

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: February 2, 2022

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Jacob Imig, Attorney, Office of the General Counsel *JLI*

RE: Docket No. 20210049-TP– Request for Submission of Proposals for Relay Service, Beginning in March 2022, for the deaf, hard of hearing, deaf/blind, or speech impaired, and other implementation matters in compliance with the Florida Telecommunications Access System Act of 1991.

Please file the attached Contract to Provide Telecommunications Relay Service (TRS) and Caption Telephone Service (CTS) to Florida in the above referenced docket.

Please contact me at x36738 should there be any questions. Thank you.

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION TELEPHONE SERVICE (CTS) TO FLORIDA

CONTRACT

This Contract is made between Sprint Communications Company L.P., a T-Mobile USA, Inc. entity, (hereinafter referred to as "T-Mobile"), and the Florida Public Service Commission (hereinafter referred to as the "Commission" or "FPSC"). T-Mobile shall provide Telecommunications Relay Service (hereinafter referred to as "TRS"), also referred to as the Florida Relay Service (hereinafter referred to as "FRS") and Caption Telephone Service (hereinafter referred to as "CTS") as more specifically set forth below.

T-Mobile and the Commission agree as follows:

SECTION 1: Definitions

- 1) "Administrator" shall mean Florida Telecommunications Relay, Inc. (hereinafter referred to as "FTRI") as defined in Section 427.703(1), Florida Statutes, (F.S.).
- 2) "Contract" shall mean the terms and conditions contained herein and in the following documents:
 - a. Florida Public Service Commission Request for Proposals for Telecommunications Relay Service, filed in Docket No. 20210049-TP [Document No. 04014-2021] on May 11, 2021, (hereinafter referred to as the "RFP").
 - b. T-Mobile's Response to the RFP filed in Docket No. 202100049-TP [Document No. 10052-2021] on September 2, 2021, (hereinafter referred to as "T-Mobile's Response to the RFP").
- 3) "Parties" shall mean T-Mobile and the FPSC.
- 4) "T-Mobile" shall mean Sprint Communications Company L.P., a T-Mobile USA, Inc., entity and shall include any successor entity now existing or in the future created.
- 5) "Subcontractor" shall mean:
 - a. Captioned Telephone Inc. (CTI),
 - b. Communication Services for the Deaf, or
 - c. VITAC Corporation.

The documents referred to in 2) a. and b. of this section are incorporated herein by reference and attached hereto as Exhibits 1. and 2. respectively.

SECTION 2: Contract Term

The term of the Contract will be an initial three (3) year period commencing on March 1, 2022 and ending on February 28, 2025. Upon mutual agreement between the FPSC and T-Mobile, the Contract may be extended for up to four (4) additional one (1) year periods subject to the same terms and conditions set forth in this Contract and any written amendments signed by the parties. Any extension is also subject to the availability of funds and contingent upon satisfactory performance by T-Mobile. T-Mobile shall notify the FPSC of its desire to, or not to, extend service by March 1 the year before the then-current service period expires. For example, if the Contract service period is due to expire on February 28, 2025, T-Mobile must notify the FPSC by March 1, 2024, that it does or does not desire a one year extension of service.

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SECTION 3: Records

As authorized by Florida law, the Commission, the Administrator, and the State of Florida Auditor General shall have reasonable access to the records of T-Mobile and its Subcontractor(s), except as provided below, directly relating to the FRS in order to verify charges, credits, and other standards of performance to be rendered pursuant to the provisions of the Contract. If an audit of T-Mobile's or its Subcontractor(s)' records relating to this Contract is requested by the Commission or by any other third party, the party requesting the audit will be responsible for the costs of that audit. Audit costs as defined in the RFP, shall not include costs incurred by T-Mobile to comply with the audit.

Unless otherwise required by law, T-Mobile shall not be required to submit the information contained in its customer database to the State of Florida or to any other designee except for:

- 1) resolving any consumer complaint by the Commission staff; and
- 2) providing such information to the relay service succeeding this Contract.

For T-Mobile's CTS Subcontractor, the following access to records shall apply:

These records are claimed to be proprietary confidential business information pursuant to Section 364.183, Florida Statutes, and except as required by law, any disclosure of these records by the Commission to unauthorized third parties is prohibited. Subject to the foregoing, the following are the only records that may be reviewed or copied by authorized representatives of the State of Florida or personnel of the Commission:

- 1) CTS Subcontractor customer service records for CTS users under this Contract.
- 2) Call Detail Records (CDRs) that have been supplied to T-Mobile under this Contract for the CTS traffic.
- 3) CTS Subcontractor's reports on the average monthly speed and accuracy testing scores for CTS Subcontractor CTS Communications Assistants (CAs) (not including individual detailed scores or any other related documents).
- 4) Such other records as CTS Subcontractor and T-Mobile may mutually agree in writing.

Subject to the foregoing, the records that may be reviewed or copied by authorized representatives of the State of Florida or personnel of the Commission do not include any information that is, in whole or in part, the property of any other CTS Subcontractor customer including any other state CTS program, any other T-Mobile customer, any CTS user not under this Contract, or any of CTS Subcontractor's or any of its affiliates' financial, operational, internal or other information, or any other documents, methods, procedures, technical, confidential, proprietary, or trade secret information.

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SECTION 4: Billing Rates

- 1) Basic TRS – T-Mobile will bill the FPSC at the rate of \$1.60 per session minute for intrastate basic TRS calls processed for the State of Florida. TRS pricing includes Client/Executive/Account Manager travel to bi-annual TASA meetings.
- 2) CTS, which includes the Two-Line CTS enhancement, will be billed to the FPSC at the rate of \$1.67 per session minute.
- 3) Relay Conference Captioning (RCC) will be provided as follows:
 - A) At no charge to FPSC, T-Mobile will provide up to 30,000 minutes annually during each year of the initial term of the Contract (“RCC annual Limit”).
 - B) Once the RCC Annual Limit is reached, T-Mobile will suspend RCC service for the State of Florida, and RCC will not be provided until the next anniversary of the Contract’s effective date, at which time RCC will be provided until the RCC Annual Limit is met for that contract year.
 - C) The following pricing conditions apply to RCC:
 - RCC is intended for online meetings with two or more attendees, and does not include support for cursing, vulgarities, or language that is derogatory, condescending, discriminatory, or ethnic slurs, or words otherwise considered offensive to any protected class, as defined under U.S. federal laws.
 - Minimum increment for RCC events is calculated in 15-minute intervals with an initial minimum of 30 minutes for the event.
 - All event minutes will be calculated for the full amount of time requested and 15-minute intervals thereafter. Cancellations must be requested 24 hours in advance.
- 4) Pricing includes \$15,000 annual outreach budget.

SECTION 5: Invoices

By the 14th calendar day of the month (or the subsequent business day if the 14th falls on a Saturday, Sunday, or holiday), T-Mobile shall submit a detailed invoice (showing billable minutes and rates) to the Administrator 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 this 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 thirty (30) days of receipt of a proper invoice. If payment is not received within the thirty-day (30) 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 T-Mobile for the FRS shall specify to whom payment shall be made and the address to which such remittance shall be mailed. If the FPSC or its assigned Administrator disputes any portion of a monthly invoice, the disputing party shall provide to T-Mobile a detailed explanation of and manner of calculations of the disputed amounts. T-Mobile will promptly address the claim with the FPSC or the Administrator and attempt to resolve the problem within thirty (30) days. If the dispute is between the Administrator and T-Mobile, and these two parties

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cannot resolve the issue within thirty (30) days of the due date of the bill, T-Mobile shall so advise the FPSC. The FPSC will address the dispute as soon as possible. If T-Mobile overcharges the Administrator on any monthly invoice and the overage is paid, T-Mobile 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 T-Mobile, until the date such credit is issued.

SECTION 6: Contract Managers and Notices

Any notices, requests, demands or other communications which may be required hereunder shall be in writing and shall be by either first-class United States mail or email to the below recipients. The Contract Manager for this Contract on behalf of the FPSC is the person serving as the Contract Manager or such individual's designee.

As of the date of this Contract, the FPSC Contract Manager is:

Curtis J. Williams
Public Utilities Analyst
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
cjwillia@psc.state.fl.us
Telephone Number: (850) 413-6924
Fax: (850) 413-6925

As of the date of this Contract, the T-Mobile Contract Manager is:

Michaela Clairmonte
Sr. Manager, Contract Negotiations
Sprint Communications Company, L.P.
12502 Sunrise Valley Drive
MS: VARESA0208
Reston, VA 20196
Michaela.Clairmonte@T-Mobile.com
Telephone Number: (703) 433-8581

All communications regarding the work performed under this Contract shall be made between the Contract Managers when feasible and reasonable. Any notice required or permitted to be given or made in the Contract shall be served upon the Contract Managers at the above addresses. Changes in the person serving as Contract Manager will be made in writing.

SECTION 7: Implementation

T-Mobile will begin providing basic TRS over its relay system and CTS through its subcontractor for the State of Florida by March 1, 2022.

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SECTION 8: Languages Served

T-Mobile will provide relay service to users who use English, Spanish, or written American Sign Language.

SECTION 9: Transfer to New Provider

At the end of the service term of this Contract, including any renewals thereof, T-Mobile will reasonably assist in the transfer of the FRS to the new provider selected by the Commission.

Furthermore, T-Mobile shall make every effort to ensure 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 exception of the interstate toll free numbers and 900 number that belong to T-Mobile and cannot be transferred 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 completed at least sixty (60) days prior to T-Mobile's last day of service. The following actions will also be taken by T-Mobile:

- 1) Efforts will be made to accomplish the transfer of service by means of toll-free number portability so that a toll-free number change for FRS is not needed. If a toll-free number change for FRS is necessary, intercept referral service to the new provider will be made available by T-Mobile as of the date of the transfer and continuing for a period of three (3) consecutive months thereafter.
- 2) T-Mobile will designate a person to coordinate the transfer and communicate with the Commission and the incoming provider concerning the transfer.
- 3) Complaints in process on the effective date of the transfer of service to the new provider shall be responded to by T-Mobile within fifteen (15) days of such effective date.
- 4) If there are any other published administrative lines, service will be maintained for a period of sixty (60) days after date of transfer of service to the new provider, and callers will be referred to the new provider during such period.

SECTION 10: Independent Contractor

The Parties acknowledge that they are independent entities. Neither Party shall represent itself as agent or employee of the other, nor bind itself as agent or employee of the other, nor shall either Party bind or represent that it has the ability to bind the other to any financial or legal obligation. The Parties acknowledge that neither this nor any provision hereof shall be deemed to create a partnership or joint venture between the Parties. T-Mobile and its agents shall be deemed to be independent contractors in the performance of this Contract and shall be wholly responsible for the work to be performed and for their employees.

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SECTION 11: Order of Precedence

In the event of an inconsistency between provisions of this Contract, the RFP and T-Mobile's Response, the inconsistency shall be resolved by giving precedence in the following order:

- 1) The terms and conditions contained in this Contract.
- 2) The RFP.
- 3) T-Mobile's response to the RFP.

SECTION 12: Headings

The title of this Contract and the Section headings used herein are for the convenience of reference only, and shall not be construed as part of this Contract nor as an indication of the Section meaning or intent.

SECTION 13: Examination and Entirety

This Contract shall become binding when executed by both parties. This Contract, as defined in paragraph 2) of Section 1 hereof, constitutes the complete understanding and agreement of the parties with respect to the subject matter thereof and supersedes all prior or contemporaneous agreements, understandings, or offers, whether written or oral. This Contract may not be changed or modified except by a formal amendment hereto executed by the authorized representatives of both T-Mobile and the Commission.

SECTION 14: Waiver of Rights

The waiver of one Party of any breach of this Contract by the other party shall not be deemed to be a waiver of any succeeding breach. 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.

SECTION 15: Interpretation

The parties agree that this Contract shall be interpreted without application of any rules of construction which require a stricter interpretation against the drafter of the document.

SECTION 16: Force Majeure, Notice of Delay, and No Damages for Delay

T-Mobile shall not be responsible for delay resulting from failure to perform if neither the fault nor the negligence of T-Mobile and 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 T-Mobile's control, or for any of the foregoing that affect T-Mobile's subcontractors or suppliers if no alternate source of supply is available to T-Mobile. In case of

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any delay T-Mobile believes is excusable, T-Mobile 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 T-Mobile 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 T-Mobile first had reason to believe that a delay could result. **THE FOREGOING SHALL CONSTITUTE T-MOBILE'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. T-Mobile 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 section, after the causes have ceased to exist T-Mobile 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 T-Mobile, or (2) purchase from other sources (without recourse to and by T-Mobile 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.

SECTION 17: Liquidated Damages for Failure to Initiate Services on Time or to Provide Contracted Services for the Life of the Contract

It is expressly understood by the FPSC and T-Mobile that this provision for liquidated damages is reasonable and necessary for the protection of the FPSC. The parties further agree that because actual damages cannot be calculated, it is reasonable and necessary to assess liquidated damages from T-Mobile for failure to provide contracted services for the life of the Contract.

Implementation of the FRS in a timely manner is essential. Failure by T-Mobile to implement the service by March 1, 2022, shall be considered a significant and material breach of this Contract. For every day the service is delayed, T-Mobile shall pay to the Administrator, for deposit in its operating fund, the sum of \$25,000. Except for the Force Majeure provisions in Section 16, which shall apply, this amount is not subject to the limitations and cure language set forth below.

After a 30-day opportunity for the provider to effectuate a cure that is approved by the Commission, 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 the Contract.

- 1) For failure to meet answer time requirements - \$5,000/day.
- 2) For failure to meet blockage rate or transmission level requirement - \$5,000/day.
- 3) For failure to meet complaint resolution requirement - \$1,000/complaint.

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- 5) For failure to provide timely reports - \$500/day.
- 6) For failure to meet minimum typing speed of 60 words per minute on live traditional relay calls - \$5,000/day.

For failure to provide contracted services for the life of the Contract, the FPSC reserves the right to require the payment by T-Mobile 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 T-Mobile. Such action shall only occur upon order of the FPSC. The Liquidated Damages provisions in this Section 17 are subject to the Force Majeure provisions in Section 16.

SECTION 18: 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 T-Mobile. The decision shall be final and conclusive unless within twenty one (21) days from the date of receipt, T-Mobile files with the FPSC a petition for administrative hearing. The FPSC's decision on the petition shall be final, subject to T-Mobile's right to review pursuant to Chapter 120, Florida Statutes. Exhaustion of administrative remedies is an absolute condition precedent to T-Mobile's ability to pursue any other form of dispute resolution provided; however, the parties may employ the alternative dispute resolution procedures outlined in Chapter 120, F.S. 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.

SECTION 19: 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.

SECTION 20: Public Records

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

- 1) Keep and maintain public records required by the FPSC in order to perform the service.
- 2) Upon request from the FPSC's custodian of records, provide the FPSC with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in the Public Records Law or as otherwise provided

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by law. If T-Mobile fails to provide public records to the FPSC, T-Mobile may be subject to penalties under Section 119.10, F.S. If T-Mobile does not comply with the FPSC's request for records, the FPSC shall enforce the provisions of this Contract and shall assess reasonable costs from T-Mobile associated with the enforcement of this Contract in accordance with Section 119.0701, F.S.

- 3) Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the Contract if T-Mobile does not transfer the records to the FPSC.
- 4) Upon completion of the Contract, transfer, at no cost, to the FPSC all public records in possession of T-Mobile or keep and maintain public records required by the FPSC to perform the Contract. If T-Mobile transfers all public records to the FPSC upon completion of the Contract, T-Mobile shall destroy any duplicate records that are exempt or confidential and exempt from public records disclosure requirements. If T-Mobile keeps and maintains public records upon completion of the Contract, T-Mobile shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the FPSC in an Adobe PDF format.

IF T-MOBILE HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (850) 413-6770, clerk@psc.state.fl.us, 2540 SHUMARD OAK BOULEVARD, TALLAHASSEE, FLORIDA 32399-0850.


If T-Mobile has a specific question arising out of any public records request, such contact to the FPSC shall be made immediately, and no later than 3 business days of such request.

The FPSC and T-Mobile acknowledge that this Contract, including all elements identified in Section A. 20 of the RFP, is a public record, is available to the public for inspection, and may be posted on a web site by the State of Florida.

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IN WITNESS WHEREOF, the parties have executed this Agreement as of the latter date written below ("effective date").

SPRINT COMMUNICATIONS COMPANY L.P., a T-Mobile USA, Inc. Entity

DocuSigned by:

By: _____
8F886CC9343743C...
Dave Bezzant
Vice President, Sprint for Government
Sprint Communications Company, L.P.
12502 Sunrise Valley Drive
Reston, VA 20196
Telephone: (425) 697-7144
[Dave Bezzant@T-Mobile.com](mailto:Dave.Bezzant@T-Mobile.com)


Date: 1/24/2022

Approved as to form and legality:

DocuSigned by:

By: _____
DFB594BD47CF460...
Bret Lawson
Sr. Corporate Counsel
T-Mobile Legal Dept.


Date: 1/24/2022

FLORIDA PUBLIC SERVICE COMMISSION


By: _____
Braulio L. Baez
Executive Director
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
Telephone: (850) 413-7013
bbaez@psc.state.fl.us

Date: 1/31/22

Approved as to form and legality:


By: _____
Jacob Imig
Attorney
Office of the General Counsel
Florida Public Service Commission

Date: 1/27/2022

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION
TELEPHONE SERVICE (CTS) TO FLORIDA

EXHIBIT 1

STATE OF FLORIDA

FLORIDA PUBLIC SERVICE COMMISSION

REQUEST FOR PROPOSALS

TO PROVIDE

TELECOMMUNICATIONS RELAY SERVICE IN

FLORIDA

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION
TELEPHONE SERVICE (CTS) TO FLORIDA

EXHIBIT 1

Florida Relay Service
Docket No. 20210049-TP

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EXHIBIT 1

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Section A

REQUEST FOR PROPOSALS

A. ADMINISTRATIVE REQUIREMENTS AND PROCEDURES

1. Issuing Entity and Point of Contact

This Request For Proposals (RFP) is issued by the Florida Public Service 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 Mr. Adam J. Teitzman, Commission Clerk, Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850 and should reference Docket No. 20210049-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.

2. Purpose

The purpose of this RFP is to contract 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 (Part II of 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 F, Tables 1 and 2 of this RFP contains a summary of Florida intrastate billable session minutes for telecommunications relay services (TRS), speech-to-speech (STS), Spanish, and captioned telephone service (CTS) provided by the current relay service provider for the months of March 2019 through February 2020 and March 2020 through February 2021 respectively. Section F, Tables 3 and 4 contains a summary of intrastate and interstate session minutes for TRS, STS, Spanish, and CTS provided by the current relay provider for the months of March 2019 through February 2020 and March 2020 through February 2021 respectively. The bidder assumes all responsibility for the accuracy of data from these reports and billable minute information in using them for bidding purposes.

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

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contract or contractual relation shall be brought in State of Florida administrative or judicial forums. The venue will be Leon County, Florida.

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.

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.

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 FPSC to administer the telecommunications relay service system and the distribution of specialized telecommunications devices pursuant to Section 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 Part II of 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 pursuant to Section 427.704(4), Florida Statutes, billable minutes is the elapsed time between the time the incoming call enters the Florida Relay System 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

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- 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 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.
 - l. 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.
 - m. Hard of Hearing – Having a permanent hearing loss which is severe enough to necessitate the use of amplification devices to discriminate speech sounds.
 - n. Hearing Loss or Hearing Disabled – Being deaf or hard of hearing and includes dual sensory impairment.
 - o. 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.
 - p. Incoming Call – An incoming call refers to the portion of the communications connection from the calling party to the relay service center. An incoming Telecommunications Device for the Deaf (TDD) call is a call originated by a TDD user. An incoming telephone call is a call originated by a telephone user.

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- An incoming call includes calls to the relay service telephone number for completing a relay call as well as general assistance calls.
- q. Minor Irregularity – A variation from the request for proposals terms and conditions which does not affect the price of the proposal, give the bidder an unfair advantage or benefit not enjoyed by other bidders, or does not adversely impact the interests of the FPSC.
 - r. 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.
 - s. Provider – The entity with whom the FPSC contracts to provide Florida Relay Service.
 - t. Proposals Review Committee (PRC) – The PRC consists of designated FPSC staff and designated members of the Advisory Committee.
 - u. 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.
 - v. Speech Impaired or Speech Disabled – Having a permanent loss of verbal communications ability which prohibits normal usage of a standard telephone set as stated in Section 427.703(10), Florida Statutes.
 - w. 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.
 - x. Telecommunications Device for the Deaf (TDD or TTY) – A teleprinter, an electronic device connected to a standard telephone line, operated by means of a keyboard, and used to transmit or receive signals through telephone lines.
 - y. User - Includes either the calling or called party in a relay call.
 - z. 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.

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- aa. 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.

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 May 11, 2021
Clarifying Questions Submitted in Writing to
PRC Chairman 3:00p.m. EDT.....by May 25, 2021
Answers to Clarifying Questions.....by June 8, 2021
TECHNICAL AND PRICE PROPOSAL
DUE DATE & TIME 3:00 p.m. EDT by June 17, 2021
Performance Bond DueUpon Execution of Contract
Begin ServiceMarch 1, 2022

8. Commencement Date

The commencement date for the service is March 1, 2022. Within their response to the RFP, 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 March 1, 2022.

9. Term of Contract

The term of the Contract will be an initial three year period. Upon mutual agreement between the FPSC and the provider, the Contract may be extended for up to four additional one year periods subject to the same terms and conditions set forth in the initial Contract and any written amendments signed by the parties. Any extension is subject to the availability of funds and contingent upon satisfactory performance by the provider. The provider shall notify the FPSC of its desire to extend service by March 1 the year before the current service period expires. For example, if the contract service period is due to expire on February 28, 2025, the provider must notify the FPSC by March 1, 2024, if it desires a one year extension of service.

10. 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:

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- a. Written correspondence to or from the PRC Chairman for clarifying questions only regarding the FPSC-approved RFP. All written questions must be submitted to the PRC Chairman by 3:00 pm EDT, May 25, 2021, and written answers to the questions will be posted in Docket No. 20210049-TP and on the Florida Department of Management Services Vendor Bid System (http://www.myflorida.com/apps/vbs/vbs_www.main_menu) by June 8, 2021. No changes to the FPSC-approved RFP will be considered.
- b. Oral discussions at an oral interview or site visit pursuant to Section A.

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 FPSC 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.

11. 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 June 17, 2021, at 3:00 p.m. EDT. Late proposals will not be accepted.

12. Bidding Costs

Neither the FPSC, nor the Florida Relay System, is liable for any costs incurred by a bidder in conjunction with the development of its proposal.

13. Rejection of Proposals, Correction of Errors

The PRC Chairman and the FPSC reserve the right to reject any or all proposals and to cancel the RFP. The FPSC reserves the right to allow a bidder to correct minor irregularities upon notification by the PRC Chairman. A bidder may not modify its proposal after opening; however, calculation or typographical errors may be corrected by the FPSC.

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

The technical proposals will each be made available to the general public within 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

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recommendation for award is filed. The FPSC may issue press releases or public announcements concerning filed proposals or the RFP process.

15. Protests

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

16. Letter of Intent/Notification to Bidders

Upon selection of a potential provider by the FPSC, the FPSC 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.

17. 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.

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- g. The ability to meet the proposed commencement date for the FRS.
- h. All other factors listed in the RFP.

18. 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.

19. Oral Interviews/Site Visits/Written Data Requests

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.

20. Contract Document

The successful bidder will be required to sign a contract which will include 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 executed by the FPSC's Executive Director on behalf of the FPSC.

21. Limited Liability

Neither the FPSC, its Advisory Committee, the Administrator, the PRC and the provider of the telecommunications relay service, nor any agent, employee, representative, or officer of the foregoing shall be liable for any claims, actions, damages, or causes of action arising out of or resulting from the establishment, participation in, or operation of the telecommunications relay service, except where there is malicious purpose or wanton and willful disregard of

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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.

22. 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 or a basis for legal recovery of damages, either actual, consequential, or punitive.

23. 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 day's 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 30 days to cure the breach. If a breach of the contract is not cured within the 30 days, the FPSC may, by written notice to the provider, terminate the contract upon 24 hour 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.

24. Public Bidder Meetings and Proprietary/Confidential Information

Written requests for confidentiality shall be considered by the FPSC as described in Section 364.183, Florida Statutes. Rule 25-22.006, F.A.C., 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.

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25. Public Records

All material submitted regarding this RFP becomes the property of the FPSC and subject to Chapter 119, Florida Statutes, (Public Records Law) and in accordance with Section 119.0701, Florida Statutes (Request for Contractor Records). 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 Part II of 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 contract for refusal by the provider to allow such public access. The provider must:

- a. Keep and maintain public records required by the FPSC in order to perform the service.
- b. Upon request from the FPSC's custodian of records, provide the FPSC with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in the Public Records Law or as otherwise provided by law. A provider who fails to provide public records to the FPSC may be subject to penalties under Section 119.10, Florida Statutes.
 - i. The Provider should acknowledge public records requests in a reasonable time and begin gathering the responsive records promptly. If the Provider requires a clarification from the requestor of public records, the Provider should ask for clarification from the requestor within 3 business days of receiving the public records request.
 - ii. When it appears that preparation of requested records will require the extensive use of information technology processing resources and/or extensive time to locate and prepare the material for copying (i.e. more than 30 minutes to locate the records), the person requesting the public records should be advised within 3 business days of the request that they may be billed for the actual cost of locating these records. The estimated costs should be consistent with the FPSC's *Time Accounting for Copying PSC Records* form (PSC/CLK 014-C). Pursuant to Section 350.06(6), F.S.,

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in any instance where the copying fee would amount to less than \$1, no fee is to be charged. If the requestor agrees to pay the estimated costs, the Provider should gather the records for delivery. The Provider should also keep a record of the time spent in searching for and preparing the material for copying so the actual costs can be billed to the requestor. Upon payment of the actual costs of locating the records, the Provider should deliver the copied material to the requestor.

- iii. If the Provider requires FPSC assistance to respond to a public records request that requires extensive use of time, it should inform the FPSC of any such public records request within 3 days of receiving the request so that the FPSC can assist the Provider in facilitation of the request when possible.
- 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 for the duration of the contract term and following completion of the contract if the provider does not transfer the records to the FPSC.
- d. Upon completion of the contract, transfer, at no cost, to the FPSC all public records in possession of the provider or keep and maintain public records required by the FPSC to perform the contract. If the provider transfers all public records to the FPSC upon completion of the contract, the provider shall destroy any duplicate records that are exempt or confidential and exempt from public records disclosure requirements. If the provider keeps and maintains public records upon completion of the contract, the provider shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the FPSC in an Adobe PDF format.

IF THE PROVIDER HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (850) 413-6770, clerk@psc.state.fl.us, 2540 SHUMARD OAK BOULEVARD, TALLAHASSEE, FLORIDA 32399-0850.

The FPSC and the provider acknowledge that this contract, including all elements identified in section A. 20 of this RFP, is a public record, is available to the public for inspection, and may be posted on a web site by the State of Florida.

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26. 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.

27. 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.

28. 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.

29. Minority Business

It is the policy of the FPSC to encourage participation by minority business enterprises (as defined in Section 287.012, Florida Statutes) in FPSC 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 FPSC shall enter into a contract with the minority owned company. If applicable, the bidder shall include in its proposal evidence that it meets the definition of a minority business.

30. 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, Florida Statutes. Without

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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.

31. 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.

32. 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.

33. 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

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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.

34. 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 manner is essential. Failure by the provider to implement the service by March 1, 2022, shall be considered a significant and material breach of the Contract. For each day the service is delayed, the provider shall pay to the Administrator, for deposit in its operating fund, the sum of \$25,000. Except for the Force Majeure provisions in Section A.33., which shall apply, this amount is not subject to the limitations and cure language set forth below.

After a 30 day opportunity for the provider to effectuate a cure that is approved by the Commission, liquidated damages may accrue up to the following amounts for each breach as set forth below. Such liquidated damages for any day may not exceed the actual revenue for that day. Similarly, liquidated damages for any particular month may not exceed the actual monthly revenue from the provision of services pursuant to this RFP for that month. For failure to:

- a. Meet answer time requirements - \$5,000/day.
- b. Meet blockage rate or transmission level requirement - \$5,000/day.
- c. Meet complaint resolution requirement - \$1,000/complaint.
- d. Provide timely reports - \$500/day.
- e. Meet minimum typing speed of 60 words per minute on live traditional relay calls - \$5,000/day.
- f. 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. The Liquidated Damage provisions stated above in this Section A.34 are subject to the Force Majeure provisions in Section A.33.

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35. Cooperation with FPSC Inspector General

The bidder understands and will comply with Subsection 20.055(5), Florida Statutes, which requires cooperation with the inspector general in any investigation, audit, inspection, review, or hearing pursuant to Section 20.055, Florida Statutes.

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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.

2. 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 procuring 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.

3. 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., Speech to Speech (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.

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

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5. Minimum Communications Assistant (CA) Qualifications and 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.

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:

- 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.
- 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.
- 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.
- d. Ethics (e.g., how a CA interacts with clients).
- e. Confidentiality.

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

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6. Communications Assistant (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.

7. Staff Training

All relay center staff, including management, shall receive training in ASL, deaf culture, needs of hearing, speech and dual sensory impaired users, 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.

8. 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.

9. 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.

- 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.
- 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

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

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

- 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.
- l. Users shall not be required to give their names or the name of the party they are calling, unless needed for billing.
- m. The system shall transmit conversations between TTY and voice callers in real time.
- n. For each incoming call, the CA shall without delay make as many outgoing calls as requested by the caller.
- 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.
- 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.

10. 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.

11. 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, Haitian Creole, etc.). Additional languages should be identified.

12. 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

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understanding the intent of messages and properly communicating the full content of communication.

13. 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.

- 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.
- 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.
- 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 FPSC. FPSC staff shall be permitted to observe live calls for monitoring purposes, but shall also comply with the confidentiality provisions above.
- d. A copy of the FPSC rules on confidentiality shall be provided to a user upon request and at no cost.

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14. 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.
- b. Voice carry-over (VCO), two-line VCO, VCO-to-TTY, and VCO-to-VCO.
- c. Hearing carry-over (HCO), two-line HCO, HCO-to-TTY, HCO-to-HCO and Captioned Telephone or its equivalent service.

15. 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.

16. 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.

17. 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.

18. 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 shall explain how any access code used to retrieve messages will be confidentially handled.

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The bidder shall 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?

19. 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 shall describe in detail how incoming 2-line VCO calls will be handled. As part of its proposal the bidder shall 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).

20. 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.

The provider shall conduct monthly test calls on live calls using a statistically valid sample of its 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.

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21. 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.

22. 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.

23. 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.

24. 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.

25. Last Number Redial

Last Number Redial allows the caller to have the system dial the last number called via relay without the caller having to give the number to the CA.

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26. Obscenity Directed at the Operator

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

27. 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.

28. 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.

29. Answer Time

The provider is responsible for answering, except during network failure, 85 percent of all calls daily within 10 seconds of reaching the relay switch by any method which results in the caller's call immediately being placed, not put in a queue, or on hold. 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.

30. 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.

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31. Transmission Levels

Transmission levels must be maintained within industry standards as outlined in the American National Standards Institute (ANSI) – 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.

32. 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.

33. Emergency Operations and Uninterruptible Power

The provider shall provide an uninterruptable power system sufficient to operate each relay center processing Florida relay traffic at busy season busy hour load. 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.

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34. Intercept Messages

Appropriate intercept messages shall be provided if a system failure occurs.

35. 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.

36. 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.

37. 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 FPSC 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 shall 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.

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38. 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 FPSC upon request. In addition, the relay center shall have a toll-free Customer Services telephone number available statewide and accessible to the public 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 FPSC's staff concerning service or other complaints received by the FPSC shall be furnished in writing within fifteen (15) days from the date of the FPSC 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.

39. Charges for Incoming Calls

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

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46. 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

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Needs services (beyond any other services for basic relay described elsewhere in their proposal) as a part of the basic relay service.

“Special Needs” means 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. (However, 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.

47. 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 shall 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; enhanced transmission speed or any proposed service enhancements and technological enhancements which improve service.

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48. IP-Relay Service, IP-Captioned Telephone Service, and 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. If required by the FCC, the bidder shall be capable of providing Video Relay Service.

49. Redundancy

Please provide information regarding redundant coverage offered nationally, such as the number of call centers.

50. Performance Bond

The provider will be required to furnish an acceptable performance bond, certified or cashier's 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 authorized 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. The surety company shall provide 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.

51. 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), Florida Statutes] 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

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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.

52. Travel

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

53. 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.

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.
- (2) Number of incoming call minutes associated with each of the categories of incoming calls in a.(1) above.

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- (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).
 - (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.
- b. Average daily and monthly blockage rate.
- c. Daily answer times for the month and daily number and percent of incoming calls answered within ten (10) seconds for the month.
- 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
- 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)).
- f. Number of outgoing local, intraLATA toll, intrastate interLATA, interstate and international calls for the month. (Total should equal total of a.(3)).
- 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)).
- 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

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in the format necessary to submit to the FCC in compliance with 47 CFR 64.604(c)(1)(ii), by June 15 covering the previous 12 months of complaints ending May 31 of that year.

- i. The provider shall report monthly to the FPSC and the Administrator the results of any user evaluations conducted.
- 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.
- k. By March 1, the provider shall provide to the Administrator and the contract manager forecasted relay usage figures and costs to the FPSC for the upcoming fiscal year (July 1 - June 30).
- 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.
- m. The provider shall submit the necessary documentation to the FPSC that complies with the state certification requirements of 47 CFR 64.606 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.
- 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.

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.

54. 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.

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55. 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 Contract 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.

56. Optional Florida Call Center

A bidder may, at its option, elect to place a call center in Florida through which relay traffic may be routed. A bidder 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 March 1, 2022. Bidders meeting the criteria for a Florida call center will be awarded 100 points. Partial points will not be awarded in this category.

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C. TECHNICAL BID PROPOSAL FORMAT

1. Format

The bidder's proposal shall 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 shall be the person in the bidder's organization authorized to make the proposal. For items for which points may be awarded, the bidder shall explain how it will provide the service described in the RFP. For pass/fail items, the bidder shall provide the information requested.

- a. The original and eight (8) two-sided copies of the technical proposal shall be filed. The original and five (5) copies of the price proposal shall be filed.
- b. The technical proposal shall 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. Price proposals are not eligible for FPSC electronic filing. (The price proposal shall be submitted in a separate sealed envelope - see Section D.)
- c. Each page of the technical proposal shall 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 shall only be one page 1, one page 50 and one page 500 in the technical proposal. Page numbering shall 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 shall be labeled by letters (e.g., A, B, C, etc.) and page numbers for attachments should begin with the attachment letter designator (e.g., A-1, B-1, C-1, etc.).
- d. In the top or bottom margin of each page, the name of the company shall be identified.
- e. To the extent possible, all pages of the proposal shall 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.
- f. Attachments can have their own numbering system. Attachments shall be labeled by letters (e.g., A, B, C, etc.) and page numbers for attachments shall begin with the attachment letter designator (e.g., A-1, B-1, C-1, etc.).

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2. Transmittal Letter

The transmittal letter on the original of the technical proposal shall contain the original manual signature of the person submitting the proposal on behalf of the bidder. The technical proposal copies shall 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 shall 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 solicitation 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.

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.

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 website¹ 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,

¹A 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.

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- (2) Cash flow statement,
- (3) Balance sheet, and,
- (4) Opinion concerning financial statements from an outside CPA;
- b. Primary Banking source letter of reference.
- 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.

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 shall provide the telephone numbers that can be used to dial the bidder's relay service.

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.

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 shall also indicate what experience the subcontractor has in providing the service for which it would contract with the provider. Once the contract is awarded, any change in subcontractors shall be reviewed and acknowledged by the FPSC.

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 the point of execution of the contract, 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. Such a bond shall be

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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.

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 bidder's company contact person who is responsible for the proposal and any subsequent contract and who signs the transmittal letter shall initial (not check) each item in the check list which is contained within the proposal. The person initialing the checklist shall 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 shall 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 shall sign each item indicating that the item has been reviewed and the bidder agrees to comply with the item.

NOTE: For filing part of a bid proposal electronically, please contact the Commission Clerk at (850) 413-6770 to discuss your filing. CONFIDENTIAL INFORMATION MAY NOT BE FILED ELECTRONICALLY.

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D. THE PRICE PROPOSAL FORMAT

Bidders shall submit their bids on the basis of a charge per billable minute for all services described with the exception of Captioned Telephone in item B. 20. The prices per billable minute for Captioned Telephone in B. 20 shall be separately stated. A format similar to that shown below should be used for the price proposal.

NOTE: THE PRICE PROPOSAL SHALL BE FILED IN A SEPARATE SEALED ENVELOPE MARKED: "SEALED – TO BE OPENED ONLY BY THE FPSC PROPOSAL OPENING OFFICER"

SERVICE PRICE PER BILLABLE MINUTE

1. Basic Relay Service

Bid price shall be on a flat rate basis per billable minute for all billable minutes and not vary depending upon the volume of traffic. Existing contract price for intrastate basic relay service is \$1.35 per session minute.

2. Captioned Telephone

Bid price shall be on a rate per billable minute for all billable minutes and may vary depending upon the volume of traffic. Existing contract price for intrastate captioned telephone service is \$1.69 per session minute.

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E. THE EVALUATION METHOD TO BE USED AND FILING CHECK LIST

Technical proposals will be evaluated using a pass or fail criteria for some elements, a point rating criteria for some elements, and a signature of acceptance for some elements. The PRC Chairman reserves, at his discretion, the right to notify and allow a bidder a minimum time period to cure minor irregularities in items rated on a pass/fail basis. Failure to cure such minor irregularities may result in elimination of the proposal from further evaluation. For items that are rated on a point basis, each member of the PRC will rate each item giving it a rating of between zero and the maximum point rating shown on the check list on the following pages.

The technical ratings will be based on the PRC member's evaluation of the evaluated item using the following scale.

Where maximum points equals	Poor	Fair	Good	Excellent
10	0-2.5	2.6-5.0	5.1-7.5	7.6-10
25	0-6.3	6.4-12.5	12.6-18.8	18.9-25
50	0-12.5	12.6-25	25.1-37.5	37.6-50
75	0-18.8	18.9-37.5	37.6-56.3	56.4-75
100	0-25	26-50	51-75	76-100
200	0-50	51-100	101-150	151-200

Total points from each PRC evaluator on the technical proposal will be added together for a total technical score. Proposals that do not receive at least 75 percent of the total available technical points in aggregate to achieve a level of Excellent, will be eliminated from further evaluation and the bidder's price proposal will not be considered. The technical score totals for each bidder will be compared by using the point total for the bidder with the highest point total as the denominator of a fraction with each bidder's individual point total as the numerator. Each bidder's percentage will then be multiplied by 50 percent to arrive at the weighted score for each bidder's technical proposal. Next, a weighted score for each eligible bidder's price proposal shall be calculated as follows. Each eligible bidder's price will be compared by using the lowest eligible bidder's bid price for basic relay service as the numerator of a fraction with each eligible bidder's price as the denominator. Each eligible bidder's percentage will then be multiplied by 18.14 percent to arrive at the weighted percentage score for each eligible bidder's price proposal. The same procedure will be used to evaluate Captioned Telephone or its equivalent service using 31.86 percent to arrive at the weighted percentage score.

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Each eligible bidder's weighted percentage score for its technical proposal and for its price proposal will be added together and the eligible bidder with the highest total will be recommended by the PRC to the FPSC. However, the FPSC reserves the right to reject the PRC's recommendation, and reject all bids.

Evaluation Example

The following is an example of how the PRC would evaluate the bidders if the total technical points available equal 7,500. The numbers used are strictly for illustrative purposes and not intended to provide any guidance in terms of what the FPSC anticipates the price, price relationships, or usage levels to be.

Assumptions:

- a) Sum of total technical points by all evaluators:
Bidder A (7,500 points) - $7,500/7,500 = 1.000 \times 50\% = .5000$
Bidder B (7,000 points) - $7,000/7,500 = .9333 \times 50\% = .4667$
Bidder C (5,500 points) - $5,500/7,500 = .7333 \times 50\% = .3667$

In the example above, Bidder C failed to obtain a score equal to 75 percent of the total technical points available and as a result, Bidder C's price proposal would not be considered.

- b) Bidders' price proposals for basic relay service:
Bidder A - \$1.09 per billable minute
Bidder B - \$1.80 per billable minute
- c) Bidders' price proposals for Captioned Telephone service:
Bidder A - \$1.63 per billable minute
Bidder B - \$1.61 per billable minute

The technical evaluation is as follows:

Bidder A (7,500 points) - $7,500/7,500 = 1.000 \times 50\% = .5000$
Bidder B (7,000 points) - $7,000/7,500 = .9333 \times 50\% = .4667$

The price evaluation for TRS is as follows:

Bidder A (\$1.09 per billable minute) - $\$1.09/\$1.09 = 1.000 \times 18.14\% = .1814$
Bidder B (\$1.80 per billable minute) - $\$1.09/\$1.80 = .6056 \times 18.14\% = .1098$

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The price evaluation for Captioned Telephone (CT) service is as follows:

Bidder A – (\$1.63 per billable minute) - $\$1.61/\$1.63 = .9877 \times 31.86\% = .3147$

Bidder B – (\$1.61 per billable minute) - $\$1.61/\$1.61 = 1.000 \times 31.86\% = .3186$

The total is calculated as follows:

Bidder A – .5000 (technical) + .1814 (price TRS) + .3147 (price CT) = .9961

Bidder B – .4667 (technical) + .1098 (price TRS) + .3186 (price CT) = .8951

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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. Sections C 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)	_____	P/F
3.	_____	Check List (RFP ref. C-8 and E)	_____	P/F
4.	N/A	FCC Authority to Provide Relay Services (RFP ref. A-5)	Signature of Acceptance _____	
5.	N/A	Public Bidder Meetings and Proprietary/Confidential Information (RFP ref. A-24)	Signature of Acceptance _____	
6.	N/A	Conflict of Interest/Standards of Conduct (RFP ref. A-28) – State Name(s) or None Below Name(s) Disclosed: _____	Signature of Acceptance _____	
7.	N/A	Dispute Resolution (RFP ref. A-30)	Signature of Acceptance _____	

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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.	N/A	Waiver (RFP ref. A-31)	Signature of Acceptance _____	
9.	N/A	Severability (RFP ref. A-32)	Signature of Acceptance _____	
10.	_____	Commencement Date (RFP ref. A-8)	_____	P/F
11.	N/A	Term of Contract (RFP ref. A-9)	Signature of Acceptance _____	
12.	N/A	Scope of Service (RFP ref. B-2)	Signature of Acceptance _____	
13.	N/A	Access Numbers (RFP ref. B-3)	Signature of Acceptance _____	
14.	N/A	Availability of the System to Users (RFP ref. B-4)	Signature of Acceptance _____	
15.	_____	Minimum CA Qualifications/Testing (RFP ref. B-5)	_____	100
16.	_____	CA Training (RFP ref. B-6)	_____	100

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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-7)	_____	100
18.	_____	Counseling of CAs and Staff (RFP ref. B-8)	_____	25
19.	_____	Procedures for Relaying Communications (RFP ref. B-9)	_____	100
20.	N/A	Languages Served (RFP ref. B-10)	Signature of Acceptance _____	
21.	_____	Additional Languages Served (RFP ref. B-11)	_____	25
22.	N/A	Shift Advisor/Consultant (RFP ref. B-12)	Signature of Acceptance _____	
23.	N/A	Confidentiality of Calls (RFP ref. B-13)	Signature of Acceptance _____	
24.	N/A	Types of Calls to be Provided (RFP ref. B-14)	Signature of Acceptance _____	
25.	_____	Call Release Functionality (RFP ref. B-15)	_____	50
26.	_____	Speed Dialing (RFP ref. B-16)	_____	50
27.	_____	Three-Way Calling Functionality (RFP ref. B-17)	_____	50

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28.	_____	Voicemail and Interactive Menus (RFP ref. B-18)	_____	50
29.	_____	Voice and Hearing Carry-Over (RFP ref. B-19)	_____	100
30.	_____	Captioned Telephone Voice Carry-Over (RFP ref. B-20)	_____	100
31.	_____	Turbocode™ (RFP ref. B-21)	_____	100
32.	_____	Speech to Speech (RFP ref. B-22)	_____	100
33.	_____	Access to Pay Per Call Services (RFP ref. B-23)	_____	100
34.	_____	Caller ID (RFP ref. B-24)	_____	100
35.	_____	Last Number Redial (RFP ref. B-25)	_____	25
36.	_____	Obscenity Directed at the Operator (RFP ref. B-26)	_____	25
37.	_____	Emergency Calls (RFP ref. B-27)	_____	100
38.	_____	Blockage (RFP ref. B-28)	_____	200
39.	_____	Answer Time (RFP ref. B-29)	_____	200
40.	N/A	Equipment Compatibility (RFP ref. B-30)	Signature of Acceptance _____	

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41.	N/A	Transmission Levels (RFP ref. B-31)	Signature of Acceptance _____	
42.	N/A	Measuring Equipment Accuracy (RFP ref. B-32)	Signature of Acceptance _____	
43.	_____	Emergency Operations and Uninterruptible Power (RFP ref. B-33)	_____	100
44.	_____	Intercept Messages (RFP ref. B-34)	_____	P/F
45.	_____	Service Expansion (RFP ref. B-35)	_____	50
46.	N/A	New Technology (RFP ref. B-36)	Signature of Acceptance _____	
47.	_____	Consumer Input and Participation in Advisory Committee and FPSC Proceedings (RFP ref. B-37)	_____	100
48.	_____	Complaint Resolution (RFP ref. B-38)	_____	200
49.	N/A	Charges for Incoming Calls (RFP ref. B-39)	Signature of Acceptance _____	

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION TELEPHONE SERVICE (CTS) TO FLORIDA

EXHIBIT 1

Florida Relay Service
 Docket No. 20210049-TP
 Section E

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.	_____	Intentionally Left Blank		
51.	_____	Intentionally Left Blank	_____	
52.	_____	Intentionally Left Blank	_____	
53.	_____	Intentionally Left Blank	_____	
54.	_____	Intentionally Left Blank	_____	
55.	_____	Intentionally Left Blank	_____	
56.	_____	Special Needs (RFP ref. B-46)	_____	25
57.	_____	Unsolicited Features in Basic Relay Service (RFP ref. B-47)	_____	200
58.	_____	IP Relay, IP-Captioned Telephone Service, and Video Relay Service (RFP ref. B-48)	_____	Optional 0 Points
59.	_____	Redundancy (RFP ref. B-49)	_____	Optional 0 Points
60.	N/A	Performance Bond (RFP ref. B-50)	Signature of Acceptance _____	

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION TELEPHONE SERVICE (CTS) TO FLORIDA

EXHIBIT 1

Florida Relay Service
 Docket No. 20210049-TP
 Section E

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.	N/A	Submission of Monthly Invoice (RFP ref. B-51)	Signature of Acceptance _____	
62.	N/A	Travel (RFP ref. B-52)	Signature of Acceptance _____	
63.	_____	Reporting Requirements (RFP ref. B-53)	_____	50
64.	N/A	Transfer to New Provider (RFP ref. B-54)	Signature of Acceptance _____	
65.	N/A	Insurance Coverage (RFP ref. B-55)	Signature of Acceptance _____	
66.	_____	Optional Florida Call Center (RFP ref. B-56)	_____	100
67.	N/A	Public Entity Crimes Provision(RFP ref. C-3)	Signature of Acceptance _____	
68.	_____	Financial Information (RFP ref. C-4)	_____	P/F

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Florida Relay Service
Docket No. 20210049-TP
Section E

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.	_____	Experience and Customer References (RFP ref. C-5)	_____	200
70.	_____	Subcontractors (RFP ref. C-6)	_____	50
71.	_____	Bid Security Deposit (RFP ref. C-7)	_____	P/F
72.	_____	The Price Proposal Format (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 & Sec. E.
73.	_____	MAXIMUM TOTAL POINTS		2,875

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Florida Relay Service
Docket No. 20210049-TP
Section F

F. BILLABLE MINUTES DATA

TABLE 1
INTRASTATE BILLABLE SESSION MINUTES
(March 2019 – February 2020)

Monthly Invoice	TRS Minutes	TRS STS Minutes	TRS Spanish Minutes	Captioned Telephone Service Minutes
March 2019	100,030	6,054	7,678	41,411
April 2019	97,081	2,854	6,952	38,276
May 2019	95,634	2,995	6,926	40,681
June 2019	93,571	3,915	7,308	40,544
July 2019	92,093	4,773	7,807	37,652
August 2019	92,568	3,445	6,039	38,278
September 2019	86,523	2,303	6,855	36,382
October 2019	92,139	2,525	6,860	35,699
November 2019	84,608	1,676	6,426	31,823
December 2019	93,524	2,089	6,512	35,359
January 2020	99,572	3,310	9,824	37,053
February 2020	85,633	2,664	8,100	34,587

Source: Sprint Communications Company, L.P.

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION TELEPHONE SERVICE (CTS) TO FLORIDA

EXHIBIT 1

Florida Relay Service
Docket No. 20210049-TP
Section F

TABLE 2
INTRASTATE BILLABLE SESSION MINUTES
(March 2020 – February 2021)

Monthly Invoice	TRS Minutes	TRS STS Minutes	TRS Spanish Minutes	Captioned Telephone Service Minutes
March 2020	89,547	3,737	7,257	39,977
April 2020	82,069	2,778	7,135	41,626
May 2020	78,663	1,440	5,060	38,948
June 2020	80,449	1,496	5,928	36,102
July 2020	79,509	2,939	6,250	34,762
August 2020	82,593	2,925	6,860	33,095
September 2020	81,586	3,131	6,575	31,001
October 2020	89,289	2,508	7,221	34,351
November 2020	83,548	4,293	5,829	31,320
December 2020	93,963	8,411	7,277	34,003
January 2021	104,810	2,581	6,967	30,936
February 2021	92,717	1,770	7,300	27,919

Source: Sprint Communications Company, L.P.

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION TELEPHONE SERVICE (CTS) TO FLORIDA

EXHIBIT 1

Florida Relay Service
 Docket No. 20210049-TP
 Section F

TABLE 3
TOTAL BILLABLE SESSION MINUTES
 (Intrastate and Interstate)
 (March 2019 – February 2020)

Monthly Invoice	TRS Minutes	TRS STS Minutes	TRS Spanish Minutes	Captioned Telephone Service Minutes
March 2019	124,354	7,691	8,527	60,654
April 2019	117,809	4,547	7,667	56,509
May 2019	116,975	4,769	7,578	57,491
June 2019	112,464	5,360	7,819	56,596
July 2019	115,016	6,149	8,635	53,557
August 2019	113,223	4,262	6,609	53,421
September 2019	105,065	3,490	7,713	51,189
October 2019	111,529	4,021	7,651	51,293
November 2019	102,149	2,516	7,487	45,601
December 2019	111,025	2,862	7,276	49,466
January 2020	119,188	5,373	11,357	52,120
February 2020	102,681	4,101	9,309	49,024

Source: Sprint Communications Company, L.P.

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION TELEPHONE SERVICE (CTS) TO FLORIDA

EXHIBIT 2

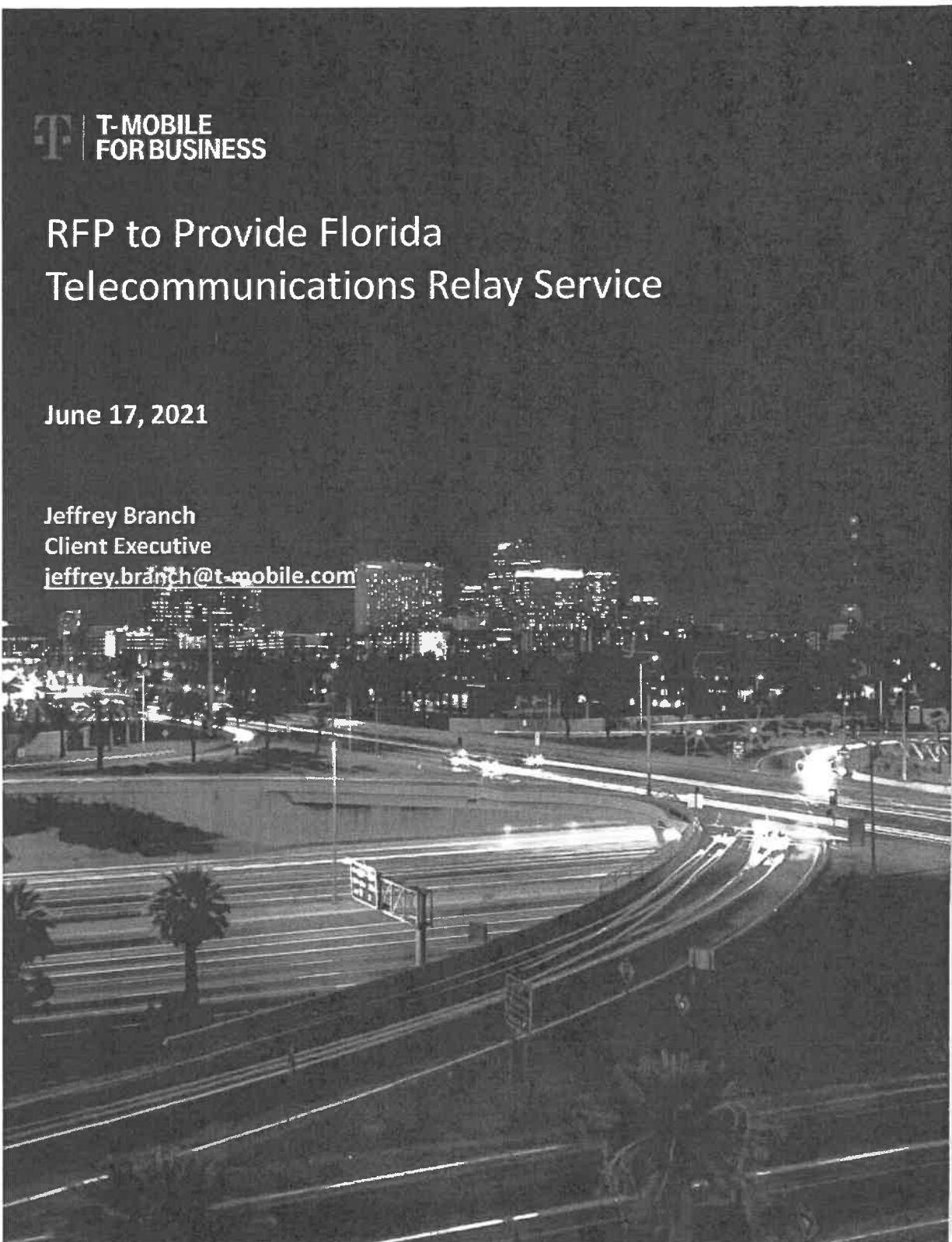
Florida Relay Service
Docket No. 20210049-TP
Section F

TABLE 4
TOTAL BILLABLE SESSION MINUTES
(Intrastate and Interstate)
(March 2020 – February 2021)

Monthly Invoice	TRS Minutes	TRS STS Minutes	TRS Spanish Minutes	Captioned Telephone Service Minutes
March 2020	108,321	6,087	8,022	57,282
April 2020	97,823	4,327	7,950	61,051
May 2020	90,768	1,959	5,622	57,450
June 2020	93,648	2,252	6,805	52,985
July 2020	92,833	4,845	7,438	49,389
August 2020	98,636	5,359	8,125	48,817
September 2020	99,749	5,604	7,533	45,005
October 2020	110,832	3,593	8,434	48,116
November 2020	101,618	4,964	6,396	45,254
December 2020	107,371	10,475	7,782	49,306
January 2021	118,844	4,116	7,867	43,250
February 2021	108,303	3,097	8,616	39,967

Source: Sprint Communications Company, L.P.

EXHIBIT 2



CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION
TELEPHONE SERVICE (CTS) TO FLORIDA

EXHIBIT 2



12920 SE 38th St.
Bellevue, WA 98006

June 18, 2021

Mr. Curtis Williams
c/o Mr. Adam J. Teitzman, Commission Clerk
Office of Commission Clerk, Florida Public Service Commission (FPSC)
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
850-413-6924
cwillia@psc.state.fl.us

Re: Request for Proposals (RFP) to Provide Telecommunications Relay Service Docket No.
20210049-TP

Dear Mr. Williams,

--- Transmittal Letter ---

Floridians who need functionally equivalent communication options will continue to benefit from T-Mobile Accessibility (formerly Sprint) as their telecommunications relay service provider. And the Florida Public Service Commission (FPSC) will continue to benefit from T-Mobile's relay service at an advantageous value. T-Mobile's all-inclusive relay package for the FPSC and Floridians incorporates high-quality service performance and customer care, Federal Communications Commission (FCC) standards compliance, and FCC certification. Our relay services are unmatched by other relay providers.

T-Mobile Accessibility provides relay services for 37 state programs (including Puerto Rico and the U.S. VI) and Federal Government agencies. We are honored to have been the provider for Florida Relay for over 16 years, and we are enthusiastic about the opportunity to continue our partnership.

The FPSC should choose T-Mobile Accessibility to continue to be the provider for Florida Relay:

- ◆ **Demonstrated Experience:** T-Mobile Accessibility has 31 years of experience developing products and creating a superior customer experience. T-Mobile Accessibility's team is comprised of daily users of relay products and services. These employees and their spouses, children, parents, friends, and siblings have the same communication needs and concerns as Florida Relay users. *T-Mobile is fully committed to true functional equivalency and doing everything to provide the best service possible.*
- ◆ **Best Value:** As the largest Telecommunications Relay Service (TRS) provider, T-Mobile uses several cost-saving techniques to keep costs low for our state customers. This ability is a unique advantage in a rapidly changing industry.
- ◆ **Service without Disruption:** Florida Relay users will not experience disruption of the high-quality service they deserve and need.

T-Mobile respectfully submits the following as part of T-Mobile's response to the FPSC: The FPSC's RFP does not specify or directly incorporate a form of contract or comprehensive terms and conditions. Accordingly, with respect to the terms and conditions that are set forth within the

T-Mobile

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION
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RFP, T-Mobile proposes that in the event T-Mobile is selected as the State of Florida's TRS Provider, the parties will endeavor to negotiate a definitive agreement.

To the extent T-Mobile has commented on an RFP term or terms not addressed in the RFP, such comments have been included only after careful consideration of the RFP requirements, T-Mobile's corporate policies, and applicable law. T-Mobile has made a good faith effort to respond to all RFP terms and requirements to the best of its ability and knowledge. Notwithstanding anything to the contrary in this RFP, T-Mobile's response to this RFP is being made on the condition that it is non-binding on T-Mobile or the FPSC. Only a fully executed agreement between T-Mobile and the FPSC, which contains the terms and conditions of this transaction, will bind both parties. If T-Mobile is awarded the contract, T-Mobile will negotiate in good faith to execute a definitive agreement for the equipment and services contemplated by the RFP that will incorporate elements of the RFP, T-Mobile's Proposal in response to the RFP, and any additional commercially reasonable terms and conditions negotiated by the parties. In addition, T-Mobile's bid specifically is contingent upon T-Mobile's negotiation and execution of an amendment (or similar legal agreement) with its listed subcontractors setting forth performance requirements consistent with FPSC's requirements and applicable law. If T-Mobile is unable to execute such amendments/agreements with its subcontractors within 30 days of notice of award from the FPSC, then T-Mobile's bid will be deemed null and void.

Jeffrey Branch, Account Executive, is the point of contact for T-Mobile's proposal response. The FPSC may address questions and correspondence concerning this response to Jeffrey at the following:

1459 Ruth Rd.
Dunedin, FL 34698
813-774-6362 (VP)
727-667-8657 (text)
jeffrey.branch@t-mobile.com

Michael Fitz, Vice President of T-Mobile for Business, is authorized to make this proposal for T-Mobile. Michael has the authority to make decisions regarding the quoted prices. He has the authority to contractually obligate and bind T-Mobile to the proposal's prices, terms, and conditions. T-Mobile complies with the FPSC's RFP requirements. He can be reached at the following:

12524 Sunrise Valley Dr.
Reston, VA 20191
703-433-3702
703-592-2602 (fax)
michael.fitz@t-mobile.com

T-Mobile and Sprint are now one company operating under the name T-Mobile. The merger closed on April 1, 2020. Sprint Communications Company L.P. is the entity through which Sprint (now T-Mobile) Accessibility provides state and federal relay services. Sprint Communications Company L.P. is an indirect, wholly owned subsidiary of T-Mobile.

T-Mobile is looking forward to working with the FPSC during this solicitation process. We look forward to the opportunity to continue to serve Florida residents who need functionally equivalent communication options.

T-Mobile

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION
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EXHIBIT 2

Sincerely,



Michael Fitz
Vice President
T-Mobile for Business

T Mobile

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION TELEPHONE SERVICE (CTS) TO FLORIDA

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Executive Summary

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION TELEPHONE SERVICE (CTS) TO FLORIDA

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Executive Summary

Florida's Request for Proposal (RFP) states: *"The purpose of this RFP is to contract 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 (Part II of 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."*

T-Mobile will continue to meet these requirements for Florida:

- ◆ FCC Standards: T-Mobile's relay package for Florida Relay system will continue to meet and exceed FCC minimum standards for Floridians who are Deaf, Hard of Hearing, Late Deafened, Speech Disabled, and DeafBlind. Our telecommunications relay service (TRS) provides functionally equivalent telephone services and ensures equal access by Deaf, Hard of Hearing, Late Deafened, Speech Disabled, and DeafBlind.
- ◆ FCC Certification: T-Mobile will continue to provide the Florida Public Service Commission (FPSC) with dedicated support to provide information regarding FCC rulings, and Multiple Average Rate Structure (MARS) filings. Our team works with the FCC and T-Mobile's customers to communicate FCC information regarding TRS provisioning. We will continue to provide the FPSC with FCC updates on Declaratory Rulings, Notices of Inquiry, Further Notices of Proposed Rulemaking, and other notices. T-Mobile is also committed to continuing to assist the FPSC with FCC re-certification.
- ◆ Americans with Disabilities Act (ADA) Compliance: T-Mobile's solutions are the direct implementation of Title IV of the ADA that establishes the interstate/intrastate TRS. For 31 years, Sprint (now T-Mobile) Accessibility has played a leading role in advancing the ADA's Title IV mandates. Our solutions integrate accessibility and usability functionalities, such as T-Mobile Accessibility Internet Protocol (IP) Relay mobile app that affords DeafBlind users the means to self-identify as a braille user and enable them to receive braille on their braille display.

Cost-Effective Relay Service Will Benefit the FPSC and Florida Relay Users

T-Mobile will deliver quality relay service that brings value to the FPSC:

- ◆ As the largest telecommunications relay services provider in the industry, T-Mobile leverages subcontractors and vendors, a unique advantage the FPSC will continue to experience during our partnership.
- ◆ T-Mobile diligently collects customer feedback and evaluates procedures across all service aspects to streamline processes and re-create successes. We sponsor an annual virtual conference for State Telecommunication Administrators of Relay by T-Mobile (START). The START conference enables T-Mobile's state relay customers to discuss current FCC rules and upcoming industry trends, updates on relay products and services, and marketing plans. START conferences include time for state relay administrators to discuss ideas and provide feedback to T-Mobile regarding service quality and suggestions for enhancements. We have also hosted virtual meetings to update our state TRS contract administrators on current FCC events and other events that may affect relay service.
- ◆ Geographically dispersed call centers allow Florida Relay users to experience calls answered by the first available Gold Star Communications Assistants (CAs). T-Mobile's centralized workforce scheduling software makes it easy to handle relay calls.

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION TELEPHONE SERVICE (CTS) TO FLORIDA

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Relationship Management - Experienced, Tenured Support
ACCOUNT EXECUTIVE, JEFFREY BRANCH

Jeffrey will continue to be the FPSC's point of contact for services and pricing presented in this response. He received his Bachelor of Science degree in Business Administration at Gallaudet University in Washington, D.C. He has been in the TRS industry for 22 years. Jeffrey is involved with the Model Secondary School for the Deaf Alumni Association, Inc. He also volunteers with the Greater Dunedin Little League in Dunedin, FL. Jeffrey is an organization member of the Florida Association of the Deaf (FAD). He is fluent in ASL. Jeffrey will continue to:



- ◆ Cultivate relationships with the FPSC
- ◆ Partner with internal staff to deliver and execute on all contractual requirements
- ◆ Continue to provide updates about Florida Relay to the Telecommunications Access System Act (TASA) Advisory Committee
- ◆ Continue to have an excellent partnership with Florida Telecommunications Relay, Inc. (FTRI)
- ◆ Answer questions and provide clarifications regarding T-Mobile's bid and pricing

SENIOR IMPLEMENTATION PROGRAM MANAGER, ANGIE OFFICER

Angie will continue to be Florida Relay's Senior Implementation Program Manager. She has over 29 years of telecommunications relay experience. She will continue to work with T-Mobile's internal groups and the FPSC to develop, implement, and manage Florida Relay's implementation. Angie will also address any new products/services released during the contract. She began her career with Sprint in 1992. The National Business and Disability Council recognized Angie with the NBDC's Silver Employee of the Year Award for exemplifying the council's philosophy that qualified people with disabilities make significant contributions to their employers. In 2000, she earned RIT/NTID's Distinguished Alumni of the Year, and, in 2013, she was selected RIT Volunteer of the Year. She served on the FCC's Disability Advisory Committee (DAC) from 2014-2018. She received the FCC Certificate of Appreciation for her exemplary leadership and contributions to the FCC DAC committee from 2014-2018. Angie is fluent in ASL.



QUALITY ASSURANCE (QA) PROGRAM MANAGER, LORAIN OVERLAND

Loraine is dedicated to ensuring call consistency and quality in performance and training to provide Florida Relay users with a high-quality communication experience. Loraine began working as a Sprint long-distance operator in 1990. She lives and works in Florida.



The T-Mobile Team - Accessibility Consultation Experts (ACEs)

ACEs will provide guidance to the FPSC, the FTRI, and Floridians regarding:

- ◆ User Experience - T-Mobile Accessibility's team is comprised of daily users of relay products and services. These employees and their spouses, children, parents, friends, and siblings have the same communication needs and concerns as Florida Relay users.
- ◆ Product Development, Service Quality, Network Reliability, Emerging Technologies - Experts that have helped shaped the relay industry: TRS, CapTel, Internet-Protocol CapTel (IPCTS), Relay Conference Captioning (RCC), Speech-to-Speech (STS), DeafBlind, Low-

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION TELEPHONE SERVICE (CTS) TO FLORIDA

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- Vision, Late Deafened, and others. Team members that are Certified Professionals in Accessibility Core Competencies (CPACC), as sanctioned by the International Association of Accessibility Professionals (IAAP).
- ◆ FCC Experience – Information on FCC minimum standards, MARS filings, FCC Re-Certification, FCC updates on Declaratory Rulings, Notices of Inquiry, Further Notices of Proposed Rulemaking, and other FCC notices. Regulatory representation that provides comments on pending rulings.
 - ◆ Website Equivalence - Web Content Accessibility Guidelines (WCAG) 2.1 website upgrades for Blind and Low Vision individuals
 - ◆ Outreach and Education - Forming relationships in communities where we live and work, reaching communities virtually and in-person, creating and executing social media strategies, demonstrated wireless expertise

Implementation

T-Mobile will continue to provide Florida Relay services with no interruptions. Any new service requirements, deliverables, and features will take 60 days to implement from contract execution.

Enthusiastic about the Future

Partnering with the FPSC, FTRI, and Floridians is at the forefront of T-Mobile's priorities. We have enjoyed a trusted partner relationship with the FPSC, FTRI, and Floridians for over 16 years. T-Mobile Accessibility will continue to ensure functionally equivalent communication in Florida. We will continue to meet and exceed the expectations of Floridians and the FPSC.

T-Mobile Accessibility is recognized as the best value TRS provider in the U.S. While T-Mobile Accessibility's relay service is a hallmark of quality, we are committed to providing this service at an advantageous value to Florida. This proposal offers a fair price that includes an experienced and knowledgeable staff, backed by strong, successful processes and feature-rich, dependable platforms. It is T-Mobile's sincere desire to continue to partner with the FPSC for many years.

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TELEPHONE SERVICE (CTS) TO FLORIDA

EXHIBIT 2

Checklist

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION TELEPHONE SERVICE (CTS) TO FLORIDA

EXHIBIT 2



Item 3. Checklist

Checklist Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Signature or Maximum Points
1.	MF	Format (RFP ref. Sections C and D)	N/A	N/A
2.	MF	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)	1-3	P/F
3.	MF	Check List (RFP ref. C-8 and E)	10-17	P/F
4.	MF	FCC Authority to Provide Relay Services (RFP ref. A-6)	Signature of Acceptance <i>[Signature]</i>	
5.	N/A	Public Bidder Meetings and Proprietary/Confidential Information (RFP ref. A-24)	Signature of Acceptance <i>[Signature]</i>	
6.	N/A	Conflict of Interest/Standards of Conduct (RFP ref. A-26) State Name(s) or None Below Name(s) Disclosed:	Signature of Acceptance <i>[Signature]</i>	
7.	N/A	Dispute Resolution (RFP ref. A-30)	Signature of Acceptance <i>[Signature]</i>	
8.	N/A	Waiver (RFP ref. A-31)	Signature of Acceptance <i>[Signature]</i>	

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T-MOBILE ACCESSIBILITY



Checklist Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Signature or Maximum Points
9.	N/A	Severability (RFP ref. A-32)		Signature of Acceptance <i>M. E. G.</i>
10.	<i>MF</i>	Commencement Date (RFP ref. A-8)	19	P/F
11.	N/A	Term of Contract (RFP ref. A-9)		Signature of Acceptance <i>M. E. G.</i>
12.	N/A	Scope of Service (RFP ref. B-2)		Signature of Acceptance <i>M. E. G.</i>
13.	N/A	Access Numbers (RFP ref. B-3)		Signature of Acceptance <i>M. E. G.</i>
14.	N/A	Availability of the System to Users (RFP ref. B-4)		Signature of Acceptance <i>M. E. G.</i>
15.	<i>MF</i>	Minimum CA Qualifications/Testing (RFP ref. B-5)	25	100
16.	<i>MF</i>	CA Training (RFP ref. B-6)	31	100
17.	<i>MF</i>	Staff Training (RFP ref. B-7)	49	100

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Checklist Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Signature or Maximum Points
18.	MF	Counseling of CAs and Staff (RFP ref. B-8)	51	25
19.	MF	Procedures for Relaying Communications (RFP ref. B-9)	53	100
20.	N/A	Languages Served (RFP ref. B-10)	Signature of Acceptance [Signature]	
21.	MF	Additional Languages Served (RFP ref. B-11)	53	25
22.	N/A	Shift Advisor/Consultant (RFP ref. B-12)	Signature of Acceptance [Signature]	
23.	N/A	Confidentiality of Calls (RFP ref. B-13)	Signature of Acceptance [Signature]	
24.	N/A	Types of Calls to be Provided (RFP ref. B-14)	Signature of Acceptance [Signature]	
25.	MF	Call Release Functionality (RFP ref. B-15)	55	50
26.	MF	Speed Dialing (RFP ref. B-16)	57	50
27.	MF	Three-Way Calling Functionality (RFP ref. B-17)	59	50

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Checklist Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Signature or Maximum Points
28.	MF	Voice and Interactive Menus (RFP ref. B-18)	71	50
29.	MF	Voice and Hearing Carry-Over (RFP ref. B-19)	73	100
30.	MF	Captioned Telephone Voice Carry-Over (RFP ref. B-20)	81	100
31.	MF	TurboCode™ (RFP ref. B-21)	87	100
32.	MF	Speech to Speech (RFP ref. B-22)	89	50
33.	MF	Access to Pay Per Call Services (RFP ref. B-23)	93	100
34.	MF	Caller ID (RFP ref. B-24)	95	100
35.	MF	Last Number Redial (RFP ref. B-25)	95	25
36.	MF	Obscenity Directed at the Operator (RFP ref. B-26)	99	25
37.	MF	Emergency Calls (RFP ref. B-27)	101	100
38.	MF	Blockage (RFP ref. B-28)	103	200

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Checklist Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Signature or Maximum Points
39.	MF	Answer Time (RFP ref. B-29)	107	100
40.	N/A	Equipment Compatibility (RFP ref. B-30)	Signature of Acceptance <i>[Signature]</i>	
41.	N/A	Transmission Levels (RFP ref. B-31)	Signature of Acceptance <i>[Signature]</i>	
42.	N/A	Measuring Equipment Accuracy (RFP ref. B-32)	Signature of Acceptance <i>[Signature]</i>	
43.	MF	Emergency Operations and Uninterruptible Power (RFP ref. B-33)	111	100
44.	MF	Intercept Messages (RFP ref. B-34)	121	P/F
45.	MF	Service Expansion (RFP ref. B-35)	123	50
46.	N/A	New Technology (RFP ref. B-36)	Signature of Acceptance <i>[Signature]</i>	
47.	MF	Consumer Input and Participation In Advisory Committee and FPSC Proceedings (RFP ref. B-37)	125	100
48.	MF	Complaint Resolution (RFP ref. B-38)	129	200

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Checklist Item No	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Signature or Maximum Points
49.	N/A	Charges for Incoming Calls (RFP ref. B-39)		Signature of Acceptance <i>[Signature]</i>

Answer received 6/7/2021: "Because the items have been intentionally left blank and no points are awarded for these items, Proposals will not be affected based on initialing or not initialing Checklist Items 50-55."

50.	N/A	Intentionally Left Blank		
51.	N/A	Intentionally Left Blank		
52.	N/A	Intentionally Left Blank		
53.	N/A	Intentionally Left Blank		
54.	N/A	Intentionally Left Blank		
55.	N/A	Intentionally Left Blank		

Checklist Item No	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Signature or Maximum Points
56.	MF	Special Needs (RFP ref. B-46)	135	25
57.	MF	Unsolicited Features in Basic Relay Service (RFP ref. B-47)	139	200
58.	MF	IP Relay, IP-Captioned Telephone Service, and Video Relay Service (RFP ref. B-48)	145	Optional 0 Points
59.	MF	Redundancy (RFP ref. B-49)	149	Optional 0 Points
60.	N/A	Performance Bond (RFP ref. B-50)		Signature of Acceptance <i>[Signature]</i>

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Checklist Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal		Pass/Fail or Signature or Maximum Points
61.	N/A	Submission of Monthly Invoice (RFP ref. B-51)			Signature of Acceptance <i>[Handwritten Signature]</i>
62.	N/A	Travel (RFP ref. B-52)			Signature of Acceptance <i>[Handwritten Signature]</i>
63.	MF	Reporting Requirements (RFP ref. B-53)	151	50	
64.	N/A	Transfer to New Provider (RFP ref. B-54)			Signature of Acceptance <i>[Handwritten Signature]</i>
65.	N/A	Insurance Coverage (RFP ref. B-55)			Signature of Acceptance <i>[Handwritten Signature]</i>
66.	MF	Optional Florida Call Center (RFP ref. B-56)	157	100	
67.	N/A	Public Entity Crimes Provision (RFP ref. C-3)			Signature of Acceptance <i>[Handwritten Signature]</i>
68.	MF	Financial Information (RFP ref. C-4)	159	PF	
69.	MF	Experience and Customer References (RFP ref. C-5)	161	200	

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Checklist Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Signature or Maximum Points
70.	MF	Subcontractors (RFP ref. D-6)	167	50
71.	MF	Bid Security Deposit (RFP ref. C-7)	169	P/F
72.	MF	The Price Proposal Format (RFP ref. Section D) Must be filed in a separate sealed envelope marked: "Sealed-To Be Opened Only By the FPSC Proposal Opening Officer."	183	See RFP Sec. D & Sec. E
MAXIMUM TOTAL POINTS				2,875

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Commence Date

EXHIBIT 2



Item 10 – Commencement Date (RFP ref. A-8)

The commencement date for the service is March 1, 2022. Within their response to the RFP, 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 March 1, 2022.

T-Mobile has read, understands, and will comply with all RFP A-8 requirements.

We will provide Florida Relay on March 1, 2022.

As the incumbent TRS provider, CapTel, and RCC provider, only T-Mobile will not have to implement new service and will be fully operational on the commencement date of the new contract. Florida Relay users will not experience an interruption in service. T-Mobile will use existing hardware, software, call centers, and personnel in the provision of Florida Relay. By selecting T-Mobile to continue to be the Florida Relay provider, the Florida Public Service Commission (FPSC) is assured seamless, completely transparent continuance of service. Only T-Mobile can guarantee a continuance of services without the risk of service delay, disruption, or interruption, which may not be the case with a new provider. Any new service requirements, deliverables and features will take 60 days to implement from contract execution.

Experienced with Service Implementation

Only T-Mobile can minimize the risk of contract transition to Florida Relay users with existing:

Access Methods

- ◆ 711 and Florida Relay dedicated toll-free numbers

Personnel

- ◆ Experienced account support personnel with clear escalation structure
- ◆ Dedicated Client Executive and Quality Assurance Manager who reside in Florida
- ◆ Accessibility Consultant Expertise (ACE)
- ◆ Established trusted partnership with FTRI
- ◆ TRS and CapTel Call center staff

Full Lifecycle Team

- ◆ Florida-specific configuration items
- ◆ Platform infrastructure
- ◆ Inbound and outbound circuits for specialized call types

Testing and verification of call processing

- ◆ Existing Quality Assurance (QA), testing, and verification of call processing, and compliance

Transition Process Risks and Challenges

- ◆ There are several risks and challenges associated with transitioning to a new TRS provider: The FPSC will need to allocate expenses for notifying and educating Florida Relay users about the change of new TRS provider
- ◆ Need to provide new marketing materials to support Florida Relay with updated information that need to be established, resulting increased costs.
- ◆ Florida Relay users may experience a jeopardized quality of service during service transition.
- ◆ There will be a learning curve for the new TRS provider:

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- Understanding Florida Relay’s vision and goals
- Establishing local partnerships and creating relationships with Florida organizations, individuals, businesses, and agencies
- Creating new Florida Relay marketing materials
- Scheduling successful events that reach targeted user communities.
- ◆ The new vendor’s Communications Assistants (CAs) will be unfamiliar with Florida communities. Inexperienced CAs may increase call-processing time, which equals more billable minutes.

Draft Florida Relay Service Implementation Timeline

The T-Mobile Senior Program Manager will work with T-Mobile cross-functional groups regarding closing security and system access and review on the cutover date as defined by the FPSC. She will keep FPSC informed during the transition process.

Task Name	Resources	Est. Delivery Date
Phase I		
Anticipated award to T-Mobile	FPSC	TBD
Performance Bond Due	T-Mobile	Upon Contract Execution
T-Mobile will need the signed contract within 60 days to implement from contract execution.	FPSC	By or on 01/01/22
Contract Start Date	Sales, FPSC	03/01/2022
Phase II		
Introductions to Florida Relay Account Team	Sales, Program Manager	In Place
Determine Communication Method	FPSC	In Place
Kickoff Call with Internal Teams	IT, OPS, WBO, SGP, Program Manager	TBD
Determine Delivery Dates to submit features, greetings, and macros	IT, OPS	In Place
Develop a draft Internal Implementation Project Plan	Program Manager	In Place
Call with incumbent provider to discuss transition plan	Program Manager	N/A
Submit Toll-Free Porting Request	Program Manager	In Place
Phase III		
Reporting Development Design	Billing/Reporting	In Place
Establish Online Billing and Reporting site	Billing/Reporting, Program Manager	In Place
Finalize and submit Implementation Project Plan	Program Manger	In Place
Develop and deliver FPSC-specific training programs	OPS	In Place
Reporting Development Testing and Implementation	Billing/Reporting	In Place
Order new toll-free numbers if applicable	IT	In Place
Circuit utilization & capacity verification, order hardware	IT	In Place
Create and submit Florida CapTel Contract Order to CTI	OPS, Program Manager	TBD
Begin the order process for RCC, including the URL	Product Manger	In Place
Verify CapTel Greeting with FPSC "CapTel CA" or "CapTel OPR"	FPSC	In Place
CapTel Call Centers in the state of Florida	CTI, T-Mobile	In Place

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Task Name	Resources	Est. Delivery Date
Add program to CS Live (online complaint and commendation database)	OPS	In Place
Review FPSC preferences for greetings, macros, and other configurable items	FPSC	In Place
Configure FPSC toll-free routing	OPS	In Place
Create and submit FPSC-specific scripts for CAs	OPS	In Place
Implement VA-STs	OPS	In Place
Implemented Automated 711 routing for Florida Relay Spanish and STS users with Customer Profile	IT, OPS	In Place
Implement general TRS Customer Profile	IT, OPS	In Place
Implement STS Customer Profile	IT, OPS	In Place
Implement RCC (30K minutes annually at no cost)	Product Manager	In Place
Implement RCC FPSC Approval Process (if requested by the FPSC)	FPSC, Product Manager	60 dates after date requested
Provide Spanish-to-Spanish/English-to-Spanish translation Service	IT, OPS	In Place
Create Florida Relay Service Facebook Page	Client Director	In Place
Phase IV		
High-level overview with FPSC	T-Mobile, FPSC	In Place
Obtain TRS customer profile information from incumbent provider	N/A	In Place
Hire Account Manager for Florida	Management	In Place
Account Manager Training	Management	In Place
Hire Dedicated Quality Assurance Manager	OPS	In Place
IT to upload TRS Customer Profiles	IT	In Place
CS to review customer profiles uploaded by IT	CS	In Place
Setup an invoice payment process (create account)	Billing/Reporting	In Place
Create and submit the CapTel Service Request	Program Manager	In Place
Finalize the RCC process: www.floridarcc.com	Product Manager	In Place
Incumbent provider to send additional Customer Profiles	N/A	In Place
Phase V		
Acceptance Testing	FPSC	In Place
Confirm date and time of transition with all teams	Program Manager	In Place
Provide FPSC with an account team contact list	Program Manager	In Place
Accessibility Consultant Expertise Team	Staff	In Place
Verify with IT that Customer Profiles have been uploaded	Program Manager	In Place
Transition of TRS, CapTel, & Customer Service traffic	IT	In Place
Route all Florida Relay calls to Gold Star CAs	IT, OPS	In Place
Verify CTI is routing traffic to T-Mobile and CDRs are being produced under a T-Mobile account	Program Manager	In Place
Validate CDRs are coming through for TRS & CapTel (72 hours following transition)	Program Manager	In Place
Monthly Billing Statement Report	Account Manager	In Place
Final format of the initial invoice template shall be provided to the FPSC	Billing/Reporting	In Place

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Task Name	Resources	Est. Delivery Date
First Invoice, including Traffic Reports to be delivered to the FPSC by the 25th calendar day of the month (or subsequent business day if the 25th falls on a weekend)	Billing/Reporting, Account Manager	In Place
Written reports (reporting requirements) by the 25 th calendar day of each month reporting data for the previous month.	Billing/Reporting, Account Manager	In Place
Provide a complaint summary to the FPSC in the format necessary to submit to the FCC in compliance with 47 CFR 64.604(c)(1)(ii), by June 15 covering the previous 12 months of complaints ending May 31 of that year.	Account Manager/OPS	Ongoing support
Provide report monthly to the FPSC and the Administrator the results of any user evaluations conducted.	Account Manager	Ongoing support
Provide 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.	Account Manager, Vendor Management	Ongoing support
By March 1, the provider shall provide to the Administrator and the contract manager forecasted relay usage figures and costs to the FPSC for the upcoming fiscal year (July 1-June 30).	Account Manager, Finance	Ongoing support
Provide the necessary documentation to the FPSC that complies with the state certification requirements of 47 CFR 64.606 when required.	Account Manager, QA Manager	Ongoing support
Provide reports to the FPSC as necessary to complete the 5-year re-certification of Florida Relay with the FCC.	Account Manager, QA Manager	Ongoing support

Term of Contract	Resources	Est. Delivery Date
The Term of the Contract will be an initial 3-year period.	T-Mobile, FPSC	By or on 01/01/22 to 02/28/25
Upon mutual agreement, between the FPSC and the provider, the Contract may be extended for up to 4 additional 1-year periods subject to the same terms and conditions set forth in the initial Contract and any written amendments signed by the parties.	T-Mobile, FPSC	02/28/25 02/28/26 02/28/27 02/28/28
Shall notify the FPSC of its desire to extend service by March 1 the year before the current service period expires. For example, if the contract service period is due to expire on 2/28/2025, the provider must notify the FPSC by 3/1/2024, if it desires a 1-year extension of service.	T-Mobile	03/01/24 - First year extension) 03/01/25 03/01/26 03/01/27

FCC Requirements

T-Mobile will continue to provide the FPSC with dedicated support to provide information regarding FCC rulings and Multiple Average Rate Structure (MARS) filings. Our team works with the FCC and T-Mobile's customers to communicate FCC information regarding TRS provisioning. We will continue to provide the FPSC with FCC updates on Declaratory Rulings, Notices of Inquiry, Further Notices of Proposed Rulemaking, and other notices. T-Mobile is also committed to continue to assist the FPSC with FCC re-certification.

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When the FCC proposes new requirements or seeks comments, T-Mobile's team quickly identifies possible impacts, develops action plans for compliance, and/or provides feedback to the FCC. T-Mobile will cooperate with the FPSC to implement changes to the service if FCC requirements affect the provision of Florida Relay. T-Mobile's treatment of opportunities for growth/expansion and product/service development will continue to shape the industry. T-Mobile (formerly Sprint) has 30 years of experience introducing innovative solutions in the Accessibility marketplace and providing high quality service to all customers. T-Mobile also has a history of embracing and initiating technology evolution. T-Mobile is the only Tier 1 wireless and wireline service provider in the relay industry. T-Mobile will continue to combine our wireless products and services to enable accessibility for all.

T-Mobile recognizes the following events as having an impact on Accessibility:

Transition from TTY to RTT

T-Mobile believes RTT is an important and necessary step forward as telecommunications carriers' transition from circuit-switched to IP-based networks. T-Mobile has built a reputation as being an innovator in relay services and working with the FCC to address requirements for technology evolution and customer needs. T-Mobile also has a history of meeting and exceeding FCC requirements for our customers. As soon as the FCC determines the structure and decides on several key issues, T-Mobile will advise our state customers on the status of completing the transition. Because T-Mobile has a history of working with the FCC and internally collaborating to meet technical requirements for many solutions in our portfolio, we do not see a threat to the implementation of this transition.

Transition of IP CTS and Other Relay Services to State Jurisdictions

Should the FCC transition IP CTS or other relay services to state jurisdictions, T-Mobile will work with the FPSC and our other state customers to support this effort. T-Mobile will also work with Florida Relay users during the transition process.

Diverse Products and Services to Enable Accessibility

T-Mobile Mission Statement

*Be the best in the world at connecting customers to their world.
It is our mission to be the best in the world at connecting customers to their world. As we continue to track towards this endeavor, each of us will play an important role in ensuring that we can successfully unlock the promise of our potential. This will allow us to solve even more pain points, fight even bigger fights on behalf of our customers, and disrupt the wireless industry like never before.*

As the telecommunications industry has evolved from corded, rotary dial phones to cordless home phones to mobile voice and data communicators, T-Mobile (formerly Sprint) has been an innovator for consumers and businesses. As a company, T-Mobile is always challenged to ensure we are providing ALL customers with accessible communications to make their lives easier.

T-Mobile will continue to keep accessibility in the minds of employees and customers. T-Mobile will continue to introduce apps, listen to customers' suggestions to simplify processes, and implement product/service changes, and T-Mobile will continue to collaborate with device manufacturers and software providers to ensure offers meet the needs of all of our customers. These actions will continue to be beneficial and accessible to our customers.

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CA Qual & Test

EXHIBIT 2



Item 15 – Minimum Communications Assistant (CA) Qualifications and Testing (RFP ref. B-5)

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.

T-Mobile has read, understood, and will continue to meet all RFP B-5 requirements

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:

- 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.

T-Mobile will continue to comply. CA quality is vital to our reputation as an industry leader in Accessibility. T-Mobile will continue to supervise and train employees to be professional and we will conduct regular evaluations to ensure professional, courteous service is being delivered to Florida Relay users.

We ensure CAs in training have proficient typing skill, call processing knowledge, and interpretation of typewritten ASL. We continually evaluate our CAs by conducting both formal call evaluations, in which calls are observed from start to finish, and informal evaluations and neutral third-party evaluations. All CAs receive initial and ongoing diversified culture training. Before hiring each CA applicant is tested for diction; clear, articulate voice communications, grammar and spelling skills.

T-Mobile ensures all CAs meet all performance specifications using a complex QA program developed based on direct input from the FPSC. The QA program encompasses all stages of employee development including hiring, training, ongoing performance evaluations, and individual development planning. T-Mobile's expectation is for 100% participation for all CAs processing Florida Relay calls in the quality assurance program. All CA applicants are tested at the time of application. Human Resources uses specialized typing test software to assess typing speed in a five-minute test. CAs are evaluated and tested throughout training and employment on their typing skills and English Grammar skills through monthly CA Performance Surveys. As a part of the quarterly third-party test calls conducted, CAs are evaluated on their ability to spell quickly and accurately. Florida Relay independent testing conducted monthly evaluates CAs to ensure FRS CAs meet the 60 words per minute (wpm) typing speed requirement on live traditional relay calls.

Diversified Culture

T-Mobile's Diversified Culture training represents a commitment to ensuring our employees have sensitivity and understanding toward relay users. The Diversified Culture training module includes information about the needs of the Deaf, Hard of Hearing, DeafBlind, seniors with a hearing loss, and people with a speech disability.

T-Mobile trains employees on the culture, background, and language of relay user communities. Staff participate in initial/ongoing training programs on inclusion and diversity. Diversified

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Culture training includes Deaf and Hard of Hearing individuals' needs, DeafBlind individuals, seniors, and people with a speech disability.

With dozens of Deaf and Hard of Hearing, DeafBlind employees, T-Mobile has an unmatched number of internal and external resources who serve as invaluable resources in the development and delivery of Diversified Culture Training.

"Beyond the Classroom" Training

In 2013, T-Mobile implemented its *"Beyond the Classroom"* approach to expand our Diversified Culture training program. As a part of this program, experienced CAs developed a list of questions for relay users about culture and experience. Our Outreach team took these questions to relay and CapTel users across the country and videotaped their answers. The results were informative and enlightening and led to the addition of segmented training on people with a hearing loss and veterans.

CapTel Diverse Culture Training

We offer initial disability training for Customer Care staff that includes information about various disability-related populations, differences in Deaf cultures, how people refer to disability, speech pacing, tips, basic sign language, and accents/tones of voice. Ongoing new information is shared, as are experiences, subject matter materials, case studies, and more.

- 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.

T-Mobile will continue to comply. T-Mobile requires CAs to possess either a high school diploma or a grade equivalent diploma. T-Mobile evaluates and tests CA applicants for English comprehension, grammar, and communication skills before considering applicants for employment. While the CA candidate is in initial training T-Mobile regularly monitors CA performance to ensure they appropriately use their skills in the performance of their jobs. While some providers give reading tests as proof of grammar proficiency, T-Mobile goes a step further in ensuring that each candidate passes an English comprehension and grammar test before being considered for employment. We know many grammatical errors may be voiced correctly for the hearing caller but may be incorrectly typed for a text-based user.

Applicants are required to pass several tests and screenings prior to being considered for employment, including:

- ✓ Typing test
- ✓ Grammar test
- ✓ Spelling test
- ✓ Clear and articulate voice communications

- 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

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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.

T-Mobile will continue to comply. All of T-Mobile's CAs type a minimum of 60 words per minute (wpm) and we do calculate this by counting the number of characters, including spaces, and dividing that number by five to determine the wpm.

T-Mobile utilizes an oral-to-type test that simulates actual working conditions. CAs are tested at least quarterly to ensure the 60-wpm performance requirement is maintained. During this test, T-Mobile does not use technology-aided transmission to ensure the typing speed. The scores for each CA are the actual wpm typed. T-Mobile is committed to continuing to provide the fastest typists in the industry. T-Mobile maintains a concentrated focus on typing quality (speed and accuracy) using internal and external testing. If a CA does not meet the 60-wpm requirement, the CA shall be removed from live relay calls until further training and compliance can be accomplished. During training, each trainee is required to demonstrate the ability to type 60-wpm on a voice-to-text typing test that simulates a Florida Relay call. CAs who cannot pass this test are not allowed to graduate from training and process Florida Relay calls. T-Mobile also tests all CAs quarterly using a five-minute oral-to-type simulated test. All CAs type a minimum of 60-wpm and are tested quarterly to ensure a 60-wpm performance requirement is maintained. Each TRS CA is tested quarterly for compliance with 60-wpm using an oral-to-type test.

Monthly Independent Testing

T-Mobile will continue to engage an independent third-party tester to evaluate a statistically valid sample of Florida TRS calls by performing monthly typing "secret shopper" test calls. This company has worked with T-Mobile since 2005 and is T-Mobile's current contractor for monthly Florida Relay typing tests. Each call in the test sample is evaluated for accuracy and classified according to the following components:

- ◆ Typing speed
- ◆ Typing accuracy
- ◆ Typing errors
- ◆ Verbatim accuracy
- ◆ Customer Care Considerations: 1) The extent to which CAs leave customers with the impression that they were engaged on their behalf (customer advocacy) and 2) The extent to which CAs follow prescribed procedures (call handling efficiency). T-Mobile will continue to ensure the FPSC Contract Administrator is fully apprised of the testing process and monthly results.

d. Ethics (e.g., how a CA interacts with clients).

T-Mobile will continue to comply. T-Mobile's reputation as an ethical company is the key to enabling us to be the preferred communications company – a place that delivers the best experiences for employees, end users, and state customers. At T-Mobile we embrace diversity, equity, and inclusion. T-Mobile's diversified culture training promotes CA understanding of the relay user communication needs and cultural identity. Throughout initial and on-going training,

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CAs receive information and guidelines on professional conduct with an emphasis on ethics and confidentiality. CAs are presented with possible situations involving ethical issues and are taught how to apply the conduct guidelines to each situation. All relay center personnel are required to sign and abide by a pledge of confidentiality that promises not to disclose the identity of any caller or any information learned while relaying calls. In conjunction with signing a confidentiality agreement, as a part of training, CAs role-play various scenarios which teach the correct way to ask for assistance from a supervisor without divulging call-specifics. Examples of confidentiality breaches are reviewed and discussed with the CAs.

e. Confidentiality.

T-Mobile will continue to comply. All T-Mobile CAs and supervisors are required to sign and abide by a pledge of confidentiality. In conjunction with signing T-Mobile Accessibility's confidentiality agreement, CAs role-play various scenarios that teach the correct way to ask for assistance from a supervisor without divulging call-specifics. Examples of confidentiality breaches are reviewed and discussed with CAs. T-Mobile Accessibility strictly enforces confidentiality policies, which include:

- ◆ Prospective employees are screened during the interview process on issues regarding ethics and confidentiality.
- ◆ On training day one, employees must sign a Pledge of Confidentiality Agreement Form.
- ◆ During initial training, employees are presented with examples of potential breaches of confidentiality.
- ◆ Stress can be a factor in maintaining confidentiality. CA s receive training on healthy detachment.
- ◆ After graduation from initial training, employees are reviewed yearly on the Pledge of Confidentiality and are required to re-sign promises not to disclose the identity of any caller or any information learned by relaying calls.
- ◆ Breach of confidentiality may result in employment termination.

T-Mobile employees also receive training on the appropriate protocol to protect Florida Relay users' privacy and how to prevent unintentional disclosure of communications. When trainees observe calls and ask questions once back in the training room, trainers lead a discussion on the appropriate method to seek clarifications without divulging confidential information. CAs are given examples of ethical issues and challenging circumstances. During initial training, CAs are required to pass a series of written and skills-demonstration tests, which include their understanding of the Relay Center Code of Ethics and how to apply the code to hypothetical situations. CA trainees who do not pass these tests are not utilized as CAs. T-Mobile CAs do not discuss any specific details of a call with anyone, including supervisors. Doing so would be a breach of confidentiality this, according to T-Mobile policy, may result in termination. CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state, or local law regarding use of telephone company facilities for illegal purposes, must relay all conversations verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call.

When seeking clarification or guidance on processing a relay call, CAs are trained to use generalizations of the situation and ask questions about procedures without revealing specific information to identify the parties on the call. CAs are never allowed to use names or any other call or caller specific details. Confidentiality is reinforced through our CAs participation in an

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interactive training program focusing on scenarios they are likely to encounter when relaying calls. The following table illustrates correct and incorrect methods for CAs to express feelings about calls.

Correct Ways to Protect Confidentiality	Examples of Breaches of Confidentiality
To make a generic comment about calls, "Long calls wear me out."	Talk about the specific length of a call. Saying to another CA, "You know that call I took over for you? It lasted 84 minutes!"
To share general observations about calls, "I'm noticing a lot of HCO calls lately."	Talk about specific callers, "I relayed a call for Miss Deaf America," or, "I had that VCD user from Florida again this morning."
Respond to a Florida Relay user's comments with a brief thank you without elaboration. Maintain a professional and friendly image with users.	The CA should never say to a Florida Relay user, "I remember you from a previous call - how are you doing?" Phone lines do not talk to voice telephone users; it is the same with relay users.
To discuss with management the technical or procedural call details.	To discuss call content or conversations with others, ever.
To call for a supervisor to look at the screen for assistance with the call.	To request assistance from a co-worker who is not a supervisor.

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

T-Mobile will continue to comply. T-Mobile only allows CAs who have passed all the performance tests to be utilized as a CA. T-Mobile's expectation is for 100% participation for all CAs processing Florida Relay calls in the quality assurance program including the annual performance-review process.

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CA Training

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Item 16 –CA Training (RFP ref. B-6)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-6 requirements.

T-Mobile offers a training program designed to provide the best quality service to all relay users. T-Mobile's program includes training on diversified culture, compliance with regulatory requirements, and the operation of T-Mobile's systems. T-Mobile will continue to offer a training program designed to provide the best quality service to all relay users. Training does not stop after CAs have started processing calls. – CAs continue to receive regular ongoing training to improve their skills and knowledge.

Administration and Testing (5.5 hours)
CAs learn job function responsibilities, call processing and company ethics, and confidentiality rules and procedures from the first day of training. Time is spent reinforcing all relay call center policies and ensuring each CA has mastered objectives to process calls.
Call Processing (30.5 hours)
CAs learn about operating call-processing software and terminals. Training also focuses on using correct procedures to process each call type and stress management techniques.
Role Play and Practice (24 hours)
To become more proficient, CAs learn in a call-simulation and live call scenarios.
Diversified Culture Training (20 hours)
This module represents a commitment to ensuring employees develop a sensitivity to and understanding of relay users.

While the CA candidate is in initial training, T-Mobile monitors CA performance to ensure he/she appropriately uses performance skills. CAs must demonstrate the necessary relay skill level in all aspects of call processing before graduating from training. Only CAs who complete the training program and pass required tests can process live calls independently. To ensure staff receives adequate supervision, recent training class graduates sit in a designated work area for two-weeks. Performance coaches and supervisors are available to assist.

Continuous Training

Continuous skill training is the cornerstone of T-Mobile's training program. Core relay processing skills are reinforced throughout employment and as supplemental training. T-Mobile CAs receive refresher training on correct relay procedures - system navigation, standard procedures, professionalism, and ethics. Our ongoing skill-training program includes:

- ◆ Quality Focus Skill training - monthly
- ◆ Diversified Culture Awareness training - monthly
- ◆ Customer Care Initiative – monthly
- ◆ Check for Understanding – monthly
- ◆ Grammar and Spelling Rules - bi-annually

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Gold Star CAs

T-Mobile will continue to route all Florida Relay calls to our Gold Star CAs. While this training section summarizes our overall training programs provided to all our CAs, Gold Star CAs are not inexperienced CAs; it normally takes several years of training and experience for CAs to reach Gold Star status after initial training. Our unmatched training and quality assurance programs are designed to develop more high-performing employees and to encourage the high-performing employees to maintain their status.

Florida-Specific CA Training

T-Mobile will continue to provide ongoing training to our CAs on Florida-specific information including the names of local organizations, cities, and other common terms specific to Florida. T-Mobile welcomes feedback from the FPSC, FTRE, other organizations, and Florida Relay users on the Florida-specific training that is conducted for all TRS CAs.

Limited Written English and ASL

T-Mobile requires CAs to possess either a high school diploma or a grade equivalent diploma. T-Mobile evaluates and tests CA applicants for English comprehension, grammar, and communication skills before considering candidates for employment. While the CA candidate is in initial training, T-Mobile monitors CA performance to ensure they appropriately use their skills in their job performance. T-Mobile not only gives reading tests as proof of grammar proficiency, but we also ensure that each CA candidate passes an English comprehension and grammar test before employment consideration. We know many grammatical errors may occur within written ASL that need to be corrected when translated to conversational English. In these situations, the CA must have sufficient grammar proficiency.

T-Mobile trains CAs and supervisors to serve as TTY/ASL translators/interpreters to process relay calls. Our approach trains all CAs to perform ASL-to-conversational English translation. This technique ensures ASL translation/interpretation is always available. CAs are provided initial and ongoing training on accurately interpreting written ASL (ASL Gloss) for relay users whose primary language is ASL. During initial training CAs progress through a TTY/ASL workbook building ASL gloss translation skill. CAs are tested on ASL gloss interpretation/translation skills before completing the training. CA trainees are required to pass a valid test to demonstrate they can correctly interpret typewritten ASL phrases. CAs are also provided with ongoing training on accurately interpreting ASL Gloss. After initial training, each CA is supplied with a second ASL workbook completed and returned to the supervisor. The supervisor and CA review the workbook and the CA's ability to translate ASL to conversational English. The CA keeps this manual for future reference. Throughout employment, CAs expand their skills and improve their understanding of ASL Gloss and Deaf culture.

Deaf Culture, Hearing and Speech Disabled and Dual Sensory Impaired Users

T-Mobile's Diversified Culture training represents a commitment to ensuring our employees have sensitivity and understanding toward relay users. The Diversified Culture training module includes information about the needs of the Deaf, Hard of Hearing, DeafBlind, seniors with a hearing loss, and people with a speech disability. T-Mobile has a "Beyond the Classroom" approach to Diversified Culture training. Ongoing training has been developed in coordination and cooperation with the relay user communities. CA trainees must complete a series of scenario-based assessments, culminating in a final on-the-job evaluation before graduating from initial training and handling relay calls.

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STS CAs

T-Mobile offers comprehensive Speech-to-Speech (STS) CA training. T-Mobile recognizes STS CAs require specialized skills. To qualify for an STS CA, applicants must achieve:

- ◆ Six months of employment as a CA
- ◆ Recommendation or approval from supervisor or manager
- ◆ Proficiency in all areas of relay call processing including grammar, pronunciation, and vocabulary
- ◆ Hearing acuity test administered by an audiologist using calibrated equipment to perform a speech recognition test and a pure-tone test.

STS CAs complete specialized training, testing, and ongoing development programs, including:

- ◆ **STS Training:** T-Mobile's STS training has been developed in coordination with multiple STS users and includes topics such as the increasing understanding of speech-disabled users, the role of the STS CA, and facilitating communication without interfering with a caller's control. To pass STS CA training, the employee must have successfully demonstrated their ability to listen and understand audio spoken by individuals with a variety of speech disabilities.
- ◆ **Hearing Acuity Testing:** Prospective STS CAs are required to pass a hearing acuity test using calibrated equipment to perform a speech recognition test and pure tone test. Each potential STS CA needs to score 92% or higher in each ear using a 50-word, W-22, or NU6 speech recognition test. Each STS CA is required to possess a hearing acuity of 20dB or less in each ear using a pure tone sensitivity test at 250 Hz, 500 Hz, 1000 Hz, 2000 Hz, and 4000 Hz. T-Mobile Accessibility uses state-licensed professional audiologists who are certified by the American Speech-Language-Hearing Association with a Certificate in Clinical Competence in Audiology (CCC-A) to conduct tests.
- ◆ **STS Training Final Written Test:** To graduate STS training, trainees must demonstrate an understanding of all aspects of STS call processing as well as the ability to understand speech patterns of people with a variety of speech disabilities. STS applicants must score at least 90% on this test to graduate.
- ◆ **STS Performance Survey:** After initial training, the STS CA's performance is assessed through individualized surveys conducted twice a month. Supervisors evaluate each STS CA while observing conduct on at least one STS call. The Performance Survey includes listening skills, caller control, focus, and professional phone image. To pass this evaluation, the STS CA must score at least 90%.
- ◆ **Quarterly Training:** T-Mobile is committed to the ongoing training and evaluation of STS CAs. Quarterly training is conducted to ensure STS CAs continue to develop skills regarding the speech patterns of people with speech disabilities. Audio of people with mild-to-severe speech disabilities, and STS users using an augmentative communication device, is part of the refresher training or performance improvement activities.

Ability to Speak in a Tone of Voice Consistent with the Intent and Mood of the Conversation

T-Mobile understands the importance of accurately portraying a written communication verbally with the same spirit and intention to achieve functional equivalence. We stress the essential components of voice quality, including articulation, inflection, and pacing. During all evaluations (initial hiring, training, monitoring), CAs are evaluated on voice communication. To accurately

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portray the full intent of the written message being communicated, T-Mobile CAs are trained to accurately assess the caller's mood, emotion, and intent.

CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state, or local law regarding use of telephone company facilities for illegal purposes, must relay all conversations verbatim unless the relay user specifically requests summarization, or if the Florida Relay user requests interpretation of an ASL call.

CAs do not omit or censor any aspect of the relay call. Florida Relay TTY callers are informed of background noises and voice tone by descriptive words during the call through typing in parentheses. Call status scenario information typed by the CA is enclosed in parenthesis to clarify the CA is typing, not the voice caller. For example, the CA will notify a Florida Relay TTY user when a new person comes on the line by typing the gender in parenthesis. All background noises will be transmitted to the TTY user in parentheses:

Approved Background Noises	
(DOG BARKING)	(DOOR SLAMMING)
(DOORBELL)	(COUGH)
(BABY CRYING)	(CHURCH BELLS)
(LOUD TV)	(MUSIC PLAYING)
(PAPER SHUFFLING)	(PAGER GOING OFF)
(TRAFFIC NOISE)	(TYPING)

Operation of Relay Telecommunications Equipment

T-Mobile's initial training program provides CA applicants with the tools and skills necessary to successfully facilitate TRS calls. The CA software application is intuitive and contains on-screen prompts. CA trainees must complete a series of scenario-based assessments, culminating in a final on-the-job evaluation before graduating from initial training and handling relay calls.

T-Mobile conducts ongoing training on many facets of TRS service, including:

- ◆ Dialing the correct number promptly
- ◆ Determining familiarity with relay services, call type appropriate service explanations, appropriate macro and/or other functions use (EXPLAINING RELAY)?
- ◆ Following relay user note and relay user typed instructions
- ◆ Announcement protocol including a prompt state-specific announcement or greeting used/ID number is given; call closing protocol; appropriate closing and macro and/or other functions for call type.
- ◆ Specific person announcement procedure
- ◆ Call transfer procedure, adapting to call procedures changes as directed by the relay user, 711 transfer compliance
- ◆ Was the correct number dialed promptly or appropriate message and seconds used when dialing a number, other dialing requests?
- ◆ Greeting/Announcement, auto-detect sequence
- ◆ Following relay user notes, preferences, and relay user typed instructions
- ◆ Specific person request announcements, progress of call/relay user informed
- ◆ Conversational flow and natural voice tone inflection
- ◆ Record feature procedure and processes

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How to Handle Hearing and Voice Carry-Over

Voice Carry Over (VCO)

VCO allows a Florida Relay user to speak directly to the person he/she is calling and receive responses by text through the CA. The steps for a standard VCO-to-Voice call are:

- ◆ VCO user talks to voice caller directly
- ◆ Voice caller talks to CA
- ◆ CA types voice caller's message
- ◆ VCO user reads the message on the TTY screen

VCO User Experience

- ◆ Florida Relay VCO user dials the dedicated VCO access number, registers a VCO preference in the Customer Profile, or requests VCO during direct communication with the CA.
- ◆ The CA requests the number the Florida Relay user would like to dial. This number can be typed or spoken. In addition, the Florida Relay VCO user may elect to provide additional call handling preferences, which the CA will follow.
- ◆ After the CA connects to the called party, CAs are trained to use a brief announcement to explain VCO to the end-user.

T-Mobile recognizes that Florida Relay VCO users may prefer to announce and explain their calls themselves. The CA honors the Florida Relay VCO caller's preference regarding announcing or explaining each call. The CA always processes calls according to the Florida Relay VCO user's preferences, FCC guidelines, and Florida Relay requirements.

Hearing Carry Over (HCO)

HCO allows a person to listen directly to the person he/she is calling and respond by text through the CA (and vice-versa). The steps for a standard HCO-to-Voice call are.

- ◆ Florida Relay HCO user types his/her conversation to the CA.
- ◆ The CA then voices the typed message to the voice caller.
- ◆ The voice caller talks directly to the Florida Relay HCO user.

HCO User Experience

- ◆ Florida Relay HCO user dials 711 or the Florida Relay toll-free access number, registers an HCO preference in the Customer Profile, or requests HCO through the CA.
- ◆ The CA will voice the request for the number the user wants to dial (if the user has asked for HCO). The HCO user may provide call-handling preferences, which the CA will follow.
- ◆ The CA will dial the call. The HCO user hears the phone ringing, a busy signal, or how the phone is answered.

The CA provides an HCO announcement to the end-user. If the hearing party has received an HCO call before, the call commences immediately. The Florida Relay HCO user can begin typing his/her conversation, and the CA will read it. If the hearing party unfamiliar with HCO, the CA will explain the service. The CA processes the call according to the HCO user's preferences, FCC guidelines, and Florida Relay's requirements.

Ethics and Confidentiality

All T-Mobile CAs and supervisors are required to sign and abide by a pledge of confidentiality. Each CA is required to review the ethics and confidentiality requirements and sign an agreement of understanding. All employees (including CSD staff) must annually certify they understand and

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comply with the established code of conduct. In conjunction with signing T-Mobile's confidentiality agreement, CAs role-play various scenarios that teach the correct way to ask for assistance from a supervisor without divulging call-specifics. Examples of confidentiality breaches are reviewed and discussed with CAs.

T-Mobile strictly enforces confidentiality policies, which include:

- ◆ Prospective employees are screened during the interview process on issues regarding ethics and confidentiality.
- ◆ On training day one, employees must sign a Pledge of Confidentiality Agreement Form.
- ◆ During initial training, employees are presented with examples of potential breaches of confidentiality.
- ◆ Stress can be a factor in maintaining confidentiality. CAs receive training on healthy detachment.
- ◆ After graduation from initial training, employees are reviewed yearly on the Pledge of Confidentiality and are required to re-sign promises not to disclose the identity of any caller or any information learned by relaying calls.
- ◆ Breach of confidentiality may result in employment termination.

T-Mobile employees also receive training on the appropriate protocol to protect Florida Relay users' privacy and how to prevent unintentional disclosure of communications. When trainees observe calls and ask questions once back in the training room, trainers lead a discussion on the appropriate method to seek clarifications without divulging confidential information. CAs are given examples of ethical issues and challenging circumstances. During initial training, CAs are required to pass a series of written and skills-demonstration tests, which include their understanding of the Relay Center Code of Ethics and how to apply the code to hypothetical situations. CA trainees who do not pass these tests are not utilized as CAs.

T-Mobile CAs do not discuss any specific details of a call with anyone, including supervisors. Doing so would be a breach of confidentiality this, according to T-Mobile policy, may result in termination. CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state, or local law regarding use of telephone company facilities for illegal purposes, must relay all conversations verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call.

When seeking clarification or guidance on processing a relay call, CAs are trained to use generalizations of the situation and ask questions about procedures without revealing specific information to identify the parties on the call. CAs are never allowed to use names or any other call or caller specific details.

Confidentiality is reinforced through our CAs participation in an interactive training program focusing on scenarios they are likely to encounter when relaying calls. The following table illustrates correct and incorrect methods for CAs to express feelings about calls.

Correct Ways to Protect Confidentiality	Examples of Breaches of Confidentiality
To make a generic comment about calls, "Long calls wear me out."	Talk about the specific length of a call. Saying to another CA, "You know that call I took over for you? It lasted 84 minutes!"
To share general observations about calls, "I'm noticing a lot of HCO calls lately."	Talk about specific callers, "I relayed a call for Miss Deaf America," or, "I had that VCO user from Florida again this morning."

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Correct Ways to Protect Confidentiality	Examples of Breaches of Confidentiality
Respond to a relay user's comments with a brief thank you without elaboration. Maintain a professional and friendly image with users.	The CA should never say to a Florida Relay user, "I remember you from a previous call - how are you doing?" Phone lines do not talk to voice telephone users; it is the same with relay users.
To discuss with management the technical or procedural call details.	To discuss call content or conversations with others, ever.
To call for a supervisor to look at the screen for assistance with the call.	To request assistance from a co-worker who is not a supervisor.

No one is permitted to watch or listen to actual calls except CAs and supervisory staff to relay, assist in-call CA replacement, or monitor the call for training purposes. In cases of live call monitoring, all confidentiality guidelines are strictly enforced.

Confidentiality Agreements

Sprint Confidentiality Form

IN CONSIDERATION of: (1) my employment with Sprint or any subsidiary, affiliate, or successor-in-interest of Sprint Corporation, (2) my continued employment as long as mutually agreeable, and (3) the opportunity to receive Sprint confidential customer information of other good and valuable consideration.

AS AN EMPLOYEE OF THE RELAY SERVICES ORGANIZATION, I UNDERSTAND THAT I AM BOUND BY ALL SPRINT POLICIES AND SPECIFICALLY, I AGREE AS FOLLOWS:

- ALL TELECOMMUNICATIONS RELAY SERVICE (TRS) CALL RELATED INFORMATION SHALL BE KEPT STRICTLY CONFIDENTIAL.** I will not reveal any information acquired during or observing a relay call. I will only discuss call-related questions or problems with management or Human Resources. I agree to keep confidential all information I learn in my position for the duration of and after my employment with Sprint ends.
- NO RECORDS OF CUSTOMER INFORMATION OR CONTENT OF ANY TRS CALL SHALL BE KEPT BEYOND THE DURATION OF THE CALL, WITH LIMITED EXCEPTIONS FOR AUTHORIZED COMPANY PROCEDURES.** I will not keep a record of any customer information or conversation content beyond the duration of the call except in accordance with company procedures for relaying Speech to Speech calls or for billing and customer profile purposes. I will destroy all such records in my possession immediately upon completion of their authorized use.
- NOTHING MAY BE EDITED OR OMITTED FROM THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER.** I will transmit exactly what is said in the way that it is intended in the language of the customer's choice.
- NOTHING MAY BE ADDED OR INTERJECTED INTO THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER.** I will not advise, counsel, or interject personal opinions, even when asked to do so by the customer.
- TO ASSURE MAXIMUM CUSTOMER CONTROL, I WILL BE FLEXIBLE IN ADAPTING TO THE CUSTOMER'S NEEDS.**
- I WILL STRIVE TO FURTHER MY SKILLS AND KNOWLEDGE THROUGH CONTINUED TRAINING, WORKSHOPS, AND READING OF CURRENT LITERATURE IN THE FIELD.**
- ALL SPRINT MATERIALS IN MY POSSESSION PERTAINING TO ANY SPRINT CUSTOMER WILL BE DELIVERED UPON THE TERMINATION OF MY EMPLOYMENT.**

I have read and understand the Sprint Relay Center Agreement Regarding Confidential Customer Information. I agree to comply and understand that failure to do so will lead to company disciplinary action that may result in my termination and/or criminal prosecution. I also understand that ascertaining damages resulting from a breach of this agreement would be difficult. I agree that Sprint shall have the right to an injunction against me, enjoining any such breach without any obligation to post bond. I agree that this will be in addition to and without limiting any other remedies or rights Sprint may have against me.

EMPLOYEE SIGNATURE AND DATE

MANAGER/SUPERVISOR SIGNATURE AND DATE

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CTI Confidentiality Form

Consumers need to be confident that their personal and professional calls are kept in the strictest confidence. It is crucial that all employees understand and abide by this Confidentiality Policy.

All information obtained during a CapTel call is to be kept strictly confidential. The only person(s) to whom information obtained during a call may be divulged is a member of the administrative team (i.e. supervisors, trainers, HR representatives, the Floor Operations Coordinator, or the Call Center Director). Only specific, pertinent information relating to Training, Call difficulty, Technical difficulties, Emergencies or Customer service issues may be disclosed to the appropriate personnel, and this must be done in private.

Under no circumstance are identifiers to be used while discussing a call (terminology that would identify personal information about a caller including, but not limited to, gender, name, address, and business information). The standard, objective way of referring to callers is to identify the person using the captioned telephone as the "client," while the other party or parties are referred to as the "doc(s)." Furthermore, any person not employed by CapTel, Inc. or its parent company shall not be allowed on or near the call floor. Nor shall information regarding CapTel clients be discussed or posted in any public forum.

Employees agree to abide by the following:

- I shall only discuss the content of a CapTel call (production, training, timing, or otherwise) with a member of the administrative team under the guidelines provided above. I will not discuss the content of a CapTel call with other persons (CAs, friends, family members, etc.).
- I shall disclose only appropriate information regarding a training/timing call to a member of the administrative team according to the guidelines documented above.
- I shall not divulge specific information related to the work or calls I have heretofore processed, upon termination of my employment at CapTel or at any time thereafter.
- I shall not disclose information which could be used to identify specifics about a particular consumer to anyone except a member of the administrative team according to the guidelines documented above.
- I shall not act upon any information received via a CapTel call.
- I shall not listen to, get involved in, or position myself to observe a CapTel call being processed by another employee.
- I shall not disclose information which could be used to identify specifics about any employee including, but not limited to, name, CA number, and schedule, except as is necessary to appropriate individuals and/or institutions or services.
- I shall not divulge my personal CA number in conjunction with my name except as required by a member of the administrative team.
- I shall not disclose the technical aspects of my position to anyone not employed by CapTel/Ultratec.
- I shall not bring visitors, including children, onto the call floor.
- I shall remain off of the call floor if I am not scheduled to be at work.

Employee Name (please print) _____

Employee Signature and Date _____

Understanding Operating Policies and Procedures

T-Mobile's policies and standards manual has been developed over the past 31 years and is in place ready for Florida Relay. T-Mobile stresses the importance of all relay policies and procedures to CAs at the interview/selection process and continuing through initial and ongoing training and is currently being utilized and available for the state to review. This list is not meant to be an inclusive source and is subject to change.

POLICY AND PROCEDURE TOPICS		
Orientation	<ul style="list-style-type: none"> ◆ Welcome & Introductions ◆ T-Mobile (or Vendor) Introductions ◆ Sprint/T-Mobile Corp Overview ◆ Wireless 	<ul style="list-style-type: none"> ◆ Internet Services ◆ T-Mobile Vision, Mission, Goals/Objectives ◆ T-Mobile Accessibility for All ◆ Sprint Relay History ◆ Intro to CapTel
Connecting to Relay	<ul style="list-style-type: none"> ◆ The Role of a Relay CA ◆ Connecting to Relay ◆ 711 ◆ Dedicated Toll-Free Numbers ◆ Equipment 	<ul style="list-style-type: none"> ◆ Voice calling to T-Mobile IP Relay ◆ IP Relay ◆ IP Relay call processing ◆ Relay Reporting ◆ IP Relay variations

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POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> ◆ TTY ◆ TTY Basics ◆ TTY Etiquette ◆ Closing a Conversation ◆ No Response ◆ TTY Abbreviations ◆ TTY Practice Session ◆ Glossary of Abbreviations & Terms ◆ Auto-Corrected Abbreviations ◆ Standard Abbreviations ◆ Typing Variations ◆ Internet Characters ◆ Non-Baudot Supported Characters ◆ Verbatim - Style ◆ Contraction Spelling ◆ Punctuation ◆ CA/Operator Role ◆ SKSK ◆ Background Noises while TTY user is typing ◆ STS *787 Wireless Access ◆ TTY Garble During Typing ◆ XXX to Correct Typing Error ◆ Other Communication Devices ◆ Data Transmission Speed ◆ Turbo Code Interrupt ◆ Disable Turbo Code Mode ◆ American Standard Code Information Interchange (ASCII) ◆ ASCII Interrupts ◆ Internet Relay ◆ IP call processing ◆ IP Greeting Macros ◆ IP Customer Instructions/ Preferences ◆ IP Interrupts ◆ IP Explanation ◆ IP GA' is optional ◆ IP Interruptions without garble ◆ Typing Monetary Units ◆ Regional 800 Misdials 	<ul style="list-style-type: none"> ◆ IP Macros ◆ IP Explanation ◆ Text flow ◆ IM/IP Acronyms ◆ IP Variations ◆ IP user connects to CA but wants Customer Care ◆ Interrupts ◆ Multiple Calls ◆ Answering Machine Retrieval (AMR) ◆ IP Requests for Supervisor ◆ IP Conversation Lag Time ◆ Conversational Flow ◆ Cellular ◆ TTY Public Payphone ◆ Telebraille Users ◆ Non-Standard TTY ◆ Answered Foreign Language ◆ Transfer Menu ◆ CapTel ◆ CapTel Customer Service ◆ CapTel-Relay ◆ Relay-CapTel ◆ CapTel Transfers ◆ Dedicated State CapTel Transfer ◆ Alternate Languages ◆ Spanish Language Customer Service ◆ Relay Caller ID ◆ Caller ID Variations ◆ True Caller ID ◆ Per Call Block ◆ Per Line Block ◆ Permanent Call Blocking ◆ Connecting Variations ◆ Misdialed Relay Phrase ◆ 711 Spanish ◆ Request for Relay Numbers ◆ Cellular/Wireless problem reaching 711 ◆ Pay-Per-Call ◆ Info Digits ◆ Verification of Spelling ◆ Parenthesis
Overview of System and Equipment	<ul style="list-style-type: none"> ◆ System Overview ◆ Login/Logout ◆ CA Profile ◆ Clicking the Mouse ◆ Dragging/Dropping ◆ Copy/Paste ◆ Drop Down Boxes ◆ Lists ◆ Radio Button ◆ Scroll Bars ◆ Sliders 	<ul style="list-style-type: none"> ◆ Help ◆ Call Type ◆ Dial Window ◆ Scratch Pad ◆ Transfer Panel ◆ Headset Panel ◆ Status Bar ◆ Record Feature ◆ Function Keys ◆ Block ◆ Ctrl-Switch

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POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> ◆ Tables ◆ Accessing a Program ◆ Screen Displays ◆ Call Handling Screen ◆ Title Bar ◆ Banner ◆ Conversation Area ◆ Disconnect Message Status ◆ Braille ◆ Trouble Log ◆ Color Scheme ◆ CA Text Transmission ◆ Cancel Key ◆ Information Bar ◆ Profile 	<ul style="list-style-type: none"> ◆ Switch ◆ The Keyboard ◆ Alpha Keys ◆ Call Handling Keys ◆ Numeric Keys ◆ Cursor Movement Keys ◆ Arrow Keys ◆ Backspace ◆ Error Correction Function ◆ Single Word Edit Function ◆ Word Substitution Feature ◆ Macros Table ◆ Function Keys ◆ Glossary of Telephony Terms
Phone Image (Tone of Voice)	<ul style="list-style-type: none"> ◆ Professional Phone Image ◆ How phone image is created ◆ Provide warm & friendly greeting ◆ Conversational Tone ◆ Voice Inflection ◆ Audibility and breath control ◆ Pitch ◆ Quality ◆ Operator Role ◆ Relay Role ◆ Relay Skills ◆ Conversational Flow ◆ Staying focused ◆ Listening skills 	<ul style="list-style-type: none"> ◆ Customer service skill ◆ Coping skills ◆ Phrases ◆ Keeping the Customer Informed ◆ Expressive Typing Style ◆ Helpful Phrases ◆ Voice Person Speaking in Third Person ◆ Pacing the Voice Customer ◆ Voice Customer does not say "GA" ◆ Brief pacing phrases ◆ Repeating information ◆ Handling Interruptions ◆ Rudeness ◆ Create an Exceptional Customer Experience
Desensitization	<ul style="list-style-type: none"> ◆ Confidentiality Agreement ◆ Sensitive Topics 	<ul style="list-style-type: none"> ◆ Ways to Detach
TTY-Voice and Voice-TTY	<ul style="list-style-type: none"> ◆ TTY to Voice Introduction ◆ Connecting to outbound customer ◆ Announcement ◆ Deaf or Hard of Hearing Phrase ◆ Explanation of service ◆ International Announcement ◆ Auto Detect Sequence ◆ TRS Phrase Sheet ◆ TTY-Voice Procedures ◆ CA Responsibility ◆ Gendering ◆ Conversational Flow ◆ Parenthesis ◆ Call Closing ◆ TTY-Voice Specific Person Request ◆ Variations Specific Person Request ◆ TTY-Voice Answered TTY 	<ul style="list-style-type: none"> ◆ TTY-TTY Call Release ◆ TTY-Voice Answer TTY (TTY-TTY) TTY-TTY ◆ Specific Person Request ◆ TTY-Voice No Answer ◆ Types of Busy Signals ◆ Redialing ◆ TTY-Voice Busy Signals ◆ Internet to Voice T-Mobile IP Relay ◆ Voice-TTY Procedures ◆ Connecting to outbound customer ◆ Greeting ◆ Call Progress ◆ Explanation of Service ◆ Voice-TTY ◆ Voice-TTY Specific Person Request ◆ Voice-TTY Answered Voice ◆ Voice-TTY No Answer ◆ Voice-TTY Busy Signal ◆ Variations ◆ Voice Person Not Available
Three-Way Calling	<ul style="list-style-type: none"> ◆ User-Initiated three-way calling ◆ Voice/TTY Announcement 	<ul style="list-style-type: none"> ◆ TTY-TTY-Voice/TTY-Voice-TTY ◆ Voice-TTY-TTY

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POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> ◆ TTY-Voice-Voice 	<ul style="list-style-type: none"> ◆ Voice-Voice-TTY/Voice-TTY-Voice
Branding	<ul style="list-style-type: none"> ◆ Inbound Answer Type Branding ◆ Database Branding 	<ul style="list-style-type: none"> ◆ Branding procedures
Recordings, Answering Machines, Pagers, and Answering Machine Retrieval (AMR)	<ul style="list-style-type: none"> ◆ Introduction ◆ Recording Feature ◆ Information Line Recording (TTY/Voice) ◆ Touch Tone Dialing ◆ Using Touch Tones (TTY/Voice) ◆ Audio text interaction ◆ Hold for Live Person ◆ Variations for Recordings ◆ Record Feature Tips ◆ TTY-Voice Recordings ◆ TTY-Voice Recording Information ◆ TTY-Voice Answering Machine ◆ Variations: Answering Machine/Recording/Pagers ◆ Voice-TTY Pager 	<ul style="list-style-type: none"> ◆ Voice Mail Retrieval ◆ AMR ◆ Internet AMR ◆ Voice-TTY Answering Machine ◆ IP Text Mail ◆ Other Recording Variations ◆ Voicemail System ◆ Privacy Manager/Call Intercept ◆ Automatic Redial System Recordings ◆ Switchboards ◆ Redialing Voicemail through Switchboard ◆ TTY-Voice Asking for Specific Person ◆ Live person On Answering Machine Redial ◆ Recording says Office is Closed ◆ No Live Person Option Avail on Recording ◆ TTY-Voice Pager/Beeper
VCO (Voice Carry-Over)	<ul style="list-style-type: none"> ◆ VCO Introduction ◆ VCO Announcement ◆ VCO Service Explanation ◆ VCO Equipment ◆ VCO comes in Voice Line ◆ Non-Branded VCO ◆ Branded VCO ◆ VCO No Answer ◆ VCO Busy ◆ VCO Privacy ◆ VCO Answering Machine ◆ Voice-VCO Answered TTY ◆ Voice-VCO Answered VCO ◆ Two-Line VCO (2LVCO) Intro ◆ Reverse 2LVCO Introduction 	<ul style="list-style-type: none"> ◆ Reverse 2LVCO Procedure ◆ IP 2LVCO ◆ VCO Variations ◆ Caller ID ◆ Inbound Customer Requests VCO/HCO ◆ Requests Interrupt ◆ Leave Message on First Out Dial ◆ VCO Requests CA gives name in notes ◆ VCO Privacy while leaving message ◆ VCO Requests Relay to give Relay Number ◆ 2LVCO Voicemail Retrieval ◆ 2LVCO Conference Calls ◆ VCO Types and Voices ◆ VCO Voicemail Retrieval
Call Take Over Procedures	<ul style="list-style-type: none"> ◆ FCC Rule ◆ Protocol and process flow ◆ TTY-Voice & Voice-TTY ◆ VCO ◆ HCO 	<ul style="list-style-type: none"> ◆ VCO-VCO ◆ ASCII ◆ VCO-TTY & TTY-VCO ◆ STS Call Take Over Requirement
Directory Assistance (DA)	<ul style="list-style-type: none"> ◆ DA Introduction ◆ Interstate DA ◆ Intrastate DA ◆ Toll-Free DA ◆ Roaming ◆ Operator Mode 	<ul style="list-style-type: none"> ◆ Caller Control ◆ Automated DA ◆ DA City & State Given; Area Code Unknown ◆ DA Internet ◆ DA Variations
HCO (Hearing Carry-Over)	<ul style="list-style-type: none"> ◆ HCO Introduction ◆ HCO Announcement ◆ HCO Service Explanation ◆ People with speech disabilities "S" ◆ Turbo Code HCO ◆ Non-Branded HCO ◆ Branded HCO ◆ HCO with Privacy 	<ul style="list-style-type: none"> ◆ HCO-Voice Answering Machine ◆ Voice-HCO Answered TTY (1) (2) ◆ Voice-HCO recorded message answers ◆ 2LHCO Intro ◆ Two-Line HCO Procedure ◆ Reverse Two-Line HCO ◆ HCO Variations ◆ Inbound requests VCO/HCO ◆ HCO User Requests to Speak

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POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> ◆ HCO No Answer ◆ HCO Busy 	<ul style="list-style-type: none"> ◆ HCO Request to Not Hear CA Speak
Customer Service	<ul style="list-style-type: none"> ◆ Functions ◆ Language Services 	<ul style="list-style-type: none"> ◆ Procedures & Phrases
Device-to-Device Calls	<ul style="list-style-type: none"> ◆ Device to Device Intro ◆ Function Keys & Banner Messages ◆ VCO-TTY & TTY-VCO ◆ VCO-VCO ◆ TTY-HCO & HCO-TTY 	<ul style="list-style-type: none"> ◆ VCO-HCO & HCO-VCO ◆ HCO-HCO ◆ Provider to Provider ◆ Device to Device Variations ◆ Alternate Call Type reaches recording ◆ Provider to Provider Variations
Customer Database	<ul style="list-style-type: none"> ◆ Enhanced Customer Database Profile ◆ Household Profile ◆ Edit Household Profile ◆ Navigating Customer Database ◆ Household Profile Panels ◆ Frequently Dialed Numbers ◆ Personal Information ◆ Preferences ◆ Blocked Numbers ◆ Emergency Numbers 	<ul style="list-style-type: none"> ◆ STS Messages ◆ Customer Profile Introduction ◆ Use/Edit/New/Delete Customer Profile ◆ Customer Profile Panels ◆ Notes ◆ Frequently Dialed Numbers ◆ Personal Information ◆ Preferences ◆ Emergency Numbers ◆ Database Profile Macros ◆ STS
Emergency Call Procedures	<ul style="list-style-type: none"> ◆ Emergency Calls Introduction ◆ Emergency Services ◆ FCC Requirements ◆ Emergency Call Processing ◆ Emergency Reporting ◆ TTY-Emergency 	<ul style="list-style-type: none"> ◆ Voice-Emergency ◆ TTY-Emergency TTY Call Release ◆ Emergency Call Processing Variations ◆ Internet/Mobile-Emergency ◆ Emergency/Threat Forms
Speech-to-Speech (STS)	<ul style="list-style-type: none"> ◆ STS Introduction & History ◆ STS Description ◆ Disabilities ◆ Characteristics of STS users ◆ STS CA Tools ◆ Consistency ◆ Patience ◆ Ask Yes/No Questions ◆ No Personal Conversation ◆ Phrases to use ◆ Physically Challenged Customers ◆ STS Alphabets ◆ Transparency/Call Control/Confidentiality ◆ Ways to Reduce/Streamline Notes ◆ Standard Abbreviations (STS) ◆ STS Voice Mute ◆ Types of Assistive Tech Products 	<ul style="list-style-type: none"> ◆ STS-Voice / Voice-STS ◆ STS-Voice with Privacy ◆ STS VCO-Voice ◆ Voice-STS VCO-TTY Answer ◆ Voice to STS VCO-VCO Answer ◆ STS VCO-2LVCO ◆ STS VCO-Reverse 2LVCO ◆ TTY-STS / STS-TTY ◆ STS-STS ◆ HCO-STS / STS-HCO ◆ STS Call Takeover ◆ Healthy Detachment ◆ STS Hold Message ◆ Search STS Users ◆ STS Variations ◆ Video-Assisted STS ◆ T-Mobile Accessibility Dedicated STS Customer Service ◆ Spanish STS Language Service
Correctional Facility	<ul style="list-style-type: none"> ◆ Correctional Facility Introduction ◆ Automated Announcement Recording ◆ Suggested Phrases 	<ul style="list-style-type: none"> ◆ Voice-TTY Voice Answered ◆ Voice-Voice Answering Machine ◆ Transfer Requests ◆ Operator Role
Federal Relay Service	<ul style="list-style-type: none"> ◆ Federal Relay Introduction ◆ Reporting Requirement ◆ Announcement ◆ Service Explanation 	<ul style="list-style-type: none"> ◆ Customer Information Requests ◆ Federal Task Order Information ◆ Macro/Function Keys ◆ Reporting Procedures

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POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> ◆ Procedures ◆ Call types ◆ Confidentiality Policy ◆ Agency Listing ◆ Customer Contacts 	<ul style="list-style-type: none"> ◆ Billing ◆ Conference Captioning ◆ Variations ◆ Trouble Reporting
Healthy Detachment	<ul style="list-style-type: none"> ◆ Healthy Detachment Introduction ◆ Objectives ◆ Survival Skills ◆ Relay Traps 	<ul style="list-style-type: none"> ◆ Perception ◆ Ways to Reduce Stress ◆ Hospitality ◆ Phrases
Call Processing Variations	<ul style="list-style-type: none"> ◆ CA Information ◆ Area Code Only In From Number ◆ Conversational Flow ◆ Static or Poor Connection ◆ Profanity towards CA ◆ Redialing ◆ Young Children ◆ Inbound Does Not Connect ◆ Idle Calls ◆ Inbound ASCII ◆ 800 Number Referral ◆ Tone Judgments ◆ Repeating Information ◆ Last Typed Text Macro ◆ Restricted Numbers ◆ Reached 711 instead of 411 ◆ CA Knows Customer ◆ Call Waiting Feature ◆ Conference Calls ◆ Chat Line Calls ◆ Three-Way Calling ◆ TTY does not understand Invalid Number ◆ Hard of Hearing customer Answers TTY Line ◆ Spanish Calls to Spanish Speaking CAs ◆ TTY User Does Not Type GA ◆ Request for Alternate Language ◆ Caller Types in Alternate Language ◆ Voice Customer Hangs Up During Call ◆ Variable Time Stamp ◆ Customer Misdialed Phrase ◆ TTY Customer Hangs Up During Call ◆ Non-Standard TTY Capability ◆ Relaying Internet Characters ◆ Dispatch Calls - Pizza, Taxi ◆ Customer Referral Guidelines ◆ V-T Calls answered by Fax ◆ Holiday Greetings ◆ Wrong Call Type Drops into Position 	<ul style="list-style-type: none"> ◆ Request for Length of Call/Conversation ◆ Requests CA Sing Happy Birthday ◆ Requests CA to Rap ◆ Requests LD Call Information ◆ TTY-Voice & Voice Requests Supervisor/CSR ◆ Requests Supervisor Identification ◆ Requests Employment Information ◆ Relaying Court Proceedings ◆ Customer Uses FD Numbers - Familiarity of Service Verification ◆ Sensitive Topics ◆ Suicide ◆ Abuse ◆ Illegal Calls ◆ Answering Machines ◆ Hangs Up Before Message Left ◆ Do Not Type Recorded Messages ◆ Answering Machine Full ◆ Change Answering Machine Message ◆ VCO Requests Leave Message first out dial ◆ Leaving a Message V-TTY Ans V ◆ Retrieving Messages from TTY Voice Answering Machine ◆ TTY Screener ◆ Request to Leave TTY Message on Answering Machine ◆ Recordings ◆ Regional 800 ◆ TTY Requests "Dial That Number" ◆ Recording with Relay Option ◆ Alternate Call Recording Reached ◆ English/Spanish ◆ Advertisements ◆ Get Live Person/Rep ◆ Conversation Being Recorded ◆ Dial Number from Recorded Announcement ◆ VCO Types and Voices ◆ Guidelines for Prompting VCO Users ◆ Data Transmission Box ◆ Prompting VCO on Hold ◆ Requests VCO/HCO ◆ Requests to interrupt Inbound VCO

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POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> ◆ Outbound Answers with Relay Sounding Greeting ◆ Non-Acceptance of Relay Calls ◆ Customer Requests ◆ Holding for Inbound prior to out dial ◆ Request for info from CA Screen ◆ Request for M/F CA ◆ Request Specific CA ◆ Request for Relay Number ◆ Request for Company Info ◆ Request to Call Relay Service ◆ Requests Relay Instructions ◆ Request for Calling From Number ◆ Requests Telephone Number Referral ◆ Request for Date/Time ◆ Requests CA to Modify Call ◆ Requests CA Not to Type Curse Words ◆ Unclear Recording/Record Feature ◆ VCO ◆ Conference Calls ◆ Leave Relay Number ◆ Voicemail Retrieval ◆ Voice-TTY (Voice Answers) 	<ul style="list-style-type: none"> ◆ VCO Leaving a Message with Voicemail ◆ Giving VCO Name from Notes ◆ HCO ◆ Alternate Call Type Recording ◆ Bridge Left Open ◆ STS Announcement ◆ Do Not Announce ◆ Spelling ◆ Taking Notes ◆ Confidentiality ◆ Requests CA to Hold ◆ STS-STS ◆ Using "Go Ahead" ◆ STS for Translation ◆ Talking on Hold ◆ Keeping Customer Informed ◆ Relay vs STS ◆ Changing CAs ◆ Call Take Over Procedure ◆ No Announce Call Take Over ◆ Touch Tone Dialing ◆ Aid Who Assists on Calls ◆ Correctional Facility ◆ Information Digits ◆ Automated Announcement Recording ◆ Transfer Requests
Healthy Relay	<ul style="list-style-type: none"> ◆ Introduction/Objectives ◆ Stretching Exercises ◆ CA Reinforcement ◆ GUAM - Get Up & Move ◆ Slowing the Customer Down ◆ Overtime 	<ul style="list-style-type: none"> ◆ Relaxation ◆ Typing ◆ Ergonomic Review Ergonomics ◆ Setting up Workstation ◆ Ergonomic Relief ◆ Creating a Positive Work Environment ◆ Frustration Management Exercises
Adult Learner	<ul style="list-style-type: none"> ◆ Understanding Needs of the Adult Learner ◆ The Learning Continuum ◆ Use of Different Modalities ◆ Edgar Dale's Cone of Experience ◆ Focus ◆ Input ◆ Trust in Management 	<ul style="list-style-type: none"> ◆ Modeling ◆ Checking For Understanding ◆ Guided/Independent Practice ◆ Evaluation ◆ How to Give Effective Instruction ◆ Questioning Guidelines ◆ Feedback - Training & Coaching Technique
Assessing Performance	<ul style="list-style-type: none"> ◆ The Assessment Process in Training ◆ Assessment - What is involved? ◆ Practice Time ◆ Spelling/Written Test ◆ Side by side evaluations ◆ Typing 	<ul style="list-style-type: none"> ◆ Acceptable Time Frame ◆ Acceptable Is Relative ◆ Ways to "Coach" ◆ Feedback ◆ Maintain Self-Esteem & Motivation ◆ Pass/Fail Guidelines ◆ Introduce Assessment Forms ◆ Form Set-Up
Introduction to Diversified Culture	<ul style="list-style-type: none"> ◆ Introduction to Diversified Culture ◆ Diversification ◆ Who Uses Relay ◆ Understanding Our Customer 	<ul style="list-style-type: none"> ◆ Two Views of Deafness ◆ Degree of Deafness ◆ Cause of Deafness ◆ Loudness Levels

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POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> ◆ Special Communication Needs ◆ Characteristics of Deafness ◆ Pathological vs. Cultural View of Deafness 	<ul style="list-style-type: none"> ◆ The Deaf Community ◆ Why is there a Deaf Culture? ◆ What Do You Know About Deafness? ◆ Myths About Deafness ◆ The Manual Alphabet
Deaf Heritage	<ul style="list-style-type: none"> ◆ History in Europe ◆ History in North America ◆ Alexander Graham Bell 	<ul style="list-style-type: none"> ◆ Edward Miner Gallaudet ◆ Oral/Combined Debate ◆ Timeline of Deaf History
The Deaf Community	<ul style="list-style-type: none"> ◆ Introduction ◆ National Association of the Deaf ◆ Mainstreamed Schools ◆ Assistive Devices ◆ Gaining Acceptance in the Deaf Community ◆ Cochlear Implant Controversy 	<ul style="list-style-type: none"> ◆ Sign Language Interpreters ◆ Different Communication Systems ◆ Exposure to English ◆ Changes in the Deaf Community ◆ Equal Access ◆ Interpreting Standards ◆ Working with a Sign Language Interpreter
ASL Pt. 1	<ul style="list-style-type: none"> ◆ What is ASL? ◆ History of ASL ◆ ASL Recognized as Language 	<ul style="list-style-type: none"> ◆ Rules of ASL ◆ Five Parameters of ASL ◆ English vs. ASL Idioms
ASL Pt. 2	<ul style="list-style-type: none"> ◆ Evolution of ASL ◆ ASL Syntax 	<ul style="list-style-type: none"> ◆ Translate ASL to English and Vice Versa ◆ TTY Language Samples
TTYPhony & TTY Courtesy	<ul style="list-style-type: none"> ◆ First Teletypewriter ◆ Evolution & History of the TTY ◆ Telecom Laws of Accessibility 	<ul style="list-style-type: none"> ◆ TTY Courtesy ◆ Development of Relay Service Market
Deaf Customers	<ul style="list-style-type: none"> ◆ Statistics from National Institute on Deafness and Other Communication Disorders 	<ul style="list-style-type: none"> ◆ Relaying for Deaf Customers
Hard of Hearing and Late-Deafened Customers	<ul style="list-style-type: none"> ◆ Characteristics of Deaf Customers ◆ Assistive Devices for Deaf Customers ◆ Voice Carry Over (VCO) ◆ Establishment of Association of Late-Deafened Adults (ALDA) 	<ul style="list-style-type: none"> ◆ Establishment of Hearing Loss Association of America (HLAA) ◆ Deaf Seniors ◆ Military Veterans ◆ Relaying for Late-Deafened Customers
Deaf/Blind Customers	<ul style="list-style-type: none"> ◆ What Does Deaf/Blind Mean ◆ Characteristics of Deaf/Blind Customers ◆ Assistive Devices 	<ul style="list-style-type: none"> ◆ Deaf/Blind Pacing – Allows the CA to slow down the transmission to the Braille machine ◆ Relaying for the Deaf/Blind
Speech/Cognitively Disabled Customers	<ul style="list-style-type: none"> ◆ Speech-Impaired Customers ◆ Assistive Devices ◆ STS ◆ Communication Effects 	<ul style="list-style-type: none"> ◆ Physically &/or Cognitively Disabled Customers ◆ Traumatic Brain Injury ◆ Stroke
Hearing Customers	<ul style="list-style-type: none"> ◆ Statistics 	<ul style="list-style-type: none"> ◆ Relaying for Hearing Customers
Technical	<ul style="list-style-type: none"> ◆ Technical Issues ◆ Threats ◆ Emergency Center Evacuation 	<ul style="list-style-type: none"> ◆ Network Failure ◆ Trouble Ticket/Threat Forms
Spanish	<ul style="list-style-type: none"> ◆ Spanish Greeting, Announcement & Explanations ◆ Macros 	<ul style="list-style-type: none"> ◆ System Generated Messages ◆ Descriptive/Background Words ◆ Customer Service
New Hire Orientation	<ul style="list-style-type: none"> ◆ Confidentiality ◆ Training Attendance ◆ I9/19 Property Rights 	<ul style="list-style-type: none"> ◆ FCC Consent Decree ◆ T-Mobile Code of Ethics ◆ Vetting (center appropriate)

EXHIBIT 2



Simulated and Live On-Line Call Handling

After CAs pass initial training, they are monitored on live calls by supervisory staff. No one is permitted to watch or listen to actual calls except CAs and supervisory staff to relay, assist in-call CA replacement, or monitor the call for training purposes. In cases of live call monitoring, all confidentiality guidelines are strictly enforced.

Bilingual CAs

T-Mobile's bilingual CAs must successfully complete a specially designed certification program that validates their ability to read, write, speak, and understand Spanish at a 12th grade level. An independent vendor specializing in the assessment of language skills conducts the evaluation. Spanish-speaking CAs receive monthly evaluations. If the CA does not demonstrate an appropriate level of translation skills, he/she will receive additional training and re-testing.

Other Training Topics

During initial and ongoing training, CAs and call center staff attend detachment training to deal with stress. This highly customized training provides tools and techniques for relay call center staff to utilize when dealing with relay users including, de-stressing techniques, tools to redirect relay users, and appropriate phrases to calm situations.

CAs also receive training on emergency procedures and complaint handling.

CapTel CAs

All CapTel providers use training developed by Captioned Telephone Inc. (CTI). CA training has been developed by the CapTel technology provider and is consistently delivered in all our CapTel call centers, including the TRS call centers that process CapTel calls.

Orientation

Orientation consists of introductions, building tour, required employment paperwork, introduction to call center policies, confidentiality requirements, and expected standards that must be met to pass training. In our TRS centers, we have added supplemental Diversified Culture training specifically targeted towards people who use CapTel including seniors, veterans, and others with a hearing loss.

Training Class

Initial Training consists of 10 days of classroom and hands-on training. CapTel training is an interactive class combining video and hands on instruction. Each class introduces a skill and allows time to practice the skill. CapTel training uses simulators that allow the CA to listen to pre-recorded scripts and hear the voice of the hearing person to practice captioning. During the second week, timing tests are given each day to check CAs' transcription rate and accuracy. The improvement rate is evaluated.

Training Transition & Graduation

All CAs that pass two rounds of timing tests consecutively are paired with a mentor for a week. This mentor provides one-on-one coaching for every call. If the CA meets performance expectations on live calls, the trainee graduates and can process calls independently.

Ongoing CapTel Training

We provide necessary ongoing training for CAs. CAs are monitored on each shift and if they are found to need additional training or re-training, they are taken offline and given the necessary training. In addition, CAs are retrained on new features and capabilities of the CapTel platform including any new or improved voice recognition systems used in the platform.

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CapTel Testing

CapTel CAs are monitored on each shift. If there are any areas of concern, the CapTel CA is removed from live calls and completes the necessary training. CapTel CAs are tested monthly through the administration of timed scripts in a test environment that simulate working conditions. T-Mobile works with CTI to quantify and evaluate options to improve transcription speed and accuracy.

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EXHIBIT 2

Staff Training

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Item 17 –Staff Training (RFP ref. B-7)

All relay center staff, including management, shall receive training in ASL, deaf culture, needs of hearing, speech and dual sensory impaired users, 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.

T-Mobile has read, understands, and will continue to comply with all RFP B-7 requirements.

An outline of our comprehensive, proven successful training plan/policies and procedures is presented in Item 16.

T-Mobile trains CAs and supervisors to serve as TTY/ASL translators/interpreters to process relay calls. Our approach trains all CAs to perform ASL-to-conversational English translation. This technique ensures ASL translation/interpretation is always available. CAs are provided initial and ongoing training on accurately interpreting written ASL (ASL Gloss) for relay users whose primary language is ASL. CAs progress through a TTY/ASL workbook building ASL gloss interpretation and translation skill. CAs are tested on ASL gloss interpretation/translation skills before completing the training. CA trainees are required to pass a valid and unbiased test to demonstrate they can correctly interpret typewritten ASL phrases. CAs are also provided with ongoing training on accurately interpreting ASL Gloss. After initial training, each CA is supplied with a second ASL workbook completed and returned to the supervisor. The supervisor and CA review the workbook and the CA's ability to translate ASL to conversational English. The CA keeps this manual for future reference. Supervisors and/or Lead CAs are available on the call center floor 24/7 and can assist any CA who is challenged with understanding the Florida Relay TTY user. Throughout employment, CAs expand their skills and improve their understanding of ASL Gloss and Deaf culture.

Confidentiality

All T-Mobile CAs and supervisors are required to sign and abide by a pledge of confidentiality. In conjunction with signing T-Mobile's confidentiality agreement, CAs role-play various scenarios that teach the correct way to ask for assistance from a supervisor without divulging call-specifics. Examples of confidentiality breaches are reviewed and discussed with CAs.

T-Mobile strictly enforces confidentiality policies, which include:

- ◆ Prospective employees are screened during the interview process on issues regarding ethics and confidentiality.
- ◆ On training day one, employees must sign a Pledge of Confidentiality Agreement Form.
- ◆ During initial training, employees are presented with examples of potential breaches of confidentiality.
- ◆ Stress can be a factor in maintaining confidentiality. CAs receive training on healthy detachment.
- ◆ After graduation from initial training, employees are reviewed yearly on the Pledge of Confidentiality and are required to re-sign promises not to disclose the identity of any caller or any information learned by relaying calls.
- ◆ Breach of confidentiality may result in employment termination.

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T-Mobile employees also receive training on the appropriate protocol to protect Florida Relay users' privacy and how to prevent unintentional disclosure of communications. When trainees observe calls and ask questions once back in the training room, trainers lead a discussion on the appropriate method to seek clarifications without divulging confidential information. CAs are given examples of ethical issues and challenging circumstances. During initial training, CAs are required to pass a series of written and skills-demonstration tests, which include their understanding of the Relay Center Code of Ethics and how to apply the code to hypothetical situations. CA trainees who do not pass these tests are not utilized as CAs. The Confidentiality forms are presented in Item 16.

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CA Counseling

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Item 18 - Counseling of CAs and Staff (RFP ref. B-8)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-8 requirements.

T-Mobile deals with stress in a unique way. What may cause stress for one individual may be completely normal for another. As a part of initial training, T-Mobile conducts Healthy Detachment Training. CAs and staff are trained to identify which subjects or words are their own personal "triggers." CAs are taught proven, effective techniques to deal with these triggers. Like watching a scary movie, many people can break the automatic emotional response by doing common actions, such as breaking eye-contact with the screen or even taking a deep breath. Above all, T-Mobile employees are taught to empathize with all relay users while protecting their own emotional well-being.

Periodically T-Mobile provides additional "Healthy Detachment" training reminders and tips for dealing with stress. In addition to retraining and refresher training, T-Mobile call center supervisors annually meet with each individual CA to review performance and discuss concerns. T-Mobile adheres to the following procedures:

- ◆ While on the job, if a CA or relay staff needs counseling, supervisors and management are trained to work with the employee.
- ◆ Should a CA experience a difficult, emotional, or frustrating call, he/she may signal supervisor or management support. The supervisor or manager provides support or guidance throughout the call. If necessary, the supervisor will recommend a call takeover, which is done only in compliance with company policies.
- ◆ If after the call or call takeover, the CA states he/she had difficulty or appear visibly distressed or troubled by the incident; the supervisor or manager will provide continued support.
- ◆ Meetings between the CA and supervisor or manager take place in a closed and uninterrupted location, such as a conference room or office, and are conducted in a one-on-one manner to preserve confidentiality.

Venting one's emotions and frustration is encouraged; however, all existing rules regarding TRS confidentiality policies must be followed. All communication between the employee and supervisor or manager is held in the strictest confidence, and the content of relay calls is never discussed, including the names of callers involved. If the supervisor determines the CA needs additional counselling, he/she will encourage the CA to contact the Employee Assistance Program (EAP). Details of any conversation of this type are kept confidential unless directed by a member of senior management for a legitimate business need.

Employee Assistance Program

T-Mobile offers no-cost counselling administered by a third-party. This program encourages employees to resolve problems that may or may not be work-related, including the emotional aspects of relaying calls. All communication between the employee and counselor is held in the strictest confidence, and the content of relay calls is never discussed, including the names of

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callers involved. Counselors are available 24x7 by telephone and in person, or by appointment. Through the programs, T-Mobile employees also have access to confidential counseling sessions – also provided at no charge to the employees.

Communication Services for the Deaf, Inc. (CSD) EAP

CSD follows T-Mobile Accessibility's standard procedures for counseling CAs or other relay center staff. In addition, CSD also contracts with an outside EAP provider to provide a wide array of independent and confidential support services for employees. The Village EAP provides a service that helps assure employees' emotional health and well-being. CSD employees may contact the Village to talk with an intake specialist who will then refer the employee to the appropriate counseling service that meets their specific needs. The Village counselors are required at least a master's degree and have intensive training in counseling. Supervisors at the relay center have been trained on how to effectively refer an employee to the Village EAP when a situation comes up that requires professional counseling. The Village EAP is open 24x7 and employees can access the services via a toll-free number (both voice and TTY). The Village EAP is aware of the utmost confidential nature of the job and CAs are trained not to release any information about any of the calls they relay during any conversations, including those in counseling sessions.

CapTel Counseling

T-Mobile has also worked with CTI to ensure all CapTel CAs have access to counseling assistance. CapTel provides complete and confidential captioning to all clients. From time to time, CAs may be confronted with calls of a highly emotional or frustrating nature. Although captioning these calls is a necessary aspect of the position, CapTel is committed to providing CAs with measured and appropriate support for expressing their emotional needs. To properly respond to a CA, while maintaining the highest level of confidentiality, the following procedures shall be adhered to:

- ◆ Should a CA experience a difficult, emotional, or frustrating call, he/she signals a CA supervisor, using a keyboard macro to request a call take-over. This should be done pursuant to the current policy regarding call take-over usage.
- ◆ If after the call take-over the CA states he/she had difficulty and appear visibly distressed or troubled, the supervisor may forward the CA to a member of the Administration team, consisting of Human Resources, an operations supervisor, or the operations coordinator.
- ◆ Any meetings must take place in a closed and uninterrupted location, such as a conference room or office.
- ◆ Venting one's emotions and frustration is encouraged; however, all existing rules regarding CapTel Client Confidentiality must be followed.
- ◆ Details of any conversation of this type will be kept confidential unless directed by a member of Upper Administration for a legitimate business need.
- ◆ Additional resources may be available from Human Resources.
- ◆ Should an employee express continued need after speaking to a member of the Administration team, the CA may be put in contact with a licensed psychologist.
- ◆ If the employee is full time and has benefits, packages provide coverage for mental health needs.
- ◆ If the employee is not full time or does not have employee health benefits, arrangements will be made to connect the employee with a local mental health provider.

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Item 19 – Procedures for Relaying Communications (RFP ref. B-9)

T-Mobile has read, understands, and will continue to comply with all RFP B-9 requirements.

T-Mobile's CAs are trained to convey the full content, context, and intent of the conversation. Nothing is edited or omitted from the content of the conversation or the spirit of the speaker. T-Mobile's professional, transparent service enables relay users to maintain full control of their call. T-Mobile follows all call-handling preferences provided to the CA or registered as part of the Customer Profile.

For Florida Relay users who have not expressed a preference for how their calls are handled, T-Mobile will provide service that complies with the minimum requirements outlined in this section of the RFP and FCC standards. To ensure all requirements are met, T-Mobile monitors compliance to ensure CAs are following all procedures for relaying communication. Each CA is remotely monitored twice each month to ensure they are following protocol and being responsive to the needs of relay users.

T-Mobile's relay service delivery ensures all users maintain control of their calls and the full content of conversations is relayed to the users.

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.

- 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.

T-Mobile will continue to comply. Each CA is assigned a unique number that is provided at the beginning and the end of each call. For TTY calls, the system automatically sends the ID number and the gender at the beginning of the call and the end of each call. The branded Florida Relay TTY greeting is as follows: FRS OPR 1234 (F) OR (M) NUMBER CALLING PLS Q GA.

On voice-generated calls, the CA verbally states his/her CA ID number. Such identification allows the Florida Relay user to be able to identify the CA's gender. The branded Florida Relay voice greeting is FRS OPERATOR 1234. MAY I HAVE THE NUMBER YOU ARE CALLING PLEASE?

T-Mobile makes it easy for a Florida Relay user to request a CA's gender; preferences can be made through registration using the Customer Profile Database, or at any time by asking the CA. T-Mobile has the largest CA workforce in the country. With T-Mobile, it is more likely for CAs of both genders to be available to Florida Relay users.

- 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.

T-Mobile will continue to comply. CAs do not omit or censor any aspect of the relay call. TTY callers are informed of background noises and voice tone by descriptive words during the call through typing in parentheses. Call status scenario information typed by the CA is enclosed in parenthesis to clarify the CA is typing, not the voice caller. For example, the CA will notify a TTY user when a new person comes on the line by typing the gender in parenthesis. CAs are trained to use their voices to convey an appropriate conversational tone to the type of call made by a Florida Relay TTY user. CAs are trained in phone image, voice inflection, voice tone, audibility,

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and voice quality by participating in exercises and role-plays that require the use of these components. Focus is also given to ASL translation and conversational flow to assure relay calls are as natural as possible. CAs are trained to convey to the TTY user the non-TTY user's tone of voice without making subjective judgments. If it is clear the tone of voice is more emotional than the descriptive words can provide, the CA will further clarify. For example, SOUNDS ANGRY or VOICE GETTING LOUDER. These descriptions will be typed in parentheses and preceded by the word "sounds." CAs receive training in voice conveyance as a part of skills enhancement.

Status	Action
Dialing Confirmation	When the CA dials the call, an automated message is sent to the text user that confirms the number to be dialed and the type of call: DIALING 123-456-7890
Ringing	If the line rings, the CA presses a hot key which notifies the relay user. This timed macro continues to send additional rings until the next status update is entered. If the call is not answered after 10 rings, the Florida Relay user is prompted for additional instructions: RINGING 1. 2. 3. 4. 5. 6. 7. 8. 9. 10. STILL RINGING GA
Busy	If a busy signal is reached, the CA will press a hot key that notifies the Florida Relay text user, such as: (LINE IS BUSY) GA
Holding	If the Florida Relay text relay user is placed on hold, T-Mobile has a timed macro to keep the user informed. The CA initiates the macro, and the system continues to send dots to maintain contact with the TRS user: (HOLDING .,.,.,STILL HOLDING)
Caller Disconnects	When the other party disconnects, T-Mobile will inform the caller: (PERSON HUNG UP) FRS OPR 1234M GA OR SK If someone hangs up while the TTY user is typing, T-Mobile also provides additional information to keep the user informed: PERSON HUNG UP <HOW LONG AGO> SECONDS AGO AND THE LAST FIVE WORDS RELAYED WERE <LAST RELAYED> FRS 1234M GA OR SK

- 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.

T-Mobile will continue to comply. Florida Relay users can personalize how CAs greet their called party and how to handle other aspects of the call. T-Mobile encourages Florida Relay users to remain fully in control of his or her call. From the moment a call is answered until the last party disconnects, each CA does everything in his/her power to make the caller delighted with our service. T-Mobile allows Florida Relay callers to decide if they would like the relay service announced and/or explained to the called party. These options are available on a per-call basis or can be added to the Customer Profile.

When a Florida Relay user asks the CA not to announce relay, the CA fully honors that request. CAs will not announce the call as originating from Florida Relay, will not provide a CA identification number, and will not use standard relay scripts such as "Go Ahead." In other words, the CA processes the call without giving any indication to the called party that the call is a relay call.

Florida Relay users can also elect to have the CA not explain relay. When a Florida Relay user requests this option, the CA fully honors the request. Instead of asking the outbound voice user if he or she has used relay (e.g., "Are you familiar with relay?" or "Have you received a relay call before?"), the CA will simply announce the call and begin relaying immediately, for example:

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"GOOD MORNING THIS IS THE FLORIDA RELAY SERVICE. THIS IS OPERATOR 1234. ONE MOMENT FOR YOUR CALL TO BEGIN."

Alternately, Florida Relay users can provide modified scripts for the CA to announce or explain relay services. This can be provided on a per call basis or in Customer Notes. When not provided or unclear, the CA will confirm the relay user's preferences: (HOW WOULD U LIKE UR CALL ANNOUNCED Q) GA. The CA will follow any script provided by the relay user, such as: THIS IS MARY RETURNING A CALL. I NEED TO SPEAK TO THE NURSE. Florida Relay users can also elect to announce and explain relay services themselves. T-Mobile honors these requests and leaves full control with the Florida Relay user.

The Florida Relay user can also inform the CA of other areas of the call that he/she would like to handle directly, rather than the CA. For example, Florida Relay VCO users may wish to voice their own answering machine message rather than having the CA do it. T-Mobile honors these requests.

- 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.

T-Mobile will continue to comply. T-Mobile CAs convey the full content, context, and intent of the relay communication they translate. CAs will type to the Florida Relay TTY user or verbalize to the non-TTY user exactly what is said, verbatim, when the call is first always answered and during the conversation, unless either user specifically requests summarization or interpretation on an ASL call.

Florida Relay users will continue to be assured that T-Mobile CAs will not interfere with the independence of the user and users maintain control of the conversation. If summarization is requested by either user, the request is relayed to ensure neither user objects to the summarization request.

- 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.

T-Mobile will continue to comply. When T-Mobile explains relay, the CA informs the other party by typing or voicing the fact he/she is "explaining relay" rather than relaying the full explanation. When placing a call, T-Mobile announces the relay service to all called parties, unless requested by the calling party to do otherwise. For example, the call may be announced to voice users: "HELLO. A DEAF OR HARD OF HEARING PERSON (OR NAME IF GIVEN) IS CALLING YOU THROUGH THE FLORIDA RELAY SERVICE. THIS IS OPERATOR XXXX. HAVE YOU RECEIVED A RELAY CALL BEFORE?" If the caller says yes, the call begins and is processed as normal. If the caller says no, the CA provides a standard explanation based on the call type. Florida Relay users may modify this for each call or in the Customer Profile.

Florida Relay Service Explanations	
TTY	"THE PERSON WHO HAS CALLED YOU IS EITHER DEAF OR HARD OF HEARING. THE CALLER WILL BE TYPING THE CONVERSATION, WHICH WILL BE READ TO YOU. WHEN YOU HEAR THE PHRASE, 'GO AHEAD,' PLEASE RESPOND DIRECTLY TO THE CALLER. THE OPERATOR WILL TYPE EVERYTHING THAT IS HEARD BACK TO THE CALLER."

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Florida Relay Service Explanations	
VCO	"THE PERSON WHO IS CALLING WILL BE SPEAKING DIRECTLY TO YOU. WHEN THE CALLER SAYS THE PHRASE 'GO AHEAD' THAT INDICATES THE CALLER ARE DONE SPEAKING AND ARE READY FOR YOU TO RESPOND. WHEN YOU TALK, THE AGENT WILL BE TYPING EVERYTHING HEARD BACK TO THE CALLER."
HCO	"THE PERSON IS USING THE RELAY SERVICE TO COMMUNICATE WITH YOU. THE CALLER WILL TYPE THE CONVERSATION AND I WILL READ IT TO YOU. WHEN YOU HEAR THE WORDS "GO AHEAD" IT IS YOUR TURN TO SPEAK AND THE CALLER WILL BE ABLE TO HEAR YOU. PLEASE SPEAK DIRECTLY TO THE CALLER AND SAY, 'GO AHEAD' WHEN YOU ARE READY FOR A RESPONSE."
STS	"THE PERSON WHO IS CALLING YOU CAN HEAR AND HAS A SPEECH DISABILITY. THE CALLER WILL SPEAK DIRECTLY TO YOU AND I WILL REPEAT WHAT THEY SAY. WHEN YOU HEAR 'GO AHEAD' PLEASE RESPOND DIRECTLY TO YOUR CALLER. PLEASE SAY 'GO AHEAD' EACH TIME YOU ARE THROUGH SPEAKING."

Individual User Customization

T-Mobile provides Florida Relay users with the ability to customize the explanation including the following on a per call basis or in notes section of the Customer Profile:

- ◆ For the CA not to announce Florida Relay, which allows the user to elect to announce the call themselves
 - ◆ For the CA not to explain how the relay service works, which allows the caller to explain in their own words
 - ◆ For the CA to read a customer-specific greeting ("This is FLORIDA RELAY OPERATOR 1234 WITH A CALL FROM JOE SMITH.")
- 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.

T-Mobile will continue to comply. T-Mobile provides a natural and complete calling experience for Florida Relay users. This includes the CA speaking in a conversational tone and relaying all items that may impact the call such as identifiable emotions, background noises, and new speakers. All of this is done automatically unless the Florida Relay user specifically asks for them to be turned off for the call or in the Customer Profile.

T-Mobile CAs are taught to assess a Florida Relay TTY user's mood, emotion, and intent using specific cues. CAs relay the conversational manner using these cues to aid in conveying the spirit and meaning of the message. T-Mobile relays calls so the full context of the Florida Relay TTY user's message is clear. When appropriate, CAs will speak in a voice that conveys emotions such as excitement, happiness, anger, sadness, or surprise. CAs provide the best calling experience and will even sing Happy Birthday, if requested. CAs receive both initial and ongoing training on this critical skill.

T-Mobile CAs let the Florida Relay TTY user know any identifiable emotions observed. T-Mobile's process for keeping Florida Relay users informed of the tone and emotion was extremely well received. CAs can easily select from these almost 100 pre-approved phrases. T-Mobile makes it

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easy and fast for CAs to select and automatically send to TTY users (with no manual typing). Tone of voice descriptions are also available in Spanish.

Sample Tone of Voice Descriptions		
(SOUNDS ANGRY)	(SOUNDS CONFUSED)	(SOUNDS MAD)
(SOUNDS BORED)	(SOUNDS EXCITED)	(SOUNDS NERVOUS)
(SOUNDS BUSY)	(SOUNDS FRUSTRATED)	(SOUNDS SICK)
(SOUNDS CARING)	(SOUNDS HAPPY)	(SOUNDS SLEEPY)

If it is clear the tone of voice is more emotional than the descriptive words can provide, the CA will further clarify. For example, "(SOUNDS ANGRY)" may be conveyed as "(VOICE GETTING LOUDER)."

Expressive Typing

T-Mobile's CAs are also taught how to convey the voice user's emotion using different typing styles and punctuation. Expressive typing can create a more complete picture of the conversation. For example, if a voice user has a sarcastic tone of voice, the CA attempts to describe the sarcastic tone using expressive typing.

Expressive Typing Examples	
Normal tone of voice	WHAT Q THAT IS JUST BRILLIANT MAYBE WE ALL SHOULD HAVE DONE THAT GA
Rude or sarcastic tone of voice	WHAAAT QQ (SIGH) THAT IS JUST BRILLIANT MAYBE WE ALL SHOULD HAVE DONE THAT (SOUNDS SARCASTIC) GA

The CA exaggerates the words that are said with a rude or sarcastic tone of voice. Spaces can also be used to emphasize the words that the voice person stresses. Together, it is much clearer to see the intended message of the voice caller with the expressive typing.

Background Noises

T-Mobile also provides background noise descriptions, so Florida Relay TTY users receive a truly functionally equivalent service. As the CA hears and identifies sounds, the CA relays those to the Florida Relay TTY user. CAs can quickly notify Florida Relay TTY users of background noises by selecting one of 262 pre-approved background noises. These background noises are automatically transmitted to the user after selection. These phrases are available in Spanish.

Sample Background Noises		
(BABY CRYING)	(DOOR SLAMMING)	(SNEEZE)
(COUGHING)	(EATING SOUNDS)	(TYPING)
(CRYING)	(KNOCKING ON DOOR)	(WATER RUNNING)
(DOG BARKING)	(LOUD TV)	(YAWN)

At the beginning of each call, the CA will type the gender of the speaking person to the Florida Relay TTY user. The CA informs the Florida Relay TTY user of the gender of the person speaking in parenthesis (M) or (F).

T-Mobile CAs automatically speak in a conversational tone and relay all items that may impact the call such as identifiable emotions, background noises, and new speakers. Florida Relay users who prefer not to receive these notices can tell the CA or register a Customer Profile. T-Mobile will honor these customer preferences.

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

T-Mobile will continue to comply. T-Mobile CAs will indicate to the Florida Relay user if another person comes on the line, if known. T-Mobile will notify Florida Relay TTY users by pressing a hot key that indicates to the TTY relay user the gender of the person (M or F). Voice users are also notified if the CA is aware a new TTY user is on the line. T-Mobile informs Florida Relay TTY users of the gender of recordings. In addition, T-Mobile confirms each new voice user that comes on the line is familiar with relay (unless the relay user has requested otherwise).

- 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.

T-Mobile will continue to comply. T-Mobile CAs relay all comments during a conversation to either party. To reduce confusion, comments by the CA are typed in parenthesis, such as: (ASKING FOR CHERYL) or (EXPLAINING RELAY). Comments directed between the CA and Florida Relay user at the beginning of the call required to set up the call may not be relayed to the other user.

- 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.

T-Mobile will continue to comply. When necessary, T-Mobile CAs verify the spelling of proper nouns, unfamiliar technical, or specialized terms, numbers, and addresses that are spoken. T-Mobile knows it can be frustrating for callers to repeat spellings multiple times. To minimize this, CAs use a scratchpad feature to temporarily save unfamiliar terms. CAs can copy and paste information from the scratchpad into the conversation later, if appropriate. This process ensures that customers do not have to continually repeat the spelling of difficult or unfamiliar terms. This time-saving feature has been greatly appreciated by relay users. The CA scratchpad is immediately deleted after each inbound call to preserve confidentiality.

- 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.

T-Mobile will continue to comply. T-Mobile exceeds all FCC minimum requirements regarding transitioning of CAs. We ensure each CA remains on the call for at least 10 minutes (or 20 minutes for STS calls). Calls are not taken over unless it is necessary. As a matter of practice CAs do not request an in-call replacement to accommodate a lunch or a break. The situations in which a CA would transition during a call prior to the FCC minimum standard include:

- ◆ The Florida Relay user requests a CA of the opposite gender or different CA
- ◆ End user verbal abuse or obscenity towards the CA
- ◆ Call requires a specialist (STS, Spanish)
- ◆ CA illness
- ◆ At the request of the Florida Relay user for any reason
- ◆ CA becomes aware of a conflict of interest (friends or family)

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There are situations which may require a CA to transition the call to a different CA, which is only approved after the CA has remained on the call longer than the FCC minimum standard of 10 or 20 minutes (for STS calls). These include:

- ◆ Shift change
- ◆ CA fatigue normally because of a call in-progress more than 30 minutes with difficult call content or speed or 60 minutes or more

If transition of CAs is unavoidable, it occurs with minimal disruption to either Florida Relay participant including the following:

- ◆ T-Mobile attempts to honor any requests for a specific gender during call transitions.
 - ◆ The second CA observes the call long enough to learn the spirit of the call. The second CA also reviews relay user call handling preferences provided during the call or as part of the Customer Profile. The second CA will inform all parties.
- 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.

T-Mobile will continue to comply. CAs do not counsel, advise or interject personal opinions. CAs do not counsel, advise, or interject personal opinions or additional information during a call, even if the relay communication breaks down, involves obscenities or illegal activity. CAs do not make any value judgments on the content of any relay communication and will not hold personal conversations with anyone calling Florida Relay. CAs are trained to convey the full content, context, and intent of the conversation. CAs are prohibited from intentionally altering a relayed conversation and must relay all conversation verbatim, unless specifically requested to do otherwise.

CAs are trained to relay all calls without judgment, even when the conversation between the inbound and outbound party refers directly to the CA and can be construed as obscenity. When this happens, the CA remains calm and professional, and relays the call. CAs do not censor conversation between two users or interject personal opinions. CAs remain calm and use detachment techniques to maintain a professional phone image. At any time, if either calling party requests a different CA or register a complaint about the services received, we will honor the request and attempt to resolve the Florida Relay user's concern.

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

T-Mobile will continue to comply. T-Mobile does not require relay users to give their names or the names of the parties they are calling, unless required for billing purposes. Usernames are never recorded in any form without the permission and knowledge of the relay users.

When a caller chooses to provide such information, it will not be reported or kept on file, except with the permission of the caller for purposes of complaints, commendations or for toll-billing. When the inbound caller provides the CA with their name and/or the name of a specific person, department, or extension, the CA will specify the names when announcing relay. The CA will notify the TTY caller by transmitting the following, "(ASKING FOR (NAME))."

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

T-Mobile will continue to comply. T-Mobile relays all conversations in real time. All conversations between voice and TTY callers are transmitted in compliance with FCC regulations and T-Mobile's policies.

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

T-Mobile will continue to comply. T-Mobile's CAs make immediate, unlimited, subsequent outgoing calls as requested by the caller, without exception. When the Florida Relay user provides the number to dial, T-Mobile CAs are expected to dial the requested number within five seconds. If the caller provides special instructions in the Customer Profile or as a one-time request, it may take CAs a little longer (up to 10 seconds) to review and dial the requested number. With T-Mobile, Florida Relay users remain in full control of their calls and may make as many outgoing calls as they desire. T-Mobile supplies adequate staff to accommodate relay users' calling needs.

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.

T-Mobile will continue to comply. Each CA is assigned a unique number that is provided at the beginning and the end of each call. For TTY calls, the system automatically sends the ID number and the gender at the beginning of the call and the end of each call. The branded Florida Relay TTY greeting is as follows: FRS OPR 1234 (F) OR (M) NBR CALLING PLS Q GA.

On voice-generated calls, the CA verbally states his/her CA ID number. Such identification allows the Florida Relay user to be able to identify the CA's gender. The branded Florida Relay voice greeting is: FLORIDA RELAY OPERATOR 1234. MAY I HAVE THE NUMBER YOU ARE CALLING PLEASE?

T-Mobile makes it easy for a Florida Relay user to request a CA's gender; preferences can be made through registration using the Customer Profile Database, or at any time by asking the CA. T-Mobile has the largest CA workforce in the country. With T-Mobile, it is more likely for CAs of both genders to be available to Florida Relay users.

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.

T-Mobile will continue to comply. T-Mobile provides Florida Relay users with a customizable Customer Profile. Florida Relay users can customize their call according to their preferences. Many Florida Relay users have registered permanent call-handling preferences in their Customer Profile, including:

- ◆ For the CA not to announce Florida Relay, which allows the user to elect to announce the call him/herself or begin the conversation immediately.
- ◆ For the CA not to explain how relay service works, which allows the caller to explain in his/her own words.

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- ◆ For the CA to read a customer specific greeting ("THIS IS FLORIDA RELAY OPERATOR 1234 WITH A CALL FROM JOE SMITH.").

Callers can request customization for single calls directly with the CA. T-Mobile's service has been designed to leave full control of each call with the callers, rather than the CA. The CA will follow any instructions given by the Florida Relay user regarding definitions of the portions of the call to handle.

T-Mobile's Customer Profile makes it easy for customers to access their preferences from any location. Florida Relay callers can provide their username and password to quickly have access to frequently dialed numbers and call handling preferences.

Entering or Modifying Information

T-Mobile believes the relay user owns his/her own Customer Profile data and makes it easy for the customer to view, update, or verify their Customer Profile Data. Florida Relay TRS users will be able to view, update, or verify their profile using the following:

- ◆ 24x7 hour toll-free customer service
- ◆ Secure website to enter changes directly
- ◆ On the line with a CA

Personal Information

The personal information section of the Customer Profile includes general relay user contact information and account settings, including the following:

Field	Explanation
◆ ANI	◆ Customer's telephone number
◆ Name	◆ First name, middle initial, and last name
◆ Email	◆ Email address used for account verification and communication
◆ Opt-In (email marketing)	◆ Allows Florida Relay user to receive T-Mobile updates via email
◆ Head of Household	◆ Indication the Florida Relay user is the owner of the phone and can set line restrictions that apply to all users

Speed Dial Numbers

Field	Explanation
◆ Frequently Dialed Numbers	◆ Up to 100 speed dial name and numbers can be registered by the user. This makes it possible for Florida Relay users to say, "Call Mom."
◆ Emergency Numbers	◆ Up to 30 emergency speed dial contacts can be registered by the relay user (primary care givers, doctors, home health nurses, or hospitals)



Preferences

The preference section allows a Florida Relay user to provide specific information on how his/her call is handled.

Field	Explanation
◆ CA Gender	◆ Preference for male or female CA
◆ Answer Type	◆ Preferred answer/communication mode for relay (TTY, VCO, HCO, STS, Voice)
◆ Language	◆ English or Spanish
◆ Announce Relay	◆ Ability to request the service not be announced by the CA (if an alternate announcement is desired, this information is put in the notes.)

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Field	Explanation
◆ Explain Relay	◆ Ability to request that the CA not explain relay. Alternately, Florida Relay users can provide modified scripts for explanations in Customer Notes.
◆ Background Noise	◆ Ability to turn off background noise descriptions (dogs barking)
◆ Tone of Voice	◆ Ability to turn off tone of voice descriptions ("sounds angry")
◆ Type Recordings	◆ Ability to request recordings be typed out verbatim
◆ Long Hold Times	◆ Ability to remain on hold for long periods of time (while connect to another caller) without the CA asking if the Florida Relay user would like to continue to hold
◆ Slow Down	◆ Ability to request slower than normal typing. Florida Relay users can specify speed (in 5 wpm increments) with the minimum speed being 15 wpm.
◆ Abbreviation	◆ Florida Relay TRS users can select to receive common TTY abbreviations or to request the use of full words
◆ Typing Corrections	◆ Ability to receive faster typing from CA without manual typing corrections

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Item 21 – Additional Languages Served (RFP ref. B-11)

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, Haitian Creole, etc.). Additional languages should be identified.

T-Mobile has read, understands, and will continue to comply with RFP B-11 requirements.

T-Mobile's bid for Florida Relay includes TRS services in English, Spanish, and written American Sign Language (ASL Gloss). T-Mobile will provide additional language support for ASL Gloss-English, ASL Gloss-Spanish, English-Spanish, and Spanish-English translation services. Like learning a foreign language, using a TTY for the first time can be confusing for those who are unfamiliar with standard jargon. T-Mobile offers a language support option for Florida Relay TTY users that eliminates the confusion. "no TTY abbreviations" enhancement removes unfamiliar TTY abbreviations to make the relay service easier-to-understand for new users. T-Mobile provides Spanish TRS Customer Service - at no additional cost or per minute charge to the FPSC. Greetings, macros, and phrases in each language support the same high-quality services for our English-speaking users.

ASL Gloss

ASL Interpretation

At the heart of everything we do at T-Mobile is strengthening connections, in more ways than one. T-Mobile Relay is committed to providing quality services to all customers including those who type in ASL. T-Mobile trains all its TRS CAs and supervisors to serve as ASL translators/interpreters to process relay calls. T-Mobile's approach of training all CAs to perform ASL-to-conversational English translation ensures that ASL translation/interpretation is always available to callers 24x7.

To accomplish this, T-Mobile utilizes two ASL Workbooks developed especially for relay CAs to increase their literacy of TTY-ASL in order that our CAs are better equipped to translate TTY-ASL into spoken conversational English. Each workbook was designed for relay CA keeping in mind that they may or may not possess ASL skills. The workbook exercises help CAs better understand ASL linguistics and to improve translation to understandable English.

ASL Workbook 2 is the second part of our master plan; on-going training will bring our CAs toward the mastery of TTY-ASL translation on relay calls. By fully participating, our CAs have an increased confidence in performing the TTY-ASL translation. Upon completion of both workbooks CAs will receive a certificate of completion.

For new relay users who may not be familiar with traditional TTY abbreviations, T-Mobile offers a language support option that automatically expands TTY abbreviations. T-Mobile ensures that all CAs are trained to understand written ASL with 24x7 availability for ASL to Conversational English translation. T-Mobile also ensures a lead CA or supervisor is available to assist.

Performance

The Performance Survey addresses, among many aspects of quality relay performance, appropriate grammar, spelling, voice clarity and articulation, typing speed and accuracy, TTY-ASL interpretation, etiquette, language, and cultural understanding. Translation of ASL Gloss is one of the categories that CAs are evaluated on twice each month as a part of the CA Performance

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Survey. Monthly, each CA is observed remotely processing live calls. This skill is continually monitored for quality assurance and any areas of deficiency are immediately addressed.

Spanish

T-Mobile (formerly Sprint) began providing Spanish-language relay services in 1991, long before it was mandated by the FCC or offered by other TRS providers. T-Mobile will continue to provide Spanish-Spanish, Spanish-English, and English-Spanish TRS services for Florida Relay. Please note, the FCC reimburses providers for only Spanish-language interstate minutes. All minutes, including both interstate and intrastate, involving Spanish-English or English-Spanish translation will be billed to the FPSC. Spanish-language CapTel is offered 8:00 a.m.-12:00 a.m. ET and translation is not available for CapTel calls. This is true for all CapTel providers and is not a T-Mobile limitation. Spanish language relay service is handled by proficient bilingual CAs 24x7. Spanish language relay service is handled by proficient bilingual CAs 24x7. CAs who are hired to provide Spanish services are required to pass an evaluation of their ability to read, write, speak, and understand Spanish. Berlitz, an independent vendor that specializes in the assessment of language skills, conducts this evaluation. CA workstations are modified to provide macros and other functions to the caller in Spanish. Bilingual CAs are trained to meet the specific needs of Spanish-speaking relay users and can adapt to various dialects and regional variations. T-Mobile handles dialects from all parts of Latin America and the Caribbean.

Spanish language variations are like those found in American English as spoken across different parts of the world. The default is to use standard Latin American Spanish where it does not create confusion, and use regional variations when clarity is needed. CAs can switch to regional words where necessary.

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Call Release

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Item 25 - Call Release Functionality (RFP ref. B-15)

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

T-Mobile has read, understands, and will continue to comply with RFP B-15 requirements.

Offering Call Release Functionality allows the CA to sign-off or release from the telephone line after the CA has set up a telephone call between the originating Florida Relay TTY caller and a called TTY party. T-Mobile also immediately release a call when a Florida Relay TTY user is inactive for more than 30 seconds. Our solution also complies with all FPSC and federal requirements. Florida Relay users are already familiar with T-Mobile's Call Release functionality.

Call Release Functionality for TTY Users

T-Mobile will continue to support Call Release Functionality for Florida Relay TTY users when requested as part of the call set-up or as needed. T-Mobile's Call Release for Florida Relay TTY users (also known as TTY-TTY Call Set-Up) is often requested as a part of call set-up when the Florida Relay TTY user knows that the called party can only be reached through a switchboard or an automated voice response unit. When this happens, the CA relays the call as normal until both TTY users are on the line. At that point, the CA releases the call, and the conversation is removed from the CA's screen, ensuring confidentiality. Florida Relay TTY callers are then able to conduct their conversation directly. When the call is signed off or 'released' by the CA, the call ceases to be a relay call and is no longer subject to the per-minute reimbursement. T-Mobile also supports Call Release functionality "on the fly" when the calling party has not specifically requested TTY-to-TTY Call Set Up. When this happens the inbound Florida Relay TTY user has complete control over the call and requests Call Release or can request a voice user and have the CA relay the call.

Standard Call Release Process

When a TTY user informs the CA that he/she would like to place a call to another Florida Relay TTY user, T-Mobile uses standard processes to honor the request quickly and easily.

Call Release for TTY Users	
The Florida Relay TTY user asks the CA to dial a telephone number they know will be answered by a TTY PLEASE DIAL 123-456-7890 FOR TTY-TO-TTY CALL SET UP GA	
The CA confirms his/her understanding of the request and places the call, keeping the Florida Relay user informed of the status (AGENT WILL CONNECT YOU) (ONE MOMENT PLS) DIALING LOCAL 123-456-7890	
TTY Answers	Voice Answers
CA immediately connects the callers and informs the Florida Relay user, "CA NO LONGER ONLINE GA"	If the call is answered using voice, the CA will announce the call and request the Florida Relay TTY user, "HELLO THIS IS FLORIDA RELAY SERVICE WITH A CALL FOR A TTY USER (NAME IF GIVEN). IS (NAME) AVAILABLE?"
	The CA keeps the Florida Relay TTY user informed, (M) ABC STORE THIS IS JOE (ASKING FOR TTY USER)
	Once the Florida Relay TTY user is online, the CA bridges the callers and notifies the parties CA NO LONGER ONLINE GA
After the call is 'released' by the CA, the call is no longer subject to the per-minute reimbursement.	

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"On the Fly" Call Release for TTY Users

T-Mobile does not assume all Florida Relay TTY users wish to be directly connected to another TTY user. There are situations where a Florida Relay TTY user places a call and the call is unexpectedly connected to another Florida Relay TTY user. In these instances, T-Mobile informs the inbound caller and allows them to decide how to proceed. For example, a Florida Relay TTY user may place a call to a business that has both voice and TTY access. If a switchboard operator answers the call and immediately transfers the CA to the TTY line, the CA will inform the inbound Florida Relay TTY user and let the user decide if he/she would like to connect directly or use Florida Relay to communicate.

"On the Fly" Call Release for TTY Users	
When the CA hears TTY tones, the CA informs the calling party and asks how to proceed TTY TONES WOULD U LIKE TO CONNECT TTY TO TTY Q) GA	
If "Yes"	If "No"
The CA immediately redials and connects the callers and informs the user, "CA NO LONGER ONLINE GA"	The CA redials to ask for the voice user REDIALING TO ASK FOR VOICE PERSON PLS HD
	The CA redials and announces the call to the outbound Florida Relay TTY user, FRS CA 1234F WITH A CALL (FOR A VOICE PERSON ARE THEY AVAILABLE) GA
	If "Yes"
	If "No"
If the voice user is available, the call is processed as normal.	The CA places the outbound Florida Relay TTY user on hold by typing ONE MOMENT PLS
	The CA notifies the inbound TTY user PHONE ANSWERED BY TTY VOICE PERSON NOT AVAILABLE
	The inbound TTY user can choose to be connected to the outbound caller or can leave a brief message

T-Mobile has processes and technology that allows the Florida Relay TTY user flexibility in determining how he or she wishes to communicate. There are situations where TTY-TTY Call Set-Up is not desired by the inbound TTY user. Call Release is an option for Florida Relay TTY users; but each Florida Relay TTY user has complete control over how his/her call is processed.

User Inactivity

T-Mobile ensures that when a Florida Relay TTY user is inactive (and does not on an outbound call) for more than 30 seconds, the CA immediately releases the call. At the end of each call, the CA sends a macro to inform the caller, (PERSON HUNG UP) FRS OPR 1234F GA OR SK. The CA confirms transmission and waits for the TTY user to respond. If no response, the CA types "SKSK" and waits 30 seconds. If the caller is unresponsive, the CA types "SKSK" again and immediately disconnects.

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Speed Dial

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Item 26 - Speed Dialing (RFP ref. B-16)

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.

T-Mobile has read, understands, and will continue to comply with RFP B-16 requirements.

T-Mobile will continue to offer Florida Relay users Stored Number functionality designed to make the Florida Relay user experience more functionally equivalent to a traditional phone user. Stored Number features are included with T-Mobile's standard service and offered at no cost. T-Mobile enables Florida Relay users to store up to 100 speed dial entries. T-Mobile's speed dialing functionality (frequently dialed numbers) allows Florida Relay users to provide the CA with the "short-hand" name or code associated with that number. A Florida Relay caller can request "Please call Mom," and the CA will dial the associated 10-digit without delay or clarification. This efficient system provides faster service for the Florida Relay user and fewer billable minutes to the FPSC. Florida Relay CapTel users can store up to three speed dial numbers on a CapTel phone. To place a call using a speed dial number, the Florida Relay CapTel user ensures captioning is turned on and presses the number of the Speed Dial entry.

Additional numbers can be stored as contacts.

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3-Way Calling

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Item 27 - Three-Way Calling Functionality (RFP ref. B-17)

A feature that allows more than two parties to be on the telephone line at the same time with the CA.

T-Mobile has read, understands, and will continue to comply with RFP B-17 requirements.

T-Mobile continues to comply with the FCC requirement 47 C.F.R. §64.604(a)(3)(vi)(C) that supports local exchange carrier (LEC)-based three-way calling. Florida Relay users who have purchased three-way calling or conference calling capability from their LEC can use this feature when placing a call through Florida Relay. This feature allows the Florida Relay user to place the call through Florida Relay and then conference in a third-party. An example of three-way calling takes place when a Florida Relay TTY user places a call to a voice user and then conferences in another TTY user on the line. It then becomes a conversation between two TTY users and one voice user. This process also applies if two voice users and one TTY user are on the line.

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VoiceMail

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Item 28 – Voicemail and Interactive Menus (RFP ref. B-18)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-18 requirements.

T-Mobile will continue to comply. T-Mobile CAs will continue to alert Florida Relay users of the presence of a recorded message and interactive menu. T-Mobile will electronically capture recorded messages and retain them for the length of the call. CAs will inform Florida Relay users when reaching an answering machine, voicemail, or interactive menu. The CA will hit a "hot key" which reads: (ANS MACH) or (RECORDING). Hearing users will be informed orally of call status messages. T-Mobile will not impose charges for additional calls made by the Florida Relay user to complete calls involving recorded or interactive messages.

The CA will confirm with the caller that his/her message has been left. Once the CA has left the message on the answering machine or voicemail, the CA will confirm orally or send a pre-programmed response to the Florida Relay caller stating, "(UR MSG LEFT) OPR XXXX M/F GA".

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 shall explain how any access code used to retrieve messages will be confidentially handled.

T-Mobile will continue to comply. T-Mobile CAs will continue to retrieve messages from any voice processing system accessed via telephone. The CA will retrieve messages from answering machines by placing an outbound call to a remote location or to the same location. When a Florida Relay user requests the CA to retrieve messages from a voicemail system, the CA will follow the Florida Relay user's instructions for outdial, pin entry, access codes, and/or system commands to retrieve new messages, play messages, save, and/or delete messages. To ensure confidentiality of access code information, the CA can utilize a scratchpad. This allows the CA to retain necessary information to complete the call. At the end of the call, all information pertaining to the call is automatically erased from the CA position.

The bidder shall 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?

T-Mobile will continue to comply. T-Mobile will continue to allow Florida Relay users to retrieve messages from an answering machine at the same location as the relay user using a single telephone line. T-Mobile uses the following standard procedures to process Answering Machine Retrieval (AMR) calls. When a Florida Relay user asks for AMR, the CA will instruct the Florida Relay user to place the phone near the answering machine to play the messages (PLS PLACE UR HANDSET NEXT TO ANS MACH AND TURN ON) GA. The CA will use the recording feature to record all messages. Once the messages have been recorded, the CA will wait for the Florida

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Relay user to place the handset back on the TTY. The CA will replay messages using the recording feature at a speed that allows the CA to relay all messages verbatim to the Florida Relay user. When all messages have been typed, the CA will inform the Florida Relay user and await further instructions (END OF MESSAGES) GA. As with all other recordings captured as a part of call processing, AMR recorded messages are automatically deleted from the CA's terminal once the relay call is completed.

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VCO & HCO

EXHIBIT 2



Item 29 – Voice and Hearing Carry-Over (RFP ref. B-19)

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

T-Mobile has read, understands, and will continue to comply with all RFP B-19 requirements.

T-Mobile will continue to comply. T-Mobile honors all requests for Voice Carry Over (VCO) and makes it easy for Florida Relay users to access the service by registering a Customer Profile, requesting to use this service call-by-call or by dialing the dedicated toll-free number.

Hearing Carry Over (HCO) allows a person to listen directly to the person he/she is calling and respond by text through the CA (and vice-versa). This advancement eliminates the Florida Relay HCO user's need for reading macros or other functions and allows him/her to hear the call set-up, ringing, and the called party answering the telephone.

VCO allows a user to speak directly to the person they are calling and receive responses by text through the CA. The steps for a standard VCO-to-Voice call are:

- ◆ Florida Relay VCO user talks to voice caller directly
- ◆ Voice caller talks to CA
- ◆ CA types voice caller's message
- ◆ Florida Relay VCO user reads the message on the TTY screen

In addition to basic VCO service, T-Mobile provides the following VCO features:

- ◆ Connect Options: T-Mobile provides access through direct connect mode or acoustic mode. With a VCO phone, Florida Relay VCO users can set up calls using their voice as opposed to having to set up calls via TTY transmission.
- ◆ VCO Attribute-Based Routing: T-Mobile provides VCO Attribute-Based Routing via the designated toll-free number. CAs who demonstrate a high degree of proficiency in handling VCO calls receive specialized VCO training and can receive VCO calls. VCO dedicated toll-free access numbers also assist VCO users calling from PBX lines or dual household members.
- ◆ VCO with Privacy: This popular feature provides the VCO caller with added privacy on the call. The CA does not hear the Florida Relay VCO user's voiced messages, and no "GA" is needed from the Florida Relay VCO user. The voice user is heard by the CA and gives the "GA" each time to alert the CA he/she is finished speaking.
- ◆ VCO Branding: Florida Relay VCO users may choose to have their telephone numbers permanently branded as VCO calls. When a telephone number is branded VCO, each call

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into 711 or T-Mobile Accessibility Customer Care receives a unique greeting that allows the user to voice his/her call set-up instructions directly to the CA.

VCO User Experience

- ◆ The Florida Relay VCO user dials the dedicated VCO access number, registers a VCO preference in the Customer Profile, or requests VCO during direct communication with the CA.
- ◆ The CA requests the number the user would like to dial. This number can be typed or spoken. In addition, the Florida Relay VCO user may elect to provide additional call handling preferences, which the CA will follow.
- ◆ After the CA connects to the called party, CAs are trained to use a brief announcement to explain VCO to the end-user.

T-Mobile recognizes that Florida Relay VCO users may prefer to announce and explain their calls themselves. The CA honors the Florida Relay VCO caller's preference regarding announcing or explaining each call. The CA always processes calls according to the Florida Relay VCO user's preferences, FCC guidelines, and Florida Relay requirements.

T-Mobile makes it possible for Florida Relay VCO users to customize their calling experience, including:

- ◆ Feature Customizable Options Announcing the Call: Florida Relay VCO users can determine if and how their calls are announced.
- ◆ Explaining the Service: Florida Relay VCO users can also determine if and how service is explained to callers. Florida Relay VCO users can select to use a standard explanation or a personalized script.
- ◆ Requesting Privacy: Florida Relay VCO users can make their calls private, allowing only the CA to listen to the other party while the VCO's voice is muted.
- ◆ Flexibility to Switch to TTY: Florida Relay VCO users can switch between voicing with VCO and typing on the TTY any time during their call including during call set-up, conversation, or during call wrap-up.

T-Mobile provides 2-Line VCO (2LVCO) as a standard service. 2LVCO allows a Deaf or Hard of Hearing person with two telephone lines to use one line for speaking directly to a hearing person while the second line is used to receive the hearing person's typed responses. This feature provides a more natural flow of conversation without the pauses of single-line calls. The basic steps for users with multiple phones who wish to use 2LVCO are:

- ◆ Dial the VCO phone number.
- ◆ The relay center answers with the CA's number, the CA's gender, and VOICE (OR TYPE) NOW GA.
- ◆ The Florida Relay VCO user types the area code and telephone number associated with the second line and then types TWO LINE VCO GA. This information can also be stored in a Florida Relay 2LVCO user's profile.
- ◆ When the second line rings, the Florida Relay 2LVCO user answers using voice and asks the CA to hold.
- ◆ The Florida Relay 2LVCO user presses the conference button and dials the third party's number.

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- ◆ The Florida Relay 2LVCO user presses the conference button again to "bridge" all three parties.

The basic steps for users with three-way calling wanting to use 2LVCO are:

- ◆ Follow the first four steps of the 2LVCO process.
- ◆ Press and release the receiver button or flash key on the phone.
- ◆ Dial the third party's number.
- ◆ Press and release the receiver button or flash key again to bridge all three parties.
- ◆ Once the Florida Relay 2LVCO user is connected to the voice caller, the 2LVCO call progresses.
- ◆ The Florida Relay 2LVCO user and voice user can speak directly to each other simultaneously.
- ◆ The CA types the voice caller's message to the Florida Relay 2LVCO user.
- ◆ The Florida Relay 2LVCO user reads the text message on the TTY.
- ◆ The CA's microphone is muted to enhance the caller's privacy.

The Florida Relay user's line must have conference/three-way calling capability. T-Mobile advises Florida Relay users to contact their phone company for adding three-way calling. To speed up the call set-up process, T-Mobile aids Florida Relay users in establishing Customer Profile notes that contain the Florida Relay user's 2LVCO personal preferences and instructions.

Reverse Two-Line VCO (R2LVCO)

Voice users can place a call to the Florida Relay R2LVCO user. The Florida Relay R2LVCO user receives the call and connects to the CA via a standard telephone with three-way calling. The CA dials the second (TTY) telephone at the Florida Relay R2LVCO user's location. The Florida Relay R2LVCO user speaks to the hearing person on one (voice) line and uses the second (TTY) telephone to receive the CA's typed responses voiced by the hearing person. Like 2LVCO, there is no need to give the "GA" or wait a turn, thereby allowing for a smoother and more natural flow of conversation.

T-Mobile provides the following VCO features and enhancements:

- ◆ VCO Acoustic and Direct Connect Mode: T-Mobile's carry over services have been designed to offer Florida Relay users with the most flexibility possible. Caller can either type requests for VCO or set-up VCO calls using their voice, without requiring TTY transmission.
- ◆ Dedicated VCO Toll-Free Number: T-Mobile will continue to provide a dedicated toll-free number to support VCO. This dedicated number is answered with the acoustic mode automatically turned on, which allows the Florida Relay VCO user to immediately speak to the CA, minimizing the call set-up time and provide faster service for customers. If the Florida Relay VCO user prefers to type his/her instructions, the CA can easily switch to read the Florida Relay user's typing. These numbers are especially helpful to users calling from PBX lines and/or dual household members.
- ◆ 711 Access: Florida Relay 711 Callers can request HCO at any time. When requested, the CA will confirm the request (send a macro: "(VCO ON) GA").
- ◆ VCO Gate (Attribute-Based Routing): While all CAs receive training on how to process VCO calls, T-Mobile identifies CAs that demonstrate a high proficiency in handling VCO calls. This specialized group of CAs receives VCO calls.

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- ◆ VCO Permanent Branding: Florida Relay callers can request to always have their calls answered as a VCO caller. When requested, the following macro is displayed to the Florida Relay user: "FL RELAY OPERATOR XXXXM/F VOICE (OR TYPE) NOW GA". The telephone line is open so the CA can hear the Florida Relay VCO user speak or press a button to read, if the Florida Relay VCO user prefers to type instructions.
- ◆ Standard VCO Announcement: When placing a call, the CA is trained to use a brief announcement to explain VCO to the hearing user. For example, "HELLO. A PERSON WHO MAY BE DEAF OR HARD-OF-HEARING IS CALLING YOU THROUGH FLORIDA RELAY. THIS IS CA XXXX. HAVE YOU RECEIVED A VOICE THRU CALL BEFORE?"
- ◆ Custom VCO Announcement: Florida Relay VCO users have the option to personalize how a VCO call is announced to the voice user. For example, some VCO customers prefer to have the CA remain silent and not to announce they are on the call.
- ◆ Standard VCO Explanation: If the hearing party has received a VCO call before, the call will begin. If not, the CA sends a macro to the Florida Relay VCO user which informs him/her that he/she is explaining relay. The CA provides a brief VCO explanation to the hearing user, such as: "THE PERSON WHO IS CALLING WILL BE SPEAKING DIRECTLY TO YOU. WHEN HE/SHE SAYS THE PHRASE, "GO AHEAD," THAT INDICATES THEY ARE DONE SPEAKING AND ARE READY FOR YOU TO RESPOND. WHEN YOU TALK, THE CA WILL BE TYPING EVERYTHING HEARD BACK TO THE CALLER. ONE MOMENT FOR YOUR CALL TO BEGIN."
- ◆ Custom VCO Explanation: The Florida Relay VCO user may also elect to customize how VCO is explained to the voice user or may elect to explain the relay service directly.
- ◆ VCO with Privacy: Florida Relay VCO users can request VCO with Privacy/No GA. This is a popular feature with VCO users. The feature provides the Florida Relay TTY caller with added privacy, because the CA does not hear the Florida Relay VCO users' voiced messages. No "GA" is needed from the Florida Relay VCO user. The voice user is heard by the CA and gives the "GA" each time to alert the CA that he/she is finished speaking.
- ◆ VCO-TTY and TTY-VCO: T-Mobile ensures Florida Relay VCO users and TTY users can communicate. The CA types the VCO's voiced message to the Florida Relay TTY user. The Florida Relay TTY user types his/her message directly to the Florida Relay VCO user.
- ◆ VCO-VCO: T-Mobile's CAs process VCO-VCO calls in which the CA types to each party's voiced message to the other user.
- ◆ Two-Line VCO: T-Mobile provides Two-Line VCO (2LVCO) when the Florida Relay VCO user has two-lines and three-way calling to connect a separate text line with relay, and voice connection with the called party.
- ◆ Reverse 2LVCO: T-Mobile enables voice users to contact Florida Relay VCO users using the 2LVCO method. During these calls, the CA does not announce the service, unless specifically requested by the Florida Relay VCO user.
- ◆ VCO-STTS: T-Mobile provides support for Florida Relay VCO users who wish to call a person with a speech-impairment (who does not own a TTY).
- ◆ VCO featuring re-voicing support STS Voice Carry-Over: If desired, T-Mobile will provide a VCO service featuring re-voicing support for Florida Relay VCO users. This feature enables persons with Hearing Loss, Low Vision, and Speech Disabilities to use their voice to communicate on the telephone. This form of VCO service utilizes T-Mobile's specially trained STS CAs, who can recognize and relay the speech of Florida Relay users with

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speech disabilities. Specially trained STS CAs function as voice facilitators for users with speech disabilities who have trouble being understood over the telephone. The Florida Relay STS VCO user uses his/her own voice, speaking directly to the voice caller. Depending on the needs of the Florida Relay STS/VCO user, the STS CA is ready to assist only if the voice user cannot understand the Florida Relay STS VCO user, or if the Florida Relay STS VCO user requests the STS CA re-voice the entire VCO conversation. During the call, the STS VCO CA will type the hearing person's voice response to the Florida Relay STS VCO user. While the Florida Relay STS VCO user is talking, the STS CA will not type.

- ◆ Pacing for VCO Users: Florida Relay VCO users may select the speed in which they receive typing from the CA. Originally developed for DeafBlind users, T-Mobile ensures the Pacing feature appeals to many Florida Relay VCO users who wish to receive slower typing from the CA.

A. Hearing Carryover HCO:

The TRS must accept calls from a hearing-capable caller who is speech-disabled and permit this caller to receive transmission directly from the other party without any intervention from the CA.

T-Mobile will continue to comply. HCO allows a person to listen directly to the person he/she is calling and respond by text through the CA (and vice-versa). This advancement eliminates the Florida Relay HCO user's need for reading macros or other functions and allows him/her to hear the call set-up, ringing, and the called party answering the telephone. The steps for a standard HCO-to-Voice call are.

- ◆ The Florida Relay HCO user types his/her conversation to the CA.
- ◆ The CA then voices the typed message to the voice caller.
- ◆ The voice caller talks directly to the Florida Relay HCO user.

In addition to basic HCO service, T-Mobile provides the following HCO features:

- ◆ HCO with Privacy: This enhancement offers the Florida Relay HCO caller added privacy on a call because the CA does not hear the hearing users' voiced messages. The CA is engaged only to voice the Florida Relay HCO user's typed message.
- ◆ HCO Branding: Florida Relay HCO users may choose to have their telephone numbers permanently branded as HCO. When a telephone number is branded as HCO, each call into relay receives a unique greeting allowing the Florida Relay HCO user to listen directly to the CA rather than initiating contact through the TTY.

HCO User Experience

- ◆ The Florida Relay HCO user dials 711 or the Florida Relay toll-free access number, registers an HCO preference in the Customer Profile, or requests HCO through the CA.
- ◆ The CA will voice the request for the number the user wants to dial (if the user has asked for HCO). The Florida Relay HCO user may provide call-handling preferences, which the CA will follow.
- ◆ The CA will dial the call. The Florida Relay HCO user hears the phone ringing, a busy signal, or how the phone is answered.

The CA provides an HCO announcement to the end-user. If the hearing party has received an HCO call before, the call commences immediately. The Florida Relay HCO user can begin typing his/her conversation, and the CA will read it. If the hearing party is unfamiliar with HCO, the CA

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will explain the service. T-Mobile recognizes that Florida Relay HCO users may prefer to announce and explain their calls. The CA processes the call according to the Florida Relay HCO user's preferences, FCC guidelines, and Florida Relay's requirements.

T-Mobile provides 2-Line HCO (2LHCO) as a part of T-Mobile standard service offer. 2LHCO provides close to real-time conversations between a Florida Relay HCO user and a voice caller. Two telephone lines and three-way calling are required. The Florida Relay 2LHCO user listens to the hearing person on one (voice) line and uses the second (TTY) telephone line to type his/her responses to the CA, who then voices to the voice caller. There is no need to give a "GA" or wait a turn, which facilitates a smoother and more natural conversation.

Reverse Two-Line HCO (R2LHCO)

A voice caller can initiate a call to a Florida Relay R2LHCO user. The Florida Relay R2LHCO user receives the call and connects to the CA via the standard phone with three-way calling. The CA dials the second (TTY) telephone at the Florida Relay R2LHCO user's location. The Florida Relay R2LHCO user listens to the voice caller on one (voice) line and uses the second (TTY) telephone to type their responses to the CAs, who then voices to the hearing person. There is no need to give the "GA" or wait a turn, allowing for a smoother and more natural conversation.

T-Mobile provides the following HCO features and enhancements:

- ◆ **HCO Acoustic and Direct Connect Mode:** T-Mobile's HCO services have been designed to offer Florida Relay users with the most flexibility possible. Florida Relay HCO users can immediately hear the CA (acoustic mode) or can request the CA type during the call.
- ◆ **Voice Progression Technology:** This advancement eliminates the Florida Relay HCO user's need for reading macros and allows him/her to hear the call set-up, ringing and the called party answering the telephone.
- ◆ **711 Access:** T-Mobile does not limit HCO usage to the dedicated numbers. Callers can request HCO at any time. When requested, the CA will confirm the request (speak to the Florida Relay user by saying, "(HCO ON) GA").
- ◆ **HCO Permanent Branding:** Florida Relay users can request to always have their calls answered as an HCO caller. When a call arrives, the CA will speak directly to the Florida Relay HCO user: "HELLO. FL RELAY OPERATOR XXXXM/F MAY I HAVE THE NUMBER YOU ARE CALLING PLEASE?"
- ◆ **HCO Announcement:** When placing a call, the CAs are trained to use a brief announcement to explain HCO to the hearing user. For example, "HELLO. A PERSON IS CALLING YOU THROUGH FLORIDA RELAY. THIS IS CA XXXX. HAVE YOU RECEIVED A HEARING THRU CALL BEFORE?"
- ◆ **HCO Explanation:** If the hearing party has received an HCO call before, the call begins. If not, the CA provides a brief HCO explanation, such as: "THE PERSON WHO IS CALLING YOU CAN HEAR BUT DOES NOT SPEAK. YOU WILL BE ABLE TO SPEAK DIRECTLY TO YOUR CALLER AND THEY WILL BE ABLE TO HEAR YOUR MESSAGE. WHEN YOU ARE FINISHED SPEAKING, PLEASE SAY THE WORDS "GO AHEAD" AND THAT WILL INFORM THE CALLER THAT IT IS THEIR TURN TO RESPOND. THEY WILL TYPE THEIR RESPONSE, WHICH WILL BE READ TO YOU. ONE MOMENT FOR YOUR CALL TO BEGIN."
- ◆ **HCO with Privacy:** Florida Relay HCO users can request 'HCO with Privacy'. This feature provides the Florida Relay TTY caller added privacy on his/her call because the CA does

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- not hear the hearing users' voiced messages. The CA is engaged only to voice the Florida Relay HCO user's typed message.
- ◆ HCO-TTY and TTY-HCO: T-Mobile ensures Florida Relay HCO users and TTY users can communicate. The CA voices the TTY's typed message to the Florida Relay HCO user. The Florida Relay HCO user types his or her message directly to the TTY user.
 - ◆ HCO-HCO: T-Mobile's CAs process HCO-HCO calls in which the CA voices to each Florida Relay HCO user the typed message of the other user.
 - ◆ Two-Line HCO: 2LHCO provides close to real-time conversations between people with speech disabilities and the hearing people. Two telephone lines and three-way calling is needed for this type of relay. The Florida Relay 2LHCO user listens to the hearing person on one (voice) line and uses the second (TTY) telephone line to type their responses to the CA who then voices to the hearing person. There is no need to give the "GA" or wait a turn, allowing for a smoother and more natural flow of conversation.
 - ◆ Reverse Two-Line HCO: T-Mobile enables voice users to contact Florida Relay HCO users using the 2LHCO method.
 - ◆ HCO-STTS: T-Mobile provides support for a Florida Relay HCO user that wishes to call a person with a speech disability (who does not own a TTY).

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CapTel

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Item 30 - Captioned Telephone Voice Carry-Over (RFP ref. B-20)

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.

The provider shall conduct monthly test calls on live calls using a statistically valid sample of its 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.

T-Mobile has read, understands, and will continue to comply with all RFP B-20 requirements.

T-Mobile will continue to provide CapTel that meets FCC minimum standards. CapTel offers Florida Relay users functionally equivalent communication options for Deaf, Hard of Hearing and Late-Deafened Floridians.

Captioned Telephone Inc. (CTI) is the partner for all relay providers (who contract with states) to ensure strict quality standards and active control over CapTel operations and technology.

- ◆ All CapTel traffic is processed using CTI's platform and technology.
- ◆ CTI routes calls to CapTel-enabled call centers.
- ◆ T-Mobile's Quality team reviews customer feedback and works with CTI on quality assurance.

CapTel allows people with a hearing loss who can speak to voice their conversation directly to a voice user. A specially trained CA uses speech recognition technologies to transcribe the speech of the non-CTS party into text and correct transcription errors to provide captions to the CapTel user. A CapTel phone is required to use CapTel service.

Florida Relay CapTel Service Specifications

- ◆ Accessible: CapTel will continue to be accessible 24x7. Spanish CapTel service is also available from 8 a.m.-12:00 a.m. ET.
- ◆ Appropriate: T-Mobile will continue to bill the FPSC for CapTel calls with ANI-based reporting. With this option, the telephone numbers of the calling and called party are used to determine jurisdiction. ANI-based billing is the method employed by other types of relay (traditional TRS and STS). This approach to billing allows the FPSC to set calling restrictions such as requiring either the calling party or called party must be using a Florida-based telephone number.
- ◆ State Specific: T-Mobile will continue to offer the FPSC CapTel reporting including average speed of answer (ASA), service level with and without abandons, and abandoned calls.
- ◆ Helpful: Specialized CapTel Customer Care is staffed 24x7. Specialized CTI Customer Care is closed on New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Day After Thanksgiving, Christmas Eve, Christmas Day. On those days, Florida Relay

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CapTel users have the option to leave a message or to contact the Customer Care general access number, which is always available.

- ◆ Compliant: T-Mobile's CapTel service is compliant with all state and federal requirements.

Compatibility with Existing CapTel Phones and Features

T-Mobile's CapTel service permits wireline CapTel-device owners to take full advantage of the phone's built-in features. T-Mobile supports current and previous wireline CapTel phones, including the 200, 800, and 840 models. T-Mobile works closely with users to determine which new features are desired. T-Mobile will continue to work with GTI to develop new phone features. As a CapTel leader, T-Mobile is working to ensure each Florida resident who is eligible to receive a phone, receives the right phone.

Standard Call Features

Call Feature	Explanation
Answering Machines	Florida Relay CapTel users can place calls to or retrieve messages from answering machines and voicemail systems. Florida Relay CapTel users can also retrieve captions for answering machine messages from their same physical location. When a caller leaves a message on the CapTel phone, captions are recorded once. The Florida Relay user can play back captions and audio as many times as they would like without incurring additional answering machine retrieval charges to the FPSC.
Call Waiting	When a Florida Relay 2-line CapTel (2LCT) user hears (or reads "beep" in the captions to inform the user a call is waiting), the Florida Relay CapTel user presses the flash button to switch to speak to the second caller with captions. When finished, the Florida Relay CapTel user can switch back to the first caller by pressing the flash button again.
Default Amplification Settings	The FPSC can determine its own default amplification settings on CapTel devices. The 40 dB maximum can be turned on/off based on the Florida Relay's needs.
Recordings	T-Mobile provides full access to all types of recordings. CapTel CAs can pause or slow down the conversation to fully capture a recording or conversation and provide accurate captions. Florida Relay CapTel users can make selections by pressing buttons on the CapTel phone.
Speed Dialing	Florida Relay CapTel users can store up to three speed dial numbers in the CapTel phone. To place a call using a speed dial number, the Florida Relay CapTel user ensures captioning is turned on and presses the number of the Speed Dial entry. Additional numbers can be stored as contacts.
Three-Way Calling	T-Mobile provides three-way calling for Florida Relay CapTel users. Florida Relay 2LCT users can host, join, or be added to any three-way call in the same way as traditional telephone users. Florida Relay 1LCT users can join any three-way call in progress. To be added, the host of the three-way call dials the CapTel number and enters the Florida Relay CapTel user's phone number.

Types of Calls Supported

T-Mobile provides access to all types of calls, except those waived by the FCC. The following chart defines T-Mobile's call types:

Call Feature	Explanation
Emergency Calling (2LCT)	Florida Relay 2LCT users can continue to place 911 calls where one line is routed directly to the appropriate 911 center and the second line is routed to the center. This allows the Florida Relay user to receive captions on one line and hear the conversation on the other line.

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Call Feature	Explanation
Emergency Calling (Standard 1LCT)	When calling 911 in emergency situations, the Florida Relay 1LCT user's call is automatically routed to the appropriate 911 center directly and does not go through the captioning service. The CapTel phone functions as a VCO phone so there are no delays reaching emergency personnel.
Interstate & International	Florida Relay CapTel users will continue to have access to interstate and international calling. Voice access from international locations is available. These minutes are billed to the Interstate TRS fund.
Local	Florida Relay CapTel users will continue to have unlimited access to local calling.
Regional numbers	Florida Relay CapTel users will continue to place regionally directed or regionally restricted toll-free calls. T-Mobile also provides access to N11 numbers (211).
Toll-free	Florida Relay CapTel users can continue to place calls to all toll-free numbers.

2LCT is an optional way to use the CapTel phone that is more convenient and transparent for Florida Relay CapTel users and their callers. By using two telephone lines instead of just one, the CapTel phone displays captions on every call, at any point in the call. T-Mobile offers 2LCT for the same rate as standard CapTel.

The Florida Relay CapTel user will continue to receive the benefits of the standard telephone service with 2LCT. With a purchase of a second phone line, Florida Relay CapTel users receive calls directly, as with standard telephone services. Extension phones in the house can be used at the same time and the Florida Relay user can choose to see captions at any time during a call or turn them off.

Standard CapTel (1-Line)	2-Line CapTel
Captions and voice are provided across one line.	Conversation is carried on one line; captions are provided on the second.
Captions must be initiated at the start of a call.	Captions can be turned on or off on demand, at any point in a conversation.
Voice callers must first dial a toll-free Florida Relay CapTel number, then the Florida Relay CapTel user's number.	Incoming calls are automatically captioned. Voice callers dial the CapTel user's phone number directly.
Call-waiting tones may interrupt captioning support. Call-waiting cannot be used during a captioned call.	Call-waiting can be used with 2LCT calls.
Automatic call-back (*69) option cannot be used.	Automatic call-back (*69) option is supported.
Calls to 911 and 711 are treated as VCO calls and routed to 911 and Florida Relay. The 911 or CA's typed messages appear on the CapTel display, but no sound is provided while receiving captions.	Calls to 911 and 711 are captioned through CapTel on the second line. The voice conversation is conducted on the first line. Both sounds and captions are provided on the call.
Calls are automatically routed through the service on outgoing calls only.	Calls are direct between parties with captions on all calls.
Requires one standard (analog) telephone line.	Requires two standard (analog) telephone lines.

Because 2LCT uses separate voice and data connections, it offers the most efficient way to access emergency services via 911 response centers. With 2LCT, the Florida Relay user is connected directly to 911 on a standard voice connection. The captions are connected on the second line. When using 2LCT to call 911, the call is connected:

- ◆ In the fastest time
- ◆ To the most appropriate 911 Center every time

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- ◆ With a reliable voice grade connection
- ◆ With full speed captions

T-Mobile continues to support calls from a Florida Relay CapTel user to a Florida Relay TRS user. The Florida Relay CapTel user dials the Florida Relay voice toll-free number. The Florida Relay CapTel user is automatically connected to a CapTel CA for captioning. Simultaneously, the call connects to the TRS CA who dials the outbound TTY, VCO, or HCO. For STS calls, T-Mobile recommends Florida Relay CapTel users call the STS number directly or ask the TRS CA for a transfer to an STS CA. These calls do require the use of two CAs to provide relay services to both parties using separate technology. As with any CapTel call, the CapTel CA is transparent to the Florida Relay user.

T-Mobile will continue to process calls from Florida Relay TRS users to Florida Relay CapTel users. To place these calls, the Florida Relay user may inform the CA he/she is placing a call to someone with a hearing loss who uses CapTel or may provide dialing instructions. Additionally, T-Mobile provides voice users with access to CapTel through 711. When a hearing caller dials 711 and requests to dial a Florida Relay CapTel user, the TRS CA will immediately transfer the caller to CapTel. The hearing caller will not be required to hang up and dial a separate number.

While access to 711 is waived for Florida Relay CapTel users, T-Mobile makes it possible for Florida Relay CapTel users to access Florida Relay's TRS. After dialing 711 from a CapTel phone, the user is connected to T-Mobile's TRS platform and is programmed to default to its VCO-mode settings.

Florida Relay CapTel users are never re-routed to another relay call type. Since the access number for the CapTel phone is transparent and never dialed by the Florida Relay user, the number is captioned without any need to be re-routed to the CA for call processing. Since the CA is transparent, there is no interaction between the Florida Relay user and the CA.

The following is available to Florida Relay users who operate a CapTel phone as a VCO phone and use TRS:

- ◆ Florida Relay users can reach TRS by dialing 711.
- ◆ Dialing 711 on the CapTel phone will enable users to reach Florida Relay TRS service, which is separate from the captioning service.
- ◆ Dialing 711 on the CapTel phone puts the phone into VCO mode to facilitate conversations via traditional VCO.

Spanish CapTel

T-Mobile offers Spanish language CapTel calls to Florida Relay. The FCC has granted a waiver for providing 24x7 service for Spanish CapTel, T-Mobile's Spanish CapTel service is available between the hours of 8:00 AM-12:00 AM ET, 7x365. Specially designed workstations have been modified to provide voice recognition software and macros to the caller in Spanish.

Florida Relay CapTel callers can turn Spanish on or off for outbound calls by dialing (*7726 or *SPAN) on the CapTel phone or by adjusting the Caption Settings in the Menu. Calls must be processed in only one language. If the party chooses Spanish, the called party must speak Spanish during the entire conversation. Alternatively, a Florida Relay CapTel customer can also contact customer care. Customer Care will direct the Florida Relay CapTel user regarding selecting Spanish. For future calls, the Florida Relay CapTel user can turn Spanish on/off based on the type of call he/she wants to make. Spanish-speaking Florida Relay CapTel users may dial

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711 during non-operating hours to access Spanish; the CapTel phone is designed to work as a VCO phone with Florida Relay when 711 is dialed.

Test Calls

T-Mobile will continue to comply with the FPSC's request for monthly test calls, with results submitted monthly. Scripts will continue to reflect "typical conversation." Testing will ensure T-Mobile continues to comply with Federal and State requirements.

A third-party company, experienced in evaluating CapTel service, will continue to conduct monthly test calls using a statistically valid sample of Florida Relay CapTel calls. T-Mobile believes a neutral evaluator offers a fair and impartial test of a service provider's actual service and brings additional value to the FPSC. T-Mobile, CTI, and the independent evaluator will work closely to develop and deliver testing parameters that mimic true-life scenarios. Prepared scripts will be used that allow adequate time to assess each CA's performance. Test calls will be presented to the call center in the same manner as all other live calls. The CA will have no inside knowledge that the Florida Relay CapTel user is conducting a test call. T-Mobile's Florida CapTel testing will ensure CAs meet Federal and FPSC requirements including the 60-wpm transcription rate and verbatim transcription.

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TurboCode

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Item 31 - Turbocode™ (RFP ref. B-21)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-21 requirements.

T-Mobile will continue to offer enhanced protocol/turbo software functionality to Florida Relay users. T-Mobile will continue to offer Florida Relay users the flexibility to set the preferred answer mode for each toll-free number. T-Mobile will answer all calls to 711 from Florida Relay callers who have not registered a preference by voice. Florida Relay callers who have registered a preferred connection mode are answered using that mode. If the caller has previously dialed Florida Relay, T-Mobile will answer the call using the caller's last known communication mode to speed up the call set-up.

All relay telecommunications equipment assigned to support Florida Relay receives and transmits in Voice, Baudot, and ASCII codes, with Baudot (TTY) as the primary setting. Access via all commonly used TTY protocols, including 2400 and ASCII rates, are available at each CA position. When a call is received by the CA, TTY signals are automatically identified as either Baudot or ASCII; if ASCII, the Baud rate is detected. ASCII rates up to and including 19,000 bps are supported. Additionally, the U.S. TTY Baud rate of 45.5 and the international TTY rate of 50 Baud are supported. Automatic identification of call-types for incoming calls provides a quick and efficient technique for varied relay user input and reduces the average CA work time.

Intelligent modems allow the CA to handle voice/data lines from the same CA station. Additionally, T-Mobile's equipment can send and receive Dual Tone/Multi-Frequency signals, so the CA can navigate Interactive Voice Response Units (VRUs), answering machines, and other automated systems.

Turbo Code

Turbo Code technology saves time and money on every call - automatically. Unlike traditional Baudot communication that slows down transmissions, Turbo Code displays TTY characters in real-time - as fast as typing occurs. Turbo Code allows users to interrupt one another, giving a more natural, back-and-forth feeling to the conversation. T-Mobile's modems have an auto-detect feature to connect in Turbo Code.

Turbo Code Benefits

- ◆ **Faster Typing:** One of the most popular benefits of the Turbo Code protocol is the ability to receive typing as quickly as the other party types. For some Florida Relay Turbo Code TTY users, the enhanced speed can be too fast. If the Florida Relay user desires, the CA can decrease his/her typing speed for Florida Relay Turbo Code users. Florida Relay Turbo Code TTY users can also scroll back using the device to view the previous text.
- ◆ **Interrupt Functionality:** TTY conversations have historically required the two parties to take turns talking, with each party giving the "Go Ahead" to the other party when they are done typing. The Turbo Code protocol allows users to interrupt each other. CAs receive interrupt requests directly from Florida Relay Turbo Code TTY users.

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Disabling Turbo Code

CAs can also disable Turbo Code. For example, a caller can dial Florida Relay and establish a Turbo Code connection. If garbled messages occur (poor line quality), the CA can disable Turbo Code and downshift to a Baudot connection, eliminating interference and allowing the user to receive communication.

ASCII

T-Mobile's TRS modems also support faster transmissions using ASCII protocols for TTY devices (300 baud) and computers (2400+ baud). T-Mobile makes it easy for Florida Relay users to take advantage of ASCII features built-in their TTY devices. To use ASCII, Florida Relay users enable the ASCII TTY default settings or configure the following settings for computers: 8 bits, no parity, one stop bit, and full duplex. T-Mobile was the first relay provider to develop automated ASCII detection and connection that allow Florida Relay ASCII users to be detected without manual CA interaction, resulting in time and cost savings for Florida Relay.

Detecting Faster Protocols

T-Mobile's intelligent modems automatically detect faster transmission protocols (Turbo Code and ASCII). The modems also allow switching between voice and TTY protocols. To reduce set-up time, T-Mobile offers a self-learning database that answers calls using the last known communication mode. Florida Relay users will also be able to register a permanent communication mode as a part of the Customer Profile that overrides the temporary self-learning database.

Basic Relay Rate

Turbo Code and ASCII protocols are available to Florida Relay as part of T-Mobile's standard features. Enhanced protocols speed up call processing that saves time for Florida Relay users and results in fewer billable minutes to the FPSC. Using faster protocols can save 10-45% of the time needed to make a call.

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STS

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Item 32 – Speech-to-Speech (RFP ref. B-22)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-22 requirements.

T-Mobile will continue to provide a list of names and telephone number that Florida Relay STS users call. When the Florida Relay STS user requests one of these names, the CA will repeat the name and state the telephone number to the Florida Relay STS user. This information would be transferred to a new provide, if applicable. STS is a standard T-Mobile service. STS pricing is included basic relay service pricing.

T-Mobile understands the desire of people with speech disabilities to be able to express themselves on their phone calls. The STS is a relay enhancement that enables them to make their own phone calls. STS CA are specially trained to understand different speech patterns and ensure that Florida Relay STS users will be understood by the other party. Florida Relay STS users can:

- ◆ Listen to the other party during their phone calls
- ◆ Instruct the STS CA to repeat words upon request or re-voice their side of the conversation
- ◆ Allow their voice to be heard by or be muted to the other party

T-Mobile facilitates communication without interfering with a Florida Relay STS user's independence. STS CAs do not counsel, advise, or interject personal opinions. STS CAs are trained to re-voice the Florida Relay STS user's message as instructed. STS CAs ask Florida Relay STS users to repeat or rephrase as needed to clarify a spoken message.

With a Florida Relay STS user's permission, STS CAs retain information from one inbound call for use in subsequent outbound calls. Data is only retained for the duration of the inbound call. Per FCC regulations, the information provided for the call set-up, remains confidential and cannot be used for any other purpose.

T-Mobile understands there are people with speech differences who may prefer to have their voice muted to the other party. STS calls can be processed so that the other party hears only the STS CA's voice as they repeat the Florida Relay STS user's message. Florida Relay STS users can select these preferences in their TRS Customer Profile.

T-Mobile is the only company to provide dedicated Accessibility Care for STS which offers one-on-one assistance and support for people with speech disabilities. This service is available 24x7 - at no additional cost. STS users dial 877-787-1989 to reach Accessibility Care for STS.

Accessibility Care for STS Representatives are trained and prepared to:

- ◆ Describe how to make and receive STS calls and explain what to expect during the STS call.
- ◆ Explain call setup opportunities including preferences for handling calls that can be shared with the STS CA before placing an STS call.
- ◆ Explain strategies used by STS CA to assist with clarifying speech patterns.

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- ◆ Review TRS Customer Profile options and assist with creating a profile.
- ◆ Make practice calls with the Florida Relay STS user.

T-Mobile knows STS is much more than an enhancement to the traditional relay service and will continue to explore innovative ways to improve the Florida Relay STS users' telecommunication experience.

Basic Features of Speech-to-Speech (STS)

T-Mobile provides immediate access to STS service with automated 711 call routing for registered Florida Relay STS users. For non-registered Florida Relay STS users, quick access to STS is available by dialing the STS dedicated toll-free number or dialing 711 and asking for STS.

T-Mobile complies with the FCC requirement for a "mute" feature which allows the Florida Relay STS user to speak only to the STS CA who then re-voices a message to the other party. The other party hears only the voice of the STS CA. This "mute" feature can be turned on or off at any point and can be saved in the Florida Relay STS user's TRS Customer Profile.

With the Florida Relay STS user's permission, the STS CA retains information from one inbound call to assist the Florida Relay STS user with subsequent calls. When the Florida Relay STS user hangs up, all temporary information is deleted to protect confidentiality.

The STS CA stays online with the Florida Relay STS user for their calls for at least 20 minutes of effective communication before changing the STS CA. This long connection helps to reduce the disruptions of the STS conversations due to the changing STS CA.

T-Mobile Enhancements to STS

*787 Wireless Access

T-Mobile offers *787 (*STS on dial pad) dialing option for their wireless customers on T-Mobile network. This short code allows a person with a speech disability to reach STS service to make calls.

TRS Customer Profile

TRS Customer Profile helps speed up call processing for STS calls. Florida Relay STS users can select their preferences and provide instructions in their TRS Customer Profile:

Call Preferences

Florida Relay STS users select preferences for STS CA gender and language (English or Spanish).

Call Handling Options

Florida Relay STS users have the option of instructing the STS CA to repeat his/her words upon request or re-voice their side of the conversation. The Florida Relay STS user also has the option of having their voice heard by the other party or be muted so that the other party hears only the re-voiced message via the STS CA.

Frequently Dialed Numbers

Florida Relay STS users may create and maintain a list of up to 100 names and telephone numbers as their Frequently Dialed Numbers. At the beginning of a Florida Relay STS call, the Florida Relay STS user provides the STS CA with the name of the other party to which he/she wants to call. The STS CA confirms the name and number before dialing and connecting with the other party.

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Emergency Numbers

Florida Relay STS users may create and maintain a list of up to 30 phone numbers for quick emergency calls (local police, doctor, attorney). At the start of a Florida Relay STS call, the Florida Relay STS user provides the STS CA with the name of the emergency contact.

Permission Options for Outgoing Calls

Florida Relay STS users have the option to block calls being dialed from their phone number. This can include calls to directory assistance or 800 numbers, in addition to specific phone numbers.

Notes

Florida Relay STS users may provide instructions to STS CAs:

- ◆ Before dialing the other party, ask me "Shall I inform the other party who is calling?"
- ◆ Always leave my name and phone number when I leave a message on an answering machine.

STS Call Setup

This optional feature enables the Florida Relay STS user to provide additional information for a specific STS call. Providing call setup instructions in advance can make the Florida Relay STS user feel more comfortable and give greater context for the STS CA. This online form is to be submitted 2-24 hours in advance and can include information such as:

- ◆ Phone number of the other party the Florida Relay STS user want to call
- ◆ Name of the other party
- ◆ Additional instructions for the STS CA, for example:
 - *Announce to the other party: "Hi Vet, this is John calling about his dog."*

STS CAs

T-Mobile is the STS leader and offers comprehensive training for STS CA. To qualify to become an STS CA, an applicant must successfully achieve:

- ◆ Six months of employment as a relay operator
- ◆ Recommendation or approval from their supervisor or manager
- ◆ Proficiency in all areas of relay call processing including grammar, enunciation, and vocabulary
- ◆ Hearing acuity test administered by an audiologist using calibrated equipment to perform a speech recognition test and pure tone test

After meeting all the above qualities, the STS applicants complete specialized training, testing, and ongoing development programs, including:

- ◆ STS Training: T-Mobile's STS training has been developed in coordination with multiple STS users and includes topics such as the increasing understanding of speech-disabled users, the role of the STS CA, and facilitating communication without interfering with a caller's control. To pass STS CA training, the employee must have successfully demonstrated their ability to listen and understand audio spoken by individuals with a variety of speech disabilities.
- ◆ Hearing Acuity Testing: Prospective STS CAs are required to pass a hearing acuity test using calibrated equipment to perform a speech recognition test and pure tone test. Each potential STS CA needs to score 92% or higher in each ear using a 50-word, W-22, or NU6 speech recognition test. Each STS CA is required to possess a hearing acuity of 20dB or

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less in each ear using a pure tone sensitivity test at 250 Hz, 500 Hz, 1000 Hz, 2000 Hz, and 4000 Hz. T-Mobile uses state-licensed professional audiologists who are certified by the American Speech-Language-Hearing Association with a Certificate in Clinical Competence in Audiology (CCC-A) to conduct tests.

- ◆ STS Training Final Written Test: To graduate STS training, trainees must demonstrate an understanding of all aspects of STS call processing as well as the ability to understand speech patterns of people with a variety of speech disabilities. STS applicants must score at least 90% on this test to graduate.
- ◆ STS Performance Survey: After initial training, the STS CA's performance is assessed through individualized surveys conducted twice a month. Supervisors evaluate each STS CA while observing conduct on at least one STS call. The Performance Survey includes listening skills, caller control, focus, and professional phone image. To pass this evaluation, the STS CA must score at least 90%.
- ◆ Quarterly Training: T-Mobile is committed to the ongoing training and evaluation of STS CAs. Quarterly training is conducted to ensure STS CAs continue to develop skills regarding the speech patterns of people with speech disabilities. Audio of people with mild-to-severe speech disabilities, and STS users using an augmentative communication device, is part of the refresher training or performance improvement activities.

T-Mobile's STS truly provides an excellent customer experience. We continue to educate our STS and Hearing Carry Over (HCO) consumers about our functionally equivalent communication options. In addition, T-Mobile STS website includes educational STS webinars, an award-winning STS video, informative flyers, customized "STS Call Me" cards and additional resources for people with speech differences. With T-Mobile's STS Florida Relay STS users have the freedom to make calls with confidence.

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Pay-Per-Call

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Item 33 – Access to Pay Per Call Services (i.e., 900/976) (RFP ref. B-23)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-23 requirements.

Calls to 9XX numbers are provided at no charge to the calling party. If a Florida Relay caller wants to call a pay-per-call service, he/she can dial 711 and provide the 8XX/9XX for the call. Almost all pay-per-call vendors have migrated to 8XX numbers. Callers used to pay for these calls via local phone bills, now these vendors require a debit/credit card.

The FCC requires that each pay-per-call provider include an introductory message at the start of the call that includes the name of the company, a brief description of the information or service to be provided, and the price terms of the transaction prior to beginning the charge for the call. The recording will then be relayed to the Florida Relay. If the Florida Relay user chooses to accept the charges, the pay-per-call service provider will rate and bill the Florida Relay user.

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Caller ID

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Item 34 - Caller ID (RFP ref. B-24)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-24 requirements.

T-Mobile's Caller ID service passes the calling party's 10-digit number to the called party. This ability increases efficient call set-up to Florida Relay users, even those who do not subscribe to the service. To use Caller ID service, Florida Relay users need a telephone or other equipment with a caller-ID display device and to subscribe to the service through their local phone company. When placing calls, T-Mobile's relay platforms will be able to tell automatically if the caller prefers to send his/her Caller ID or block it. If blocked, the Caller ID is not passed to the called party. If not blocked, the calling party's 10-digit number is displayed (rather than the TRS facility).

Caller ID Blocking

T-Mobile CAs can add a Caller ID block to a Florida Relay TRS user's line for use on that Florida Relay call. When a Florida Relay TRS user dials into Florida Relay (without a Caller ID block registered from the LEC) and asks the CA to block Caller ID, the CA can easily add a temporary block. This is especially helpful for callers who have difficulty navigating the traditional *67 per-line Caller ID blocking feature. This feature is also extremely helpful when multiple calls are being made. For example, a Florida Relay TTY user may place a call to family and wishes Caller ID to be displayed. On the next call, to respond to a classified advertisement, the Florida Relay TTY user may wish to block his Caller ID. In this instance, the Florida Relay TTY user can ask the CA directly to block Caller ID. This approach saves the Florida Relay TTY user time - he/she does not need to hang up and redial into Florida Relay to make the second call with the Caller ID block.

Per Call Un-Blocking

Likewise, the CA can un-block a line that has registered a per-line or per-call Caller ID block with the LEC. Many phone users do not accept calls from unknown users and will ignore the call or block it completely using the "Anonymous Call Rejection" LEC feature. If this happens through Florida Relay TRS, the Florida Relay TRS user can ask the CA to unblock the Caller ID and immediately place the call. The Florida Relay TRS user will not have to hang up from Florida Relay and call back in.

Return to Default

All requests for Caller ID and Caller ID blocks handled by the CA are available on a per-call basis. The Florida Relay TRS user can select Caller ID settings on a per-outbound call basis. T-Mobile does not save this information for future calls.

Anonymous Call Rejection

Anonymous Call Rejection prevents calls from callers who have blocked their Caller ID information and is typically offered by landline carriers as a standard part of the Caller ID package. Florida Relay users who have access to Anonymous Call Rejection from their carrier will continue to have this service available through Florida Relay as this feature is activated by the LEC.

Florida Relay users who have enacted this feature will not receive calls from Florida Relay users with their Caller ID blocked. When a Florida Relay user (with blocked Caller ID) places a call to someone with the Anonymous Call Rejection feature, the CA will relay the LEC recording ("We're sorry the party you have reached is not accepting private calls, if you want to allow your number

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to be displayed hang up dial *82 and redial the number.") to the inbound caller. If the inbound Florida Relay caller wants to redial and send Caller ID, the caller will need to hang up, unblock his or her Caller ID, and redial the Florida Relay service and provide the CA with the telephone number or ask the CA for last number redial (LNR).

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LNR

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Item 35 - Last Number Redial (RFP ref. B-25)

Last Number Redial allows the caller to have the system dial the last number called via relay without the caller having to give the number to the CA.

T-Mobile has read, understands, and will continue to comply with RFP B-25 requirements.

T-Mobile offers automated redial capability to make it easier for Florida Relay TRS users to redial the last number they called through Florida Relay, even after they have hung up from Florida Relay. Like a redial button on a traditional telephone, Florida Relay TRS users can redial the last called number. Florida Relay callers dial 711 (or other TRS access number) and say, "call the last number," "last number redial," or "LNR." The CA will press the appropriate keys to redial the last number dialed through Florida Relay from that caller's telephone number automatically.

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Obscenities

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Item 36 – Obscenity Directed at the Operator (RFP ref. B-26)

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

T-Mobile has read, understands, and will continue to comply with all RFP B-26 requirements.

T-Mobile CAs do not counsel, advise or interject personal opinions. CAs do not counsel, advise, or interject personal opinions or additional information during a call, even if the relay communication breaks down, involves obscenities or illegal activity. CAs do not make any value judgments on the content of any relay communication and will not hold personal conversations with anyone calling Florida Relay. T-Mobile CAs are trained to convey the full content, context, and intent of the conversation. CAs are prohibited from intentionally altering a relayed conversation and must relay all conversation verbatim, unless specifically requested to do otherwise.

T-Mobile's CAs are trained to relay all calls without judgment, even when the conversation between the inbound and outbound party refers directly to the CA and can be construed as obscenity. When this happens, the CA remains calm and professional, and relays the call. CAs do not censor conversation between two users or interject personal opinions. CAs remain calm and use detachment techniques to maintain a professional phone image. At any time, if either calling party requests a different CA or register a complaint about the services received, T-Mobile will honor the request and attempt to resolve the user's concern.

Comments Directed at the CA

Diffusing difficult situations for relay users is one of the things T-Mobile does best. CAs and relay center staff are trained to use techniques to diffuse potentially volatile situations where relay users may direct obscenity at the CA before, during, or after a relay call. The staff remains calm, professional, and polite, and try to understand the issue and resolve the issue without escalating the relay user's frustration. T-Mobile focuses on satisfying and delighting callers while supporting the well-being of our CAs.

T-Mobile also has established escalation procedures for obscenity/abuse in instances where the obscenity/abuse is hindering communication. For example, if a caller dials Florida Relay and immediately begins cursing or using obscenity at the CA instead of providing dialing instructions, the CA will attempt to re-focus the caller.

When redirection is not successful, CAs will escalate the call to a supervisor or management. The supervisor will introduce him/herself and allow the relay user the opportunity to explain his/her concern or to request relay service using a different CA. In the extremely rare case, the Florida Relay user does not wish to move forward and make a relay call or register a complaint, the supervisor or management staff will explain to the relay user obscenity/abuse is not appropriate for the relay service and will encourage the relay user to redial when they would like to use the service again.

Only after several attempts to satisfy the relay user and resolve the situation, will the supervisor or manager disconnect a Florida Relay user. All instances are documented, and the logs are kept on file. A call cannot be disconnected without official approval. Purposely disconnecting a relay user may lead to disciplinary action, including termination.

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Emergency Calls

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Item 37 - Emergency Calls (RFP ref. B-27)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-27 requirements.

T-Mobile accepts incoming emergency calls and automatically and immediately transfers those calls to appropriate PSAPs. All T-Mobile CAs and staff members are trained to handle emergency calls.

Emergency Call Procedures
T-Mobile always acts on the word "emergency."
CA hits a hot key to designate an emergency call. This prompts the system to use the Florida Relay caller's NPA/NXX to route the call to the 911 center. If the Florida Relay caller hangs up, the Florida Relay caller's information is shared with the 911 center.
CA alerts a supervisor who assists the CA in processing the call if needed.
Caller's ANI is passed to 911 as Caller ID.
CA identifies the call to the authorities.
CA advises the inbound caller emergency services are on the line.
CA relays the call.
Upon request, the CA connects the Florida Relay TTY caller directly to the PSAP (TTY).
CA completes an "Emergency Incident Form" to document the call.

T-Mobile ensures every CA and supervisor receives in-depth training on all emergency processes and procedures. This training is reinforced through ongoing refresher training where relay call center staff must demonstrate knowledge and proficiency of emergency processes and procedures. Supervisors are available 24x7 to assist CAs when an emergency call occurs. CAs also have immediate access to call processing steps via an online help screen. There are many things that can happen during an emergency call, which require immediate action outside traditional call processing.

If the inbound caller disconnects before connecting to 911, T-Mobile's CA software will continue dialing the PSAP/emergency call center. The CA or supervisor will notify the PSAP call center of the premature disconnect and provide the Florida Relay user's information to the PSAP. If a Florida Relay user calls into the center, types "HELP GA" and hangs up, we will treat this as an emergency call. Since the Florida Relay user does not give an emergency service name, T-Mobile always connects the caller to 911. The CA will notify the supervisor who calls the PSAP and passes on all known information about the call. The CA will also fill out an Emergency Incident Form as a record. The PSAP will determine the emergency and dispatch emergency services.

Voice Emergency Calls

If a voice customer misdials 711 when he/she requires assistance from 911, the CA will immediately connect the caller to emergency services. The CA will inform the caller: YOU HAVE CONNECTED TO A TELEPHONE RELAY SERVICE FOR THE DEAF AND HARD OF HEARING. IF POSSIBLE, YOU SHOULD HANG UP AND DIAL 911. IF NOT, WE CAN ATTEMPT TO CONNECT YOU TO A 911 CENTER NEAR YOUR ASSIGNED TELEPHONE NUMBER, BUT THERE COULD BE

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SIGNIFICANT DELAY IN GETTING ASSISTANCE. T-Mobile never refuses a 911 call and will process the emergency call if the voice caller does not disconnect.

CapTel

CapTel phones are designed to connect with 911 directly rather than relying on the relay service to connect.

Sensitive Topics

T-Mobile has established procedures for calls where the CA hears or reads things that may be designated as suspected emergency calls, including the following:

- ◆ **Suicide Declaration to the CA:** If Florida Relay caller dials Florida Relay and tells the CA he/she is going to commit suicide, the call is treated as an emergency call. The CA will dial the PSAP and allow 911 personnel to determine the best course of action.
- ◆ **Crisis/Hotline Calls:** Calls to crisis/hotline numbers are processed in the same manner as all other relay calls. If the caller requests a number for a hotline, the CA will dial Directory Assistance and provide the number, which can be called directly (if TDD number available) or through Florida Relay.
- ◆ **Privileged Communication:** If the CA overhears abuse (child, elderly, or spousal abuse), suicidal statements, or potentially illegal activity, the CA remains neutral and processes the call without paraphrasing, editing, or showing any personal bias.

Emergency Numbers

Sprint always advises relay users to dial 911 in an emergency. But we know from listening to our customers that in some situations TRS users prefer to contact people other than emergency services. With T-Mobile, Florida Relay TRS users can continue to designate up to 30 contacts in their Customer Profile as their emergency numbers. This can be anyone who they feel may aid them in an emergency including primary caregivers, home health nurses, doctor's office, a poison control center, or the local hospital.

Detailed 911 Reporting

T-Mobile will continue offer detailed 911 PSAP reporting to the FPSC monthly. This reporting will demonstrate the number of 911 calls, by call type for each day of the month, and the associated conversation minutes and session minutes.

CapTel

CapTel phones are designed to connect with 911 directly rather than relying on the relay service to connect.

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Blockage

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Item 38 – Blockage (RFP ref. B-28)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-28 requirements.

Per state customer and FCC requirements, T-Mobile and CTI have adequate hardware, software, and facilities to ensure compliance with P.01 (blockage). T-Mobile's internal objective for call completion for network availability is 99.995% - well above FCC minimum requirements. T-Mobile highly redundant architecture and excess capacity virtually eliminate blocked calls. The redundant system provides quality and reliable performance, making blockage or any downtime nearly impossible. The system auto-detects any problems, including reaching pre-determined capacity levels, and moves to the secondary systems, immediately if necessary. The network supports proactive and real-time monitoring.

T-Mobile 's relay network technology utilizes Session-Initiation Protocol (SIP).

- ◆ All call paths are geographically redundant and monitored to provide high-quality service.
- ◆ An IP solution allows sustainability and longevity for the TRS platform.
- ◆ The IP network will enable future technological advances, such as Real-Time Text (RTT), whose requirements are under development by the FCC.

Proactive Measures

For 31 years, T-Mobile (formerly Sprint) Accessibility users have rarely experienced an inability to place calls. Call centers are staffed with spare positions and platform components to deal with all types of technical issues. The network offers automated alarming to notify personnel of issues.

Redundancy is built into our infrastructure to deliver outstanding performance for all our TRS customers. These attributes will ensure functional equivalency for relay callers during disasters. The benefits of our leading-edge platform and flexible configuration include:

- ◆ Redundant connections between sites, the 800 network, and call centers
- ◆ If the problem is within T-Mobile's center, the Call Center Service Assurance Center (CCSA) performs maintenance
- ◆ Centralized routing and reporting systems enable T-Mobile to treat the entire call center complex as a single virtual call center rather than standalone call centers
- ◆ All positions are capable of handling calls for any state customer
- ◆ All training seats are configured and immediately ready to take production traffic
- ◆ T-Mobile has pre-established plans for all types of outages
- ◆ T-Mobile automatically routes calls away from a center undergoing a service recovery event. If a fire drill forces CAs to evacuate, the call router automatically sends calls to other relay centers.

T-Mobile has historically been the best at dealing with natural and man-made disasters. With each incident, T-Mobile has been prepared and ensured ongoing service delivery. T-Mobile's processes consider every aspect of an outage or natural disaster that includes a higher call volume likelihood due to the natural disaster.

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Site recovery plans are in place for all locations, prioritizing options for relocation and ensuring agility when faced with disaster recovery issues. Tap boxes readily connect the output of a portable generator in the event of primary generator issues.

T-Mobile has processes in place if a known weather event is encountered. These known contingency plans are designed to mitigate our customers' degradation of service and are maintained by the TMCC. Each service has backup locations to ensure redundancy.

The Activation Criteria Plan will be used when either weather or other events cause a potential increase in call volumes (more than 25%) or one or more TRS call centers is offline for more than two hours, using the following procedure:

- ◆ Automated alarming or a TRS call center notifies TMCC
- ◆ TMCC contacts CCSA
- ◆ CCSA sends notification to a pre-established distribution list
- ◆ CCSA establishes a conference call to resolve the issue with impacted groups

After fix agencies cannot re-establish center operations, the Business Continuity Plan (BCP) is invoked, and Management will notify the BC Management Team.

CapTel-Specific Disaster Recovery Information

Performance at CapTel call centers is monitored continuously by CTI technicians 24x7. CTI (CTI) and T-Mobile have a complete plan for natural and man-made events. T-Mobile will be notified by CTI immediately upon determining a natural or man-made problem that causes disruption.

CTI and T-Mobile have established contingency plans in the event of a complete and extended loss of a CapTel call center. The plan includes several steps based on the estimated duration of the outage. The first phase is organized to initiate the recovery process within hours, and fully complete the process within days. This involves expanding service to available space in the operating call center locations and other CapTel facilities:

- ◆ All training seats are configured and immediately ready to take production traffic.
- ◆ Additional production seats are established in unused and available space within the existing facilities.

Intercept Messages

T-Mobile will provide appropriate intercept messages if a system failure occurs within the relay platform. Our TRS platform is supported by redundant inbound connections. If a portion of the network is affected, the rest of the network will continue to process calls. T-Mobile can reduce impact by having CAs log into unaffected CA workstations.

Our TRS architecture virtually eliminates the need to play intercept messages. However, in the extremely unlikely event the network fails completely, or callers are blocked by a carrier in the public switched telephone network (PSTN) before connecting to the TRS platform, the call will be blocked. These callers will receive either a fast busy signal or an intercept message on the carrier's network such as, "I'M SORRY ALL TRUNKS ARE BUSY NOW, PLEASE TRY YOUR CALL AGAIN LATER."

In the highly unlikely event that a Florida Relay user reaches T-Mobile's TRS network and is unable to connect to a call center, the Florida Relay caller will receive an intercept message in voice or text (TTY), such as: "THE RELAY SERVICE CANNOT COMPLETE YOUR CALL AT THIS TIME. PLEASE TRY AGAIN LATER."

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If a call center experiences a complete and instant shutdown (such as a local disaster that requires immediate evacuation) an emergency intercept message may be enabled to notify callers in queue, such as, "DUE TO A LOCAL EMERGENCY, CAs NEED TO LEAVE THE CENTER. PLEASE HANG UP AND CALL AGAIN; YOUR CALL WILL BE MOVED TO A DIFFERENT CENTER." Florida Relay users with calls in progress are advised of the situation by the CA. Our router sends calls to the other call centers that prevent more calls from being received at the impacted call center. Once the situation is resolved, all systems are returned to normal status.

If approved by Florida Relay, T-Mobile can provide a temporary delay message for Florida Relay users turned on only when long hold times may occur because of weather or other event impacting service. For example, if there were a natural disaster that significantly increased the number of calls to the relay center, we can add a temporary recording that alerts voice and TTY users, such as: "THE RELAY CENTER IS EXPERIENCING LONGER THAN NORMAL HOLD TIMES. PLEASE HOLD FOR THE NEXT AVAILABLE CA OR TRY YOUR CALL AGAIN LATER."

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Answer Time

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Item 39 - Answer Time (RFP ref. B-29)

The provider is responsible for answering, except during network failure, 85 percent of all calls daily within 10 seconds of reaching the relay switch by any method which results in the caller's call immediately being placed, not put in a queue, or on hold. 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.

T-Mobile has read, understands, and will continue to comply with all RFP B-29 requirements.

To meet FCC standards, T-Mobile will continue to answer at least 85% of all calls daily within 10 seconds, including abandons. A T-Mobile CA is always ready to process the call immediately. Florida Relay users deserve the same calling experience as traditional phone users. When Florida Relay users dial 711 (or other access numbers), access is almost instantaneous. T-Mobile achieves speed-of-answer results by using superior technology and people. All call centers are connected by a central call routing system, workforce-scheduling system, and a workforce management team.

Please note, the FCC has a temporary waiver in place through August 31, 2021. This waived the "requirement that non-Video Relay Service (VRS) TRS providers answer 85% of calls within 10 seconds, measured daily, conditional on the TRS provider ensuring that 85% of calls are answered within 120 seconds, measured monthly." T-Mobile will advise the FPSC regarding changes to this waiver.

Network Solution

T-Mobile continues to maintain the largest network of TRS and CapTel call centers in the U.S. with a centralized TMCC. With the cost of CA work time being the single most expensive part of providing relay service, many factors play into doing it more efficiently. T-Mobile's TMCC has processes in place that review each center's results and anticipate changes in staffing levels to determine each center's capacity to handle forecasted calls. T-Mobile ensures total network traffic is supported and accounted for by each of the centers. This provides Florida Relay with a significant CA resource pool across all the call centers and ensures the most efficient and cost-effective method for processing various call types. The TMCC understands call processes, call volumes, distribution patterns, contract requirements, and call routing, thus ensuring the appropriate number of CAs are always available. The TMCC is dedicated to TRS. It performs many duties, including scheduling for all TRS call center employees, TRS call routing, forecasting TRS usage (for every 15 minutes of each day), operational reporting, and customer communication.

Real-Time Display

Every 30 seconds, relay call centers and the TMCC receive the latest network information. The real-time display provides:

- ◆ Daily speed of answer (% of calls answered within 10 seconds)
- ◆ # of current calls
- ◆ # of calls on hold
- ◆ # of CAs logged in to the system

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- ◆ # of CAs ready and available to take calls
- ◆ # of daily calls (with abandons)
- ◆ # of daily calls (without abandons)

The real-time display makes it easy for us to instantly act, if needed. For example, if we have fewer calls than expected, we may choose to hold additional training sessions. Alternately, we may increase staffing or reschedule activities.

Call Router

While it sounds simple to receive a relay call and route it to the next available CA, it is a science. With the cost of CA work time being the single most expensive part of providing relay service, there are many factors that play into doing it more efficiently. T-Mobile has invested in its call router to ensure we are doing it faster and better. Our call router can route calls across the network seamlessly and transparently to users. When a Florida Relay caller hits the T-Mobile network, our call router uses "routing scripts" to determine which call center and CA should handle the call. With the information available to our call router, we can base that information on many key elements.

Platform Health

Automatically, before sending a call to a call center, T-Mobile checks to see which call centers are open. We also verify there are no technical or other issues affecting the center.

Service Needed

T-Mobile analyzes the type of relay service is being requested. If a Florida Relay user dialed a dedicated number or has a Customer Profile for STS or Spanish, T-Mobile gets the Florida Relay user to the correct CA the first time - without forcing them to redial or be transferred.

Multiple Available CAs

When more than one CA is available, we can choose which CA will receive each call. We can monitor a CA's workload. This gives us the option to route relay calls to a CA who has not been as busy, giving the busier CA a break.

Anticipated Hold Time

T-Mobile minimizes hold times whenever possible. There are times when no CAs are readily available. T-Mobile uses a network solution. T-Mobile analyzes many factors before making the decision what call center will be assigned the call.

Florida Relay Scripts

T-Mobile will continue to use and create special routing scripts for Florida Relay. These scripts will be based on the RFP requirements but may be customized based on the time-of-day, day-of-the-week, or day-of-the-year.

Back-Up Call Router

T-Mobile's primary router is reliable and rarely experiences any type of outage. In the unlikely event that the primary call router has an outage, T-Mobile has a back-up call router that delivers calls to the relay centers.

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Call Centers

We currently have a call center in Orlando and another call center in Tampa, FL (highlighted in the following table). Florida Relay calls will continue to be routed to the first available Gold Star CA in following centers:

Center	Services Provided
Appleton, WI	CapTel
Arlington, TX	CapTel
Austin, TX	TRS, Spanish TRS, VCO, STS, and CapTel
Columbia, SC	CapTel
Dayton, OH	TRS, Spanish TRS, STS, VCO, and CapTel
Lubbock, TX	TRS, Spanish TRS, VCO, and CapTel
Madison, WI	CapTel, CapTel Customer Service
Milwaukee, WI	CapTel
Moorhead, MN	TRS, STS, VCO, Customer Care, Spanish TRS
Orlando, FL	CapTel
Overland Park, KS	Customer Care
Syracuse, NY	TRS, Spanish TRS, VCO, and CapTel
Tampa, FL	CapTel

Florida Relay users will continue to benefit from T-Mobile's intelligent call routing (ICR), which ensures the next available TRS or CapTel CA answers each call. T-Mobile's ICR provides Florida Relay with a large resource pool and ensures the most efficient and cost-effective method for processing various call types. Based upon predefined routing scripts, T-Mobile's ICR can send calls to any CA in 13 geographically diverse call centers (or T-Mobile Accessibility Customer Care), which is the largest relay network in the U.S. Specific scripts are executed for each call type and scripts are scheduled to be used based on the time of day, day of the week, and year. These scripts are self-invoking and require no human intervention. T-Mobile's ICR has complex formulas available to determine the most efficient utilization of resources.

TRS and CapTel Work from Home

T-Mobile's Florida Relay solution will continue to include TRS and CapTel CAs that work from home. We have deployed a trained work from home workforce that allows for business continuity during natural or man-made disasters.

- 1) A portion of T-Mobile's workforce can process Florida Relay calls with agents virtually attached to existing centers but not physically located in a call center. CAs work from home in a safe, secure environment. They abide by FCC standards for confidentiality, specifically (47 C.F.R. §64.604(a)(2)(ii) for Conversation Content). If there is natural or man-made disaster, agents can continue to process calls. CAs are located close to existing call centers, so they may continue to participate in ongoing training, and they have access to local technical support resources.
- 2) CapTel Agents can arrange a call take over after reaching the mandatory minimum standard for a CapTel call. For a better customer experience, agents can take over the call remotely, in the same call center, or from another call center.

Calculation

T-Mobile will continue to begin measuring speed-of-answer at the time the call hits the relay switch. Elapsed time continues to accrue until the call is answered by a live CA ready to process the call. T-Mobile's equation for answer time has the numerator representing the total number of

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calls answered in 10 seconds or less. The denominator is the total number of calls reaching the switch.

$$\text{Answer Time} = \frac{\text{The total number of calls answered in 10 seconds or less}}{\text{Total number of calls}}$$

T-Mobile's equation will use actual results of all Florida Relay calls. No sampling, weighted, or average methodology will be used. Compliance will continue to be evaluated daily and reported to the FPSC monthly.

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Emergency Ops

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Item 43 – Emergency Operations and Uninterruptible Power (RFP ref. B-33)

The provider shall provide an uninterruptible power system sufficient to operate each relay center processing Florida relay traffic at busy season busy hour load. 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.

T-Mobile has read, understands, and will continue to comply with all RFP B-33 requirements.

The following pages outline T-Mobile's Disaster Recovery Plan.

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The T-Mobile Approach to Business Continuity

What is Business Continuity?

Business Continuity (BC) is the process of planning and developing arrangements and procedures that enable an organization to respond to a debilitating crisis in a way that allows critical business processes to continue.

T-Mobile maintains an enterprise-wide BC Program to:

- ◆ Maximize employee and customer safety
- ◆ Resume business processes quickly
- ◆ Provide ongoing customer support

T-Mobile BC Program Governing Principles:

- ◆ Committed to employee and customer safety
- ◆ Committed to preserving business operations and service to T-Mobile customers
- ◆ BC is a shared responsibility across all management levels, all business units, and the BC professionals within the business units.
- ◆ BC professionals and Incident Management Teams (IMTs) must be knowledgeable, well trained and prepared to respond when activated
- ◆ Continual improvement, flexibility, and maturity is necessary for success

BC Threats

Acts of Nature	Tornadoes, Hurricanes, Earthquakes, Floods, Blizzards, Wildfires, Volcanic Eruptions, Land or Mud slides, Avalanches, Pandemics
Man-Made	Fire, Explosion, Hazardous Materials, Terrorist Acts, Civil Disorder, Work Stoppage, Violent Acts, Accidents, Digging
Infrastructure or Technology	Widespread Power Outage, Telecomm Grid Outage, Water or Sewage System Break, Major Processing Disruption

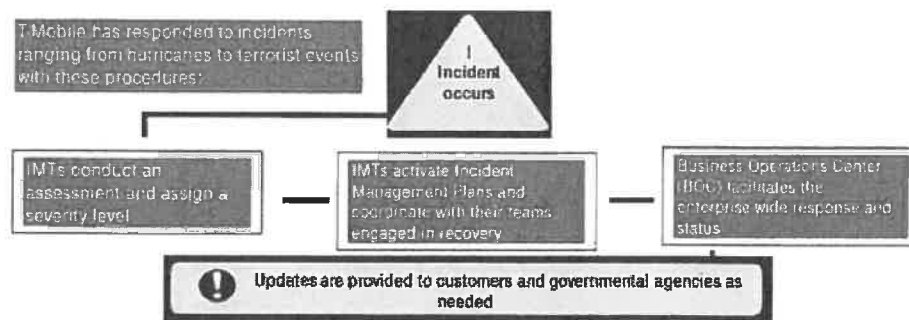


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T-Mobile Disaster Recovery Teams & Tools

Superior TRS Platform Technology	<ul style="list-style-type: none"> • Redundant Avaya Switches • Secure Switch Site Locations • Cisco's Intelligent Contact Manager (ICM) Router
13 Domestic Call Centers	<ul style="list-style-type: none"> • 6 Call Centers supporting TRS • 11 Call Centers supporting CapTel (4 co-located with TRS centers)
Local Call Center Resources	<ul style="list-style-type: none"> • Experienced call center management with clear reporting structures • Local Safety Marshalls
TRS Platform Support	<ul style="list-style-type: none"> • Automated Alarming • On-call Support
TRS and CapTel Customer Service	<ul style="list-style-type: none"> • Live 24/7 • 3 locations
Traffic Management Control Center	<ul style="list-style-type: none"> • Staffed 7 am to 8 pm CT, 7 days a week • On Call 24/7/365 • Centralized staffing and workforce management

T-Mobile TRS is supported by the proven T-Mobile wireline network, superior platform technology, and a large support staff to provide uninterrupted service to relay users.

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TRS Platform Switches

Physical Security and Resiliency

T-Mobile's multiple TRS Platform switches are located at wireline switch sites, which provide a higher degree of physical security and resiliency, including the following:

- ◆ Steel frame structures with exterior block walls, two-story design
- ◆ Slab on grade floor construction and roof support system
- ◆ FM global approved roofing systems (building within a building including roofing membrane over lid)
- ◆ Structural design to withstand earthquakes, hurricanes, and windstorms
- ◆ Energy efficient, with fresh air intake and zero external thermal factors
- ◆ Very Early Warning Fire Detection (VEWFD) and alarms, clean agent suppression (AnaLASER or VESDA "sniffers")
- ◆ Two-hour fire-rated wall exists between other tenants
- ◆ Where possible, located outside of a 500-year flood plain and at least outside of a 100-year flood plain
- ◆ High physical security with steel doors, perimeter controls, electronic access control equipment, alarmed doors, CCTV equipment, Intrusion detection equipment and, 24x7 remote monitoring, lighted parking
- ◆ Located within two miles of a Public Switched Telephone Network (PSTN) Tandem Switch, if possible
- ◆ No existing towers with a crumple zone within reach of the building/generator

Switch Building Automation and Monitoring

All sites have a full Building Automation System (BAS) installed. This system automatically switches to redundant HVAC units any time the primary unit fails to perform.

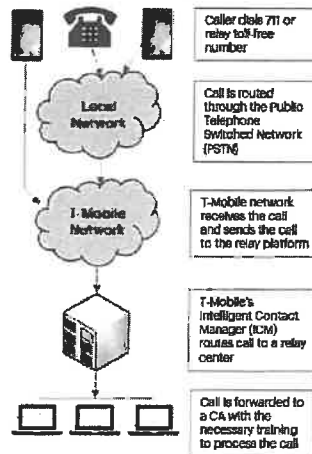
- ◆ Facility engineers continually monitor HVAC unit and generator performance
- ◆ Generators can be signaled from the Network Operations Center (NOC) to start and transfer site load
- ◆ Flood control additions
- ◆ Load Diversity (electrical and mechanical diversification)
- ◆ Generator system transfer bus and service entrance additions
- ◆ Fiber entrance diversity
- ◆ Grounding and lightning protection upgrades
- ◆ Underground storage tank upgrades (double wall and AST)
- ◆ Outside air ventilation/cooling systems

T-Mobile's TRS platform switches are located at secure switch sites providing more security and resiliency than call centers.

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TRS Platform Routing and Redundancy



Outbound Calling Redundancy

The T-Mobile TRS platform supports outbound calling using two types of circuits and connections, including:

- ◆ Multiprotocol Label Switching (MPLS) Circuits allowing for Session Initiation Protocol (SIP) outbound telephony phone calls
- ◆ ISDN connections to the local exchange company (LEC) support local calls and is the backup solution for toll-free calls

Inbound Calling Redundancy

T-Mobile Wireline Network

T-Mobile's wireline service is provided over an all-fiber backbone network with digital switching architecture and is supported by sophisticated management control networks. These elements are combined to provide a highly reliable, proven, and redundant network. The T-Mobile network design contains survivability as a mandatory objective. The network minimizes service interruptions' adverse effects due to equipment failures, cable cuts, network overload conditions, or regional catastrophes.

Call Routing for Relay Platform

T-Mobile's ICM assesses the network's health and routes the call to one of six TRS and Customer Care centers. If the primary call router is off-line, a secondary call router automatically routes the call based on pre-determined logic.

Redundant and Segmented Switches

T-Mobile's TRS platform is supported by redundant switches connected by two redundant inbound connections. If one switch goes down, calls are automatically routed to the unaffected switches and call centers. Each switch is also segmented to support pods of CA workstations at the relay center. If a single portion of the switch is affected, T-Mobile can continue to process calls by having CAs log into unaffected CA workstations.

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Relay Call Centers Business Continuity Plans for TRS and CapTel

Weather Events

- ◆ Early detection/active monitoring
- ◆ Proactive planning by Traffic Management Control Center (TMCC)
- ◆ Estimate Impact
- ◆ Offer Overtime incentives
- ◆ Implement backup specialty gates (Spanish, STS, Customer Service)
- ◆ Extend hours of un-impacted centers
- ◆ Implement emergency routing



Evacuation Events

- ◆ Identify situation/assess threat
- ◆ Designated chain of command
- ◆ Evacuate to designated safe zone
- ◆ Notification Procedures
 - Local Authorities (911)
 - Call Center Service Assurance Center (CCSA)
 - Call Center Management
 - T-Mobile Corporate Security
- ◆ Ensure all personnel are safe
- ◆ Re-enter building only after given permission from emergency services personnel
- ◆ Document event



Technology and Personnel

- ◆ TRS and CapTel platform with automated alarming
- ◆ Uninterruptible Power Supply (UPS) and generators to support
 - Switch system and peripherals
 - Switch room environment
 - CA positions (consoles/terminals and emergency lights)
 - Emergency lights (self-contained batteries)
 - System alarms
 - Call Detail Record recording
- ◆ Spare Positions and Platform Components
- ◆ On-call support 24x7x365



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Disaster Recovery Solutions

T-Mobile offers emergency options and uninterruptible power that exceeds minimum requirements by providing an end-to-end approach unmatched in the industry. T-Mobile knows that a large-scale commercial power loss is one of the most critical factors impacting communication access. We have programs to keep that from affecting relay services. Both TRS and CapTel offer uninterruptible power supplies and generators to ensure relay users will continue to have access to the service in the event of power outages.

Call Center Power Solutions

T-Mobile provides a cost-effective solution with a UPS using a combination of standard battery backup and an auxiliary generator to provide uninterrupted power for an unlimited duration for critical components:

- ◆ Air conditioning, if required to maintain service
- ◆ Fire suppression systems
- ◆ Emergency lights and system alarms
- ◆ CA consoles/ terminals
- ◆ CA worksite emergency lights
- ◆ CDR

T-Mobile ensures UPS system capacity is sufficient to operate the call center during busy season and busy hour load. T-Mobile has installed power-generating equipment capable of operating call centers for extended periods. During a power outage, the UPS and backup power generator ensure seamless power transition until standard power is restored. UPS is used only long enough for the backup power generators to come online - a matter of minutes. Backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. Generators can stay in service for longer periods if fuel is supplied. As a safety precaution (in case of a fire during a power failure), the fire suppression system is not electrically powered. Once the backup generator is online, stable power is established and maintained to all TRS system equipment and facility environmental controls until commercial power is restored.

All T-Mobile employees are trained on emergency procedures to minimize or prevent disruption to relay users. T-Mobile instructs staff on procedures to be followed in the event of an emergency or service impacting issue. T-Mobile provides annual training to ensure familiarity with systems and processes. Ad-hoc training is conducted for new procedures or team members.

T-Mobile has a Business Continuity (BC) plan to deal with all types of natural and man-made issues, which may prevent calls from reaching the relay center or impact operation. The plan identifies how T-Mobile minimizes impact to relay users and restores relay services. T-Mobile's BC methodology and implementation standards are consistent with industry-wide best practices and trusted by experts in the field.

Call Center Evacuation Events

T-Mobile has plans to deal with call center events. Each call center has a designated Safety Marshal and a clear chain of command. As a first step, the situation is identified, and the threat is assessed. If evacuation is necessary, the local authorities are immediately alerted along with the CCSA and the TMCC. Call center management and T-Mobile Corporate Security are also alerted. Traffic will be routed immediately to other non-impacted call centers. Once the issue is resolved, CAs return to the center, and the incident is fully documented.

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Proactive Measures

For 31 years, Sprint (now T-Mobile) Accessibility users have rarely experienced an inability to place calls. Call centers are staffed with spare positions and platform components to deal with all types of technical issues. The network offers automated alarming to notify personnel of issues.

Redundancy is built into our infrastructure to deliver outstanding performance for all our TRS customers. These attributes will ensure functional equivalency for relay callers during disasters.

The benefits of our leading-edge platform and flexible configuration include:

- ◆ Redundant connections between sites, the 800 network, and call centers
- ◆ If the problem is within T-Mobile's center, the CCSA performs maintenance
- ◆ Centralized routing and reporting systems enable T-Mobile to treat the entire call center complex as a single virtual call center rather than standalone call centers
- ◆ All positions are capable of handling calls for any state customer
- ◆ All training seats are configured and immediately ready to take production traffic
- ◆ T-Mobile has pre-established plans for all types of outages
- ◆ T-Mobile automatically routes calls away from a center undergoing a service recovery event. For example, if a fire drill forces CAs to evacuate, the call router automatically sends calls to other relay centers.

T-Mobile has historically been the best at dealing with natural and man-made disasters. With each incident, T-Mobile has been prepared and ensured ongoing service delivery. T-Mobile's processes consider every aspect of an outage or natural disaster that includes a higher call volume likelihood due to the natural disaster.

Site recovery plans are in place for all locations, prioritizing options for relocation and ensuring agility when faced with disaster recovery issues. Tap boxes readily connect the output of a portable generator in the event of primary generator issues.

T-Mobile has processes in place if a known weather event is encountered. These known contingency plans are designed to mitigate our customers' degradation of service and are maintained by the TMCC. Each service has backup locations to ensure redundancy.

The Activation Criteria Plan will be used when either weather or other events cause a potential increase in call volumes (more than 25%) or one or more TRS call centers is offline for more than two hours, using the following procedure:

- ◆ Automated alarming or a TRS call center notifies TMCC
- ◆ TMCC contacts CCSA
- ◆ CCSA sends notification to a pre-established distribution list
- ◆ CCSA establishes a conference call to resolve the issue with impacted groups

After fix agencies cannot re-establish center operations, the Business Continuity Plan (BCP) is invoked, and Management will notify the BC Management Team.

CapTel-Specific Disaster Recovery Information

Performance at CapTel call centers is monitored continuously by CTI technicians 24x7. CTI and T-Mobile have a complete plan for natural and man-made events. T-Mobile will be notified by CTI immediately upon determining a natural or man-made problem that causes disruption.

CTI and T-Mobile have established contingency plans in the event of a complete and extended loss of a CapTel call center. The plan includes several steps based on the estimated duration of the outage. The first phase is organized to initiate the recovery process within hours, and fully

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complete the process within days. This involves expanding service to available space in the operating call center locations and other CapTel facilities:

- ◆ All training seats are configured and immediately ready to take production traffic.
- ◆ Additional production seats are established in unused and available space within the existing facilities.

The recovery plan includes a second phase for extended outages. To support this longer duration, CTI has identified additional disaster recovery locations with appropriate facilities in the metropolitan area of each of the call centers.

If inclement weather affects the staffs' ability to arrive at work, with minor adjustments, CTI can still meet the call volume demand with enough staff coverage. If necessary, T-Mobile and CTI will institute proven tactics to motivate, encourage, and enable CapTel GAs to be present or pick-up additional hours so CTI can meet its service level requirements during inclement weather. Agents working from home enables rapid mobilization of additional capacity.

To provide our customers with the most complete and timely information on problems affecting relay service, T-Mobile's trouble reporting procedure for TRS and CapTel includes three levels of response:

- ◆ An immediate report (within three hours of disaster or event lasting more than 30 minutes)
- ◆ A 72-hour status report (if unresolved)
- ◆ A comprehensive final report within 7 business days

Within 72 hours of relay service disruption, an intermediate report provides problem status, and an action plan. In most cases, the 72-hour report reveals the problem has been corrected, and full relay service has been restored.

The final report will include a comprehensive look at the disruption, including:

- ◆ How the problem occurred
- ◆ When the problem occurred
- ◆ The number of impacted customers (if known)
- ◆ What was required to correct the problem
- ◆ Time and date the relay service resumed full operation
- ◆ Avoidance plan for future (if applicable)

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Customer Notification Procedures

To provide our customers with the most complete and timely information on problems affecting TRS and CapTel, T-Mobile's trouble reporting procedure for these services includes three levels of response:

- ◆ An immediate report (within three hours of disaster or event lasting more than 30 minutes)
- ◆ A 72-hour status report (if unresolved)
- ◆ A comprehensive final report within 7 business days

Within 72 hours of the relay service (TRS and CapTel) disruption, an intermediate report provides status and an action plan. In most cases, the 72-hour report reveals the problem has been corrected, and full relay service has been restored. The final report will include a comprehensive look at the disruption, including:

- ◆ How the problem occurred
- ◆ When the problem occurred
- ◆ The number of impacted customers (if known)
- ◆ What was required to correct the problem
- ◆ Time and date the relay service resumed full operation
- ◆ Avoidance plan for future (if applicable)

Escalation Points of Contact

To provide our customers with 24x7 escalations, the following points of contact are available:

Level One	Level Two	Level Three
T-Mobile Accessibility Customer Service TRS t-mobile_trscustserv@t-mobile.com 877-877-3291 Fax 800-676-3777 Voice 877-787-1989 STS 800-676-3777 TTY 800-676-4290 Spanish CapTel CapTel@captel.com 888-269-7477 Voice 800-482-2424 TTY 866-670-9134 Spanish Online chat: www.captel.com/support/customer-service/#	T-Mobile Accessibility National Customer Relations Managers John Moore john.e.moore@t-mobile.com 925-895-9176 (mobile) Karl Ewan karl.ewan@t-mobile.com 512-893-4581 (mobile)	T-Mobile Accessibility Director Mike Ellis michael.f.ellis@t-mobile.com 720-982-4938 (mobile) 720-445-2737 (assistant)

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Intercept Msgs

EXHIBIT 2



Item 44 – Intercept Messages (RFP ref. B-34)

Appropriate intercept messages shall be provided if a system failure occurs.

T-Mobile has read, understands, and will continue to comply with all RFP B-34 requirements.

T-Mobile will provide appropriate intercept messages if a system failure occurs within the relay platform. Our TRS platform is supported by redundant inbound connections. If a portion of the network is affected, the rest of the network will continue to process calls. T-Mobile can reduce impact by having CAs log into unaffected CA workstations.

Our TRS architecture virtually eliminates the need to play intercept messages. However, in the extremely unlikely event the network fails completely, or callers are blocked by a carrier in the public switched telephone network (PSTN) before connecting to the TRS platform, the call will be blocked. These callers will receive either a fast busy signal or an intercept message on the carrier's network such as, "I'M SORRY ALL TRUNKS ARE BUSY NOW, PLEASE TRY YOUR CALL AGAIN LATER."

In the highly unlikely event that a Florida Relay user reaches T-Mobile's TRS network and is unable to connect to a call center, the Florida Relay user will receive an intercept message in voice or text (TTY), such as: "THE RELAY SERVICE CANNOT COMPLETE YOUR CALL AT THIS TIME. PLEASE TRY AGAIN LATER."

If a call center experiences a complete and instant shutdown (such as a local disaster that requires immediate evacuation) an emergency intercept message may be enabled to notify callers in queue, such as, "DUE TO A LOCAL EMERGENCY, CAs NEED TO LEAVE THE CENTER. PLEASE HANG UP AND CALL AGAIN; YOUR CALL WILL BE MOVED TO A DIFFERENT CENTER." Florida Relay users with calls in progress are advised of the situation by the CA. Our router sends calls to the other call centers that prevent more calls from being received at the impacted call center. Once the situation is resolved, all systems are returned to normal status.

If approved by Florida Relay, T-Mobile can provide a temporary delay message for Florida Relay users turned on only when long hold times may occur because of weather or other event impacting service. For example, if there were a natural disaster that significantly increased the number of calls to the relay center, we can add a temporary recording that alerts voice and TTY users, such as: "THE RELAY CENTER IS EXPERIENCING LONGER THAN NORMAL HOLD TIMES. PLEASE HOLD FOR THE NEXT AVAILABLE CA OR TRY YOUR CALL AGAIN LATER."

CapTel Intercept Messages

CTI's platform technology instantly recognizes a problem anywhere in the relay system and routes the calls to another operating CapTel call center or supporting data center within seconds. This process is automated and does not require manual intervention. This should eliminate the need for intercept messages. However, the following is a description of times where any type of intercept message is delivered:

- ◆ If a network failure occurs prior to being delivered to the CapTel platform, the Florida Relay caller may receive a fast busy signal, alarm tone, or a standard error message (, "Sorry all trunks are busy, please try again later.") Since a CA is not yet present on the call, these messages are delivered only in voice. As the caller has not connected to the service, minutes of use are not included in billable minutes.
- ◆ If a system failure occurs after reaching the CapTel platform but prior to reaching a CA, the system is not programmed to send an error message. In these instances, the Florida

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Relay CapTel user would receive only a caption that says, "Waiting for the CapTel Operator" or "Waiting for Captions. Captioning Service Line is Ringing." In these instances, there is not a voice recording. As the CA is not on the call, minutes of use are not included in the billable minutes.

- ◆ If a network failure occurs after connecting with the CA, the Florida Relay CapTel user can hear any telephone company recordings ("Sorry all trunks are busy, please try your call again later") or indicators (fast busy signal or alarm signal). These signals are also captioned for the Florida Relay CapTel user. Likewise, voice users who encounter a network failure after connecting with a CA will hear telephone company recordings. Minutes of use attributed to these calls are included in billable minutes.
- ◆ If an emergency occurs at the center or if a switch failure occurs preventing the processing of calls while still allowing the CA to communicate with the Florida Relay CapTel user, the CA will provide appropriate text messages ("Due to an emergency, CAs need to leave the center. Please hang up and try your call again.") If the Florida Relay CapTel user is in the middle of a conversation, the FPSC will be charged for the associated minutes. If this occurs prior to connecting the user with the called party, the FPSC will only be charged if it selects to be billed based on session minutes.

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Svc Expansion

EXHIBIT 2



Item 45 – Service Expansion (RFP ref. B-35)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-35 requirements.

T-Mobile will continue to provide Florida Relay with existing personnel and facilities.

T-Mobile continually monitors and manages all areas of capacity, including traffic, CA workstations, personnel staffing, facilities, and other relay service equipment. T-Mobile plans expansion when usage studies indicate that system components operate at greater than 75% capacity. The FPSC will not incur additional charges if additional expansion is required throughout the life of the contract.

The key to providing a consistent, quality experience is to ensure routine, periodic analysis of relay service components. Usage studies ensure optimum capacity requirements are met to keep costs at a minimum while guaranteeing maintenance to all service standards.

- ◆ Capacity reports, including busy-hour information, daily and weekly to ensure capacity levels remain within thresholds.
- ◆ Historical call volumes to determine short-/long-term staffing.
- ◆ Equipment utilization and the number of CAs are monitored weekly and quarterly.

T-Mobile reviews each center’s results for the previous six weeks, as well as anticipated changes in staffing levels to determine each center’s capacity to handle forecasted calls. Once the forecast has been determined, T-Mobile ensures total network traffic is accounted for by each of the centers. By continually monitoring current capacity with regards to trunking, CA workstations, staffing and equipment, lag time between anticipated need and implementation are minimized.

Once capacity thresholds (25%) are breached and the determination is made that additional capacity is needed in the T-Mobile network, approximately 16 weeks is needed in a worst-case scenario if additional capacity is needed in all areas. The example schedule highlights a typical service expansion schedule.

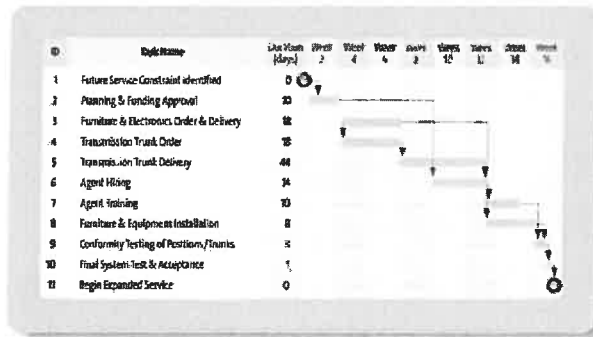


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Proactive Monitoring

The key to providing a consistent quality experience is to ensure routine, periodic analysis of all components of Florida Relay. Usage studies of TRS system components ensure that optimum capacity requirements are met to keep costs at a minimum while ensuring maintenance to all service standards detailed in the RFP. Trunking capacity reports, including busy-hour information, are captured, and reviewed daily and weekly to ensure that capacity levels remain within thresholds. T-Mobile reviews historic call volume to determine short-term and long-term personnel staffing needs on a periodic reoccurring basis. Equipment utilization, including the number of CA positions, is monitored weekly and quarterly.

Decreases in Call Volume

From a long-term perspective, T-Mobile expects TRS call volumes in the industry to continue to transition from TRS to emerging forms of relay. T-Mobile continually evaluates the most cost-effective and efficient call center configuration for all its customers. T-Mobile has taken drastic steps to minimize costs while ensuring high quality is maintained. T-Mobile will continue to work directly with the FPSC to ensure the most cost-effective use of available resources is maintained so the cost to the FPSC and Florida Relay users is fair and competitive.

CapTel Expansion

T-Mobile works with CTI, the FTRI, and the phone manufacturer to monitor the number of phones sold, active users, and anticipated call volume to ensure adequate capacity is available. As CTI currently handles 100% of the operations for Florida CapTel, there will be no immediate additional capacity necessary for the transition to T-Mobile. If CapTel capacity thresholds are reached, it may become necessary during the term of the contract to expand. If so, this will be done at no additional charge to the FPSC, and T-Mobile will provide an expansion schedule based on the project scope.

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Consumer Input

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Item 47 – Consumer Input and Participation in Advisory Committee and FPSC Proceedings (RFP ref. B-37)

The telephone users shall have input on the quality of the delivery of service. Bidders shall develop a plan to include the FPSC 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 shall 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.

T-Mobile has read, understands, and will continue to comply with all RFP B-37 requirements.

T-Mobile has not included travel or per diem costs for the FPSC or its Advisory Committee in its bid price as it understands the FPSC funds these expenses.

T-Mobile also understands this RFP requirement does not preclude T-Mobile's staff from conducting additional internal evaluations. T-Mobile will report Florida Relay results from additional internal quality evaluations to the FPSC office within 15 calendar days of the last month in each quarter.

Consumer Input Plans

T-Mobile will continue to seek input from the FPSC, the Advisory Committee, the FTRI, Florida organizations, and Florida Relay users on our service quality. We will also continue to solicit ideas and suggestions for new and improved products and services.

T-Mobile diligently collects customer feedback and evaluates procedures across all service aspects to streamline processes and re-create successes. We will continue to provide customer updates regarding any issues. We will continue to engage in the following activities to ensure we are meeting state customer and consumer requirements.

- ◆ **Feedback provided to Client Executive:** Jeffrey Branch, Client Executive, serves as day-to-day Florida Relay point of contact. His continue interaction with Florida Relay users, the FPSC, the Advisory Committee, the FTRI, and Florida organizations that connect with Floridians who are Deaf, Hard of Hearing, DeafBlind, and those who experience speech disabilities.
- ◆ **Personal Communication during Events:** Every year, T-Mobile participates in hundreds of virtual and in-person events throughout the U.S. to educate attendees about available products and services. Feedback is provided to T-Mobile representatives at these events.

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- ◆ Feedback provided through websites: Consumers can comment on current products and services or provide input on communication needs through www.t-mobile.com/access or on any of T-Mobile Accessibility's state relay websites.
- ◆ Feedback given to Customer Care: T-Mobile offers 24x7 access to live Customer Care and collects complaints and compliments through care representatives.
- ◆ State Telecommunication Administrators of Relay by T-Mobile (START): We sponsor an annual virtual/in-person conference for START members. The START conference enables T-Mobile's state relay customers to discuss current FCC rules and upcoming industry trends, updates on relay products and services, and marketing plans. START conferences include time for state relay administrators to discuss ideas and provide feedback to T-Mobile regarding service quality and suggestions for enhancements. We have also hosted virtual meetings to update our state TRS contract administrators on current FCC events and other events that may affect relay service.
- ◆ Feedback from social media channels: All consumers can provide feedback to the T-Mobile Accessibility social media team through Facebook, Twitter, and LinkedIn.

Working with Florida Organizations

T-Mobile will continue to solicit feedback from community agencies and community forums regarding Florida Relay service quality and will educate the users on new and emerging features and to respond to questions or issues. T-Mobile will continue to plan and conduct forums in conjunction with organizations serving Floridians with hearing loss and speech disabilities. T-Mobile (formerly Sprint) has enjoyed success in meeting with Floridians about service quality and product information. We have enjoyed in-person and online meetings to collect Florida Relay user feedback and responding to user questions and concerns regarding Florida Relay.

T-Mobile will invest \$15,000 annually in Florida Relay outreach activities. The budget will include:

- ◆ Continuing our partnership with FTRI - Attend virtual/in-person events to promote TRS, CapTel and RCC
- ◆ Updating the relay section of FTRI's website
- ◆ Host a Taste of Technology, Career Day, and Communications Summit designed to educate Florida School for the Deaf and Blind students, parents, and staff. Members of the T-Mobile team and other community members will provide students with the knowledge and tools needed in various settings such as higher education, vocational training, informational interviews, and mentoring.
- ◆ Attend/Host local events - Coffee meet and greets, relay workshops and training
- ◆ Interactive webinars, social media activities, and training videos

The T-Mobile Team - Accessibility Consultation Experts (ACEs)

ACEs will provide guidance to the FPSC, the FTRI, and Floridians regarding:

- ◆ **User Experience** - T-Mobile Accessibility's team is comprised of daily users of relay products and services. These employees and their spouses, children, parents, friends, and siblings have the same communication needs and concerns as Florida Relay users.
- ◆ **Product Development, Service Quality, Network Reliability, Emerging Technologies** - Experts that have helped shaped the relay industry: TRS, CapTel, Internet-Protocol CapTel (IPCTS), Relay Conference Captioning (RCC), Speech-to-Speech (STS), DeafBlind, Low-Vision, Late Deafened, and others. Team members that are Certified Professionals in

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Accessibility Core Competencies (CPACC), as sanctioned by the International Association of Accessibility Professionals (IAAP).

- ◆ FCC Experience - Information on FCC minimum standards, MARS filings, FCC Re-Certification, FCC updates on Declaratory Rulings, Notices of Inquiry, Further Notices of Proposed Rulemaking, and other FCC notices. Regulatory representation that provides comments on pending rulings
- ◆ Website Equivalence - Web Content Accessibility Guidelines (WCAG) 2.1 website upgrades for Blind and Low Vision individuals
- ◆ Outreach and Education - Forming relationships in communities where we live and work, reaching communities virtually and in-person, creating and executing social media strategies, demonstrated wireless expertise

Outreach Experts, Inc.

T-Mobile may engage Outreach Experts, Inc. (OEI) to offer additional personnel supporting one-on-one CapTel outreach, without charge to the FPSC's budget. The OEI team is staffed with experts who understand the struggles faced by the broad range of people who can speak on the phone but struggle to capture the full message from the other party. The OEI team provides presentations; attend CapTel events, and supports personal one-on-one training, installations, and follow-up. OEI and Florida Relay operate on a separate plan and budget.

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Complaints

EXHIBIT 2



Item 48 – Complaint Resolution (RFP ref. B-38)

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 FPSC upon request. In addition, the relay center shall have a toll-free Customer Services telephone number available statewide and accessible to the public 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 FPSC's staff concerning service or other complaints received by the FPSC shall be furnished in writing within fifteen (15) days from the date of the FPSC 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.

T-Mobile has read, understands, and will continue to comply with all RFP B-38 requirements.

T-Mobile is fully compliant with all FCC guidelines regarding complaints and inquiries.

T-Mobile will continue to provide toll-free Customer Service that is accessible to all Florida Relay users 24x7. T-Mobile will allow the FPSC to determine how Customer Service calls are announced on the general access number - as either "Florida Relay Customer Service" or "T-Mobile Accessibility Customer Service." The toll-free Customer Service number will support all communication modes (TTY, ASCII, VCO, HCO, STS, Deaf-Blind Pacing, and CapTel). T-Mobile also provides specialized Customer Service options for CapTel, Spanish-speaking users, STS, and VCO users. All of T-Mobile's Customer Service solutions are available from anywhere in the U.S. T-Mobile does not assess per-minute charges for its Customer Service Training Lines (STS or VCO).

T-Mobile also offers Customer Service access through our national toll-free Customer Service access numbers, if that is preferred by the FPSC:

Florida Relay Customer Service

- ◆ TTY: 866-462-6509
- ◆ Spanish: 800-855-2886

T-Mobile TRS Customer Service

- ◆ Voice: 800-676-377
- ◆ Speech-to-Speech: 877-787-1989
- ◆ TTY: 800-676-3777
- ◆ Voice Carryover: 866-931-9027
- ◆ Spanish: 800-676-4290
- ◆ E-mail: access@t-mobile.com

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◆ Fax: 877-877-3291

T-Mobile empowers its Accessibility Customer Care staff to be an advocate for Florida Relay users – rather than an extension of the sales team. Accessibility Customer Care is empowered to make changes directly on the Florida Relay’s behalf in T-Mobile’s systems.

T-Mobile Accessibility Customer Care Philosophies

T-Mobile believes our relay service is not just hardware, software, or a CA in a call center. It is our customers, employees, and our communities in touch and in sync working together for the betterment of the Florida Relay community. An integral part of this is T-Mobile Accessibility Customer Care.

- ◆ Customer Care should be free. T-Mobile has never charged our state customers or end users a per-minute fee for Customer Care. We believe Customer Care is a part of doing the right thing for our customers and should not be a revenue generator.
- ◆ Care Staff should be empowered. T-Mobile empowers its Customer Care Representatives with the ability to make real-time updates to Customer Profiles. T-Mobile Accessibility Customer Care has access to the TRS Customer Profile database and can make real-time changes.
- ◆ Care should be available everywhere. All of T-Mobile Accessibility Customer Care is available from anywhere in the U.S. We do not limit access to Florida residents.

Complaints, Inquiries, and Comments

T-Mobile’s procedures ensure complaints, inquiries, and comments regarding the relay system or staff will continue to be addressed quickly and to the Florida Relay user’s satisfaction. If a Florida Relay user requests to talk to a supervisor, T-Mobile honors the request. T-Mobile makes supervisors or administrators 24x7. Callers are not directed to dial a different number to talk with a supervisor; it is done while on the call. All complaints and resolutions are reviewed by the Florida Relay QA Manager and shared with members of the management team.

All complaints are documented and entered in a Customer Contact Online Database (CCOD). The CCOD is a tool to record and track user contact information, which also meets the standards set by the FCC for reporting and monitoring customer complaints. The CCOD automatically notifies the Florida Relay QA Manager of any complaint entry for Florida Relay.

Upon receipt of a complaint, T-Mobile will provide the Florida Relay user with procedures to resolve the complaint and offer follow-up communication. If the complaint concerns a specific CA, a floor supervisor follows up to resolve the complaint. The role of the supervisor is to:

- ◆ Accept all types of complaints
- ◆ Handle all service type complaints
- ◆ Resolve complaints with CAs
- ◆ Resolve complaints with Florida Relay users
- ◆ Document all information
- ◆ Send completed Florida Relay Customer Contact forms to the Florida Relay QA Manager

If the supervisor is unable to resolve the complaint, the supervisor immediately forwards the complaint to the Florida Relay QA Manager.

T-Mobile handles tracking all technical complaints and follows-up with relay users on resolutions. If a complaint is filed with T-Mobile Accessibility Customer Care, a trouble ticket is submitted, and

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the ticket number is documented on the Customer Contact form. Additionally, the Florida Relay QA Manager receives a copy for resolution and follow-up. The Florida Relay QA Manager sends a written response to the Florida Relay user outlining how his/her complaint was resolved. Otherwise, the Florida Relay QA Manager follows-up with a phone call. Copies of all resolved complaints are sent to the FPSC. The FPSC may alert the Florida Relay QA Manager if they wish to appeal the resolution of a complaint.

The Florida Relay QA Manager is responsible for tracking all monthly commendations and complaints, sending copies of Customer Contacts to the FPSC by the invoice due date of the following month. The Florida Relay QA Manager also compiles an annual summary every June for the previous year.

Step 1: Florida Relay contacts T-Mobile with a complaint, inquiry, or comment.

T-Mobile ensures Florida Relay user complaints or suggestions are addressed quickly to the Florida Relay user's satisfaction. T-Mobile accepts commendations and complaints via the following:

- ◆ Over the phone with a supervisor or administrator
- ◆ T-Mobile Accessibility Customer Care (phone, email, fax, mail)
- ◆ CapTel Customer Service
- ◆ Speaks to the Client Director/Account Manager
- ◆ Florida Relay user contacts the FPSC or FTRI

Step 2: T-Mobile thoroughly documents the issue.

It is crucial to make sure T-Mobile understands the Florida Relay user's concern or compliment. T-Mobile gathers as much information as possible and records information provided by the Florida Relay user.

Step 3: The Florida Relay user's comment is classified and assigned (if applicable).

Once we receive a comment, T-Mobile classifies the information as a compliment, a complaint, or an inquiry.

- ◆ Compliments: Compliments for specific individuals are forwarded in the CCOD system to the employee's call center. T-Mobile and its subcontractors formally acknowledge CAs and other personnel who delight Florida Relay users. Compliments are posted on bulletin boards in the call center to recognize performance and motivate center employees. Florida Relay user information is removed before posting.
- ◆ General Complaints: Complaints are classified by category (service, technical, miscellaneous) and subcategories for tracking and reporting. If complaints are not immediately resolved, personnel are assigned based on the complaint category.
- ◆ Service Complaints: Feedback involving specific call center staff is directed to the employee's manager through the CCOD system. The manager will meet with the employee to discuss the Florida Relay user's complaint. The manager will verify that the employee understands the correct procedures and performance expectations. The manager may recommend coaching, retraining, or take disciplinary action depending on the complaint. If a technical issue impacted the call, the manager immediately creates a trouble ticket with the technical team.

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- ◆ Technical Complaints: The employee who spoke with the Florida Relay user documents technical complaints in the CCOD system. After the technical team investigates, a trouble ticket is entered, and the ticket number is noted in CCOD.

Step 4: T-Mobile follows-up with the Florida Relay user regarding resolution.

When a Florida Relay user files a complaint or compliment, he/she can provide contact information for follow-up communication. If the Florida Relay user is not satisfied with the resolution, T-Mobile will provide information to the Florida Relay user on how he/she can escalate the issue to the FPSC or the FCC.

Step 5: Records are finalized and available for reporting and analysis.

Once the Florida Relay user contact form is complete, the Florida Relay QA Manager reviews records to make sure the form is accurate and complete. All complaints and resolutions are documented and available to the FPSC upon request. Weekly, the Florida Relay QA Manager reviews all complaints to ensure Florida Relay users are satisfied with complaint resolutions. Also, a complaint report is shared with the T-Mobile management team.

Notifications

When a Florida Relay user's contact is entered into the CCOD system, and a resource is assigned, the CCOD system notifies the Florida Relay QA Manager via email. Automated reminder emails using pre-determined thresholds ensure the contact receives prompt attention. When the Florida Relay QA Manager logs into the system, he/she is reminded of the contacts assigned to him/her or an associated workgroup.

The CCOD system provides confidentiality and security protections. Only authorized staff has access. Any changes and updates to Florida Relay user contacts are recorded, along with the person making the change. Once a complaint has been added to the system, protections exist to keep it from being deleted. T-Mobile also has policies to protect Florida Relay user contact information.

T-Mobile's CCOD system supports ongoing QA efforts for individual states and performance on a network, CA, and call center level:

- ◆ Florida Relay Service Report: Monthly tracking number, date of complaint, CA ID, type of complaint, nature of complaint, date of resolution, and explanation of resolution status (upon request).
- ◆ Florida Relay Service Tally Report: Total commendations and total complaints by classification and category number (available upon request).
- ◆ Total Tally Report: This internal report is part of our QA program. It contains consolidated compliment and complaint information by category number for all products.
- ◆ Florida Relay Account Report: This internal report provides a snapshot of Florida Relay's user contact files and open and closed files for each month (available upon request).
- ◆ Annual FCC Tally Report: This report will be shared with the FPSC for annual FCC reporting.

Specialized Customer Service Options

While anyone can use the general access number for T-Mobile Accessibility Customer Care, we also offer specialized Customer Care for select Florida Relay user groups who may need further assistance in learning to use the service, submit feedback, or have questions.

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CapTel Customer Service and Training Line

As a part of T-Mobile's provision of CapTel, Florida Relay CapTel users will have access to CTI's dedicated CapTel Customer Service. CapTel Customer Service is staffed by representatives who specialize in assisting CapTel users who have questions, feedback, or need assistance in establishing service. CapTel Customer Service has immediate access to CTI technology and personnel to quickly resolve concerns.

CapTel Customer Service is open 24x7, excluding select holidays. On holidays, T-Mobile gives Florida Relay CapTel users the option to leave a message directly with CapTel Customer Service for follow-up the next day or Florida Relay CapTel users may call the general access number for assistance.

Spanish Customer Service and Training Line

T-Mobile provides a separate national Customer Service number for Florida Relay customers who speak Spanish. This number is answered by a customer care representative 24 hours-a-day for the purpose of assisting with information on placing a Florida Relay call, tips for improving the efficiency of relay calls, information on new relay service functions, changes in relay service, and to accept commendations and complaints.

STS Customer Service and Training Line

T-Mobile provides nationwide STS Customer Care to assist Florida Relay STS users and caregivers such as family, friends, medical professionals, businesses, and organizations. This service is available 24x7. T-Mobile's STS customer representatives assist people with:

- ◆ Understanding the basics of STS calls, including CA's role
- ◆ Establishing, explaining, or updating STS Customer Profile and call handling options
- ◆ Providing information on enhanced features such as E-Mail Call Set-Up or Message Retention
- ◆ Referring callers to the FTRI for questions on accessibility equipment
- ◆ Explaining the processes T-Mobile CAs will use to help clarify speech patterns
- ◆ Making practice calls

VCO Customer Service and Training Line

T-Mobile has the industry's first national VCO-specialized Customer Service and Training Line. T-Mobile's VCO Customer Care Representatives can help Florida Relay VCO users and advocates with:

- ◆ Understanding the basics of VCO calls, including TTY etiquette and abbreviations
- ◆ Establishing Customer Profile and branding as a Florida Relay VCO user
- ◆ Explaining VCO basics (access numbers, and call handling preferences)
- ◆ Educating Florida Relay users on enhanced VCO features

2-Line VCO and Privacy

- ◆ Empowering Florida Relay VCO users to personalize their service with examples such as leaving answering machine messages
- ◆ Establishing long distance service accounts or assist with billing inquiries
- ◆ Referring callers to the FTRI for questions on accessibility equipment
- ◆ Making practice calls

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Outreach

The Florida Relay Client Director/Account Manager will continue to be responsible for ensuring complaint and appeal processes are identified in outreach and marketing materials. T-Mobile will incorporate the complaint and appeal process in Florida Relay educational materials - an overview of complaint/feedback procedures are included in printed and online materials.

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EXHIBIT 2

Special Needs

EXHIBIT 2



Item 56 – Special Needs (RFP ref. B-46)

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

“Special Needs” means 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. (However, 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.

T-Mobile has read, understands, and will continue to comply with all RFP B-46 requirements.

T-Mobile's goal is to provide functionally equivalent communication options for all.

Experts in Technology and Requirements

When the FCC proposes new requirements or seeks comments, T-Mobile will identify possible impacts, develop action plans for compliance, and provide feedback to the FCC. T-Mobile will cooperate with Florida Relay to implement changes to the service if FCC requirements affect the provision of Florida Relay. We may also discuss cost impacts with the FPSC.

T-Mobile's treatment of opportunities for growth and expansion and product and service development will continue to shape the industry. T-Mobile has 31 years of experience introducing innovative solutions in the accessibility marketplace and providing high-quality service to customers. T-Mobile also has a history of embracing and initiating technology evolution. T-Mobile is the only Tier 1 wireless and wireline service provider in the relay industry. T-Mobile will continue to provide products and services to enable accessibility.

Part of the team currently supporting Florida Relay are subject matter experts who research and analyze emerging technologies. T-Mobile customers who need functional communication options will continue to benefit from the development of next-generation technology. T-Mobile legal specialists have detailed knowledge about TRS FCC standards and state requirements.

T-Mobile personnel also attend conferences to learn about technology. One example is the California State University – Northridge (CSUN) Assistive Technology Conference. The conference provides researchers, exhibitors, end-users, and experts with an opportunity to share

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information about "best practices in the field of assistive technology." The team also participates in other national conferences.

User Experience

T-Mobile develops products and creates a superior customer experience.. T-Mobile's team is comprised of daily users of relay products and services. These employees and their spouses, children, parents, friends, and siblings have the same communication needs and concerns as Florida Relay users. *T-Mobile is fully committed to true functional equivalency and doing everything to provide the best service possible.* T-Mobile's experience remains unmatched by other TRS providers.

Internet Protocol Relay (IP Relay)

T-Mobile provides Internet Relay (IP Relay) that can be used on internet-connected devices (computers, tablets, phones). IP Relay is available at no cost to FPSC.

In 2002, Sprint (now T-Mobile) developed and launched IP Relay service. Sprint continued to offer IP Relay after many IP Relay providers discontinued this valuable service. We believed the DeafBlind community would lose telecommunications options. In late 2014, Sprint became the sole provider of IP Relay service. We are still the only IP Relay provider, and we are FCC certified.

IP Relay allows Floridians who are Deaf, Hard of Hearing, DeafBlind, or have a speech disability to use an internet-connected device to access a relay operator. A Floridian using IP Relay types what he/she wants to say to an operator. The operator relays the message to the IP-Relay caller and types his/her response back to the IP Relay user.

T-Mobile offers simplified access to IP Relay by assigning one phone number for the web and mobile applications, allowing Florida Relay users to make or answer IP Relay calls from their preferred device with the added convenience of mobility. T-Mobile will continue to enhance the IP Relay product and services based on feedback received from people who are Deaf, Hard of Hearing, or have a speech disability.

People with speech disabilities also use IP Relay to conduct daily telephone conversations without the stress of using their voice. IP Relay provides them independence and privacy when making calls while on the go.

T-Mobile provides Spanish-to-Spanish and English-to-English IP Relay. The FCC does not allow translation service for this product. IP Relay users can change the web and mobile applications from English to Spanish. They can also select the spoken language for the CA.

In the event one or both parties disconnect during a 911 call, the CA will attempt to reconnect the call. T-Mobile complies with FCC TRS Rules for E911 section §9.14 (formerly §64.605). When a Florida Relay IP Relay user has an emergency call, we access an emergency call center (ECC) to request the Florida Relay user's current location to identify the nearest PSAP for the caller.

If the FCC transfers IP Relay jurisdiction to states, T-Mobile will provide information to the FPSC and we will work with the FPSC regarding implementation details.

How Sprint IP Relay Works



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Wireless Apps

T-Mobile provides information to its wireless customers about accessibility features inherent in wireless phones. T-Mobile's wireless technology can assist Florida Relay users.

Hearing Aid Compatibility (HAC)

HAC refers to the relationship between a handset and hearing aids, concerning the level of operation that is capable vs. the amount of electromagnetic interference produced by the handset. T-Mobile's handset inventory is over 95% HAC compliant, according to FCC standards.

Video-Assisted STS

T-Mobile will continue to support this product for Florida Relay users. T-Mobile's VA-STS supports a one-way video call between the CA and Florida Relay STS user. The video connection assists the CA in understanding the Florida Relay STS user's speech. At the Florida Relay user's request, the STS CA will establish a separate video connection with the Florida Relay STS user. VA-STS allows the STS CA to listen to a person with a speech disability and see them via a video-supported connection. The advantage of this service is the STS CA uses visual clues (facial expressions) to provide re-voicing assistance. Florida Relay STS users enter contact information in their STS Profile to reduce set-up time. Florida Relay is only charged for the STS portion of these calls and is not charged a premium or additional cost for the video connection.

Automated 711 for STS and Spanish

T-Mobile will continue to support this product for Florida Relay users. T-Mobile offers Automated 711 for STS and Spanish at no charge to the FPSC. T-Mobile makes it easier for Florida Relay users who use STS or Spanish to use 711. T-Mobile TRS CAs are trained to immediately transfer STS callers to STS CAs upon request (without requiring the caller to redial). This service is included in the TRS pricing.

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Unsolicit Feats

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Item 57 - Unsolicited Features in Basic Relay Service (RFP ref. B-47)

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.

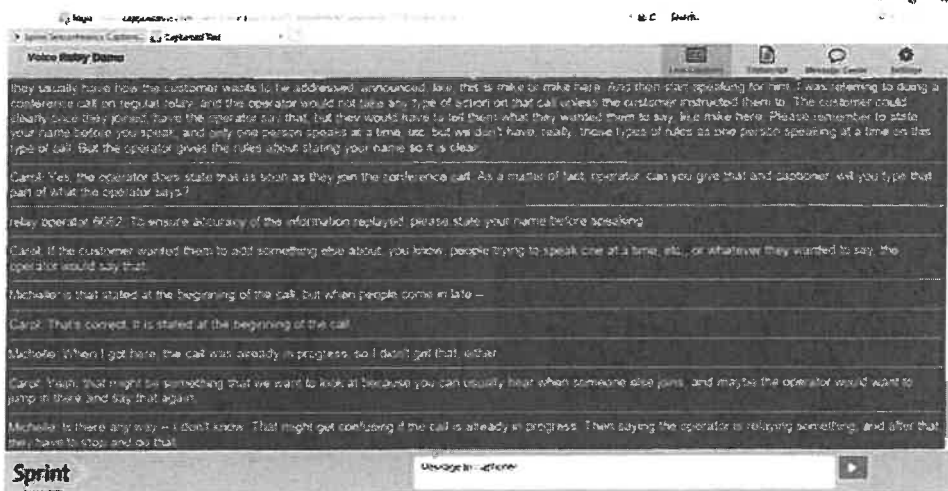
Any additional features not described elsewhere in the RFP, and which the bidder is including in its basic relay service and price proposal, which a bidder would like to propose shall be fully described indicating how the feature would work, how it would improve the system, which users would benefit 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; enhanced transmission speed or any proposed service enhancements and technological enhancements which improve service.

T-Mobile has read, understands, and will comply with all RFP B-47 requirements.

We present the following unsolicited features to the FPSC and Florida Relay users.

Relay Conference Captioning (RCC)

Florida residents who need to join in conference calls, webinars, or video meetings can participate by following along via RCC. RCC ensures meeting attendees who are Deaf, Hard of Hearing, or have a speech disability are in sync with their colleagues and can view content via online and or transcripts. RCC is available for online meetings with two or more attendees. RCC is intended for business purposes only.



The same high-quality captioners who produce closed captioning for television shows will deliver fast and accurate captions to meeting attendees. Florida RCC meeting participants join a conference call or webinar. RCC participants have two options to speak directly or type their responses, and the captioner will read and speak directly through the conference bridge or web

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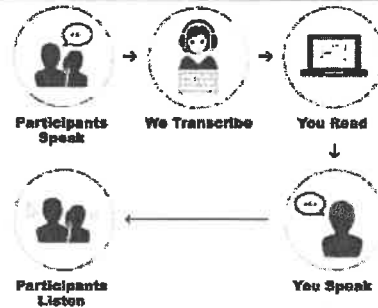
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conferencing audio connection while viewing captions via an internet-connected computer or mobile device.

RCC is currently available Monday - Friday 8:00 a.m. – 6:00 p.m. ET. We would be willing to discuss expanded service hours. Please contact your Client Executive for more details.

RCC is easy to schedule and requires no special software or downloads. High-speed internet is required. RCC meetings are secure. SSL encryption is included for each event.



With Florida RCC users can:

- ◆ Confirm conversations using real-time transcripts
- ◆ Recognize and use specific workplace lingo
- ◆ Communicate with clients and co-workers
- ◆ Make business decisions based on clear, accurate information

Easy Reservation System

A Florida RCC meeting requestor visits a website dedicated to Florida RCC and fills out a request form. Reservations should be requested 48 hours in advance. After the form is submitted, the event is scheduled, and the meeting requestor can specify how transcripts are treated during and after the event. The meeting requestor will receive an email confirmation with the meeting link and confidential event ID number. Before the event's start time, the captionist will join the scheduled audio conference bridge and caption the conference call or web conferencing meeting. Cancellations must be requested 24 hours in advance.

For the new contract, if the FPSC desires, we will work with the FPSC to design an approval process for Florida RCC reservations. Implementing this new process will take 60 days after contract signature.

Contact Information

First Name *

Last Name *

Email Address *

Enter an email address

I understand that Relay Conference Captioning is intended for participating in conference calls, webinars or multiparty calls. *

I certify I am requesting RCC for myself or participants who are Deaf or Hard of Hearing in order to participate on a conference call, webinar or multiparty call. *

Phone Number *

Alternative contact information

Address or phone (optional)

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Event Information

Teleconference Phone Number *

Access Code

Web Conference URL (Optional)

Event Title or Subject Matter *

Event ID

Event Notes

Date and Time of Event

Date of Event *

Begin Time *

End Time (Estimated) *

Ex: 2009-01-17

Hour : Minute am pm

Hour : Minute am pm

Time Zone *

Alaska

Transcript Option *

- Retain copy of the transcript on server
- Destroy transcript after event to protect my confidentiality

Participant Options *

- Allow participants to view transcript
- Allow participants to view & save transcript
- Participants cannot view or save transcript when call has ended.

E911 Emergency included on all scheduled 4-sets



Information and Preferences	
Minimum System Requirements	Optimized for Internet Explorer, Chrome, Firefox, or Safari
	JavaScript and cookies enabled in the browser
	High-speed Internet connection required
	800 x 600 screen resolution, 1024x768 or higher recommended
Display Preferences	Background Color
	Text Color
	Font Style
	Font Size (up to 72 pt.)
	Refresh rate for new text
Transcripts	New text highlighting color
	View transcript*
	Save or email transcript*
Help	Save transcript as text*
	Frequently asked questions

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**The Florida RCC meeting requestor may limit participants' ability to view, print, and save the transcript.*

Captionist Quality

RCC captionists transcribe conversations at an average of up to 180-wpm and maintain an average 98% accuracy. Captioning is performed in real-time, and an occasional error may occur when the captionist is not familiar with terms or names or misspells a word. RCC includes safeguards to protect against offensive words displayed during business events. T-Mobile works to enhance the skills of the captioning team. The host of the RCC event can help with captionist accuracy by providing information about the event during registration, including proper names, agendas, speaker notes, or presentations relevant to the topic.

Confidentiality

All captionists are required to sign and abide by a pledge of confidentiality:

1. All event-related information will be kept strictly confidential. The captionist will not reveal any information acquired during an event or any preparatory or other materials associated with the event. The captionist will only discuss event-related questions or problems with management or human resources personnel. The captionist agrees to keep confidential all information for the duration of employment and after employment ends.
2. No records of Florida RCC user information or content of any event will be kept beyond the event's duration, with limited exceptions for authorized procedures. The captionist will not keep a record of any Florida RCC user information or conversation content beyond the length of the call except billing and user profile information. The captionist will destroy all such records immediately upon completion of their authorized use.
3. Nothing may be intentionally edited or omitted from the content of the conversation or the speaker's spirit. The captionist will transmit exactly what is said in the way it is intended in the language of the Florida RCC user's choice.
4. Nothing may be intentionally added or interjected into the content of the conversation or the spirit of the speaker. The captionist will not advise, counsel, or interject personal opinions, even when asked by the Florida RCC user.
5. The captionist will be flexible in adapting to the Florida RCC user's needs.
6. The captionist will further skills and knowledge through continued training, workshops, and reading of current literature in the field.

All captionists must agree to comply with these terms. Failure to do so will lead to disciplinary action.

Transcripts

RCC transcripts are an invaluable tool, and they are provided at no additional charge. Transcript settings must be established when a meeting request is submitted. Should a transcript be requested, participants can email, save, or print transcripts immediately after the event. The Florida RCC meeting requestor must indicate if and how he/she wants transcripts to be delivered. If the transcript is set to destroy at the end of a meeting, it will not be available once the captioning window is closed.

Scheduling and Technical Support

If a Florida RCC meeting requestor needs help scheduling an RCC event or if technical assistance is required, a 24x7 help desk can be reached at 833-250-2784 or captioning@t-mobile.com. The

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help desk can also be reached via email. For scheduled events, provide the event ID to the support team.

Web Conferencing

RCC also makes captions available through popular web conferencing applications, including WebEx, Adobe Connect, and YouTube Live - at no additional charge. Florida RCC meeting organizers using web conferencing can embed RCC captions into the event by the web link, provided within the confirmation email, into the web conferencing software. Other popular webinar platforms may be used, but two web browsers are required to view captions - one for the web conferencing screen and the second for the captioning player.

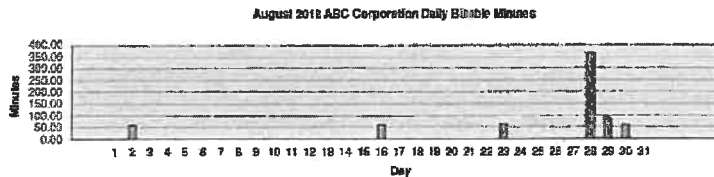
Mobile RCC

Mobile RCC gives Florida RCC participants the freedom to participate in a conference call while using an internet-connected device with a web browser. RCC is a data-intensive application, and wireless data rates may apply.

Billing and Reporting

T-Mobile will continue to provide the FPSC with monthly RCC invoicing and reporting. Two reports will accompany the invoice:

- ◆ Daily meeting activity, including the name and a description of each meeting and start/end time
- ◆ Total number of monthly minutes by day and by week



RCC Pricing Conditions

- ◆ RCC is intended for online meetings with two or more attendees, and does not include support for cursing, vulgarities, or language that is derogatory, condescending, discriminatory, or ethnic slurs, or words otherwise considered offensive to any protected class, as defined under U.S. federal laws.
- ◆ Minimal Increment Billing Unit: 15-minute intervals with an initial minimum of 30 minutes
- ◆ Minimum fee for any event: 1/2 of the hourly rate for the event
- ◆ All events will be billed in full for the amount requested and 15-minute intervals thereafter. Cancellations must be requested 24 hours in advance.

Video-Assisted STS

T-Mobile will continue to support this product for Florida Relay users. T-Mobile's VA-STS supports a one-way video call between the CA and Florida Relay STS user. The video connection assists the CA in understanding the Florida Relay STS user's speech. At the Florida Relay user's request, the STS CA will establish a separate video connection with the Florida Relay STS user. VA-STS allows the STS CA to listen to a person with a speech disability and see them via a video-supported connection. The advantage of this service is the STS CA uses visual clues (facial expressions) to provide re-voicing assistance. Florida Relay STS users enter contact information in their STS

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Profile to reduce set-up time. Florida Relay is only charged for the STS portion of these calls and is not charged a premium or additional cost for the video connection.

Automated 711 for STS and Spanish

T-Mobile will continue to support this product for Florida Relay users. T-Mobile offers Automated 711 for STS and Spanish at no charge to the FPSC. T-Mobile makes it easier for Florida Relay users who use STS or Spanish to use 711. T-Mobile TRS CAs are trained to immediately transfer STS callers to STS CAs upon request (without requiring the caller to redial). This service is included in the TRS pricing.

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IP Relay, Etc.

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Item 58 – IP-Relay Service, IP-Captioned Telephone Service, and Video Relay Service (RFP ref. B-48)

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. If required by the FCC, the bidder shall be capable of providing Video Relay Service.

T-Mobile has read, understands, and will continue to comply with all RFP B-48 requirements.

Internet Protocol Relay (IP Relay)

T-Mobile provides Internet Relay (IP Relay) that can be used on internet-connected devices (computers, tablets, phones).

In 2002, Sprint (now T-Mobile) developed and launched IP Relay service. Sprint continued to offer IP Relay after many IP Relay providers discontinued this valuable service. We believed the DeafBlind community would lose telecommunications options. In late 2014, Sprint became the sole provider of IP Relay service. We are still the only IP Relay provider, and we are FCC certified.

IP Relay allows Floridians who are Deaf, Hard of Hearing, DeafBlind, or have a speech disability to use an internet-connected device to access a relay operator. A Floridian using IP Relay types what he/she wants to say to an operator. The operator relays the message to the IP Relay caller and types his/her response back to the IP Relay user

T-Mobile offers simplified access to IP Relay by assigning one phone number for the web and mobile applications, allowing Florida Relay users to make or answer IP Relay calls from their preferred device with the added convenience of mobility. T-Mobile will continue to enhance the IP Relay product and services based on feedback received from people who are Deaf, Hard of Hearing, or have a speech disability.

People with speech disabilities also use IP Relay to conduct daily telephone conversations without the stress of using their voice. IP Relay provides them independence and privacy when making calls while on the go.

T-Mobile provides Spanish-to-Spanish and English-to-English IP Relay. The FCC does not allow translation service for this product. IP Relay is available at no cost to the FPSC. IP Relay users can change the web and mobile applications from English-to-Spanish. They can also select the spoken language for the CA.

In the event one or both parties disconnect during a 911 call, the CA will attempt to reconnect the call. T-Mobile complies with FCC TRS Rules for E911 section §9.14 (formerly §64.605). When a Florida Relay IP Relay user has an emergency call, we access an emergency call center (ECC) to request the Florida Relay user’s current location to identify the nearest PSAP for the caller.

If the FCC transfers IP Relay jurisdiction to states, T-Mobile will provide information to the FPSC and we will work with the FPSC regarding implementation details.

How Sprint IP Relay Works



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Video Relay Service

While VRS is currently not an offer through Florid Relay, T-Mobile will work with the FPSC and Florida Relay users to determine the need for VRS. Please contact your Client Executive for more information.

IP-Captioned Telephone Service (IPCTS)



Enjoy Using the Phone Again

Hearing loss shouldn't isolate you from the people you care about. With a CapTel from T-Mobile phone, you'll hear what you can and read what you miss on calls. Read captions of everything your caller says, in real-time. No more missed details. No more asking someone to repeat themselves. No more waiting for a quiet room to make a call. Your CapTel phone makes every word count. Even better, you may qualify to get your phone at no cost!

CapTel Phones



CapTel 840 Series



CapTel 2400i

Web CapTel



Web-Based Service

Blind-Low Vision



CapTel 880i

A T-Mobile IP CapTel phone works just like the traditional CapTel phone but uses an internet connection to deliver captions. The service, IP CapTel phone, and installation are all available at no cost to the user with a signed third-party verification form. T-Mobile has worked to ensure our IP CapTel services can be used by all user groups. In 2019, T-Mobile released the 880iB which enables a blind user to connect a braille board to their CapTel phone and receive captions. The 2400i also is the only device in the marketplace that allows for Bluetooth connectivity. Users with hearing aid streamers or Cochlear implants with Bluetooth connectivity, can connect directly to the CapTel phone and hear the conversation through those devices. T-Mobile continues to work with their manufacturer to find additional technology advancements that assist those who utilize a Captioned Telephone. For more information, please see <https://captelfromt-mobile.com>.

IP CTS Team

T-Mobile Associate Accessibility Relationship Managers (AARMs) raise IPCTS awareness among Florida Relay users who have hearing loss and the professionals who serve them. The AARMs:

- ◆ Attend virtual and in-person events, on a national, state, and local level, to provide one-on-one education about IPCTS
- ◆ Give presentations on IPCTS, relay services, and support services to seniors, veterans, caregivers, Veteran Service Officers (VSO)s, and hearing health professionals
- ◆ Educate hearing healthcare support personnel, VSOs, and IPCTS certifying professionals
- ◆ Create comprehensive print, digital, and broadcast marketing campaigns

T-Mobile offers an IPCTS service that compliments the offerings of state-based CapTel. As CapTel users in Florida transition from legacy analog telephone networks to newer technology, T-Mobile IPCTS is available with the same reliability and quality of service.

Current vertical customer channels include:

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Hearing Health Professionals

Difficulty hearing on the phone is often the first symptom of hearing loss, and one with the most significant impact on a patient's quality of life. T-Mobile CapTel enables patients to hear and read their phone calls, restoring confidence and independence. Often, hearing health providers report better patient outcomes for captioned phone users. IPCTS phones are available at no charge with a signed certification form from a professional qualified to evaluate hearing loss, such as an audiologist or doctor. T-Mobile, through Florida Relay, provides information and demonstration devices to hearing health providers who wish to share information with their patients. T-Mobile does not offer any type of incentives for hearing health providers and does not support joint marketing agreements in violation of FCC regulations.

Caregivers

Many Florida Relay CapTel users rely on caregivers such as senior living professionals, social workers, or immediate family caregivers for information. T-Mobile works closely with these groups to provide marketing materials about the services offered through T-Mobile CapTel.

T-Mobile focuses on these customer vertical channels to bring value to Florida Relay CapTel. Our overall mission is to offer IPCTS products and marketing that complements (rather than competes) with Florida Relay. Sprint's goal is to serve all Florida Relay CapTel users and present functionally equivalent communication options to them. Our approach sets us apart from other CapTel providers as the most effective in serving CapTel users in a way that enhances the provision of the state-based business. We look forward to continuing this level of service in Florida.

Veterans

Many veterans have experienced hearing loss because of their service and have trouble participating in telephone conversations. Florida veterans need to know about the CapTel through Florida Relay. T-Mobile Accessibility has the honor of working with national veterans' groups such as the Veterans of Foreign Wars (VFW) and the Blinded Veterans Association (BVA). While we have leveraged those relationships for national campaigns, T-Mobile will utilize local organizations to ensure veterans can communicate with friends, families, business associates, doctors, and others. T-Mobile Accessibility has established relationships with VSOs in many states. VSOs answer questions, give advice, and educate individuals and groups on the benefits of federal, state, county, and local resources. VSOs can provide information about Florida Relay CapTel to Florida veterans. T-Mobile is proud to be a military-friendly company committed to providing resources and programs to assist veterans, active military personnel, and their families.

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Redundancy

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Item 59 – Redundancy (RFP ref. B-49)

Please provide information regarding redundant coverage offered nationally, such as the number of call centers.

T-Mobile has read, understands, and will continue to comply with all RFP B-49 requirements.

Per our state customer and FCC requirements, T-Mobile and CTI have adequate hardware, software, and facilities to ensure compliance with P.01 (blockage). T-Mobile's internal objective for call completion for network availability is 99.995% - well above FCC minimum requirements. T-Mobile highly redundant architecture and excess capacity virtually eliminate blocked calls. The redundant system provides quality and reliable performance, making blockage or any downtime nearly impossible. The system auto-detects any problems, including reaching pre-determined capacity levels, and moves to the secondary systems, immediately if necessary. The network supports proactive and real-time monitoring.

T-Mobile 's relay network technology utilizes Session-Initiation Protocol (SIP).

- ◆ All call paths are geographically redundant and monitored to provide high-quality service.
- ◆ An IP solution allows sustainability and longevity for the TRS platform.
- ◆ The IP network will enable future technological advances, such as Real-Time Text (RTT), whose requirements are under development by the FCC.

Proactive Measures

For 31 years, Sprint (now T-Mobile) Accessibility users have rarely experienced an inability to place calls. Call centers are staffed with spare positions and platform components to deal with all types of technical issues. The network offers automated alarming to notify personnel of issues.

Redundancy is built into our infrastructure to deliver outstanding performance for all our TRS customers. These attributes will ensure functional equivalency for relay callers during disasters.

The benefits of our leading-edge platform and flexible configuration include:

- ◆ Redundant connections between sites, the 800 network, and call centers
- ◆ If the problem is within T-Mobile's center, the CCSA performs maintenance
- ◆ Centralized routing and reporting systems enable T-Mobile to treat the entire call center complex as a single virtual call center rather than standalone call centers
- ◆ All positions are capable of handling calls for any state customer
- ◆ All training seats are configured and immediately ready to take production traffic
- ◆ T-Mobile has pre-established plans for all types of outages
- ◆ T-Mobile automatically routes calls away from a center undergoing a service recovery event. For example, if a fire drill forces CAs to evacuate, the call router automatically sends calls to other relay centers.

Back-Up Call Router

T-Mobile's primary router is reliable and rarely experiences any type of outage. In the unlikely event that the primary call router has an outage, T-Mobile has a back-up call router that delivers calls to the relay centers.

Call Centers

We currently have a call center in Orlando and another call center in Tampa, FL (highlighted in the following table). Florida Relay calls will continue to be routed to Gold Star CA in following call centers:

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Center	Services Provided
Appleton, WI	CapTel
Arlington, TX	CapTel
Austin, TX	TRS, Spanish TRS, VCO, STS, and CapTel
Columbia, SC	CapTel
Dayton, OH	TRS, Spanish TRS, STS, VCO, and CapTel
Lubbock, TX	TRS, Spanish TRS, VCO, and CapTel
Madison, WI	CapTel, CapTel Customer Service
Milwaukee, WI	CapTel
Moorhead, MN	TRS, STS, VCO, Customer Care, Spanish TRS
Orlando, FL	CapTel
Overland Park, KS	Customer Care
Syracuse, NY	TRS, Spanish TRS, VCO, and CapTel
Tampa, FL	CapTel

Florida Relay users will continue to benefit from T-Mobile's intelligent call routing (ICR), which ensures the next available TRS or CapTel CA answers each call. T-Mobile's ICR provides Florida Relay with a large resource pool and ensures the most efficient and cost-effective method for processing various call types.

Based upon predefined routing scripts, T-Mobile's ICR can send calls to any CA in 13 geographically diverse call centers (or T-Mobile Accessibility Customer Care), which is the largest relay network in the U.S. Specific scripts are executed for each call type and scripts are scheduled to be used based on the time of day, day of the week, and year. These scripts are self-invoking and require no human intervention. T-Mobile's ICR has complex formulas available to determine the most efficient utilization of resources.

TRS and CapTel Work from Home

T-Mobile's Florida Relay solution will continue to include TRS and CapTel CAs that work from home. We have deployed a trained work from home workforce that allows for business continuity during natural or man-made disasters.

- 1) A portion of T-Mobile's workforce can process Florida Relay calls with agents virtually attached to existing centers but not physically located in a call center. CAs work from home in a safe, secure environment. They abide by FCC standards for confidentiality, specifically (47 C.F.R. §64.604(a)(2)(ii) for Conversation Content). If there is natural or man-made disaster, agents can continue to process calls. CAs are located close to existing call centers, so they may continue to participate in ongoing training, and they have access to local technical support resources.
- 2) CapTel Agents can arrange a call take over after reaching the mandatory minimum standard for a CapTel call. For a better customer experience, agents can take over the call remotely, in the same call center, or from another call center.

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EXHIBIT 2

Reporting

EXHIBIT 2



Item 63 - Reporting Requirements (RFP ref. B-53)

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.

T-Mobile has read, understands, and will continue to comply with all RFP B-53 requirements.

During T-Mobile's tenure with Florida Relay, we have provided reports that meet FPSC requirements, and we will continue our collaborative relationship with the FPSC. The FPSC should expect T-Mobile to continue to meet this RFP's reporting requirements.

Additionally, T-Mobile has introduced a new capability that will allow the FPSC's Contract Manager and Administrator to view monthly invoices and reporting online. The FPSC will also view historical invoices and reports. The secure site enables the FPSC to download files.

T-Mobile will provide the FPSC's Contract Manager and Administrator with reports by the 25th calendar day of each month. The reporting data will consist of the previous month's activity.

Billable Minutes

The billable time for each individual call is calculated in seconds and converted into decimal minutes, rounding to a single decimal place (one-tenth minute, a six-second increment) and categorized by billable service. At the end of the month, each decimal minute call is multiplied by the appropriate service rate and rounded to two decimal places to create a rated call.

- 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.
 - (2) Number of incoming call minutes associated with each of the categories of incoming calls in a.(1) above.
 - (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).
 - (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.
- b. Average daily and monthly blockage rate.
- c. Daily answer times for the month and daily number and percent of incoming calls answered within ten (10) seconds for the month.
- 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

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- 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)).
- f. Number of outgoing local, intraLATA toll, intrastate interLATA, interstate and international calls for the month. (Total should equal total of a.(3)).
- 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)).
- 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 47 CFR 64.604(c)(1)(ii), by June 15 covering the previous 12 months of complaints ending May 31 of that year.
- i. The provider shall report monthly to the FPSC and the Administrator the results of any user evaluations conducted.
- 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.
- k. By March 1, the provider shall provide to the Administrator and the contract manager forecasted relay usage figures and costs to the FPSC for the upcoming fiscal year (July 1 - June 30).
- 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.
- m. The provider shall submit the necessary documentation to the FPSC that complies with the state certification requirements of 47 CFR 64.606 when required.
- n. The provider shall provide reports to the FPSC as necessary to complete the five-year recertification of Florida Relay Service with the FCC.
- 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.

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.

T-Mobile continue to comply with these requirements.

FPSC Reporting/Billing Requirement	How T-Mobile Complies
<p>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.</p>	<p>T-Mobile will continue to provide the daily and monthly number of incoming calls, incoming call minutes, and outgoing calls which includes the call type (Baudot, ASCII, voice) and language. T-Mobile will also continue to provide the number and percentage of incoming Florida TRS calls received at each relay center handling Florida calls.</p>

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FPSC Reporting/Billing Requirement	How T-Mobile Complies
<p>(2) Number of incoming call minutes associated with each of the categories of incoming calls in a.(1) above.</p> <p>(5) 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).</p> <p>(6) 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.</p>	
<p>b. Average daily and monthly blockage rate.</p>	<p>T-Mobile will continue to comply by offering the FPSC a report with the daily and monthly average toll-free blockage rate.</p>
<p>c. Daily answer times for the month and daily number and percent of incoming calls answered within ten (10) seconds for the month.</p>	<p>T-Mobile's reports to the FPSC will continue to include the daily TRS answer times for the month, and daily number and percent of incoming calls answered within 10 seconds for the month.</p>
<p>d. Total daily and monthly number of outgoing calls (including both completed and incomplete) of the following lengths:</p> <ul style="list-style-type: none"> 0 - 10 minutes >10 - 20 minutes >20 - 30 minutes >30 - 40 minutes 40 - 50 minutes > 50 - 60 minutes > 60+ minutes 	<p>T-Mobile's reports to the FPSC will continue to include the Total daily and monthly number of outgoing calls (including both completed and incomplete) of the following lengths:</p> <ul style="list-style-type: none"> ◆ 0 - 10 minutes ◆ >10 - 20 minutes ◆ >20 - 30 minutes ◆ > 30 - 40 minutes ◆ > 40 - 50 minutes ◆ > 50 - 60 minutes ◆ > 60+ minutes
<p>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)).</p>	<p>T-Mobile's current reports to the FPSC will continue to detail the number of outgoing calls and average length of call by hour of day for all TRS calls daily. The total of these calls will match the overall total referenced in a.3.</p>
<p>f. Number of outgoing local, intraLATA toll, intrastate interLATA, interstate and international calls for the month. (Total should equal total of a.(3)).</p>	<p>T-Mobile's reporting will continue to provide the number of outgoing calls by jurisdiction (local, intraLATA toll, intrastate interLATA, interstate, and international) TRS calls for the month. The total of these calls will match the overall total referenced in a.3.</p>
<p>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)).</p>	<p>T-Mobile's reports will continue to include the number of outgoing calls and average length of completed outgoing calls originated by TDD (TTY)users and voice users, identified separately. The total of these calls will match the overall total referenced in a.3.</p>
<p>h. The provider shall provide monthly summary reports to the FPSC and the</p>	<p>T-Mobile welcomes the opportunity to discuss with the FPSC the various available monthly reports and ad-hoc</p>

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FPSC Reporting/Billing Requirement	How T-Mobile Complies
<p>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 47 CFR 64.604(c)(1)(ii), by June 15 covering the previous 12 months of complaints ending May 31 of that year.</p>	<p>information available to keep the FPSC Contract Administrator fully apprised of Florida Relay user complaints and compliments. Based on the level of information and frequency desired by the FPSC, T-Mobile will provide the available information in a reasonable timeframe that allows for information to be consolidated and delivered. T-Mobile will continue to provide monthly summary reports to the FPSC and the Administrator regarding the number of complaints received categorized by topic areas. T-Mobile will 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.</p>
<p>i. The provider shall report monthly to the FPSC and the Administrator the results of any user evaluations conducted.</p>	<p>T-Mobile will continue to provide a monthly report to the FPSC and the Administrator the results of its user evaluations including the monthly typing tests results and any consumer input results.</p>
<p>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.</p>	<p>T-Mobile's Client Director/Account Manager will continue to report any new subcontractors being used to assist in the providing of relay service. The report will continue to include the name and scope of service of the new subcontractor.</p>
<p>k. By March 1, the provider shall provide to the Administrator and the contract manager forecasted relay usage figures and costs to the FPSC for the upcoming fiscal year (July 1 - June 30).</p>	<p>By March 1 of each year, T-Mobile will continue to provide the forecasted relay usage figures and costs to the FPSC for the upcoming fiscal year (July 1 - June 30).</p>
<p>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.</p>	<p>T-Mobile will continue to provide CapTel monthly reporting with the daily answer time, minutes of use by jurisdiction, billable session minutes, service levels and more. CapTel reports are developed from a combination of Call Detail Records and CTI-provided information. T-Mobile will continue to validate the information and provide a concise CapTel reporting.</p>
<p>m. The provider shall submit the necessary documentation to the FPSC that complies with the state certification requirements of 47 CFR 64.606 when required.</p>	<p>T-Mobile will continue to supply necessary documentation to the FPSC to comply with state certification requirements of 47 C.F.R § 64.605 when required.</p>
<p>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.</p>	<p>T-Mobile will continue to comply. One of T-Mobile's strengths is the level of our support to State customers to complete the FCC's mandatory re-certification. T-Mobile will put together a draft application in adequate time for the FPSC to review and modify. Upon request, T-Mobile will supply additional information and reports.</p>

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FPSC Reporting/Billing Requirement	How T-Mobile Complies
	Our goal is to ensure Florida Relay maintains its certification with.
<p>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.</p>	<p>In conjunction with GTI, T-Mobile will continue to operate call centers in Orlando and Tampa. We will file quarterly reports with the FPSC's contractor. Our routing will operate the same way users have experienced throughout our tenure as the current provider. Routing may not reflect 75% Florida Relay's traffic is handled within the state.</p>
<p>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.</p>	<p>T-Mobile will continue to communication with the FPSC to identify meaningful additional reports. The Client Executive/Account Manager will continue to respond to the FPSC's billing/reporting questions or concerns. T-Mobile will continue to provide continued professional billing/reporting interpretation, analysis, and explanations. T-Mobile will continue to work as the FPSC's partner for reporting requirements. Once the request is received, T-Mobile will investigate if the information is available, and the level of effort required. Then, T-Mobile will meet with the FPSC to provide solutions. Depending on complexity, T-Mobile will negotiate delivery time frame and cost (if applicable). T-Mobile cannot be obligated to provide any custom reports that it determines in its discretion are impractical or unduly burdensome to T-Mobile or its subcontractors from an operational, financial or system limitation basis. In addition, T-Mobile reserves the right to not deliver retroactive reporting in formats later agreed upon by T-Mobile and the FPSC. However, T-Mobile wants to continue to delight the FPSC and will make reasonable efforts to research each request for ad hoc billing/reporting and respond in a timely manner.</p>

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EXHIBIT 2

Opt FL Call Ctr

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EXHIBIT 2



Item 66 – Optional Florida Call Center (RFP ref. B-56)

A bidder may, at its option, elect to place a call center in Florida through which relay traffic may be routed. A bidder 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 March 1, 2022. Bidders meeting the criteria for a Florida call center will be awarded 100 points. Partial points will not be awarded in this category.

T-Mobile has read, understands, and will continue to comply with RFP B-56 requirements.

We currently have a call center in Orlando and another call center in Tampa, FL (highlighted in the following table).

Our routing will continue to operate the same way that Florida Relay users have experienced throughout our tenure as the current provider. Routing may not reflect 75% of Florida's Relay traffic is handled within the state.

T-Mobile's network of relay centers is operated by T-Mobile and its long-term subcontractors Communication Services for the Deaf (CSD) – a non-profit organization dedicated to serving the Deaf and Hard-of-Hearing community and CapTel, Inc. (CTI) – an Ultratec corporation with a long history of advancing assistive technology.

Call Centers

Florida Relay calls will continue to be routed to the first available Gold Star CA in following call centers:

Center	Services Provided
Appleton, WI	CapTel
Arlington, TX	CapTel
Austin, TX	TRS, Spanish TRS, VCO, STS, and CapTel
Columbia, SC	CapTel
Dayton, OH	TRS, Spanish TRS, STS, VCO, and CapTel
Lubbock, TX	TRS, Spanish TRS, VCO, and CapTel
Madison, WI	CapTel, CapTel Customer Service
Milwaukee, WI	CapTel
Moorhead, MN	TRS, STS, VCO, Customer Care, Spanish TRS
Orlando, FL	CapTel
Overland Park, KS	Customer Care
Syracuse, NY	TRS, Spanish TRS, VCO, and CapTel
Tampa, FL	CapTel

Florida Relay users will continue to benefit from T-Mobile's intelligent call routing (ICR), which ensures the next available TRS or CapTel CA answers each call. T-Mobile's ICR provides Florida Relay with a large resource pool and ensures the most efficient and cost-effective method for processing various call types.

Based upon predefined routing scripts, T-Mobile's ICR can send calls to any CA in 13 geographically diverse call centers (or T-Mobile Accessibility Customer Care), which is the largest relay network in the U.S. Specific scripts are executed for each call type and scripts are scheduled

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to be used based on the time of day, day of the week, and year. These scripts are self-invoking and require no human intervention. T-Mobile's ICR has complex formulas available to determine the most efficient utilization of resources.

T-Mobile continues to maintain the largest network of TRS and CapTel call centers in the country with a centralized TMCC. With the cost of CA work time being the single most expensive part of providing relay service, many factors play into doing it more efficiently.

T-Mobile's Traffic Management Control Center (TMCC) has processes in place that review each center's results and anticipate changes in staffing levels to determine each center's capacity to handle forecasted calls. T-Mobile ensures total network traffic is supported and accounted for by each of the centers. This provides Florida with a significant CA resource pool across all the call centers and ensures the most efficient and cost-effective method for processing various call types. The TMCC understands call processes, call volumes, distribution patterns, contract requirements, and call routing, thus ensuring the appropriate number of CAs are always available. The TMCC is dedicated to TRS. It performs many duties, including scheduling for all TRS call center employees, TRS call routing, forecasting TRS usage (for every 15 minutes of each day), operational reporting, and customer communication. The TMCC is in Overland Park, KS and a TMCC traffic analyst is always on-call.

TRS and CapTel Work from Home

T-Mobile's Florida Relay solution will continue to include TRS and CapTel CAs that work from home. We have deployed a trained work from home workforce that allows for business continuity during natural or man-made disasters.

- 3) A portion of T-Mobile's workforce can process Florida Relay calls with agents virtually attached to existing centers but not physically located in a call center. CAs work from home in a safe, secure environment. They abide by FCC standards for confidentiality, specifically (47 C.F.R. §64.604(a)(2)(ii) for Conversation Content). If there is natural or man-made disaster, agents can continue to process calls. CAs are located close to existing call centers, so they may continue to participate in ongoing training, and they have access to local technical support resources.
- 4) CapTel Agents can arrange a call take over after reaching the mandatory minimum standard for a CapTel call. For a better customer experience, agents can take over the call remotely, in the same call center, or from another call center.

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EXHIBIT 2

Financials

EXHIBIT 2



Item 68 – Financial Information (RFP ref. C-4)

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 is an acceptable method to submit these items: (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.)

- 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.

T-Mobile has read and understands RFP B-56 requirements.

T-Mobile and Sprint are now one company operating under the name T-Mobile. The merger closed on April 1, 2020. Sprint Communications Company L.P. is the entity through which Sprint (now T-Mobile) Accessibility provides state and federal relay services. Sprint Communications Company L.P. is an indirect, wholly owned subsidiary of T-Mobile.

T-Mobile USA, Inc. is a wholly owned subsidiary of T-Mobile US, Inc., a publicly traded company (NYSE: TMUS). As a result, T-Mobile USA, Inc. does not produce audited financial statements or a 10K report as a standalone entity. However, quarterly press releases with relevant financial data are available online at: <http://investor.t-mobile.com>.

T-Mobile 5-Year Financial Summary

The following selected financial data are derived from our consolidated financial statements.

	2020	2019	2018	2017	2016
Total Revenues	68,397M	44,998M	43,310M	40,604M	37,490M
Net Income	3,064M	3,468M	2,888M	4,536M	1,460M

*2020 is a combined, post-merger view, prior years are T-Mobile only.

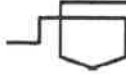
Banking Details

Bank Name & Address	US Bank 1420 Fifth Ave, 10 th Floor Seattle, WA 98101
Point of Contact	Jermaine Nguyen Senior Service Banker U.S. Bank Commercial Customer Service 866-715-2599
ABA Number	021052053
Account Number	54179829

Please see the following bank letter for more information:

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09/15/2020

Re: ACH Instructions for T-Mobile USA

This memo is to confirm the following account at US Bank N.A.

Account Number 54179829
ABA 021062068

If you have any questions, please contact US Bank Commercial Customer Service at
800-715-2690.

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Nguyen'.

Jemaline Nguyen
Senior Service Banker
U.S. Bank Commercial Customer Service



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EXHIBIT 2

Experience

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EXHIBIT 2



Item 69 - Experience and Customer References (RFP ref. C-5)

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.

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 shall provide the telephone numbers that can be used to dial the bidder's relay service.

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.

T-Mobile has read, understands, and complies with RFP C-5 requirements.

We are:

- ◆ Honored to have been the provider for Florida Relay for over 16 years, and we are enthusiastic about the opportunity to continue our partnership.
- ◆ The largest provider of relay services in the U.S. We have over 31 years of experience serving communities who need relay services.

Due to certain state laws and regulations regarding confidentiality, unfortunately T-Mobile cannot provide the FPSC with the number of minutes for each customer. However, we can provide a range of call volumes for each state. Please contact your Client Executive for more information.

Regarding testing relay quality, we have a dedicated Quality Assurance manager who will continue to ensure call consistency and quality in performance and training. Additionally, T-Mobile will continue to engage an independent third-party tester to evaluate a statistically valid sample of Florida TRS calls by performing monthly typing "secret shopper" test calls. This company has worked with T-Mobile since 2005 and is T-Mobile's current contractor for monthly Florida Relay typing tests.

Customer Contracts

T-Mobile is proud to be a trusted partner to the following customers:

Customer	Services	Original Contract Start Date	Contract Duration	Point of Contact Information
Alabama	TRS, CapTel	3/1/04	17 years	Miles Gagner, Sr. Acct Mgr. AL/MS Telecomm Assoc. 100 N. Union St. Ste 826 Montgomery AL 36104 334-242-5218 miles.gagner@psc.alabama.gov
Alaska	TRS, CapTel	1/1/02	19 years	John Paul (Jess) Manaois, Common Carrier Specialist, Regulatory Commission of AK 701 W. 8th Ave. Ste. 300 Anchorage, AK 99501 907-276-6222 john.paul.manaois@alaska.gov
Arizona	TRS, CapTel, RCC	2/2/14	7 years	Carlos Castillo, Business Mgr. AZ Commission for the Deaf & Hard of Hearing 100 N. 15th Ave Ste 104

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Customer	Services	Original Contract Start Date	Contract Duration	Point of Contact Information
				Phoenix, AZ 85007 602-542-3857 c.castillo@acdhh.az.gov
Arkansas	TRS, CapTel	1/1/04	17 years	Lisa Lake, President, AR Deaf & Hard of Hearing Telecom. Svcs. Corp. 1401 W. Capitol Ave Suite 420 Little Rock, AR 72201 0:501-373-5903 M:501-563-8230 l1993@att.com
Colorado	TRS, CapTel, RCC	01/01/2007, 5/25/2012	9+ years	Holly Bise, State Administrator, CO Public Utilities Commission 1560 Broadway Ste. 250 Denver, CO 80202 303-894-2024 hollv.bise@state.co.us
Connecticut	TRS, CapTel, RCC	7/1/93	27 years	Richard Skarzynski Asst. Rate Specialist Public Utilities Reg Authority CT Dept. of Energy & Environmental Protection 10 Franklin Sq. New Britain, CT 06051 860-827-2816 richard.skarzynski@ct.gov
Delaware	TRS, CapTel, RCC	1/1/06	15 years	Ron Jackson Mgr of Network Engineering Dept. of Technology and Information 801 Silver Lake Blvd. Dover, DE 19904 302-739-9762 ron.jackson@delaware.gov
Federal Government Agencies	TRS, CapTel, VRS/VRI, RCC, IP Relay & STS	4/1/93	18 years	Craig Bikowski, Contracting Officer's Representative (COR) GSA/FAS/QT3CF 1800 F Street, NW Washington, DC 20405 202-401-1194 craig.bikowski@gsa.gov
Hawaii	TRS, CapTel, RCC	07/01/2003	17 years	Jaclyn Young, Public Utilities Commission 465 S. King St. Kekuanao Bldg. Rm. 103 Honolulu, HI 96813 808-586-2069 jaclyn.n.young@hawaii.gov
Illinois	TRS, CapTel	2/1/00	21 years	Jeffrey S. McNeal, ITAC 3001 Montvale Drive, Suite A Springfield, IL 62704 Voice/TTY 800-841-6167 jmcneal@itactv.org
Indiana	TRS, CapTel	10/1/92	19 years	Ginny Barr, Director of Operations IN Telecommunications Relay Access Corp. 7702 Woodland Dr. Ste. 130 Indianapolis, IN 46278 317-334-1413 ginny.barr@relayindiana.com
Kansas	TRS, CapTel	1/1/19	2 years	Paula Artzer, Kansas Corporation Commission 1500 SW Arrowhead Rd. Topeka, KS 66604 785-271-3293, p.artzer@kcc.ks.gov
Maine	TRS, CapTel, RCC	1/1/19	2 years	Nanette Ardry, Senior Counsel Ofc of the Public Advocate, Maine TRS Council 103 Water St, 3rd Fl. Hallowell, ME 04347 207-624-3686 nanette.m.ardry@maine.gov
Minnesota	TRS, CapTel	7/1/96	25 years	Rochelle Garrow, TAM Administrator, MN Dept. of Commerce 85 7th Pl. E. Ste. 600

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Customer	Services	Original Contract Start Date	Contract Duration	Point of Contact Information
				St. Paul, MN 55101 800-657-3599 mn.relay@state.mn.us
Mississippi	TRS, CapTel	7/1/03	17 years	Mr. Jody Ray, MS Public Service Commission 501 N. St. Woolfolk State Office Bldg. Jackson, MS 39201 601-961-5449 jody.ray@psc.state.ms.us
Missouri	TRS, CapTel, RCC	9/1/91	29 years	John Van Eschen, MO Public Service Commission P.O. Box 360 Jefferson City, MO 65102 573-751-5525 john.vaneschen@psc.mo.gov
Nebraska	TRS, CapTel	7/1/09	12 years	Steve Stovall, Accountant Communications Dept. NE Public Services Commission 300 The Atrium 1200 North St. Lincoln, NE 69508 800-526-0017 steve.stovall@nebraska.gov
Nevada	TRS, CapTel	7/1/04-6/30/07, 2018	2+ years	Ronda Miller, Purchasing Officer II 515 E. Musser Street, Ste. 300 Carson City, NV 89701 775-684-0182 rmiller@admin.nv.gov
New Hampshire	TRS, CapTel, RCC	11/1/91	30 years	Amanda Noonan Director Consumer Affairs Div, NH Public Utilities Commission 21 S. Fruit St. Ste. 10 Concord, NH 03301 603-271-1164 amanda.noonan@puc.nh.gov
New Jersey	TRS, CapTel, RCC	2/1/06	15 years	Jimarli Figueiredo, Administrative Analyst NJ Board of Public Utilities Div of Telecomm 44 S. Clinton Ave. 9th Flr, W. P.O. Box 350 Trenton, NJ 08625-0350 973-633-9727 jimarli.figueirdo@bpu.nj.us
New York	TRS, CapTel	8/1/97	24 years	George Boothby TAF Administrator, Targeted Accessibility Fund of NY, Inc. 4 Tower Place, 2nd Fl Albany, NY 12203-3710 518-445-6285 gboothby@nypool.org
North Carolina	TRS, CapTel, RCC	3/30/00	21 years	Becky Rosenthal, Telecomm Resources Program Mgr., Div of Services for the Deaf & the Hard of Hearing 820 S. Boylan Ave. 2301 MSC Raleigh, NC 27699-2301 O 919-527-6941, VP 919-760-3833, V 919-527-6947 becky.rosenthal@dhhs.nc.gov
North Dakota	TRS, CapTel, RCC	7/26/93	17 years	Doug Hay, Business Analyst, Information Technology Department 4201 Normandy St. North Bismarck, ND, 58503 701-328-2080 dhay@nd.gov
Ohio	TRS, CapTel	11/1/97	24 years	Beth Blackmer, Public Utilities Commission 180 E. Broad St. Columbus, OH 43215 614-466-4054 beth.blackmer@puc.state.oh.us

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION TELEPHONE SERVICE (CTS) TO FLORIDA

EXHIBIT 2



Customer	Services	Original Contract Start Date	Contract Duration	Point of Contact Information
Oklahoma	TRS, CapTel	11/15/93	27 years	Tom Karalis, Executive Vice President, OTA - The Oklahoma Rural Broadband Association 3800 N. Classen Suite #215 Oklahoma City, OK 73118 O 405-525-7700, C 918-636-1313 tom@oklata.org
Oregon	TRS, CapTel	4/1/92	29 years	Jon Cray, Public Utility Commission of Oregon 3930 Fairview Industrial Dr. SE Salem, OR 97302 503-373-1400 jon.cray@state.or.us
Puerto Rico	TRS	8/30/01	20 years	Roberto Miranda Special Aide, Puerto Rico Telecomm Regulatory Board 500 Ave. Roberto H. Todd (Parada 18- Santurce) San Juan, PR 00907 787-756-0804 Ext 3052 rmiranda@irtpr.pr.gov
Rhode Island	TRS, CapTel, RCC	12/1/16	4 years	Rudy Falcone, Rhode Island Public Utilities Commission 89 Jefferson Blvd. Warrick, RI 02888 401-780-2151 rudy.falcone@puc.ri.gov
South Carolina	TRS, CapTel, RCC	3/13/92	29 years	Kari Munn, Sr. Program Mgr of Telecomm Office of Regulatory Staff 1401 Main St. Ste. 825 Columbia, SC 29201 803-737-0821 kmunn@orm.sc.gov
South Dakota	TRS, CapTel	3/13/92	29 years	Shayna Ebben, Deaf Services & Training Specialist 1310 Main Ave S STE 107 Brookings, SD 57006 605-688-4224 shayna.ebben@state.sd.us
Tennessee	TRS, CapTel	6/1/15	TRS, 6 years CapTel 1 year	Monique Brazelton, Relay Mgr., TN Reg. Authority 502 Deaderick St. 4th Fl. Nashville, TN 37243 615-770-6879 monique.brazelton@tn.gov
Texas	TRS, CapTel, RCC	9/1/90	30 years	Jay Stone, Texas Public Utilities Commission 1701 N. Congress Ave. Austin, TX 78711-3326 888-282-8477 Ext. 7425 jay.stone@puc.texas.gov
U.S.V.I.	TRS	5/1/13	8 years	Jennifer Matarangas-King, VP Pub Rel & Gov Affairs, Viva 4006 Estate Diamond Christiansted, VI, 00821 340-712-5053 jking@viva.vi
Vermont	TRS, CapTel, RCC	7/1/02	18 years	Clay Purvis Director, Telecom & Connectivity Div., Department of Public Svc. 112 State St. Fl. 2 Montpelier, VT 05620 802-371-9655 clay.purvis@vermont.gov
West Virginia	TRS, CapTel, RCC	9/16/09	11 years	David Howell, Utilities Analyst, West Virginia Public Service Commission 201 Brooks St. PO Box 812

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION TELEPHONE SERVICE (CTS) TO FLORIDA

EXHIBIT 2



Customer	Services	Original Contract Start Date	Contract Duration	Point of Contact Information
				Charleston, WV 25323 304-340-0451 ghowel@rsc.state.wv.us
Wisconsin	TRS, CapTel	12/29/09	11 years	Billy Mauldin, Director Telecomm Relay Service & TEPP 4822 Madison Yards Way P.O. Box 7854 Madison, WI 53707 608-234-4781 billy.mauldin@wisconsin.gov
Wyoming	TRS, CapTel, RCC	8/1/11	9 years	Lori Cielinski, Division of Vocational Rehabilitation 851 Werner Ct. Ste. 120 Casper, WY 82601 Tel/TTY 800-452-1408 lori.cielinski@wyo.gov

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION
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CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION
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EXHIBIT 2

Subcontractors

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION TELEPHONE SERVICE (CTS) TO FLORIDA

EXHIBIT 2



Item 70 – Subcontractors (RFP ref. C-6)

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 shall also indicate what experience the subcontractor has in providing the service for which it would contract with the provider. Once the contract is awarded, any change in subcontractors shall be reviewed and acknowledged by the FPSC.

T-Mobile has read, understands, and complies with RFP C-6 requirements.

T-Mobile utilizes subcontractor relationships with CSD for TRS, CTI for CapTel, VITAC for RCC for:

Proposed Subcontractor Name and Address	Services to be Provided by the Proposed Subcontractor
Communication Service for the Deaf (CSD) 2028 E Ben White Blvd, #240-5250 Austin, Texas 78741 Established in 1975	CSD will continue to provide CA resources for this contract. CSD manages several TRS call centers for T-Mobile. CSD currently provides staffing and operations for several existing TRS and CapTel call centers. T-Mobile has a supply agreement directly with CSD. Agreements are also in place between Captioned Telephone Inc. (CTI) and CSD for the provision of CapTel in CSD-operated relay centers.
Captioned Telephone Inc. (CTI) 450 Science Drive Madison, WI 53711 Established in 1978	CTI will continue to provide CapTel and CA resources for this contract. CTI maintains CTS platform technology for all wireline CapTel providers. T-Mobile has a supply agreement directly with CTI. Agreements are also in place between CTI and CSD for the provision of CapTel in the CSD-operated relay centers. CTI provides the technology, call center services, training, and processes supporting CapTel.
VITAC, Corporation (VITAC) 8300 E. Maplewood Ave. Ste. 310 Greenwood Village, CO 80111 Established in 1991	If the FPSC chooses RCC for the new contract, RCC will continue to be provided by T-Mobile through a subcontractor agreement with VITAC. VITAC provides technology and service operations.

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION
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CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION
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EXHIBIT 2

Bid Security Bond

EXHIBIT 2



Item 71 – Bid Security Deposit (RFP ref. C-7)

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 the point of execution of the contract, 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. 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.

T-Mobile has read, understands, and has complied with RFP C-7 requirements.

Please see the following bid security deposit.

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION
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EXHIBIT 2

Document A310™ – 2010

Conforms with The American Institute of Architects AIA Document 310

Bid Bond

CONTRACTOR:

(Name, legal status and address)

Sprint Communications Company, L.P.
6100 Sprint Parkway
Overland Park, KS 66251

SURETY:

(Name, legal status and principal place of business)

Liberty Mutual Insurance Company
175 Berkeley Street
Boston, MA 02116

This document has important legal consequences. Consultation with an attorney is encouraged with respect to its completion or modification.

OWNER:

(Name, legal status and address)

Florida Telecommunications Relay, Inc.
1820 E Park Ave Suite 101
Tallahassee, FL 32301

Any singular reference to Contractor, Surety, Owner or other party shall be considered plural where applicable.

BOND AMOUNT: \$ 500,000

Five Hundred Thousand Dollars and 00/100

PROJECT:

(Name, location or address, and Project number, if any)

PROVIDE TELECOMMUNICATIONS RELAY SERVICE IN FLORIDA: DOCKET NO. 20210049-TP

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 17th day of June, 2021



(Witness)

Sprint Communications Company, L.P.
(Principal) (Seal)

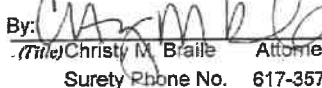
By: 

(Title)



(Witness) Hillary D. Shepard

Liberty Mutual Insurance Company
(Surety) (Seal)

By: 

(Title) Christy M. Braille Attorney-in-Fact
Surety Phone No. 617-357-9500

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION TELEPHONE SERVICE (CTS) TO FLORIDA

EXHIBIT 2



This Power of Attorney limits the acts of those named herein, and they have no authority to bind the Company except in the manner and to the extent herein stated.

Liberty Mutual Insurance Company
The Ohio Casualty Insurance Company
West American Insurance Company

Certificate No: 8205063-674009

POWER OF ATTORNEY

KNOWN ALL PERSONS BY THESE PRESENTS: That The Ohio Casualty Insurance Company is a corporation duly organized under the laws of the State of New Hampshire, that Liberty Mutual Insurance Company is a corporation duly organized under the laws of the State of Massachusetts, and West American Insurance Company is a corporation duly organized under the laws of the State of Indiana (herein collectively called the "Companies"), pursuant to and by authority herein set forth, does hereby name, constitute and appoint, C. Stephens Griggs, Charissa D. Lecuyer, Charles R. Teter, III, Christy M. Braille, Debra J. Scarborough, Evan D. Sizemore, Jeffrey C. Carey, Kellie A. Meyer, Lauren Scott, Mary T. Flanagan, Patrick T. Pribyl, Rebecca S. Leal, Tahitia M. Fry, Veronica Lawver

all of the city of Kansas City state of MO each individually if there be more than one named, its true and lawful attorney-in-fact to make, execute, seal, acknowledge and deliver, for and on its behalf as surety and as its act and deed, any and all undertakings, bonds, recognizances and other surety obligations, in pursuance of these presents and shall be as binding upon the Companies as if they have been duly signed by the president and attested by the secretary of the Companies in their own proper persons.

IN WITNESS WHEREOF, this Power of Attorney has been subscribed by an authorized officer or official of the Companies and the corporate seals of the Companies have been affixed thereto this 19th day of March, 2021.



Liberty Mutual Insurance Company
The Ohio Casualty Insurance Company
West American Insurance Company

By: David M. Carey
David M. Carey, Assistant Secretary

Not valid for mortgage, inc. can, letter of credit, currency rate, interest rate, residual value guarantees.

State of PENNSYLVANIA ss
County of MONTGOMERY

On this 19th day of March, 2021 before me personally appeared David M. Carey, who acknowledged himself to be the Assistant Secretary of Liberty Mutual Insurance Company, The Ohio Casualty Company, and West American Insurance Company, and that he, as such, being authorized so to do, execute the foregoing Instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

IN WITNESS WHEREOF, I have hereunto subscribed my name and affixed my notarial seal at King of Prussia, Pennsylvania, on the day and year first above written.



Commonwealth of Pennsylvania - Notary Seal
Teresa Pastella, Notary Public
Montgomery County
My commission expires March 28, 2025
Commission number 1128044
Member, Pennsylvania Association of Notaries

By: Teresa Pastella
Teresa Pastella, Notary Public

For bond and/or Power of Attorney (POA) verification inquiries, please call 610-832-8240 or email HOSUR@libertymutual.com.

This Power of Attorney is made and executed pursuant to and by authority of the following By-laws and Authorizations of The Ohio Casualty Insurance Company, Liberty Mutual Insurance Company, and West American Insurance Company which resolutions are now in full force and effect reading as follows:

ARTICLE IV - OFFICERS: Section 12. Power of Attorney.

Any officer or other official of the Corporation authorized for that purpose in writing by the Chairman or the President, and subject to such limitation as the Chairman or the President may prescribe, shall appoint such attorneys-in-fact, as may be necessary to act in behalf of the Corporation to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations. Such attorneys-in-fact, subject to the limitations set forth in their respective powers of attorney, shall have full power to bind the Corporation by their signature and execution of any such instruments and to attach thereto the seal of the Corporation. When so executed, such instruments shall be as binding as if signed by the President and attested to by the Secretary. Any power or authority granted to any representative or attorney-in-fact under the provisions of this article may be revoked at any time by the Board, the Chairman, the President or by the officer or officers granting such power or authority.

ARTICLE XIII - Execution of Contracts: Section 5. Surety Bonds and Undertakings.

Any officer of the Company authorized for that purpose in writing by the chairman or the president, and subject to such limitations as the chairman or the president may prescribe, shall appoint such attorneys-in-fact, as may be necessary to act in behalf of the Company to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations. Such attorneys-in-fact subject to the limitations set forth in their respective powers of attorney, shall have full power to bind the Company by their signature and execution of any such instruments and to attach thereto the seal of the Company. When so executed such instruments shall be as binding as if signed by the president and attested by the secretary.

Certificate of Designation - The President of the Company, acting pursuant to the Bylaws of the Company, authorizes David M. Carey, Assistant Secretary to appoint such attorneys-in-fact as may be necessary to act on behalf of the Company to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations.

Authorization - By unanimous consent of the Company's Board of Directors, the Company consents that facsimile or mechanically reproduced signature of any assistant secretary of the Company, wherever appearing upon a certified copy of any power of attorney issued by the Company in connection with surety bonds, shall be valid and binding upon the Company with the same force and effect as though manually affixed.

I, Renee C. Llewellyn, the undersigned, Assistant Secretary, The Ohio Casualty Insurance Company, Liberty Mutual Insurance Company, and West American Insurance Company do hereby certify that the original power of attorney of which the foregoing is a full, true and correct copy of the Power of Attorney executed by said Companies, is in full force and effect, and has not been revoked.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the seals of said Companies this 17th day of June, 2021.



By: Renee C. Llewellyn
Renee C. Llewellyn, Assistant Secretary

LMS-12873 LMIC OCIC WAIC MUII Co 02/21

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION
TELEPHONE SERVICE (CTS) TO FLORIDA

EXHIBIT 2

FLORIDA DEPARTMENT OF FINANCIAL SERVICES

CHRISTIANA MARIE BRAILE

License Number : W693124

Non Resident Insurance License

Issue Date

• 0920 - NONRES GEN LINES (PROP & CAS)

10/22/2020

NOTICE - This non-resident license is limited to the classes of insurance reflected above and is further limited to ONLY those classes of insurance for which you are licensed in your home state.

License Note: A licensee may only transact insurance with an active appointment by an eligible insurer or employer. If you are acting as a license line agent, public adjuster, or reinsurance intermediary manager/broker, you should have an appointment recorded in your own name on file with the Department. If you are unsure of your license status, you should contact the Florida Department of Financial Services immediately. This license will expire if more than 48 months elapse without an appointment for each class of insurance listed. If such expiration occurs, the individual will be required to re-qualify as a first-time applicant. If this license was obtained by passing a license examination offered by the Florida Department of Financial Services, the licensee is required to comply with continuing education requirements contained in 626.2415 or 645.285, Florida Statutes. A licensee may track their continuing education requirements completed or needed in their MyFlorida account at <https://dfs.flfs.com>. To validate the accuracy of this license you may review the individual's license record under "Licenses Search" on the Florida Department of Financial Services website at <http://www.MyFloridaCFO.com/DivisionAgents>



Jimmy Patronis
Chief Financial Officer
State of Florida

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION
TELEPHONE SERVICE (CTS) TO FLORIDA

EXHIBIT 2

Attach A FL Staff

EXHIBIT 2



ATTACHMENT A - FLORIDA RELAY STAFF RESOURCES

ACCOUNT EXECUTIVE, JEFFREY BRANCH

Jeffrey will continue to be the FPSC's point of contact for services and pricing presented in this response. He received his Bachelor of Science degree in Business Administration at Gallaudet University in Washington, D.C. He has been in the TRS industry for 22 years. Jeffrey is involved with the Model Secondary School for the Deaf Alumni Association, Inc. He also volunteers with the Greater Dunedin Little League in Dunedin, FL. Jeffrey is an organization member of the Florida Association of the Deaf (FAD). He is fluent in ASL.



SENIOR IMPLEMENTATION PROGRAM MANAGER, ANGIE OFFICER

Angie will continue to be Florida Relay's Senior Implementation Program Manager. She has over 29 years of telecommunications relay experience. She will continue to work with T-Mobile's internal groups and the FPSC to develop, implement, and manage Florida Relay's implementation. Angie will also address any new products/services released during the contract. She began her career with Sprint in 1992. The National Business and Disability Council recognized Angie with the NBDC's Silver Employee of the Year Award for exemplifying the council's philosophy that qualified people with disabilities make significant contributions to their employers. In 2000, she earned RIT/NTID's Distinguished Alumni of the Year, and, in 2013, she was selected RIT Volunteer of the Year. She served on the FCC's Disability Advisory Committee (DAC) from 2014-2018. She received the FCC Certificate of Appreciation for her exemplary leadership and contributions to the FCC DAC committee from 2014-2018. Angie is fluent in ASL.



QUALITY ASSURANCE (QA) PROGRAM MANAGER, LORAIN OVERLAND

Loraine is dedicated to ensuring call consistency and quality in performance and training to provide Florida Relay users with a high-quality communication experience. Loraine began working as a Sprint long-distance operator in 1990. She lives and works in Florida.



The T-Mobile Team - Accessibility Consultation Experts (ACEs)

ACEs will provide guidance to the FPSC, the FTRI, and Floridians regarding:

- ◆ User Experience - T-Mobile Accessibility's team is comprised of daily users of relay products and services. These employees and their spouses, children, parents, friends, and siblings have the same communication needs and concerns as Florida Relay users.
- ◆ Product Development, Service Quality, Network Reliability, Emerging Technologies - Experts that have helped shaped the relay industry: TRS, CapTel, internet-Protocol CapTel (IPCTS), Relay Conference Captioning (RCC), Speech-to-Speech (STS), DeafBlind, Low-Vision, Late Deafened, and others. Team members that are Certified Professionals in Accessibility Core Competencies (CPACC), as sanctioned by the International Association of Accessibility Professionals (IAAP).
- ◆ FCC Experience - Information on FCC minimum standards, MARS filings, FCC Re-Certification, FCC updates on Declaratory Rulings, Notices of Inquiry, Further Notices of Proposed Rulemaking, and other FCC notices. Regulatory representation that provides comments on pending rulings.

CONTRACT TO PROVIDE TELECOMMUNICATIONS RELAY SERVICE (TRS) AND CAPTION TELEPHONE SERVICE (CTS) TO FLORIDA

EXHIBIT 2



- ◆ Website Equivalence - Web Content Accessibility Guidelines (WCAG) 2.1 website upgrades for Blind and Low Vision individuals
- ◆ Outreach and Education - Forming relationships in communities where we live and work, reaching communities virtually and in-person, creating and executing social media strategies, demonstrated wireless expertise

Florida Relay Account Team Roles and Responsibilities

Name and Title	Duties	Qualifications
Jeffrey Branch, Client Director Fluent in ASL	<ul style="list-style-type: none"> ◆ Cultivates relationships with contract administrators ◆ Provides customer advocacy ◆ Partners with internal staff to deliver and execute on contractual requirements as defined by customers 	<ul style="list-style-type: none"> ◆ Graduate of Gallaudet University with a Bachelor of Arts degree in Business Administration ◆ Over 22 years in the industry
Angie Officer Senior Implementation Program Manager Fluent in ASL	<ul style="list-style-type: none"> ◆ Coordinates planning and implementation for new services and enhancements ◆ Conducts contractual compliance and service quality reviews as requested by management ◆ Provides direct support to Account Management and Sales 	<ul style="list-style-type: none"> ◆ Began her career with Sprint Accessibility in 1992 - over 29 years of experience ◆ Graduate of RIT with a Bachelor of Fine Arts in Graphic Design and Marketing
Lorraine Overland Florida Relay Quality Assurance Program Manager	<ul style="list-style-type: none"> ◆ Oversees all areas of training, quality assurance, monthly testing, and customer feedback ◆ Works with the FPSC & internal T-Mobile groups to address needs & requirements 	<ul style="list-style-type: none"> ◆ Graduate of Florida State College in Jacksonville, FL with an Associate of Arts degree ◆ 15 years of experience in the Relay industry and over 30 years of industry experience
Sharon Behringer Program Manager - TRS	<ul style="list-style-type: none"> ◆ Develops TRS training materials ◆ Internal/external QA testing ◆ Researches customer issues including user complaints and concerns 	<ul style="list-style-type: none"> ◆ 30 years of industry experience
Jan Pollard- Haskey Manager Business Care	<ul style="list-style-type: none"> ◆ Oversees TRS daily traffic routing and staffing requirements to meet daily service levels 	<ul style="list-style-type: none"> ◆ Bachelor of Science degree ◆ 32 years of experience at Sprint in Operations and Call Center Management
Dennis Selznick CapTel Business Development Manager Fluent in ASL	<ul style="list-style-type: none"> ◆ Develops enhancements and applications for CapTel and IPCTS ◆ Ensures product is compliant with Federal regulations 	<ul style="list-style-type: none"> ◆ Graduate of California State University, Northridge with a Bachelor of Science in Business Administration ◆ Over 18 years of experience in the Relay industry, with 15 years in current position. ◆ CPACC as sanctioned by the IAAP
Barbara Garcia IP and RCC Business	<ul style="list-style-type: none"> ◆ Develops enhancements and applications for IP Relay and RCC 	<ul style="list-style-type: none"> ◆ Graduate of the University of Texas with a degree in Business Administration

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Name and Title	Duties	Qualifications
Development Manager Fluent in ASL	<ul style="list-style-type: none"> Ensures FCC-mandated products are compliant with Federal regulations 	<ul style="list-style-type: none"> Over 30 years of experience in the relay industry, with 13 years in current position
Mark Tauscher Senior Manager Project Management Fluent in ASL	<ul style="list-style-type: none"> Supervises product development, implementation, and proposal development teams 	<ul style="list-style-type: none"> Bachelor of Science degree and a master's degree in Business Administration Over 24 years of industry experience CPACC as sanctioned by IAAP
Shawn Daniels Manager - Product and Technology	<ul style="list-style-type: none"> Designs and develops enhancements and technologies for the TRS platform Tests and implements new developments and platform configurations Administers system maintenance 	<ul style="list-style-type: none"> Graduate of Kansas State University in Manhattan, KS with a Bachelor of Science degree in Computer Science Over 20 years of Sprint experience with 15 years in Sprint/T-Mobile Accessibility
Michaela Clairmonte Senior Manager Contracts Negotiation	<ul style="list-style-type: none"> Administers TRS contracts 	<ul style="list-style-type: none"> Graduate of James Madison University with a degree in Business Administration; University of VA, School of Continuing and Professional Studies Graduate Certificate in Procurement and Contracts Management Over 18 years of telecommunications contract management experience
TBD Manager Government and Compliance Fluent in ASL	<ul style="list-style-type: none"> Communicates FCC information and updates to the T-Mobile team and state customers Ensures compliance with applicable FCC regulations and certifications 	<ul style="list-style-type: none"> TBD
Mike Ellis Director T-Mobile Accessibility Fluent in ASL	<ul style="list-style-type: none"> Manages a team responsible for developing and maintaining relationships with relay customers, product quality, new product and enhancement development, marketing, and sales support 	<ul style="list-style-type: none"> Bachelor and master's degrees Over 29 years of Sprint experience CPACC as sanctioned by the IAAP.

Extended Resources

One of T-Mobile's key strengths are the number of extended resources we have as a large corporation supporting our relay customers. These groups will offer a wealth of experience, knowledge, and integrity to our role as the Florida Relay provider.

Group	Responsibility
Corporate Security Teams	Dedicated Security organization with 24x7 managed security operations center. Includes firewall engineers, incident response engineers, security consultants, risk managers, a vulnerability assessment team, software security consultants, and various other functional security staff.
Regulatory	Ensures T-Mobile remains fully compliant with all applicable laws and regulations including the filing of tariffs.

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Group	Responsibility
Call Center IT Group	Responsible for designing and developing new enhancements and technologies for the TRS platform, testing and implementation, systems, network, and capacity management.
Operations & Quality Assurance	Plans and designs CA training and QA programs including implementing, evaluating, and monitoring all relay QA programs.
Traffic Management Control Center (TMCC)	Provides workforce management, scheduling, reporting, and traffic routing to ensure T-Mobile meets its contract requirements and operates efficiently to deliver the highest quality at an affordable price.

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Attach B FCC Min Stds

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ATTACHMENT B - FCC MINIMUM STANDARDS

The following table demonstrates T-Mobile's compliance with federal standards.

FCC Minimum Standard	T-Mobile's Approach
CA Training 47 C.F.R. §64.604(a)(1)(i)	T-Mobile offers a training program designed to provide the best quality service to all relay users. T-Mobile's program includes training on diversified culture, compliance with regulatory requirements, and the operation of T-Mobile's systems.
CA Skills 47 C.F.R. §64.604(a)(1)(ii)	T-Mobile ensures all Communication Assistants (CAs) are skilled in typing, grammar, spelling, and interpretation of typewritten American Sign Language (ASL), familiar with hearing and speech disability culture, language, and etiquette; and have clear and articulate voice communication skills. T-Mobile conducts pre-hire screening and a comprehensive training that includes deaf culture and diversity training.
CA Typing 47 C.F.R. §64.604(a)(1)(iii)	T-Mobile's CAs type/transcribe conversations at a rate greater than 60 words per minute (wpm). CA testing is conducted at least quarterly.
Call Takeover 47 C.F.R. §64.604(a)(1)(v)	T-Mobile allows CA takeovers only when necessary. T-Mobile's CAs stay with any given call for a minimum of 10/20 minutes for speech-to-speech (STS), as defined by the FCC.
Gender Preference 47 C.F.R. §64.604(a)(1)(vi)	T-Mobile makes its best efforts to accommodate users' requests regarding the gender of the CA handling their calls – at both call initiation and/or call takeover.
Real-time 47 C.F.R. §64.604(a)(1)(vii)	T-Mobile's sophisticated software and operational procedures enable real-time communication for all relay users.
Confidentiality Rule 47 C.F.R. §64.604(a)(2)(i)	T-Mobile has systematic and operational processes intended to prevent disclosure of call content and/or Customer Proprietary Network Information (CPNI), except as authorized by 47 U.S.C. §605. STS CAs may retain info from a call to facilitate the completion of consecutive calls, at the request of the user.
Conversation Content 47 C.F.R. §64.604(a)(2)(ii)	T-Mobile prohibits CAs from disclosing the content of any relayed conversation, except where authorized by law. T-Mobile prohibits CAs from keeping any record of the contents of communications handled. T-Mobile CAs are required not to intentionally alter a relay conversation and must be relayed verbatim.
Sequential Calls 47 C.F.R. §64.604(a)(3)(i)	T-Mobile CAs do not refuse single or sequential calls.
Call Length 47 C.F.R. §64.604(a)(3)(i)	T-Mobile never limits the length of a relay call.
Types of Calls 47 C.F.R. §64.604(a)(3)(ii)	Except to the extent the requirements are waived, not permitted, or as the FCC determines it is not technologically feasible to do so, T-Mobile services can handle any type of call normally provided by telecommunications carriers.
Call Combinations 47 C.F.R. §64.604(a)(3)(v)	T-Mobile's relay services support all mandatory FCC call types: Text (ASCII, TTY, Turbo Code)-to-Voice, Voice-to-Text (ASCII, TTY, Turbo Code), Voice Carry Over (VCO) with/without privacy, VCO-to-TTY/TTY-to-VCO, VCO-to-VCO, Hearing Carry Over (HCO) with/without privacy, HCO-to-TTY/TTY-to-HCO, HCO-to-HCO, VCO-to-HCO/HCO-to-VCO, CapTel to other TRS types (Voice, TTY, VCO, HCO, STS), 911, Spanish-to-Spanish for all TRS call types, Spanish-to-Spanish for all CapTel call types, and STS (English, Spanish) to other TRS types (Voice, TTY, VCO, HCO, STS).
Text-to-voice & Voice-to-text 47 C.F.R. §64.604(a)(3)(v)(A)	T-Mobile's relay services support all mandatory FCC call types: Text (ASCII, TTY, Turbo Code), Voice-to-Text (ASCII, TTY, Turbo Code), VCO with/without privacy, VCO-to-TTY/TTY-to-VCO, VCO-to-VCO, HCO with/without privacy, HCO-to-TTY/TTY-to-HCO, HCO-to-HCO, VCO-to-HCO/HCO-to-VCO, 911, CapTel to other TRS types (Voice, TTY, VCO, HCO, STS), Spanish-to-Spanish

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FCC Minimum Standard	T-Mobile's Approach
	for all TRS call types, Spanish-to-Spanish for all CapTel call types, and STS (English, Spanish) to other TRS types (Voice, TTY, VCO, HCO, STS).
1-line VCO, 2-line VCO, VCO-to-TTY, & VCO-to-VCO 47 C.F.R. §64.604(a)(3)(v)(B)	T-Mobile's relay services support all mandatory FCC call types: 1-line VCO, 2-line VCO and VCO to VCO, VCO with/without Privacy, VCO-to-TTY/TTY-to-VCO, and VCO-to-VCO. 1-line HCO, 2-line HCO, HCO with/without privacy, HCO-to-TTY/TTY-to-HCO, HCO-to-HCO, VCO-to-HCO/HCO-to-VCO Spanish-to-Spanish for all TRS call types.
Call Release 47 C.F.R. §64.604(a)(3)(vi)(A)	T-Mobile provides TTY-TTY call set-up, which allows the CA to set-up the call and drop off the line, if not needed to facilitate conversation.
Speed Dial 47 C.F.R. §64.604(a)(3)(vi)(B)	T-Mobile supports speed dialing through the user's on-premises equipment. We offer Frequently Dialed (speed dial) capabilities for all relay users.
Three-Way Calling 47 C.F.R. §64.604(a)(3)(vi)(C)	T-Mobile supports local exchange carrier (LEC)-based three-way calling.
Interactive Menus & Voicemail 47 C.F.R. §64.604(a)(3)	T-Mobile electronically captures recordings and makes interactive recordings, voicemail, and/or answering machines available to relay customers.
Emergency Calls for TTY-based providers 47 C.F.R. §64.604(a)(4)	T-Mobile complies with the emergency calling requirements in Section §9.14 (formerly §64.605) of the FCC TRS Rules. T-Mobile Accessibility automatically and immediately connects emergency calls to an appropriate Public Safety Answering Point (PSAP), which is capable of dispatching emergency services.
STS Called Numbers 47 C.F.R. §64.604(a)(5)	T-Mobile allows STS users to register a Customer Profile, which includes Speed Dial and other enhancements. CAs repeat the name and phone number for any speed dial requested call to the STS user.
ASCII & Baudot 47 C.F.R. §64.604(b)(1)	T-Mobile's TRS (TTY) platform supports all communication modes generally in use including Baudot (domestic and international), ASCII, and Turbo Code.
International Calling 47 C.F.R. §64.604(a)(7)	International calling is available on Internet Protocol Captioned Telephone Service (IPCTS) devices. Additionally, the international TTY rate of 50 Baud is supported. International calling is not available for web based IPCTS or IPTRS.
Speed of Answer & Blockage 47 C.F.R. § 64.604(b)(2)(i)	T-Mobile answers at least 85% of all calls daily within 10 seconds, including abandons. T-Mobile's systems exceed the P.01 standard.
Call Volume/Network Failure 47 C.F.R §64.604(b)(2)(ii)	T-Mobile answers at least 85% of all calls daily within 10 seconds, including abandons. T-Mobile's systems exceed the P.01 standard.
Call Delivery 47 C.F.R §64.604(b)(2)(ii)(A)	The T-Mobile's network records the time each call enters the network, and that time is placed in the call detail record (CDR) for that call.
Abandoned Calls 47 C.F.R §64.604(b)(2)(ii)(B)	T-Mobile answers at least 85% of all calls daily within 10 seconds, including abandons.
Daily Measurement 47 C.F.R §64.604(b)(2)(ii)(C)	T-Mobile answers at least 85% of all calls daily within 10 seconds, including abandons.
P.01 Standard 47 C.F.R §64.604(b)(2)(ii)(D)	T-Mobile answers at least 85% of all calls daily within 10 seconds, including abandons. T-Mobile Accessibility's systems exceed the P.01 standard.
Call Attempts/Blocks 47 C.F.R §64.604(b)(2)(ii)(E)	The provider servicing the TRS platform provides automated call counts and blockage data for terminated calls to the TRS platform.
Equal Access to Interexchange Carriers 47 C.F.R. § 64.604(b)(3)	In Aug. 2016, FCC issued a waiver of long-distance Carrier of Choice (COC) and billing options for wireline relay providers who choose not to pass any charges to the end user. As a result, T-Mobile offers domestic calling with no long-distance fees or long-distance call billing for all TRS and CapTel users. On Aug. 5, 2020 the FCC made this a permanent waiver.
TRS Facilities 47 C.F.R. §64.604(b)(4)(i)	T-Mobile provides mandated services 24x7 using redundant facilities functionally.
Redundancy 47 C.F.R. §64.604(b)(4)(ii)	T-Mobile provides mandated services 24x7 using redundant facilities functionally.

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FCC Minimum Standard	T-Mobile's Approach
Technology 47 C.F.R. §64.604(b)(5)	T-Mobile exceeds the minimum mandatory services and routinely upgrades its products to increase functional equivalency.
Caller ID 47 C.F.R. §64.604(b)(6)	T-Mobile transmits any calling party identifying information received from the public network on the incoming call through, to the called party for all calls unless caller ID blocking is enabled or requested by the end user.
STS 711 Calls 47 C.F.R. §64.604(b)(7)	T-Mobile offers multiple solutions to meet this requirement: Auto 711 Routing for STS users connects callers with a Customer Profile directly to STS CAs. CAs answering 711 for callers without a profile will immediately transfer the caller to an STS CA. T-Mobile offers a wireless short code to STS for T-Mobile wireless users. T-Mobile's 711 Interactive Voice Recording (IVR) systems, where available, allow connectivity directly to an STS CA using the same level of prompts the IVR uses for other forms of TRS.
Voluntary At-Home Pilot 47 C.F.R. §64.604(b)(7)	Any Video Relay Service (VRS) provider that holds a conditional or full certification to receive compensation from the TRS Fund pursuant to §64.606 as of Mar. 23, 2017 may participate in the Voluntary At-Home VRS call handling pilot program, that shall be in effect for one year, for service provided by participants beginning Nov. 1, 2017 ending Aug. 31, 2021. T-Mobile will advise the FPSC regarding changes or extensions.
Consumer Complaint Logs & Procedures 47 C.F.R. §64.604(c)(1)	T-Mobile maintains 24x7 Customer Care and logs all complaints received. T-Mobile provides customers with a complaint summary that meets FCC standards.
Contact Persons 47 C.F.R. §64.604(c)(2)	Scott Freiermuth is T-Mobile's Regulatory point of contact: 6450 T-Mobile Parkway Overland Park, KS 66251 913-315-8521 scott.r.freiermuth@tmobile.com .
Public Access to Information 47 C.F.R. §64.604(c)(3)	T-Mobile has educated the public on TRS at the local, state, and federal level. Examples include media advertisements, Public Service Announcements (PSAs), brochures, and sponsoring/attending local/national conferences/conventions. T-Mobile's websites provide info on relay products and services. T-Mobile has social media presence for educational purposes.
Cost Information & Data Submission 47 C.F.R. §64.604(c)(5)	T-Mobile contributes to the Interstate TRS Fund and submits the required cost data to the FCC and to the Fund administrator to receive reimbursement.
TRS Fund 47 C.F.R. §64.604(c)(5)(iii)	T-Mobile contributes to the Interstate TRS Fund and submits the required cost data to the FCC and to the Fund administrator to receive reimbursement.
Data Collection & Audits 47 C.F.R. §64.604(c)(5)(iii)(D)	T-Mobile provides all the required information to the FCC and the fund administrator to receive reimbursement.
Eligibility for Payment from the TRS Fund 47 C.F.R. §64.604(c)(5)(iii)(F)	T-Mobile has TRS facilities operated under contract by certified state TRS programs and the FCC.
Notification of Intent to Participate 47 C.F.R. §64.604(c)(5)(iii)(G)	T-Mobile notified the administrator of its intent to participate in the TRS Fund. T-Mobile has met this requirement and updates required Provider forms as requested by the TRS Fund Administrator on Jan. 8, 2015
Whistleblower Notice 47 C.F.R. §64.604(c)(5)(M)	T-Mobile has a Whistleblower Protection policy. T-Mobile provides copies of the whistleblower protections to all its employees including instructions for reporting noncompliance to the FCC's whistleblower hotline.
Complaint Resolution 47 C.F.R. §64.604(c)(6)	T-Mobile supports timely and effective complaint resolution and meets all the FCC's requirements for formal and informal complaints and reporting.
Treatment of Customer Information 47 C.F.R. § 64.604(c)(7)	T-Mobile follows a Do Not Contact (DNC) policy. Customer Info may only be used for the purposes of identity verification and 911 location info. T-Mobile does not use any Customer Info for marketing purposes. T-Mobile does not use Customer Profile data for any purpose other than to process calls and will not sell, distribute, share, or reveal the profile data unless compelled by

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FCC Minimum Standard	T-Mobile's Approach
	law. During state TRS transitions, T-Mobile provides Customer Profile data at least 60 days before transition in a usable format.
No Incentives to Use IPCTS 47 C.F.R. §64.604(c)(8)	T-Mobile does not offer or provide any person or entity that registers to use IPCTS any form of direct or indirect incentives, financial or otherwise, to register for or use IPCTS. T-Mobile does not offer or provide hearing health professionals any direct or indirect incentives, financial or otherwise, tied to a consumer's decision to register for or use IPCTS. T-Mobile does not enter joint marketing arrangements with hearing health professionals.
IPCTS Default Settings 47 C.F.R. §64.604(c)(10)	T-Mobile's default setting for the IPCTS phone is to have captions on.
TRS calls requiring multiple CAs 47 C.F.R. §64.604(c)(14)	T-Mobile complies for VCO-VCO calls between multiple CapTel users, IPCTS/CapTel users and IPCTS users; CapTel/IPCTS users and TTY users; CapTel/IPCTS users and VRS users.

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Item 72. The Price Proposal Format (RFP ref. Section D)

Bidders shall submit their bids on the basis of a charge per billable minute for all services described with the exception of Captioned Telephone in item B. 20. The prices per billable minute for Captioned Telephone in B. 20 shall be separately stated. A format similar to that shown below should be used for the price proposal.

NOTE: THE PRICE PROPOSAL SHALL BE FILED IN A SEPARATE SEALED ENVELOPE MARKED: "SEALED - TO BE OPENED ONLY BY THE FPSC PROPOSAL OPENING OFFICER"

SERVICE PRICE PER BILLABLE MINUTE

T-Mobile has read, understands, and complied with RFP Section D.

T-Mobile offers the FPSC the following pricing for Florida Relay:

Service	Price Per Minute
Basic Relay Service - TRS	\$1.60/session
Captioned Telephone - CapTel	\$1.67/session
Relay Conference Captioning - RCC	First 30,000 minutes annually, included at no charge After 30,000 minutes, \$3.26/minute RCC Pricing Conditions ♦ RCC is intended for online meetings with two or more attendees, and does not include support for cursing, vulgarities, or language that is derogatory, condescending, discriminatory, or ethnic slurs, or words otherwise considered offensive to any protected class, as defined under U.S. federal laws. ♦ Minimal Increment Billing Unit: 15-minute intervals with an initial minimum of 30 minutes ♦ Minimum fee for any event: 1/2 of the hourly rate for the event ♦ All events will be billed in full for the amount requested and 15-minute intervals thereafter. Cancellations must be requested 24 hours in advance.

Notes

TRS pricing includes:

- ♦ \$15,000 annual outreach budget
- ♦ Client Executive/Account Manager travel to bi-annual TASA meetings