia Thornton, Secretary/Treasurer Louisiana Relay Administration Board

- "My services with Hamilton, CapTel Customer Service and the new CapTel phone 840i has just been great! My world of communication is possible with this phone and I would be lost without it. Living alone and having to make business or personal calls would not be possible without this phone and services.... To have Marta Cagle as the Virgina CapTel Outreach person is another asset covering the Fredericksburg area. She knows her job and is always available to assist in correcting problems as they arise and/or answer any questions. She also knows how to set up the phone in just a few minutes plus explaining all features about the phone. My world would be lost without her! She is also a great understanding friend! She also assisted me in getting the CapTel app for my smartphone phone. I love it and it helps me

when I am away from home. I will just be happy to know that it will stay on to receive incoming calls, etc. upon some update of your revisions."
Louise Stoneberger, consumer

- "We learned about Hamilton Relay/Mass Relay Services at a Lou Gehrig's disease support group, and we reached out to them for help. They were great. They responded quickly with a comprehensive overview of what was available, customized to my wife's particular situation. Within a very short time we had a "TTY" type device set up in our home, and began to use the Hamilton Relay/Mass Relay Services center that allows my wife to contact folks over the phone despite her inability to speak. It makes a real difference to have such a capability, and we are very grateful to Hamilton Relay/Mass Relay Services for making it happen."
  Bob M., consumer

- "Hamilton Relay has done an outstanding job in promotion its services in Iowa. This isn't easy, as the deaf and hard-of-hearing population is not large and can be difficult to reach. I see Hamilton representatives at events, conferences, and workshops across the state (even at legislative days), using appropriate opportunities to inform Iowans of the services available to them.

  Hamilton Representative, Lori Sporrer is in regular contact with me, asking what Hamilton can do to support our deaf and hard-of-hearing students. She makes every attempt to include our school and larger deaf community in announcements and product information. I am aware that she visits the deaf clubs in Iowa and has gained their respect. I have also observed Ms. Sporrer making group and individual presentation. She has a way of providing clear and helpful information without overwhelming individuals who are unfamiliar with technology.
  Cynthia Angeroth, Outreach Coordinator, Iowa School for the Deaf

- "The Hamilton team has great expertise and knowledge, led by Dixie Ziegler. Dixie is involved at every level of the service. She is on key committees nationally and looked to as the expert. She brings that knowledge to her staff. We have found Hamilton provides excellent service. They are responsive and any issues are handled in a timely manner, often through collaboration. I have found Hamilton's customer service to treat our consumers with respect and friendliness. MTAP has recently extended our contract with Hamilton because we are so pleased with their service."
  Connie Phelps, Director, Montana Telecommunications Access Program.

- "My name is Dennis Lewis and I am a lifelong residence of the state of Louisiana I have been a customer of Hamilton Telecomm (Louisiana Relay Services) since it beginning here in Louisiana. Back then they offered a few services. Over the years Hamilton has grown by leaps and bounds always leading the way with the most up to date technologies as they

become available, this has made for a very satisfactory relationship between Hamilton Telecomm and me."
Dennis Lewis, consumer, Port Allen, La.

- "...Hamilton Relay's customer service is the highest I witnessed during my tenure as the Relay Administrator! Hamilton Relay's Communications Assistants have exhibited a rare combination of speed and accuracy that has enabled Hamilton to produce a very high volume of work while maintaining very high standards for quality. Hamilton Relay's professionalism also extends to their management team. The Hamilton Relay team's upbeat demeanors and can do attitudes brightened the procurement process and made the transition from the old contractor very low maintenance. Hamilton Relay is a contractor that approaches their work with intelligence, organization, communication skills, service and a positive attitude."
  Shannon E. Smith, MBA/HRM

- "I am an analyst in the Telecommunications Group of the TRA's Bureau of Fixed Utility Services. In that capacity, I work directly with Hamilton staff on issues such as reporting, billing and outreach, and I serve with the Hamilton representative on the Pennsylvania Relay Service Advisory Board. I have found Hamilton to be responsive and timely in addressing the needs of PA CTRS users and in interacting with the Pennsylvania equipment program administrator. I have found Hamilton staff to be courteous, friendly and knowledgeable about CTRS issues. I believe Hamilton and its staff are committed to providing CTRS in Pennsylvania."
  Eric V. Jeschke, Fixed Utility Financial Analyst.

- "I look at Hamilton like a Swiss knife with so many powerful useful tools at very low cost in helping the deaf of Louisiana to succeed in their career. No matter what or where you coming from that Hamilton will always be there to keep my career successful as possible."
  Danny Theaux, Board Member of Louisiana Commission for the Deaf

- "Hamilton Relay has always strongly supported the outreach efforts of the ATEL Program, and is an invaluable resource for the Deaf and Hard of Hearing of Rhode Island. I highly recommend Hamilton Relay Services, and know that Rhode Islanders will continue to receive outstanding customer service."
  Denise M. Corson, (Rhode Island) ATEL Program Coordinator

- I have also personally witnessed the excellent work that their state outreach coordinators do. When someone has difficulty making the technology work all they have to do is call Hamilton and someone comes to work with them to resolve the issue.
  James Litvack, PARI Independent Living Center Representative

- "We have found the services provided by Hamilton Relay Services to be so amazing and we hope to remain in partnership with them in the future."
  Pam Welch, Tennessee Consumer

- "It is so important that people know about what is available. That is why outreach services are so valuable. Carolyn Mathis, the Outreach Coordinator for Hamilton Relay, has been instrumental for me personally. I am now a user of the CapTel 800i."
  Mary Ann Tindle, Tennessee Consumer

- "Hamilton Relay Service's customer service is personal, direct and very hands on. They go to great lengths to ensure that their services are of the highest quality. Their staff is professional yet friendly and approachable. They regularly and actively seek and act upon customer input regarding their services."
  Steven R. Smart, President Professional Interpreting Enterprise.

- "The [Hamilton] Relay Operators are actually professional and I have always felt comfortable with them on communication with my hearing callers."
  John Dreyson, consumer.

- "Hamilton Relay has consistently supported the Deaf Community and acknowledged the importance of their customers. I applaud the outstanding service and commitment of Hamilton Relay."
  Daniel Houlihan, consumer.

- "The Customer Service Representatives as well as the CA's have always treated me with respect and gone of out of their way to help whenever I have had a question or concern."
  Janet L. Sims, STS/2-Line HCO consumer.

- "I am a 60 year old non-speaking quadriplegic. Hamilton Relay has given me an additional way to keep in touch with my family and friends even though I cannot speak. Hamilton Relay has always been prompt, courteous, and helpful if you have a problem; should ever the need arise."
  Michael Brunet Sr., consumer.

- "I feel Hamilton Relay truly recognizes and understands the variety of special needs that persons with different levels of hearing loss encounter both on the telephone and internet."
  Ann Boyd, consumer

- "They [Hamilton] have done an excellent job of keeping abreast of the latest technology and informing the public of what is available. As an assistive technology provider, we have been very pleased at how proactive Hamilton Relay has been in working with other agencies, institutions, organizations, along with the Deaf and Hearing Impaired community."
  Kenneth R. Zangla, Director, TRAC, The University of New Orleans

- "I would like to recommend Hamilton Relay Service be allowed to continue servicing the deaf/hearing impaired in Louisiana as I've seen their service in action & they are second to none."
  Debbie LeBlanc, Cued Speech Transliterator for the Deaf and Hard of Hearing in Ascension Parish

- "They [Hamilton] have truly been receptive to the needs of the deaf by continuing to seek out new services."
  Jennifer Gaudet, Associate Director of Individual & Family Assistance, Catholic Charities Diocese of Houma Thibodaux

- "Because of this excellent and reassuring connection with the company and the exceptional service the relay provide, I believe Louisiana's deaf population is in good hands with this company [Hamilton]."
  Deputy Susie Cambre, Director of Elderly Services/Community Relations, Tangipahoa Parish Sheriff's Office

- "As a resident of Louisiana and a person with a hearing loss, I would like to emphasize how valuable I have found the expertise of those who are employed by Hamilton especially during my tenure as State Coordinator for Hearing Loss Association of America."
  Peggy Thompson, consumer

- "The staff [Hamilton] has been extremely friendly as well as knowledgeable of their technology devices and services and more than willing to help provide support at all levels and settings."
  Paula Huckabee, Speech/Language Pathologist-Augmentative Communication Specialist, Caddo Public Schools

As an FCC certified TRS provider for over 23 years and the provider of TRS and/or CapTel in 19 states and U.S. Territories, Hamilton demonstrates that it has the corporate experience relevant to this project.

In the past nine years Hamilton has been awarded 16 new state contracts for the provision of TRS and/or Captioned Telephone, resulting from RFP processes.

By winning contracts again and receiving numerous contract renewals, Hamilton has reinforced its position as a very high quality relay provider with the ability to respond to the needs of customers, state regulatory bodies and other relay-related organizations efficiently and effectively.

Pinnacle Bank

June 16, 2014

Curtis Williams, % Ms. Carlotta Stauffer
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Reference Docket No. 140029-TP

Dear Mr. Clay:

I am writing this letter of reference for Hamilton Relay, Inc.

Hamilton Relay, Inc. has been a valued customer of Pinnacle Bank of Aurora for over 40 years. The Bank currently has a number of large deposit accounts with Hamilton Relay, Inc. and several of their other affiliates. These accounts would have average balances in the mid seven to low eight-figure range. We would consider Hamilton Relay, Inc. our largest and most valuable deposit customer. Possibly the most impressive thing about Hamilton Relay, Inc. is that they have no current or long-term debt. In these times of huge corporate debt it is very unusual and refreshing to see this type of balance sheet.

Hamilton Relay, Inc. has provided strong telephone, cable, TV, Internet, deaf relay and telemarketing to Hamilton County and surrounding counties for over 100 years. Hamilton Relay Inc. is now and for the last several decades been owned by the Nelson family. The family is not only known as an excellent corporate citizen they are also very well thought of as individuals in our community and surrounding service areas. I think that you would be very pleased with the deaf relay service that Hamilton Relay, Inc. would provide.

If you have any questions concerning this letter of reference for Hamilton Relay, Inc., please feel free to contact me at the following address or phone number.

Pinnacle Bank
PO Box 229
Aurora NE 68818
Phone: 402-694-211
E-mail: wade.regier@pinnbank.com

Sincerely,

Wade Regier
Market President

COMMONWEALTH of VIRGINIA

Ronald L. Lanier, Director

Department for the Deaf and Hard of Hearing

(804)662-9502 V/TTY

RATCLIFFE BUILDING, SUITE 203
1602 ROLLING HILLS DRIVE
RICHMOND, VIRGINIA 23229-5012

June 23, 2014

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
Docket No. 140029-TP

Mr. Williams:

I am writing to recommend Hamilton Relay as a provider of captioned telephone services (CapTel) for Florida's Telecommunication Relay Services Program. Hamilton became our CapTel contractor in April 2011, and we have been extremely satisfied with their performance.

During the past three years, we have been most impressed with the detailed level of reporting Hamilton Relay has been able to provide to our state program. Increased accountability was a priority in our most recent RFP, and Hamilton Relay has exceeded our expectations. Also notable is the level of flexibility, support, and interaction provided by both our assigned Accounts Manager and in-house CapTel Outreach Coordinator.

I am available at (804) 662-9704 v/t or clayton.bowen@vddhh.virginia.gov if you have questions or would like to discuss Hamilton Relay's performance further. Please note this reference is for captioned telephone relay services only; we currently have a separate contract for traditional relay services with another provider.

Sincerely,

Clayton E. Bowen
VDDHH Relay and Technology Programs Manager

Virginia Relay
20 Years

doit
STATE OF MARYLAND
DEPARTMENT OF INFORMATION TECHNOLOGY

MARTIN O'MALLEY
Governor
ANTHONY BROWN
Lieutenant Governor

Isabel FitzGerald
Secretary

July 1, 2014

To Whom It May Concern:

Hamilton Relay has been the provider for Maryland TRS Relay and Maryland Captioned Telephone Service since June 2007. The first contracts were awarded in June 2007 for 5 years with a 1 year extension. The second contracts began in June 2013 and will continue until May 2018.

We have been extremely satisfied with Hamilton's performance and have never had to assess Liquidated Damages in association with either contract.

Hamilton has met or exceeded all contract requirements for both contracts.

If you have any further questions, please do not hesitate to contact me.

Sincerely,

Brenda Kelly-Frey
Director, Telecommunications Access of Maryland
Department of Information Technology
410.767.5891 (V/TTY) or 800.552.7724 (V/TTY)
VP-443.453.5970
Brenda.kelly-frey@maryland.gov

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

Rhode Island Division of
Public Utilities and Carriers
89 Jefferson Blvd.
Warwick RI 02888
(401) 941-4500

December 9, 2013

IN RE: Recommendation Letter for Hamilton Telecommunications

To Whom It May Concern:

Hamilton Communications ("Hamilton") recently inquired as to whether the State of Rhode Island ("State") would be interested in submitting a reference letter regarding its relay service in our State and we are delighted to submit a recommendation on their behalf.

My name is James E. Lanni and my title is Public Utilities Associate Administrator for Operations and Consumer Affairs with the Rhode Island Division of Public Utilities and Carriers. In my job capacity, I am the representative of the Rhode Island Public Utilities Commission for most telephone relay matters that includes the drafting and issuance of a Request for Proposal (RFP) for relay service, evaluating the competitive bid proposals, recommending the relay bidders and in addition, the daily tasks associated with the relay service such as quality of service, service complaints, etc.

Hamilton has been the successful competitive bidder for three (3) successive five-year contract periods and has been the relay vendor in Rhode Island for the last eleven (11) plus years since August 1, 2001. During our long term relationship with Hamilton, they have continued to meet all mandatory administrative and operational requirements as delineated through our contracts. More importantly, Hamilton has exceeded our expectations in providing assistance in all facets of its relay service including annual compliance reporting with the FCC. In its initial bid proposal to the State of Rhode Island, Hamilton offered a unique pricing plan to Rhode Island that no other bidders put forth. The proposal consisted of a single price per relay minute for multiple relay service offerings through the life of the agreement. Rhode Island eventually opted for the one-

price proposal to avoid the escalating minute prices that occur at the end of each contract period.

Furthermore, the initial 2001 relay contract was approved late and generally a relay vendor would require a minimum of four to six months to establish the transition of service with advanced public outreach promotions. Although the relay contract was approved and became active only a few months before the cutover date of August 1st, Hamilton performed admirably in implementing the service to Rhode Islanders. The service conversion from the previous relay vendor to Hamilton Telecommunications was successful and seamless and such an effort, in itself, showed this agency that Hamilton is a well-prepared organization and would be a dependable relay vendor.

The State of Rhode Island is currently on its third five-year contract with Hamilton Communications and has been extremely pleased with its relay operations since its inception. Hamilton's continuous efforts in outreach and service promotions are exemplary. Hamilton is exceptionally responsive to the needs of our relay users and is consistent in sharing information regarding new relay technologies with our agency. In addition, Hamilton maintains the services of a full-time account manager who resides in the State and provides local assistance to our many diverse organizations through community relationships.

In closing, our agency is extremely satisfied with Hamilton Communications' personalized effort of outreach to our deaf, hard of hearing and speech disabled communities and would recommend, without hesitation, their experiences and quality relay service to other governmental entities.

Respectfully submitted,

James R. Lanni
Associate Public Utilities
Administrator for Operations
and Consumer Affairs
(401)780-2120
jlanni@ripuc.state.ri.us



June 23, 2014

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

Dear Mr. Williams:

It is my pleasure to write a letter of reference for Hamilton Telecommunications. As the Director of the Montana Telecommunications Access Program (MTAP), I have had the opportunity to work with Hamilton as our relay provider since February of 2006. This includes traditional relay (TRS) and CapTel relay (CTS).

The Hamilton team has great expertise and knowledge. Montana's focus in our Request for Proposal was not only cost, but with an emphasis on quality. We have found Hamilton to provide the quality in relay service we expect at a reasonable cost.

Hamilton is responsive and any issues are handled in a timely manner, often through collaboration. Hamilton's customer service treats our consumers with respect and friendliness. MTAP has extended our contract with Hamilton multiple times because we are so pleased with their service. We have recently renewed our contract through February 2016.

If I can be of any further assistance, please feel free to contact me.

Connie Phelps

Connie Phelps, Director
Montana Telecommunications Access Program
P.O. Box 4210
Helena, MT 59604
800 833-8503 V/TTY

COMMONWEALTH of VIRGINIA

Ronald L. Lanier, Director

Department for the Deaf and Hard of Hearing

(804)662-9502 V/TTY

RATCLIFFE BUILDING, SUITE 203
1602 ROLLING HILLS DRIVE
RICHMOND, VIRGINIA 23229-5012

June 23, 2014

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
Docket No. 140029-TP

Mr. Williams:

I am writing to recommend Hamilton Relay as a provider of captioned telephone services (CapTel) for Florida's Telecommunication Relay Services Program. Hamilton became our CapTel contractor in April 2011, and we have been extremely satisfied with their performance.

During the past three years, we have been most impressed with the detailed level of reporting Hamilton Relay has been able to provide to our state program. Increased accountability was a priority in our most recent RFP, and Hamilton Relay has exceeded our expectations. Also notable is the level of flexibility, support, and interaction provided by both our assigned Accounts Manager and in-house CapTel Outreach Coordinator.

I am available at (804) 662-9704 v/t or clayton.bowen@vddhh.virginia.gov if you have questions or would like to discuss Hamilton Relay's performance further. Please note this reference is for captioned telephone relay services only; we currently have a separate contract for traditional relay services with another provider.

Sincerely,

Clayton E. Bowen
VDDHH Relay and Technology Programs Manager

Virginia Relay
20 Years

State of Utah

GARY R. HERBERT
Governor

SPENCER J. COX
Lieutenant Governor

Public Service Commission
RON ALLEN
Chairman
DAVID R. CLARK
Commissioner
THAD LeVAR
Commissioner

July 14, 2014

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

Dear Mr. Williams:

Hamilton Relay has been the provider of Telecommunications Relay and Captioned Telephone Relay Services for the Relay Utah program since January 2010. Hamilton Relay has been responsive to questions and has sought to provide quality services for Relay Utah. Further, I have found Hamilton's staff and management to be friendly and professional. From our experience, Hamilton has provided solid customer service with a willingness to resolve and address problems and questions.

Sincerely,

Gary L. Widerburg
Commission Secretary
Utah Public Service Commission/Relay Utah

STATE OF CALIFORNIA EDMUND G. BROWN JR., *Governor*

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3298

July 17, 2014

Curtis Williams, c/o Ms. Carlotta Stauffer
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850

Re: Letter of Reference for Hamilton Relay, Reference Docket No. 140029-TP

Dear Mr. Williams,

The California Relay Service (CRS) is part of the Deaf and Disabled Telecommunications Program (DDTP). The DDTP, under the authority of the State of California's Public Utilities Commission (CPUC), provides telephone access and equipment to California residents with disabilities.

CRS has two vendors who provide relay services, one of which is Hamilton Relay. Their initial contract term began on June 2nd, 2010 and continued through June 1st, 2013. Hamilton Relay is currently in the second of two possible one year extensions.

As a relay service provider for the State of California, Hamilton Relay, along with the other vendor, provides Traditional Relay (TRS) and Speech to Speech Relay (STS). Hamilton Relay is the sole contractor to provide Captioned Telephone service for California CapTel users.

In addition to these services, Hamilton Relay has been involved with the CPUC and the DDTP's Administrative Contractor in the development and implementation of a Speech to Speech Training Line that was launched in the fall of 2010. Hamilton Relay also provides Visually Assisted Speech to Speech.

Since their contract inception, Hamilton Relay has satisfied all of the requirements of the RFP and their contract. Hamilton Relay has always been responsive to requests from the CPUC involving DDTP.

Please do not hesitate to contact either me, Jonathan Lakritz, (415-703-1590; jonathan.lakritz@cpuc.ca.gov) or Linda Gustafson (415-703-1801; linda.gustafson@cpuc.ca.gov) of the CPUC Communications Division if you have any questions.

Sincerely

Linda Gustafson for JONATHAN LAKRITZ

Jonathan Lakritz, Program Manager
Communications Division

January 11, 2009

To Whom It May Concern;

I am writing this letter in support of Hamilton Relay Services. The organization of which I am a member is the Hearing Loss Association of Central Iowa, a Chapter of the National Hearing Loss Association of America.

Within our HLA-CI membership we have persons with all types of hearing loss, from mild to severe/profound. The Hamilton Outreach Manager provided for the State of Iowa provides information, education, and hands-on training in the use of technology appropriate for our needs. The current Outreach Manager is Lori Sporrer, and she attends our meetings frequently, alerting us to ways we can enhance our daily lives through telecommunications. The Captel phone, for example, allows the person with hearing loss to communicate by reading the text of the conversation.

The Captel phone does require education and training. The multi-media approach used by Lori Sporrer and her colleague from the Telecommunications Access for Iowa, is very successful. Using power-point, captioning, and interpreters, all persons in attendance are able to understand the information presented.

In the State of Iowa, Hamilton Relay Services are under the jurisdiction of the Iowa Utilities Board. Those of us in the Deaf, and Hard of Hearing community, have found the services outstanding. There are many other services provided by Hamilton Relay other than the phone above mentioned, and we are truly grateful for those who work on our behalf.

Sincerely,

Betty Hebard

Betty Hebard
Member of Hearing Loss Association of Central Iowa
Consumer

A program of the University of Iowa Hospitals and Clinics, Center for Disabilities and Development

Iowa Program for Assistive Technology
Center for Disabilities and Development
100 Hawkins Drive
Iowa City, IA 52242-1011
Toll-Free 800-279-2001
Fax 319-384-5139
E-mail IPAT@uiowa.edu
Web www.iowaat.org

April Campbell
1001 12th Street
Aurora, NE , 68818

December 12, 2011

Dear Ms. Campbell,

As the Director for the IPAT, I am pleased to provide this letter of support for Hamilton Relay. I believe as the current provider of relay services in Iowa, Hamilton Relay provides a timely and effective service. I have worked with Lori Sporrer over the past several years and believe she has improved services and increased outreach across the state.

I look forward to working with Hamilton Relay in the future.

Sincerely,

Jane Gay

Jane Gay, Director
Iowa Program for Assistive Technology

SIGNAL CENTERS
BUILDING FUTURES, CHANGING LIVES
Assistive Technology Center

January 7, 2012

To Whom It May Concern:

I am writing this letter in support of Hamilton Relay Telecommunications Services on behalf of Signal Centers Assistive Technology Center.

Carolyn Mathis, the Outreach Coordinator for Hamilton Relay, has worked with us in providing the first Deaf/Hard of Hearing Expo ever to be held in Southeast Tennessee. Carolyn sponsored a booth and provided valuable information to expo participants on the excellent services provided by her corporation. Many of the participants as well as clients we serve in the Assistive technology Center, use or have used the CapTel telephone and found it to be most beneficial. Carolyn herself was excellent to work with and was very upbeat and enthusiastic about the event. She also provided a wonderful presentation to the audience outlining Hamilton Relay's services and inviting participants to stop by the booth for more detailed information.

We hope to remain in partnership with Hamilton Relay for our future expos and services to the deaf and hard of hearing community.

Sincerely,

Steve Powell

Steve Powell
Assistive Technology Professional

Alliance for Technology Access
United Way
Tennessee Technology TTAP Access Project
Tennessee Department of Human Services
Helping shape Tennessee lives
Division of Rehabilitation Services

Jennifer Fernandes
34400 Mission Blvd BDLG A
Union City, CA 94587

February 29, 2012

Lindsay Visocchi
Northern California Outreach Coordinator
Hamilton Relay

Dear Ms. Visocchi:

I wanted to personally thank you for coming to Acacia Creek and educating our residents on the wonderful benefits of the CapTel Service. The presentation on February 3, 2012 was very informative; we also appreciate you showing up with sufficient time for setup.

The telephone will be a great solution for those with hearing impairments, they will now be able to communicate with their friends and loved ones, hassle free. We will be taking an outing next week to the Berkeley facility for those residents that are interested, they are really looking forward to getting their new phone.

Thank you Hamilton Relay for making a big difference in our residents lives.

Sincerely,

Jennifer Fernandes
Lifestyles Manager

June 12, 2012

TO WHOM IT MAY CONCERN:

I am writing this letter to express my satisfaction with the representatives of Hamilton Relay (functioning as Maryland Relay in our State) whom I have met.

I am presently serving as the President of the Carroll County Chapter, National Active and Retired Federal Employees Association (NARFE). A year ago a representative of Hamilton Relay, Rebecca Miller, spoke to the attendees at the Maryland Federation of NARFE Chapters about their services to Maryland residents. She was extremely knowledgeable and I was sure our members would be interested in hearing about this service and many could probably benefit from the equipment and support that is available. Upon returning from the convention, I asked our Program Chairperson to contact Ms. Miller and arrange for her to speak to our members.

We schedule speakers for our membership meetings well in advance and did not have an opening until our February 9, 2012 meeting. When we contacted Hamilton Relay early in 2012, we were advised that Ms. Miller was no longer in their employ but that Tracie Reaver, Maryland Relay Outreach Coordinator could come and talk to us. I felt a bit uneasy as I had never heard Ms. Reaver speak and wondered if she was as good of a presenter and as knowledgeable as the presenter I had heard.

Tracie Reaver was in deed up to the level of Rebecca Miller. Several members who normally do not attend our meeting because of hearing problems came because of the topic and they were not disappointed. Ms. Reaver fielded a number of diverse questions with ease and knowledge. This, in my opinion is a credit to Hamilton Relay for their ability to select, hire and train well qualified people.

Without hesitation, I endorse Hamilton Relay for continuing to serve the residents of Maryland by providing relay services for the deaf, hard of hearing and speech disabled.

Sincerely,

Donald E. Champ

Donald E. Champ

Catholic Charities

June 15, 2012

To Whom It May Concern:

I am writing on behalf of Hamilton Relay, the service provider for the State of Maryland where I work as a Service Coordinator in a Catholic Charities senior apartment building. Our organization has had an excellent relationship with the Maryland state outreach coordinator. Over the course of several years, the outreach coordinator has periodically come to our buildings and presented an overview of the different types of captioned telephones available to our seniors. A one size fits all approach to assistive phone equipment does not address the needs of this population, and we have had great success in getting information, and subsequently telephones, that specifically help the cognitively, visually and/or hearing impaired older adults in our buildings. Residents here are quick to share their excitement at being able to communicate using the phones provided. One of our seniors, who had a late in life hearing loss, routinely uses the voice carry over phone to talk to family and friends. Her phone has allowed her to stay in touch with others and reduced her isolation. She is quick to praise her voice carry over phone as it has allowed her to complete personal business that she previously had to do in writing and helps her remain independent.

In addition to presentations at our senior buildings, the outreach coordinator can often be seen at conferences displaying brochures and equipment to professionals who work with the elderly. These resources ultimately broaden the opportunity for more seniors to access specialized telephone equipment, an important feature as our population ages. Hamilton Relay has created quite a presence in Maryland, and we support all opportunities for them to continue helping Marylanders with telecommunication services and equipment.

Sincerely,

Jan Pennington

Jan Pennington
Service Coordinator
Catholic Charities
306 Cantata Ct.
Reisterstown, MD 21136

National Active and Retired Federal Employees Association (NARFE)
Calvert County Maryland – Chapter 1466
2nd Vice President/Membership Chair
Elizabeth E. Butler
5008 Erika Place
Port Republic, MD 20676

June 18, 2012

To Whom It May Concern;

The Calvert County Chapter of NARFE has monthly meetings and are always looking for interesting speakers with information that is relevant to the Senior community here in Calvert County, MD. Tracie D. Reaver, MD Relay Outreach Coordinator was the speaker at our February 2012 meeting. She did not let us down. She did an excellent job in explaining the latest technology available through MD Relay Service. After her presentation there was a question and answer period and there were 3 questions that were asked by the attendees but required research before providing an answer. Ms. Reaver said she would provide the answers to the questions and send them to our Chapter. She was true to her word and within a week of the meeting she had forwarded an email with the outstanding questions and the answers. She was professional to work with and she was considerate and caring for the seniors who had many questions for her. She is an asset to Hamilton Relay! It was a pleasure to work with Ms. Reaver she was very accommodating and always pleasant and quick to respond to any correspondence forwarded to her. I am sure we will ask her to speak at another meeting in the future.

In addition, I would like to commend Hamilton Relay for its quality service and performance in providing relay services and sharing information about the relay services available in Maryland. The information that was provided to NARFE members through Ms. Reaver was reliable and informative.

We would highly recommend Hamilton Relay and Ms. Tracie Reaver!

Sincerely,

Elizabeth E. Butler

Elizabeth E. Butler
2nd Vice President/Membership Chair
NARFE Calvert County Chapter 1466

Greater Bowie-Crofton Area Chapter #1747
National Active and Retired Federal Employees Association
P.O. Box 504, Bowie, MD 20718-0504 • www.NARFE1747.org

June 22, 2012

To whom it may concern:

As president of the Greater Bowie-Crofton Area Chapter of NARFE and on behalf of my members, I would like you to know how much we appreciated the knowledge we received about Maryland Relay from Ms. Tracie D. Reaver, Hamilton Relay Outreach Coordinator.

In a presentation in May 2012 to a group of my members, Ms. Reaver most capably made known the valuable services that Maryland Relay makes available to state residents of all ages who might otherwise be unable to communicate via ordinary phone/communications services. Ms. Reaver's excellent informational talk to my chapter members, -- most of whom are seniors who could very well today or very shortly be in need of Maryland Relay's services for themselves or their spouses or other family members -- provided a comprehensive overview of the variety of services and devices available through Maryland Relay that would enable them to live more comfortably and securely.

In addition, she deftly handled a wide-ranging question-and-answer session that fully satisfied any concerns that anyone had, and demonstrated and circulated several telephone devices.

Ms. Reaver's presentation was highly professional, extensive, and very well received.

On a more personal note, this was not my only experience working with Ms. Reaver. Some time prior to her appearance at my NARFE chapter meeting, I had communicated with her, and subsequently met her at the 2012 Mini-Convention of the Maryland Federation of Chapters; the Federation is the umbrella organization covering 34 NARFE chapters and over 20,000 members in the state. The Federation had made available an exhibit table for Maryland Relay at our May 1-2 event, as we had done in 2011.

As the person responsible for coordinating the exhibit tables, I frequently checked them out and asked our convention delegates for their opinions; consequently, I can report that all our delegates were highly pleased by the information they obtained about Maryland Relay services when visiting its table. Other chapter presidents also

were highly pleased to find that Hamilton Relay was willing to visit their chapters – a boon to both NARFE chapters and their members, and Maryland Relay as well.

In my estimation, the State of Maryland and Maryland Relay have been well served by Hamilton Relay and we hope their services will be continued.

Sincerely,

Dorothy Campbell, President
Greater Bowie-Crofton Area Chapter 1747, NARFE

Shannon Elizabeth Smith, MBA/HRM

7615 Crepe Myrtle Road SW
Albuquerque, NM 87110
505.228.4992 ~ shannonsmith.1031@gmail.com

November 1st, 2013

To Whom It May Concern:

I am writing this letter as the past Relay Administrator for the State of New Mexico Commission for Deaf & Hard of Hearing from July September 2008 through November 1st, 2013. During my tenure as the Relay Administrator, Hamilton Relay had been the contract provider of Traditional Relay Services and Captioned Telephone Service since July 1st, 2009.

During the last 4½ years, I developed a very high regard for Hamilton Relay based on the outstanding performance providing Traditional Relay Services and Captioned Telephone Services in the State of New Mexico. In fact, Hamilton Relay's customer service is the highest I have witnessed during my term as the Relay Administrator!

Hamilton Relay's Communication Assistants have exhibited a rare combination of speed and accuracy that has enabled Hamilton to produce a very high volume of work while maintaining very extraordinary standards for quality. Consumers have often said that "I can't believe the high quality of Hamilton Relay"! Hamilton Relay's professionalism also extends to their management team. The Hamilton Relay team's upbeat demeanors and can do attitudes brightened the procurement process and made the transition from the old contractor very low maintenance. Hamilton Relay's team exhibits strong human relations skills that enable them to interface very effectively with many different constituencies including Deaf, Hard of Hearing, hearing, State Government and stakeholders. Hamilton Relay is a naturally caring company with a strong helping orientation who consistently demonstrates a solid service orientation towards our clients.

As you can tell by now, I am quite impressed with Hamilton Relay and give them my strongest recommendation for other States looking for a Traditional Relay Service and Captioned Telephone Service provider. Hamilton Relay is a contractor that approaches their work with intelligence, organization, communication skills, service and a positive attitude.

Sincerely,

Shannon E. Smith, MBA/HRM

ISD
Iowa School for the Deaf
3501 Harry Langdon Boulevard | Council Bluffs, IA 51503
712.366.0571 | www.iowaschoolforthedeaf.org

November 8, 2013

To Whom It May Concern:

Hamilton Relay has done an outstanding job in promoting its services in Iowa. This isn't easy, as the deaf and hard-of-hearing population is not large and can be difficult to reach. I see Hamilton representatives at events, conferences, and workshops across the state (even at legislative days), using appropriate opportunities to inform Iowans of the services available to them.

Hamilton representative Lori Sporrer is in regular contact with me, asking what Hamilton can do to support our deaf and hard-of-hearing students. She makes every attempt to include our school and larger deaf community in announcements and product information. I am aware that she visits the deaf clubs in Iowa and has gained their respect. I have also observed Ms. Sporrer making group and individual presentations. She has a way of providing clear and helpful information without overwhelming individuals who are unfamiliar with technology.

Because of Hamilton's ability to inform others of communication products and services, I often refer individuals to the company who are seeking telecommunication options. I feel confident making these referrals, as Hamilton Relay staff have always been prompt to respond to me and are knowledgeable when providing information about their services.

It is through this tangible demonstration of service that I feel Hamilton Relay strives to provide excellent customer service to every Iowan who has need for its services.

Sincerely,

Cynthia Angeroth

Cynthia Angeroth
Outreach Coordinator

Ann Boyd
P.O. Box 61743 Lafayette, LA 70596

July 1, 2014

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

To Whom It May Concern,

I am an oral deaf individual unable to use a regular telephone for correspondence therefore I require the assistance of a telecommunications relay service. Through the years, as I have become acquainted with Louisiana's Hamilton Relay services and staff, I feel as one does when doing business with a familiar small family owned business whose efforts and personal touch show they truly care about their customers and their needs. Hamilton Relay has consistently performed exceptional relay services for me since I first began using their services in 2003.

I learned firsthand their genuine desire to provide the best possible services available to meet each customer's needs shortly after I moved to Louisiana from a state with a different relay provider. Much to my surprise, I was contacted by Hamilton Relay's Outreach Specialist offering an opportunity to visit to review my needs, provide education on services available and to review the equipment I had to assure I was receiving the best service available for my degree of hearing loss. This was an opportunity I did not receive nor was offered in the state I had moved from. The visit with the outreach specialist proved to be very beneficial for me as a hearing impaired customer in more ways than expected. Meeting the outreach specialist in person, who was professional, warm and friendly, put a positive face and a feeling of confidence towards a company I use every time I make a call and receive a call for my personal and business calls. I also was educated about different possible telecommunication options available. I feel Hamilton Relay truly recognizes and understands the variety of special needs that persons with different levels of hearing loss encounter both on the telephone and internet. Their assessment of my special needs equipment put me at ease knowing I was using what was best for me.

Hamilton Relay has shown they are willing to go above and beyond the normal routine. They will assist clients who are having difficulty with businesses in accepting relay calls. When a large medical clinic often made it difficult for me to call through relay to make medical appointments, I spoke with a Hamilton Relay Outreach specialist about the problem. He immediately offered to provide an on-site training session with the clinic to help them understand how to communicate with the various methods of relay service. Needless to say, this impressed me immensely because it has been my experience that most companies appear to fall quite short on providing quality customer support on problem resolutions.

Since I first began using Hamilton Relay using the TRS VCO option, technology has become more advanced. Hamilton Relay has stayed on top of it by expanding their services to include Captioned Telephone services, internet relay and mobile relay which they brought to my attention and guided me on how to use both mobile and internet relay as well. Regardless of which method I use Hamilton Relay (CapTel, Mobile or Internet on my computer), Hamilton Relay's operators always answer the call immediately, perform their relay service in a courteous, professional, helpful and effective manner with

superb accurate typing skills which makes me feel at ease when conversing with others on the phone. When I received my CapTel phone, their Outreach staff was very supportive by being on sight to set it up and test the service. They also used this opportunity to immediately raise awareness to Louisiana citizens know CapTel is now offered in our state. Their informative newsletters are also another way they help keep customers up to date. With their proven consistent dedication to delivering professional quality service, I know I can rely on Hamilton Relay to assist me with my telecommunication needs. Therefore, I can say from my personal experience and with great confidence, Hamilton Relay's solid and reliable quality relay service greatly benefit those who are fortunate to experience their services.

If you have any questions, please feel free to contact me.

Sincerely,

Ann Boyd

From: Cynthia Amerman <cynthiaamerman@gmail.com
Subject: **Letter of reference for Hamilton Relay**
Date: July 1, 2014

To: april.campbell@hamiltonrelay.com

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

Re: Telecommunications Relay Services in Florida

Dear Mr. Williams,

This is a letter in support of Hamilton Relay's provision of services in the State of Florida. As a hard of hearing person in Arizona, I have witnessed the energy and reliability with which Hamilton provides not only traditional relay services, but also CapTel and WebCaptel, so that those of us who rely on visual cues in order to go about our daily lives interacting with our families, friends, health care providers, government personnel, etc. can do so without the barriers our disability would cause. Hamilton's outreach in Arizona has been superb. They have done an outstanding job of marketing the services they provide.

I feel confident that, should the Commission choose to accept Hamilton's bid, you will not be disappointed.

Sincerely,

Cynthia Amerman

Cynthia Amerman, Board of Directors
Adult Loss of Hearing Association (ALOHA)
Commissioner, City of Tucson
Commission on Disability Issues
Tucson, AZ

July 7, 2014

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

Dear Mr. Williams:

As a totally deaf telephone user, I do recommend Hamilton Telecommunications for your TDD/TTY Relay.

I moved to Arizona from California. I was looking for TDD/TTY, so I can reach my friends and family who still use the TDD/TTY in their home. I learned that Hamilton Telecommunication has the service. What a great blessing to receive the TDD/TTY.

I am involved in the Deaf Community Center, and among deaf people. I often see deaf people need communicate with their love ones and friends via TDD/TTY. They feel so lost without it, but feel blessing when they learned that Hamilton Telecommunication provide that service.

I love our Hamilton Telecommunication representative, Lisa Furr because she is always there for everyone. She would show Hamilton's support to our Deaf Community. She is so amazed lady to work for Hamilton Telecommunication.

Not only that but I strongly believe that you would be doing the people of your state to choose Hamilton to handle your relay service. There are amazed deaf people who can work well with your deaf community like our Lisa Furr. (No, you may not steal our Lisa.)

If you have any questions, please do not hesitate to contact me at Laliwho@gmail.com or Larry@azadinc.org.

Cordially,
Larry DeVenny, Treasurer
Arizona Association of the Deaf
& Arizona Deaf Community Needs
Chairperson
Larry@azadinc.org
Laliwho@gmail.com

Iowa
Fields of opportunities

STATE OF IOWA

CHESTER J. CULVER
GOVERNOR

PATTY JUDGE
LT. GOVERNOR

IOWA LAW ENFORCEMENT ACADEMY
E. A. "PENNY" WESTFALL, DIRECTOR

July 7, 2014

To Whom It May Concern:

I am writing this letter in support of Hamilton Relay Telecommunications Services. Over approximately the past five years, the Iowa Law Enforcement Academy has enjoyed an outstanding partnership with Hamilton.

At that time, former Hamilton's Relay Iowa Outreach Project Manager Sam Costner, contacted me to see if we would be willing to allow him to come to the Academy to provide training to Iowa's 9-1-1 dispatchers about the Relay Iowa Program. Our joint effort evolved into a program that not only provided about the Relay Iowa Program, but also about Deaf culture, TTY use, and CapTel. We also incorporated a presentation by a deaf presenter who could explain the information through an interpreter. This addition provided students with more insight about use of interpreters, as well. Most 9-1-1 centers in Iowa do not receive many TTY calls or Relay Iowa calls, so there is great appreciation for the opportunity to learn this information.

Today, Outreach Project Manager Lori Sporrer continues this work through her coordination of this component of Iowa's 9-1-1 dispatcher training program.

The Iowa Law Enforcement Academy looks forward to our continued work with Hamilton Relay Telecommunications Services.

Sincerely,

Nancy Brady,
Telecommunicator Training Coordinator
Iowa Law Enforcement Academy

P.O. BOX 130 / JOHNSTON, IOWA 50131 / PHONE 515-242-5357 / FAX 515-242-5471

July 7, 2014

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

Dear Mr. Williams,

I have been employed with the Diocese of Houma Thibodaux for the past 18 years as the Associate Director of Individual & Family Assistance and have had a profound hearing loss for most of my life. As you might imagine, conversations on the telephone have always been a struggle for me, even with my hearing aids.

Thanks to the services of Hamilton Relay over the years, I have been able to perform my job with greater satisfaction. At first, I was provided a telephone that offered advanced amplification. As I have grown older however, my hearing has begun to downgrade at a much quicker pace and in recent years I have found that I am no longer able to successfully hear every conversation over the telephone in its entirety. Last year (2009), I decided to call Henry Brinkman again at Hamilton Relay to see if there was anything else they could offer to help me. I was so excited to learn that there was a brand new service called CapTel that has allowed me to read what the caller was saying either on my computer screen or through a new phone!

I had been unable to get the general public to cooperate in calling the Relay Service with an earlier phone that I had been provided (that also had captioning I could read) since they would first have to call a Relay Operator; they found this to be too troublesome to do. NO MORE! I am now able to ask my receptionist to take all names and phone numbers of people calling for me so that I can return the calls of my clients using the new WEB CAPTEL Service. By logging on to my office's computer, typing in the client's phone number and my own office phone number, I am able to hear the conversation on my phone while also reading the entire conversation on my computer screen. It is a dream come true!! I have also purchased the CAPTEL phone for my household use and it has assisted me greatly in understanding family phone conversations.

Many other people in employment have not had the same difficulties I have had with the general public resisting the Relay number due to the different types of jobs they have held. I can only imagine how much of a blessing this service has been to them over the years. Now, those of us whose jobs involve a greater number of people calling in to them will be able to enjoy those same benefits. I cannot THANK Hamilton Relay enough for keeping the needs of the deaf in the forefront of their minds.

Please consider allowing Hamilton Relay to provide Relay Services to the people of Florida. They will find that Hamilton is truly receptive to the needs of the deaf by continuing to seek out new services. Now, those of us with hearing loss can live our lives in a type of peace that can only come about when people can communicate well with each other!

Sincerely,

Jennifer Gaudet
Catholic Charities Diocese of Houma Thibodaux
Associate Director of Individual & Family Assistance

To Whom It May Concern--The Lodi Parkinson Support Group of Lodi, CA

We had Lindsay Bariani from Hamilton Relay come to our meeting to give a presentation of what services Hamilton provides for those in need of a more useful telephone service and I can't tell you how pleased my group was. As a matter of fact some of the group members are now getting a phone from Hamilton. If you are interested in this kind of service, I would recommend Hamilton, I'm sure you will be pleased with their service.

Group Leader
Betty Weatherman

July 8 2014

Sherry M. Appleby
Hearing Aid Specialists, Inc.
550 E. 32nd Street #1
Yuma, Arizona 85365

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

Attention: Florida Relay

I understand that Hamilton Relay is in the process of bidding for the State of Florida to provide the Telecommunications Relay Service.

I have served on the Arizona Commission for many years now, and Hamilton had been the provider for us. They are a very good company and their customer service is outstanding. We had no complaints with their service and our working relationship was always great.

If you choose them you can be assured they will do everything to fulfill the contract and more.

Thank you for letting me give you my input on such a GOOD company.

Yours for better hearing.

Sherry M. Appleby BC-HIS

101 Oakwood Lane
Phoenixville, PA 19460

July 8, 2014

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

To Whom It May Concern:

I served on the Pennsylvania Telecommunications Relay Service Advisory Board as a representative of hard of hearing people from 2000 until 2008; I served as Chairperson of the board from 2003 until 2008. During that time we were able to add captioned telephone service to the relay services offered to Pennsylvanians and Hamilton Relay was selected by the Pennsylvania Public Utility Commission to administer the service. I have been very satisfied with our captioned telephone service and believe that Hamilton has done an excellent job of overseeing the service in Pennsylvania. I also found Hamilton representatives to be very helpful to anyone interested in this service, and appreciated the many outreach events that Hamilton Relay has conducted in order to make the service better known to those who could benefit from it.

Sincerely yours,

Diana Bender, Ph. D.
dandrbender@aol.com

7/9/14

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

Mr. Williams:

I was on the RFP selection committee when the state of Kansas was in the process of choosing the next provider for its relay service. I was very impressed with Hamilton Relay from the beginning of the search. The staff with Hamilton are very professional, knowledgeable about their business and truly care about their customers and the services they are providing them. I am a part of the KS Relay Service Advisory Board. When we have those board meetings we invite the public (relay users) to join us so that they may express concerns or praises regarding the provider &/or their services. Once the change over to Hamilton was complete and customers became used to the change I have heard very few negatives about the company or their service.

Yours truly,

Pam Spohn
3115 Clark
Parsons, KS 67357

July 9, 2014

Subject: Reference Letter – Hamilton Relay/Arizona Relay Services

To whom it may concern:

My name is Louis A. Touchette. I am a member the Adult Loss of Hearing Association (ALOHA) in Tucson Arizona. For many years we have had an excellent working relationship with Arizona Relay Service powered by Hamilton Relay. In our 25-years in operation, we have seldom worked with any company with such high professional etiquette as that of Hamilton.

ALOHA has a satellite chapter in Green Valley, 25 miles south of Tucson. In addition to giving frequent presentations to the Tucson group, Hamilton employees have given many professional presentations to the Green Valley Chapter. The presentations are directed toward educating the public on how Hamilton Relay provides traditional relay services for the state of Arizona including TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech, Spanish-to-Spanish and CapTel. There is nothing more effective than actual hands on demonstrations using Analog and Internet communications.

Each year Hamilton Relay has given an award for the outstanding Hard of Hearing Community Leader for Better Hearing and Speech Month. Such kind and thoughtful involvement it our hearing loss community has been above and beyond any expectations we could look for/or expect from a company that provides services to our community.

Our direct contact has been Lisa Furr, Hamilton Relay account manager/outreach coordinator. I'm blessed that I have known her and know she will continue to educate consumers about Hamilton Relay's products.

I can only offer the highest of recommendations for both this fine company and Lisa Furr in particular.

Sincerely,

Louis A. Touchette
Member/Chairman Let's Loop Tucson Initiative/Leader Green Valley Chapter
Adult Loss of Hearing Association (ALOHA)
2255 S. Buried Rock Place
Green Valley, AZ 85614

July 9, 2014

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

To Whom It May Concern;

My name is Jayne Badore, I live in Whitman, Massachusetts. This is in regards to my full support for Hamilton Telecommunications Relay Service in their bid to provide relay services in your state.

A very brief but important factor why I feel so strongly to keep these relay services available to the hearing impaired individuals of all levels of issues, that without this service there is no way to communicate with security and all other reasons to be in contact with family, friends, business, and for other independent reasons why the hearing world needs the phone privileges as well.

I myself grew up hard of hearing and used hearing aides which I could hear very well on phone, television, and other hearing situations. I had progressive hearing loss and over time knew I would not be in this hearing world eventually. However, it happened sooner than I had hoped, so by the age of 40, I was not able to communicate on the phone without having someone do the relaying for me. A not so good feeling to have and like those that never had the privilege like I did for the most part of my young life, I accepted it as gracefully as possible.

With the help of counselors with advise on what I could do, I was informed about TTY's relay services, closed caption boxes, and other assistive listening devices. It was wonderful to know that they were available.

Needless to say, even though I hold onto the time of once talking with those whose voices I loved to hear, when I first experienced how this relay service worked I was so pleased and the Relay Operators are absolutely wonderful. Now having the conversations that I do with anyone and the way they came through very patiently for both parties, and now with the (VCO) and seeing the responses from those that I speak with is a remarkable experience. The first time using this service and all this time, it still amazes me and I know what it does for others as well.

So please keep this relay services available for the deaf and hard of hearing, it is very much important to us and necessary as we have just the same needs of the hearing world.

Thank you for reading my letter of support for Hamilton Relay Service. Every one that works for the company has been very professional and helpful for both the deaf and the hearing worlds, that we communicate with because of this wonderful support system.

Sincerely,

Jayne Badore
344 Washington Street
Whitman, MA.02382

July 9, 2014

Dear Mr. Williams,

Arizona's hard of hearing and Deaf populations have been well served by Hamilton Relay Service. As a hard of hearing woman who is active in issues concerning hearing loss, I have encountered many people who without Hamilton's well run relay service would not be able to make appointments or keep in contact with family and friends therefore, I highly recommend Hamilton Relay Service for the state of Florida.

Sincerely,

Susan Vardon

Former Commissioner, Arizona Commission for the Deaf and the Hard of Hearing (11/03-9/09)
Facilitator, Desert Cochlear Connections
Bilateral Cochlear Implant Recipient

July 10, 2014

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

The Brain Injury Association of Kansas and Greater Kansas City is a non-profit organization whose mission is to improve the quality of life for those affected by brain injury.

One of the ways we achieve this mission is by connecting survivors of acquired and traumatic brain injury with resources in their geographic areas to help them with their daily living.

Another way we achieve this mission is through our educational efforts with our professional conference and statewide family and survivor seminars.

Over the past several years, Hamilton Relay, represented by Cady MacFee, has exhibited at both our professional conference and family and survivor seminars held in both Kansas City and Manhattan, KS. As a representative, Cady has been wonderful. Many survivors with speech impediments (and the professionals who serve them) were unaware survivors could use telecommunication relay services.

Cady has understood each survivor/potential relay user is unique, and has made suggestions to match the right services to specific situations.

The service that Hamilton Relay, and Cady, provides is invaluable. We consider them an important community partner, and look forward to a long future.

Sincerely,

Robin Abramowitz
Executive Director

July 10, 2014

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

Dear Mr. Williams,

I am writing on behalf of the Hamilton Relay bid for contract service in your state. As a recently retired supervisor of public school services for deaf and hard of hearing students and parents, I frequently used Hamilton Relay Services to connect with families in the community. This is a critical service used to schedule interpreters for deaf parents for school events, to set up meetings or to conduct critical phone conferences. Having a variety of relay options is invaluable in assisting instructional staff and school personnel with this task by facilitating easy communication between home and school.

In addition to the providing relay communication with deaf and hard of hearing individuals, Hamilton Relay has provided outreach services to the community. They offer frequent professional development seminars to our teachers to demonstrate their services so teachers can serve as a bridge to educate the families about services that are available to help their children and link them to the Relay. They conduct in-home demonstrations on the use of their services and equipment and have attended informational meetings scheduled by the school system for parents. The outreach coordinator is very skilled in making families comfortable with technology that can oftentimes be intimidating.

In the span of a thirty plus year career in education of the deaf and hard of hearing, I have witnessed vast technological advances that have improved the quality of the lives of the deaf and hard of hearing students we serve. The social media world we live in today is a critical component of education. The services provided by Hamilton Relay help to bring the latest technology into the homes of our students and their families expanding communication ease and access to the world. Please consider the importance of their mission as you review their contract bid for service in your state.

Respectfully,

Marsha Domingue
Retired Program Specialist
Hearing Impaired Program
East Baton Rouge Parish School System
(225)753-7895
Email: ozere@cox.net

Dick

11916 West 109th Street – Apartment 208
Overland Park, Kansas 66210
dhosty@kc.rr.com 913-322-1213

July 23, 2014

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

To Whom it May Concern:

I am an user of Hamilton Relay Services through the Kansas Relay. My usage is because of my speech impairment. The staff and the CAs are all very professional and they make every effort to provide the highest service. In matter of fact, they are working on a statewide marketing of SPEECH TO SPEECH program. The staff at Hamilton Relay want to serve as many as possible.

This is letter of support of Hamilton Relay to be use by your state. You will receive a complete and professional package. The state of Florida will be delighted with the services of Hamilton Relay. If I can be of further information for you in making this decision, feel free to contact me at the above numbers, emails, or address. Thank you!!

Sign of,

Dick Hosty

RIAD
PO BOX 40853
Providence RI 02940

6/18/13

To Whom It May Concern,

RE: Hamilton Relay
1001 12th St.
Aurora NE 68818

This letter is to confirm that Hamilton Relay has helped the Rhode Island Association of the Deaf in the last few years by participating and sponsoring RIAD community events.

The purpose of the events have been to promote ASL and Deaf culture. These events also provide an opportunity for ASL users to meet other ASL users.

Most recently Hamilton sponsored and had a booth at an ASL movie night event that RIAD held at the Rhode Island School for the Deaf in September of 2012. In addition Hamilton had a booth at and helped sponsor the RIAD Biannual Conference in October of 2010. During those events Hamilton staff made themselves available to answer questions related to relay services.

Hamilton has also recognized achievements by those who are Deaf and Hard of Hearing. They have presented awards during Better Speech and Hearing Month. They also presented an award during Deaf Awareness Week. Scholarships have been granted to students going on to college in the past.

You may use this letter in the process of bidding for contracts.

Sincerely,

James Litvack
Acting Secretary of RIAD
www.riadeaf.blogspot.com

July 11, 2014

To whom it may concern,

I am a member of a family that has a congenital hearing loss. I am very hard of hearing. I am also legally blind. I have children who live in various cities throughout the midwest. I have a son and daughter in Michigan, also two daughters in Iowa. I had not been able to "call" my children for quite some time (one and a half years).because the options of tty and VCO were very uncomfortable for them I felt very frustrated and alone in this situation.. So I needed some form of Communication that could enable me to use a large font.

I discovered Cap-tel phones through Deaf Services Unlimited in Des Moines. I learned about Hamilton Relay and the Outreach Manager was Lori Sporer. I got Lori Sporer email address from DSU and contacted her right away with questions about Cap-tel phones. Lori was so helpful and sincere in her communications. I was very pleased with Ms. Sporer's professional, positive and knowledgeable assistance. I ordered my Cap-tel which allowed computer interface for the much needed large font.

Having used my Cap-tel telephone for a few years now. I know with prideful certainty that Hamilton relay is always there to provide professional and comprehensive service continuously all day and night. They are always there serving the deaf and hard of hearing community. I thank Hamilton Relay and Lori Sporer for helping me to reconnect with my family and friends.

Sincerely,

Kelly J. Martin

CAZAD Inc.
Connecting Arizona Advocates, Inc.

Michael N. Ubowski, CEO

PMB #173, 3638 E. Southern Ave., Suite C-105
Mesa, Arizona 85206-2502

EIN 05-0525385

July 11, 2014

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

Dear President:

My organization is an umbrella organization working with some venues that includes business, education, government, non-profit professional organization and organization such as clubs. As best to my recollection, I had some working relationship with all seven relay services from my days in here, Oregon and then back here, again. Here are my experiences with all places, and as standard protocol, all sites are not open to me due to the privacy rules, but I did have an access to the information and working relationship with all administrative folks as follows:

1) Arizona Relay Service through Valley Center for the Deaf (VCD)'s independent service and I happened to have my office in VCD, so I had some business contacts and ideas with what they are doing. We were satisfied with their quality of service with my own usage experiences.

2) Oregon Relay Service through Tri-Counties Service for the Deaf and Hard of Hearing (TCSDHH, a Portland based independent relay services whose director happen to be from VCD as she moved several months to Oregon before I did for unrelated job). Eventually I was elected President of TCSDHH where I had a direct involvement with ORS by overseeing them. Same quality of service were satisfied by the communities except for billings part which was somewhat problematic due to phone company that billed us which conflicts with our long distance billing claims.

3) Oregon Relay Service through Sprint -- this one Oregon's PUC decided to hand over relay's contract to Sprint with strong disagreement from the communities and TCSDHH because our state money would go out of the state (going to the national service in Kansas) not going back to our local community. Also, because local people usually knew local wordings whereas national relay operator do not. At first, my own experiences showed that Sprint started off fairly okay as expected, and then improved to satisfactory level. Although I did not have a direct relationship with Sprint when my presidency term with TCSDHH was over, but TCSDHH's hired Executive Director during my time shared in general with me his experiences and that was how I knew their serving quality.

4) Arizona Relay Service through MCI -- I happen to know a local guy who is now a director of AzRS and visited local relay center in Tempe, AZ from time to time when I was President of Arizona Association of the Deaf. Same expected quality of services from them.

5) Arizona Relay Service through Sprint -- We were surprised when ACDHH decided to award Sprint despite fine service by MCI including extending another 2 years of their service to us. This time Sprint has a relay center in Tucson which is good because it remains in the state of Arizona. Again, Sprint started off slowly (just same experiences we had in Oregon), and steadily becomes good again. We were satisfied with them that ACDHH also extended another 2-year extension on their contract. However, just before I joined ACDHH as its Commissioner (Board), ACDHH now award to next and different vendor. That was when Sprint had resisted in surrendering its service and tried to employ me in giving testimony before legislators in opposite to this transition. Although I am comfortable with their overall services, has friends from there, I walked fine line in worming myself out of this hassle because I am also friend of MCI's folks so I remains neutral by offering third options which never fly.

6) Arizona Relay Service through MCI (and then latter Verizon bought MCI's relay rights) -- This time I am now ACDHH board member and eventually becomes its Chair for next 2 years after freshman year. During that time, MCI's service from Chandler, AZ was very satisfactory after delayed start due to #5's slow transition and same slow start as expected with any new shift. We also granted MCI's contract with another 2-year extension.

7) Arizona Relay Service through Hamilton -- As an ACDHH member, based on my personal experiences with local vs national services, I was not too happy about granting Hamilton the contract because it now no longer hires local people to keep the local economy flowing from within. I still carry same philosophy about caring for local and then globally afterward. However, on other hands, I used to sit on the board with another national organization and happen to have a fellow from Louisiana who often rave about Hamilton's service. So I had a mixed feeling about it, but decided to give Hamilton a try by supporting the transition as a test-see. Indeed, from time to time as expected from Sprint experience in Kansas City, Hamilton has same poor local wordings knowledges with some misspelled due to what they hear on the phone, although I know it is no fault of their own. However, honestly, I am VERY IMPRESSIVE with their overall quality.

Of all my past seven relay services, I can claim giving Hamilton an A for caring about service to us among others. Why, even the founder of Hamilton personally came to ACDHH to address us. Never have I seen this being done by any other companies who tends to send someone else expert in relay service on their behalf. Not Hamilton! Founder knows his stuff about relay and asks us to please if we need anything to contact him. That is kind of respect I easily bought especially when they backed-up with actions through charts that shows they are within or exceeds contract expectations. If he is slick-speaker and his actions through charts fails him, I would easily resist and downgraded him, but not this one. I gave Hamilton my kudos other than nuisance non-localized wording problems which I can live with. We really do need to look for QUALITY of service and I rank Hamilton up there.

Worthy note: This letter is directly out of my own observation rather than in response to CAzAD members' request for the support which Hamilton is not part of us yet but probably will soon. Now that you know my past experiences with relay services, my current relationship with Hamilton and hopefully you can justify and safely depend on my letter of recommendation that I do think highly of Hamilton's quality of service. Moreover, I have not heard any complaints from CAzAD members about Hamilton's so it lends itself about their service as a good one!

Sincerely,



Michael N. Ubowski

State of Rhode Island and Providence Plantations
Department of Human Services
Office of Rehabilitation Services
Adaptive Telephone Equipment Loan (ATEL) Program
40 Fountain Street ~ Providence, RI 02903
401-421-7005 ext. 357 ~ 401-222-3574 FAX ~ TTY (401) 222-1679

July 11, 2014

To Whom It May Concern:

I have worked in collaboration with Hamilton Relay for a number of years, and this past year with their new RI Outreach Coordinator, Courtenay Petracca. Courtenay has been an active participant in both our advisory meeting and our new monthly *Technology for Persons with Hearing Loss Demonstrations.* Also, Courtenay has allowed the ATEL Program to share their booth at outreach events, to reduce the overhead to the ATEL Program. Hamilton Relay has always strongly supported the outreach efforts of the ATEL Program, and is an invaluable resource for the Deaf and Hard of Hearing of Rhode Island.

I highly recommend Hamilton Relay Services, and know that Rhode Islanders will continue to receive outstanding customer service.

Sincerely,

Denise M. Corson
ATEL Program Coordinator

Rebecca Rosenthal

500 ROBERT ST.,N #420
Saint Paul, Minnesota 55101
TEL 651-829-9475

Rebecca.Rosenthal84@gmail.com

November 21, 2013

Hamilton Relay Corporate Office
1006 12th Street
Aurora, NE 68818

To Whom This Concerns:

It is with pleasure to submit this letter of recommendation for Hamilton Relay Corporate Office regarding their Telecommunications Relay Service and Captioned Telephone Services.

My name is Rebecca Rosenthal, a former resident of Kansas and past Executive Director of the Kansas Commission for the Deaf and Hard of Hearing, I have used Hamilton Relay Services for several years. During my residency in KS I had the pleasure of using both the Telecommunication Relay Services and the Captioned Telephone services offered by Hamilton Relay. I found both services to be superb! When Hamilton developed the Web CapTel I began using it immediately as I found it to be a great tool especially in my office. Hamilton Relay is unique because of the superb customer service and the fact they respect and acknowledge the smaller community. I do not mean small town attention, but the Deaf, Hard of Hearing and Deaf-Blind community which is small in comparison to the rest of the community!

I strongly encourage you to consider Hamilton Relay as your next provider of relay services in your state because they will provide you 100% quality with the 'small town' attention. If I can be of further assistance please feel free to contact me at this email Rebecca.Rosenthal84@gmail.com.

Sincerely yours,

Rebecca J. Rosenthal

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

Re: Request for Proposals

Greetings Mr. Williams,

This is a letter in support of Hamilton Relay's provision of services in the State of Florida. As a profoundly Deaf person in Arizona, I have witnessed the energy and reliability with which Hamilton provides not only traditional relay services, but also CapTel , WebCaptel, and now more recently MobileCaptel. It is nice to know I can go about my daily life interacting with co-workers, friends, health care providers, government personnel, etc. and can do so without the barriers my disability would cause. As a professional, I can train other Hard of Hearing and Deaf consumers in our office how to use the services of Hamilton Relay. Hamilton's outreach in Arizona has been superb. They have done an outstanding job of marketing the services they provide.

I feel confident that, should Florida choose to accept Hamilton's bid, you will not be disappointed.

Sincerely,

Donna Martin, M.Ed.

Tucson, AZ

Dear Mr. Williams,

I am writing to provide supportive reference for Hamilton Relay as service providers for captioned telephone services in the state of Florida.

Many, many people I know in the hearing loss communities rely on Hamilton Relay for their wonderful equipment and their very qualified and dedicated employees.

Personally I know the service reps at Hamilton Relay have stepped up countless numbers of times in support of our own efforts within our foundation to help people learn about and get access to services and equipment that help them to hear better and function as easily as possible in the "hearing" world.

I highly recommend Hamilton Relay as carriers of captioned telephone services, because as mentioned -- you can be sure their staff will see to it that the maximum number of citizens in Florida with hearing loss will get access to the service.

Thank you for your time and consideration.
Sincerely

Eileen Jones
President, Founder
The Gift of Hearing Foundation (Boston, MA)
www.giftofhearingfoundation.org

FIRST TENNESSEE
AREA AGENCY ON AGING
AND DISABILITY

FIRST TENNESSEE DEVELOPMENT DISTRICT • 3211 NORTH ROAN STREET • JOHNSON CITY, TN 37601
TEL: 423-928-3258 • FAX: 423-926-8291 • WWW.FTAAAD.ORG

To Whom It May Concern,

I am writing this letter in support of Hamilton Relay Telecommunications Services on behalf of the First Tennessee Area Agency on Aging and Disability.

Our agency has worked with Carolyn Mathis, Outreach Coordinator for Hamilton Relay to foster awareness of the assistive devices available for the hearing impaired in the eight counties of the First Tennessee Development District. Carolyn provided valuable information about the CapTel telephone to our senior center directors so they in turn could pass the information on to their center participants.

Carolyn has also agreed to do a workshop at the First Tennessee Area Agency on Aging and Disability's Annual Conference on Aging which will be held in Johnson City. The conference is attended by individuals that have direct contact and provide services to the aging and disability community. Last year's conference attendance was around 275.

Our agency hopes to continue the relationship we have developed with Hamilton Relay with respect to serving the elderly and disabled citizens in the counties of upper east Tennessee we serve.

Sincerely,

Teresa Sutphin
Projects Specialist

2 HEAR AGAIN

OLD TOWN MALL
901 E. KIMBERLY ROAD
STE. #8
DAVENPORT, IOWA 52807
Phone: 563-445-6444

To Whom It May Concern:

I am writing this letter in regard to the Hamilton Relay Program. My office of recent had an open house demonstration of the Captel phone and Lori Sporrer had conducted this for us. I want to send a huge thanks for her efforts as this is a much needed program.. The isolation of those that can not hear is not lonely but also a safety factor. Lori explained how to use the phone in a " very easy way to understand"!

Thanks again for all the help.

Sincerely,

Sharon Hobart

Sharon Hobart
2 HEAR AGAIN

My name is Jack C. Van Rixel, NIC (National Interpreter Certification). As an American Sign Language Interpreter providing services in the State of Arizona, I would like to take this opportunity to heartily recommend the services of Hamilton Relay.

In all of my dealings with Hamilton Relay, I have been impressed with the array of technology and services they offer, but I also continue to be impressed with the professionalism they demonstrate in every setting. Hamilton Relay is known throughout the community for providing excellent product and service offerings with outstanding support for their consumers, and I share this perspective and opinion.

I have every confidence you will be thrilled with your dealings with Hamilton Relay. My contact information is below. I welcome any future contact if you would like further information.

Sincerely,

Jack C. Van Rixel

Jack C. Van Rixel, NIC

Arizona State License #JV26051678

928.301.0154 (voice and text)

jackvanrixel@esedona.net

To Whom It May Concern:

Hamilton Relay provided relay service for the State of Arizona from February 1, 2007 through June 30, 2012. During that time, I found that Hamilton Relay provided excellent service including outreach, customer service and giving back to the deaf and hard of hearing community.

As mother of two children who are deaf, I relied on Hamilton Relay service to call my sons: one away at college; the other in high school. They, in turn, use the relay service to call me. We have been very pleased with the service that Hamilton has provided.

Based on my experience with Hamilton Relay Service and Lisa Furr, the outreach coordinator and account manager, they have done an excellent job educating the diverse of populations in Arizona. They always made the time to attend the events and meet with individuals.

Through our state chapter of Hands & Voices, I organize events for families of children who are deaf and hard of hearing. Hamilton has always been willing to participate and provide information to families and answer questions. Hamilton has provided this wonderful public service for our families and the professionals who serve them.

Hamilton Relay customer service is friendly, knowledgeable and helpful. They respond in a timely manner and ensure that customers are satisfied and their issue is resolved.

Hamilton Relay believes in giving back to the deaf and hard of hearing communities. With the Community Leader Award, Hamilton recognizes individuals who have been a positive influence in their state, demonstrating commitment to advocacy, leadership and enhancing the lives of those around them. During the Better Hearing and Speech Month the award goes to an individual who is hard of hearing, latened deaf or having difficulty speaking. During Deaf Awareness Week, the award goes to an individual who are deaf.

They also provide a High School Scholarship fund to those students who are seniors in High School and are deaf, deaf-blind, hard of hearing or having difficulty speaking. This really inspires me because Hamilton Relay recognizes individuals who contribute volunteerism to their communities.

Hamilton Relay also continues to develop innovative communication technology for the deaf and hard of hearing communities to improve their quality life. Hamilton believes in functionally equivalency for people who are deaf, deaf-blind, hard of hearing and having difficulty speaking.

I wholeheartedly endorse Hamilton Relay as a wonderful Traditional Relay Service and Cap-Tel Services provider for your state's consideration to award the contract to them. They have provided top-notch service!

Sincerely,

Jeanne Hollabaugh
Tucson, AZ

PHOENIX COLLEGE

To Whom it may Concern:

Hamilton Relay provided relay service for the State of Arizona from February 1, 2007 through June 30, 2012. During this time, I have found that Hamilton Relay provides excellent service including outreach, customer service and giving back to the deaf and hard of hearing community.

Based on my experience with Hamilton Relay Service and Lisa Furr, the outreach coordinator and account manager, they have done a stupendous job educating the diverse of populations in Arizona. They always made the time to attend the events and meet with individuals. I personally have found Lisa to be very responsive and dependable as I invited her to present about the relay services to Deaf Studies students at Phoenix College.

Hamilton Relay customer service is friendly, knowledgeable and helpful. They respond in a timely manner and ensure that customers are satisfied and their issue is resolved.

Hamilton Relay believes in giving back to the deaf and hard of hearing communities. They recognize individuals who are hard of hearing, latened deaf or having difficulty speaking during the Better Hearing and Speech Month and individuals who are deaf during Deaf Awareness Week. They also provide a High School Scholarship fund to those students who are seniors in High School and are deaf, deaf-blind, hard of hearing or having difficulty speaking. This really inspires me because Hamilton Relay recognizes individuals who contribute volunteerism to their communities.

Hamilton Relay also continues to develop innovative communication technology for the deaf and hard of hearing communities to improve their quality life. Hamilton believes in functionally equivalency for people who are deaf, deaf-blind, hard of hearing and having difficulty speaking.

I wholeheartedly endorse Hamilton Relay as a wonderful TRS provider for your state's consideration to award the contract to them. They have provided top-notch service!

Sincerely,

Kay Hilder, M.A., M.S., CI/CT
Program Director
Deaf Studies/Interpreter Preparation

MAIN CAMPUS
1202 West Thomas Road
Phoenix, AZ 85013
(602) 285-7800

PC DOWNTOWN CAMPUS
640 North 1st Avenue
Phoenix, AZ 85003
(602) 223-4000

GO FAR, CLOSE TO HOME.
phoenixcollege.edu

A Maricopa Community College.

To Whom It May Concern:

I commend the people at MD Relay who have helped me receive service for the Cap Tel Phone. They were personable, informative, and very helpful with the process of having the phone set up in my home to the operators allowing me to read the captions. The evaluation process was easy and they were very helpful with trying to find a phone to meet my needs. My phones were installed at my house and any questions that I had were answered. We tried out the phones to be sure that they were working and I was shown how to use them. I received written information and was encouraged to call if I had any questions.

The Cap Tel Phone has been wonderful for me. I have a mild hearing loss with my hearing aid and cochlear implant. My former employer expressed concerns about my hearing capabilities. To satisfy their concerns I contacted state agencies seeking assistance in finding technologies that would assist me in the workplace. Over the years the sound quality of telephones has diminished due the increased use of inexpensive cell/cordless phones. People who wear hearing aids frequently hear background noise when others call them. I think the Cap Tel Phone is great because it is easy to use and provides real-time text of the caller's spoken word. The Cap Tel Phone has help to alleviate me from frustrations of trying to understand important conversations on the phone. I can now read the captions on the phone while the caller is talking so that I can completely understand them.

The Cap Tel Phone has empowered me by giving me confidence in making important phone calls for my family or myself. I am confidence that I will not miss any information relayed to me. Even after I hang up the phone, I can scroll back on the caption and read over the conversation that I had to make sure that I did not miss anything. If I receive a call late at night, I now have a lamp connected to the phone at my bedside that will wake me up so that I will not miss an important call.

The most important thing that the CapTel Phone has provided for me is connecting with my family and friends. I can call them at any time and engage in a conversation that is meaningful to me.

My sincere thanks and appreciation to MD Relay for helping people like me with hearing loss.

Sincerely,

Debbie Ropiski
708 MacPhail Court North
Bel Air, MD 21014

DEAF-BLIND CONTACT CENTER, INC.

DEAF-BLIND CONTACT CENTER INC.

April Campbell
Bid Writer
Hamilton Telecommunications
1001 12th St.
Aurora, NE 68818

To Whom It May Concern:

I would like to provide a letter of reference for the Hamilton Telecommunications company's Relay service for the state of Florida. The Deaf-Blind Contact Center is a non-profit organization that provides social and enrichment opportunities to those that are Deaf-Blind in our area. Many of our members still rely exclusively on the TTY, as they are unable to take advantage of the new Video Phone services. Hamilton Relay Service has been instrumental in facilitating their communication needs. The Relay Service has worked hard to get the information needed to the community; they have had exhibitor tables at many of the Deaf-Blind events, and spread the word about their services whenever possible. They have participated in the Annual Health Fair and the ASL Festival at Northeastern University, and have participated in the Deaf-Blind Awareness Day at the State House. They have provided scholarships to deserving high school seniors as well. They are a true benefit to our community, and many of our members would not be able to communicate effectively without their services.

I give my permission for Hamilton Relay to use my letter of reference in this and any future state bids.

Respectfully,

Brian Mansur
Program Coordinator
Deaf-Blind Contact Center

215 BRIGHTON AVENUE, ALLSTON, MA 02134
TTY/ (617) 245-4925 V/text (978) 809-1160
VP: (617) 206-3841 FAX: (617) 254-4929
E-MAIL: dbccoffice@gmail.com

Institute on Disabilities
TEMPLE UNIVERSITY®
College of Education

Pennsylvania's University Center for
Excellence in Developmental Disabilities
1755 N 13th Street
Student Center, Room 411S
Philadelphia, PA 19122

phone 215-204-1356 (voice/TTY)
fax 215-204-6336
email IOD@temple.edu
web www.disabilities.temple.edu

To Whom It May Concern:

On behalf of the Institute on Disabilities at Temple University, I would like to take this opportunity to state my support of Hamilton Relay in its efforts to be selected to provide TRS and Captioned Telephone Relay Service.

The Institute on Disabilities (Institute) through a contract with the Office of Vocational Rehabilitation and with funds supplemented through Pennsylvania's Initiative on Assistive Technology (PIAT), has administered Pennsylvania's Telecommunication Device Distribution Program (TDDP) since 2007. Part of the TDDP activities include consumer outreach, education and training, and Hamilton Relay has been key in helping the Institute reach out to consumers in Pennsylvania, through collaboration with trainings, as well as distribution of our program materials during their outreach events and trainings. Lauren Cramer, Outreach Coordinator for our region, has partnered with our staff to host events and been a reliable source of information for our staff and subcontractors. Through the pilot program, CapTel Follow-Up, she has helped us by supporting our consumers who have questions about their CapTel phones.

Our experience with Hamilton Relay has been positive, and I would recommend them to provide relay services. Please feel free to contact me if you have any questions.

Sincerely,

Amy S. Goldman

Amy S. Goldman
Co-Executive Director
Institute on Disabilities
215-204-3862
Amy.Goldman@temple.edu

2982 Deerwood Circle
Dubuque,Iowa 52003

May 14,2010

To Whom It May Concern:

I want to offer my enthusiastic endorsement of Hamilton Relay Communications Services. Over the past several years I have observed an improvement in services with the Iowa Relay. As a Deaf Iowan who lives practically entirely in the "hearing world" as a health practitioner, educator, and community activist communication is especially important to me.

Recently, I had installed the Captel Hamilton Relay choosing Hamilton because of their excellent service with Iowa Relay. Their Outreach Project Manager, Ms Lori Sporrer, was exceptionly capable, patient and cooperative in this endeavor. I cannot imagine any other company surpassing the excellent record Hamiton has had the past several years with the Iowa Relay when they employ such dedicated individuals such as Ms. Sporrer.

Best regards,

James Snyder, D.D.S., F.A.G.D.

Angelina Ortiz
1693 Magnolia Drive, Unit #103
Lake Havasu City, AZ 86403

July 11, 2014

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

Dear Mr. William,

Using Hamilton Relay services has been a spiritually and physically liberating experience for me because as a Deaf consumer I find Hamilton services perfectly customized to my needs.

As a Deaf Advocate, I am constantly on the go and having readily accessible services to facilitate my needs has freed me from the chains of a landline telephone and TTY. Because of this positive experience I have encouraged many Deaf to whom I provide services for to register for Hamilton's excellent services.

I feel that Vermont will benefit 100% from Hamilton services. Not only that, but its representatives are one of the best, very knowledgeable, efficient, understanding and friendly but also technologically savvy. Lisa Furr has been one of our strongest advocates as she leads us into the next technological age as technology changes faster than we can keep up. Thanks to her, we are at the top of our game as much as we can.

The fact that I can call at any hour of the day or night for assistance or more information makes Hamilton one of the top Relay Services.

Feel free to contact me at a_t_ortiz@yahoo.com if you have any further questions or need more information.

Sincerely,

Angelina Ortiz
Deaf Advocate
Mohave County, Az
928-846-4116
a_t_ortiz@yahoo.com

doit
STATE OF MARYLAND
DEPARTMENT OF INFORMATION TECHNOLOGY

MARTIN O'MALLEY
Governor
ANTHONY BROWN
Lieutenant Governor

Isabel FitzGerald
Secretary

July 11, 2014

To Whom It May Concern:

On behalf of the Telecommunications Access of Maryland (TAM), I would like to take this opportunity to inform you about the positive role Hamilton Relay has played in the equipment distribution program. Two of Hamilton's employees co-locate in our State office with TAM staff. They perform a myriad of outreach activities for TRS as well as Captioned Telephone services. They partner with State staff to set up and implement education and training sessions as well as consumer outreach events. Their networking and outreach work have helped grow the equipment distribution program by introducing new consumers to the services the program offers.

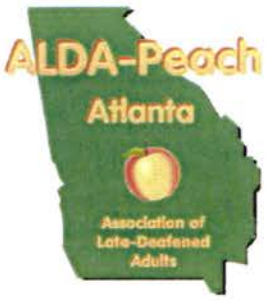
A number of clients have stated that they enjoyed the presentations performed by Hamilton's two outreach team members and greatly appreciated the information given to them. During outreach events and educations/training sessions State employees have observed Hamilton outreach employees showing their knowledge of Relay and the equipment program, enthusiasm, and approachability.

Our experience with Hamilton Relay in regards to the equipment distribution program has been positive and I would recommend their services to other States.

If you have any further questions, please do not hesitate to contact me.

Sincerely,

Brenda Kelly-Frey
Director, Telecommunications Access of Maryland
Department of Information Technology
410.767.5891 (V/TTY) or 800.552.7724 (V/TTY)
VP-443.453.5970
Brenda.kelly-frey@maryland.gov



ALDA-Peach (Atlanta)
a chapter of
the Association of Late-Deafened Adults, Inc.

www.aldapeach.org

July 11, 2014

April Campbell
Hamilton Telecommunications
100112th Street
Aurora, NE 68818

Dear Ms. Campbell:

I am currently president of ALDA-Peach, a chapter of the Association of Late-Deafened Adults. I want to strongly recommend Hamilton Telecommunications to be the relay provider for Florida. We love the support we get from Hamilton and Ellen Rolader has been terrific.

Ellen has attended several ALDA-Peach events and sends frequent updates to be included in *ALDA-Peach Fuzz*, our monthly newsletter. She has even been to members' homes to ensure they are familiar with their equipment.

I personally sign fluently so I use a video phone. To ensure I got proper feedback from our members, I sent a request via our yahoogroup. Everyone was very positive! There was some mis-understanding about one of the feature's name and Ellen immediately jumped in and explained it all very clearly. As someone who is technically incompetent, I can say even I understood it!

The support Hamilton gives us is without precedence. Not only do you provide financial support for *ALDA-Peach Fuzz*, but you send us up-to-date content about your services. You have also supported our website. I think we have a terrific win-win relationship! Best of luck through the bidding process!

Sincerely,

Robin Titterington
2014 ALDA-Peach President

Yael Shaner
2774 N Druid Hills Rd NE
Atlanta, GA 30329
404 857 0461
yaelshaner@yahoo.com

April 4, 2014

April Campbell
Hamilton Telecommunications
1001 12th St.
Aurora, NE 68818
april.campbell@hamiltonrelay.com

The purpose of this letter is to express support for Hamilton Relay and Ellen Rolader, Georgia Outreach Coordinator. I am the recent past president (2012-2014) of the Associated of Late Deafened Adults, Atlanta Chapter (ALDA-Peach).

Our organization is comprised of adults who lost their hearing after they learned an oral language. Our members have hearing loss ranging from deaf to mildly hard of hearing; most of us consider ourselves to be in the category of "hard-of-hearing." While we do have a few members who use ASL, most of our members use English as their primary communication. Consequently, the technology services coupled with excellent customer service provided by Hamilton CapTel are invaluable to us.

Ellen Rolader has shared with our group at two meetings about CapTel and Web CapTel services, including the Hamilton CapTel Call Me# app for smartphones. Ellen's presentations were professional and informative. She welcomed questions and provided clear answers so that we could better understand how the services work.

Ellen has gone way above and beyond in customer service by meeting Hamilton CapTel users outside of normal business hours to help them learn to use the Hamilton technology. Additionally, it's always a joy to see Ellen at the frequent local expos and exhibits in our area. She greets everyone in a professional and cheerful manner, and always with the goal in mind of being helpful.

Hamilton has generously sponsored our newsletter for the past few years, which we have much appreciated. While there are a number of services available for deaf people who rely on sign language (rather than English), there are few who are truly supportive to the hard-of-hearing. We know that if we need assistance from Hamilton and Ellen Rolader at any time, they will be available and responsive to our requests.

Sincerely,

Yael Shaner

Yael Shaner

Jerusalem House

17 Executive Park Drive NE
Suite 290
Atlanta GA 30329-2220
Phone: (404) 350-1633
Georgia Relay 711 connect to:
(404) 350-1633
Fax: (404) 351-4816
www.jerusalemhouse.org

April 23, 2014

Ms. April Campbell
Hamilton Telecommunications
1001 12th St.
Aurora, NE 68818

Dear Ms. Campbell:

I am writing in support of Hamilton Relay.

Hamilton Relay provides a valuable service to our community by providing the current Georgia Relay services, making telecommunication simple, dependable and convenient for people who have difficulty using a standard phone.

We contacted Ellen Rolader and Hamilton Relay through the Georgia Relay website after the City of Atlanta issued new Section 504 requirements last year. Thanks to Ellen's rapid response to our inquiry, our staff were informed and trained within a few weeks of initial contact. Jerusalem House is now a Georgia Relay Partner.

Sincerely,

Charlie Frew
Executive Director

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

July 11, 2014

To Whom It May Concern:

I am the Outreach Chairperson for the Hearing Loss Association of Pennsylvania, an affiliate of the Hearing Loss Association of America. I am late deafened due to Meniere's disease. I had sudden onset of hearing loss in my 40s and now have a cochlear implant. I have always been a part of the hard of hearing community. I am an advocate for those with hearing loss and am active in many events where I present programs for "Coping with Hearing Loss". I also do staff training for persons who are trying to communicate with those with hearing loss. I do not use sign language . Even before I had cochlear implant surgery, I used my residual hearing to communicate .

In the past 2 years I have had the pleasure of working with Lauren Cramer. She has been most helpful and informative at Hearing Loss of Pennsylvania chapter meetings and , most recently , at the Hearing Loss Association of Pennsylvania's annual banquet, April 29, 2012. She is supportive and well versed in Hamilton Relay's offerings to help persons who are hard of hearing as they struggle to communicate on the telephone. She is a very understanding. compassionate,and patient individual. I have a lot of respect for her.

When I suffered sudden hearing loss, I was a participant in the trials for the Captel telephone in Pennsylvania. What an exciting experience for me to use this phone and be able to once again use the telephone after I was totally isolated from my friends and family. Most importantly, at that time, I was sole proprietor of a very successful business and was devastated when I could not talk on the telephone. However, with the aid of Captel, I could continue to schedule my own appointments, consultations, and return calls to customers. I felt as though my independence was restored. So much of my business depended on the use of telephone communication.

I hope you will feel free to contact me if you require more information. My email address is Meyer@hla-pa.org. This is my preferred method of communication as I am very active with advocacy issues in the hard of hearing community and this is the best way to reach me.

Sincerely:

Carolyn Meyer

Outreach Chairperson

HLA-PA Advisory Council

Hearing Loss Association of Pennsylvania

To Whom It May Concern:

I have been profoundly Hearing Impaired all of my Life. I have been a Hearing HealthCare Provider for over 20 years.

When it comes to meeting my Patients needs Hamilton is the only outfit that is not biased and provides very nice service that goes beyond normal parameters. Other companies are quite not reliable. Hamilton simply does their job efficiently in a Old Fashioned Way that my Senior Patients and I expect, but sadly, is lacking elsewhere.

Thomas Mentkowski
Calif. Lic #2907
BC-HIS

Fred Nisen
1849 Shattuck Avenue, #307
Berkeley, CA 94709
(510) 981-1801
fnisen@covad.net

July 13, 2014

Curtis Williams, c/o Ms. Carlotta Stauffer
Director, Office of Commission Clerk,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Hamilton Relay
Docket No 140029-TP

Dear Mr. Williams:

I am writing to recommend Hamilton Relay (Hamilton) as a relay provider. I have Cerebral Palsy, which significantly affects my speech. I use Speech-to-Speech (STS) on a regular basis, in both my personal and professional lives. I work as an attorney representing people with disabilities. I have also recently been appointed to the Telecommunication Access for the Deaf and Disabled Administrative Committee (TADDAC) of California's Public Utilities Commission. However, I write this letter on behalf of myself.

In my experience, the Hamilton Communication Assistants (CAs) seem to understand me much more than the other relay provider in California. I am not the only STS user who prefers Hamilton. Call logs indicate that Hamilton receives a vast majority of the STS calls in California.

The ability to set up a profile is extremely helpful as it allows the CA to have access to a person's contact information and how the caller wants the call to proceed makes the call go smoother and quicker. Hamilton is the only relay provider in California to have the profile available on its website. This is helpful so people can make sure that their desires are written to state exactly what they want.

Hamilton is willing to go outside the proverbial box to meet the needs of people with disabilities. For example, Hamilton is participating in a pilot project in California by beginning a Visually-Assisted Speech-to-Speech (VASTS) service. With VASTS, using Skype technology and a webcam, the CA can watch the caller's lip and see the caller's gestures to better understand the caller. I use VASTS on a regular basis. Hamilton is the only relay provider in California that offers VASTS 24 hours a day, seven days a week. Also, and I think most importantly, Hamilton is the only relay provider in California that allows VASTS users to send instant messages to the CA to clarify hard to pronounce words or phrases. Hamilton set up a dedicated line for VASTS users, making it much easier for the user to assess the service.

Based on my experience with Hamilton, I highly recommend it as a relay provider. If you have any questions, please feel free to contact me at fnisen@covad.net or by dialing (800) 855-7400 and asking the CA to dial (510) 981-1801.

Sincerely,



Fred Nisen

To Whom It May Concern:

I am writing in support of Hamilton Relay as the service provider for Relay Iowa. This service is important for providing telecommunications for deaf and hard of hearing Iowans, and Hamilton Relay has done a great job of meeting those needs.

In my particular case, I use an Internet option called WebCapTel provided free of charge by Hamilton Relay. It allows me to receive voice-recognition captioning of my phone calls at my work, Pioneer Hi-Bred in Johnston, Iowa. As I looked for solutions to my own telecommunications issues, Hamilton's project manager Lori Sporrer was very helpful in explaining WebCapTel and quickly finding answers to my questions.

Lori has also made herself available to our local hard of hearing advocacy group meetings, educating members on the various services Hamilton Relay provides for Iowans. She has been very supportive of what our group, Central Iowa chapter of the Hearing Loss Association of America, is doing in our community. Given that she travels from northwest Iowa to participate in person with our small group of hard of hearing people, it is clear that she is dedicated to aiding those of us who struggle to communicate with others. She represents Hamilton Relay well.

Continuing to employ Hamilton Relay as the Relay Iowa provider will not only ensure an uninterrupted level of quality services, but also allow the professional relationships to continue that Lori Sporrer and others in her company have built with Iowans like me. Thank you for your consideration of this request.

Sincerely,

Martha K. Meyer

Martha K. Meyer
7590 SE 9th Ave.
Pleasant Hill, IA 50327

Feb. 9, 2011

Executive Secretary
Iowa Utilities Board
350 Maple Street
Des Moines, Iowa 50319

To Whom It May Concern:

I am writing this letter in support of Hamilton Relay Telecommunications Services and Lori Sporrer. I am a relatively new owner of a Cap Tel Telephone. I received my phone in mid-November. My hearing loss had made it almost impossible to use a regular phone, even one with a "boost" button. I have been very pleased with how my Cap Tel phone works. It has enabled me to once again make appointments, do committee work, and most important of all, talk to my family. The whole process of getting the phone and the service as I use it has been outstanding. I am very grateful for the help provided. I am sharing my feelings & experiences with Relay Iowa with others who have similar problems.

Thank you.

Sincerely

Lois Russell
Box 87
Paullina Iowa 51046

April Campbell

From: April Campbell [april.campbell@hamiltonrelay.com]
Sent: Tuesday, May 17, 2011 08:53 AM
To: 'april.campbell@hamiltontel.com'
Subject: FW: Ref email

From: Lindsay Visocchi [mailto:lindsay.visocchi@hamiltonrelay.com]
Sent: Thursday, April 14, 2011 05:42PM
To: april.campbell@hamiltonrelay.com
Cc: 'John Fechter'; 'Edward Kinal'; 'Paul Stuessy'
Subject: Ref email

Here is one ☺ I think I may have another one or two coming ☺

Lindsay

From: Margazcona@aol.com [mailto:Margazcona@aol.com]
Sent: Wednesday, April 13, 2011 9:28 PM
To: je.lyons@comcast.net; lindsay.visocchi@hamiltonrelay.com
Cc: Margazcona@aol.com
Subject: Re: favor

Hello Lindsay,
I am the user of Hamilton CapTel (have CapTel 800i) that Jan is referring to.

I love their service.. find the quality of relay is much better than my previous experience ... My assumption is that your relay operators are better trained.
Margaret Azcona
margazcona@aol.com

December 17, 2011

To Whom It May Concern:

Since I lost my hearing 13 years ago and received a cochlear implant, my largest hurdle was the telephone. Recently I received information regarding captioned service through Iowa Relay and thus began my journey of obtaining a captioned phone service. Everyone was so helpful in advising and getting me set up.

Lori Sporrer, Outreach Project Manager has assisted me in getting started with this service and answered any question I had. She made it real easy for me to understand and I am so grateful for CapTel and Hamilton Relay. I no longer have to hand my phone To my husband to interpret for me, I can carry on a decent conversation with my friends And family.

I am thankful for the individual who gave me the brochure regarding CapTel and Hamilton services and thus began my journey of talking and listening (reading caption) on the phone.

I love my captioned phone. Thank you Lori and all who have helped me get this far.

Sincerely

Bonnie Kirkholme

April Campbell

From: Cady Lear [cady.lear@hamiltonrelay.com]
Sent: Thursday, March 01, 2012 10:45 AM
To: 'April Campbell'
Subject: FW: phones

This is a letter you might want to keep on file.

Cady

From: Marilyn Grause [mailto:mgrause@cox.net]
Sent: Wednesday, February 29, 2012 11:00 PM
To: Cady Lear @TAP
Subject: phones

Cady,
It has taken me much too long to tell you how much I appreciate your help setting up my new caption phone. Thank you so much for your help in placing the order and helping me to understand what was available to me. I needed help in determining what options would work for me, and you are exactly the one that could help me make those decisions. It is so helpful to me to have someone work with me who really understands the problems I face when using the phone. I am really liking the captioned phone that works even when someone calls me! I have found myself much more comfortable using the phone and I even use it more often! I used to avoid making any phone calls and now I don't have that anxiety. Thank you. Thank you.
I also want to thank you for helping me set my cell phone to use captions. I must admit I have not done that yet. I use that phone primarily for emergencies and text messaging! But, I have your written instructions and feel that I can use that phone now if I really need to.
You have been very helpful...and it has been such a pleasure to work with you. I know that you are willing to help me if and when I need any help. That is a comfort to me.
Sincerely,
Marilyn Grause

****
CONFIDENTIALITY NOTE:
This email and any attachments are confidential and may be protected by legal privilege.
If you have received this email in error, please immediately notify the sender by return email and delete all copies of this email.
****

Dear April,

I am Hard of Hearing. I purchased a Captel phone about two months ago. I have used this phone a great deal. It has assisted me a great deal in understanding people who call me. I have recommended this phone to many of my friends. I received excellent assistance from Courtenay Petracca, Captel representative. This company would do a great function for the Hard of Hearing people of Kansas.

John S. Kanakry, Retired Elementary School Principal, Pawtucket, R.I. 2/10/2013

James Litvack
3459 Post Road #208
Warwick RI 02886

6/20/13

To Whom It May Concern,

I would like to share my positive experiences with Hamilton Relay since they were awarded the contract to provide Relay Services in the state of Rhode Island. I am deaf and have difficulty using the phone. Before Hamilton took over I frequently experienced busy signals when attempting to call the state relay services. I can honestly say this is something I never experienced when Hamilton began to provide services.

Currently I use Captel services. I have found this service to be invaluable in allowing me to use my own voice when calling friends and families. Although I am not able to hear completely on the phone this service allows me to hear the person I am calling making it easier for me to identify what their mood is during the conversation.

I have also personally witnessed the excellent work that their state outreach coordinators do. When someone has difficulty making the technology work all they have to do is call Hamilton and someone comes to work with them to resolve the issue. I believe that as technology advances and there are more ways to access relay services it is going to become more and more crucial to have informed outreach people to work with and educate people in how to utilize Relay. In many cases a potential relay user is a late deafened elderly user experiencing "newfangled" technology for the first time.

Sincerely,

James Litvack

July 14, 2014

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

Dear Mr. Williams,

This email is in reference to the **Request for Proposals** for the Florida state government bid on relay services.

My name is Dennis Lewis and I am a lifelong residence of the state of Louisiana I have been a customer of Hamilton Telecomm (Louisiana Relay Services) since it beginning here in Louisiana. Back then, they offered a few services. Over the years Hamilton has grown rapidly, always leading the way with the most up to date technologies as they become available, this has made for a very satisfactory relationship between Hamilton Telecomm and me.

Hamilton work with the public, they are also involved with many businesses, the State of Louisiana, schools and many other organizations with their outreach programs which provide resources to help businesses throughout Louisiana.

I am profoundly hard of Hearing now and have struggled with the telephone for so many years. In 2008 Mr. Brinkmann, the Outreach Coordinator for Hamilton introduced me to a new service called web CapTel. In all honestly I gave it lip service, being too busy to look beyond the 2LVCO service I used.

Mr. Brinkmann was patient and waited for the right opportunity to reintroduce me to this service and the second time around it clicked for me. I handle more customers and deal with more orders than I did last year. Of course I work more now and have more family members in my network but to be truthful, I do not know what I would have done if I had not encountered Mr. Brinkmann years ago. My evolution with changing telecommunication technology has brought me joy at being able to communicate with the world, business customers, my families and friends. I think you will find that they care about their customers. At least I can speak from experience. I hope the state of Florida will consider Hamilton relay as your next state relay service. Thank you,

Sincerely,

Dennis Lewis
366 North 15th Street
Port Allen, La. 70767

619 N. Liberty St. Ext.
Perryopolis PA 15473
724-736-2000
hearfayette@gmail.com

July 14, 2014

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

Dear Mr. Williams,

This letter brings compliments and recommendations about Hamilton Relay in Pennsylvania, and particularly, my endorsement of the fabulous CapTel 800i.

Recently, I read that a person who cannot carry on a phone conversation is labeled as "deaf." If that's so, then captioned telephone conversations are erasing the "deaf" label for many thousands of people who need the visible words to understand what is being said.

Captions are a necessity–not an option–for people like myself. By using the CapTel for the past one and a half years, I have been able to comfortably handle all phone calls here at home and at our program center where we also must use the CapTel. There is no other choice.

Stumbling through a phone call without captions is a torture for people with hearing loss. Besides the anxiety for ourselves, we also anticipate the response from the person on the other end of the phone. From past experience, we realize that the cycle of irritation and frustration will eventually reaffirm the suspicion that we are unable to participate in what seems to be the easiest exchange of information in the world.

Having a Hamilton captioner listen for me and use the technology to send the words to me on the phone is a service that I cannot do without, and I appreciate their skills and professional training. In its own way, Hamilton is boosting the self-confidence of many people with hearing loss.

Through our online group of persons with hearing loss, we discuss our hearing deficits and the solutions that exist to help us. The CapTel 800i is brought up constantly as the phone of choice.

Please tell all your employees and everyone that people appreciate their hard work, dedication, and most of all the words that they are producing for us.

Sincerely,
Cathy Zimmerman

July 14, 2014

Hamilton Relay

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

Re: Lindsay Visocchi

Dear Mr. Williams,

I would like to let you know how I met Lindsay Visocchi.
She was representing for Hamilton Relay at the support group
For Cochlear Implants and Hearing Impaired at the meeting on
February 4, 2012

Lindsay is very personal, charming and eloquent with her communication
And teaching us other opportunity in hearing on the phone with better
communication skills available to the public.

She is wonderful and quiet helpful and delightful in the problem area for me
I had purchased the Captel phone and had trouble with the hook up.
Then I had to buy a new cell phone in order to get the Hamilton Relay apps
downloaded and to use the features in close captions. Lindsay is so helpful
and such a pleasure to work with. I really appreciate her services and time with me.

Thank you,

Terri Jo Maddox
2214 Sundale Drive
Rancho Cordova, CA 95670

July 15, 2014

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

Dear Mr. Williams,

I am a resident of Arizona and I have been using the Arizona Relay Service for many years. During the 5 years that Hamilton Telecomm was the relay provider for Arizona I was always very impressed with their service and how they make a point to give back to the community. Hamilton staff members, including Lisa Furr, attended many community events throughout the state and provided excellent outreach and customer service to the community.

I can confidently recommend Hamilton as the relay provider for Florida.

Sincerely,

Michele Michaels
4250 E. Jicarilla St.
Phoenix, AZ 85044
MMichaels1@aol.com
480-248-9318

July 15, 2014

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

Dear Mr. Williams,

I would like to recommend Hamilton Telecommunications for your TTY Relay Service in the state of Florida.

I am a profoundly deaf volunteer hearing loss support specialist in Phoenix, AZ, serving the hearing loss community in various capacities. Telephone communication is a huge source of anxiety for the deaf/hard of hearing individual. Depending on others to make and receive professional and personal phone calls robs one of independence and results in frustration, lack of privacy, and missed opportunity.

Hamilton Telecommunications Relay offers the gift of independence, connection, and security to many, many deaf/hoh people. This service assures easy and accessible communication with family, friends, and professionals. The telephone is no longer a stressful experience and becomes a pleasant part of daily living.

Hamilton Telecommunications provides excellent service and education for the deaf/HOH community. The personnel are knowledgeable, helpful, and eager to provide independent telephone usage. I encourage you to consider and choose Hamilton to provide relay services for your area. The Florida hearing loss community will be well served.

Sincerely,

Elizabeth Booth

July 16, 2014

101 Depot Street
Dennisport, MA 02639

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

Dear Mr. Williams,

As a user of the Massachusetts Relay System, provided by Hamilton Relay, I was asked if I would write a letter of reference regarding the quality of service provided to the citizens of Massachusetts by Hamilton Relay.

Over ten years ago, I learned of this Relay System for the deaf and hard of hearing and have been using this system ever since; I could not function independently without it! These past few years that Hamilton has provided this service, I have experienced exceptional service, very prompt response to my dialing up the relay number and infrequently a wait of less than 30 seconds. The quality of the typists that relay the voice-to-text to my TTY(text telephone) is very good and very few words are ever missed.

The TTY was invented by a deaf Amateur Radio Operator, Robert Weibrecht, who as a radio operator used Morse Code to communicate but was unable to utilize voice communications and this problem led to his invention, which today is a very sophisticated communication system which should not be denied to anyone in this country with a hearing or speaking problem. Notice, that I added people with a speaking infirmity; these people can also use the TTY and they will just type on the TTY keyboard; I can speak, so I use a method called 'Voice Carry Over'. As an aside note, I am also an Amateur Radio Operator, who can not longer use voice communications but have no problem with Morse Code (as one's level of deafness progresses, the ability to discriminate sounds make is very difficult to carry on an audio discussion, but generally for those with a hearing loss less than profound, they can hear some sound and that is all that is needed to distinguish the dah and dits of Morse code.

Sincerely,

David W. Swanson

Jean Kalman
1204 Greendale Ave, Unit 110
Needham, MA 02492

July 15, 2014

To Whom it May Concern:

My name is Jean Kalman. I have been deaf since birth and have relied on TTY and Relay services ever since they became available to me. I rely on relay services both in my career and my personal life.

In Massachusetts, Hamilton Relay operates as MassRelay. I use their services whenever I need to contact a business or organization where a direct TTY call would not be possible. From calling the IT help desk at work, to making personal appointments, the service Hamilton Relay provides allows have this communication without the need to rely on others.

Recently my company began looking into their emergency communication plans, and how they would notify me should an emergency impact operations at work. My company did not completely understand the relay process. When I reached out to MassRelay, they sent someone over to explain the process, and then introduced us to a representative from the Massachusetts Commission for the Deaf and Hard of Hearing to further assist us.

I have been very happy with the MassRelay / Hamilton Relay. Whenever I have used their service, I have had no trouble getting through to an operator. With so many companies using computerized switchboards to direct calls, the relay operators have been great at helping to navigate through the menus and entering the appropriate information.

I believe that if you were to use Hamilton Relay for your relay services, you will be very happy with your choice.

Sincerely,

Jean Kalman

July 15, 2014

To whom it may Concern:

I have been using my Cap Tel phone for two years and I am delighted with it. It has been a God-send when I communicate with people over the phone. I use most of the features on the phone with much satisfaction.

My service representative, Moira Hennessy, has been very patient and informative. Hamilton Relay Service with its customer support has been professional and prompt in answering my questions or trouble shooting for me. I do not hesitate recommending them to my friends who are hard of hearing.

I give my permission for Hamilton Relay to use my letter of reference in this and any future state bids.

Yours truly

Alice Costa

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

July 17, 2014

RE: Hamilton Relay

To Whom It May Concern,

My name is Anne Marie Killilea. I am a late-deafened adult and have been also a nurse for over 30 years. I became profoundly deaf 10 years ago and am unable to clearly communicate using a regular telephone. While I have bilateral cochlear implants to hear with most phones, either because of their make or model, are totally useless to me to hear with. Being a nurse, I need to accurately communicate with my nursing faculty, nursing students, and various hospitals that I teach the clinical portion of nursing education in.

The TTY system of communication is the best way that I can manage my life as a nursing professor. I have taught many nursing students how to use the TTY and also my co-workers. I also have taught the support staff at Bunker Hill Community College to use the TTY because we are also having an increase in enrollment of students who are mild to profoundly deaf and will be using this TTY throughout their education.

Hamilton Relay service provides me with the extra support when I need it. For instance, I was hung up on by a person who works at BHCC who did not understand what the TTY system is and how it works. I made a few calls and contacted the Massachusetts Commission for the Deaf and Hard of Hearing seeking to orchestrate a seminar to teach this person and others how to use the TTY. Within a very short period of time I was connected to Karen Keefe, Community Relations Manager for Hamilton Relay, who set up the power point slides and provided information to hearing people on how to respond to deaf and HOH people using the TTY. We set a date for this seminar and she was excellent in her approach to the audience. I could not have done have made a better presentation without her. This is just one way that Hamilton Relay supports the deaf and HOH population.

I strongly support the nod towards Hamilton Relay and know that Florida deaf and HOH people will greatly benefit by their service in providing excellent communication assistance for all disabled people.

Sincerely,
Anne Marie Killilea, MSN, RN
Associate professor in Nursing Education
Bunker Hill Community College
250 New Rutherford Ave.
Charlestown, Mass., 02129

July 18, 2014

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

To Whom It May Concern:

I am writing this letter in support of Hamilton Relay Telecommunication Services on behalf of my parents, John and Jeanne Gannon, who are deaf residents of Iowa.

My parents utilize their CapTel phone, which allows them to communicate by reading the text of the conversation. We initially had some issues setting up the phone and understanding the functions, but we were provided excellent customer service.

Lori Sporrer, the Outreach Project Manager, has been excellent to work with and we appreciate her efforts on behalf of the deaf and hard-of-hearing community in Iowa.

We have found the services provided by Hamilton Relay Services to be outstanding and we hope to remain in partnership with them in the future.

Sincerely,

Brenna Kahler
On behalf of John & Jeanne Gannon

To Whom It May Concern:

My name is Wanda Schopis. I want thank the Hamilton Relay representative for the help and benefit. Because I've been without a TTY for many years but now thanks to her help.
I'll be able to start using again. I don't think I would have been abel to do that without her help. So awesome!

I ask that you keep Hamilton Relay going; because we can't be without them!

Sincerely,

Wanda Schopis

Wanda

After 20 years of having my own business... I had to stop because I no Longer could hear on the Phone...

And I Loved what I did! Anyway I was At the point of being shut off from the world and extremely

fearful of the telephone - even just ringing because I knew I couldn't respond " —— "

Then a miracle happened Lori Sporrer scheduled a time to come visit me ... my biggest issue because of also being Legally Blind

Was I couldn't
See the Point size
on the Phones
- To make a Long
Story Short She
Just happened to
have this Phone
that just came
out in her Car
Let's Look at it
She Suggested
It was a 800;

and it is my Miracle - I have started to use the Phone again and have gained back some independence. Please give Lori S. a raise! Thank you for my Miracle!

Sherri Myers
Humboldt IA

5

The raise Should go to

Lori Sperrer
Outreach Project Manager
PO Box 295
Manning IA 51455

Thank you
Hamilton Relay
A Miracle

1504 McKinley Drive
Ames, Iowa 50010

To Whom it May Concern,

I am a late-deafened adult and use Relay Iowa, provided by Hamilton Relay, for all my phone calls. I am very happy with the Voice Carry Over service that I receive. My incoming and outgoing calls are set for VCO, so I don't have to ask for it each time. I like to be able to use voice, as my speech is still understandable, and it is faster than typing. Also, I prefer to be able to speak to the relay operator (CA) directly for calls that involve a switchboard or for difficult calls. I've always found the Communication Assistants polite and helpful. I hope your state will contract with Hamilton Relay for Relay services.

Sincerely,

Nancy Applequist

To Whom It May Concern:

I am pleased to share with you about Hamilton Relay services. I have found that Hamilton Relay provides excellent service including outreach, customer service and giving back to Deaf and Hard of Hearing community.

My experiences with Lisa Furr, who was the outreach coordinator and account manager and with Hamilton Relay services to be a awesome provider. They have reached out to educating variety of populations in AZ. They always made the time to attend the events and meet with individuals who is in need to have one on one sessions.

Hamilton Relay staffs are friendly, knowledgeable and very helpful. They respond in a timely manner and ensure that customers are satisfied and made sure all the concerns has been resolved.

Hamilton Relay gives back to the community by providing High school scholarships to students who are seniors as well as giving recognitions to individuals who has done an outstanding job in helping the communities during Deaf awareness week. This shows how much Hamilton Relay wants all individuals to succeed in life.

You'll not be disappointed with Hamilton Relay services if you chose to have contract with them. Should you have any questions, please feel free to reach me thru email. it is raerae5000@gmail.com

Many Thanks,

Rae Henson
raerae5000@gmail.com

105 Pleasant St
Northborough, MA 01532
March 20, 2014

Dear State of Florida:

I am writing in regard to Hamilton Relay who is being considered as the relay service provider for the state of Florida. I am person with hearing loss and have had opportunities to work with Hamilton Relay in both Massachusetts and Rhode Island.

Hamilton Relay provided quality service and performance in providing the relay services in both states. In addition, the outreach coordinators in both states also provide superior customer services in sharing information of their products. In Rhode Island, I had provided assistive technology demonstrations to various groups and businesses, the former RI's outreach coordinator; Mr. Sean Gill also had accompanied me in this venture. Mr. Gill provided important information regarding the relay service particularly to businesses that may not be aware or have a full understanding and importance of this service. The Deaf and Hard of Hearing who rely on relay can be the "forgotten or underserved "market to these businesses. In addition to businesses, we also provide demonstrations to human services agencies and various consumers groups. The current Outreach Coordinator for Rhode Island, Courtenay Petracca has enthusiastically assumed her role and has been connecting with a wide variety of venues to market this service.

I have also had the opportunity to interact with Karen Keefe, the former Massachusetts's Outreach Coordinator (MASS Relay powered By Hamilton) who also provided similar services in that state as well. Mrs. Keefe had been highly successful in making important connections to different sectors in educating and providing information and technical support. Again, I had the opportunity to meet Ms. Moira Hennessey, the MA Outreach Coordinator as well and she has been very busy in connecting with customers, businesses and agencies.

Both MA and RI's Hamilton Relay have been quite successful in reaching out to the Deaf, HOH, Hearing and Speech disabled groups.

I strongly recommend for the state of Florida to consider Hamilton Relay to continue to be the provider for its consumers and businesses.

Should you require any additional information, feel free to email me at cthom27062@aol.com

Sincerely yours,
Christine Thompson
Christine Thompson, MSW

To Whom It May Concern

I am writing this letter in support of Hamilton Relay ~~TRS~~ Communication Service on behalf of my husband.

He has been completely deaf for 27 yrs. We saw a demonstration for Captel phones advertised in our local paper. We went to see it & got papers to get one immediately.

Jerry was a little hesitant at first about using it because he hadn't talked on a phone in 27 yrs. Our friends were surprised to hear his voice again & say how good it is to talk to him.

Also now he can call me if I'm on my way to get pasta or other things & tell me if he needs something else. It's saved a lot of time & extra trips. He feels a lot more independent cause he doesn't have to find somebody to make a call for him.

We really appreciate how much the Captel phone has helped make our lives better.

Yours Truly
Doris Boebbe

Curtis Williams
Director, Office of Commission Clerk, Commission
2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850
Docket No. 140029-TP

Dear Mr. Williams,

I am 83 years old and live in an Independent Retirement Community in Topeka. Cady Macfee had a display here one day about the CapTel telephones. I talked with her about the phones and she offered to come to my apartment & show me how it works. She came the next day, hooked it up to my computer, instructed me how to use it, and left it with me for a week. I liked it so well I ordered one. She came back a week or two after that and installed the phone for me.

Cady is so nice and is good at her job! She was very patient in teaching me and gave me very thorough instructions on how to use the phone. The instruction book that comes with the phone is excellent, too – the instructions are very easy to follow. I think Cady was here four different times altogether. She has offered to come help me any time I need help with the phone.

I'm getting along very well using my new Captel phone, and I love it! The sound quality is very good. I can hear better on it than any phone I have had yet. I use the Captions quite a bit, but not all the time. Today I had a voice message that I couldn't understand at all. It was a relief when I turned the Captions on and could read the message which a friend had left. I have very poor hearing (even with my hearing aids) and it seems to keep deteriorating. I will probably need the Captions more and more as time goes on. I am so thankful I happened by Cady's display that day – I didn't know there was such a phone as the CapTel. It is amazing to me. It is so frustrating and disappointing when you can't understand someone. The sound quality of the phone is so good, and the Captions are so helpful it is making a big difference in my life!

Thank You so much for my new CapTel phone!

Greta Kelsey

I give my permission for Hamilton Relay to use my letter of reference in this and any future state bids.

As an active member of several HOH, Late Deafened and other HLC (Hearing Loss Community) groups for a number of years (since 1988), I have had an opportunity to work with and evaluate several different companies who provide equipment and services to our communities (HOH, Deaf, deaf, vision impaired and others). I have served on a number of panels and committees focusing on a range of topics including captioning, cochlear implants and veterans services. I was born hearing, grew up HOH and became deaf. I have a cochlear implant (Advanced Bionics) received in 1994. I have learned ASL. I am part owner and run a construction company.

Hamilton Relay, and their employees, individually and collectively, are very positively focused on providing a good service with good equipment. They have shown themselves to be open to criticism and willing and able to improve their products and services. This is important.

More importantly, Hamilton has shown vision in their willingness to encourage and support the integration of the communication between different parts of our community. This has already started and the benefits are obvious. The first benefit is to the individuals within our community. The growth and support of our very important social groups. As these develop, the connections will provide an opportunity for individuals to learn about the different technologies available and how to make use of them. Hamilton has put the development of this social structure ahead of quick, superficial marketing strategies. It turns out that the benefit to the community will, over time, provide benefit to the company, Hamilton. This is an investment in social good, which, over time, will result in good business. I'd like to support this priority, this recognition that doing good is doing well.

Thank you,
Richard (Rick) Rutherford
HLAA
ALDA
BEA (Bionic Ear Assoc)
BIA (Batteries Are Included)

My name is Kurt Eid and I have been a captel user for 6 years. I would recommend this service to others. The state program have been very helpful to get me the phone and I enjoy using it. I'm very pleased to use captel. Without it I would be lost.

Signed Kurt Eid.

To Whom It May Concern:

My services with Hamilton, CapTel Customer Service and the new CapTel phone 840i has just been great! My world of communication is possible with this phone and I would be lost without it. Living alone and having to make business or personal calls would not be possible without this phone and services. I have had the services of CapTel since first receiving my first phone which was the CapTel 200 model many years ago. The newest model 840i is great and better in many ways and features. To have Marta Cagle as the Va. CapTel Outreach person is another asset covering the Fredericksburg area. She knows her job and is always available to assist in correcting problems as they arise and/or answer any questions. She also knows how to set up the phone in just a few minutes plus explaining all features about the phone. My world would be lost without her! She is also a great understanding friend! She also assisted me in getting the CapTel app for my smartphone phone. I love it and it helps me when I am away from home. I will just be happy to know that it will stay on to receive incoming calls, etc. upon some update of your revisions.

People who have not tried the CapTel phones, do not know what they are missing! I am glad Virginia has and supports this phone and CapTel services, etc. Keep up the good works for supporting the deaf and hard of hearing people in the state of Virginia .

Louise Stoneberger

I have been a happy and very satisfied user of Hamilton Relay Services with my CapTel phone for the past two years. Hamilton's relay agents are very proficient in captioning what the person at the other end of the line is saying, enabling me to enjoy a normal phone conversation with family, friends and businesses that I need to contact for various needs. I would highly recommend them to anyone who needs the services of a relay agent, whether for use of a CapTel phone, TTY or their unique services on web CapTel and mobile CapTel.

Don Senger
Martinez, CA

To Whom it may concern

My wife has Lou Gehrig's disease, and she cannot speak at all, though her hearing is fine, and her ability to type is not yet affected.
We learned about Hamilton Relay/Mass Relay Services at a Lou Gehrig's disease support group, and we reached out to them for help. They were great. They responded quickly with a comprehensive overview of what was available, customized to my wife's particular situation. Within a very short time we had a "TTY" type device set up in our home, and began to use the Hamilton Relay/Mass Relay Services center that allows my wife to contact folks over the phone despite her inability to speak. It makes a real difference to have such a capability, and we are very grateful to Hamilton Relay/Mass Relay Services for making it happen.

Bob M
Massachusetts

Let me introduce myself.
My name is Lenore R. Hill a profoundly Hard of Hearing Adult and have been involved with "SHHH" (Self-Help-for-Hard of Hearing People) for some Twenty Five years. I was President of the Cape Cod MA. Chapter of SHHH for over eighteen years.
In addition, I am an Advocate for all Deaf and HOH persons throughout the years. My use of MA. Relay has been extensive for the past Twenty-Three years, Acually since its conception.
Mass Relay Powered By Hamilton is a most welcome service for the people of MA. Hamiltons work is excellent and professional, Beginning with a very prompt answer to my "Call In" for VCO (Voice carryover) service, and also includes a Superior Software Computer and Technical staff to man these complicated computers. This is all Top Notch!
Further, as Mass. Relay Powered By Hamilton began their MA. Relay Service they engaged the Home Office in Nebraska of experienced and

excellent OPERATORS, To ANSWER
the MA RELAY CALLS UNTIL
the MA RELAY Powered By
HAMILTON TRAINEES were
CAPABLE Enough To HANDLE
the CALLS Themselves.
To conclude, we here
in MA ARE Being SERVICED VERY
WELL by MA RELAY Powered By
HAMILTON, AND I do indeed
Look forward To many more
years with HAMILTON.

VERY SINCERELY,

Jane R. Hill

July 18, 2014

Dear Hamilton Relay CapTel,

I wish to convey my absolute satisfaction with the Hamilton Relay services provided to me. I am severely hearing impaired but manage with two hearing aids and lip reading. However, in recent years use of the telephone has been very difficult because of poor speech discrimination. Basically I have avoided using the phone as much as possible.

By happenstance, a few months ago, I picked up a flyer at the Pilgrim Senior Center in Warwick RI. I had just missed a speaker presentation about the CapTel phone. Although I use closed captioned television, such a service for the telephone was unknown to me. I was excited to learn about this and after some internet research, decided to stop in and inquire at the Warwick OSCIL office. There I had a wonderful, informative conversation with Courtenay Petracca. She spent about an hour with me even though I did not have an appointment. She had a CapTel phone there to show me and guided me through the process involved in receiving one.

Within a short period of time afterwards a new CapTel phone arrived to my home. It was easy to install and I have been overjoyed with it. I no longer avoid using the telephone. The voice recognition technology is impressive and I have been telling everyone about it! I am very involved in church activities and it's great to be able to pick up the phone and call someone rather than e-mail. I have enjoyed conversations with family members for the first time in years! I feel so much more personally connected.

Hamilton Relay CapTel is an invaluable service for the hearing impaired and I highly recommend it to anyone who has difficulty using the telephone. It improves the quality of life for those who feel disconnected from family and friends. I am grateful to Courtenay for her assistance and for the technology which has made this possible.

My Best Regards,

Jane Tarring

I am so excited about purchasing the "Captioning Telephone" that I would like everyone to know.

I bought it for my friend Marion who is 98 years old and hard of hearing. I used to call her quite often on the phone and she couldn't hear me most of the time. I was telling my son about it and he showed me an article he had read about. It was all about the "Captioning Phone" and the Company that sold them.

I called and ordered the phone for Marion which was a birthday and X-mas gift. You would be amazed at the difference. She talks to me and is able to answer me and my questions. She has talked to many of her old friends that she hasn't been able to for a long time. She loves her phone and everytime, which is often, she thanks me for purchasing it for her.

She is a different person because she is able to communicate with other people now. Thank you "Captioning Phone" I am now recommending it to people I know have difficulty hearing on the phone.

You may add or subtract on this article. I just wrote what when on with my experience with Marion.

Sincerely,

Muriel R. Ohlin
838 Lake Drive
Snellville, Georgia
30039
phone 770-483-7580

Dear April Campbell,

This is to let you know much I appreciate having this phone. I cannot get along without backup from captions and this phone offers superior service and features, as far as my needs are concerned, to those I've tried from other companies. Plus, I like its looks, too!

Something else that's vitally important is customer service and the fact that you only have to push a button to summon assistance is a most welcome feature. Incredible. And the several times that I have had to talk to someone there, he or she has invariably been courteous, helpful, patient - I really do praise CapTel for what it's achieved.

Thanks again for providing me with a top notch means of communication, and to Tracie Reaver who installed it for me.

Yours sincerely,

Marillyn Ball

November 30, 2013

To Whom It May Concern,

As a member of the Elderbridge Agency on Agency advisory council, I had the opportunity to observe a CapTel phone demonstration. It was presented in 2011 by Lori Sporrer, who did a wonderful job for Hamilton Relay.

Fast forward to 2013, and when I inquired how a neighbor was doing after the death of his wife of 55 years, his son replied, "It is so hard for him to hear on the phone that we have to drive six miles to town to talk to him!" They had contacted another hearing assitive phone that needed the Internet, which he doesn't have. After I contacted Lori Sporrer, she sent the application, and in a week, he had his CapTel phone and could hear his five sons when they call from all over the Midwest.

Lori then came to our local Lioness Club to give a demonstration, and her expertise with answering the many questions and giving information and applications for Hamilton Relay was superb.

Thank you, Hamilton Relay Communications and Lori Sporrer for your program and expertise in helping the people of Iowa to enjoy their families' voices again.

Sincerely,

Marlene Gray

Marlene Gray

I feel that captioned telephone has helped me a lot. When I talk to my family who live far away and they use their cell phone, sometimes it's not the best understanding them but with captions on my phone I can understand clearly. You just have to be patient. I also appreciate the help with using the phone and Hamilton's Customer service as they came to my house to help me personally.

Elvira Barboni

Florida
Relay

Attachment C
Relay Feature List



State of Florida Telecommunications Relay Services

Docket No. 140029-TP

Florida Relay Services Package

CUSTOMER SERVICE/OUTREACH/PERSONNEL:

- 24 hour Customer Service via TTY and Voice
- Customer Friendly Language and Procedures
- Customer Service via the Internet
- State Specific Web Pages
- Complete Confidentiality
- Advanced CA Training
- Remote Monitoring of CAs
- CA Counseling Services

ENHANCED FEATURES:

- Alpha–Numeric Dialing
- Answering Machine Retrieval (Single-Line)
- ASCII Split Screen
- ASL Translation
- Automated Call Routing
- Automated Number Identification (ANI)
- Automatic Connection Mode
- Average Speed of Answer
- Background Noises
- Carrier of Choice
- Cellular/Wireless/PCS Phone Access
- CA Gender ID
- CA Gender Preferences
- CA in-call Replacement
- CA Typing Speed
- CapTel® (Separately Priced)
  - ANI billing
  - State specific Reporting
  - N11 dialing
  - $75 Equipment Program
  - Default Amplification Settings
  - Hamilton CapTel for PC/Mac, Smartphones and Tablets
- Courtesy Messages
- Credit for Wrong Numbers
- Customer Database:
  - Multi-User Feature
  - Remote Access
  - Language Type

    - Answer Mode Preference - VCO, HCO, TTY, ASCII, VOICE, SPANISH, SPEECH TO SPEECH
    - Preferred CA Gender
    - Long Distance Carrier
    - Translator
    - No Abbreviations
    - Slow Type Buffer
    - Spell Check Turned Off
    - Speed Dialing
    - Customized Greetings
    - Billing Preferences - Direct, Collect, Calling Card, etc.
    - Call Restrictions - 1+, 0+, International, 900/976, etc.
    - Commonly Called Numbers - Speed Dialing
    - Spell Check
    - Notes for Special Instructions
    - Expanding Abbreviations
- Dialed Number Verification
- Directory Assistance
- Emergency Assistance
- Emergency Call Handling/Emergency PSAP Database
- Emergency Numbers
- Enhanced Modems
- Error Corrections/Abbreviation Expansion
- Enhanced Turbo (E-Turbo)
- Hearing Carryover (HCO)
- HCO-HCO
- HCO Permanent Branding
- HCO-TTY and TTY-HCO
- HCO with Privacy
- Identify and Inform Relay User if Placing a Local or Long Distance Call
- Inbound International
- Intercept Messages
- Last Number Redial
- LEC Calling Services:
    - True Caller ID (SS7)
    - CID Per Line (Global) Block / CID Per Call Block
    - CID Per Call Blocking Macros
    - Call Screening (Call Rejection) (Call Block)
    - Call Acceptance
    - Anonymous Call Rejection
    - Preferred Call Forwarding
    - Unique Flash
    - Three-Way Calling
    - Call Forwarding
- Local/Extended Area Service

- Machine Recording Capabilities
- N11 dialing Access
- Pagers
- Regional 800/888/877 & Businesses with Special Prefixes
- Relay Your Way®
- Remote Conference Captioning (RCC) (Separately Priced)
- Reverse Two-Line HCO
- Reverse Two-Line VCO
- Roaming
- Slow Type Buffer
- Spanish
- Spanish to English Call Translation
- Speech Disabled Indicator
- Speech to Speech
  - Speech to Speech/Spanish
  - Speech to Speech/VCO
  - Speech to Speech to other TRS Communication Modes
  - Speech to Speech User Training line
  - Visually Assisted Speech to Speech
- Toll Discounts
- Transfer Gate Capabilities
- TTY Operator Services (OSD)
- TTY to TTY (Call Release)
- Turbo Code
- Two-Line HCO
- Two-Line HCO/Speech to Speech
- Two-Line VCO
- Variable Time Stamp Macro
- Voice Call Progression
- Voice to Voice Call Release
- Voice Carryover (VCO)
- VCO Gate, if desired
- VCO Greeting Identifier
- VCO-HCO and HCO-VCO
- VCO Permanent Branding
- VCO-TTY and TTY-VCO
- VCO-VCO
- VCO with Privacy
- Voice Gender ID
- 1010 Numbers
- 7-1-1
- 900/800 Pay Per Call

NETWORK and REPORTING:

- Self-Learning Database
  - Automatic Branding of Call Speed
- Automatic Number Identification
- Complete Switching and Network Redundancy
- Enhanced Back-up Power
- Automatic Rerouting of Calls to Prevent Service Interruptions
- Technical Flexibility
- Intercept Messages
- Courtesy Messages
- Fantastic Reporting System

DISASTER RECOVERY PLAN:

- Detailed Disaster Recovery Plan

All Features listed above are included in Hamilton's basic per minute rate unless otherwise stated. As you can see, Hamilton provides a whole range of advanced Relay features at no additional cost unless otherwise stated.

Standard Features
Hamilton will provide many features and services to Florida at no charge. Hamilton's per minute rate includes all the features listed below unless otherwise stated. The following features and services are listed in alphabetical order for ease of use in locating specific items.

Alpha–Numeric Dialing
If a relay user gives the CA an alpha-numeric number to dial (i.e. 1-800-HAMILTO), Hamilton's CAs automatically translate and dial the appropriate 10 digit number.

Answering Machine Retrieval (Single-Line)
A Hamilton service in which messages from a voice or TTY answering machine or a single line telephone are retrieved by the CA. The caller requests Automatic Message Retrieval (AMR) or Single Line Answering Machine (SLAM) and plays the messages to the CA by putting the handset near the speaker of the answering machine. Hamilton's technology records any messages, enabling the CA to capture the information and type or voice it back to the relay customer. Once the information is relayed to the caller and the caller disconnects, the recording is automatically erased.

Should Hamilton have to redial to an answering machine, voice mail, interactive voice messaging unit or any other type of recording system, for whatever reason, Hamilton does so without billing the customer for any subsequent long distance relay calls.

ASCII Split Screen
Hamilton's relay platform is compatible with ASCII software that makes use of "split screens." Hamilton will provide a split screen for users calling the relay using ASCII. Hamilton makes use of split screens for **all** relay calls - the CA's typing is displayed in one window and the relay user's typing is displayed in another window on the monitor of the CA workstation.

Automated Call Routing
During peak traffic periods, Hamilton's switching equipment automatically routes calls to a workstation located in another Hamilton relay center to ensure the required levels of service are always met. If one of Hamilton's switching systems is down for any reason, the calls will automatically overflow to another switching system.

Automated Number Identification (ANI)
ANI is the telephone number of the originating party. Hamilton utilizes ANI technology on all of its incoming relay circuits. Hamilton switching equipment recognizes this information and presents it to the CA workstation. ANI is used to determine call jurisdiction.

Automatic Connection Mode
Hamilton's Automatic Connection Mode feature provides an automatic connection to the relay at the speed of the equipment used by the caller for all callers who have used Hamilton's Relay

Services at least one time before. The first time callers reach Hamilton's center, the "self-learning" database is updated with the caller's originating telephone number and the speed or call type at which the user connected to the center i.e. TTY, ASCII or Voice. After the first call, the center's equipment automatically connects at the correct speed whenever it is connected to that particular telephone number.

Average Speed of Answer
Hamilton begins measuring Average Answer Time from the moment a relay call arrives at its relay switch (i.e. in the TRS center's network). As soon as Hamilton's relay equipment accepts the call from the LEC and the public switched network delivers the call to the TRS center, Hamilton starts its call detail record process to capture answer time data. Hamilton will **answer** eighty-five (85%) of all Florida relay calls within 10 seconds from the time the call enters the TRS system during all times of the day by any method which results in the caller's call immediately placed, not put in a queue or on hold. Hamilton will include abandoned calls in this daily answer performance calculation.

Background Noises
Background noise is anything heard by the CA during a relay call which would normally be known to a hearing person. The TTY user is continually informed of what is going on throughout the call. Hamilton puts this type of information in parentheses.

Hamilton also provides tone of voice information when it has a significant impact on the content, context or intent of the relay call.

Carrier of Choice
Hamilton's customer profile database, based on the relay users' ANI, provides automatic connection to the carrier of choice (AT&T, Sprint, MCI, etc.) for both interlata and intralata calls made by the relay user in the same manner that voice users have access to preferred carriers.

Cellular/Wireless Access
This feature allows relay users to access the relay via cellular phones. Hamilton's call processing for relay cellular calls ensures that relay users will not experience billing problems. Hamilton automatically treats all wireless telephone calls that do not allow direct billing to the ANI as a local call. This prevents the wireless telephone user from having to make alternate billing arrangements. Hamilton is willing to change this policy if so desired.

CA Gender ID
With this feature Hamilton's macros automatically identify the CA's gender with the TTY greeting.

CA Gender Preferences
Calls can be automatically routed to the gender indicated in the customers' profile. Alternately, upon request, Hamilton's CAs will switch a call to another CA who is of the gender requested by the caller. That gender CA is retained for the user throughout the relay call.

CA in-call Replacement
As a matter of practice, Hamilton does not change CAs during a call. This exceeds the FCC rule that requires a CA to stay with the call for a minimum of 10 minutes or 20 minutes for STS calls. Even at the end of shifts, over lunch hours and other breaks, Hamilton's CAs stay with a call until it is completed. Hamilton only substitutes a CA if obscenity is directed to the CA, a perceived conflict of interest exists or another major emergency exists. A change never takes place until either the calling or called party has completed their part of the conversation (typed or stated GA).

CA Typing Speed
All of Hamilton's CAs must type at least 60 words per minute, with 95% accuracy. This ensures not only fast typists but also ACCURATE typists. The average typing speed of Hamilton's Communication Assistants is 73 wpm with 96% accuracy.

Courtesy Messages
If so desired, Hamilton will supply a courtesy message after three rings, to inform callers that they have reached Florida Relay. Hamilton's courtesy message is transmitted in TTY and voice. Hamilton's courtesy message follows: "You have reached the relay. Please hold for a CA." If the call has not been answered after 15 seconds, the message repeats as follows, "Please hold for a CA".

Customer Profile Database
Relay users may indicate how their calls are handled by including their calling preferences in their Customer Profile. This feature allows Hamilton to customize our relay service for each relay user. Once activated, the customer profile appears on the CA's screen each time the relay user calls the relay so that the CA can properly process the call according to the user's preferences.

Relay users do not have to use their preset preferences on every relay call. These preferences can be used at the discretion of the relay user on each relay call.

Customer Profile Security
Customer profiles are based on ANI or a pre-established ten digit number. This provides a very high level of security and keeps all confidentiality practices intact. The customer profile database can only be accessed internally (the database resides on site and is part of Hamilton's relay platform) and a password and PIN system is used to further secure the data. With this password, the relay user can request changes to the profile at any time.

Preference Options
As previously mentioned, customer profile information can be customized by the relay user and is presented to the CA each time the relay user calls the relay. These preference options are listed below.

Hamilton Relay Customer Profile Information:

Customer Information

Profile Field	*Information Purpose*
Name	First & Last Name: used for identification purposes.
Address	Street Address, City, State & ZIP Information used for further contact needs (account verification, service updates, etc.) and emergency services.
E-mail Address	Information used for further contacting client.
Phone Number	Used for profile identification when placing a call, as well as follow up.
Mailing List	Allows the user to choose to be included in the State Relay or Hamilton Relay mailing lists to receive newsletters and other important information regarding Telecommunications Relay Services.

Personalized Features

Profile Field	*Information Purpose*
Profile Security	Password: Secret Word consisting of 4-10 letters and/or numbers. Choosing a Password ensures the Relay User is the only person who can make changes to their profile.
Multi-User Feature	PIN: Secret number 4 digits long. A PIN allows Relay user to have their own profile if more than one relay user living in their household.
Remote Profile Feature	PIN: Allows Relay user to access their customer profile when using the relay from any telephone or web-based computer, in any location.
Language Type	Allows User to select their preferred language. Options include English and Spanish.
Preferred Permanent Connection Mode	Call Handling Options: Allows Relay users to specify how they want their calls answered by the relay. Options include: TTY, VCO, HCO, ASCII, STS, Spanish, Telebraille and Voice.

Profile Field	*Information Purpose*
Preferred CA Gender	Allows Relay users to specify the gender of the CA that the User prefers for each call.
Long Distance Company	Carrier of Choice: Allows Relay users to select their preferred long distance provider.
Translator	When the translator option is selected, the CA will translate ASL to English and English to ASL for both the TTY user and the voice user unless given other instruction.
No Abbreviations	By choosing "No Abbreviations", the CA will type word for word, without using abbreviations.
Slow Type Buffer	Hamilton's slow type buffer will allow the CA to type at a normal pace while sending the text to the relay user at rates of text in increments of 5 words per minute. Hamilton CAs have the ability to turn this feature on or off on a per call basis.
Spell Check Turned Off	By turning spell check off, the Relay user will see mistakes or misspelled words. Spell check is turned on automatically.
Speed Dialing	Relay users may choose up to 50 numbers they would like programmed for speed dial. When a Relay user makes a call to a number on their speed dial list, they first connect to the CA and just tell the CA, "pls call Mom".
Customizable Greetings	Allows Relay users to customize how the CAs identify relay to the person they are calling; for example, using their first name in the greeting. The profile also allows the relay user to choose to have the CA never explain relay or never identify the relay to any person called.
Restrictions	Allows the Relay user to select the types of calls to be blocked from their telephone including: long distance, 900, International, Directory assistance, toll-free and Operator assistance calls.
Background Noise	Allows the Relay user to choose whether or not to receive background noise information during their call.
Tone of Voice	Allows the Relay user to choose whether or not to receive voice descriptions.

Profile Field	*Information Purpose*
Long Hold Times	When this feature is selected, the CA will continue to stay on hold but will not ask the Relay user repeatedly if they would like to continue the call.
User reads slowly	DBS user reads slowly so patience is required
CA speak slowly	Request that CA talk slowly so patience is required
STS Contacts	STS Relay users can add contact information and hours of availability at each location so that a hearing user can ask for the STS user by name and be automatically connected with them in their registered location
STS Messages	Allows STS Relay users to dictate messages. CAs can save the message in the user's profile for up to 2 hours so that the STS user doesn't have to repeat the information.
Abbreviate Auto Message	This allows the CA to abbreviate messages when typing recordings or IVRs, allowing the User to receive a summarized recorded message.
Retain Information	This allows the retention of information from one inbound call for subsequent calls for STS Relay users. o Hamilton's STS Preferences allow for temporary dictated messages to be saved for 2 hours after the completion of a call, in case that dictated message may be needed again. The message is associated with the ANI, so if the caller dials Florida Relay from the same number within the next 2 hours, that message is still available for use.
Open Line/Mute Transmission of STS User	This allows the User to communicate with the CA privately without the voice user hearing the conversation.
Specific instructions to STS CA	• Before dialing, User prefers that the CA to asks: "Shall I tell the party who is calling?" • User prefers that CA confirm call handling preferences before dialing requested number • User prefers for callers to ask to call them by name rather than by telephone number.

Profile Field	*Information Purpose*
Standard message to leave on answering machine	This allows users to identify caller by name, request call back, specify call back number, and provide the relay telephone number.
Notes	Allows the Relay user to provide CAs with additional information they would like included or known for every call.

Guide

Profile Field	*Information Purpose*
Guide for Understanding your Customer Profile	A guide is included to help the Relay user understand the purpose of each section or to better understand how to complete the profile to best meet their needs.

Input of Database Information and Changing Preferences
Hamilton makes it easy for relay users to establish a profile. Customers may establish their profile through customer service, by mail, fax, e-mail or via Hamilton's website. Relay users can modify or delete their profile through these same options. If the online option is chosen, upon completion of the profile the customer is sent a "thank you for submitting page" link that lists all fields as submitted. Instructions for printing are provided.

Hamilton's Customer Service Representatives will send a confirmation copy of a profile when requested and will confirm the user's mailing address, fax number or email address. Relay users have the option of keeping their mailing address, fax numbers or e-mail on their customer profile. This information is not required to have a Customer Profile. Hamilton allows the CA to make some changes to the profile on a per-call basis; however, permanent changes to the profile must be made through Customer Service.

Remote/Multi-User Profile Feature
Hamilton's Remote/Multi-User Profile allows relay users to access their profile from any phone or web-based computer, and through any type of relay service.

Relay users simply give their telephone number and PIN number to the CA to permit the CA to view the customer's pre-selected preferences. This feature is of great benefit to customers who have more than one relay user living in the household. With Hamilton's Remote/Multi-

User Profile, each person can establish his/her own profile! Users who travel are always able to access their profile from anywhere.

Upon Termination of Contract
Hamilton will transfer the customer profile database to a new Relay Provider at the termination of the contract. Hamilton will transfer this data in a usable format in advance of its last day of service.

Customer Service
Hamilton recognizes the importance of responsive customer care and places a large focus on responding to the needs of our customers. Our customer service department is very responsive to the needs of its customers and works to resolve all customer issues in a timely manner. Hamilton's Customer Service department instructs relay users on how to place relay calls, answers questions about any changes that have been made, assists relay users with billing questions, performs equipment testing, provides a variety of referral numbers to state organizations and schedules one-on-one outreach visits for training purposes or larger outreach activities. Hamilton's Customer Service is available 24 hours a day to ensure customers have constant access to customer support.

Deaf/Blind Pacing/Slow Typing Requests/Slow Type Buffer
Hamilton's slow type buffer will allow the CA to type at a normal pace while sending the text to the relay user at rates of text in increments of 5 words per minute. Hamilton CAs have the ability to turn this feature on or off on a per call basis.

Dialed Number Verification
Hamilton verifies the number to be dialed by voicing it back to the voice user or typing it back to the TTY user (Hamilton uses a hotkey to do this so there is no CA intervention). In the same hotkey, Hamilton notifies the relay user if they are dialing a local number or toll number. The relay user will see "Dialing Toll (ATT) XXX-XXX-XXXX". Both of these features ensure that the correct number is dialed and gives the relay user an opportunity to notify the CA if the carrier information is incorrect.

Hamilton's CAs verify all pertinent information, including the number to be dialed, names, proper names, account numbers and dollar amounts.

Directory Assistance
This feature gives all relay users access to directory assistance services via the relay. Hamilton processes directory assistance requests in the same manner as any other relay requests. Upon receiving the area code from the relay user, the CA dials the correct area code plus 555-1212. When reaching the directory assistance operator, the CA identifies herself/himself and asks for the city and state the user has given while at the same time keeping the relay user informed. When the correct number has been obtained the call is handled as a regular relay call.

The relay user can pick which carrier they want to use for directory assistance. The relay user's carrier of choice will bill for directory assistance calls at their tariffed rate. With presubscription, the customer's carrier performs all billing.

The cost to Florida for the relay minutes associated with intrastate directory assistance calls are billed based on the same rates as provided in the Cost Proposal. Interstate directory assistance calls are billed to the Interstate TRS Fund.

Emergency Assistance
Hamilton provides emergency assistance to all relay users. The key to providing the best service in emergency situations is to maintain an updated list of Public Emergency Service Answering Point numbers (i.e. 911 centers). Hamilton accomplishes this through two mechanisms to ensure that relay users are connected to the appropriate PSAP: 1) through the use of Dash Carrier Services (Dash), a national provider of emergency calling telephony services, and 2) through the PSAP database maintained by Hamilton. **Please see Tab 5, Section 29** for detailed information about the emergency assistance Hamilton provides.

Emergency Numbers
Relay users can add local emergency numbers to their speed dialing list on their Customer Profile. This feature can save valuable time when time is of the essence. A relay user could simply type call Fire or call 911 and the CA will automatically dial the appropriate PSAP. However, Hamilton encourages all relay users to call 911 direct.

Enhanced Modems
Hamilton's modems can auto-detect the difference between ASCII and Baudot signals within the same modem so that each call is connected correctly. These modems support high-speed ASCII connections and have faster ASCII detection capability (3 seconds).

Enhanced Turbo Code
Hamilton's Enhanced Turbo Code (E-Turbo) is capable of storing user specific data (the user has total control over this data) which is automatically transmitted to the relay at the beginning of a call, such as whether they are VCO users, whether they'd like a male or female CA, and what long distance carrier they'd prefer to use. Each time a relay call is placed, these details are automatically passed on from the E-Turbo TTY to Hamilton's Relay Service, thereby eliminating the need to "set up" the call with the CA.

Relay users who's TTYs include E-Turbo merely push a "relay" button, then dial the number of the person they are calling directly. Their E-Turbo equipped TTY handles the details of connecting to the relay service and automatically passes on the caller's preferences (such as long distance carrier of choice, VCO preference, etc.). Because this exchange is done automatically

"behind the scenes," the TTY caller does not have to interact with the CA. This brings the relay experience much closer to "functional equivalence" with traditional voice calls.

Error Corrections/Abbreviation Expansion
To increase typing speed and reduce conversation time, Hamilton utilizes an Error Correction program which automatically checks words to be transmitted against our dictionary of commonly misspelled words. If a misspelled word is found, the Spell Checking software automatically corrects the word before it is sent to the TTY users. While the software automatically corrects any typographical errors of commonly misspelled words, proper nouns are not affected.

The spelling database is continually updated with new words as needed. Hamilton's relay users have seen the benefits as fewer typing errors are seen by the TTY user. This is one more way Hamilton continues to bring quality service to its relay customers.

Hamilton's workstations also utilize a software feature that allows Hamilton's CAs to use common abbreviations which are automatically expanded to the entire word in the transmitted text, which speeds up the transmission of the call.

Relay users can specifically request to use or not use Spell Check or to not expand abbreviations via Hamilton's customer profile. With Hamilton, relay users can customize exactly how they want their relay calls processed.

Hearing Carryover (HCO)
This feature allows people who have difficulty speaking to place and receive calls. The HCO caller hears the communication directly from their caller without such transmission being processed by the CA. The CA then voices any conversation typed by the HCO user to the other party.

Hamilton allows HCO users to utilize both TTY modes, acoustic mode and direct connect mode. A variety of HCO call types are also available through Hamilton relay.

A voice person receiving a call from an HCO user will experience the following:

"A person who has difficulty speaking and uses Hearing Carry Over is calling through Florida Relay. This is CA # _____. Have you received an HCO call before?"

If the party answers, "Yes,"
The CA will VOICE: "One moment for your conversation to begin."

If the party answers "No,"
The CA will VOICE: "The person calling you through the relay uses Hearing Carry Over. The caller can hear you and I will simply read your caller's typed response to you. When I say, "Go

Ahead", it is your turn to talk. Please talk directly to your caller and say, "Go Ahead", when you are finished speaking. One moment for your conversation to begin."

HCO-HCO
This service allows two HCO users to contact each other through the relay. Hamilton provides HCO to HCO service where the CA voices to both parties, preventing the HCO users from having to read the other party's conversation. This is a great relay enhancement and Hamilton is pleased to offer it to relay users.

HCO Permanent Branding
Hamilton provides this service through its Customer Profile. Customers can choose to be automatically connected to HCO without any CA intervention at the workstation. Once HCO is connected, the Communication Assistant voices "HCO ON" followed by "Florida Relay CA # ____. Area code and number to call please".

HCO-TTY and TTY-HCO
This feature allows HCO users to contact TTY users (or vice versa) via the relay. The CA will voice the TTY user's typed conversation to the HCO user. The TTY user receives the HCO user's typed conversation directly from the HCO user.

HCO with Privacy
Hamilton provides HCO with Privacy upon the customer's request which gives privacy for the standard telephone user talking with an HCO user. The CA will not be able to hear the hearing person's conversation that goes directly to the speech disabled HCO user. The CA then voices any conversation typed by the HCO user to the other party.

Inbound International
Hamilton provides inbound International calling in which the relay user pays to place a call from an International location to the relay center. Hamilton then places the outbound call to a destination in the United States free of charge and relays the conversation for them. Inbound International calls are billed to the Interstate TRS Fund.

Intercept Messages
Hamilton's system provides automated overflow to its other centers which in most instances eliminates the need for intercept messages. However, if the traffic cannot be rerouted for any reason such as multiple circuit failures, the callers will be notified with the appropriate type of intercept messages, which is transmitted in TTY and voice. Minutes of use attributed to accessing intercept messages are not included in the billable minutes.

Hamilton does not count a call as "answered" when the intercept message is activated. Only when a CA answers is a call counted as "answered.

Hamilton's standard Inbound Intercept Message for switch or center failure follows: "Hamilton Telecommunications…Thank you for calling. We are currently experiencing a temporary interruption in telephone service; please try your call again later." This message can be customized for Florida as necessary. Hamilton's intercept message is activated by Hamilton's IXC's network provider. Hamilton is in control of this and can send a request for automatic re-routing to intercept messages if needed. Once Hamilton submits the request, the automated processing will enable or disable the message within minutes. Intercept messages on inbound circuits in the public switching network are not under Hamilton's control. CAs provide outbound failure notification from the workstation.

Last Number Redial
Hamilton offers Last Number Redial in which it will store a relay user's last number dialed in its database for twenty-four hours after the caller disconnects from Hamilton's system. The next time the relay user calls relay, this information will be available to the CA on the workstation. The customer may instruct the CA to "dial my last number" or give a new number to the CA to dial.

Local Exchange Carrier (LEC) Calling Services
As a local telephone company and relay provider, Hamilton has a great deal of experience working with relay users who have purchased enhanced services from their local telephone companies. Hamilton has made its relay service compatible with the network used by telephone companies to provide these services in a truly functionally equivalent manner.

Hamilton will provide relay users with other customer calling features as they become available, to the extent technically feasible. Hamilton will interface with these types of features at no additional cost to the State. The relay user will not experience any additional costs except to the extent that a relay user is billed for enhanced services by the relay user's LEC (not Hamilton) or that a three-way call results in two toll calls. Hamilton will not charge the relay user for any special calling services.

- True Caller ID (SS7)
  Hamilton provides true Caller ID service through SS7 signaling where the actual information of the calling party (not the relay center number) appears on the Caller ID box. Hamilton provides this information on all call types and on all carriers. Hamilton will pass, send and receive calling line identification information, **including blocking information** from all users calling through the relay service and has included true Caller ID as part of its base price.

- Caller ID (CID) Per Line (Global) Block/CID Per Call Block
  Calling line information is provisioned on the relay customer's line by the LEC. All forms of Caller ID Blocking (Global or per call blocking) pass through on a per call basis with no relay intervention. Because Hamilton makes use of true SS7 technology, rather than ISDN, all forms of calling line identification information and blocking features purchased by the LEC are passed through with no relay intervention. Because Hamilton can pass, send and receive calling line identification information, a whole host of other features are available including:

- Call Screening (Call Rejection) (Call Block)
  Call Screening is provisioned on the relay customer's line by the LEC in order to prevent nuisance or unwanted calls. The relay user will simply program his/her phone to block all calls from his/her selected list of phone numbers. If someone calls through relay from one of these numbers on the list, the caller receives a pre-recorded announcement stating the caller is not accepting calls at this time, which the relay will type or voice to the originating caller. Calls from other numbers are not blocked.

- Call Acceptance
  Call Acceptance is provisioned on the relay customer's line by the LEC. Call Acceptance lets a relay user block all calls except those from his/her list of special phone numbers. A relay user can add, delete or change numbers on his/her list at any time. This feature is often used in order to prevent nuisance and solicitation calls. If someone calls through relay from a number not on the list, the caller receives a pre-recorded announcement stating the caller is not accepting calls at this time, which the relay will type or voice to the originating caller. Calls from numbers not on the list are blocked.

- Anonymous Call Rejection
  Anonymous Call Rejection is provisioned on the relay customer's line by the LEC in order to prevent receiving calls that are "blocked" or "private." Relay users who do not want to receive calls from parties who have blocked their Caller ID information can make use of this feature. Callers who have blocked their Caller ID information will receive a recording indicating that the called party is not accepting calls at this time which the Communication Assistant will either voice or type to the originating caller.

- Preferred Call Forwarding
  Preferred Call Forwarding is provisioned on the relay customer's line by the LEC. Relay users create a list of numbers that they wish to forward to a new telephone number. All other callers do not forward to the new telephone number. Relay users can add, delete or change numbers on their call forwarding list.

- Unique Flash
  Unique Flash is provisioned on the relay customer's line by the LEC. Relay users create a list of numbers with their own distinctive flash (ring). If someone calls through relay that is calling from a number with a distinctive flash associated with it, the called relay party will hear or see the distinctive flash. The unique flash indicates it's one of the special callers from the individual's list.

- Call Forwarding
  Preferred Call Forwarding is provisioned on the relay customer's line by the LEC. Relay users create a list of numbers that they wish to forward to a new telephone number. All other callers do not forward to the new telephone number. Relay users can add, delete or change numbers on their call forwarding list.

- Call Trace
  Because all of Hamilton's network is based on SS7 connectivity, customers who have purchased Call Trace through their LEC can make use of Call Trace through relay, which works without relay intervention.

- Last Call Return
  Because Hamilton provides true Caller ID service through SS7 signaling where the actual information of the calling party (not the relay center number) appears on the Caller ID box, the customer is able to see the telephone number of their last incoming call. To return the call, the customer simply calls relay and gives the CA the number on the Caller ID to call back. If the customer does not have Caller ID, Hamilton provides last call return within the duration of the same inbound call.

- Three-Way Calling
  If a three-way call is desired and three-way calling is available from the LEC and the customer has purchased this feature from his/her LEC, the customer can use the feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the relay center.

- TRS Conference Calling
  In addition to three-way calling, Hamilton also supports conference calling. The customer requests that we relay a conference call and the TTY user gives the number to dial and any access codes required to join the conference call.

Local/Extended Area Service
Hamilton will obtain the necessary information (NPA/NXX) from all Florida LECs to build a database to identify the difference between local, EAS and intrastate calls. This database will

notify the CA if the call being placed is a local call (including areas of EAS). If it is a local call, no billing arrangements are necessary and the data is recorded to calculate session minutes only.

Machine Recording Capabilities
Hamilton's recording function allows the CA to record a voice announcement and then play back the message at a speed controlled by the CA. The CA informs the relay user through the use of a hot key on the CA's terminal that a recording has been reached, followed by another hot key stating (CA HERE WOULD YOU LIKE COMPLETE MSG TYPED OR HOLD FOR A DEPT OR LIVE PERSON Q).

If a caller requests a department or live person, the CA types, "HLDING FOR DEPT/PERSON" and presses the appropriate option when the recording prompts.

If a caller requests listening to the complete message, the CA sends a hot key that states, "COLLECTING INFO PLS HLD" and the CA continues to collect the recording.

The message is retained for the length of the call. This prevents the caller from having to call back several times to get the entire message. Once the originator of the call disconnects, the recording is automatically deleted from the system. Keys on the keyboard are used to control the speed of the recording ensuring the message is transmitted accurately by the CA. This makes the recording function very easy for CAs to use.

Should Hamilton ever have to redial to an answering machine, voice mail, interactive voice messaging unit or any other type of recording system, for whatever reason, Hamilton does so without billing the customer for any subsequent long distance relay calls.

Pagers
Hamilton handles relay calls that involve pagers and beepers. There is no difference in Hamilton's call processing for text initiated calls made through pagers.

Regionally Directed Toll-Free Numbers
Hamilton allows access to regionally directed toll-free numbers. Because Hamilton passes true Caller ID information, the caller's ANI will reflect a Florida number which will result in the call being routed to the correct state or regional location.

Regionally Restricted Toll-Free Numbers
Hamilton's relay service allows access to restricted 800 numbers and other special prefixes. Hamilton provides this service through an incumbent LEC in each of its relay states. Hamilton ensures that all relay users in Florida will have access to all regional 800 numbers and other special prefixes.

Remote Conference Captioning (RCC)
Hamilton provides Remote Conference Captioning (RCC), with real time captioning, to enable text users to participate in conference calling. Hamilton offers this service in both English and Spanish. This service requires separate pricing. Hamilton has provided pricing for this additional enhanced feature in its cost proposal.

Hamilton will provide RCC in conjunction with Caption First (CFI), a company that has been providing real-time captioning and CART services since 1989 and is an industry leader in this area of service.

RCC services will include Communication Access Realtime Translation (CART) service delivered over the Internet for use by Florida Relay users.

All CFI captioners are certified with at least one of the following certifications and many hold multiple certifications. Details on certification qualifications can be found at http://ncraonline.org/certification/Certification/.

- RPR-Registered Professional Reporter
- CRR-Certified Realtime Reporter
- CCP-Certified CART Provider
- CBC-Certified Broadcast Captioner

Florida Relay users may request RCC services by completing a RCC Scheduling Request Form on the Florida Relay website or by calling the Florida Relay Customer Service. Hamilton guarantees Florida Relay users access to RCC Services if scheduled 24 hours in advance. Hamilton will offer RCC Services with a two hour notice for emergency situations.

Reverse Two-Line HCO
Hamilton's Two-line HCO feature also works in the reverse when a voice user places a call to a two-line HCO user through relay. It is then called Reverse Two-line HCO.

Reverse Two-Line VCO
Hamilton's Two-line VCO feature also works in the reverse when a voice user places a call to a two-line VCO user through relay. It is then called Reverse Two-line VCO.

Roaming
Hamilton provides a service known as "roaming" which allows relay users traveling to another state to use the same 800 number from their home state. This prevents relay users from having to find or know the relay 800 numbers for the state they are traveling to. However, with 711 accessible in every state, this service may not be required.

Spanish to Spanish Relay and Spanish to English Translation
Hamilton will provide Intrastate Spanish to Spanish and Interstate Spanish to Spanish service, meeting this FCC requirement. Hamilton bills any Interstate Spanish to Spanish minutes to the Interstate TRS Fund. Relay users can select "Spanish" as an option on Hamilton's Customer Profile. This information is presented to the CAs at the workstation for proper call processing.

In addition, Hamilton will also provide Intrastate Spanish to Spanish, Spanish to English and English to Spanish call handling to Florida as part of its base price.

Hamilton will utilize the current Florida Relay toll free Spanish number for all Spanish relay calls. Hamilton will associate the Florida Spanish 800 number with a separate queue for Spanish calls so that calls flow immediately to Spanish speaking CAs. If a relay user calls another 800 number, Hamilton has the ability to transfer the call to a Spanish speaking CA. In addition, relay users can select "Spanish" as an option on Hamilton's Customer Profile. This information is presented to the CAs at the workstation for proper call processing.

CAs fluent in the Spanish language are scheduled for all shifts, 24 hours a day, seven days a week.

Hamilton processes all the same call types on its Spanish lines as it does on its English voice and TTY lines, including TTY, VCO, HCO, ASCII, STS and 900 calls.

Speech Difficulty Indicator
HCO users can indicate in the customized greeting section of their profile that they have difficulty speaking. For example, when an HCO user places a call to a TTY user, the CA will inform the TTY user that the caller has difficulty speaking. An indicator will appear in the Notes section of the CA workstation. CAs will uniformly recognize an "s" typed by a TTY user at the beginning of a call to indicate that the caller has difficulty speaking.

Speech to Speech (STS)
Hamilton's STS service allows individuals who have difficulty speaking to use his/her own voice or a speech synthesizer when using the relay. Specially trained CAs process Speech to Speech calls. Hamilton gives STS users access to the same profile and all of the features contained within that profile which are currently available to other relay users.

Speech to Speech/Spanish
Hamilton's STS service is also available in Spanish. Relay user's can select "Spanish" and "STS" as on option on Hamilton's Customer Profile.

Speech to Speech/Voice Carry Over (VCO)
STS/VCO is designed for people who are hard of hearing or Deaf and have difficulty speaking. The relay user can make or receive phone calls through the relay through a Speech to Speech CA

using his/her own voice or voice synthesizer and read everything said by the voice caller on a TTY or VCO telephone.

STS to other TRS Communication Modes

Hamilton also allows STS users to place calls to people who use a TTY or other TRS communication modes such as VCO, HCO or to another person who has difficulty speaking. Speech to Speech can be used a variety of ways:

- Two hearing individuals, with the CA repeating the words of the person who has difficulty speaking.
- Two individuals who have difficulty speaking with the CA repeating both persons' words.
- A VCO user and a hearing person, with the CA repeating the words of the VCO user if the hearing person does not understand the user's speech and with the CA typing what is said by the hearing person to the VCO user.
- A TTY user and a person who has difficulty speaking without a TTY, with the CA typing the words of the person who has difficulty speaking to the TTY user.
- Hearing Carry Over with the person who has difficulty speaking typing what they would like to say and the Communication Assistant voicing it to the hearing user.
- Hearing Carry Over in combination with Speech to Speech.

STS Training Line

Hamilton Relay's Speech-to-Speech (STS) User Training Line is a resource for individuals, family, friends, medical professionals, businesses and organizations to familiarize themselves with the proper etiquette and standard procedures of using STS. Individuals who are residents of Florida, and/or intend to use the STS Service with a Florida resident, will be eligible to utilize the training line.

On the STS User Training Line, our representatives are prepared to:

- Describe how STS calls are placed and what happens on a typical STS call
- Explain call handling instructions including; dictated messages, privacy options, and "first thoughts" (information shared with the Communication Assistant before dialing)
- Explain strategies used to help clarify speech patterns
- Review and establish Customer Profile options
- Place practice calls

The STS User Training Line will be available 24/7 and can be reached by contacting the Customer Service Department. However, Hamilton's User Training Line is not a function of our Customer Service Department. Hamilton is unique in that it utilizes highly trained and skilled STS staff to handle User Training Line calls.

Visually Assisted Speech to Speech
Hamilton will provide Visually Assisted Speech to Speech (VA-STS) to Florida if so desired. The purpose of VA-STS is to provide the STS CA with visual communication cues including lip reading, spelling in the air, facial expressions and other physical movements that may facilitate comprehension of what the person with a speech disability is saying.

Visual Assisted Speech To Speech (VA-STS) capability supports an STS user that is connected to the Relay Provider via a regular STS telephone audio call through the Public Switched Telephone Network (PSTN). The STS user will need to have a telephone connection, as well as compatible video equipment, and an internet connection with enough band width to enable a clear video connection between the STS CA and the STS user.

The STS user is able to indicate automatic requests for a video connection via their STS Customer Profile. If a STS customer has a completed Customer Profile form associated with their telephone number, the CA will receive this information when connected to the STS user during the initial telephone call.

An STS user who has the required equipment will first call Florida Relay using their telephone and connect with a STS CA via the Toll Free STS access number. Once this connection has been established, the STS CA will place a secondary call, either by using the STS user's IP address or assigned 10 digit number, connecting the CAs video equipment with the STS user's video equipment using a high speed internet connection. This will allow the STS CA to not only hear the STS user's voice, but to watch facial expressions and mannerisms that may help them to understand the STS user in a more clear manner. An STS user will not be able to initiate an inbound call via video. The CA then places the outbound relay call via the relay workstation.

All standard STS call procedures will remain the same for VA-STS calls. Hamilton only uses highly trained and skilled STS staff to process VA-STS calls.

Speech to Text Applications

- Captioned Telephone
  Hamilton offers State Specific reporting, N11 dialing access, $75 Equipment programs and many more Captioned Telephone features. Hamilton has included detailed information regarding its provision of Captioned Telephone Service in **Tab 5** of its proposal. Because Captioned Telephone Service requires alternate pricing, Hamilton has included separate pricing in its Cost Proposal for the processing of Captioned Telephone and 2-Line Captioned Telephone calls.

840i Captioned Telephone
Available now from CapTel is the 840i phone which has the following enhanced features:

- CapTel 840i
  Hamilton offers the CapTel 840i, which is a captioned telephone that combines the convenience of a telephone with the text capabilities of the Internet. The 840i shows captions of phone conversations, which are provided by a service that automatically connects to every call via the telephone's Internet connection.

  - 840i Features
    - Requires telephone service and high-speed Internet access
    - Captions can be turned on/off as needed
    - Callers dial your phone number directly
    - Adjustable font sizes and colors
    - Phone book to store frequently called numbers (95+ names)
    - Extra large, high resolution 7" captions window with adjustable font sizes and colors
    - Built-in Answering Machine shows the captions of voice messages
    - One-touch access to the CapTel Help Line- 24 hours a day, 7 days a week (a dedicated button automatically connects the user to Customer Service)
    - AES encryption for optimal security and privacy
    - Wi-Fi compatible for use anywhere in range of the user's wireless network, allowing captions to be carried over the internet which allows for faster captions
    - Time stamps Answering Machine messages and conversations
    - Ability to caption voice messages from an external answering machine

- Web CapTel®
  Hamilton provides Internet Protocol Captioned Telephone Service (IP CTS). Hamilton Web CapTel is an innovative way to access captioned telephone service via the Internet. Hamilton Web CapTel is designed for individuals who have difficulty hearing on the telephone. Captions, similar to the closed captioning provided on most television programs, are offered to support the understanding of telephone conversations.

- Mobile CapTel
  Hamilton also provides Mobile Captioned Telephone. Hamilton was the first provider to introduce single-phone mobile Captioned Telephone service. Hamilton Mobile CapTel allows users to place and receive calls – while reading word-for-word captions – on a single device.

  Hamilton Mobile CapTel can be used anywhere on a single, mobile telephone that is capable of supporting both voice and data simultaneously through a 3G or Wi-Fi connection. Hamilton Mobile CapTel gives freedom to individuals who are unable to hear a phone conversation well. The captioned telephone has been available for years, but always required a special telephone. With the introduction of Web CapTel and Mobile CapTel, Hamilton Relay is making equal access to all individuals a reality, wherever they are. Hamilton has

launched Mobile CapTel via the iPhone Browser and App, and the Android Browser and App. **Hamilton recently updated the Android application to be compatible on Tablets using the Android mobile technology platform.**

Hamilton will continue to meet all FCC requirements in operating its IP Captioned Telephone and Mobile CapTel services and will abide by all FCC requirements and waivers. Hamilton is in full compliance with all FCC Rules for IP-CapTel. Today, the Interstate TRS Fund is paying for all IP Captioned Telephone Service minutes.

Much is changing in the area of telecommunications and technology every day. As a relay provider, an Internet provider, computer manufacturer/supplier, network and telephone system provider, cable television provider and a telephone company, Hamilton is in the "know" and making use of the latest and greatest products and technology. **Hamilton is constantly incorporating new technology into its relay platform.**

Three-Way Calling
In compliance with the FCC Order released on June 17, 2003, Hamilton provides three-way calling capability, in which the customer (if the customer has purchased this feature from his/her LEC) can use this feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the relay center.

Toll Discounts
Hamilton's Customer Service Representatives discuss carrier of choice with relay users and directs them to other telephone numbers to access more information from particular carriers. Hamilton maintains a list of participating long distance carriers and telephone numbers and helps the customer shop for the best toll discounts through relay that match their calling style.

Transfer Gate Capabilities
If a relay user calls 711 or the TTY relay access number and requests another service (such as STS, Spanish, etc.), Hamilton has the ability to transfer the call to the appropriate workstation for call processing.

TTY Operator Services (OSD)
Hamilton provides TTY to TTY operator assisted calls. Hamilton releases the call if it is a TTY to TTY call. Otherwise, Hamilton will process the call as normal. Hamilton gives relay user's access to all operator services, to the same extent that such access is provided to voice users. Operator services for relay calls are processed by Hamilton with the customer's carrier of choice. The cost to the FPSC for the relay minutes associated with operator assisted calls are included in Hamilton's per-minute rate. The cost to the end user is billed by the customer's carrier.

TTY to TTY (Call Release)
Hamilton releases TTY to TTY calls if the operator reaches a TTY user when placing a relay call. Hamilton gives the calling party the option to communicate independent of the relay function. The operator will then drop out of the call. If the call is a long distance call, the call will be billed as a normal relay call (i.e. the relay user's carrier of choice).

Hamilton provides a true call release function to satisfy the FCC requirement which removes the workstation from the call. Hamilton includes these traditional relay minutes in its per minute rate.

Turbo Code
As an enhanced protocol, Hamilton provides Turbo Code to Florida as part of its base price. This is a proprietary alternate protocol developed by Ultratec. This protocol is faster than Baudot (Turbo Code is similar to "real-time") and does not have the limitation of ASCII. Turbo Code also allows for "interrupt" capability while one party is still typing. Hamilton's modems auto-detect the end-user's equipment for Turbo Code. If Turbo Code is found, Hamilton automatically connects in "Turbo Code" to the relay user. Hamilton has secured a license from Ultratec to use this protocol in its relay modems. Florida Relay users are able to automatically connect "Turbo Code" on every relay call type.

Hamilton has an automatic identification of connection speed system within its relay platform. This feature provides automatic connection at the speed, including Turbo Code, of the equipment used by the caller for any caller who has used Hamilton's Relay Services at least one time before. Our switch has a "self-learning" database which is updated the first time callers reach our center with their originating telephone number and the speed at which they connected to our center. (See previously for E-Turbo).

Two-Line HCO
To place a two-line HCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the relay user conferences in the third party via the voice line (the party they want to speak with). Now, the CA only voices what the HCO user types. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

Two-Line HCO/Speech to Speech
This option works the same as a 2-Line HCO call but is processed by a specially trained STS CA. The 2-Line/STS user can choose between voicing their own conversation or having the CA voice the conversation for them. If the HCO user chooses to voice his/her conversation and becomes tired or is having difficulty being understood, he/she can type his/her part of the conversation and call on the CA to "re-voice" as needed. The HCO user can switch between voice and typing at any time during the call.

Two-Line VCO
Two-line VCO capability allows a VCO user to have a more interactive conversation. By using two telephone lines the caller, if they have some hearing available, can listen to their conversation on one line while receiving typed text from a CA on the other line, thus creating a more natural flow of conversation.

To place a two-line VCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the customer conferences in the third party (the party they want to speak with). Now, the CA only types what the third party says. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

Variable Time Stamp Macro
Hamilton's automated workstations begin measuring time the moment the originating party connects to the relay and continues measuring time until the originating party disconnects. Hamilton's workstations also measure the length of each individual call the originating party has made while connected to that workstation. Hamilton will notify the TTY user when the called party has disconnected and indicate the time of disconnection. Hamilton will automatically capture the time a voice user disconnects and include this time in the macro used to notify the text party that the other party has disconnected, i.e. PERSON HUNG UP AT 16:34 CST GA. This information is available to relay users upon request.

Voice Carryover (VCO)
Voice Carryover (VCO) provides people who can communicate with their voice but have difficulty hearing, the ability to place or receive calls. The VCO caller speaks his or her own message directly to the caller without such transmission being processed by the CA. The CA then types any conversation spoken to the VCO user so it can be read on the TTY. Hamilton allows relay users to request VCO services without the normal TTY transmission that is typically required. A VCO user can connect voice and say "VCO" and Hamilton connects the call. Voice users do not hear tones during a VCO call.

Hamilton allows VCO users to utilize both TTY modes, acoustic mode and direct connect mode. A variety of VCO call types are also available through Hamilton Relay.

The following is a comprehensive description of the method used to achieve this type of service.

A voice person receiving a call from a VCO user will experience the following:

"A person who may be deaf or hard of hearing and uses Voice Carry Over is calling through Florida Relay. This is CA # _____. Have you received a VCO call before?"

At the same time, the CA will type to the VCO user the terminator's greeting and gender (i.e. HELLO (M).

If the party answers "Yes,"

The CA will VOICE: "One moment for your conversation to begin."

If the party answers "No," the CA will send a macro (EXPLAINING RELAY) to the VCO user and will voice: "The person calling you through the relay uses Voice Carry Over. You will hear the person speaking directly to you. When the caller says, "Go Ahead", it is your turn to talk. Then I will simply type everything I hear on your end of the line, so please talk slowly and directly to your caller. Please say "Go Ahead" when you are finished speaking. One moment and you will hear your caller's voice."

VCO Gate
Hamilton provides VCO Gated Services, in which VCO users would call via the current Florida Relay VCO access numbers. The VCO users' calls are then routed and processed by CAs experienced to VCO.

VCO Greeting Identifier
Hamilton's CAs inform VCO users that VCO is on by sending a macro that states (VCO ON GA). Please refer to the section titled Voice Carryover in this Attachment for more detailed information regarding Hamilton's provision of VCO.

VCO-HCO and HCO-VCO
Hamilton provides this service to VCO and HCO users who call another HCO or VCO user through the relay. The VCO user voices his/her conversation directly to the HCO user. The HCO user's typing goes directly to the VCO user.

VCO Permanent Branding
Hamilton provides this service through its Customer Profile. Customers can choose to be automatically connected to VCO without any CA intervention at the workstation. Once VCO is connected, the Communication Assistant sends the "VCO ON" hot key followed by another hot key "FRS CA XXXXF NBR PLS GA".

VCO-TTY and TTY-VCO
Hamilton provides this service in which VCO users can call a TTY user (or vice versa) through the relay. The VCO user voices his/her conversation which the CA types to the TTY user. The TTY user types his/her conversation directly to the VCO user.

In addition, Hamilton will provide VCO to TTY or ASCII services as well as all other combination of call types involving VCO.

VCO-VCO
This service allows two VCO users to contact each other through the relay. Hamilton provides VCO to VCO service where the CA types to both parties, saving the VCO users from having to type their part of the conversation. This is a great relay enhancement and Hamilton is pleased to offer it to Florida Relay.

VCO with Privacy
Hamilton provides VCO with Privacy upon request in which the CA will not hear the caller speaking through the relay and will only type voiced responses back to the VCO user.

Voice Gender ID
Hamilton's CAs indicate to the TTY user the gender of the non-TTY relay user at the beginning of the call – (M) Male, (F) Female or (Child) Child. If the CA is absolutely not sure, the CA will type (Q), the TTY equivalent of a question mark.

Hamilton's CAs also indicate to the TTY user when another voice person has become involved in the call. Hamilton identifies the gender of the new party involved in the call immediately.

Voice to Voice Call Release
Hamilton provides Voice to Voice call release which allows a hearing user to connect to another hearing user via the Relay. This usually happens inadvertently. Rather than blocking the call, this feature allows the CA to be "released" from the telephone line without triggering a disconnection between two hearing users. The CA releases the call after the CA connects the originating hearing caller to the hearing called party.

Once the CA hears the two hearing parties are able to communicate with each other, the CA states, "CA HERE YOU MAY BEGIN YOUR CONVERSATION NOW".

The CA receives an automated message box with instructions to release the call from the workstation. Once the call has been released from the workstation, the CA is able to take any other incoming calls.

Using the above procedure, Hamilton provides a voice to voice call release function, which removes the workstation from the call. If the call is a long distance call, the call is billed as a normal relay call (i.e. the relay user's carrier of choice).

1010 Numbers
Hamilton offers 1010 dialing through relay. This service is functionally equivalent to using 1010 services when not placing calls through relay. Hamilton is pleased to offer this feature.

7-1-1
All services available from Hamilton are accessible through 711, including Speech to Speech and Spanish. Hamilton will meet all the same general requirements set forth for all relay calls when 711 is dialed rather than an 800 number.

Pay-Per-Call Services
Hamilton's relay platform allows relay users to access intrastate and interstate 800, 900 and pay-per-call services in which the company providing the service bills the end-user directly. Hamilton has established the necessary trunking to the carriers participating in relay equal access so that the carrier can bill directly for this call.

A relay user simply calls the TTY relay number and gives the 800 or 900 number to the CA. The CA places the call as usual and begins relaying the call. On all 900 numbers, Hamilton CAs type the dollar amount per minute associated with the call to the TTY user and asks him/her if he/she want to continue the call before charges begin. This is the point at which callers can disconnect without being charged. The calling party is billed for the call by the 900-service provider or the carrier, whichever is appropriate.

Because no 900 blocking information is automatically passed to Hamilton from the LEC, Hamilton relies on customer profile data as the only resource for this information. However, if a LEC were to contact Hamilton with this information, Hamilton would use that resource to block 900 access.

Customers, who do not want 900 calls made from their telephone line through the relay, can complete a customer profile form. The customer profile contains an option that will block 900 calls made through the relay. This prevents anyone from calling a 900 from that particular telephone line. If someone tries to call a 900 number through the relay from a line that has a block on it, the CA will receive notification at the workstation that this call is blocked and will not be able to place the call.

ADDITIONAL FEATURES

1. Hamilton's CAs always follow the relay users' instructions. This includes instructions in the profile or specific instructions given on any individual relay call. For example, if a relay user instructs the CA not to type a recorded message and identifies the option he wishes to reach by number, the CA will bypass the recording and go directly to the option indicated. This dramatically increases the speed of call processing for the relay user.

2. Hamilton educates all people who dial the relay about the relay, even if the person calling dialed the wrong number.

3. Hamilton has the ability to place the following call types:

- Bill to ANI
- Third Party
- Collect
- Calling Card/Credit Card
- Prepaid Calling Cards
- Person to Person (PP)
- PP – Bill to ANI
- PP – Third Party
- PP – Collect
- PP – Calling Card/Credit Card

4. Hamilton has the ability to dial 00 from its workstations to reach an operator if so desired by the relay user.

5. Relay can make use of their customer profile even when dialing 711.

6. If the called party is disconnected by the CA or technical error, the CA will redial the called party at no charge to the customer.

7. If a relay user requests the CA to give the full, toll-free relay number during the conversation, Hamilton's CAs will give the number as requested.

8. Hamilton CAs give relay users who want another state's relay number the correct information.

9. If so desired by the relay user, Hamilton has the ability to work with regular telephone operators to interrupt another telephone line or to check a line for conversation.

10. Hamilton allows the relay user to control all aspects of the calls. Hamilton puts no restrictions on the number or duration of calls placed through Relay. Relay users are also able to request a specific CA gender.

11. Hamilton will meet all blockage and answer time standards. Hamilton's answer performance is outstanding.

Hamilton is willing to customize the above procedures and the rest of its procedures for the FPSC and will customize its relay service to meet the needs or desires of Florida Relay users.

Following in this Attachment, Hamilton has included sample materials including the Relay Customer Profile, Guide to Understanding Your Customer Profile, a tip sheet designed to assist relay users with choosing a long distance carrier to match their calling styles as well as Hamilton's on-line Customer Profile.

Hamilton has the ideal relay platform for today's rapidly changing technologically advanced environment. As a result, Hamilton can quickly add new features and make changes based on the input from relay users and from our internal evaluations. Hamilton will continue to take

advantage of innovations and technological improvements to enhance its relay service. Hamilton will continue to design features to make the relay better for customers as well as features that minimize the amount of time required to handle relay call.

Kansas Relay Center

Kansas Relay Customer Profile Application

1. Customer Information

Phone Number: _____

E-mail Address: _____

First & Last Name: _____

Address: _____

City: _____ State: _____ Zip: _____

☐ Please include me on the Kansas Relay Mailing List.
☐ Please include me on the Hamilton Relay Mailing List.

2. Multi-User/Remote Profiles- Password + PIN

Choose a Password (secret word) using 4 to 10 letters and /or numbers to ensure you are the only person who can make changes to your profile. Choose a PIN (secret number) of four digits if you have more than one relay user living in the household, or wish to access your profile remotely while calling from another location. Using your PIN allows the CA to view your specific profile.

Password: _____ **PIN:** _____
Choose 4-10 letters and/or numbers *Choose 4 numbers*

3a. Making Relay Calls (Please check one)

If you live with a person who calls relay differently than you, contact Customer Service.

Every time I CALL Relay, I use ...

Language Type:	☐ English	☐ Spanish

☐ VCO ☐ w/ keyboard ☐ w/out keyboard	☐ 2 Line VCO ☐ w/ ASCII ☐ w/ Turbo Code	☐ TTY ☐ ASCII ☐ HCO	☐ 2 Line HCO ☐ Speech to Speech	☐ Voice only user: ☐ 711 ☐ 800#

☐ I am a voice user who wants to call a CapTel user

Kansas Relay Center

3b. Answering Relay Calls (Please check one)

Every time I ANSWER a Relay call, I use:

(If you live with a person who answers relay differently than you, skip this section.)

☐ TTY *(VCO users with a TTY answering machine should mark TTY)*	☐ VCO ☐ w/ keyboard ☐ w/out keyboard	☐ Voice	☐ Speech to Speech
		☐ HCO	☐ Spanish
		☐ ASCII	

4. Long Distance Company

If you leave this section blank, your bill will come from AT&T**

My long distance company is:_____

5. For every relay call I make, I want....

Check the service you want with EVERY relay call you make.

☐ **Translator** – *Translate ASL to English* ☐ **Spell Check Turned Off**

☐ **No Abbreviations**

☐ **Slow Type Buffer-** Text appears on screen beginning at 10 wpm and may be increased in increments of 5 up to 45 words per minute.

Preferred Typing Speed _____wpm (10 wpm up to 45 wpm)

6. Speed Dialing

You may choose up to 50 speed dials. Please use the back of this sheet for additional room or call Customer Service.

Name you will ask for:	***Phone Number:***
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

Kansas Relay Center

7. Greetings

You can customize how the CAs identify relay to the person you are calling if so desired:

☐ **I want CAs to use my first name to the people I call.**

Name: _____

Example: "This is Kansas Relay CA 4444 with a call from Bob. Have you received a relay call before?"

☐ **I want CAs to tell the people I call:**

- ☐ I am deaf
- ☐ I have difficulty speaking
- ☐ I am hard of hearing
- ☐ I am deaf/blind

Example: "This is Kansas Relay CA 4444 with a call from someone who is deaf. Have you received a relay call before?"

☐ **(NE)** Never explain how to use the relay to any person I call.

☐ **(NI)** Never identify the relay to any person I call. (requires "My Hello" below)

☐ **My Hello:** CAs will always greet the people you call this way:

Example: "Hi, Bob here, How are you?"

_____

(50 characters including spaces)

8. Restrictions

Select the types of calls that you do not want made from your telephone. If you check any on this list, you will not be able to make those types of calls through the relay.

- ☐ Long Distance Calls
- ☐ 900/976 Calls
- ☐ International Calls
- ☐ Directory Assistance Calls (for help in finding a person's telephone number)
- ☐ Operator Assistance Calls (for help in making collect, calling card and other kinds of calls)



Kansas Relay Center

When completed please return to:

Kansas Relay Customer Service
9107 Bluebonnet Centre Blvd. Baton Rouge, LA 70809
Fax 225-293-3583
Customer Service 866-735-2957 TTY/Voice
Or fill out your Customer Profile on-line at:
www.kansasrelay.com

Kansas Relay Center

Kansas Relay Guide for Understanding Your Customer Profile

We want to make sure that all the relay calls you make and receive are as individual as you are. Get familiar with our customer profile and when you complete it, send it to us and you are on your way to easier time-saving relay calling.

1. Customer Information

Please fill in all of the information in this section. This information will only be used by Customer Service staff.

2. Password + PIN (Required)

Password: Your password prevents other people from changing any information on your profile without your permission. It must be 4 to 10 letters and/or numbers.

PIN: A PIN is needed if you have more than one relay user living in the household, or wish to access your profile remotely while calling from another location. It must be 4 numbers. The Remote Profile feature allows you to access your customer profile from any phone or web-based computer, in any location. With Remote Profile, simply give your telephone number (or pre-established ten digit number) and PIN number to the CA. This permits the CA to view your selected preferences. This feature is of great benefit if you have more than one relay user living in the household because each person can establish his/her own profile! If you travel, you are always able to access your profile from anywhere.

3a. Making Relay Calls

This section allows you to select the way you **CONNECT TO** relay. *If you live with a person who uses relay differently than you, each person should create his/her own profile.*

Voice Carry Over (VCO) is an effective service for people who have a hearing loss and use their voice on the phone. The VCO user speaks directly to the person being called and, through specialized equipment, reads what is spoken by the other party.

Hearing Carry Over (HCO) is especially useful for people who can hear, but who regularly or occasionally have difficulty speaking over the phone. Users listen directly to the person called and, through specialized equipment, type their responses to the other party.

ASCII (Computer/TTY) allows a person who is deaf or hard of hearing to type their messages and read the other person's responses. This method of connecting is ideal for a person who uses a computer or a TTY with ASCII settings to communicate through the relay service.

Speech to Speech (STS) is ideal for individuals who have difficulty speaking. STS relay involves specially trained CA's who are familiar with a wide variety of speech patterns and re-voice the relay user's part of the conversation.

I am a Voice user who wants to call a Captioned Telephone user- Select this option when you are a voice user setting up your profile to contact a Captioned Telephone user.



Kansas Relay Center

3b. Answering Relay Calls

This section allows you to select the way you want to **ANSWER** or receive your relay calls. *If you live with a person who answers relay differently than you, skip this section.*

Important: After your Customer Profile has been entered into the database, all relay calls made or received from your profiled phone number will connect automatically as listed on your Profile.

4. Long Distance Company – Check only one

If you do not pick a long distance company, all of your long distance calls will be billed through AT&T. Please contact Customer Service for a list of participating long distance providers.

5. For every Relay call I make, I want...

The following features may be helpful to some relay users. However, they are not necessary for all relay users.

ASL/English Call Translation – Native ASL relay users or people who do not feel comfortable with written English can have the CA voice in correct English and type back in ASL word order. The CA will translate for both the TTY user and the voice user unless given other instructions.

Spell Check Turned Off – By turning spell check off you will see mistakes or misspelled words. Spell check is turned off automatically when Slow Type Buffer is requested.

No Abbreviations – Normally, the CA types many abbreviations during a relay call. For example, please = PLS, meeting = MTG, tomorrow = TMW and many others. By choosing "No Abbreviations", the CA will type word for word, without using abbreviations.

Slow Type Buffer – Hamilton's Slow Type Buffer feature allows CAs to type at a normal pace while text appears on screen beginning at 10 words per minute in increments of 5 up to 45 words per minute. Relay users can select this in the profile or ask the CA at anytime before or during the phone call to adjust the communication speed.

6. Speed Dialing

Write the name, area code and phone number of the people you frequently call. It's that simple! When you want to call that person, first connect to the CA and just tell the CA "Pls call Mom GA". You can have 50 people on your Speed Dial list.

For example:

Mom	414-123-4567
Doctor	920-333-4455
Daycare	715-987-4561



Kansas Relay Center

7. Greeting Features

The greeting feature(s) you choose will be used on ALL RELAY CALLS.

I want CAs to use my first name to the people I call– If you select this feature, the CA will say your name as the call is introduced. For example: "This is Bob calling through Kansas Relay. This is CA 4444. Have you received a relay call before? One moment for your conversation to begin" If you live with another relay user, this will only work if each person creates his/her own profile.

I want CAs to tell the people I call I am Deaf/ Hard of Hearing/ have difficulty speaking/ Deaf/Blind – If you select this feature, the CA will tell the person you are calling that you are deaf, hard of hearing, speech disabled or Deaf Blind. For example: "A person who is Deaf is calling through Kansas Relay. This is CA 4444. Have you received a relay call before?"

(NE) Never explain how to use the relay to any person I call – If you select this feature, the CA will not explain how the relay works to the people you call. For Example: "A person who may be deaf or hard of hearing is calling you through Kansas Relay. This is CA 4444. One moment for your conversation to begin."

Kansas Relay uses the following language to explain relay. "The person calling you through the relay is typing their conversation and I will read it to you. When I say, "Go Ahead", it's your turn to talk. Then I will type everything I hear on your end of the line, so please talk slowly and directly to your caller. Please say, "Go Ahead", when you are finished speaking. One moment for your conversation to begin."

(NI) Never identify the relay to any person I call – If you select this feature, the CA will not inform the person you are calling that you are using the relay. **This works best when a relay user is calling someone who is familiar with the caller and knows how to use relay.** If you choose "NI", you MUST also choose "MY HELLO" listed below.

My Hello – If you select this feature, the CA will read what you have written as a greeting on all calls. It is very important that the CA has something to say when the hearing person first answers the phone. This greeting is limited to 50 characters including spaces. **Only select this feature if you do not like any of the options above or if you picked "NI".**

NOTE: If you have a profiled greeting or if you type a greeting before the CA dials, the CA will read your greeting immediately. For example: "(CA will read your greeting), This is Kansas Relay CA 4444. Have you received a relay call before? One moment for your conversation to begin. GA".

8. Call Restrictions or "Blocks"

You can stop someone from making long distance, international, 900, Directory Assistance or Operator Assisted relay calls from your home. This feature can save you money by protecting your phone bill. Once you choose the kinds of calls you want blocked, no one will be able to make those types of relay calls from your number.

Kansas Relay Center

When completed please return to:

Kansas Relay Customer Service
9107 Bluebonnet Centre Blvd. Baton Rouge, LA 70809
Fax 225-293-3583
Customer Service 866-735-2957 TTY/Voice
Or fill out your Customer Profile on-line at:
www.kansasrelay.com

How to make long distance work for you.

Step One - Determine your call patterns.

Do you call long distance often?
If yes, where do you call? In-State? Out-of-State?
What time of day do you make these calls?

Step Two – Shop around.

Call different long distance companies. Tell them your long distance calling patterns. They may have a calling plan that fits your calling patterns.

Step Three – Choose the best rate plan that fits your call patterns.

Inform long distance carrier that you are a TTY/VCO user. Many long distance companies have TTY/VCO user discounts. Also tell them that you use the relay and want the same calling plan rates for your relay calls.

Step Four – Call your relay's Customer Service Department and tell them which long distance company you prefer to use.

Also tell Customer Service about any calling plans you have with your long distance company.

Step Five – Pay attention to rate changes.

Long distance companies are competing for your business. Rates and calling plans are constantly changing. From time to time, check back with your long distance carrier, as well as others, to see if they have a better plan that can save you more money.

****NOTE: IF YOU DO NOT CALL YOUR CARRIER AND LET THEM KNOW YOU ARE THEIR CUSTOMER AND USE RELAY YOU WILL BE BILLED AT A HIGHER RATE.**

Listed below are the Long Distance Companies that are currently offered through the relay and their customer service numbers:

LONG DISTANCE CARRIER BY STATE for TRS and CapTel

Highlighted in Yellow indicates Resale carriers that cannot be selected at the workstation
Highlighted in Green indicates CapTel providers only
Name of the provider in Red indicates TRS providers only

California--(27)

AT&T
Bell South/AT&T
Broadwing/Level 3
Century Link
Charter
Close Call
Coastal Long Distance
Comcast
Cox
Excel
Global Crossing
HTC Global Reach
Interbel
LDCB
LDDS
McGraw
MCI
McLeod
Moundridge Telecom
OPEX LD
Pineland
Primus
SBC/AT&T
Sprint
Suddenlink
TDS Telecom
Time Warner
TNCI
Vartec
Verizon

Georgia--(40)

AT&T
BCN-Better Comm. Now
Bell South/AT&T
Broadwing/Level3
Century Link
Century Tel
Charter
Chickamauga
Cincinnati Bell
Close Call
Coastal Long Distance
Cogniphone
Comcast
Cox Communications
Excel
Frontier/Citizens
Global Crossing
HTC Global Reach
InterBel
LDCB
McGraw
MCI/World Com
MediaCom
Moundridge Telecom
Netlojix
Opex LD
Pineland Long Distance
Primus Telecom
Qwest(0070)
SBC/AT&T
Sprint
TDS Telecom
Time Warner
TNCI
TTI National
US Silent Network
VarTec Five Line
Verizon
WilTel
Z-Tel

Hamilton, Saipan & Virgin Islands -- (13)

AT&T
Broadwing/Level 3
Century Link
Charter
InterBel
MCI/Worldcom
McLeod
Primus Telecom
Sprint
VarTec Five Line
Verizon

Hamilton, Saipan & Virgin Islands -- (13)

Global Crossing
SBC/AT&T

Idaho--(36)

American Telecommunication
AT&T
BCN-Better Comm. Now
Broadwing/Level3
Century Link
Century Tel
Charter
Cincinnati Bell
Close Call
Coastal Long Distance
Excel
Frontier/Citizens
Global Crossing
HTC Global Reach
InterBel
LDCB
Lightyear/US Silent Network
McGraw
MCI/World Com
McLeod
Primus Telecom
Qwest(0070)
SBC/AT&T
Sprint
TDS Telecom
Time Warner
TNCI
Touch Tone
TTI National
VarTec Five Line

LONG DISTANCE CARRIER BY STATE for TRS and CapTel

Idaho--(36)--cont.

Cox Communications	Moundridge Telecom	Verizon Long Distance
Custer	Pineland Long Distance	

Iowa--(59)

Alta Municipal Utilities	Hickory Tech	Panora/Guthrie
American Telecommunications	HTC Global Reach	Pineland Long Distance
Amerivision	Independent Network	Primus Telecom
AT&T	INS-Iowa Network Services	Reinbeck Municipal Utilities
BCN-Better Comm. Now	InterBel	SBC/AT&T
Broadwing/Level3	Iowa Telecom	Sprint
Century Link	Jordan Solider Valley Teleph.	The Community Agency(TCA)
Century Tel	Laurens Municipal Utilities	Titonka-Burt Communications
Charter	LDCB	TNCI
City of Hawarden--HiTec	LeMars Communications	Touch Tone
Close Call	Long Lines	TransWorld Network--TWN
Coastal Long Distance	Manning Municipal Utilities	TTI National
CommChoice of Iowa	Mapleton Communications	VarTec Five Line
Coon Rapids Municipal Utilities	McGraw	Verizon Long Distance
Cox Communications	MCI/World Com	Walnut Communications
Excel	MediaCom	WCS
Frontier/Citizens	Moundridge Telecom	WCTA -- Winnebago
Global Crossing	Northwest Iowa Telephone	Webster Calhoun
Grundy Center Municipal	Northwestern Telephone Co-op	Western Iowa Telephone
Harlan Municipal Utilities	Orange City Communications	Windstream/Alltel

Kansas--(37)

AT&T	GTE/Verizon	Primus Telecom
BCN-Better Comm. Now	HTC Global Reach	Primus/Cable&Wireless
Blue Valley Tele-Co.	Haviland Telephone Co.	Sage
Broadwing/Level3	InterBel	SBC/AT&T
Century Link	JBN	Sprint
Charter	LDCB	S&T Communications
Close Call	McGraw	SuddenLink
Coastal Long Distance	MCI	Time Warner
Comcast	MediaCom	TNCI
Cox Communications	Moundridge Telecom	TransWorld Network--TWN
Cunningham Communications	Nex-Tech	TTI National
Excel	Pineland Long Distance	VarTec/FiveLine
Global Crossing		

Louisiana--(37)

American Telecommunication	Cox Communications	Pineland Long Distance
AT&T	Eatel	Primus Telecom
BCN-Better Comm. Now	Excel	Qwest(0070)
Bell South/AT&T	Global Crossing	SBC/AT&T
Broadwing/Level3	HTC Global Reach	Sprint
Century Link	InterBel	SuddenLink
Century Tel	LDCB	TNCI
Charter	Lightyear/US Silent Network	Touch Tone
Cincinnati Bell	McGraw	TTI National
Close Call	MCI/World Com	VarTec Clear Choice

LONG DISTANCE CARRIER BY STATE for TRS and CapTel

Louisiana--(37)--cont.

Coastal Long Distance
Comcast
McLeod
Moundridge Telecom
VarTec Five Line
Verizon Long Distance

Maine--(34)

Amerivision
AT&T
BCN-Better Comm. Now
Broadwing/Level3
Century Link
Charter
Close Call
Coastal Long Distance
Comcast
Excel
Fair Point Communications
Global Crossing
HTC Global Reach
InterBel
Lightyear
McGraw
MCI/World Com
McLeod
Moundridge Telecom
Oxford Network
Pine Tree Network
Pineland Long Distance
Primus Telecom
SBC/AT&T
Sprint
TDS Telecom
Time Warner
TNCI
Touch Tone
TTI National
USA Telephone
VarTec Five Line
Verizon Long Distance
Windstream/Alltel

Maryland--(28)

Amerivision
AT&T
BCN-Better Comm. Now
Bell South/AT&T
Broadwing/Level3
Century Link
Charter
Close Call
Coastal Long Distance
Comcast
Cox Communication
Excel
Global Crossing
GTE/Verizon
HTC Global Reach
InterBel
McGraw
MCI
MediaCom
Moundridge Telecom
Pineland Long Distance
Primus Telecom
SBC/AT&T
Sprint
TNCI
TTI National
USA Telephone
VarTec Five Line

Massachusetts--(27)

AT&T
BCN--Better Communications Now
Broadwing/Level3
Century Link
Charter
Close Call
Coastal Long Distance
Comcast
Excel
Global Crossing
HTC Global Reach
InterBel
LDCB
McGraw
MCI
Moundridge Telecom
Pineland Long Distance
Pine Tree Network
Primus Telcom
SBC/AT&T
Sprint
Time Warner
TNCI
TTI National
USA Telephone
US Silent Network
VarTec FiveLine
Verizon Long Distance

Montana--(40)

3Rivers Communications
AT&T
BCN-Better Comm. Now
Blackfoot
Bresnan Communications
Broadwing/Level3
Century Link
Century Tel
Charter
HTC Global Reach
InterBel
LDCB
LDDS
McGraw
MCI/World Com
MetroMedia Communications
Mid-Rivers Telephone Co-op
Moundridge Telecom
Project Telephone Co.
SBC/AT&T
Sprint
Time Warner
TNCI
Triangle Telephone
TTI National
Valley Telecomm
VarTec Five Line

LONG DISTANCE CARRIER BY STATE for TRS and CapTel

Montana--(40)--cont.

Coastal Long Distance	Opex LD	WCS
Excel	Pineland Long Distance	WilTel
Frontier/Citizens	Primus Telecom	Windstream/AllTel
Global Crossing		

New Mexico--(25)

AT&T	Global Crossing	Pineland Long Distance
BCN-Better Comm. Now	HTC Global Reach	Primus Telecom
Broadwing/Level3	InterBel	SBC/AT&T
Century Link	LDCB	Sprint
Charter	McGraw	Time Warner
Close Call	MCI/World Com	TNCI
Coastal Long Distance	McLeod	VarTec Five Line
Comcast	Moundridge Telecom	Verizon Long Distance
Excel		

Rhode Island--(30)

American Telecommunication	Global Crossing	Primus Telecom
AT&T	HTC Global Reach	SBC/AT&T
BCN-Better Comm. Now	InterBel	Sprint
Broadwing/Level3	LDCB	TNCI
Century Link	Lightyear	Touch Tone
Charter	McGraw	TTI National
Close Call	MCI/World Com	USA Telephone
Coastal Long Distance	McLeod	VarTec Five Line
Cox Communication	Moundridge Telecom	Verizon Long Distance
Excel	Pineland Long Distance	Windstream/Alltel

Utah --(26)

AT&T	Global Crossing	OPEX LD
AT&T/SBC	HTC Global Reach	Pineland
BCN--Better Comm. Now	Interbel	Primus Telecom
Bresnan Communications	LDCB	Sprint
Century Link	LDDS	Suddenlink
Charter	Level 3/Broadwing	TNCI
Close Call	McGraw	TTI National
Coastal	MCI/WorldCom	VarTec Five Line
Comcast	McLeod USA	Verizon Long Distance
Excel	Moundridge Telecom	

updated 02/12/13

Kansas Relay Service Customer Profile

Step 1: Customer Information

Your Phone Number:

Your First and Last Name:

Your Address:

City:

State:

Zip:

E-mail address:

☐ Please include me on the Kansas Relay mailing list.

☐ Please include me on the Hamilton Relay mailing list.

Please indicate the best way to contact you:

○ Address ○ Phone ○ E-mail

Step 2: Multi-User/Remote Profiles - Password + PIN

Choose a Password (secret word) using 4 to 10 letters and /or numbers to ensure you are the only person who can make changes to your profile. Choose a PIN (secret number) of four digits if you have more than one relay user living in the household, or wish to access your profile remotely while calling from another location. Using your PIN allows the CA to view your specific profile.

Password:

(Choose 4-10 letters and/or numbers.)

PIN:

(Choose 4 numbers.)

Kansas
- How To Connect
- Customer Service
- Equipment Distribution
- Outreach
- Brochures
- Call Me Cards

- Customer Profile
- Guide to Understanding Your Profile

- Relay Friendly Business Directory

- Options
- How It Works
- FAQs

Step 3: Making and Answering Relay Calls

If you live with a person who calls relay differently than you, contact Customer Service.

Making Relay Calls

Every time I CALL relay, I use...

Language Type:

- ○ English
- ○ Spanish

- ○ Voice Carry Over(VCO)
  - Choose one
- ○ 2 Line VCO
  - Choose one
- ○ TTY
- ○ ASCII
- ○ Hearing Carry Over (HCO)
- ○ 2 Line HCO
- ○ Speech to Speech
- ○ Voice only user:
  - Choose One

☐ I am a voice user who wants to call a CapTel user.

Answering Relay Calls

Every time I ANSWER a Relay call, I use...
(If you live with a person who answers Relay differently than you, skip this part.)

- ○ TTY - (VCO users with a TTY answering machine should mark TTY)
- ○ Voice Carry Over(VCO)
  - Choose one
- ○ ASCII
- ○ Voice Phone
- ○ Hearing Carry Over (HCO)
- ○ Speech to Speech
- ○ Spanish

Step 4: Long Distance Company

Select a Long Distance Carrier

If you leave this section blank, your bill will come from AT&T**.

Step 5: For every Relay call I make, I want...

Check the service you want with EVERY relay call you make.

☐ **Translator:** Translate ASL to English.

☐ **Slow Type Buffer:** Text appears on screen beginning at 10 wpm and may be increased in increments of 5 up to 45 words per minute.

Preferred Typing Speed ____ wpm (10 wpm up to 45 wpm)

☐ **Spell Check:** ○ On ○ Off

☐ **No Abbreviations:** Check this if you do NOT want the CA to use abbreviations when typing your call.

Section 6: Speed Dialing

You may choose up to 50 speed dials.

	Name you will ask for:	Phone Number:
1:		
2:		
3:		
4:		
5:		
6:		
7:		
8:		
9:		
10:		

Add Fields

Section 7: Greetings

You can customize how the CAs identify relay to the person you are calling if so desired:

☐ **I want CAs to say my first name to the people I call.**

Name:

Example: *"This is Kansas Relay CA 4444 with a call from Bob. Have you received a relay call before?"*

☐ **I want CAs to tell the people I call:**

○ I am deaf ○ I am hard of hearing

○ I have difficulty speaking ○ I am deaf/blind

Example: *"This is Kansas Relay CA 4444 with a call from someone who is deaf. Have you received a relay call before?"*

☐ **(NE)** Never explain how to use the relay to any person I call.

☐ **(NI)** Never identify the relay to any person I call. (requires "My Hello" below)

☐ **My Hello:** CAs will always greet the people you call this way:

Example: Hi, Bob here, How are you?

Section 8: Restrictions

Select the types of calls that you do not want made from your telephone. If you check any on this list, you will not be able to make those types of calls through the relay.

☐ Long Distance Calls

☐ 900/976 Calls

☐ International Calls

☐ Directory Assistance Calls (for help in finding a person's telephone number)

☐ Operator Assistance Calls (for help in making collect, calling card and other kinds of calls)

You're Finished!

Thank you for completing your Kansas Relay Customer Profile. If you have any questions about your Profile, please contact Customer Service. To print a copy of this form for your records, go to the File menu of your browser and select print before hitting the submit button.

If you are satisfied with your Profile, hit Submit.

Submit

If you want to start over, hit Reset.

Reset

CapTel / Captioned Telephone | State Relay / 711 Relay Services | Company Information
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Florida
Relay

Attachment D
Subcontractor Information



State of Florida Telecommunications Relay Services

Docket No. 140029-TP

CapTel, Inc.

Hamilton will subcontract aspects of Captioned Telephone Service including the technology, equipment and minimal captionists to CapTel, Inc. (CTI) of Madison, Wisconsin.

Hamilton is the prime contractor and will be responsible for its subcontractor's performance.

Subcontractor's Staff Qualifications
CapTel, Inc. Key Personnel and Staff

Following is a list of the key CapTel, Inc. personnel who will be involved with the operation of Florida Relay.

Person	Position
Pam Frazier	Call Center Director, CapTel, Inc.

Ms. Frazier joined Ultratec, Inc. in 1991 as a Customer Service Representative. Promoted in 1994 to Marketing Specialist and continued to work in the Marketing department as a Supervisor in 1996 and then promoted to Marketing Manager in 1998. Starting in 1999, Ms. Frazier worked in a dual role as Marketing Manager and assisting with development and testing of Fastran and CapTel technologies. This included setting up call center operations, and training of all call center positions. In 2002, Ms. Frazier was promoted to Director of the CapTel Call Center in Madison, Wisconsin.

Ms. Frazier received her Bachelor of Science degree in Marketing from Ball State University, Muncie, Indiana in December 1990. Ms. Frazier is a hearing child of deaf parents, has a sibling who is deaf, is fluent in American Sign Language and experienced in deaf culture.

Jayne M. Turner Vice President, CapTel, Inc.

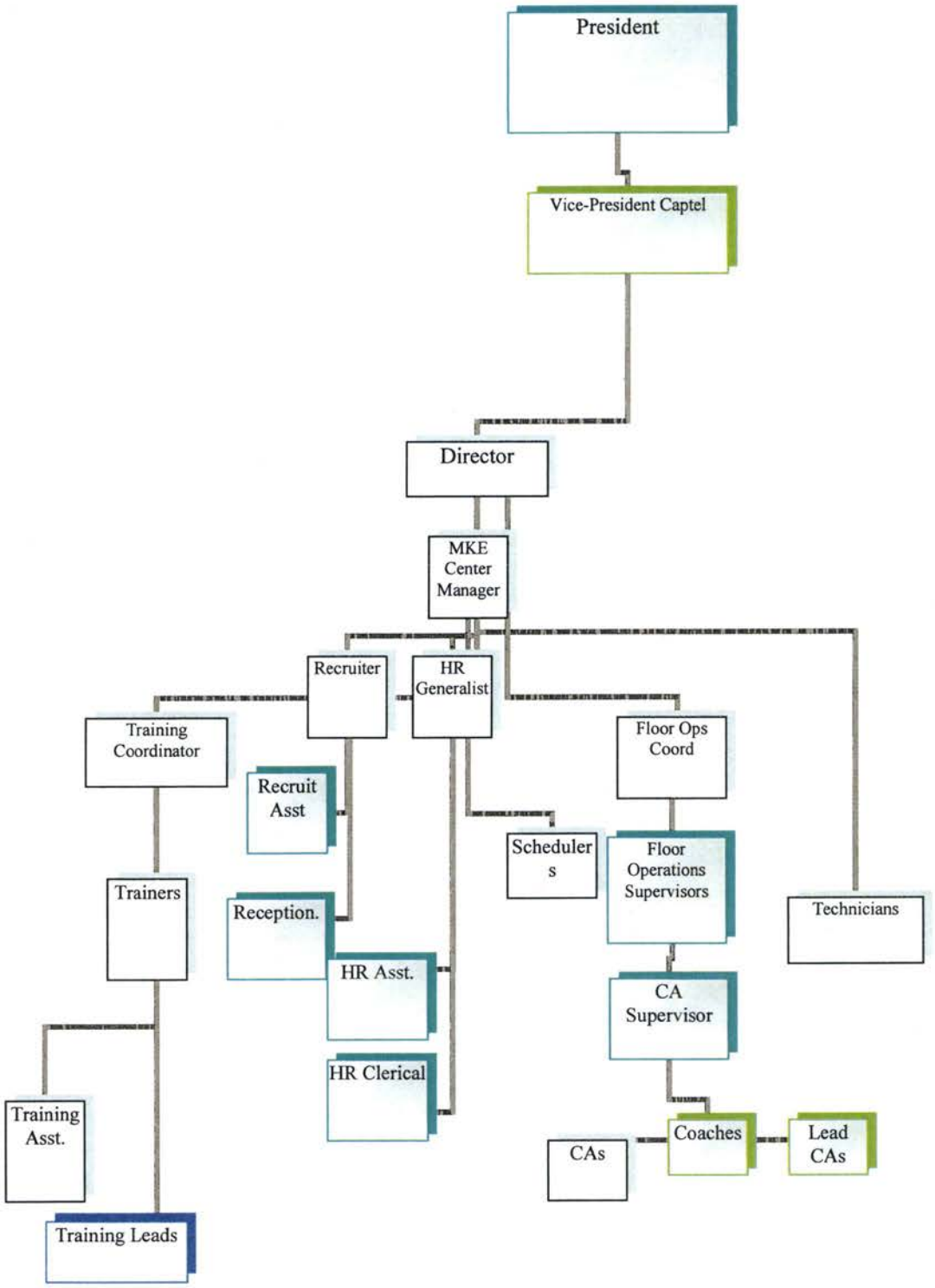
Ms. Turner joined Ultratec in 1983 as a sales representative. Promoted to Manager of Corporate Sales in 1986 and to Vice President of Corporate Sales in 1994. Responsibilities include: equipment distribution for the USA and international market areas, customer service, domestic and international service centers and financial management. In 2000 she became the Vice President of CapTel, Inc. and currently is responsible for over-all operations of the captioning center, coordinates the interactions between operations and technical staff as well as financial management and reporting.

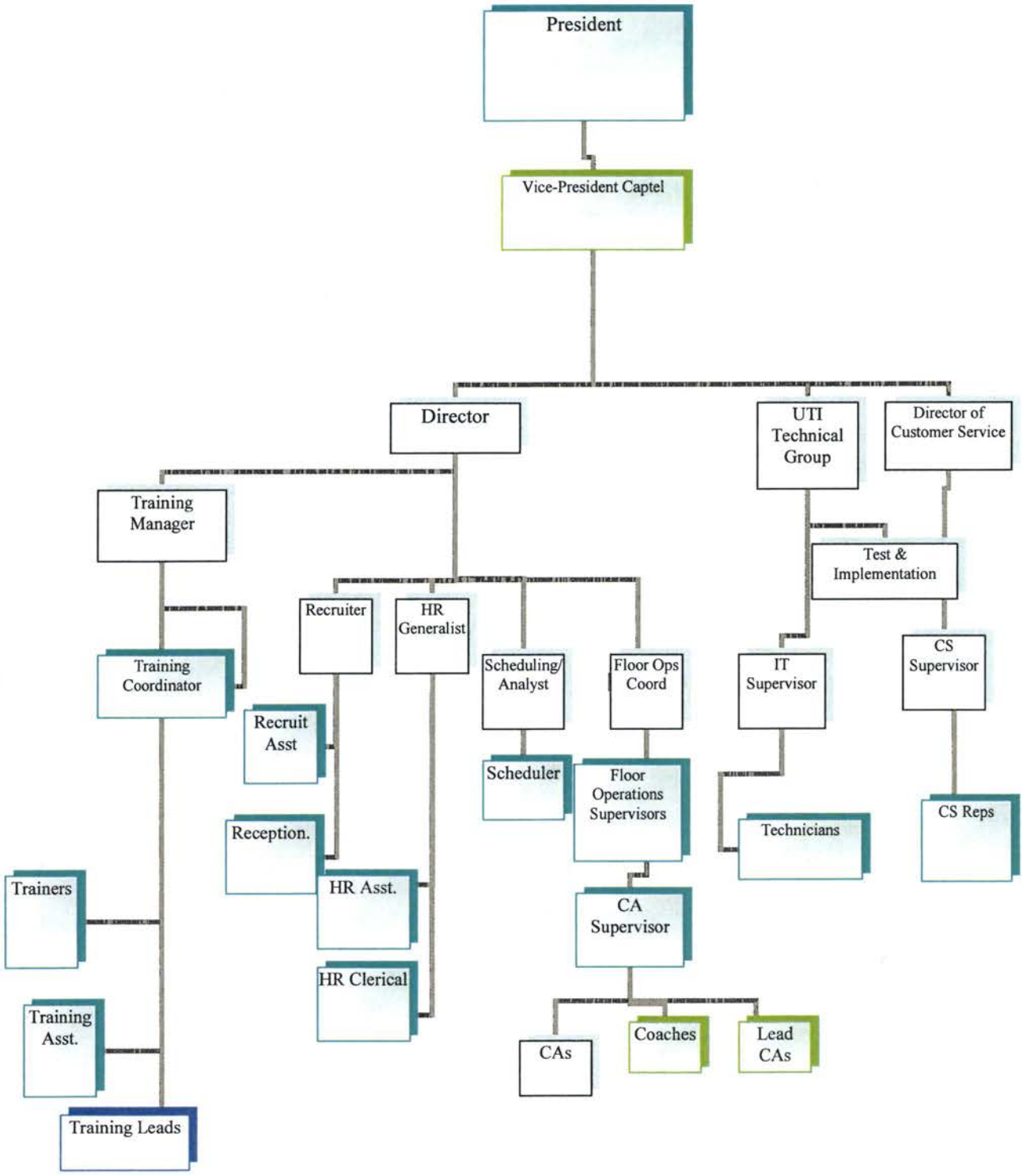
Ms. Turner received a Bachelor of Science Degree in Secondary Education from the University of Wisconsin, Stevens Point.

Pamela Holmes Director of Consumer & Regulatory Affairs and CapTel Customer Service

Ms. Homes came to Ultratec in1987 from having worked with and for deaf and hoh mainstreamed students in Wisconsin and Georgia. At Ultratec she works closely with government regulatory bodies, performs public speaking, and operates CapTel Customer Service Department. Recently, she was appointed by President Obama and confirmed by the Senate to serve as a Member of the National Council on Disability (NDC). She brings considerable experience with communication access matters and an expertise in the Americans with Disabilities Act (ADA) to this new role as Board member.

Ms. Holmes earned her Bachelor's Degree in English at Gallaudet University, Washington D.C., where she was on the Dean's List. She earned her Master's Degree in Deaf Education at the University of Tennessee in Knoxville, and was presented with the Graduate Fellowship Award.


President
Vice-President Captel
Director
MKE Center Manager
Recruiter
HR Generalist
Training Coordinator
Recruit Asst
Trainers
Reception.
HR Asst.
HR Clerical
Training Asst.
Training Leads
Scheduler s
Floor Ops Coord
Floor Operations Supervisors
CA Supervisor
CAs
Coaches
Lead CAs
Technicians


President
Vice-President Captel
Director
UTI Technical Group
Director of Customer Service
Training Manager
Test & Implementation
Recruiter
HR Generalist
Scheduling/ Analyst
Floor Ops Coord
IT Supervisor
CS Supervisor
Training Coordinator
Recruit Asst
Scheduler
Floor Operations Supervisors
Technicians
CS Reps
Reception.
HR Asst.
Trainers
CA Supervisor
HR Clerical
Training Asst.
CAs
Coaches
Lead CAs
Training Leads

Jayne Turner

5801 Research Park Blvd., Madison, WI 53719 – 608-441-8800 – jayne.turner@captelmail.com
(608) 238-3008 (FAX)

Education

University of Wisconsin, Stevens Point, Wisconsin
Bachelor of Science, Secondary Education

Experience

Ultratec, Madison, Wisconsin
Vice President, CapTel, Inc, 2000 - Present

- Responsible for over-all operations of the captioning center. Coordinates the interactions between operations and technical staff, as well as financial management and reporting.

Ultratec, Madison, Wisconsin
Vice President of Corporate Sales, 1994 – 2000

- Responsible for equipment distribution for the USA and international market areas, customer service, domestic and international service centers and financial management.

Ultratec, Madison, Wisconsin
Manager of Corporate Sales, 1986 - 1994

Ultratec, Madison, Wisconsin
Sales Representative, 1986 - 1986

Pamela A. Frazier

5801 Research Park Blvd., Madison, WI 53719 – 608-441-8800 – pam.frazier@captelmail.com
(608) 238-3008 (FAX)

Education

Ball State University, Muncie, IN
B.S. Marketing, 1990
Four year letter winner in collegiate athletics - softball

Experience

CapTel, Inc., Madison, Wisconsin
Call Center Director 2001 to Present

- Responsible for set-up and operations of CapTel Call Center. Responsibilities include the organization and prioritization with staff in recruiting, training, floor operations, scheduling, and technical coordination. Develop call center and call handling policies, oversee testing and implementation of new product development and involved in call center growth strategy.

Ultratec, Madison, Wisconsin
Marketing Manager 1996 to 2001

- Responsible for organizing and prioritizing team responsibilities in marketing related activities including advertising, product manuals, consumer trade shows, and product development. Worked extensively in product development of CapTel technologies as it applied to the labor process and implementing the use of CapTel technology into a call center environment. A member of the core team to implement state consumer trials and assessing feedback on product and service.

Ultratec, Madison, Wisconsin
Customer Service Representative 1991 to 1996

- Responsible for handling customer service questions regarding use of TTYs and other Ultratec products via phone, letter, and email correspondence. Trained internal customer service/sales representatives on new products and updates. Acted as a technical liaison between engineering and customer service/sales representatives. Also attended various trade shows and presented product trainings.

Affiliations

Call Center Managers Association Wisconsin
National Association of the Deaf, corporate affiliate member
TDI, Organization member
Self Help for Hard of Hearing People, Corporate member annual, current.

Awards and Recognition

Fluent in ASL

Pamela Holmes

450 Science Drive, Madison, WI 53711 – 1-800-269-7477 – pam.holmes@captelmail.com
(608) 238-3008 (FAX)

Education

Gallaudet University, Washington, D.C.
Bachelors Degree in English, 1974
Dean's List

University of Tennessee, Knoxville, Tennessee
Masters Degree in Deaf Education, 1976
Graduate Fellowship Award

Experience

CapTel, Inc., Madison, Wisconsin
Director of Consumer & Regulatory Affairs & CapTel Customer Service
March, 1987 to Present

- As Director of Consumer & Regulatory Affairs, work involves activity at the local, state, and national level on disability issues related to communication access and regulatory affairs. Work entails monitoring government regulatory activity, drafting submissions to the FCC including the petition for CapTel to be recognized as an enhanced VCO service, speaking at public hearings, making presentations on our products and service, and staying abreast to emerging regulatory and consumer issues.
- Since CapTel's beginnings, Pam has worked exclusively with a core CapTel team on the set up and operation of the Captioned Telephone (CapTel) state consumer trials and full service with expertise in the area of consumer communications, consumer feedback on the product and service, consumer database development and maintenance, and coordination of training and customer support to existing customers. Currently, Pam's primary responsibility is operation of the CapTel Customer Service Department. This includes customer service program development and deployment, hiring and supervision of CapTel Customer Service representatives, and management and direct involvement of day to day concerns and commendations customers communicate by phone, email, fax and mail.

Madison Area School District & outlying school districts, Madison, Wisconsin
Itinerant Teacher/ M-team Consultant, 1984 1987.

- Served as a teacher and consultant to deaf and hard of hearing mainstreamed students, their teachers, school administrators and parents.

Atlanta Area School for the Deaf, Atlanta, Georgia
Teacher of Middle School & High School Students, 1976 - 1984

- Taught home economics, social studies, civics, economics, and language arts to deaf and hard of hearing students. Initiated several extra-curricular activities for students. Was known as an innovative teacher with strong rapport with students and teaching peers.

Affiliations

National Association of the Deaf, individual and corporate affiliate member; Chair, National Association of the Deaf - Telecommunications Advocacy Network (NAD-TAN) Committee, 1997 - 2005. Member Technology Committee, 2005 to present.

Florida
Relay

Attachment E
Outreach Materials



State of Florida Telecommunications Relay Services

Docket No. 140029-TP

Outreach

At Hamilton Relay, outreach activities are a very important part of how we operate our Relay Service. Education of both relay users and the general public plays a vital role in the success of the relay. Hamilton provides a comprehensive relay outreach program in each of the states in which it provides Relay Service in order to assure success of this educational process.

The following Attachment contains samples from Hamilton's library of outreach materials. It also contains examples of some of the outreach activities with which Hamilton has been involved in its Relay States. Hamilton will make all materials available in Spanish and English.

Relay Your Way

Kansas Relay Center

Powered by Hamilton Relay

Now it's your call… anytime, anywhere with Kansas Relay.



Kansas Relay makes telephone conversations possible for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking on the phone.

www.KansasRelay.com

*Kansas Relay is *free, and is available 24-hours a day, every day – making it possible for individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking to communicate over the telephone.*

Several relay service options are available to accommodate the needs of various users. Primarily, calls are conducted through the use of an assistive communications device such as a TTY, deaf-blind communicator, or other specialized equipment. Details regarding the available relay services in Kansas can be found on the following pages or online at **www.KansasRelay.com.**

When you connect with Kansas Relay, a Communication Assistant (CA) will facilitate your call - promptly, professionally and accurately. Whether you're connecting with family, friends or businessess, all relay calls are confidential and there are no records kept of relay conversations.



* *The relay service is free, standard long distance charges may apply.*

Table of Contents

Maximizing Your Relay Experience

Relay Connection Options

4 TTY (Text Telephone)
6 VCO (Voice Carry Over)
10 HCO (Hearing Carry Over)
12 DBS (Deaf-Blind Service)
14 STS (Speech-to-Speech)
16 CapTel® (Captioned Telephone)
22 Voice

Relay Service Information (inside back cover)

- How to Connect
- Access and Charges
- Customer Service
- Equipment Distribution Program
- Pay Phones
- Emergency Calls
- Customer Profile Instructions (back cover)

Maximizing Your Relay Experience

711: Easy, nationwide access to Relay.
711 is the national three-digit number for relay access (similar to 411 for information or 911 for emergencies). Simply dial 711 from wherever you are to be connected with Relay.

To ensure your calls are placed through Kansas Relay, you may also dial the direct toll-free numbers found on the inside back cover.

Spanish Relay
All relay connection options are available in Spanish. Bilingual CAs are available to process Spanish-to-Spanish relay calls. Relay calls can be translated between Spanish and English if you and the person you are calling are both within the state. Additional information about services in Spanish can be found at www.hamiltonrelay.com/espanol/index.html

Customer Profile
Individuals may establish a variety of calling preferences that are automatically displayed for the Communication Assistant (CA). This can save on call-time and make relay calls smoother and easier.

To create your profile, please see the *Customer Profile* instructions on the back cover.

The Role of the CA
All relay calls are kept confidential. The CA's sole function is to facilitate your call. Do not attempt to engage the CA in conversation; rather, address your comments directly to the person you are calling. The CA reads aloud everything typed and types everything heard, including background noises or side comments. The CA may also indicate sounds heard on the calls that are not conveyed through the conversation, such as: chuckling, crying, yawning, etc.

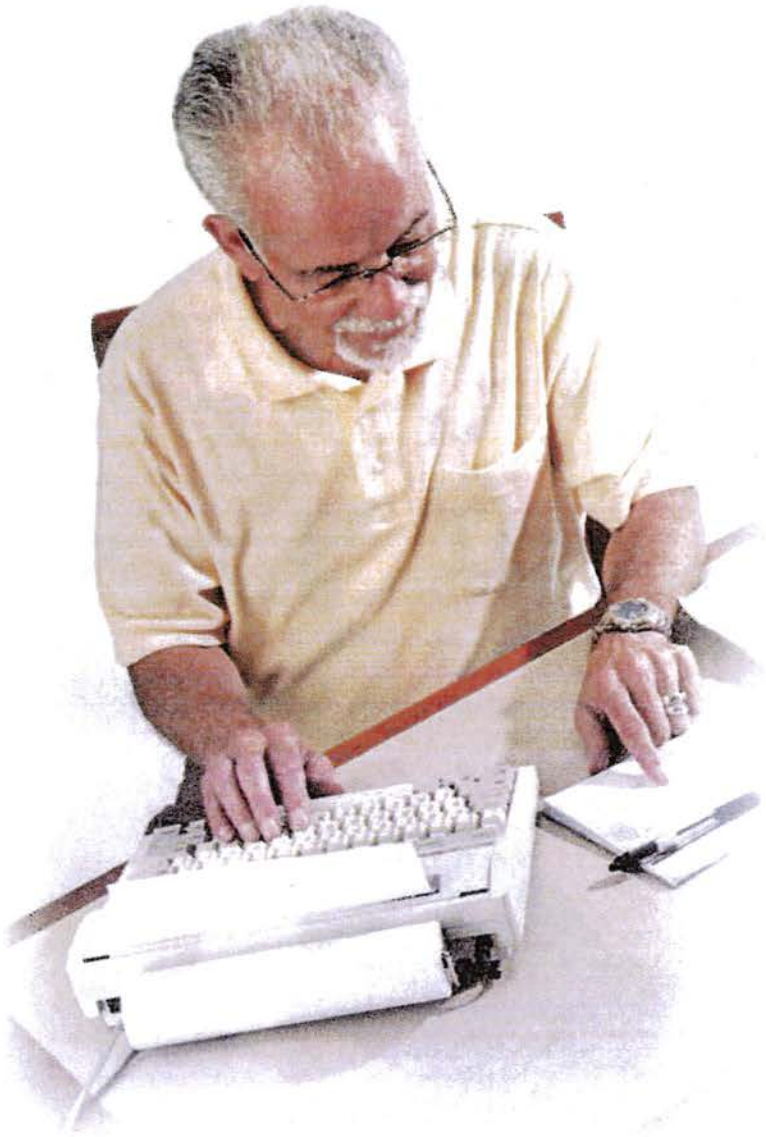
The use of *GA* and *SK*:
GA or *Go Ahead* is a term used in relay calls for turn-taking purposes. When a person hears or sees *GA*, they know it is their turn to respond.

SK or *Stop Keying* is a term used in relay calls to indicate that the conversation is over and it is time to hang up.



TTY (Text Telephone)

TTY (Text Telephone) allows a person who is deaf or hard of hearing to type their messages and read the other person's responses.



Making a TTY Call

Using a TTY

- Using your TTY, dial 71- or the toll-free number for Kansas Relay. (Please see the inside back cover for details)
- The Communication Assistant (CA) will answer by identifying Kansas Relay and providing his/her CA number and gender. The CA will then type *NUMBER TO CALL PLS Q GA.*
- Provide the area code and telephone number you want to call and any additional instructions.
- Once the call is connected, the CA will ask the person you are calling if he/she is familiar with the relay. If the person is not, the CA will explain how the relay works before the conversation begins.
- The CA will type everything said by the other party, word for word, along with any background noises.
- When you see *GA,* it is your turn to respond. Type *GA* when you are ready for a response. The conversation will proceed in this manner until the call is complete.
- When you have completed your side of the conversation, type *GA to SK* and the CA will close your call.

VCO (Voice Carry Over)

Voice Carry Over (VCO) is an effective service for people who have hearing loss and use their voice on the phone. VCO users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.

Required Equipment To make and receive calls using VCO, you will need either a TTY or a specific VCO device such as the Ameriphone or Uniphone. This equipment will allow you to read telephone conversations on a screen and respond using your own voice.



Making a VCO Call

Using a TTY

- Using your TTY, dial 711 or the toll-free number for Kansas Relay. (Please see the inside back cover for details)
- After the Communication Assistant (CA) answers and identifies Kansas Relay, type: *VCO PLS GA.*
- Wait for the CA to type, *VCO ON GA* indicating that Voice Carry Over has been activated.
- Pick up the handset and speak to the CA providing the number of the person you wish to call, and any additional instructions. Say *GA* or *Go Ahead* and immediately place the handset back onto the TTY.
- The CA will ask the person you are calling if he/she is familiar with Voice Carry Over. If the person is not, the CA will explain how VCO works before the conversation begins.
- The CA types the response of the other person for you to read on your TTY screen. When you see *GA,* it is your turn to respond by picking up the handset and speaking to the other person.
- When you are ready for the other person to respond, say *GA* and place the handset back on the TTY. Turn-taking continues in this manner until the call is complete.

Using a VCO Device

- Connect to relay by dialing 711 or the toll-free number for Kansas Relay. (Please see the inside back cover for details)
- When the Communication Assistant (CA) answers, simply press the *RLY MSG* button that sends a recorded VCO prompt.
- After the CA answers with *VCO ON GA,* provide the number you wish to call and then say *GA.*
- If necessary, the CA will explain how VCO works to the person you are calling.
- When the conversation is ready to begin, speak directly to the person you are calling and say *GA* when you are ready for a response. The CA types the response of the other person for you to read on your screen, and when you see *GA,* it is your turn to respond. Turn-taking continues in this manner until the call is complete.

Receiving a Call as a VCO User

People calling you can dial 711 or the toll-free number listed on the back page of this pamphlet. If you have not established a Customer Profile, answer incoming calls in one of the following two ways.

Answering Voice First

- Answer the call and say *VCO PLEASE GA.* Immediately connect your TTY or VCO device.
- The CA will send his/her CA number and gender, followed by *VCO ON GA.* You may then speak directly to the caller using *GA* to take turns.

Answering TTY or VCO Device First

- Connect your TTY and type *VCO PLS GA.*
- If you are using a VCO device, simply press the *RLY MSG* button that sends a recorded VCO prompt.
- The CA will send his/her CA number and gender, followed by *VCO ON GA.* You may then speak directly to the caller using *GA* to take turns.

Tips for VCO Users

- When connecting with the CA, do not press any other keys. Doing so will send TTY tones to the CA and may cause confusion about which call method you want to use (TTY or VCO).
- While the other party is speaking, be aware that the CA will not be able to hear you until the *GA* is given and it's your turn to speak.
- You may make as many consecutive calls as you wish. If you wish to make another call, simply inform the CA and provide the phone number.

2-Line VCO

This enhanced relay feature allows for a more interactive conversation by eliminating the use of *Go Ahead.* The CA does not identify relay and is present only to type what's said by the other party. 2-Line VCO requires the use of two telephone lines, one of which must have 3-way conferencing capabilities.

HCO (Hearing Carry Over)

HCO (Hearing Carry Over) **is especially useful for people who can hear, but who regularly or occasionally have difficulty speaking over the phone. HCO users listen directly to the person called and, through specialized equipment, type their responses to the other party.**

Making an HCO Call

- Using your TTY, dial 711 or the toll-free TTY number for Kansas Relay. (Please see the inside back cover for details)
- When the Communication Assistant (CA) answers, type *HCO PLS GA.*
- Wait for the CA to both type and say *HCO ON GA,* which indicates that Hearing Carry Over has been activated.
- Type the telephone number for the person you wish to call and provide any additional instructions, followed by GA.
- Once the call is connected, everyone on the call will be able to hear each other. Be ready to listen for the voice of the person you are calling.
- The CA will ask the person you are calling if he/she is familiar with Hearing Carry Over. If the person is not, the CA will explain how HCO works before the conversation begins.
- When you hear the person say *Go Ahead,* type your response. The CA will read aloud your response to the other person. Turn-taking continues in this manner until the call is complete.
- To end your call, type *GA to SK* or simply type *Goodbye.*

Receiving a Call as an HCO User

- People calling you may dial 711 or the toll-free Voice number for Kansas Relay. (Please see the inside back cover for details)
- If a customer profile has been established, the calls you receive will automatically connect in HCO mode.
- If a customer profile has not been established, answer incoming calls by connecting your TTY and typing *HCO PLS GA.* The CA will then activate Hearing Carry Over and both type and say *HCO ON GA.*

2-Line HCO

This enhanced relay feature allows for a more interactive conversation by eliminating the use of *Go Ahead.* The CA does not identify Relay and is present only to read aloud what's typed by the HCO User. 2-Line HCO requires the use of two telephone lines, one of which must have 3-way conferencing capabilities.



DBS (Deaf-Blind Service)

DBS (Deaf-Blind Service) allows people with combined hearing and vision loss to place and receive telephone calls. DBS users type their messages and read the other person's responses, typed by the CA, on a braille display.

Required Equipment

Specialized telecommunications equipment is required, such as a TeleBraille or deaf-blind communicator.



Making a DBS Call

- Using your specialized equipment, dial 711 or the toll-free number for Kansas Relay. (Please see the inside back cover for details)
- The CA will answer by identifying Kansas Relay and typing *NUMBER TO CALL PLS Q GA.*
- Provide the area code and telephone number you want to call, as well as any additional instructions.
- Once the call is connected, the CA will type everything said by the other party word for word, along with any background noises.
- When you read *GA,* it is your turn to respond. Type your message and add *GA* when you are ready for a response. The conversation will proceed in this manner until the call is complete.
- When you have completed your side of the conversation, type *GA to SK* to close your call.

Slow Type Buffer: A feature used in DBS which allows the CA to type at a normal pace, while sending text to your device at a speed dictated by you (see note below). CAs have the ability to turn this feature on or off on a per call basis.

Note: *The Slow Type Buffer is a common feature used in DBS. You can establish the pace of which text is sent to you by completing a Customer Profile form, or by indicating your preference to the CA before your call. In addition, the CA is able to adjust the speed for you at any time throughout your call.*

STS (Speech-to-Speech)

STS (Speech-to-Speech) **is especially useful for people who have difficulty speaking or being understood on the telephone. STS Relay involves specially trained Communication Assistants (CA) who are familiar with the speech patterns of a wide variety of individuals who have difficulty being understood.**

Required Equipment

Special telephone equipment is not needed for Speech-to-Speech calls since STS users may use their own voice or an AAC (Augmentative and Alternative Communication) device to communicate.

Making a Call

Dial 711 or the toll-free STS number for Kansas Relay. (Please see the inside back cover for details)

- Provide the STS CA the number you wish to call, plus any special instructions.
- The CA will ask the person you are calling if he/she is familiar with STS. If the person is not, the CA will explain how STS works before the conversation begins.
- The CA will repeat your part of the conversation, in short phrases, unless you request otherwise. The CA will work closely with you to ensure your entire conversation is understood and will clarify anything that is not clear before repeating.
- Say *Go Ahead* or *GA* each time you are finished speaking and are ready for a response. The conversation will proceed in this manner until the call is complete.
- To end your call, say *GA to SK* or simply say *Goodbye.*

Tips for STS Users

- Establish a Customer Profile to store helpful information about your calls. This will allow the CA to process your calls more efficiently. (See back cover)
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you want before the call is placed.
- If you reach an answering machine, the CA will request and verify your full message and then call back to leave that message.
- It is helpful if you pause while the CA repeats your part of the conversation.
- You or the person you are calling may request that the CA remain in the background. If you need the CA to assist at any time during the call, you must request the CA to do so. This is especially helpful when calling family, friends or others who are familiar with your speech.
- There is no time limit and you may make as many consecutive calls as you want. You should not be concerned with the length of time a call may take.
- You may request a male or female CA and as long as one is available, your request will be honored.

Additional STS offerings may be available in your state. Please contact Customer Service to learn more.

CapTel® (Captioned Telephone)

What is Captioned Telephone?

Captioned Telephone (CapTel) is a *free service that allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. Through the use of a uniquely designed CapTel phone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the CapTel phone, just moments after the other party has spoken.

This state-of-the-art technology:

- Eliminates the struggle of using the phone due to difficulty hearing
- Allows for natural conversations
- Provides a truly interactive calling experience

Who benefits from Captioned Telephone?

- People who experience hearing loss and have understandable speech
- People who communicate with individuals who experience difficulty hearing over the phone

Required Equipment

In order to make a Captioned Telephone call, a CapTel phone, telephone service, and standard electrical power are needed.

For more information on how to obtain a CapTel phone, please see the inside back cover for details.

* Although the captioning service is free, standard long distance charges may apply.

Connecting with CapTel

CapTel User



CapTel user places and receives calls using a CapTel phone that displays text of the other party's conversation.



Captioning Service

Captioning Center Operator converts everything the standard phone user says into captions using voice recognition technology.



Other Party

Family, friends and businesses use a standard phone to communicate with CapTel users.

How it Works

Captioned Telephone service works through the use of a CapTel phone, which functions like a traditional phone with an essential difference: it displays every word the other party says throughout the conversation.

Behind the scene, a specially trained operator uses voice recognition technology to generate captions by repeating what the standard phone user says. Captions appear on the bright, easy-to-read display screen of the CapTel phone.

So if you just can't hear on the phone, now you can read as well as listen to what's said for increased clarity on every call.

lacing and Receiving CapTel Calls

It's easy to place and receive calls using CapTel.

Placing Calls with Captions

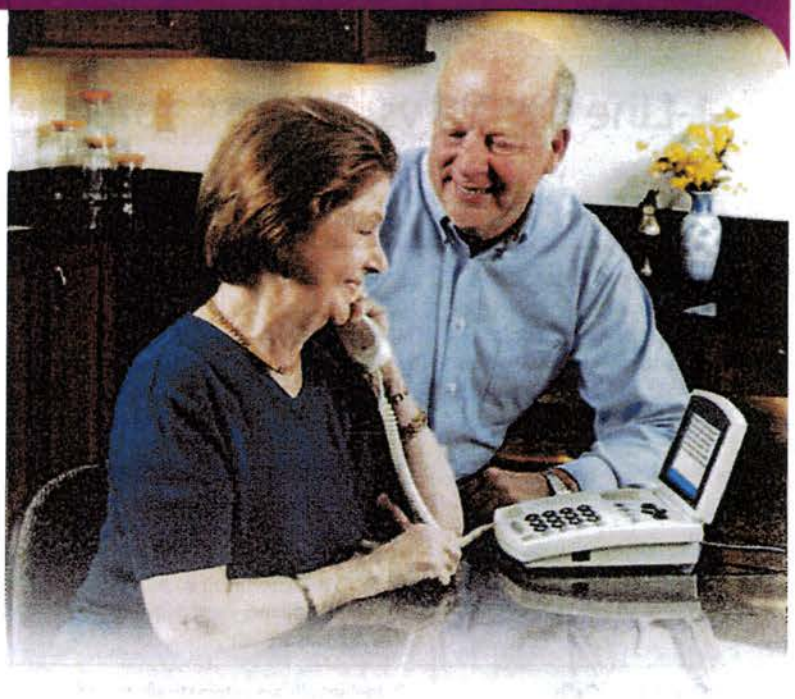
All outgoing calls you make are automatically captioned. Just dial the number of the person you are calling and make sure the red light around the CAPTIONS button on your CapTel phone is on.

Receiving Calls with Captions

For incoming calls you may choose to receive captions in either 1-line or 2-line mode.

1-line CapTel Mode (one telephone line connected to your CapTel phone)

- In order for you to receive captions, callers must first dial the toll-free captioning service and then enter your phone number



- Your callers dial the captioning service 1-877-243-2823 (English) or 1-866-217-3362 (Spanish) and when prompted, they will need to enter your telephone number
- When your CapTel phone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter

2-line CapTel Mode (two telephone lines connected to your CapTel phone)

- Calls received are automatically captioned
- Callers simply dial your phone number directly
- When your CapTel phone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter

* *All calls are strictly confidential and no records of any conversations are maintained.*

For more information on 1-line and 2-line CapTel, please refer to the chart provided.

1-Line CapTel vs. 2-Line CapTel

	1-Line CapTel	2-Line CapTel
Number of Lines *For those with only digital phone service, additional options are available. For more information call 888-514-7933 or visit www.hamiltoncaptel.com.*	Requires one standard (analog) telephone line or DSL with an analog filter.	The first telephone line can be analog or DSL with an analog filter, Digital Cable or VoIP. The second line must be an analog telephone line or DSL with an analog filter.
How Calls are Managed	Spoken conversations and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.
Captioning	Captions must be turned on prior to using the phone. A red light indicates that captions are "on".	Captions can be turned on or off at any point in the conversation.
Outgoing Calls	Outgoing calls are automatically routed through the CapTel Captioning Center.	Both incoming and outgoing calls are automatically routed through the CapTel Captioning Center.
Calling a CapTel User	People calling the CapTel user must first dial the toll-free number for CapTel; then dial the CapTel user's phone number when prompted.	People calling the CapTel user dial that person's number directly.
Calling Features	Call-waiting and automatic call back (*69) are not available.	Call-waiting and automatic call back (*69) can be used.
Three-Digit Dialing	CapTel users are able to dial three digit numbers such as 211 and 411 directly from the CapTel phone. Three-digit dialing codes are available in most states nationwide and allow quick and convenient access to important services.	Three-digit dialing functions the same in 1 Line or 2 Line mode.
911 Calls *Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911*	Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the CapTel Captioning Center. Calls are processed as *VCO calls whereby the 911 call-taker can hear everything you say, and then types his/her response which appears on the CapTel display screen. You speak directly into the handset, as you would with any other CapTel call. ** VCO stands for "Voice Carry Over", a service that allows callers to speak for themselves and read typed responses.*	Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the second line.



Captioned Telephone (CapTel®) allows individuals who have difficulty hearing on the phone to listen while reading captions of what's said to them.

CapTel is a registered trademark of Ultratec, Inc.

Voice

Voice Relay allows standard phone users to communicate with individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking and who may use a TTY, TeleBraille, or other assistive telecommunications device. A Communication Assistant (CA) facilitates the call by relaying messages between the individuals, according to their communication needs.

Making a Call

- Dial 711 or the toll-free number for Kansas Relay. (Please see the inside back cover for details)
- The CA will answer with his/her identification number and ask for the number you wish to call. Provide the area code and telephone number you wish to call, along with any special instructions.
- All messages are relayed word for word. The person you are calling may also be made aware of any audible background noises or conversations occurring near you.
- The CA will facilitate the conversation through a turn taking process. When it is your turn, speak directly and clearly to the person you are calling and say *GA* or *Go Ahead* when you are ready for a response. The other party will begin their message and when you hear the words *GA* or *Go Ahead,* it is your turn to speak again.
- To end your call, say *GA to SK* or simply say *Goodbye.*

Receiving a Relay Call

- When you pick up the phone and hear *This is Kansas Relay,* someone who may be deaf, deaf-blind, hard of hearing or have difficulty speaking is on the line.
- The CA will give his/her identification number and ask if you have received a relay call before. If necessary, the CA will explain the process before connecting the call.
- The conversation will proceed in the same manner as when making a relay call; say *Go Ahead* or *GA* to indicate you are done speaking and say *GA to SK* to end the conversation.

Tips for Voice Relay Users

- Provide the CA with as much information as possible before your call begins, such as the name of the person you are calling, so that the CA may ask for him/her when the call is answered.
- You may request a male or female CA – and depending on availability, your request will be honored.
- Once you are connected to the person you are calling, speak slower than usual and wait a few moments for a response as there may be a slight delay.
- If you have a series of questions, it is helpful to ask them one at a time, allowing the person you are calling to respond to each question individually. This will reduce any confusion or misunderstandings.
- There is no time limit on calls, and you may make as many consecutive calls as you wish.

Contact Information

How to Connect with Kansas Relay

To place a call through Kansas Relay, simply dial 711. Or call one of the toll-free numbers below:

- TTY/Voice: 800-766-3777
- Voice Carry Over (VCO): 800-735-4313
- Speech-to-Speech (STS): 866-305-1344
- Spanish: 866-305-1343
  (Includes Spanish-to-Spanish. Translation between English and Spanish is available if both parties are within the State of Kansas)
- To call a 1-Line CapTel user, dial 877-243-2823 (English) or 866-217-3362 (Spanish).
  To call a 2-Line CapTel user, dial their phone number directly.

If you are traveling out of State or you are in a State that is not served by Hamilton Relay, you can place interstate calls by calling:

- TTY: 800-833-5833 (toll-free)
- Voice: 800-833-7833 (toll-free)

Access and Charges

Access relay by dialing 711 or the associated toll-free number. Relay services are available 24 hours a day, seven days a week – with no restrictions on the length or number of calls made. It is free to access and use relay services. Long distance charges apply for long distance calls.

Additional contact information behind this page.

Contact Information (cont.)

Customer Service

If you have suggestions, comments or concerns, please contact:

Kansas Relay Customer Service
P.O. Box 285
Aurora, NE 68818
Voice/TTY: 866-735-2957
Fax: 402-694-5110
E-mail: ksrelay@hamiltonrelay.com

If your expressed concern is not resolved to your satisfaction, you may contact:

KRSI/TAP Director
4848 SW 21st Street, Suite 201
Topeka, KS 66604-4415
Voice: 785-234-0200
TTY: 785-234-0207

Póngase en contacto con el Departamento de Servicio al Cliente del servicio de retransmisión de Kansas para obtener más información sobre el servicio de retransmisión en español.
- Voz/TTY: 866-744-7471
- Fax: 402-694-5110
- Correo Electrónico: spanish@hamiltonrelay.com

Captioned Telephone Customer Service
English: 888-269-7477
Spanish: 866-670-9134
E-mail: info@hamiltoncaptel.com

In addition, the Federal Communications Commission is available to serve you regarding relay issues. Visit: www.fcc.gov/cgb/complaints.html.

Equipment Distribution Program
The Kansas Telecommunications Access Program (TAP) is a telecommunications equipment distribution program. The program is funded pursuant to state law through the Kansas Universal Service Fund (KUSF) and is regulated by the Kansas Corporation Commission (KCC). The purpose of TAP is to provide specialized equipment to Kansans with disabilities or impairments in order to access basic home telecommunication services.

TAP
4848 SW 21st Street, Suite 201
Topeka, KS 66604-4415
Voice: 785-234-0200
TTY: 785-234-0207
Email: tap@kstelecom.com

Pay Phones
The Federal Communications Commission has ordered that all local relay calls made from a pay phone are free. Callers may simply dial 711 or the toll-free number for relay. When placing a long distance relay call from a pay phone, the CA must be provided with a way to bill the call (a calling card, for example). Coins cannot be used to pay for a long distance relay call from a pay phone.

Emergency Calls
In the event of an emergency, call 911 or your local emergency services TTY number directly. Kansas Relay will make every effort to assist in emergencies. Note that relay centers are not 911 centers and do not assume responsibility for the call.

Customer Profile

Individual call handling preferences can be stored on file. These preferences include customized greetings, preferred connection option, speed dial numbers, slow type buffer, and more. User preferences are then automatically displayed on the CA's screen every time you make or receive a call. This can save on call processing time – connecting you with family, friends, and businesses in a more efficient and effective manner.

To create a customer profile online, visit www.kansasrelay.com and select "Customer Profile" to complete and submit your form. You may also contact Kansas Relay Customer Service.

Kansas Relay is powered through Hamilton Relay of Aurora, Nebraska – a national leader in providing high quality relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking. Hamilton Relay has been offering relay services since 1991 and has built a reputation for outstanding customer service, reliable technology, essential relay education and professional Communication Assistants.

That's what I'm talking about

HAMILTON relay

Talk about simple

If you or someone you care about just can't hear on the phone – Hamilton CapTel is a simple solution. Designed exclusively for individuals with hearing loss, the Hamilton CapTel phone works just like any other phone. When the phone rings, you answer it. When you want to make a call, you dial the number.

The clear difference: With Hamilton CapTel you can listen and read word-for-word captions of everything said to you over the phone.

"Before Hamilton CapTel, there was no way for me to use the phone comfortably or reliably. This phone changed everything – the frustration is gone."

Bob P., North Carolina
Hamilton CapTel User

See what they say
HamiltonCapTel.com

Talk about answers

If you have any questions about Hamilton CapTel or would like more information about our no cost certification process, please contact Customer Care:

Call Toll-Free: 877-455-4227
E-mail: Info@HamiltonCapTel.com
Visit: HamiltonCapTel.com

If you prefer to purchase your Hamilton CapTel phone for $75 directly, use Promo Code HCG0114 to have your phone delivered for free.

Call Toll-Free: 888-514-7933
Visit: HamiltonCapTel.com/phone

Facebook.com/hamiltoncaptel

Twitter.com/hamiltoncaptel

See what they say
HAMILTON captel

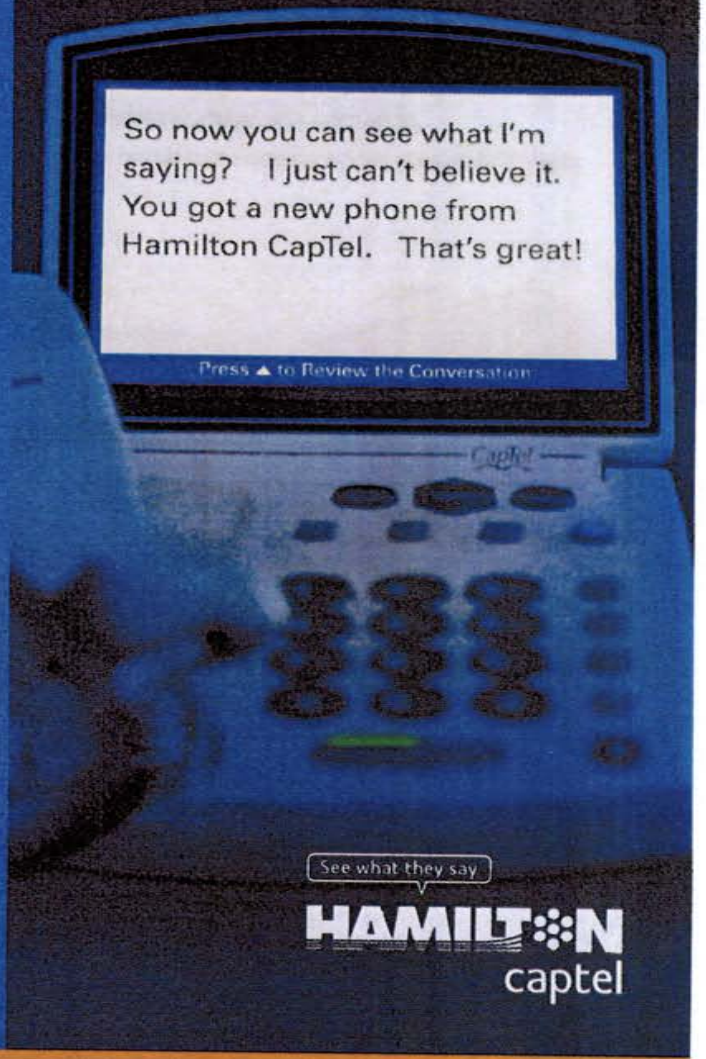
Internet Protocol Captioned Telephone Service (IP CTS) is regulated and funded by the Federal Communications Commission (FCC) and is designed exclusively for individuals with hearing loss. In order to use IP CTS, you must have telephone service and high-speed Internet connectivity where the phone will be used.

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CapTel is a registered trademark of Ultratec, Inc.

See what they say
HamiltonCapTel.com

Talk about life-changing

Amazingly clear phone conversations now available at **no cost!**



See what they say
HAMILTON captel

See what they say
HamiltonCapTel.com

Talk about results

Since 2003, Hamilton CapTel® has made more than 33 million captioned telephone conversations possible for individuals with hearing loss. This is the kind of dedication and proven captioned telephone technology you can count on every day.

- Listen and read captions of everything said on every call – incoming and outgoing.
- Integrated answering machine "captions" your voice messages.
- Adjustable volume control (up to 40dB gain) ensures comfortable listening levels.
- A nationwide service is available to individuals with hearing loss at no cost*.



CapTel® Phone
WiFi Capable



Ordering your no cost Hamilton CapTel phone is as simple as 1-2-3!

Step 1:
Visit: **HamiltonCapTel.com/certify** and download the Certificate of Hearing Loss/Order form

Step 2:
Complete the form in its entirety. (Please note: Independent, third-party professional certification is required to process your order.)

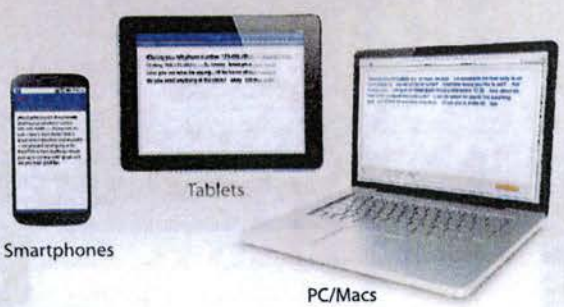
Step 3:
Submit your completed form via E-mail, Fax or Mail. (All of the details are included on the form – Promo Code HCG0114 allows us to ship your phone for free.)

Hamilton CapTel
Talk about simple, life-changing results

Important: Individuals with hearing loss who use Hamilton CapTel consistently may experience life-changing feelings of clarity, confidence and freedom, endless smiles, contagious laughter, and a renewed sense of happiness when the phone rings.

Talk about freedom

The same great Hamilton CapTel service that powers the CapTel phone can also power your smartphone, tablet or computer. All that is required is a one-time registration process. For more information or to begin the registration process, please visit: **HamiltonCapTel.com/freedom.**



For more information about Hamilton CapTel:
Customer Care: 877-455-4227
E-mail: Info@HamiltonCapTel.com
Visit: HamiltonCapTel.com

Also Important: When using a Hamilton CapTel phone, please remind individuals you are talking with to not speak so loud or repeat everything over and over. If this sounds too good to be true, try your next phone call with Hamilton CapTel.

Kansas Relay Center

Hi! My name is <Enter Your Name>

To call me, please use Kansas Relay Center by dialing 7-1-1 from your home, business or mobile telephone.*

Ask the Communication Assistant to call me at: <Enter Phone Number>

* Relay enables people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled to use the telephone. There is no charge to access Kansas Relay Center.

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Kansas Relay Center

When our relay conversation begins:

- Speak directly to me in a clear manner. Everything you say is being typed, word-for-word, so that I may read it.
- Say *"Go Ahead"* or *"GA"* to indicate it is my turn to talk.

Kansas Relay Center
Customer Service
9107 Bluebonnet Centre Blvd.
Baton Rouge , LA 70809
TTY/Voice/VCO:
1.866.735.2957



Kansas Relay Center

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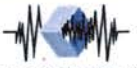


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1.866.735.2957

Relay Friendly Business



Protect your business

Suspicious calls can be received through various means of communication, including relay.

Relay service is intended for use by individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking. Unfortunately, there are people who take advantage of relay services by posing as a relay user in order to conceal their identity and trick businesses into selling them large quantities of merchandise.

There are various ways in which people access relay services to place or receive calls: through a computer, standard telephone, mobile device, or an assistive communications device. As relay calls are facilitated by a Communication Assistant, you are not able to hear the voice of the person on the other end, in most cases. Therefore, it is very important for you to feel comfortable in knowing exactly with whom you are speaking.

Here are a few tips to help determine whether your callers are placing legitimate orders or if they are attempting to scam your business.

Kansas Relay Center

It is wise to gather as much information as you can about the caller. Always ask for the caller's full name, address and telephone number. Put procedures in place so that you can verify the credit card information provided.

Hamilton Relay and the Federal Communications Commission (FCC) are taking steps to prevent the misuse of relay and the Federal Trade Commission (FTC) has instructed that persons who have been defrauded should contact the FTC directly at www.FTC.gov or 877-FTC-HELP.

To read the FCC's statement online, please visit www.fcc.gov/cgb/consumerfacts/iprelayfraud.html

Be suspicious if callers:

- Refuse to identify themselves or give a company name
- Refuse to provide a telephone number
- Order large quantities of products, possibly "whatever you have in stock"
- Want the goods shipped immediately through a third party and/or to an overseas location
- Supply multiple credit cards as one or more are declined
- Cannot provide the credit card verification code (the three digit number on the back of the card)
- Wish to pay with a certified check (as a precaution, wait until funds are cleared before shipping merchandise)

For more information contact: **Kansas Relay Customer Service** • P.O. Box 285 • Aurora, NE 68818
1.866.735.2957 TTY/Voice/VCO • 1.402.694.5110 Fax • ksrelay@hamiltonrelay.com • kansasrelay.com

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Relay Friendly Business

THIS CERTIFIES THAT

_____

has successfully completed the requirements of the Relay Friendly Business Program and is trained to place and receive relay calls to and from individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

We hereby welcome them as a Relay Friendly Business and acknowledge their time, effort, and commitment to serving their customers.

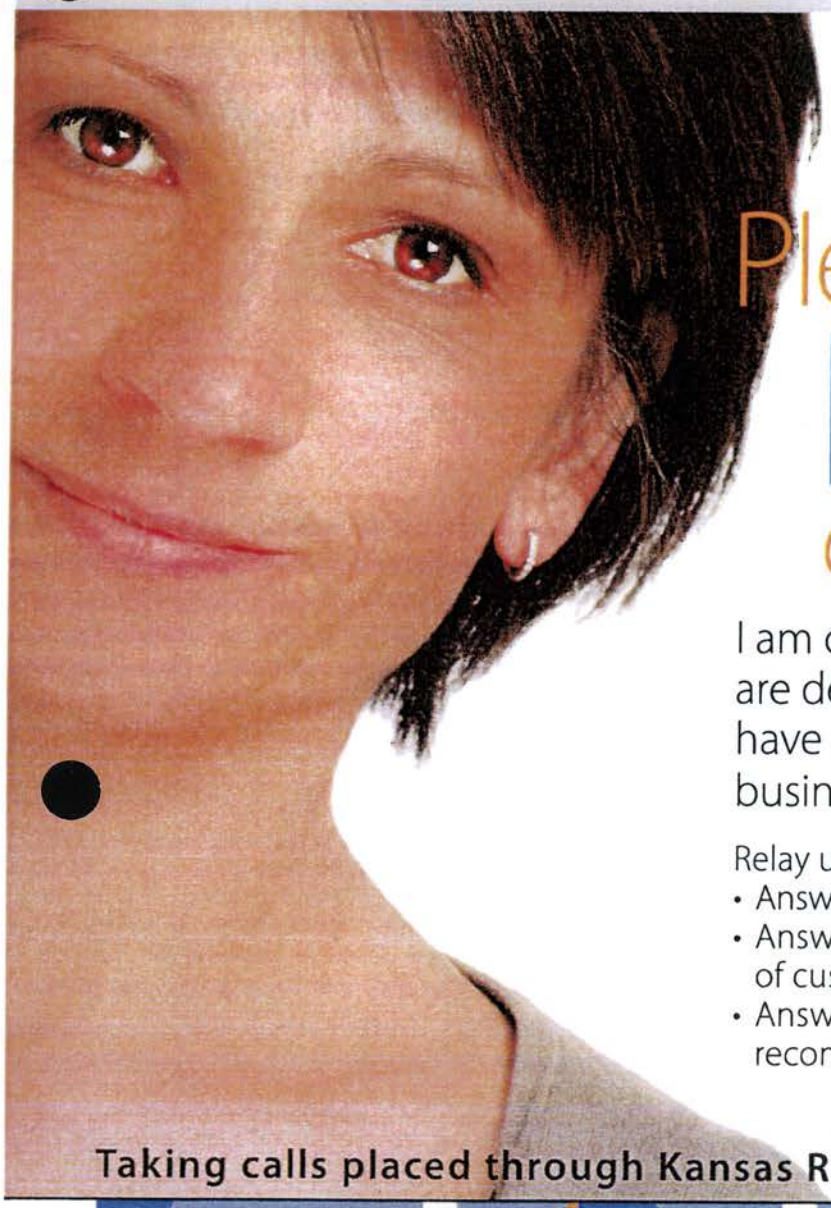
Signed _____

Date _____

Kansas Relay Center

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Relay Friendly Business



Please don't hang up on me.

I am one of thousands of individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking wanting to do business with your company.

Relay users are customers with money to spend.

- Answering relay calls can mean increased revenue
- Answering relay calls can increase the number of customers you serve
- Answering relay calls can result in the recommendation of your business to others

Taking calls placed through Kansas Relay is simply good business.



The relay caller places a call using relay primarily through the use of an assistive communications device.

The Communication Assistant speaks and/or types what's said between callers.

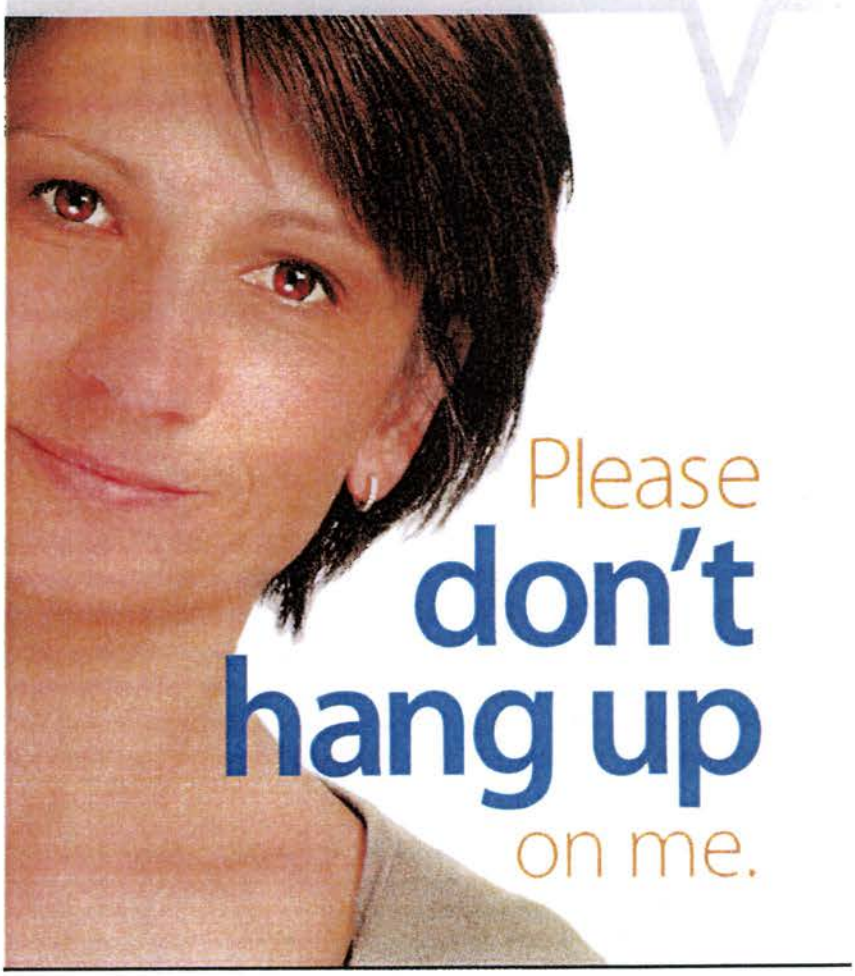
Speak as you normally would, just a little slower and say, "go ahead" when you're ready for a response. Turn taking continues in this manner until the call is complete.

Kansas Relay Center

For more information contact: **Kansas Relay Customer Service** • P.O. Box 285 • Aurora, NE 68818
1.866.735.2957 TTY/Voice/VCO • 1.402.694.5110 Fax • ksrelay@hamiltonrelay.com • kansasrelay.com

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Relay Friendly Business



Become a Relay Friendly Business

Relay calls are from individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking. By becoming a relay friendly business you'll discover that relay users are customers with money to spend.

- Answering relay calls can mean **increased revenue**
- Answering relay calls can **increase the number of customers you serve**
- Answering relay calls can result in the **recommendation of your business to others**

Relay Friendly Business

You can help your organization be a **Relay Friendly Business** by understanding how a relay call works.



The relay caller places a call using relay primarily through the use of an assistive communications device.



A Communication Assistant then speaks and/or types what is said between you and the relay caller.



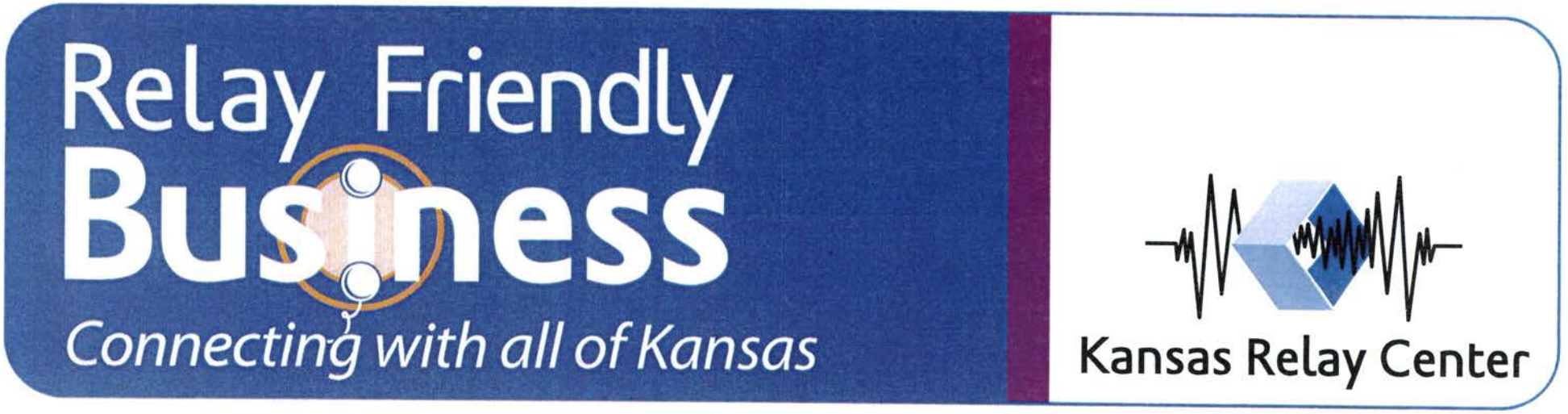
Speak as you normally would, just a little slower and say, "go ahead" when you're ready for a response. Turn taking continues in this manner until the call is complete.

Seem easy? **It is!**

Becoming relay friendly is good for business.

Kansas Relay Center

For more information contact: **Kansas Relay Customer Service**
P.O. Box 285 • Aurora, NE 68818 • 1.866.735.2957 TTY/Voice/VCO
1.402.694.5110 Fax • ksrelay@hamiltonrelay.com • kansasrelay.com
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Relay Friendly
Business
Connecting with all of Kansas
Kansas Relay Center

Relay Friendly Business

Connecting with all of Kansas

Kansas Relay Center

Relay Friendly Business

Welcome to the **Relay Friendly Business** program.

Dear Xxxxxxxxx,

In becoming a Relay Friendly Business, you'll discover that relay users are customers with money to spend. By answering relay calls, your organization can:

- Bring new money into your business
- Attract more customers and increase customer loyalty
- Receive more referrals to your business from others

You can positively impact relay users by making Relay Friendly Business training a part of your employee development plans, and by telling friends and business associates about the program.

We thank you for your participation. Should you have any additional questions, please don't hesitate to call me at XXX.XXX.XXXX.

Taking calls placed through Kansas Relay Service is simply good business.

Sincerely,

Name
Title
Kansas Relay Service

Kansas Relay Center

Kansas Relay Customer Service
P.O. Box 285
Aurora, NE 68818
1.866.735.2957 Voice/TTY
1.402.694.5110 Fax
ksrelay@hamiltonrelay.com
kansasrelay.com

Relay Friendly Business

Connecting with all of Kansas

Kansas Relay Center

Important Information Regarding Kansas Relay Center

Kansas Relay Center (KRC) is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or who have difficulty speaking, can communicate on the telephone via TTY/TDD, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish-to-Spanish and Captioned Telephone *(CapTel®)* in order to connect with family, friends or businesses with ease.

Here's how KRC works:

Dial 7-1-1 or the appropriate toll-free number provided to connect with KRC. A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TDD/TTY) user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Specialized Services:

KRC offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents. Specially trained CA's are on hand to assist in these types of calls by dialing the associated number provided at the top of this page. Since KRC offers a variety of services please refer to the website listed or call KRC Customer Service for more detailed instruction on how a particular call is processed.

Captioned Telephone is also available and ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one important addition: it displays every word the other party says throughout the conversation. Captioned Telephone users can listen to the caller and read the captions on the display window of the captioned telephone.

Access to Services:

Both 7-1-1 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 7-1-1 to reach KRC, please call KRC Customer Service.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within Kansas, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access KRC.

To place a call using Kansas Relay Center, dial 7-1-1
or dial one of the toll free numbers below:

TTY/Voice: 1-800-766-3777
Spanish: 1-866-305-1343
Speech-to-Speech: 1-866-305-1344
Spanish Speech-to-Speech: 1-866-305-1345

Customer Service Information:
1-866-735-2957 V/TTY
9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809
Email: ksrelay@hamiltonrelay.com
Web: www.hamiltonrelay.com

Captioned Telephone Customer Service:
1-888-269-7477
To call a Captioned Telephone user, dial:
1-877-243-2823

Special points of interest:

- **Equipment Distribution Program**
  The Kansas Telecommunication Access Program offers amplified phones, TTYs Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in Kansas who are deaf, deaf-blind, or who have difficulty with speech, mobility and cognitive capabilities. For more information you can visit http://www.kansastap.org or call 1-785-234-0200 (V/TTY)
- **Emergency Calls**
  Please note that 7-1-1 is only to be used to reach Kansas Relay Center.

  In and EMERGENCY you should continue to use 9-1-1
  For emergencies, call 9-1-1 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. Kansas Relay Center will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.

Kansas Relay Center
Powered by Hamilton Relay

Kansas Relay Center

What is Kansas Relay Center?
Kansas Relay Center (KRC) is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY/TDD, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone *(CapTel®)* in order to connect with family, friends or businesses with ease.

How does relay work?
Dial 7-1-1 or the appropriate toll-free number provided below to connect with KRC . A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TDD/TTY) user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish speaking residents.

Captioned Telephone
Captioned Telephone is ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one important addition: it displays every word the other party says throughout the entire conversation. Captioned Telephone users can listen to the caller and read the captions on the display window. To call a Captioned Telephone user, dial: 1-877-243-2823.

How do I apply for specialized equipment?
The Kansas Telecommunication Access Program offers amplified phones, TTYs, Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in Kansas who are deaf, deaf-blind, hard of hearing, or have difficulty with speech, mobility and cognitive functions. For more information, visit http://www.kansastap.org or call 1-785-234-0200 (V/TTY).

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TTY/Voice: 1-800-766-3777
Spanish: 1-866-305-1343
Speech-to-Speech: 1-866-305-1344
Spanish STS: 1-866-305-1345

Customer Service
V/TTY: 1-866-735-2957
ksrelay@hamiltonrelay.com
www.hamiltonrelay.com

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Kansas Relay Center

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TTY/Voice: 1-800-766-3777
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Customer Service
V/TTY: 1-866-735-2957
ksrelay@hamiltonrelay.com
www.hamiltonrelay.com

Kansas Relay Center
Powered by Hamilton Relay



Cady Macfee
Kansas Outreach Coordinator

Kansas Relay Center

Hamilton Relay provides traditional relay services for the state of Kansas including TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish-to-Spanish and CapTel®.

Kansas Relay Center
Powered by Hamilton Relay

Details regarding all of the available services in Kansas can be found under the Options tab above.

When you connect with the Kansas Relay Center, a Communication Assistant (CA) will connect on the phone with you. Simply give the CA the number you wish to call and your call will be processed promptly, professionally and accurately.

Kansas Relay Service, Inc.: www.ktia.org/?q=node/28

How to Connect

Dial 7-1-1 to use Hamilton Relay in Kansas or call one of the toll free numbers below:

TTY/Voice: 800-766-3777
Speech-to-Speech: 866-305-1344
Spanish: 866-305-1343

If you are traveling out of State or you are in a State that is not served by Hamilton Relay, you can place interstate calls by calling:

TTY: 800.833.5833 (toll-free)
Voice: 800.833.7833 (toll-free)

Customer Service

If you have suggestions, comments or concerns, please contact:

Hamilton Relay
9107 Bluebonnet Centre Blvd.
Baton Rouge , LA 70809
Voice/TTY: 866-735-2957
Fax: 225-293-3583
E-mail: ksrelay@hamiltonrelay.com

Kansas
- How To Connect
- Customer Service
- Equipment Distribution
- Outreach
- Brochures
- Call Me Cards

- Customer Profile
- Guide to Understanding Your Profile

- Relay Friendly Business Directory

- Options
  - TTY
  - VCO
  - 2-Line VCO
  - HCO
  - 2-Line HCO
  - Telebraille
  - Voice
  - STS
  - Español
  - CapTel
- How It Works
- FAQs

If your expressed concern is not resolved to your satisfaction, contact your State Relay Administrator.

Joyce Hightower
KRSI/TAP Director
4848 SW 21st Street, Suite 201
Topeka, KS 66604-4415
Voice: 785-234-0200
TTY: 785-234-0207
E-mail: jhightower@kstelecom.com

Should your concern go unresolved, you may file a complaint with the FCC's Consumer Information Bureau.

Voice: 888-CALL-FCC
TTY: 888-TELL-FCC
http://www.fcc.gov/cgb/complaints.html

Equipment Distribution

For information regarding equipment, please visit:

Kansas Telecommunications Access Program
http://www.kansastap.org

Outreach

Hamilton Relay offers high quality professional outreach services to ensure people are aware of relay services, and that they understand how to use relay when making or receiving calls. If you are not sure about how relay works and would like to learn more about what types of relay services work best for you, contact us!

If you know of an agency, business, school or individual who could benefit from training on how to use Relay services, we are glad to provide professional training services.

Contact your Outreach Coordinator today!
Cady Macfee (cady.macfee@hamiltonrelay.com)
Kansas Outreach Coordinator

Brochures

For quick reference, the following Traditional Relay Service Brochures are available for download:

Relay Service | Español

Call Me Cards

For your convenience, we have created "Call-Me Cards" that are simple to print and distribute to friends, family and business contacts. Once shared, these cards provide all the necessary information anyone needs in order to contact you through 7-1-1. We've also included some helpful hints when using relay. Simply print the front and back side of the card and write your name and phone number in the designated areas. You'll want to keep your

personalized cards readily available so that you can pass them out to individuals who wish to contact you.

For best results, these cards are designed to print on Avery Card Stock 5881. When printing, you do not need to choose "shrink to fit the page."

Click here to download your Call Me Card Template!

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Cady Macfee
Kansas Outreach Coordinator

See what they say® with Hamilton CapTel® and Kansas Relay

Hearing on the phone can be a source of frustration for you or someone you care about — but it doesn't have to be. Backed by nearly a decade of proven captioned telephone technology, Hamilton CapTel® is dedicated to making phone conversations simple and accessible for individuals with hearing loss.

Captioned Telephone, or CapTel, service allows for a natural conversation flow — you speak directly to the other party and then listen while reading captions of what's said to you. As the other party speaks, captions of what they say appear nearly simultaneously on the bright, built-in display screen of the CapTel phone.

So if you've ever missed out on what was said during a telephone call, you no longer need to! Now you can have clarity and confidence on every call.

The captioning service is free and is available in English or Spanish.



CapTel Phone

Kansas
- CapTel 840
- Customer Service
- Order Info
- Outreach
- How It Works
- FAQs

Brochures
- CapTel

Guides/Manuals
- User Manual

Call-Me Cards
- Download Template

CapTel Phone Videos

General
- Introduction
- Getting Help
- More Information

1-Line Mode
- How CapTel Works
- Overview of CapTel Phone
- Getting Started
- Setup Plugging Everything In 1-Line Mode
- Set Up In An Office
- Calling & Answering in 1-Line Mode

CapTel 840

Placing and receiving calls with the CapTel phone is simple and easy. The CapTel phone works like any other telephone with one important addition: you can read every word a caller says throughout your phone conversation on the bright display screen. The CapTel phone requires a single analog (traditional) or DSL (with Filter) phone line for both voice and captions.

To see how Hamilton CapTel and the CapTel phone can work for you, just click here.

Don't have an analog connection? Learn more about the CapTel 840i and the Hamilton CapTel family of Internet-based captioned telephone solutions, just click here.

Questions about the CapTel 800? Please click here.

Questions about the CapTel 200? Please click here.

How to Obtain a CapTel Phone

Kansas Equipment Distribution Program

Kansas residents may be eligible to receive a CapTel phone at no charge through the Kansas Telecommunications Access Program (TAP), which helps provide telephone equipment to people with hearing loss based on financial needs. To learn more about the program, or to apply for a free CapTel phone, contact:

Kansas Telecommunication Access Program (TAP)
4848 S.W. 21st Street, Suite 201
Topeka, KS 66604-4415
Voice: 785-234-0200
TTY: 785-234-0207
Email: tap@kstelecom.com

For more information about the Kansas TAP or to download an application form, please visit, http://www.kansastap.org

Order a CapTel Phone Directly

You may also order a CapTel phone directly.

$75 Limited Time Offer!

Click Here to order your CapTel Phone online for just $75

Call (V/TTY): (800) 233-9130 to place your order by phone.
Fax/Mail: Click Here to download your order form. Simply print it, complete the order information and then send it via fax or mail.

Customer Service

For assistance, please call CapTel Customer Service at

- Adjust Sound
- Conversations
- Reviewing Captions During a Call
- Reviewing Captions After Hanging Up
- Speed Dial
- Changing the Font Size
- Touch Tone Menu Systems
- Answering Machine Messages
- Dialing 911 in an Emergency

2-Line Mode

- 2-Line Mode Overview
- 2-Line Mode How It Works
- Setting Up 2-Line Mode
- Placing a Call with Captions (2-Line)
- Answering a Call (2-line)
- Answering a Call with Captions (2-Line)
- Turn Captions On or Off (2-Line)
- Shared Line (2-Line)
- Dial 911 (2-Line)

888-269-7477.

For more information about Kansas CapTel Service, or if you have suggestions, comments or concerns, please contact:

Kansas Relay Customer Service
9107 Bluebonnet Centre Blvd.
Baton Rouge , LA 70809
Voice/TTY: 866-735-2957 (Toll-free)
Fax: 225-293-3583
E-mail: ksrelay@hamiltonrelay.com

If your expressed concern is not resolved to your satisfaction, contact your State Relay Administrator.

Joyce Hightower
KRSI/TAP Director
4848 SW 21st Street, Suite 201
Topeka, KS 66604-4415
Voice: 785-234-0200
TTY: 785-234-0207
E-mail: jhightower@kstelecom.com

In addition, the Federal Communications Commission (FCC) is available to serve you regarding relay issues:

Voice: 888-CALL-FCC
TTY: 888-TELL-FCC
Website: http://www.fcc.gov/cgb/complaints.html

Outreach

Hamilton CapTel offers high quality professional outreach services to ensure people are aware of CapTel services, and that they understand how to use CapTel when making or receiving calls. If you are not sure about how CapTel works and would like to learn more about what types of relay services work best for you, contact us!

If you know of an agency, business, school or individual who could benefit from training on how to use relay services, we are glad to provide professional training services.

Contact your Outreach Coordinator today!
Cady Macfee (cady.macfee@hamiltonrelay.com)
Kansas Outreach Coordinator

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Kansas Relay Center
Powered by Hamilton Relay

Kansas
Captioned Telephone (CapTel)

"I just can't hear on the phone..."



But with Kansas Captioned Telephone I can "see what they say™."

If you've ever missed out on what was said during a telephone call – you no longer need to. Now you can see word-for-word what is said to you throughout your phone conversation. It's called CapTel or Captioned Telephone.

Join us for a free presentation!

Find out if a captioned telephone is right for you and how you can take advantage of the free captioned telephone service.

Date: _____

Time: _____

Location: _____

_____



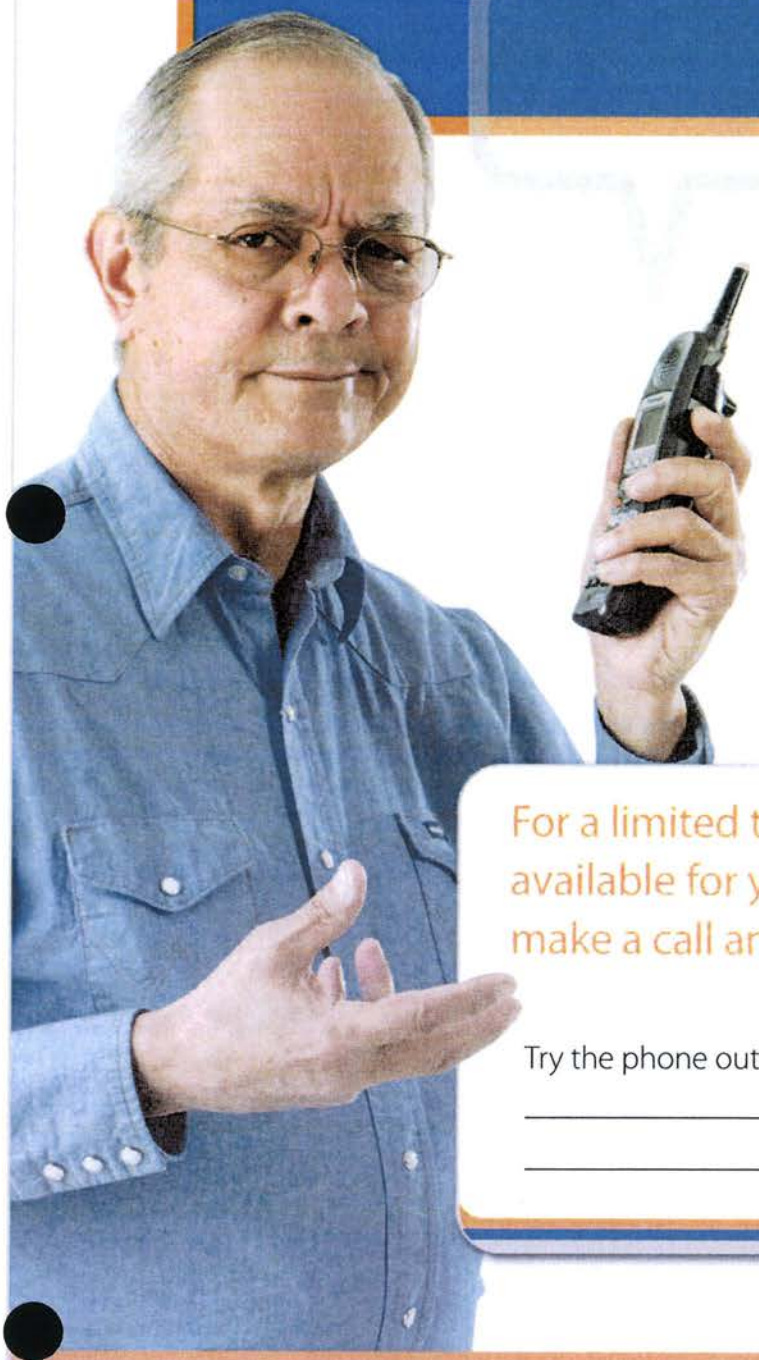
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HamiltonRelay.com

See what they say is a trademark of Hamilton Relay.

Kansas Relay Center
Powered by Hamilton Relay

"I just can't hear on the phone..."



But with Kansas Captioned Telephone I can "see what they say™."

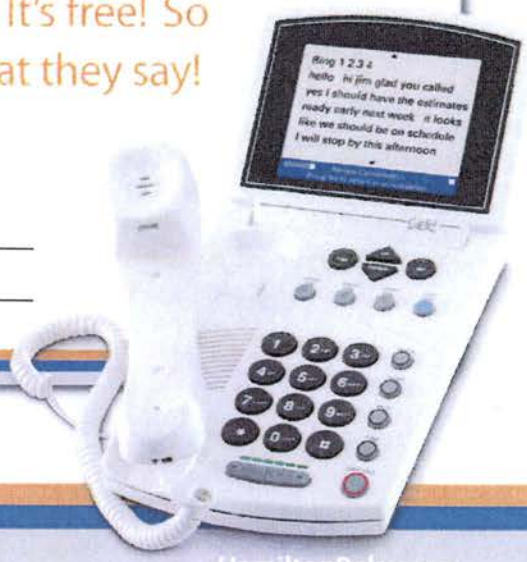
If you've ever missed out on what was said during a telephone call – you no longer need to. Now you can see word-for-word what is said to you throughout your phone conversation. It's called CapTel or Captioned Telephone.

For a limited time, a CapTel phone is available for you to try. It's free! So make a call and see what they say!

Try the phone out at:

_____

_____



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CapTel® is a registered trademark of Ultratec, Inc.

HamiltonRelay.com
See what they say is a trademark of Hamilton Relay

Kansas Relay Center
Powered by Hamilton Relay

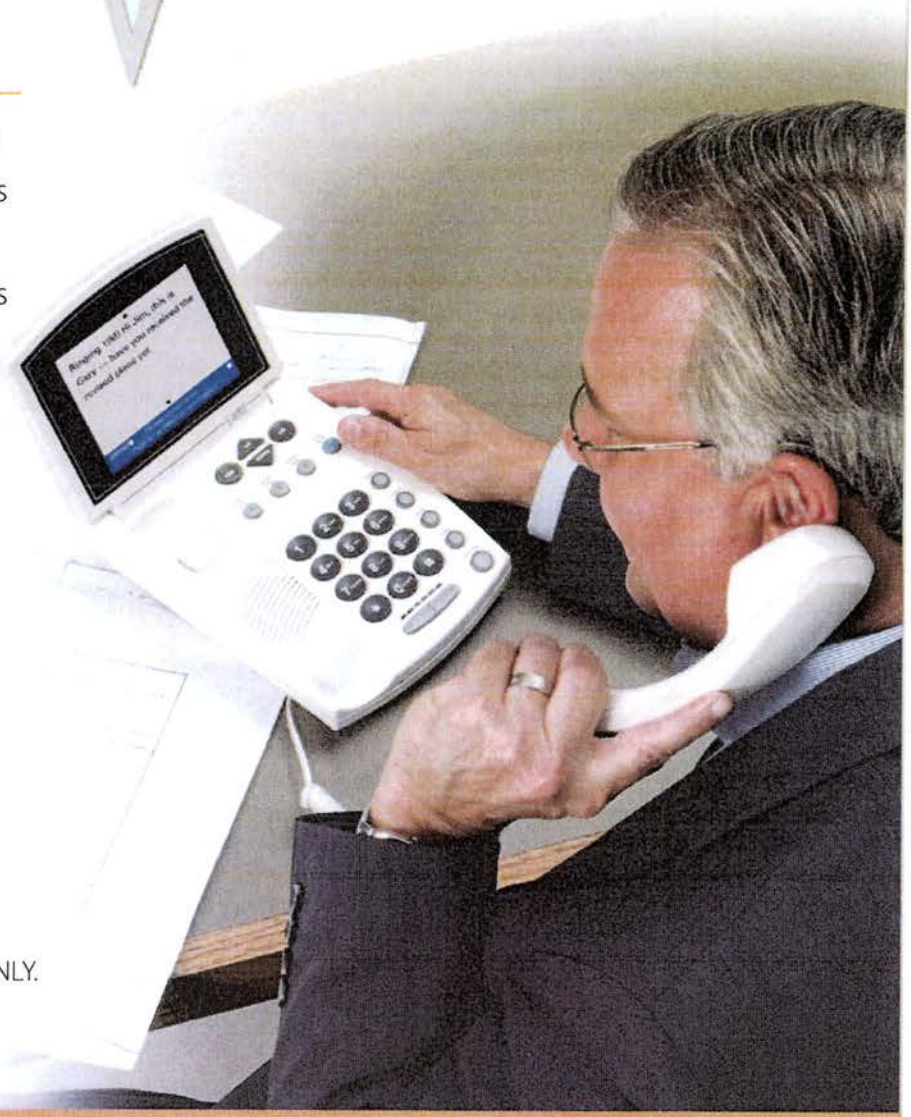
Kansas
Captioned Telephone (CapTel)

Make a free call and see for yourself.

Ringing 1(M) Hi Jim, this is Gary ~~ have you received the revised plans yet

The phone next to you is called a captioned telephone and it works just like any other phone – with one important addition: it displays word-for-word what is said to you. You can listen while reading the captions on the CapTel phone's bright display window.

So if you just can't hear on the phone, try making a call with this phone and "see what they say"!"



* **Please Note:**
Testing is available for LOCAL CALLS ONLY.

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CapTel® is a registered trademark of Ultratec, Inc.

HamiltonRelay.com
See what they say is a trademark of Hamilton Relay.

The Hamilton
RELAY CONNECTOR
SPRING 2014
www.hamiltonrelay.com • Voice/TTY 800.618.4781 • 1006 12th St., Aurora, NE 68818
A Publication of Hamilton Relay, Inc.

STATE RELAY CUSTOMER SERVICE NUMBERS

California
877-632-9095 TTY/V

Georgia
866-694-5824 TTY/V

Idaho
800-368-6185 TTY/V

Iowa
[illegible]-516-4692 TTY/V

Kansas
866-735-2957 TTY/V

Louisiana
888-699-6869 TTY/V

Maine
800-270-9709 TTY/V

Maryland
866-269-9006 TTY/V

Massachusetts
800-720-3479 V
800-720-3480 TTY

Montana
800.833.8503 TTY/V

New Mexico
877-463-0994 TTY/V

Rhode Island
[illegible]703-5485 TTY/V

Utah
877-831-4782 TTY/V

Bringing you our *Best*



by Dixie Ziegler, Vice President, Hamilton Relay

Talk shows and social media are full of stories and posts proclaiming the ***best*** new things — such as the ***best*** actor or actress, the ***best*** game-winning play, the ***best*** hair style, the ***best*** blooper, or even the ***best*** cat video! While these "***bests***" may be interesting and hold our attention for the present moment, the kind of ***best*** things that Hamilton is pleased to share are far-reaching and affect the quality of communication services that our customers experience on a daily basis.

Hamilton Relay strives to deliver the ***best*** relay service in the country. While we may never make it onto one of the late show top 10 lists, we know that top quality relay services can be truly life changing. It is of the utmost importance to us to be responsive to your relay communication needs and deliver service that you can depend upon to meet high standards of performance.

Hamilton's first place rankings in the 2013 *National Relay Competitive Index Report* published by the Paisley Group, a well-respected auditing firm experienced in evaluating relay performance, proves that we are achieving our goal of ***best*** in class in areas such as typing and spoken accuracy, words-per-minute and customer care.



Hamilton's answer performance continues to be the ***best*** in the industry. Our communication assistants regularly produce the highest percentage of calls answered within 10 seconds or less with the quickest average speed of answer.

In 2013, Hamilton reached another industry ***best*** becoming the first major relay provider to process the majority of its captioned telephone (CapTel®) calls from its own centers. In addition to CapTel, Inc's three centers, Hamilton processes captioned telephone calls from its Georgia, Louisiana, Maryland and Nebraska centers, raising the total to seven centers that process Hamilton CapTel calls.

Lastly, we are pleased to continue to highlight the ***best*** individuals in each of our states by recognizing community leaders during National Deaf Awareness Week, Better Hearing and Speech Month and through the Hamilton Relay Scholarship program. Each year, we are honored to have the opportunity to recognize amazing individuals for their commitment to enhancing the lives of individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

Hamilton appreciates the opportunity to deliver our ***best*** to you through high-quality relay services and support that keep you connected to friends, family and businesses. Please don't hesitate to let us know how we can better serve you as we strive to reach new thresholds in performance, outreach and education.

RECAP OF AWARD PROGRAMS

Congratulations to All 2013 Recipients



Through our three award programs—the Hamilton Relay High School Scholarship Award, the Hamilton Relay Better Hearing and Speech Month Recognition Award, and the Hamilton Relay Deaf Community Leader Award—Hamilton is pleased to recognize individuals who are deaf, hard of hearing, deaf-blind or having difficulty speaking for their achievements and for making a difference in the lives of others.

A recipient is selected in each of the states where Hamilton is the contracted telecommunications relay and/or captioned telephone service provider. Below is a summary of each award program and the individuals who were selected for these awards this past year.

Hamilton Relay High School Scholarship Program

Hamilton's High School Scholarship program recognizes high school seniors who are deaf, hard of hearing, deaf-blind or have difficulty speaking for their achievements and in support of their post-secondary education. Scholarship recipients are selected after submitting an application and essay on the topic of communication technology. We are pleased to have awarded scholarships to the following students for the 2013-2014 school year:

- Tara Beltrami, California
- Renee Glisson, Georgia
- Emily Coleman, Idaho
- Gabrielle Humlicek, Iowa
- Eldresha McKnight, Louisiana
- George Dennis, Maine
- Adam Kassem, Maryland
- Drew Wethington, Massachusetts
- Alexandria Wick, New Mexico
- Naima Boudreaux, Pennsylvania
- Benjamin Cooke, Tennessee
- Brooklyn Moore, Utah
- William Waggoner, Virginia

Hamilton Relay Better Hearing and Speech Month Recognition Award

Presented during Better Hearing and Speech Month in May, this award recognizes individuals who are hard of hearing or have difficulty speaking for their involvement and efforts in making a difference in the lives of members of their community. Hamilton is pleased to have recognized the following individuals this past year:

- Shannon Simonson, California
- Kelly Jenkins, Georgia
- Courtney Robbins, Idaho
- Ana Ramos Gonzalez, Iowa
- Shanna Groves, Kansas
- Jennifer Gaudet, Louisiana
- Joshua Friedman, Maryland
- Peggy Ellertsen, Massachusetts
- Linda Pouliot, Montana
- Leslie Kelly, Pennsylvania
- Ann Lovell, Utah
- Irene Schmalz, Virginia

Hamilton Relay Deaf Community Leader Award

The Hamilton Relay Deaf Community Leader Award recognizes individuals who are deaf or deaf-blind and who are making a difference in their community. This award is presented primarily during Deaf Awareness Week, also known as International Week of the Deaf, which is celebrated worldwide during the last full week of September. We were honored to have presented the 2013 Award to the following individuals:

- Chad Metcalf, California
- Dr. Frank Lala, Georgia
- Davina Snow, Idaho
- Kathy Miller, Iowa
- JJ Jones, Kansas
- Kenneth Milner, Kansas
- Richard Fraychineaud, Louisiana
- Marie Doyle, Massachusetts
- Dennis Gladhill Jr, Maryland
- Lee Dubois, Montana
- Heather Niedbala, Rhode Island
- Sharon Bryant, Tennessee
- Kimberly Thornsberry, Utah
- Brenda Estes, Virginia

Watch for 2014 Award Recipients

Be sure to visit our website at www.HamiltonRelay.com in the near future for announcements of our 2014 Hamilton Relay High School Scholarship Award and 2014 Hamilton Relay Better Hearing and Speech Month Recognition Award recipients. Also, watch for our Call for Nominations this summer for the 2014 Hamilton Relay Deaf Community Leadership Award.



Your feedback is important to us!

If you use Hamilton Relay or Captioned Telephone (CapTel) services, or communicate with individuals who use these services, we would appreciate a few moments of your time in completing the enclosed Customer Satisfaction Survey questions. Your feedback is extremely valuable and will be used to evaluate the quality of relay and captioned telephone services provided by Hamilton. Please complete the questions related to the particular services that you use. If a question does not apply, simply check N/A. Once completed, the form includes our return address and prepaid postage making it easy to return to us by mail. Survey results will be combined and compiled for analysis by Hamilton staff for use in identifying areas where we might better serve you! Any individual information provided in the survey is kept strictly confidential. We appreciate your time and look forward to receiving your response!

Outreach Support – **Call on Us!**

Hamilton Relay's outreach team is dedicated to educating and training individuals, businesses and organizations about relay and captioned telephone services. They also devote their efforts in supporting individuals who use relay - whether it be to assist in selecting the best type of service to meet their needs, or training businesses how to place and receive relay calls, resulting in fewer hang ups and increased customer satisfaction.

This June, Hamilton Relay outreach coordinators and management staff will participate in an information-packed week as they gather for their annual Outreach and Marketing Summit held at Hamilton Relay corporate headquarters in Aurora, Nebraska. Team building activities, goal setting, skills development, industry updates, and product services training sessions are held during the week-long retreat allowing each outreach coordinator to plan and prepare for the most effective outreach. Along with training, outreach coordinators have an opportunity to share success stories and new ideas. All activities throughout the week provide each coordinator with the knowledge, support and tools they need to provide the best services to you!



For information on the types of outreach support available in your state, or if you wish to schedule a free presentation for your group, business or organization, contact the customer service number listed on the front of this newsletter. You may also contact the outreach coordinator dedicated to your state, whose contact information can be found by visiting www.hamiltonrelay.com.

Hamilton Relay Received Prestigious Award During TDI-ALDA Joint Conference



Hamilton Relay was honored to receive the James C. Marsters Promotion Award presented by Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI). This award was presented during the 2013 TDI-ALDA (Association of Late Deafened Adults) Joint Conference in October at the Hotel Albuquerque at Old Town in Albuquerque, New Mexico. Vice president of Hamilton Relay, Dixie Ziegler, was present to accept the award.

TDI is a national advocacy organization that focuses on addressing equal access issues in telecommunications and media for individuals who are deaf, hard of hearing, late-deafened or deaf-blind. TDI awards are presented biennially to formally recognize individuals and organizations across the country that have played a role in advancing equal access to telecommunications, media and information technology.

"We are grateful for our long-standing relationship with TDI," said Ziegler. "Being recognized for this award is an honor that we will uphold as we move forward in our continuous efforts in providing telecommunications accessibility to individuals throughout the United States."

Hamilton Relay was recognized for its community-minded approach to their state relay outreach, along with their community leader awards and scholarship programs.

Hamilton Relay 2014 Event Schedule

May 19-22: Assisted Living Federation of America (ALFA)
Phoenix, AZ
www.alfa.org

June 9-10: M-Enabling Summit
Arlington, VA
www.m-enabling.org

June 15-18: National ADA Symposium
Denver, CO
www.adasymposium.org

June 26-29: Hearing Loss Association of America (HLAA)
Austin, TX
www.hearingloss.org

June 26-30: AG Bell Convention
Orlando, FL
www.agbell.org

July 3 -5: 52nd Biennial National Association of the Deaf Conference
Atlanta, GA
http://new.nad.org

From Our Kitchen to Yours

Spring is here! It's time to wake up your taste buds with something light and fresh, courtesy of Mitchell Levy, Hamilton Relay CapTel Product Manager. From our kitchen to yours…



Lemon Bars

INGREDIENTS

Crust:

2 c flour
½ c powdered sugar
1 c butter

Filling:

4 eggs, beaten
2 c sugar
¼ c flour
6 T lemon juice
Zest of 1 lemon
1 t baking powder
1 c coconut

DIRECTIONS:

1. Mix the crust ingredients.
2. Place into greased pan 11" x 16" pan.
3. Bake at 350° for 10 minutes.
4. Mix the ingredients for the filling and pour over baked crust.
5. Bake at 350° for 25 minutes.
6. Sprinkle baked bars with powdered sugar.

Hamilton Relay Service
P.O. Box 285
Aurora, NE 68818

Customer Satisfaction Survey

If you use Hamilton Relay or Captioned Telephone (CapTel®) services, or communicate with individuals who use these services, we would appreciate a few moments of your time in completing the below survey. Your feedback is valuable and will be used to evaluate the quality of services provided by Hamilton Relay.

For each of the following items, please select the answer which most clearly reflects your experience. In some instances, more than one selection may be applicable. If a question does not apply, simply check N/A.

Once completed, please fold this sheet into thirds, secure the three open sides with clear tape, and **place in the mail by 6/30/14**. The survey is self-addressed and postage is prepaid. Information collected through this survey will be combined and reviewed in an overall summary of results and will not be used to identify specific individuals.

1. In which state do you reside?_____

2. I use the following services and/or equipment (select all that apply):

❑ TTY ❑ Speech-to-Speech ❑ Captioned Telephone (CapTel)*
❑ VCO ❑ Spanish ❑ Standard Phone
❑ HCO ❑ ASCII ❑ N/A

**If CapTel is the only form of Relay service you use, please skip to question 12.*

3. In the past 30 days, I have used Relay service to make a telephone call:

❑ 0 times ❑ 11-20 times ❑ More than 30 times
❑ 1-10 times ❑ 21-30 times ❑ N/A

4. Relay Communication Assistants (CAs) connect me correctly to the number I provide:

❑ Always ❑ Half of the time ❑ Never
❑ Most of the time ❑ Less than half ❑ N/A

5. Relay CAs have good spelling skills:

❑ Always ❑ Half of the time ❑ Never
❑ Most of the time ❑ Less than half ❑ N/A

6. Relay CAs are courteous and professional:

❑ Always ❑ Half of the time ❑ Never
❑ Most of the time ❑ Less than half ❑ N/A

7. When I call Relay, the CA answers my call within:

❑ 0-2 rings ❑ 3-5 rings ❑ 6-8 rings ❑ Over 8 rings ❑ N/A

8. Relay CAs type to me:

❑ Just Right ❑ Too Fast ❑ Too Slow ❑ N/A

9. Overall, I would rate the skills of Relay CAs as:

❑ Excellent ❑ Very Good ❑ Good ❑ Fair ❑ Poor ❑ N/A

10. I am familiar with the availability of a profile to customize the telephone calls I make through Relay:

❑ Yes ❑ No ❑ N/A

11. I would rate my level of satisfaction with Relay Customer Service as being:

❑ Very Satisfied ❑ Somewhat Satisfied ❑ Dissatisfied
❑ Satisfied ❑ Somewhat Dissatisfied ❑ N/A

**If you do not use CapTel, please skip to question 17.*

12. In the past 30 days, I have used CapTel to make a telephone call:

❑ 0 times ❑ 11-20 times ❑ More than 30 times
❑ 1-10 times ❑ 21-30 times ❑ N/A

13. I use the following type of CapTel equipment/service from Hamilton:

❑ CapTel 800 ❑ CapTel 840 ❑ CapTel on a Smartphone ❑ CapTel on a Tablet
❑ CapTel 800i ❑ CapTel 840i ❑ CapTel on a PC/Mac
❑ N/A ❑ Other: _____

14. I am a CapTel user and would rate my satisfaction with captions during calls as being:

❑ Very Satisfied ❑ Somewhat Satisfied ❑ Dissatisfied
❑ Satisfied ❑ Somewhat Dissatisfied ❑ N/A

15. Overall, I would rate my experience with CapTel as:

❑ Excellent ❑ Very Good ❑ Good ❑ Fair ❑ Poor ❑ N/A
Comments:_____

16. I would rate my level of satisfaction with CapTel Customer Service as being:

❑ Very Satisfied ❑ Somewhat Satisfied ❑ Dissatisfied
❑ Satisfied ❑ Somewhat Dissatisfied ❑ N/A

17. I would like to see more outreach and education about Relay and CapTel services provided to these kinds of businesses:

❑ Financial Institutions ❑ Government
❑ Educational Settings ❑ Health Facilities
❑ Retailers ❑ Others: _____

18. Please share any additional feedback or comments you may have on either Relay or CapTel service from Hamilton. If you would like more information about our services, please provide your contact information:

_____

_____

_____

To complete this survey online, visit www.HamiltonRelay.com and select your state under the "State/711 Relay" tab. CapTel is a registered trademark of Ultratec, Inc.

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1006 12TH STREET
AURORA NE 68818-9903



See what they say
HamiltonCapTel.com

Talk about life-changing

Amazingly clear phone conversations now available at **no-cost***.

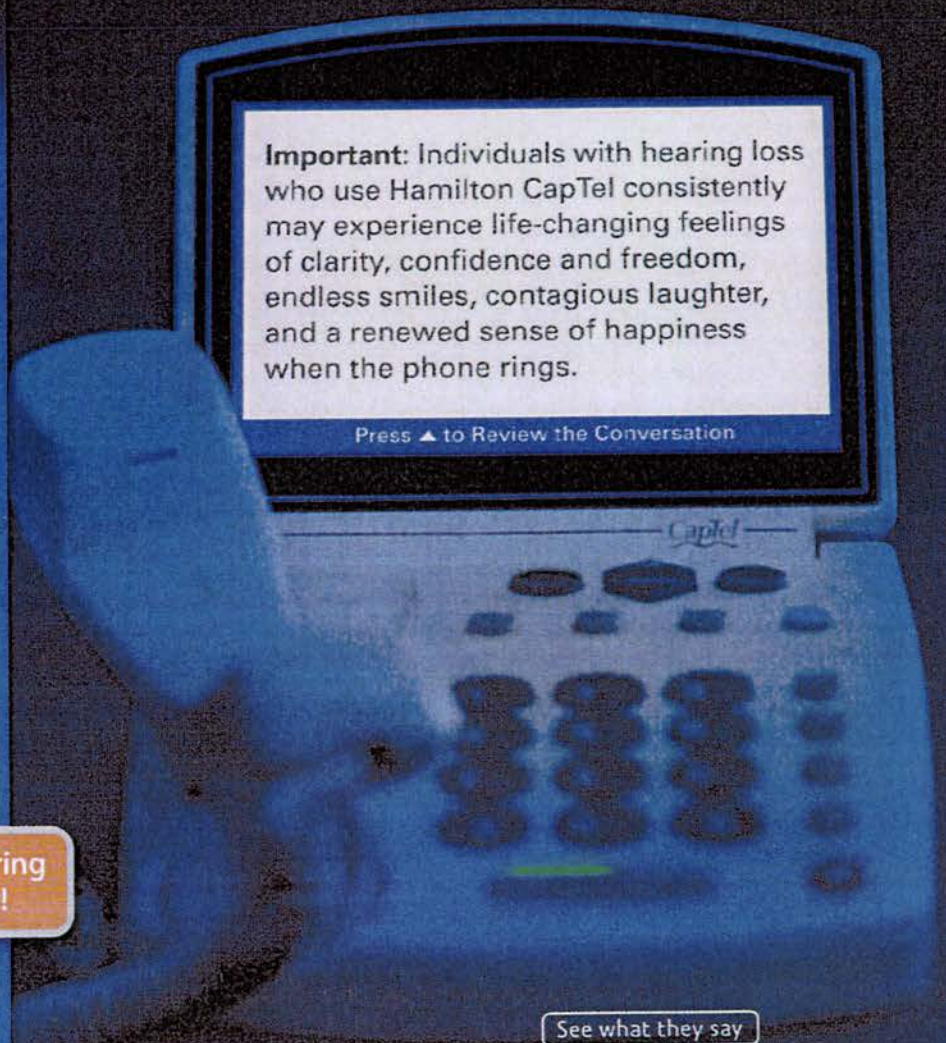
Since 2003, Hamilton CapTel has made over 37 million captioned telephone conversations possible for individuals with hearing loss. Now, the Hamilton CapTel Hearing Healthcare Program extends the value of your patient relationships with a Hamilton CapTel phone at no-cost. When your patients listen and read captions of everything said on the phone – the results are amazingly clear.

Find out more about the Hamilton CapTel Hearing Healthcare Program – complimentary for both you and your patients.

Join the Hamilton CapTel Hearing Healthcare Program today!

Call: **800-826-7111**
Visit: **HamiltonCapTel.com/hhc**

Internet Protocol Captioned Telephone Service (IP CTS) is regulated and funded by the Federal Communications Commission (FCC) and is designed exclusively for individuals with hearing loss. To learn more, visit www.fcc.gov.



See what they say

HAMILTON captel

Independent third-party professional certification required.

The Hamilton CapTel phone requires telephone service and high-speed Internet access. WiFi Capable.

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www.MERelay.com

Difficulty hearing over the telephone?

Now you can experience clarity and confidence on every call -- and not miss a word of what's said over the phone.

Captioned Telephone (CapTel®), allows you to listen while reading every word the other party says throughout your conversation.



Maine Relay™

DIAL 7-1-1

Contact us today to learn more!

888-269-7477 V/TTY • merelay@hamiltonrelay.com

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Give the following "Call Me" cards to the people who call you often, in order to receive captions during their incoming calls. If you need more cards, please contact *CapTel*® Customer Service at *CapTel@CapTel.com* or call 1-888-269-7477 (*CapTel*/Voice/TTY). Or, download additional cards online at www.CapTel.com

CapTel®
Captioning Service

To call me, first dial
1-877-243-2823
then enter my phone number
My phone number:
(_____) _____ – _____
CapTel®

To call me, first dial
1-877-243-2823
then enter my phone number
My phone number:
(_____) _____ – _____
CapTel®

To call me, first dial
1-877-243-2823
then enter my phone number
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(_____) _____ – _____
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then enter my phone number
My phone number:
(_____) _____ – _____
CapTel®

To call me, first dial
1-877-243-2823
then enter my phone number
My phone number:
(_____) _____ – _____
CapTel®

To call me, first dial
1-877-243-2823
then enter my phone number
My phone number:
(_____) _____ – _____
CapTel®

310-018100 3/10

If you are calling me long distance, please inform *CapTel* customer service of your long distance service/calling plan so that long distance charges can be billed to your home plan.

Customer Service: 1-888-269-7477
www.CapTel.com

CapTel®

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www.CapTel.com

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See what they say

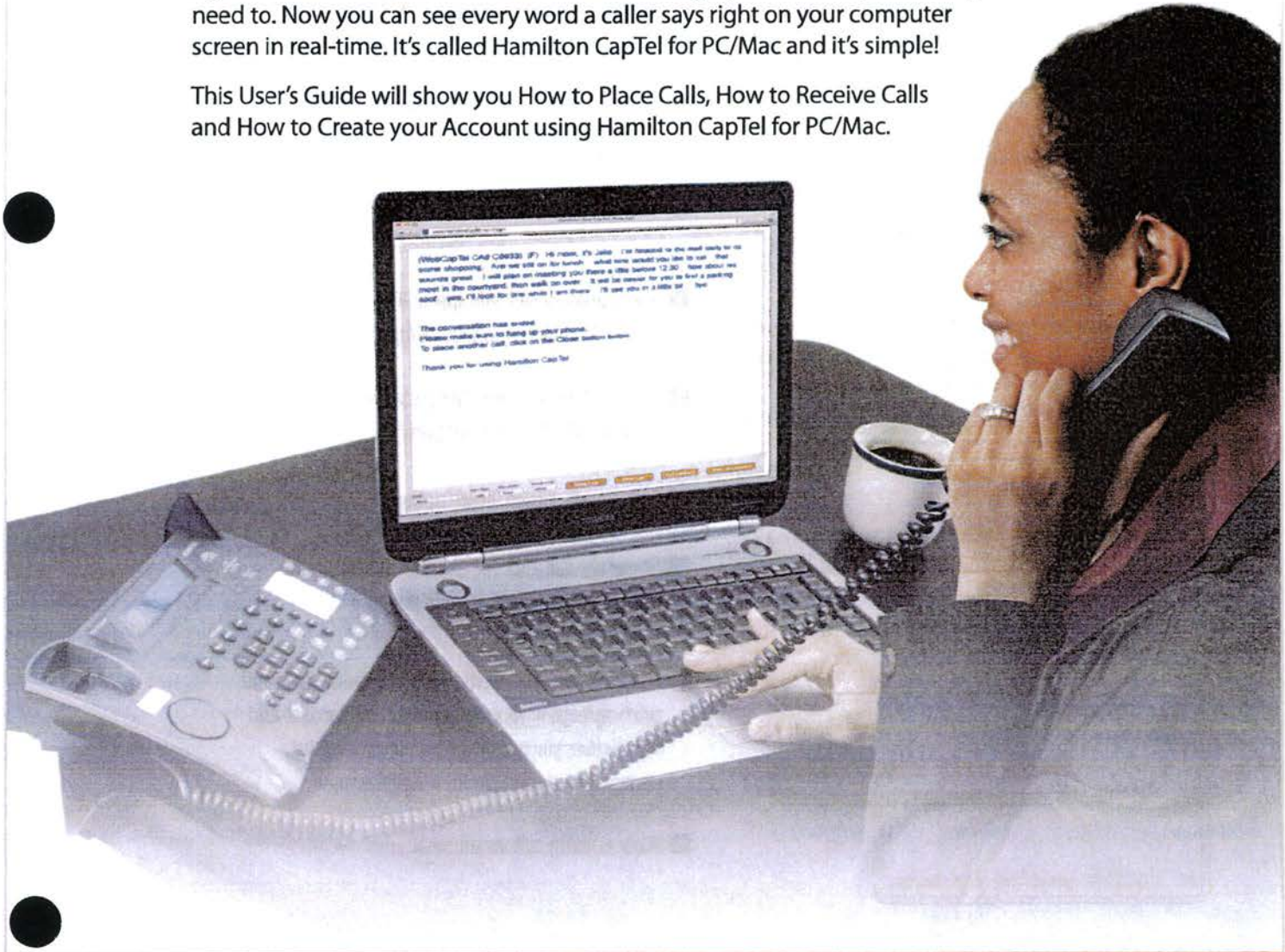
HAMILTON captel

Hamilton CapTel® for PC/Mac: User's Guide

- How to Place Calls
- How to Receive Calls
- How to Create your Account

If you've ever missed out on what was said during a phone call – you no longer need to. Now you can see every word a caller says right on your computer screen in real-time. It's called Hamilton CapTel for PC/Mac and it's simple!

This User's Guide will show you How to Place Calls, How to Receive Calls and How to Create your Account using Hamilton CapTel for PC/Mac.



How to Place Calls

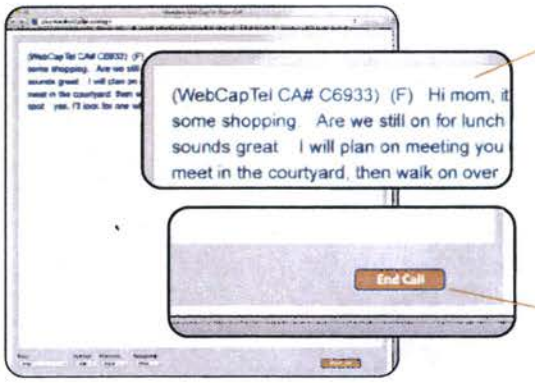


1. Visit: www.HamiltonCapTel.com/login.
2. Log in using your Hamilton CapTel Account or Facebook Account.
   a. If you log in with your Facebook Account, you may be prompted to register with Hamilton CapTel.

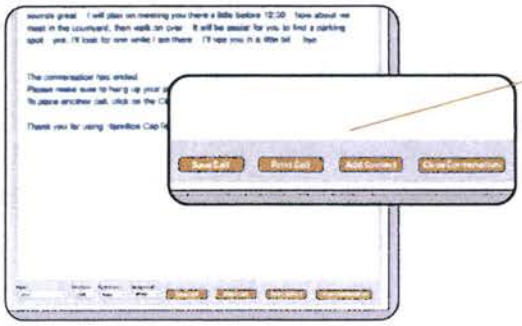


3. Enter your telephone number in the "I'm at this number" field. This number will be stored in your account.

   Note: This should be a direct number as extensions are not allowed at this time.
4. Enter the phone number of whom you wish to call in the "Number to Dial" field.
5. Click on "Place Call".



6. The Captions screen will appear. This is where you will read captions of what's being said.
7. Answer the phone when it rings and wait just a few seconds for the other party to connect.
8. Talk. Laugh. Listen. Read Captions.
9. To end the call, click the "End Call" button on the screen or simply hang up your phone.



10. After the call, you have the ability to review, save and print captions of your conversation. You can also add the number you just dialed to your contacts list, stored right in your Hamilton CapTel account.
11. Make as many calls as you wish!

911 INFO
Hamilton CapTel may be used to make 911 calls, but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit www.HamiltonCapTel.com/911.

How to Receive Calls



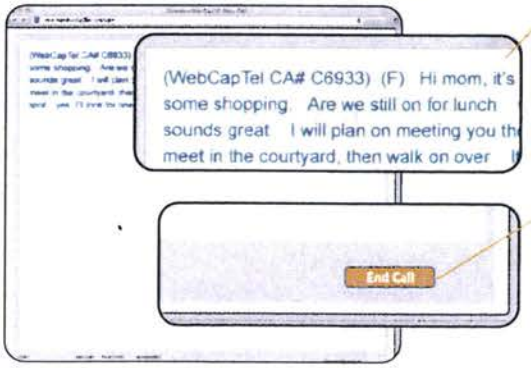
1. Visit: www.HamiltonCapTel.com/login.
2. Log in using your Hamilton CapTel Account or Facebook Account.
   a. If you log in with your Facebook Account, you may be prompted to register with Hamilton CapTel.



3. Click on: "Receive Calls".



4. Verify that the number you have entered in the "I'm at this Number" field is one where you can be reached.
   (If you are not logged in and someone dials your Call Me #, captions will not be available)
5. Now you're ready to receive calls!



6. When a call arrives, your phone will ring, and the caption screen will be visible on your browser window. If your browser is minimized, you will want to maximize the window in order to view captions.
7. To end the call, click the "End Call" button on the screen or simply hang up your phone.

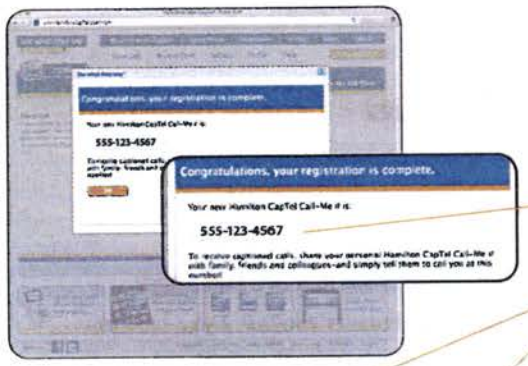
How to Create your Account



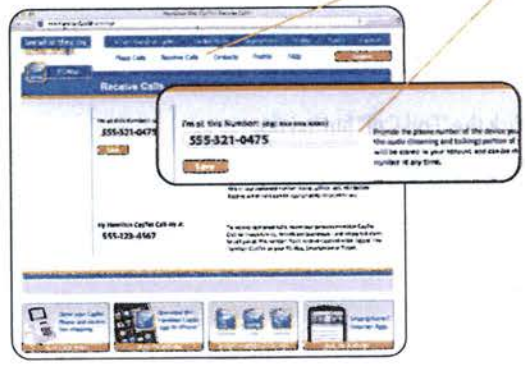
1. Visit: www.HamiltonCapTel.com/login
2. Click on "Register"



3. Complete the form (all fields are required)
4. Click on: "Submit"



5. You will then receive your Call Me #.
6. Visit the Receive Calls tab and enter the telephone number of the phone you will be using for placing and receiving calls with Hamilton CapTel.



7. You're Registered! Now you can start placing and receiving calls.

Questions? Comments? Concerns?

Call toll-free:
877-455-4227
Visit:
HamiltonCapTel.com
E-mail:
info@HamiltonCapTel.com

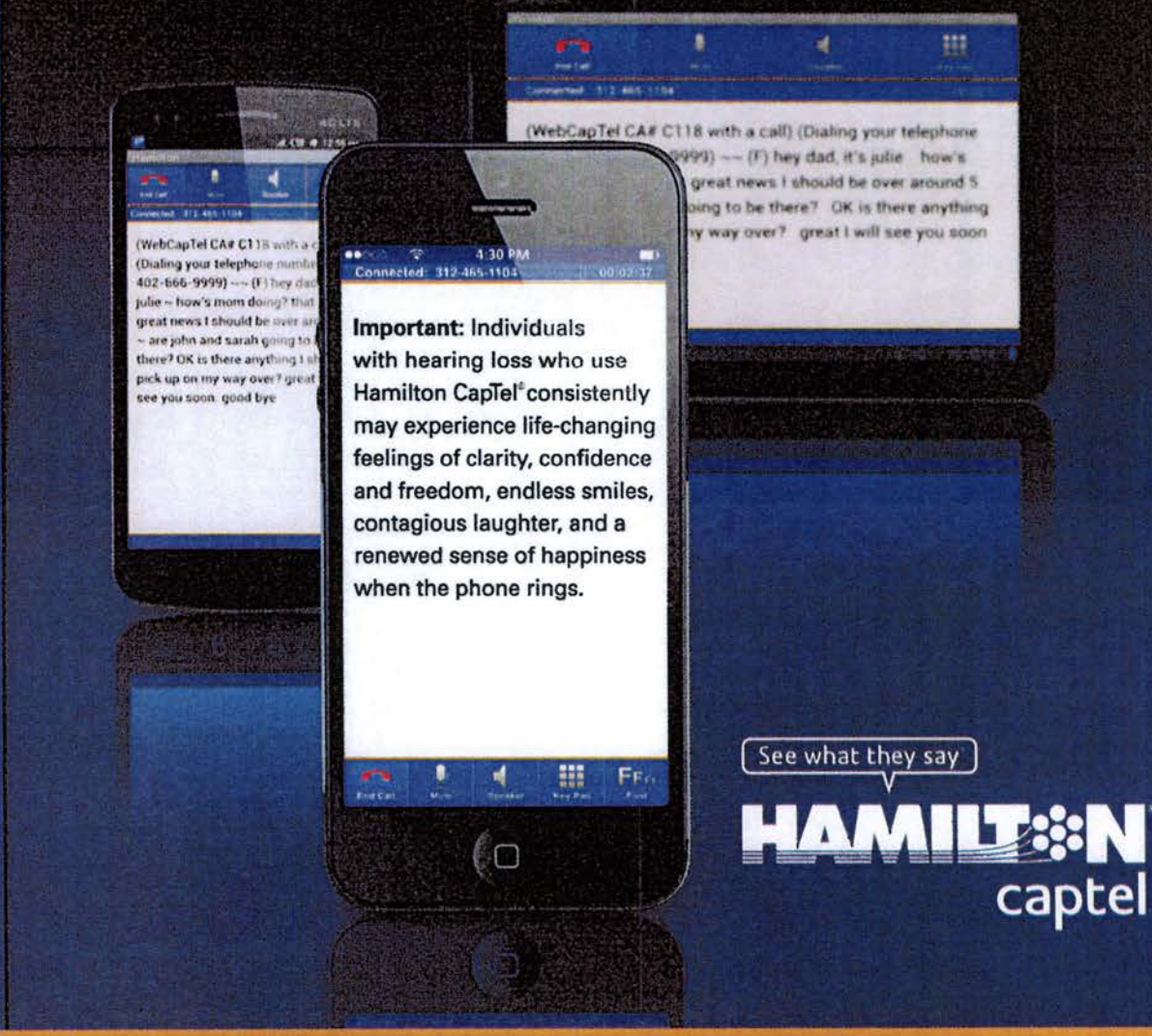
Captioned Telephone Service is designed exclusively for individuals with hearing loss and is funded and regulated by the Federal Communications Commission. To learn more, visit www.fcc.gov.

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Talk about freedom

Amazingly clear phone conversations now available wherever life takes you.

Discover the clarity and confidence of Hamilton CapTel® for smartphones, tablets and computers. See all the details at **Booth #227.**



See what they say

HAMILTON captel

Hamilton CapTel may be used to make 911 calls, but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit www.HamiltonCapTel.com.

Captioned Telephone Service is designed exclusively for individuals with hearing loss and is funded and regulated by the Federal Communications Commission. To learn more, visit www.fcc.gov. 041014

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The Hamilton Hometown News is published by:

Hamilton Relay

1006 12th Street

Aurora, NE 68818

Voice/TTY: 800.618.4781

Comments?
Please send e-mail to:
info@hamiltonrelay.com

The Land of Enchantment (cont.)

The goal of all the Stakeholders mentioned above has always been to ensure those who need relay services have easy access to those services. Hamilton believes that access in this sense is expanded to also include distribution of the product as well as ease of use of the product and service.

While we may be tempted to resolve and answer questions at ***Roadrunner*** speed, we all may be wise to take the time needed to find and understand the various consequences that change may bring. Only then can we ensure that the needs of all Stakeholders are met.

Thank you for giving Hamilton the opportunity to participate in both NASRA and TEDPA Conferences.

Now for the ***Biscochito*** – I hope you will enjoy the rest of Hamilton's newsletter as we share our latest enchanting happenings.

A Holistic Approach to Hearing Healthcare for Veterans (cont.)

Hearing Healthcare Professionals:

Susan Logan, Au.D.
Level IV Audiologist
Vanderbilt Bill Wilkerson Center
American Academy of Audiology

Jill Gruenwald, Au.D., CCC-A
Clinical Audiologist
Vanderbilt Bill Wilkerson Center

Amanda E. Jones, Au.D., CCC-A
Clinical Audiologist
Vanderbilt Bill Wilkerson Center

Joseph Montano, Ed.D.
Associate Professor of Audiology in Coinical Otolaryngology
Director of Audiology and Speech-Language Pathology
Weill Cornell Medical College, New York Presbyterian Hospital

Myron Smith, Au.D.
Staff Audiologist, Portland Veterans Administration Medical Center (PVAMC)

Family Members:

Sunny Brogan
Wife of CPT Mark Brogan, USA, Ret.

Catherine Ford
Wife of 2LT Allen M. Ford, USA, Ret.

Janet Seahorn
Wife of CPT E. Anthony Seahorn, USA, Ret.

Kimberly Springer
Wife of Capt Stephen M. Springer, USMC, Ret.

HAMILTON Hometown News



Enchantment: The State of New Mexico official nickname is the "Land of Enchantment," describing New Mexico's rich history and scenic views.

Zia: The State of New Mexico official symbol is the Zia, symbolizing the red sun and sunrays in four directions.

Turquoise: The State of New Mexico official gemstone is Turquoise, known for its unique hue and blue to green color.

Balloon: The State of New Mexico official aircraft is the Hot Air Balloon. Albuquerque hosts the biggest and most photographed International Hot Air Balloon Fiesta.

Chile: The State of New Mexico official vegetable is Chile, and the official state question is "Red or Green?" New Mexico is known for its red and green chiles that are unique to New Mexico and can be added to nearly every dish.

Roadrunner: The State of New Mexico official bird is the Roadrunner, known for its quick speed and ability to live in dry desert like environments.

Biscochito: The State of New Mexico official cookie is the Biscochito. As the first State to have an official cookie, the Biscochito is an anise flavored shortbread cookie coated in cinnamon and sugar.

The Land of Enchantment *by Dixie Ziegler*

Note to reader: Please see the side bar for a definition of the terms used throughout this article. This information was posted on the NASRA and TEDPA conference websites.



Dixie Ziegler

How exciting to be in the ***Land of Enchantment*** for this year's NASRA and TEDPA annual conferences! I hope that each of us have an opportunity to "be enchanted", experience some "enchantment" or share our "enchanting" selves with each other while at these conferences.

Much has changed in our industry over the last year. We certainly have experienced a ***Zia*** of activity from the FCC with the sun shining brightly on all of us as we work through several new orders that bring change in at least four directions, including: 1) a VRS and IP Relay order, 2) an STS order, 3) an IP Captioned Telephone Service (CTS) order, and 4) a waiver expiration order.

The item that I believe is the ***Turquoise*** Jewel in the bunch and that I am sure will generate much conversation is the IP CTS order. This order makes permanent several rules that went into effect earlier this year, adds some new rules, and contemplates future changes in the program including what role the states should have in delivering IP CTS to consumers.

Just as the ***Balloons*** will lift off at the ***Hot Air Balloon Fiesta*** in a few short weeks in Albuquerque, I am sure we will raise many ideas with the FCC and during our State and Provider IP CTS panel discussions. Now is a great time to share information as we all begin the process of formulating opinions. I know that as Hamilton Relay begins to analyze all the topics raised by the FCC in the IP CTS Further Notice of Rule Making, we want to hear from all the Stakeholders – Consumers, Regulators, Equipment Distribution Programs, Fund Contributors, and other Providers.

One of Hamilton's critical ***Chile*** issues is ensuring we keep our eye on accessibility throughout this process.

continued on page 8

New Tool Adds Increased Efficiency for Hamilton Team

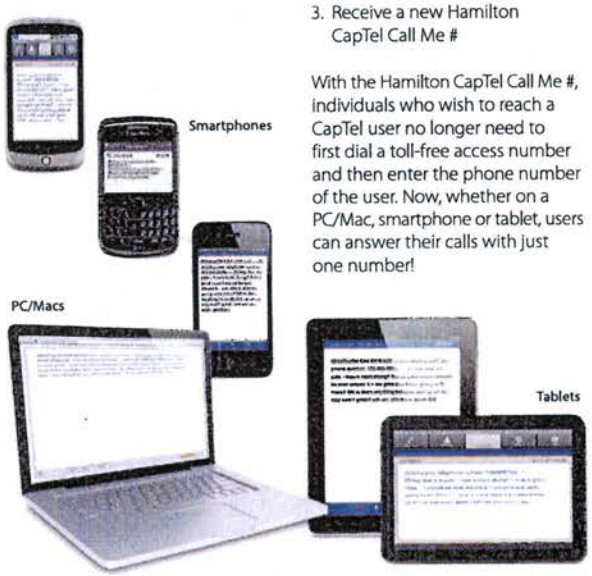
Developing and maintaining strong customer relationships is a priority for Hamilton as well as to each member of our team. Recently, Hamilton implemented a new Customer Relationship Management (CRM) system – a powerful, dynamic new tool that is proving to be invaluable for team members in managing projects, events, appointments, tasks, reports, and customer follow-up.

With the CRM, we have the ability to house and retain important information all in one place. By making this tool available to our team, Hamilton Relay is set to ensure relationships and projects are managed efficiently and top notch customer care is provided every day.

Hamilton CapTel Call Me

One simple, smart solution for all of your smart devices

In the spring of 2013, Hamilton delivered its latest solution for Captioned Telephone users – the Hamilton CapTel Call Me #. This personal phone number makes it possible for Captioned Telephone users to receive captioned calls on their PC/Mac, smartphone and tablet with just one number! Users can share their Hamilton CapTel Call Me # with family, friends and businesses and answer their calls with captions on the smart device of their choice.



Setting up a Call Me # is easy!

Current Hamilton CapTel account holders:

1. Log into account
2. Click on "Receive Calls"
3. Click on "Get your Hamilton CapTel Call Me # Today!"

New Hamilton CapTel users:

1. Visit Hamilton CapTel.com/login to create an account
2. Click on "Register" and complete the form
3. Receive a new Hamilton CapTel Call Me #

With the Hamilton CapTel Call Me #, individuals who wish to reach a CapTel user no longer need to first dial a toll-free access number and then enter the phone number of the user. Now, whether on a PC/Mac, smartphone or tablet, users can answer their calls with just one number!

Hamilton Relay is Quick to Comply with New CPNI and Speech-to-Speech Regulation Changes

When new regulations are passed down from the FCC, Hamilton Relay is quick to comply ensuring that new rules and regulations are implemented on time, and in some cases, well ahead of time. The recently released orders for Speech-to-Speech (STS) Service and Customer Proprietary Network Information (CPNI) are no exceptions and Hamilton Relay is positioned to meet all requirements.

Speech-to-Speech Standards

In July 2013, the FCC released a Report and Order updating STS mandatory minimum standards in three areas: the length of time before switching Communication Assistants (CAs) on STS calls, the ability to "mute" an STS user's voice, and the ability to provide ease of access to STS through 711. These new standards become effective on October 16th, 2013.

The mandatory minimum standard for switching CAs on STS calls has been updated from 15 to 20 minutes. STS CAs are required to remain on a call for a minimum of 20 minutes. The Order also clarifies that this 20 minute period begins after connecting to the called party. Today, Hamilton's procedures already comply with this standard as our policy requires the CA to wait a minimum of 30 minutes before switching CAs. Hamilton is updating its policy to reflect that this timed period begins only after connecting to the call recipient.

STS providers are required to offer STS users the option to have their voices muted during their conversations so the CA is able to hear the STS user but the other party is not. Hamilton already offers this feature in its customer profile options, and is revising its STS Call Setup procedure so that this option is offered at the beginning of each call.

The Order also requires that providers establish methods of accessing STS with the same ease of access as other relay users. Specifically, this means that STS users must be able to reach STS by dialing 711 without needing to dial separate numbers. In the fall of 2012, Hamilton deployed a skill-based call routing solution for STS and Spanish users based on customer profile selections. Customers requiring the specialized skills of STS relay, Spanish relay, Spanish STS relay, and Visually Assisted STS are able to indicate this in their customer profile. When those customers dial 711, their call is answered by a CA with the required skills and technology needed to handle their call immediately.

TRS CPNI Rules

In June 2013, the FCC established specific rules to govern the access, use, and disclosure of CPNI for customers of Telecommunications Relay Service (TRS).

Hamilton ensures that all information stored in a customer profile is kept in strict confidence and is only used by CAs for handling calls. Hamilton only discloses call detail information to individuals who can authenticate themselves as the profile owner.

When a customer sets up a profile, they establish a confidential and unique password as well as a 7-digit Personal Identification Number (PIN). Through the use of the password and PIN, the relay user is the only one with access to account information and calling preferences.

The FCC order does allow relay providers to use TRS CPNI in a few specific situations, including calls to 911.

Hamilton values the confidence and trust of consumers and takes great care in upholding the highest standards in accordance to established rules and regulations.

Account Management Team – Available to Serve You!

At your service is Hamilton Relay's account management team. Team members assist in ensuring contract compliance and smooth operation of relay services within each of the states served by Hamilton Relay. By interfacing with state administrators as well as with various departments within Hamilton, these team members serve as excellent resources and are available to answer any questions about contract compliance, rules and regulations and activities within Hamilton Relay.

Account management team:

- Beth Slough – National TRS Contract Manager
- Christa Cervantes – Account Manager
- Lauren Cramer – Account Manager
- Lisa Furr – Account Manager
- Thomas Gardner – Account Manager
- Gary Lewien – Bid Coordinator & Special Projects Manager
- April Campbell – Bid Writer/Admin Assistant

Also assisting with account management:

- Barb Handrup - Nebraska Center Manager
- Deborah Ducksworth – Georgia Center Manager
- Diane Taylor - Louisiana Center Manager

Hamilton Relay – Ensuring Consumers are Enchanted

Hamilton Relay's top priority is to enchant those we serve by providing top-quality service and support. How do we do this? By combining a host of ingredients in the form of technological expertise, operational excellence, dedicated employees, and innovative outreach programs – all key ingredients in creating a delicious Biscochito for consumers to enjoy!



Braille Display

Technological Expertise: Hamilton's forward-thinking technical staff consistently works to develop and test new products and technical capabilities. By offering more choices for connecting to Relay, users can select the best communication methods and devices that match their needs and lifestyles.

That's what I'm talking about

HAMILTON relay

Operational Excellence: Hamilton continues to be at the top of the list in delivering the best quality relay services in the country. Hamilton recently received results of the annual *National Relay Competitive Index Report*, generated by The Paisley Group Ltd., a well respected auditing firm experienced in evaluating Relay performance. According to the data in the Spring 2013 Paisley Index, Hamilton leads the industry in TRS call processing in many key areas including typing speed and accuracy. Hamilton's Communication Assistants (CAs) also ranked first in Customer Care. Additionally, in the Paisley 2012 *National Relay Competitive Index Report*, Hamilton ranked first in 10 Captioned Telephone categories, statistically making Hamilton the top provider.

Dedicated Employees: Hamilton takes pride in the performance of our CAs. Every day we continue our efforts in providing top-quality services. With recent expansion at various call centers, Hamilton has the capability to process more TRS and captioned telephone calls, ensuring fast connect times and service availability for consumers. In addition to our CAs delivering top-quality call processing on the front end, Hamilton's Customer Care staff works diligently to deliver that same level of quality on the back end whenever customers need support.



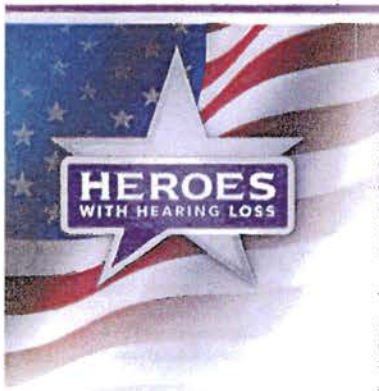
Innovative Outreach: An enthusiastic and knowledgeable outreach team is active throughout the year – providing information and education about available services and sources of support, and working to ensure accessibility to individuals who may benefit from relay service. Hamilton has applied its efforts towards demo programs, sponsorships, exhibits, school curriculums, senior events, one-on-one support, community recognition programs, and much more. We take pride in developing innovative programs and look forward to providing more information in the future focused on reaching out to veterans and hearing healthcare providers.

Ensuring high-quality, reliable communications is Hamilton's goal and you can be assured we will continue to enchant consumers with key ingredients that result in excellent service and support – throughout the coming year and beyond!



Visit **www.HamiltonRelay.com** and **www.HamiltonCapTel.com** to learn more about the host of options available today!

A Holistic Approach to Hearing Healthcare for Veterans



Often overshadowed by other challenges our returning service men and women face, hearing loss is frequently intertwined both physically and emotionally – as a trigger, every day frustration and constant reminder of what they've sacrificed for their country. Hearing loss can be a very unique and personal challenge for many veterans.

The Heroes With Hearing Loss program, provided by Hamilton CapTel®, is designed to help meet the unique and evolving needs of veterans with hearing loss. Of the more than 1.2 million veterans who are living with hearing loss, many have endured a traumatic event and are likely to have other service-connected disabilities.

Hamilton CapTel launched the Heroes With Hearing Loss program as a means by which to begin a national conversation about hearing loss within the veteran community. We've hosted a number of panel discussions at national veteran conferences which have served to promote the conversation between veterans, family members and hearing healthcare providers serving veterans. Focusing on the unique needs of veterans with hearing loss, the panels are assembled from a diverse group of veterans, family members and hearing healthcare professionals who share their experiences in an open forum designed to raise awareness and share helpful resources. We believe the more veterans, family members and professionals who are engaged in the hearing loss conversation, the more we will all benefit.

PANEL PARTICIPANTS:

Veterans:

MSgt Sean Lehman, USAF, Ret.
Broadcast journalist, news anchor and public relations professional

CPT Mark Brogan, USA, Ret.
National Hearing Loss Advocate for Veterans and Civilians

MSgt Donald Doherty, USMC, Ret.
Education Specialist
Department of Veterans Affairs
National Chaplain Training Center

MSG Bobby S. Ehrig, USA, Ret.
2012 Texas DAV Disabled Veteran of the Year
San Antonio Coalition for Veterans, San Antonio, TX
Veteran Care Specialist, Alamo Council of Governments (AACOG)

2LT Allen M. Ford, USA, Ret.
Assistant Professor, NTID Business Studies, Rochester Institute of Technology
Leader RIT/NTID Veterans with Hearing Loss Program

CPT E. Anthony Seahorn, USA, Ret.
Owner, Team Pursuits
Author, "Tears of a Warrior"

Capt Stephen M. Springer, USMC, Ret.
Owner, SpringCorps, Inc., a Service Disabled Veteran Owned Small Business specializing in General Engineering and General Building Construction

CAPT Kent Ewing, USN, Ret.
Former Commanding Officer, USS America CV 66
Founder and VP Marketing, Bonanza/Baron Pilot Training, Inc (BPT)
Chief Pilot, High Performance Aircraft Training

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Hamilton Relay Announces Recipients of 2013 Scholarship and Recognition Awards

This spring, Hamilton Relay was pleased to present this year's Hamilton Relay Better Hearing and Speech Month Recognition Awards and Hamilton Relay High School Scholarship Awards. Outreach Coordinators coordinated the effort in acquiring nominations and applications. Once award recipients were selected through committee process, Outreach Coordinators presented the awards at local events where recipients were recognized by their communities.



Hamilton Relay Better Hearing and Speech Month Recognition Award
Presented during Better Hearing and Speech Month in May, this award, established in 2010, recognizes individuals who are hard of hearing or have difficulty speaking for their involvement and efforts in making a difference in the lives of members of their community. Hamilton is proud to announce the following individuals as recipients of the Hamilton Relay 2013 Better Hearing and Speech Month Recognition Award:

- Shannon Simonson, California
- Kelly Jenkins, Georgia
- Courtney Robbins, Idaho
- Ana Ramos Gonzalez, Iowa
- Shanna Groves, Kansas
- Jennifer Gaudet, Louisiana
- Joshua Friedman, Maryland
- Peggy Ellertsen, Massachusetts
- Leslie Kelly, Pennsylvania
- Ann Lovell, Utah
- Irene Schmalz, Virginia

Hamilton Relay High School Scholarship Program
The Hamilton Relay High School Scholarship program, also established in 2010, recognizes high school seniors who are deaf, hard of hearing, deaf-blind, or have difficulty speaking for their achievements and in support of their post-secondary education. Individual scholarship recipients are selected after submitting an application and essay on the topic of communication technology. We are excited to announce the following individuals as recipients of the 2013 Hamilton Relay High School Scholarship:

- Tara Beltrami, California
- Renee Glisson, Georgia
- Emily Coleman, Idaho
- Gabrielle Humlicek, Iowa
- Eldresha McKnight, Louisiana
- George Dennis, Maine
- Adam Kassem, Maryland
- Drew Wethington, Massachusetts
- Alexandria Wick, New Mexico
- Naima Boudreaux, Pennsylvania
- Benjamin Cooke, Tennessee
- Brooklyn Moore, Utah
- William Waggoner, Virginia

Hamilton Relay Deaf Community Leader Award
We look forward to announcing the recipients of the Hamilton Relay 2013 Deaf Community Leader Award throughout the month of September. The Hamilton Relay Deaf Community Leader award is presented during Deaf Awareness Week, also known as International Week of the Deaf, and is celebrated worldwide during the last full week of September. Events throughout the week include celebrations of linguistic, artistic, social, political and cultural contributions and accomplishments of people who are deaf.

All of Hamilton's award programs are available to individuals who reside in the states where Hamilton is the Telecommunications Relay Service and/or Captioned Telephone Service provider. Learn more about Hamilton Relay award programs by visiting **www.hamiltonrelay.com** or via our Facebook page!

Hamilton online news article samples

HAMILTON relay

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What's New

Hamilton Relay Announces Scholarship Award Winners

(June 17, 2014)

Hamilton Relay is excited to announce the recipients of the 2013-2014 High School Scholarship award. Since 2010, Hamilton Relay has awarded $500 each year to graduating high school seniors who are deaf, hard of hearing, deaf-blind or have difficulty speaking. A recipient is selected from within each of the states where Hamilton is the contracted relay and/or captioned telephone service provider.

"Hamilton takes pride in recognizing outstanding leadership and promoting education across the country," said Vice President of Hamilton Relay Dixie Ziegler. "We are pleased to contribute to furthering the education of our scholarship recipients as they step forward in reaching their personal and professional goals."

Each of the following high school students was selected after completing an application and writing a qualifying essay about communication services.

Winfred Huang, California
Oliver Adam, Georgia
Nicole Johnston, Idaho
Brandon Clapper, Iowa
Carol Singleton, Kansas
Paige Watson, Louisiana
Megan Hunt, Maine
Jehanne McCullough, Maryland
Alanna Kilroy, Massachusetts
Jace Williams, Montana
Christina Marcic, Pennsylvania
Olivia Williams, Rhode Island
Diamonique Holmes, Tennessee
Tatiana Tabish, Utah
Hamid Mahabad, Virginia

The Hamilton Relay Scholarship Award is one way Hamilton gives back to the communities it serves. Additionally, in recognition of Better Hearing and Speech Month each May, Hamilton Relay presents awards to influential community leaders who are hard of hearing, late-deafened or have difficulty speaking. In September, Hamilton recognizes Deaf Community Leaders during Deaf Awareness Week, celebrated nationally the last full week of the month. Hamilton Relay will also award three college students with a $1,000 scholarship.

Like Hamilton Relay on Facebook to learn more about the winners and stay up to date with everything that's going on. For more information on Hamilton Relay and its award programs, visit www.HamiltonRelay.com.

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Pennsylvania Captioned Telephone Relay Service

What's New

College Scholarship awarded to Pennsylvania High School Senior by Telecommunications Relay Service provider Hamilton Relay

(May 29, 2014)

Hamilton Relay, Captioned Telephone Service provider for the state of Pennsylvania, has awarded a $500 college scholarship to Christina Marcic, a student of Baldwin High School from Pittsburgh, Pennsylvania.

The Hamilton Relay Scholarship opportunity is available to high school seniors who are deaf, hard of hearing, deaf-blind or have difficulty speaking. A recipient is selected within each of the states where Hamilton is the contracted service provider and is one of several ways the company gives back to the communities it serves.

"Hamilton takes pride in creating opportunities for higher education and promoting outstanding leadership across the country," said Sudan Khan, Pennsylvania Captioned Telephone Outreach Coordinator. "We are excited to have the opportunity to contribute to furthering Christina's education and wish her success in reaching her personal and professional goals."

Christina was awarded the $500 Hamilton Relay Scholarship after completing an application and writing an essay under the topic of communication technology. Christina plans to attend college this fall to study Biology.

About Hamilton Relay
Hamilton Relay provides contracted Traditional Relay and/or Captioned Telephone services to 16 states and the Island of Saipan, and is a provider of Internet-based Captioned Telephone services nationwide. More information is available at www.hamiltonrelay.com.

HAMILTON captel

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Pennsylvania Captioned Telephone Relay Service

What's New

Nancy Kingsley selected for Hamilton Relay 2014 Better Hearing and Speech Month Recognition Award for the State of Pennsylvania

(May 20, 2014)

Nancy Kingsley of Lancaster, Pennsylvania makes a great impression in the deaf and hard of hearing community as being the "go to" person when advocating for the rights of individuals with hearing loss. She lends her knowledge of the Americans with Disabilities Act (ADA) to the many organizations in which she participates.



Nancy serves as the Chairperson for the Lancaster County chapter of the Hearing Loss Association of America (HLAA) and the Director and Advocacy Chairperson for HLAA - Pennsylvania. She also serves on the Advisory council for the Pennsylvania Office for the Deaf and Hard of Hearing (ODHH) where she is influential in enhancing the lives of individuals who provide and receive ODHH's services.

Nancy also serves on a committee dedicated to educating organizations and event venues on the need for captions, FM systems and hearing loops. Through her work with this committee she was able to bring captions to the Fulton Theater in Lancaster, PA.

Nancy is currently enrolled in Gallaudet University's Peer Mentoring Program where she learns how to take her passion for advocacy one step further. The program is designed to help students problem-solve and establish goals for improving the quality of life for individuals who are deaf or hard of hearing and ensure that equal and appropriate access to means of communication is available to them.

We commend Nancy Kingsley for her advocacy and dedication to improving the lives of individuals who are deaf or hard of hearing and are pleased to present her with the Hamilton Relay 2014 Better Hearing and Speech Month Recognition Award for the State of Pennsylvania.

This leadership recognition has been brought to you by Hamilton Relay.

About Hamilton Relay

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HAMILTON relay

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What's New

Commonwealth of Virginia Extends Contract with Hamilton Relay as Provider of Virginia Relay Captioned Telephone Service

(April 22, 2014)

April 22, 2014, Aurora Neb. — Hamilton Relay, a leading provider of telecommunications relay and captioned telephone service, is pleased to announce that it will continue as the provider of Virginia Relay Captioned Telephone (CapTel®) service as part of a recent contract extension agreement between Hamilton and the Commonwealth of Virginia.

Hamilton has served as the contracted provider of Virginia Relay CapTel since 2011, and the one-year contract agreement extends this term of service through March 31, 2015.

Virginia Relay CapTel service is designed for individuals who have difficulty hearing on the telephone and are able to speak for themselves. Through the use of a CapTel phone, users listen while viewing word-for-word captions of what's being said to them during phone conversations. Captions are generated by specially-trained Captioning Assistants who repeat everything said by the standard phone user into state-of-the-art voice recognition software. The speech is then converted almost simultaneously into text that appears on the screen of the CapTel phone. Captions are available in English or Spanish. More information is available at www.VACapTel.com.

"Hamilton Relay has provided superior service and support for Virginia Relay CapTel over the past three years, and we are pleased that our partnership is continuing into 2015," said Ron Lanier, Director of the Virginia Department for the Deaf and Hard of Hearing, the agency that oversees Relay services in Virginia. "Together, we continue to ensure that Virginians who are hard of hearing or late-deafened have access to the service offered through Virginia Relay CapTel."

Dixie Ziegler, vice president of Hamilton Relay stated, "Hamilton is thrilled to have the opportunity to continue serving consumers in the Commonwealth. CapTel service can be life changing for individuals with hearing loss as it allows them to easily connect with friends, family and businesses without missing a word of what's said in telephone conversations."

In addition to the CapTel phone, Virginia residents have access to additional CapTel services offered by Hamilton on a nationwide basis, including Hamilton CapTel for PC/ Mac, smartphones and tablets.

About Virginia Relay CapTel and the Virginia Department for the Deaf and Hard of Hearing

Virginia Relay CapTel is a public service of the Commonwealth of Virginia and is administered by the Virginia Department for the Deaf and Hard of Hearing (VDDHH). Through the use of a CapTel phone, Virginia Relay CapTel service allows individuals who have difficulty hearing over the phone, to listen while reading captions of what the other person says on the phone's display screen. The captioning service is provided at no cost. Long distance charges and equipment charges may apply. Individuals may be eligible to receive a CapTel phone at no charge through VDDHH's Technology Assistance Program which provides the most up-to-date technologies and assistive communication devices for persons who are deaf or hard of hearing, including Veterans living with a hearing or speech loss. VDDHH also provides community outreach services and referral, coordination, and skills assessment for sign language interpreters. For more information on VDHH, please visit www.vddhh.org, or call VDDHH at

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What's New

Hamilton Relay Receives Prestigious Award During TDI-ALDA Joint Conference

(October 17, 2013)

Hamilton Relay is honored to receive the *James C. Marsters Promotion Award*, presented by Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI). This award was presented during the TDI-ALDA (Association of Late Deafened Adults) Joint Conference on October 17th at the Hotel Albuquerque at Old Town in Albuquerque, New Mexico. Vice President of Hamilton Relay, Dixie Ziegler, was present to accept the award.

TDI is a national advocacy organization that focuses its energy and resources to addressing equal access issues in telecommunications and media for individuals who are deaf, hard of hearing, late-deafened or deaf-blind. TDI awards are presented biennially to formally recognize individuals and organizations across the country that have played a role in advancing equal access to telecommunications, media and information technology for Americans who are deaf, hard of hearing, late-deafened or deaf-blind.

"We are grateful for our long-standing relationship with TDI," said Dixie Ziegler, vice president of Hamilton Relay. "Being recognized for this award is an honor that we will uphold as we move forward in our continuous efforts in providing telecommunications accessibility to individuals throughout the United States."

Hamilton Relay was recognized for its hometown approach to their state relay outreach, along with their Community Leader Awards and Scholarships Programs.

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What's New

State of Maryland Awards Hamilton Relay Second Consecutive Contract as Service Provider for Maryland Relay

(April 23, 2013)

FROSTBURG, MD. (April 23, 2013) — After a competitive bidding process, the State of Maryland Department of Information Technology has awarded Hamilton Relay, a leading Telecommunications Relay and Captioned Telephone service provider, the contract to provide Telecommunications Relay and Captioned Telephone Services for the State of Maryland.

Hamilton Relay provides Relay and Captioned Telephone services that make it possible for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking to communicate over the telephone with standard telephone users. "Relay service is essential to the more than half a million individuals in Maryland who rely on Maryland Relay to communicate with friends, family and businesses," stated Brenda Kelly-Frey, director of the Maryland Department of Information Technology. "The State of Maryland appreciates the high-quality relay and outreach services that Hamilton has provided over the past five years."

Hamilton Relay first opened a Relay service call center in Frostburg, Maryland after receiving the initial award in 2007. Hamilton then expanded its workforce again in 2012 in Frostburg as they began processing captioned telephone calls out of their Maryland center adding more than 70 new Captioning Assistant positions. Today, the Maryland center provides relay services for the State of Maryland, as well as for 15 other states across the nation and employs over 140 people in Allegany County. The Hamilton Relay center in Frostburg has had a positive economic impact for the State since its inception and continues to provide additional economic benefits. It is estimated that by the end of the new five year contract, the center will have generated over $228 million in local sales for Allegany County.

"The Commissioners had little doubt that Hamilton Relay and the State of Maryland would sign another five year contract," said Michael W. McKay, president of Allegany County Commissioners. "The company's attention to detail and the work ethic of its employees speaks for itself. We are pleased to be a part of Hamilton's expansion in Allegany County."

"Hamilton is very pleased to have been awarded the opportunity to continue to provide Relay services for the State of Maryland," said John Nelson, president of Hamilton Relay. "We are grateful for the support we have received from the State of Maryland, the Allegany County Commissioners and the Community of Frostburg." The new five-year contract between Hamilton Relay and the State of Maryland begins June 1, 2013.

Traditional Relay calls are based primarily on the use of a TTY (also known as a TDD or text telephone). In addition, other types of Relay calls include Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS) and Captioned Telephone Relay Service (CTRS). All Relay services are available in English and Spanish.

About Maryland Relay

Maryland Relay is a free public service that allows persons with hearing or speech loss to stay independent on the telephone. More information about Maryland Relay is available at www.mdrelay.org.

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XXXX Relay Outreach Activity
Planning Form

Business/Organization: _____

Audience: _____

Overview of organization: (who, what, where, when, how)

Point of Contact Name:
Date/Time:
Company: **Place:**
Address:
City:
Phone no: **Email:**

What kind of outreach activity? (Presentation, Booth, Meeting, Others)

_____

How long for this outreach activity? And How Far to this outreach activity from your office?

_____

Any other outreach activity scheduled on the same day?(What kind and where?) Any Field Visits planned (how many and which places?)

_____

Goal & Benefits:

What are your goal/benefits by attending this outreach activity?
Who are other key vendors who may be there (if known)?

# of Attendees (projected) _____

Other Comments:

_____

Action Needed:

_____

Channels:

Costs: (Mileage, Rental, Hotel, Supplies-use in approximation before filling out PA)

- **Mileage**: (How many miles round trip) x .55 cent/mile
- **Tolls/Gas:**
- **Vehicle Rental:**
- **Hotel:**
- **Meals:**
- **Interpreters/CART:**
- **Sponsorship:**
- **Booth:**
- **Electricity/Internet Access:**
- **Others:**

Total Cost $_____

What to Bring:

- Laptop & LCD Projector
- Flash drive (PowerPoint)
- Marketing Materials (brochures, business cards, lead cards, handouts, flyers, etc)
- Giveaways/Freebies

Tracking:

- Create PA if over $50 dollars
- Confirmation Letter
- Rental/Hotel/Rental/Interpreter Reserved
- Follow up before event (2 days before)
- Prepare marketing materials prior to event
- Thank you letter after event
- Follow up/Written Summary of Exhibition for future references

Kansas Relay
Outreach Activities

State	Year	Date	Activity	# people
KS	2012	16-Jan	1:1 CapTel Visit, Witchita, KS	1
KS	2012	16-Jan	1:1 CapTel Visit, Wichita, KS	1
KS	2012	18-Jan	1:1 CapTel Visit, Wichita, KS	2
KS	2012	20-Jan	1:1 CapTel Visit, Vassar, KS	2
KS	2012	24-Jan	1:1 CapTel Visit, Paola, KS	2
KS	2012	25-Jan	1:1 CapTel Visit, Sabatha, KS	1
KS	2012	27-Jan	Presentation, Paxico Senior Center, Paxico, KS	13
KS	2012	6-Feb	Meeting, American Stroke Foundation, Mission, KS	13
KS	2012	9-Feb	Washburn Health Fair, Topeka, KS	200
KS	2012	9-Feb	1:1 CapTel Visit, Vassar, KS	
KS	2012	14-Feb	1:1 CapTel Visit, Topeka, KS	
KS	2012	20-Feb	1:1 CapTel visit, Topeka, KS	
KS	2012	24-Feb	1:1 CapTel Visit, Topeka, KS	
KS	2012	28-Feb	1:1 CapTel Visit, Wichita, KS	
KS	2012	6-Mar	Presentation at KU, Lawrence, KS	23
KS	2012	9-Mar	1:1 CapTel Visit, Topeka, KS	
KS	2012	14-Mar	Networking at TACC Health Fair, Topeka, KS	180
KS	2012	17-Mar	Ransom Memorial Hospital Health Fair, Ottawa, KS	250
KS	2012	19-Mar	Field Visit, OCCK, Salina, KS	
KS	2012	20-Mar	Field Visit, Oakley, KS	
KS	2012	20-Mar	TTY Training/Relay, Goodland, KS	1
KS	2012	28-Mar	STS Presentation at American Stroke Foundation, Mission, KS	16
KS	2012	29-30 Mar	Brain Injury Conference, Overland Park, KS	175
KS	2012	30-Mar	1:1 Meeting, Kansas School for the Deaf	
KS	2012	9-Apr	1:1 Visit CapTel, Topeka, KS	
KS	2012	20-Apr	Rossville Health Fair, Rossville, KS	20
KS	2012	24-Apr	RFB Meeting, Oklahoma Joe's	1
KS	2012	26-Apr	3:1 Visit CapTel, Topeka, KS	
KS	2012	2-May	Booth, Butler County Health Fair, El Dorado, KS	500
KS	2012	3-May	CapTel Home Visit	4
KS	2012	4-May	HLAA Event, Booth, Overland Park, KS	30
KS	2012	7-May	Presentation, Hamilton Relay Scholarship, Topeka, KS	30
KS	2012	24-May	CapTel Presentation at Regent Vibrant Retirement Living, Wichita, KS	6
KS	2012	30-May	Field Visit, Disability Right Center, Topeka, KS	
KS	2012	2-Jun	Sponsorship, HLAA Annual Picnic, Shawnee, KS	125
KS	2012	19-Jun	Sponsorship, Sertoma Sports Camp, Lenexa, KS	30
KS	2012	22-Jun	CapTel Presentation, Glenwood Senior Center, Hutchinson, KS	120
KS	2012	22-Jun	Home Visit for CapTel, Elbing, KS	3
KS	2012	26-Jun	Office Visit for STS, Topeka, KS	1

Kansas Relay
Outreach Activities

KS	2012	6-Jul	1:1 STS Training, Topeka, KS	
KS	2012	10-Jul	CapTel Presentation, Vernon Multi-Purpose Center	10
KS	2012	11-Jul	1:1 HCO Training, Topeka, KS	
KS	2012	11-Jul	RFB Meeting, Red Cross, Topeka, KS	1
KS	2012	21-Jul	KRSI Meeting, Manhatten, KS	15
KS	2012	30-Jul	CapTel set up, Elk City, KS	3
KS	2012	30-Jul	CapTel set up, Elbing, KS	2
KS	2012	11-Aug	Booth and Presentation, Topeka Association for Deaf Picnic	100
KS	2012	13-Aug	Home Visit, CapTel	2
KS	2012	16-Aug	RFB Meeting, People's Bank, McPherson, KS	1
KS	2012	16-Aug	Captel Presentation, Dillon's Pharmacy, Newton, KS	3
KS	2012	16-Aug	CapTel Presentation, Dr. Wheeler's Office, Newton, KS	2
KS	2012	16-Aug	CapTel Presentation, Dr. Donald Scrafford, Hutchinson, KS	3
KS	2012	16-Aug	CapTel Presentation, Dr. Todd Esau's office, Hutchinson, KS	2
KS	2012	17-Aug	1:1 CapTel Visit, Wichita, KS	2
KS	2012	17-Aug	1:1 CapTel Visit, Wichita, KS	2
KS	2012	20-Aug	Dispatch Training, Riley County Dispatch Center, Manhattan, KS	6
KS	2012	21-Aug	Dispatch Training, Riley County Dispatch Center, Manhattan, KS	20
KS	2012	21-Aug	Dispatch Training, Riley County Dispatch Center, Manhattan, KS	3
KS	2012	23-Aug	1:1 CapTel Visit, Williamsburg, KS	3
KS	2012	24-Aug	1:1 CapTel Visit, Topeka, KS	1
KS	2012	24-Aug	1:1 CapTel Visit, Topeka, KS	2
KS	2012	29-Aug	1:1 CapTel Visit, Topeka, KS	1
KS	2012	6-Sep	CapTel Presentation, Bonner Spring Senior Center	5
KS	2012	18-Sep	Senior Fair in Salina	300
KS	2012	20-Sep	1:1 CapTel visit, Topeka	1
KS	2012	21-Sep	2:1 CapTel visit, Nortonville	2
KS	2012	21-Sep	Deaf Community Leader Award Ceremony, Olathe, KS	150
KS	2012	22-Sep	Booth, Brain Injury Conference, Manhattan	25
KS	2012	25-Sep	CapTel Presentation, Nettleton Manor, Bonner Spring	6
KS	2012	27-Sep	Booth, Deaf Culture Center Chamber of Commerce Social	150
KS	2012	27-28 Sep	Booth, Assistive Technology of Kansas/Kansas Speech and Hearing Conference, Wichita	300
KS	2012	5-Oct	2:1 CapTel Home visit, Kanopolis, KS	2

Kansas Relay
Outreach Activities

KS	2012	9-Oct	CapTel Presentation, Nettleton Manor in Bonner Springs	45
KS	2012	15-Oct	Dispatch Training, APCO Conference, Topeka, KS	13
KS	2012	24-Oct	Booth at Senior Fair, Emporia, KS	350
KS	2012	29-Oct	Meeting, KCDHH, Topeka, KS	1
KS	2012	2-Nov	Booth, Topeka Area Continuity Care Health Fair, Topeka, KS	300
KS	2012	3-Nov	Booth, Brain Injury Conference, Overland Park, KS	30
KS	2012	3-Nov	Meeting, Cochlear Implant Panel, Overland Park, KS	20
KS	2012	5-Nov	Presentation, Topeka Lions Club, Topeka, KS	27
KS	2012	13-Nov	Field Visit, Hearing Doctors of Kansas, Topeka, KS	
KS	2012	13-Nov	Field Visit, Midwest Hearing Aids, Topeka, KS	
KS	2012	13-Nov	Field Visit, Tallgrass Balance, Hearing and Physicians, Topeka, KS	
KS	2012	13-Nov	Field Visit, Professional Hearing Aid Association, Topeka, KS	
KS	2012	16-Nov	CapTel Presentation at Eisenhower Middle School, Topeka, KS	5
KS	2012	28-Nov	CapTel Home Visit, Topeka, KS	1
KS	2012	18-Nov	CapTel Home Visit, Olathe, KS	2
KS	2012	12-Dec	CapTel Home visit, Bonner Springs, KS	2
KS	2012	12-Dec	Field Visits to drop off CapTel flyers	
KS	2012	13-Dec	Meeting, IT Department, Topeka, KS	5
KS	2012	17-Dec	Office Visit	1
KS	2013	24-Jan	Presentation, Three River, Wamego, KS	3
KS	2013	24-Jan	Presentation, OCCK, Salina, KS	3
KS	2013	25-Jan	Presentation, LINK, Inc. Hays, KS	2
KS	2013	25-Jan	Presentation, Western Kansas Assistive Technology Access Site, Oakley, KS	2
KS	2013	26-Jan	Exhibit, Sherman County Health Fair, Goodland, KS	200
KS	2013	6-Jan	Exhibit, Topeka Public Library, Topeka, KS	110
KS	2013	11-Jan	1:1 Visit, CapTel set up, Olathe, KS	1
KS	2013	14-Jan	1:1 Visit, CapTel set up, Olathe, KS	4
KS	2013	23-Jan	1:1 Visit, CapTel set up, Topeka, KS	1
KS	2013	24-Jan	1:1 Visit, CapTel set up, Salina, KS	1
KS	2013	28-Jan	1:1 Visit, CapTel set up, Topeka, KS	1
KS	2013	30-Jan	Meeting, Topeka Public School, Topeka, KS	1
KS	2013	24-Jan	Field Visit, Vintage Park, Wamego, KS	1
KS	2013	24-Jan	Field Visit, Willow Grove Apartment, Salina, KS	1
KS	2013	24-Jan	Field Visit, Pioneer President's Place, Salina, KS	1
KS	2013	24-Jan	Field Visit, McCall Manor, Salina, KS	1
KS	2013	4-Feb	1:1 Visit, CapTel set up, Topeka, KS	2
KS	2013	12-Feb	1:1 Visit, CapTel set up, Lawrence, KS	1
KS	2013	12-Feb	1:1 Visit, CapTel set up, Topeka, KS	2
KS	2013	13-Feb	1:1 Visit, CapTel set up, Topeka, KS	1

Kansas Relay
Outreach Activities

KS	2013	27-Feb	Exhibit, Washburn University Health Fair, Topeka, KS	300
KS	2013	27-Feb	1:1 Visit, CapTel set up, Topeka, KS	1
KS	2013	28-Feb	Field Visit, VFW Post 3115, Wichita, KS	1
KS	2013	28-Feb	Field Visit, Bob Dole Veterans Hospital, Wichita, KS	1
KS	2013	28-Feb	Field Visit, North East Senior Center, Wichita, KS	1
KS	2013	28-Feb	Field Visit, Larksfield Place, Wichita, KS	1
KS	2013	28-Feb	Field Visit, Clare Bridge, Wichita, KS	1
KS	2013	1-Mar	Exhibit, MADD, Wichita, KS	150
KS	2013	7-8 Mar	Exhibit, Brain Injury Conference, Overland Park, KS	300
KS	2013	8-Mar	One on One Visit, CapTel Set Up, Olathe, KS	2
KS	2013	8-Mar	One on One Visit, CapTel Set Up, Kansas City, KS	1
KS	2013	13-Mar	One on One Visit, Captel Set Up, Topeka, KS	2
KS	2013	14-Mar	Presentation, Willow Groves Apartments, Salina, KS	2
KS	2013	14-Mar	Presentation, McCall Manor, Salina, KS	8
KS	2013	14-Mar	One on One Visit, Captel Set Up, Salina, KS	2
KS	2013	15-Mar	Presentation, Pioneer President, Roosevelt Building, Salina, KS	7
KS	2013	15-Mar	Presentation, Pioneer President, Lincoln Building, Salina, KS	7
KS	2013	15-Mar	One on One Visit, Captel Set Up, Kanopolis, KS	1
KS	2013	19-Mar	Exhibit, TACC, Topeka, KS	250
KS	2013	20-Mar	Presentation, Via Christ Hospital, Wichita, KS	8
KS	2013	24-Mar	Exhibit, Thornton Place, Topeka, KS	50
KS	2013	4-Apr	One on One Visit, CapTel, Topeka, KS	2
KS	2013	8-Apr	One on One Visit, CapTel, Topeka, KS	1
KS	2013	10-Apr	Meeting, Topeka, KS	1
KS	2013	11-Apr	One on One Visit, Kanopolis, KS	1
KS	2013	15-Apr	Meeting, Topeka, KS	1
KS	2013	16-Apr	One on One Visit, Topeka, KS	1
KS	2013	20-Apr	Exhibit, Women's Fair, Hutchinson, KS	300
KS	2013	24-Apr	Meeting, Topeka, KS	1
KS	2013	25-Apr	Exhibit, Senior Health Fair, Osag,e City, KS	300
KS	2013	26-Apr	One on One Visit, CapTel, Claflin, KS	2
KS	2013	2-May	Presentation, Deaf Cultural Awareness Day	35
KS	2013	8-May	Exhibit, El Dorado Senior Fair, El Dorado, KS	300
KS	2013	9-May	1:1 Visit, CapTel, Topeka, KS	2
KS	2013	13-May	Presentation, Lion's Club, Hutchinson, KS	16
KS	2013	13-May	1:1 Visit, CapTel, Claflin, KS	2
KS	2013	20-May	1:1 Visit, Captel, Salina, KS	2
KS	2013	21-May	1:1 Visit, Captel, Salina, KS	2
KS	2013	22-May	1:1 Visit, Captel, Leawood, KS	2
KS	2013	22-May	Field Visit, The Forum, Leawood, KS	1
KS	2013	22-May	Field Visit, The Sunrise of Leawood, Leawood, KS	1
KS	2013	27-May	Exhibit, Amy Thompson Run, Kansas City, KS	400
KS	2013	4-Jun	1:1 Visit, CapTel, Leawood, KS	2

Kansas Relay
Outreach Activities

KS	2013	4-Jun	1:1 Visit, CapTel, Shawnee, KS	2
KS	2013	6-Jun	1:1 Visit, CapTel, Topeka, KS	1
KS	2013	8-Jun	Exhibit, HLAA Picnic, Shawnee, KS	130
KS	2013	8-Jun	Sponsorship, HLAA Picnic, Shawnee, KS	125
KS	2013	17-21 Jun	Sponsorship, Sertoma Sports Camp, Overland Park, KS	30
KS	2013	20-Jun	Field Visit, Parsons Senior Center, Parsons, KS	1
KS	2013	20-Jun	Field Visit, SKIL Resource Center Inc., Parsons, KS	1
KS	2013	20-Jun	Field Visit, Presbyterian Manors, Parsons, KS	1
KS	2013	20-Jun	Field Visit, Carrington Place, Pittsburg, KS	1
KS	2013	20-Jun	Field Visit, Homer Cole Community Center, Pittsburg, KS	1
KS	2013	27-Jun	Presentation, Rolling Hills Assisted Living, Topeka, KS	8
KS	2013	27-Jun	1:1 Visit, HCO, Topeka, KS	1
KS	2013	28-Jun	Presentation, The Forums, Overland Park, KS	10
KS	2013	29-Jun	Sponsorship, Deaf Cultural Center (Gala), Olathe, KS	300
KS	2013	1-Jul	1:1 Visit, CapTel, Topeka, KS	2
KS	2013	1-Jul	1:1 Visit, CapTel, Topeka, KS	2
KS	2013	2-Jul	1:1 Visit, CapTel, Emporia, IS	1
KS	2013	2-Jul	1:1 Visit, CapTel, el Dorado, KS	1
KS	2013	10-Jul	Presentation, AARP of Pittsburg, Pittsburg, KS	20
KS	2013	10-Jul	Presentation, Pittsburg Meals on Wheels, Pittsburg, KS	10
KS	2013	12-Jul	Meeting, Governor's Board for the Deaf and Hard of Hearing, Topeka, KS	12
KS	2013	8-Aug	Presentation, AG Bell, Whichita, KS	12
KS	2013	21-Aug	Presentation, Meals on Wheels, Osage, KS	45
KS	2013	29-Aug	Presentation, Parsons Senior Center, Parsons KS	10
KS	2013	16-Aug	Exhibit, Kansas Association of the Deaf, Olathe, KS	60
KS	2013	7-Aug	1:1 Visit, Instruct on CapTel, Topeka, KS	2
KS	2013	13-Aug	1:1 Visit, Instruct on CapTel, Topeka, KS	2
KS	2013	15-Aug	1:1 Visit, Instruct on CapTel, Leawood, KS	1
KS	2013	15-Aug	1:1 Visit, Instruct on CapTel, Overland Park, KS	1
KS	2013	28-Aug	1:1 Visit, Instruct on CapTel, The Forum, Overland Park, KS	1
KS	2013	3-Aug	Sponsorship, Topeka Association of the Deaf, Topeka, KS	50
KS	2013	25-Sep	Presentation, Plaza North Senior Residence, Wichita, KS	7
KS	2013	12-Sep	Exhibit, Assisstive Technology of Kansas, Topeka, KS	350
KS	2013	17-Sep	Exhibit, Tallgrass Creek, Overland Park, KS	250
KS	2013	24-Sep	Exhibit, Sunflower Senior Expo, Salina, KS	350
KS	2013	26-Sep	Wichita Senior Expo, Wichita, KS	3,000

Kansas Relay
Outreach Activities

KS	2013	3-Sep	1:1 Visit, CapTel, Topeka, KS	3
KS	2013	6-Sep	1:1 Visit, CapTel, Topeka, KS	3
KS	2013	10-Sep	1:1 Visit, CapTel, Lebo, KS	4
KS	2013	16-Sep	1:1 Visit, CapTel, Lyndon, KS	1
KS	2013	16-Sep	1:1 Visit, CapTel, Topeka, KS	1
KS	2013	23-Sep	1:1 Visit, CapTel, Berryton, KS	2
KS	2013	27-Sep	1:1 Visit, CapTel, Stanley, KS	1
KS	2013	27-Sep	1:1 Visit, CapTel, Topeka, KS	1
KS	2013	27-Sep	Sponsorship, Deaf Hood Foundation, Overland Park, KS	
KS	2013	31-Oct	Presention, Foster Grandparents Program, Wichita, KS	100
KS	2013	23-Oct	Exhibit, Emporia Senior Expo, Emporia, KS	350
KS	2013	25-Oct	Exhibit, TACC Fair, Topeka, KS	125
KS	2013	14-Oct	1:1 Visit, CapTel, Lyons KS	1
KS	2013	29-Oct	1:1 Visit, CapTel, Overland Park, KS	1
KS	2013	29-Oct	1:1 Visit, CapTel, Overland Park, KS	1
KS	2013	30-Oct	1:1 Visit, CapTel, Topeka, KS	2
KS	2013	12-Oct	Sponsorship, Brain Injury Association, Wichita, KS	120
KS	2013	2-Nov	Exhibit, Brain Injury Association, Wichita, KS	40
KS	2013	18-Nov	Exhibit, Jayhawk Area Agency on Aging, Oskaloosa, KS	10
KS	2013	19-Nov	Exhibit, Jayhawk Area Agency on Aging, Topeka, KS	7
KS	2013	20-Nov	Exhibit, Jayhawk Area Agency on Aging, Lawrence KS	4
KS	2013	1-Nov	1:1 Visit, CapTel, Augusta, KS	1
KS	2013	1-Nov	1:1 Visit, CapTel, Wichita, KS	2
KS	2013	8-Nov	1:1 Visit, CapTel, Chanute, KS	1
KS	2013	12-Nov	1:1 Visit, CapTel, Stockton, KS	1
KS	2013	22-Nov	1:1 Visit, CapTel, Topeka, KS	1
KS	2013	21-Nov	Sponsorship, Deaf Culture Center, Olathe, KS	40
KS	2013	6-Dec	1:1 CapTel, HOH, Topeka, KS	1
KS	2013	11-Dec	1:1 CapTel, HOH, Salina, KS	1
KS	2013	12-Dec	1:1 CapTel, HOH, Utica, KS	1
KS	2013	16-Dec	1:1 CapTel, HOH, Topeka, KS	1
KS	2014	25-Jan	Presentation, Overland Park Hosts Lions Club, Lenexa, KS	15
KS	2014	8-Jan	1:1 Visit, CapTel 1:1, Lenexa, KS	2
KS	2014	15-Jan	Field Visit, Veterans of Foreign Wars, Topeka, KS	1
KS	2014	28-Jan	Field Visit, Thorton's Place, Topeka, KS	1
KS	2014	11-Feb	1:1 Visit, CapTel 1:1, Topeka, KS	2
KS	2014	13-Feb	Exhibit, Washburn University, Topeka, KS	200
KS	2014	13-Feb	Professional Development, Fred Pryor's Class, Topeka, KS	15
KS	2014	14-Feb	Meeting, Deaf Culture Center, Olathe, KS	10

Kansas Relay
Outreach Activities

KS	2014	14-Feb	Field Visit, Tequilla Harry's, Overland Park, KS	5
KS	2014	3-Mar	1:1 Visit, CapTel 1:1, Newton, KS	2
KS	2014	6-Mar	1:1 Visit, CapTel 1:1, Topeka, KS	1
KS	2014	15-Mar	Exhibit, Ransom Hospital-Ottawa, Ottawa, KS	130
KS	2014	22-Mar	Networking, Ellsworth County Medical Center, Ellsworth, KS	10
KS	2014	24-Mar	Exhibit, TACC, Topeka, KS	200
KS	2014	25-Mar	1:1 Visit, CapTel 1:1, Overland Park, KS	2
KS	2014	27-Mar	Exhibit, Brain Injury Association, Overland Park, KS	200
KS	2014	3-Apr	Presentation, Associated Audiologists, Inc. Shawnee, KS	20
KS	2014	3-Apr	Relay Friendly Business, Tequilla Harry's, Overland Park, KS	6
KS	2014	5-Apr	Exhibit, Deaf Nation Expo, Overland Park, KS	1,200
KS	2014	24-Apr	Exhibit, Osage City Senior Fair, Osage City, KS	65
KS	2014	28-Apr	Meeting, 501 D/HOH Teacher, Topeka, KS	1
KS	2014	29-Apr	1:1 Visit, 2014 Kansas CapTel Follow Up Program, Olathe, KS	2
KS	2014	29-Apr	1:1 Visit, 2014 Kansas CapTel Follow Up Program, Overland Park, KS	1
KS	2014	29-Apr	1:1 Visit, 2014 Kansas CapTel Follow Up Program, Overland Park, KS	2
KS	2014	29-Apr	1:1 Visit, 2014 Kansas CapTel Follow Up Program, Prairie Village, KS	2
KS	2014	29-Apr	Presentation, 2014 Hamilton High School Scholarship Award, Olathe, KS	40
KS	2014	3-May	Sponsorship, Johnson County Sertoma, Leawood, KS	40
KS	2014	7-May	Presentation, Thorton's Place, Topeka, KS	3

Florida
Relay

Attachment F
Traffic Reports



State of Florida Telecommunications Relay Services

Docket No. 140029-TP

MMMM D, YYYY

TRS Administrator
Department
Location Address
Mailing Address
City, State NNNNN-NNNN

XXXXX Relay Service Invoice

MMMM YYYY

TRS session minutes			nnn,nnn.n
Less interstate session minutes			(nnn,nnn.n)
Net billable session minutes			nnn,nnn.n
Rate per minute			n.nnn
TRS amount due		$	nnn,nnn.nn
Other services	Sess Min	Rate	
CapTel intrastate	nnn,nnn.n	n.nnn	nnn,nnn.nn
Liquidated Damages:			(nn,nnn.nn)
Total amount due		$	**nnn,nnn.nn**

MMMM D, YYYY

TRS Administrator
Department
Location Address
Mailing Address
City, State NNNNN-NNNN

XXXXX Relay Service Monthly Statement

Balance forward MMMM 1, YYYY	$	nnn,nnn.nn
Billing for MMMM YYYY		nnn,nnn.nn
Payments:		
MM/DD/YY		(nnn,nnn.nn)
Adjustments:		
Balance due MMMM 31, YYYY		nnn,nnn.nn
Subsequent payments:		
Current balance due	$	**nnn,nnn.nn**

Run Date: MM/DD/YY

Confidential & Proprietary

XXXXX RELAY SERVICE

Jurisdiction Summary

Report A

Data Month: MMM YYYY

All Calls Handled	Session Minutes	Conversation Minutes	Calls	% of All Calls
General Assistance	nnn,nnn.nn		nnnnn	nn.nn
Local	nnn,nnn.nn		nnnnn	nn.nn
Intrastate Intralata	nnn,nnn.nn		nnnnn	nn.nn
Intrastate Interlata	nnn,nnn.nn		nnnnn	nn.nn
Total Intrastate	nnn,nnn.nn		nnnnn	nn.nn
Interstate	nnn,nnn.nn		nnnnn	nn.nn
International	nnn,nnn.nn		nnnnn	nn.nn
Total Interstate	nnn,nnn.nn		nnnnn	nn.nn
Toll Free 8xx	nnn,nnn.nn		nnnnn	nn.nn
9xx Info Service	nnn,nnn.nn		nnnnn	nn.nn
Total Outbound Call Attempts	nnn,nnn.nn		nnnnn	nn.nn
Month Total	nnn,nnn.nn		nnnnn	nn.nn

Complete Calls				
Local	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Intrastate Intralata	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Intrastate Interlata	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Total Intrastate	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Interstate	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
International	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Total Interstate	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Toll Free 8xx	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
9xx Info Service	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn
Month Total	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nn.nn

Totals with TF & 9xx Allocation		
Intrastate + nn% of TF & 9xx	nnn,nnn.nn	nnn,nnn.nn
Interstate + nn% of TF & 9xx	nnn,nnn.nn	nnn,nnn.nn
Month Total	nnn,nnn.nn	nnn,nnn.nn

Run Date: mm/dd/yy | **xxxxx Relay Service** | Report B

Confidential & Proprietary | **Inbound Calls by Method** | Data Month: mmm yyyy

	ASCII		Baudot		Voice		
Day	English	Spanish	English	Spanish	English	Spanish	Total
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn

GA calls nnnnn

Originated by:	Baudot	Voice
Outbound Calls	nnnnn	nnnnn
Avg CM per Complete Call	n.nn	n.nn

Run Date: mm/dd/yy | **xxxxx Relay Service** | Report C

Confidential & Proprietary | **Session Minutes by Originating Method** | Data Month: mmm yyyy

	ASCII		Baudot		Voice		
Day	English	Spanish	English	Spanish	English	Spanish	Total
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
dd ddd	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n
	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n	nnn,nnn.n

Run Date: mm/dd/yy | **xxxxx Relay Service** | Report D

Confidential & Proprietary | **Outbound Call Summary** | Data Month: mmm yyyy

	Terminating						
Day	Ascii	Baudot	Voice	Total	Complete	Busy/NA	Total
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn
	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn

Run Date: mm/dd/yy | **xxxxx Relay Service** | Report E

Confidential & Proprietary | **Inbound Calls by Center** | Data Month: mmm yyyy

	Center A		Center B		Center C		Inbound
Day	Inbound	% of Total	Inbound	% of Total	Inbound	% of Total	Total
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
dd ddd	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn
	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn	nnn.nn	nnnnn

Run Date: mm/dd/yy

Confidential & Proprietary

XXXXX RELAY SERVICE

Outbound Calls by Call Length

Report F

Data Month: mmm yyyy

Day	0.00 to 10.00	10.01 to 20.00	20.01 to 30.00	30.01 to 40.00	40.01 to 50.00	50.01 to 60.00	Over 60	Total
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn	nnnnn

Run Date: mm/dd/yy | **XXXXX RELAY SERVICE** | Report G

Confidential & Proprietary | **Performance Summary** | Data Month: mmm yyyy

Day	Blockage	ASA	Inbound	Abandon in <= 10 s	Answered in <= 10 s	% Ans in 10 s
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
dd ddd	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn
	n.nn	n.nn	nnnnn	nnnnn	nnnnn	nnn

Run Date: mm/dd/yy

Confidential & Proprietary

XXXXX RELAY SERVICE

Outbound Calls by Hour

Report H

Data Month: mmm yyyy

Hour

Day	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Total
dd ddd	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnn	nnnnn

Run Date: mm/dd/yy

Confidential & Proprietary

XXXXX RELAY SERVICE

Average Session Minutes per Call

Report I

Data Month: mmm yyyy

Hour

Day	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Total
dd ddd	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn	n.nn

Run Date: MM/DD/YY | **XXXXX RELAY SERVICE** | Report J

Confidential & Proprietary | **CapTel Jurisdiction Summary** | Data Month: MMM YYYY

All Calls Handled	Session Minutes	Conversation Minutes	Calls	% of All Calls
General Assistance	nnn,nnn.nn		nnnnn	nnn.nn
Local	nnn,nnn.nn		nnnnn	nnn.nn
Intrastate	nnn,nnn.nn		nnnnn	nnn.nn
Interstate	nnn,nnn.nn		nnnnn	nnn.nn
International	nnn,nnn.nn		nnnnn	nnn.nn
Toll Free 8xx	nnn,nnn.nn		nnnnn	nnn.nn
9xx Info Service	nnn,nnn.nn		nnnnn	nnn.nn
Total Outbound Call Attempts	nnn,nnn.nn		nnnnn	nnn.nn
Month Total	nnn,nnn.nn		nnnnn	nnn.nn

Complete Calls				
Local	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn
Intrastate	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn
Interstate	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn
International	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn
Toll Free 8xx	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn
9xx Info Service	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn
Month Total	nnn,nnn.nn	nnn,nnn.nn	nnnnn	nnn.nn

Totals with TF & 9xx Allocation		
Intrastate + nn% of TF & 9xx	nnn,nnn.nn	nnn,nnn.nn
Interstate + nn% of TF & 9xx	nnn,nnn.nn	nnn,nnn.nn
Month Total	nnn,nnn.nn	nnn,nnn.nn

Run Date: mm/dd/yy | **XXXXX CAPTEL SERVICE** | Report K

Confidential & Proprietary | **Usage Summary** | Data Month: mmm yyyy

Day	Answered	Outbound	Complete	Busy/NA	Sess Min	Conv Min
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
dd ddd	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn
	nnnnn	nnnnn	nnnnn	nnnnn	nn,nnn.nn	nn,nnn.nn

Average minutes per answered call: nn.nn nn.nn

Run Date: mm/dd/yy | **XXXXX CAPTEL SERVICE** | Report L

Confidential & Proprietary | **Captel Answer Performance** | Data Month: mmm yyyy

Day	Inbound	Answered	Abandon	Average Ans Secs	% Ans in 10 Sec	% Ans Or Aban in 10 Sec
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
dd ddd	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn
	nnnnn	nnnnn	nnnnn	n.nn	n.nn	nnn

CapTel Report

Florida

Mmmm yyyy

Total Number of Valid CapTel Phones
CapTel CA Statistics
Customer Service Contacts

Total Number of Valid CapTel Phones

As of mm, dd, yyyy

- nnn – CapTel phones available for use (not all may have been distributed)

CapTel CA Statistics

- Average Word Per Minute (WPM) = nnn wpm
- Average Rate of Accuracy = nn.nn %
- Average Rate of Error = nn.nn%

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
nnnn	mm/dd/yy	Hh:mm	xxxx	xxxxxxxxx	nnnn	nnnn	xxxxxxxxx	xxxxxxxx

Xxxxx Relay Customer Service Report
Month, Year

Inquiry ID	Inquiry Date	Category	Sub-Category	CA/Opr #	Call Type	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution
XXXXXX	mm/dd/yy								mm/dd/yy	
XXXXXX	mm/dd/yy								mm/dd/yy	
XXXXXX	mm/dd/yy								mm/dd/yy	
XXXXXX	mm/dd/yy								mm/dd/yy	

Call Breakdown

Category	Sub-Category	# of SRs
Xxxx	Xxxx	XX
Xxxx Total		XX
Xxxx	Xxxx	XX
Xxxx Total		XX
Xxxx	Xxxx	XX
Xxxx Total		XX
Grand Total		XX

Call Type	# of SRs
STS	XX
Voice	XX
VCO	XX
HCO	XX
TTY	XX
Email	XX
Grand Total	XX

LOGO

Outreach Report
Date, Year

Presentation

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

Field Visits

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

Exhibits

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

One on One Visits

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

Meetings

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

CapTel Demo Placement Program Participants

Date Demo Phone Installed	Date Demo Phone Picked-Up	Account Name	Event City	State
MM/DD/YYYY				
MM/DD/YYYY				

Giveaways

Name	Amount
hand sanitizer	XX
Light-up pen	XX
Grand Total	XX

Literature

Name	Amount
Spanish Brochures	XX
State CapTel Brochure	XX
State TRS Brochure	XX
Grand Total	XX

Upcoming Outreach Activities

Presentation

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

Exhibits

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

Field Visits

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

Networking

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

One on One
Visits

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

Meetings

Event Date	Account Name	Event City	State	Target Audience	Products/Services	# of Attendees
MM/DD/YYYY						
MM/DD/YYYY						

Media

Media	Media Subject	Name of the p	Total viewers/distribution			
Newsletter						
Newspaper						

Commendation and Input

Special Hamilton Outreach Programs

Scholarship 2014 has begun.

Annual Report

Executive Summary

Operations Summary
Policy and Procedure Modifications
Quality Assurance and Independent Third Party Testing
Typing and Answer Performance
Enhancements
Technology and Upgrades
Captioned Telephone Summary

Customer Service Summary

Outreach Activity for 2013

2013 Outreach Report

Florida Relay

Attachment G
Hamilton Conclusion



State of Florida Telecommunications Relay Services

Docket No. 140029-TP

Top Reasons to Select Hamilton Relay Services

Throughout this proposal Hamilton has provided the numerous reasons for the Florida Public Service Commission (FPSC) to select Hamilton as its relay provider. We would like to recap some of those reasons.

1. Since Hamilton's main focus is Relay, the state of Florida and the FPSC can be assured that we don't have ulterior motives to sell long distance, cell phones or wireless plans. In fact, Hamilton is unique in the industry in that Relay is our main focus. Hamilton is not a multi-billion dollar conglomerate where Relay runs the risk of getting lost in an ever-changing bureaucracy. At Hamilton, Relay makes up over 50% of our business so our entire company is focused on its success. Only Hamilton can deliver this level of commitment.
2. Hamilton is a privately held, American owned company and we intend to stay that way. We are not merging with another company or facing bankruptcy and we are not at risk of changing our course based on the latest stock transaction. We are dedicated to providing relay service, as **Relay is one of our primary business lines and a fundamental part of our company's mission.**
3. Hamilton is focused on being a resource for, and being responsive to the needs of, the Administrator and Florida Relay users, thus providing no hassle contract management for the Administrator.
4. With Hamilton, the FPSC and the users of Relay in Florida can be assured that they will receive Relay and CapTel Services that are customized to the needs of Florida, instead of services that are "standardized" across all state programs. Hamilton will provide call processing, outreach (if so desired), reporting, account management and customer service that meet the individual needs of Florida residents.
5. Hamilton's track record is that of a company that is responsive to all needs. Hamilton's responsiveness allows it to continue to win state contracts and consecutive bid awards. Hamilton will do so for Florida.
6. Hamilton consistently meets deadlines without having to be prompted, and exceeds expectations with our reporting.
7. In a head to head comparison in California, a two vendor state, Hamilton consistently invoices a lower cost per call for both English and Spanish calls. This is proof of Hamilton's ability to exceed industry standards.
8. Hamilton has provided Relay since 1991, has five relay centers in operation, and provides relay/or and CapTel services to users in nineteen States and U. S. territories.
9. Hamilton still employs many of the key personnel who were responsible for the successful installation, transition and continued operation of those centers. Hamilton has added other experienced staff in the areas of technical, operations and customer service

that will assist with the operation of Florida Relay. **Hamilton has the proven experience, knowledge, resources and capabilities to operate Florida Relay.**

10. Hamilton has a long-standing reputation of being innovative and aggressive in the pursuit of new technology and new services in telecommunications including True Caller ID, SS7, Remote Conference Captioning, and Speech to Text applications such as traditional and web-based Captioned Telephone.
11. Visually-Assisted Speech-to-Speech (VA STS), which Hamilton has offered to Florida in our proposal, offers visual cues to the CA, including lip reading, spelling in the air, facial expressions and other physical movements as well as typed messages that may facilitate comprehension of what the person with a speech disability is saying.
12. Hamilton Relay's Speech-to-Speech (STS) User Training Line is a resource for individuals, family, friends, medical professionals, businesses and organizations to familiarize themselves with the proper etiquette and standard procedures of using STS. Individuals who are residents of Florida, and/or intend to use the STS Service with a Florida resident, will be eligible to utilize the training line if this option is selected.
13. Hamilton's CAs are truly the heart of Hamilton's relay operation. Their dedication, professionalism and willingness to satisfy every relay customer shows through time and time again.
14. Hamilton is involved at the national level in relay industry issues. Hamilton is a long-term player in the relay business and continues to explore new technological innovations that will assist the relay user community.
15. Relay users are able to communicate with us 24 hours a day through customer service. Hamilton will engage the relay community to obtain feedback in order to customize our service for Florida Relay users.
16. Hamilton's automatic identification of connection speed reduces valuable call set-up time for relay users and connections are made faster with more reliability. After Hamilton captures a relay user's connection speed or voice signal, it is matched with the user's ANI and stored in our database so that each time Hamilton Relay receives a call from that number, we automatically connect at the correct speed or correct connection type, without the customer completing a caller profile. This type of technology is just another example of how Hamilton is continually customizing its relay service and is shortening the number of session minutes.
17. Hamilton was the first Relay provider to add CapTel seats and workstations to its own call centers. Integrating the latest in telecommunications technology, we now offer greater diversity and redundancy in our call handling - two key components to ensuring a positive call experience for every user. Hamilton processes CapTel calls from its Nebraska, Louisiana, Georgia and Maryland centers.

18. Hamilton was the first provider to introduce single-phone mobile CapTel service. Hamilton Mobile CapTel allows users to place and receive calls – while reading word-for-word captions – on a single device. Hamilton CapTel for Smartphones can be used anywhere on a single, mobile telephone that is capable of supporting both voice and data simultaneously through a 3G or Wi-Fi connection.
19. Hamilton provides Internet Protocol Captioned Telephone Service (IP CTS). With the introduction of Hamilton CapTel for Smartphones, PC/Mac and Tablets, Hamilton Relay is making equal access for all individuals a reality, wherever they are.
20. Hamilton will provide Florida state-specific CapTel reporting. Hamilton was the first provider to offer this feature. State specific reporting includes:
    - state-specific ASA
    - state-specific Service Level with and without abandons and
    - state-specific abandon call information
21. N11 Dialing Access. On January 1, 2011, Hamilton made three digit dialing available to CapTel users in all Hamilton states. A CapTel user dials the N11 code on their CapTel phone. Based on the CapTel user's incoming ANI, the CapTel platform automatically matches the ANI to the correct N11 10-digit telephone number and places the call for the CapTel user. In order to accomplish this task, Hamilton obtained the information to map NPA-NXX information to the correct N11 service center and worked with CTI to integrate in to the CapTel platform. **Hamilton was the first provider to offer this feature.**
22. Hamilton has worked with CTI to make platform changes that allow states to have a choice in the default amplification settings on CapTel devices, and to have a 40 decibel minimum turned on or off based on each state's needs.

As one can see, there are many advantages to selecting Hamilton as the Florida Relay provider. With Hamilton, Florida will receive the following benefits:

- Through its advanced training programs, Hamilton provides in-depth CA training on Deaf Culture, ASL, and translating limited written English or Spanish to correct spoken English or Spanish.
- Hamilton easily accomplishes customization for each relay user and consistency in call processing.
- Hamilton will be constantly available the State and any other interested parties including all organizations that serve relay users. This allows for definitive regulatory and administrative control. Hamilton gives the State and other interested parties great control in what happens within the relay center, which in turn benefits all relay users.

- The FPSC, the Administrator, and any relay users who desire it will receive constant attention from Hamilton. Hamilton will provide FPSC with relay service that is responsive to relay users and to the individuals responsible for regulating the relay.
- Hamilton guarantees open communication between itself, the State and the relay using community. Hamilton will use the feedback from relay users to change and improve its call processing procedures.
- Hamilton will strive to build a partnership with the State and other organizations that serve relay users and welcomes any assistance these organizations might offer.
- Because of its size, Hamilton is able to meet the needs of individual relay users and provide a level of service that can only come from companies who have the ability to empower employees and who have very little bureaucracy.
- Hamilton ensures outstanding customer service. Individual relay users can call for help at any time and if needed, someone from the relay will go to their business or home to assist them with equipment when using the relay.
- Hamilton has implemented many programs designed to reach hard of hearing and elderly people. Hamilton gives presentations and workshops to senior citizens centers and physical and mental health service providers. A major part of Hamilton's customer service effort involves visiting traditionally isolated persons who are either current or potential relay users.

Hamilton's responsiveness and desire to meet the needs of customers through outstanding answer performance, and quality on every call makes Hamilton the right choice. Hamilton looks forward to providing Florida relay users and the FPSC with the quality service, and reporting only Hamilton can or will provide.

H

Florida
Relay

Attachment H
Hamilton Financial
History



State of Florida Telecommunications Relay Services

Docket No. 140029-TP

Hamilton believes that the Financial Information as contained in this Attachment is 'proprietary confidential business information' within the meaning of Section 364.183, Florida Statutes. Hamilton is filing this section under a claim of confidentiality pursuant to Section 364.183(1), Florida Statutes, and Rule 25-22.006(5), F.A.C.

Hamilton requests that the FPSC keep the Financial Information as contained in this Attachment Proprietary and Confidential and is submitting this request for proprietary and confidential treatment of such. Hamilton derives economic value from the information contained on such pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others. Hamilton respectfully requests that the FPSC designate the confidential and proprietary information in its proposal as confidential trade secrets which if released would give advantage to our business competitors and serve no public purpose.

Hamilton seeks to protect the confidentiality of the information contained in this Attachment and has uploaded the information in this attachment to a secure web site as provided for in RFP Section C.4. An email generated by Beth Slough of Hamilton Relay will be sent to the FPSC with a link to access this confidential information.

Bid Bond Valid Through 10/15/14

CNA SURETY

Bid Bond

Bond No. N/A

CONTRACTOR:
(Name, legal status and address)
Hamilton Telephone Company dba
Hamilton Telecommunications
1001 12th Street
Aurora, NE 68818

SURETY: Western Surety Company: South Dakota Corporation
(Name, legal status and principal place of business)
333 S. Wabash Avenue
41st Floor
Chicago, IL 60604

This document has important legal consequences. Consultation with an attorney is encouraged with respect to its completion or modification.

Any singular reference to Contractor, Surety, Owner or other party shall be considered plural where applicable.

OWNER:
(Name, legal status and address)
Florida Telecommunications Relay, Inc.
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

BOND AMOUNT: Five Hundred Thousand and 00/100 Dollars ($500,000.00)

PROJECT:
(Name, location or address, and Project number, if any)
Telecommunications Relay Service System

The Contractor and Surety are bound to the Owner in the amount set forth above, for the payment of which the Contractor and Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, as provided herein. The conditions of this Bond are such that if the Owner accepts the bid of the Contractor within the time specified in the bid documents, or within such time period as may be agreed to by the Owner and Contractor, and the Contractor either (1) enters into a contract with the Owner in accordance with the terms of such bid, and gives such bond or bonds as may be specified in the bidding or Contract Documents, with a surety admitted in the jurisdiction of the Project and otherwise acceptable to the Owner, for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof; or (2) pays to the Owner the difference, not to exceed the amount of this Bond, between the amount specified in said bid and such larger amount for which the Owner may in good faith contract with another party to perform the work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect. The Surety hereby waives any notice of an agreement between the Owner and Contractor to extend the time in which the Owner may accept the bid. Waiver of notice by the Surety shall not apply to any extension exceeding sixty (60) days in the aggregate beyond the time for acceptance of bids specified in the bid documents, and the Owner and Contractor shall obtain the Surety's consent for an extension beyond sixty (60) days.

If this Bond is issued in connection with a subcontractor's bid to a Contractor, the term Contractor in this Bond shall be deemed to be Subcontractor and the term Owner shall be deemed to be Contractor.

When this Bond has been furnished to comply with a statutory or other legal requirement in the location of the Project, any provision in this Bond conflicting with said statutory or legal requirement shall be deemed deleted herefrom and provisions conforming to such statutory or other legal requirement shall be deemed incorporated herein. When so furnished, the intent is that this Bond shall be construed as a statutory bond and not as a common law bond.

Signed and sealed this 8th day of August, 2014.

	(Principal) *(Seal)*
(Witness)	*(Title)*
Maura P Kelly	(Surety) Joan Leu *(Seal)*
(Witness)	Attorney-in-Fact
	(Title)

CAUTION: You should sign an original AIA Contract Document, on which this text appears in RED. An original assures that changes will not be obscured.

Printed in cooperation with the American Institute of Architects (AIA).

The language in this document conforms exactly to the language used in AIA Document A310 - Bid Bond - 2010 Edition.

Mark Coolbaugh
Resident Agent Countersignature
Mark Coolbaugh

Western Surety Company

POWER OF ATTORNEY APPOINTING INDIVIDUAL ATTORNEY-IN-FACT

Know All Men By These Presents, That WESTERN SURETY COMPANY, a South Dakota corporation, is a duly organized and existing corporation having its principal office in the City of Sioux Falls, and State of South Dakota, and that it does by virtue of the signature and seal herein affixed hereby make, constitute and appoint

Sharon K Murray, Ronald R Allison, Jacqueline L Drey, Kevin J Stenger, David A Dominiani, Joan Leu, Maura Kelly, Individually

of Omaha, NE, its true and lawful Attorney(s)-in-Fact with full power and authority hereby conferred to sign, seal and execute for and on its behalf bonds, undertakings and other obligatory instruments of similar nature

- In Unlimited Amounts -

and to bind it thereby as fully and to the same extent as if such instruments were signed by a duly authorized officer of the corporation and all the acts of said Attorney, pursuant to the authority hereby given, are hereby ratified and confirmed.

This Power of Attorney is made and executed pursuant to and by authority of the By-Law printed on the reverse hereof, duly adopted, as indicated, by the shareholders of the corporation.

In Witness Whereof, WESTERN SURETY COMPANY has caused these presents to be signed by its Vice President and its corporate seal to be hereto affixed on this 24th day of May, 2013.

WESTERN SURETY COMPANY

Paul T. Bruflat, Vice President

State of South Dakota
County of Minnehaha } ss

On this 24th day of May, 2013, before me personally came Paul T. Bruflat, to me known, who, being by me duly sworn, did depose and say: that he resides in the City of Sioux Falls, State of South Dakota; that he is the Vice President of WESTERN SURETY COMPANY described in and which executed the above instrument; that he knows the seal of said corporation; that the seal affixed to the said instrument is such corporate seal; that it was so affixed pursuant to authority given by the Board of Directors of said corporation and that he signed his name thereto pursuant to like authority, and acknowledges same to be the act and deed of said corporation.

My commission expires
June 23, 2015

J. MOHR
NOTARY PUBLIC SOUTH DAKOTA

J. Mohr, Notary Public

CERTIFICATE

I, L. Nelson, Assistant Secretary of WESTERN SURETY COMPANY do hereby certify that the Power of Attorney hereinabove set forth is still in force, and further certify that the By-Law of the corporation printed on the reverse hereof is still in force. In testimony whereof I have hereunto subscribed my name and affixed the seal of the said corporation this 8th day of August, 2014.

WESTERN SURETY COMPANY

L. Nelson, Assistant Secretary

Form F4280-7-2012

Authorizing By-Law

ADOPTED BY THE SHAREHOLDERS OF WESTERN SURETY COMPANY

This Power of Attorney is made and executed pursuant to and by authority of the following By-Law duly adopted by the shareholders of the Company.

Section 7. All bonds, policies, undertakings, Powers of Attorney, or other obligations of the corporation shall be executed in the corporate name of the Company by the President, Secretary, and Assistant Secretary, Treasurer, or any Vice President, or by such other officers as the Board of Directors may authorize. The President, any Vice President, Secretary, any Assistant Secretary, or the Treasurer may appoint Attorneys in Fact or agents who shall have authority to issue bonds, policies, or undertakings in the name of the Company. The corporate seal is not necessary for the validity of any bonds, policies, undertakings, Powers of Attorney or other obligations of the corporation. The signature of any such officer and the corporate seal may be printed by facsimile.