Appendix

No. 7

PA CTRS Information –

Hamilton Service Provider
Appendix

No. 7.1

Hamilton Assertion of Compliance with Minimum Standards
Hamilton Telecommunications

Captioned Telephone Voice Carry-Over Relay Service (CTVRS)

Pennsylvania provides Captioned Telephone Voice Carry-Over Relay Service (CTVRS). This includes the provision of Two-Line CTVRS.

CTVRS is ideal for people with some degree of hearing loss. The phone used to access CTVRS works like any other telephone with one important addition: it displays every word the caller says throughout the conversation. CTVRS users can listen to the caller, and can also read the written captions in the specialized phone’s bright display window.

CTVRS users place a call in the same way as dialing a traditional phone. As they dial, the phone used by CTVRS users automatically connects to a captioning service. When the other party answers, the CTVRS user hears everything that they say, just like a traditional call.

Behind the scenes, a specially-trained operator at the captioning service transcribes everything the other party says into written text, using the very latest in voice-recognition technology. The written text appears on a bright, easy-to-read display window built into the phone used by CTVRS. The captions appear almost simultaneously with the spoken word, allowing CTVRS users to understand everything that is said - either by hearing it or by reading it.

2-Line CTVRS
2-Line CTVRS truly enhances the functional equivalency and quality of CTVRS. 2-Line CTVRS benefits users because calls are direct between parties. 2-Line CTVRS also supports enhancements that users have purchased from their local telephone company, including call waiting and Automatic Call Back (*69). Another advantage is that captions can be turned on or off at any time during the call. This means that multiple users in the same location can enjoy a conversation via another extension in the home or office. Users also benefit because captioning is available on emergency 911 calls and there is no separate telephone number for voice callers to remember.

By using two telephone lines, the CTVRS users listen to their conversation on one line while receiving typed text from the captioning service on the other line. When a CTVRS user receives a call, the standard phone user simply dial the user's phone line directly instead of dialing an 800 number and accessing the captioning service. When calling 911 in emergency situations, the 2-Line CTVRS users’ call is routed through the captioning center allowing the user to receive captions on one line and hear the conversation on the other line.

Requirements for 2-Line CTVRS
- A CapTel® telephone (Model 200)
- Two analog telephone lines with separate telephone numbers are required. The second line cannot merely be an extension line.
- Individuals must configure the Captioned Telephone in order for 2-line CapTel service to be enabled. It will not automatically switch to 2-Line mode.
Dialing 911 in an Emergency – Two-Line CTVRS
When calling 911 in emergency situations using 2-Line CTVRS, one line is routed directly to the appropriate 911 center and the second line is routed through the captioning center. This allows the user to receive captions on one line and hear the conversation on the other line.

Dialing 911 in an Emergency – Single Line CTVRS
When calling 911 in emergency situations, the single line CTVRS users’ call will be automatically routed to the appropriate 911 center because the call was placed from the users home line. 911 calls will not be routed through the captioning service. This means:

- There are no delays in accessing emergency personnel, as calls are directly connected to a 911 call center.
- Emergency 911 calls are not captioned in the same manner that regular CTVRS calls are because the call is not routed through the CTVRS Captioning Service.
- Emergency 911 calls are treated as VCO calls during which the 911 call-taker can hear everything the CTVRS user says, and then types their response (on a TTY) that appears on the CTVRS display screen.
- The CTVRS user speaks directly into the handset, as with any other CTVRS call. The 911 call-taker will hear everything the CTVRS user says. The CTVRS user will not be able to hear the call taker, but the dispatcher can type instructions on a TTY, which will appear on the display screen of the specialized phone used by CTVRS.
- Emergency 911 Services will know the ANI caller and be able to locate the individual and send appropriate help, based on the location from which the CTVRS call is placed.

Spanish CTVRS
Intrastate and Interstate Spanish Language CTVRS services are available to Pennsylvania CTVRS users. Spanish CTVRS hours are from 7:00 a.m. to 11:00 p.m. Central Time.

True Caller ID via CTVRS
FCC compliant Caller ID service is provided to CTVRS users of Pennsylvania.

Carrier of Choice
Pennsylvania CTVRS ensures that users will continue to have the ability to access their chosen carrier of choice for intrastate or interstate interexchange carrier calls without regard to what CTVRS phone they may call from to the same extent such access can typically be made by a TRS user (such as using 10-10-XXXX to access carrier of choice).

Pennsylvania CTVRS will continue to inform CTVRS users of the need to designate a long distance carrier for long distance CTVRS calls and the consequences of not making such a designation through a variety of outreach methods including newsletters, outreach events, the website, etc.
Redundancy/Switching System
The Captioning Center serving CTVRS is equipped with redundant systems for power. The Captioning Center utilizes a combination of battery backup, commercial UPS supply, and/or auxiliary generator to supply uninterruptible power to the Captioning Center for extended periods of time to the Captioning Center. Redundant systems for power include ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

The switching system at the Captioning Center serving CTVRS includes a redundant Central Processing Unit (CPU) on “hot stand-by” to ensure that no calls are dropped due to processor failure, a full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities, on-line monitoring, real time programming capabilities which will not take the system off-line, the ability to perform preventative maintenance without taking the system off-line, and an inventory of spare critical components which are maintained on site to ensure the required levels of service are met.

The company that provides the technology and captionists for CTVRS recently has set up an additional Captioning Center. Adding a second captioning center provides the redundancy for CTVRS and ensures that CTVRS users have continuous, uninterrupted service.

Blockage
Pennsylvania CTVRS ensures compliance with the P.01 customary TRS industry standard for blockage. No more than one call in 100 will receive a busy signal when calling the Captioning Center at the busiest hour. This is measured by sampling the number of calls being blocked at a minimum of every 60 minutes during CTVRS operation and is reported to the PUC on a monthly basis.

Answer Performance
Pennsylvania CTVRS ensures that 85% of all CTVRS calls will be answered within 10 seconds on a daily basis including abandons. The provider of Pennsylvania CTVRS reports daily answer time to the PUC on a monthly basis.

Change of CTVRS CA
Pennsylvania CTVRS ensures compliance with the FCC rule which requires that the CA shall stay with a relay call for a minimum of ten minutes.

The situations in which a CA would change during a call would include:
1) More than 10 minutes past scheduled break or lunch time
2) More than 10 minutes past the end of a shift
3) CA is observed having extreme difficulty processing the call
4) Call has been in progress more than 30 minutes with difficult call content or speed, or 60 minutes or more of an average call
The change of CA is handled through a supervisor who approves the change, finds an available CA to exchange, and issues the Call Take Over. When a change occurs, the new CA is identified to the CTVRS user. Just prior to the change in CA a message is sent to the CTVRS user indicating there will be a change in CA. After the change, a new message is sent with the new CA number indicating they have taken over the call. This way the client can choose to stop the standard phone user from talking for a moment until the new CA is fully in place. The change attempts to take place while the client is speaking so that the least amount of information to caption is lost.

**CTVRS Confidentiality Agreement**

Pennsylvania CTVRS ensures that all CAs adhere to strict policies of confidentiality, which comply with all FCC confidentiality requirements. Pennsylvania CTVRS collects only that personal information necessary to provide and bill for the CTVRS service being rendered. Following is a Confidentiality Agreement that all CAs are required to sign prior to taking any live calls.

Information obtained during a CTVRS call should not be shared with any person except a member of the CTVRS management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, consumer or customer service issues. General call information is not be shared unless it is used to clarify, vent, or teach. Information about call content is discussed in a private area only.

A Captionist may feel the need to “vent” about a call due to problems, complaints or stress from handling the call. The Captionist may ask to speak to a Supervisor or other member of management (as long as it wasn’t their call) in a private area. Clarify before the conversation you wish to “vent” about a call.

The success of CTVRS depends on quality and complete confidentiality. Consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence. It is very important all Captionists understand and abide by the confidentiality policy.
I HAVE READ THE FORGOING AND AGREE AS FOLLOWS:

- I will not disclose to any individual (outside of a member of the CapTel management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any CapTel call.

- I will not act upon any information received while processing a CapTel call.

- I will not disclose to anyone the names, schedules, or personal information of any fellow worker at CapTel Inc.

- I will not share any information about CapTel calls with anyone except a member of the CapTel Inc. management staff in order to investigate complaints, technical issues, etc.

- I will continue to hold in confidence all information related to the work and calls I have performed while at CapTel Inc. after my employment ends.

- I will NOT reveal my Captionist ID number in conjunction with my name unless asked by a member of the CapTel Inc. management staff.

- I will not share with anyone any technical aspect of my position at CapTel Inc. unless asked by a member of the CapTel Inc. management staff.

- I will not talk about consumers or call content with any fellow Captionists.

- I will not listen to or get involved in calls taken by fellow Captionists.

I understand a breach of any part of this agreement may result in disciplinary action up to and including termination of employment at CapTel Inc. I recognize the serious and confidential nature of my position.

Employee Name ____________________________________________

Date________________________
FCC Captioned Telephone Regulations and Waivers

The FCC has issued a separate Ruling specifically for Captioned Telephone VCO: Declaratory Ruling on August 1, 2003 CC Docket No. 98-67, FCC 03-190 document. In this Ruling the FCC found that Captioned Telephone VCO Service (CTVRS is a form of this) is a type of TRS. In addition the FCC waived certain TRS mandatory minimum standards that do apply to captioned telephone VCO service, and waived other TRS mandatory minimum standards for captioned telephone VCO (see list below). On July 14, 2005 the FCC clarified that Two-Line Captioned Telephone Service is a type of telecommunications relay service eligible for compensation from the Interstate TRS Fund. Pennsylvania’s CTVRS offering meets all FCC minimum standards including answering 85% of all calls within 10 seconds.

The Declaratory Ruling referenced above will serve as the primary source in meeting the existing minimum standards including waivers of the six TRS requirements for Captioned Telephone VCO Services. The FCC issued an order on August 14, 2006 (CG Docket No. 03-123, DA 06-1627 document) making these temporary waivers permanent.

Captioned Telephone waivers include:
1. Speech to Speech (STS) and Hearing Carryover (HCO)
2. Communication Assistants waivers:
   • TRS mandatory minimum standard requiring CAs to be competent in interpretation of typewritten ASL as applied to captioned telephone CAs.
   • CA oral-to-type test requirement and permit the use of an oral-to-text test instead for CapTel CAs.
   • Requirement that CAs not refuse single or sequential calls as applied to CapTel CAs handling outbound captioned telephone calls.
   • Gender preference.
   • 60 wpm mandatory typing speed for CAs.
3. Interrupt Functionality.
5. ASCII and Baudot Format.

CTVRS CAs adhere to the following minimum standards:
• The CTVRS CA shall be trained to caption the words spoken by the hearing party as accurately as reasonably possible without intervening in the communications. The CA is permitted to provide background noise identification;
• The CTVRS CA shall not maintain any records of conversation content and shall keep the existence and content of all calls confidential;
• The CTVRS CA shall be required to meet the FCC standards for TRS minimum transcription speed;
• The CTVRS CA shall not limit the length of a call and shall stay with the call for a minimum of ten minutes when answering and placing a call;
• CTVRS shall pass along a CTVRS caller’s ANI to the appropriate PSAP if the caller disconnects before being connected to emergency services;
• CTVRS personnel have the requisite experience, expertise, skills, education, knowledge and training to perform CapTel Services in a professional manner.
Appendix

No. 7.2

Hamilton Workplan Including:

✓ Customer Profile
✓ Complaint Procedures
✓ CA Standards and Confidentiality
✓ Outreach
✓ Continuity of Business
II-3. WORK PLAN. Describe in narrative form your technical plan for accomplishing the work. Use the task descriptions in Part IV of this RFP as reference points. The task descriptions should be in sufficient depth to afford the Commission a thorough understanding of your work plan. Modifications of the task descriptions are permitted; however, reasons for changes should be fully explained.

Hamilton has described in narrative form its technical plan for accomplishing the work. Hamilton has used the task descriptions in Part IV of this RFP as reference points. Hamilton’s task descriptions are in sufficient depth to afford the Commission a thorough understanding of its work plan. Hamilton understands that modifications of the task descriptions are permitted and the reasons for changes are fully explained.

PART IV

WORK STATEMENT
OPERATIONAL, TECHNICAL, AND FUNCTIONAL STANDARDS

IV-1. COMPLIANCE WITH STANDARDS. All minimum standards, regulations, orders, and policies adopted by the FCC or this Commission are incorporated and required in this RFP whether or not they are specifically mentioned, named, or referred to in this RFP. Any future standards, regulations, orders, and policies that the FCC or the Commission may implement while this contract is in force will apply and must be adhered to by the contractor. In particular, all CTVRS providers (contractors and subcontractors) will comply with or exceed the FCC guidelines and mandatory minimum standards at 47 C.F.R. § 64.604.

Hamilton understands and will comply. Throughout this Tab, Hamilton has addressed each technical requirement as contained in Part IV of the RFP and has explained in detail how it plans to meet or exceed most requirements. Hamilton has worked to make its proposal fully responsive to each requirement. In each section that Hamilton offered a modification of the task description, Hamilton fully explained reasons for the changes. In each section that Hamilton cannot comply with, Hamilton has listed as an exception in the Attachment to the Transmittal Letter.

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

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

**FCC CapTel Regulations and Waivers**

The FCC has issued a separate Ruling specifically for CapTel: Declaratory Ruling on August 1, 2003 CC Docket No. 98-67, FCC 03-190 document. In this Ruling the FCC found that captioned telephone VCO service (CapTel Service is a form of this) is a type of TRS. In addition the FCC waived certain TRS mandatory minimum standards that do apply to captioned telephone VCO service, and waived other TRS mandatory minimum standards for captioned telephone VCO (see list below). On July 14, 2005 the FCC clarified that Two-Line Captioned Telephone Service is a type of telecommunications relay service eligible for compensation from the Interstate TRS Fund. Hamilton's CapTel Service offering will meet all FCC minimum standards including answering 85% of all calls within 10 seconds.

The Declaratory Ruling referenced above will serve as the primary source in meeting the existing minimum standards including waivers of the six TRS requirements for CapTel Relay Services. The FCC issued an order on August 14, 2006 (CG Docket No. 03-123, DA 06-1627 document) making these temporary waivers permanent.

**CapTel waivers include:**

1. Speech to Speech (STS) and Hearing Carryover (HCO)
2. Communication Assistants waivers:
   - TRS mandatory minimum standard requiring CAs to be competent in interpretation of typewritten ASL as applied to captioned telephone CAs.
   - CA oral-to-type test requirement and permit the use of an oral-to-text test instead for CapTel CAs.
   - Requirement that CAs not refuse single or sequential calls as applied to CapTel CAs handling outbound captioned telephone calls.
   - Gender preference.
   - 60 wpm mandatory typing speed for CAs.
3. Interrupt Functionality.
5. ASCII and Baudot Format.

For such standards and regulations that may be required by the FCC after July 14, 2005, Hamilton will work with CTI to attempt compliance. If new or increased technologies and corresponding services develop or any changes in the state and/or federal laws, rules and/or regulations are required with different cost elements, Hamilton will, in good faith,
Relay Your Way®

negotiate an appropriate pricing structure with the PUC.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

IV-2. CTVRS SPECIFICATIONS AND AVAILABILITY. The proposal should provide details as to the methods of meeting the following minimum CTVRS standards:

a. Provide CTVRS 24 hours a day, 7 days a week, and 365 days a year. Explain how service will be maintained during scheduled and unscheduled maintenance periods, network and power outages, and outages otherwise attributed to Acts of God. See Appendix D for the applicable service level agreement (SLA).

Hamilton will provide CTVRS 24 x 7 x 365 in a manner that is functionally equivalent to traditional voice calls. CapTel phone users place a call in the same way as dialing a traditional phone. As they dial, the CapTel phone automatically connects to a captioning service. When the other party answers, the CapTel phone user hears everything that they say, just like a traditional call.

Following is a description of how CTVRS Service will be maintained during scheduled and unscheduled maintenance periods, network and power outages, and outages otherwise attributed to Acts of God. The CapTel Service Relay Center is equipped with redundant systems for power. The CapTel Service Relay Center utilizes a combination of battery backup, commercial UPS supply, and/or auxiliary generator to supply uninterruptible power to the CapTel Center for extended periods of time.

In addition, the CapTel Service Relay Center is equipped with redundant systems for power, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

The CapTel switching system includes a redundant Central Processing Unit (CPU) on “hot stand-by” to ensure that no calls are dropped due to processor failure, a full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities, on-line monitoring, real time programming capabilities which will not take the system off-line, the ability to perform preventative maintenance without taking the system off-line, and an inventory of spare critical components which are maintained on site to ensure the required levels of service are met.

Hamilton is unable to accept the SLA contained in Appendix D. Hamilton has listed this as an exception in the Attachment to the Transmittal Letter.
Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

b. Develop and describe contingency plans for maintaining 24/7/365 operational status. Each potential contractor must certify that it and its affiliates, suppliers, and subcontractors to be involved in the provision of CTRS meet or exceed the requirements set forth in Appendix E – Certification Relative to Business Continuity. This certification must be renewed annually by the contractor. See Appendix E for the requisite initial and annual certification form. The requirement of 24/7/365 operations applies at all times, and specifically during impairment of contractor’s service or of underlying supplier’s service regardless of whether the subcontractor is intrinsically involved in the CTRS service (e.g., third-party call center, trunk lines, etc.) or is providing other goods or services (e.g., power, manpower, etc.), including but not limited to:

i. Adequate and immediate auxiliary power for call center operation during commercial power failure.

ii. Adequate and immediate back-up or redundancy for service-affecting outages and disruptions, regardless of whether such outages or disruptions are scheduled, routine, maintenance-driven, otherwise unforeseen or unplanned, or attributed to Acts of God.

iii. Uninterruptible power supply.

Hamilton and its Subcontractor have developed contingency plans for maintaining 24/7/365 operational status. Hamilton is unable to certify compliance with the items contained in Appendix E. However, Hamilton is able to commit to a Disaster Recovery plan for CTRS as contained in Appendix G of this proposal. Hamilton has listed its inability to comply with Appendix E as an exception in the Attachment to the Transmittal Letter.

The CapTel Service Relay Center is equipped with redundant systems for power. The CapTel Service Relay Center utilizes a combination of battery backup, commercial UPS supply, and/or auxiliary generator to supply uninterruptible power to the CapTel Center for extended periods of time.

CTI is actively involved in setting up an additional CapTel Center, which is anticipated to be online by the end of 2006. Adding a second CTRS call center will provide the redundancy for CTRS and will ensure that CapTel Relay users will have continuous, uninterrupted CapTel service.
In addition to CTI's Disaster Recovery Plan as contained in Appendix G, Hamilton will advise CTVRS users to dial 711 to use their CapTel phone in VCO mode through Pennsylvania Relay.

Hamilton would like to clarify that CTI's customer service hours are from 8:00 a.m. to 5:00 p.m. CDT. However, customers can call Hamilton for any complaint or trouble reporting 24 hours a day seven days a week. We are ALWAYS available to customers. Some CTRS users will automatically contact Captioned Telephone Inc. directly rather than the Hamilton Customer Service Department.

Hamilton can handle all CTVRS trouble reports even after hours and will act immediately to restore service to CTVRS users. Hamilton's procedure follows:

A CTVRS user contacts Hamilton Customer Service at 10:00 p.m. to report they are unable to connect to CapTel or they are receiving a message stating "DUE TO AN EMERGENCY, CALL NEED TO LEAVE THE CENTER. PLEASE HANG UP AND TRY YOUR CALL LATER OR DIAL 7-1-1 TO USE TRS VCO".

Hamilton Customer Service would inform the customer that the matter will be investigated immediately. Customer Service would also explain that in the interim, the customer can use Voice Carry Over (VCO) by dialing 7-1-1 or the toll free VCO number for Pennsylvania Relay (800-654-5984). The CapTel user will need to inform the CA that s/he would like to use VCO.

Hamilton Relay Customer Service staff would immediately contact Barb Handrup and/or Diane Taylor.

Barb Handrup  
Senior Relay Manager  
Office: 402-694-3656  
Cellular: 402-694-1195  
Home: 402-694-3976  
512 Maison Street  
Aurora, NE 68818

Diane Taylor  
Assistant Relay Manager  
Office: 402-694-3656  
Cellular: 402-631-3135  
Home: 402-725-3529  
2103 E. 19 Road  
Hampton, NE 68843

Barb and/or Diane would contact the CapTel Call Center to determine the cause and expected duration of the problem in the following order of escalation:

Josh Kammerud  
Call Center Technician  
608-310-8518 Office  
608-575-2100 Cell/Home

Pam Frazier  
Call Center Director  
608-310-8502 Office  
608-516-7517 Cell or 608-832-6233 Home

Pennsylvania CapTel Relay  
3-5
Immediately after contacting CTI, Hamilton would contact the State TRS Administrator to notify them of the outage. All Hamilton call centers would be notified of the outage and warned that they may receive an increase of VCO calls and possibly confused customers.

Should the situation require additional escalation at the CapTel Center, CTRS Senior management would be contacted in the following way:

Jayne Turner  
Vice President of CapTel  
608-441-8800 Office or 608-213-8865 Cell

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

c. Comply with P.01 customary TRS industry standards. Traffic Reports indicating CCS (hundred call seconds) loads and grade of service on all CTVRS trunks are due to the Commission by the 15th day of each month for the previous month’s traffic. See Appendix D for the applicable SLA.

Hamilton ensures compliance with the P.01 customary TRS industry standard for blockage. No more than one call in 100 will receive a busy signal when calling the Captioning Center at the busiest hour. This will be measured by sampling the number of calls being blocked at a minimum of every 60 minutes during CTVRS operation and will be reported to the PUC on a monthly basis. Blockage rates will be reported to the nearest hundredth of a second and will be reported to the commission by the 15th of each month.

Hamilton is unable to accept the SLA contained in Appendix D. Hamilton has listed this as an exception in the Attachment to the Transmittal Letter.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

d. Provide adequate and immediate auxiliary power for call center operation during commercial power failure. Provide adequate and immediate back-up or redundancy for service-affecting outages and disruptions, regardless of whether such outages or disruptions are scheduled, routine, maintenance-driven, otherwise unforeseen or unplanned, or attributed to Acts of God. Develop and describe contingency plans for outages of contractor’s service or of underlying suppliers – whether intrinsically involved in the CTVRS service (e.g. third-party call center, trunk lines, etc.) or providing other goods or services (e.g., power, manpower, etc.) Prospective contractors must explain how they will accomplish this, especially in the event of service disruptions.
As discussed previously in Section b, the CapTel Service Relay Center is equipped with redundant systems for power, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

The CapTel switching system includes a redundant Central Processing Unit (CPU) on “hot stand-by” to ensure that no calls are dropped due to processor failure, a full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities, on-line monitoring, real time programming capabilities which will not take the system off-line, the ability to perform preventative maintenance without taking the system off-line, and an inventory of spare critical components which are maintained on site to ensure the required levels of service are met.

As stated previously, CTI is actively involved in setting up an additional CapTel Center, which is anticipated to be on-line by the end of 2006. Adding a second CTRS call center will provide the redundancy for CTRS and will ensure that CapTel Relay users will have continuous, uninterrupted CapTel service.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

e. Allow CTVRS users to place all network call types commonly supported by TRS.

Hamilton ensures that the CTVRS will allow CapTel users to place most network call types commonly supported by TRS including intrastate, interstate, toll-free and pay per call services. One exception is that today’s technology does not allow for CTVRS access on pay phones. Another exception is single line 9-1-1. Because 911 calls placed using one-line CapTel are not routed through the captioning service, this requirement does not apply to CapTel. Please see further in this Tab in Section IV-2.1 for an explanation of how the 911 process works through 2-Line CapTel.

CapTel users are able to place collect calls, person-to-person calls, calling card and credit card calls, and calls charged to a third party. The CapTel user dials (area code) 555-1212 and asks for an operator who then places the collect, person-to-person, or third party call for the CapTel user.

Hamilton ensures that CTVRS will be capable of handling pay-per-call (900-number) calls and will allow CapTel users to use all telephone company calling cards for long distance billing.

Hamilton will provide access to directory assistance to the same extent directory assistance is offered to Traditional TRS users. Users will be able to access their carrier of choice for directory assistance. The relay user’s carrier of choice bills for interlata and intralata directory assistance.
calls at their tariffed rate. All billing is performed by the customer's carrier. The call will then be processed like all other CapTel calls.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

f. Make available to users the opportunity to speak with a CA's supervisor in the event of an issue with service. Supervisors should be available 24 hours a day, 7 days a week, and 365 days a year for such matters. Minutes spent talking with supervisors are not compensable as CTVRS minutes even if CTVRS services are required to handle the communication. See Appendix D for the applicable SLA.

As amended in the State's responses to Pre-filed questions RFP 2005-2 CTVRS Section IV-2.u. and Section IV-2.v. In regards to the subcontractor providing call minute separation for complaint/escalation and website/user information activities.

The State has decided if the subcontractor cannot currently provide such separation, the vendor should indicate this in its bid response and indicate a statement that the vendor will commit to work with the subcontractor to develop that capability during the initial contract period.

Hamilton is unable to provide call minute separation for complaint/escalation and website/user information activities. Hamilton has listed this as an exception in the Attachment to the Transmittal Letter.

CapTel CAs are not involved in the communication from the CapTel user to the hearing party. Therefore, the CapTel caller does not have a way to ask the CA for the supervisor during the call. CapTel callers do receive the CA number at both the beginning and end of the call and are encouraged to call CapTel Customer service if they need to report a problem. The CapTel Customer Service telephone number is on the front of the CapTel phone. Therefore, users will have the opportunity to speak with a CA's supervisor when calling the CapTel Customer Service in the event of an issue with service. Please see further in this Tab Section IV-2.q for information regarding Hamilton’s Customer Service Department and complaint resolution.

Hamilton is unable to accept the SLA contained in Appendix D. Hamilton has listed this as an exception in the Attachment to the Transmittal Letter.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.
g. Provide a single toll-free access phone number for CTVRS users. All calling party calls to the call center must be toll-free. See Appendix C – Outsourcing Programs Using 800 Service for information on opting into the Commonwealth’s 800 Service contract. While CTVRS is not an outsourced application, the contractor may be able to participate in the Commonwealth’s 800 Service contract. Such participation is voluntary on the part of the contractor and the 800 Service provider.

Hamilton will utilize only one toll-free number for the CapTel service to eliminate confusion and to promote easy and frequent utilization of the service. To access the CapTel service, the CapTel user does not have to dial a toll-free access number – he or she simply dials the number of the person they wish to call on the CapTel phone. The call is automatically connected to the CapTel call center that provides the captioning. Voice users will access the service through the CTI national toll-free number for voice users. Voice users will call a 2 Line CapTel user direct.

Appendix C does not apply to CapTel. CapTel service costs include the 800 number costs. CapTel service uses a common 800 number for all states. For reporting and billing, CapTel can separate the state’s CapTel service calls and minutes of use based on ANI and Dialed number.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

h. Allow access to the call center via “711” abbreviated dialing.

Hamilton’s provision of CapTel allows access to the CapTel call center via "711" dialing. When a user dials 711 and requests CapTel, Hamilton transfers the call to the captioning center and releases the call from the TRS workstation.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

i. Relay local, intrastate, interstate, and international calls that originate or terminate in Pennsylvania.

Hamilton ensures that CTVRS users will be able to place local, intrastate, interstate and international calls that originate or terminate in Pennsylvania. This interconnection will be part of the contract price. Hamilton will report total interstate minutes of CapTel use to the PUC. Hamilton will bill all interstate CapTel minutes to the TRS Interstate Fund, according to FCC guidelines.

The only time that Hamilton would not be able to determine the jurisdiction is on Inbound Two-
Line CapTel calls. Because there is currently no way for a provider to determine if a particular Inbound Two-Line CapTel call is interstate or intrastate Order, the FCC adopted the following allocation factor.

On July 14, 2005, the FCC clarified that two-line captioned telephone services is a type of TRS eligible for compensation from the Interstate TRS Fund.

In the FCC Public Notice released August 23, 2005, the FCC adopted the allocation methodology proposed by NECA for determining the number of inbound two-line captioned telephone minutes that should be compensated from that Fund. This mechanism is similar to the methodology presently used for 800 and 900 call minutes. Based on the FCC’s order, 11% of inbound two-line captioned telephone minutes are allocated to the Interstate TRS Fund. The remaining 89% of minutes are allocated to the intrastate jurisdiction.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

j. Impose no restrictions on a user for the length or number of calls placed through the CTVRS center.

CapTel CAs will not limit the length of a call or the number of calls placed by callers through the CapTel Service. When finished with a call, the CapTel user will hang up, and dial another number they wish to call.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

k. Appropriately reroute any TRS calls that are not CTVRS calls, including but not limited to VCO, HCO, STS, VRS, 2-line VCO, and TTY calls, or any other non-CTVRS call.

Due to the nature of CapTel technology the end user calls their party directly and the call is automatically routed through the captioning service. Therefore this requirement does not apply to CapTel.

l. Provide 911/E-911 access to all users. Establish and maintain appropriate contacts and connectivity with the Pennsylvania Public Safety Answering Points (PSAPs).
Dialing 911 in an Emergency – Two-Line CapTel
With 2-Line CapTel, calls to 911 are handled exactly the same as if the caller had called from any other type of phone, except they receive captions of the call. When calling 911 in emergency situations using 2-Line CapTel, one line is routed directly to the appropriate 911 center and the second line is routed through the captioning center. This allows the user to receive captions on one line and hear the conversation on the other line. Emergency services are able to locate the caller and send help based on the location from which the individual places the 911 call.

Dialing 911 in an Emergency – Single Line CapTel
When calling 911 in emergency situations, the single line CapTel users’ call will be automatically routed to the appropriate 911 center because the call was placed from the users home line. 911 calls will not be routed through the captioning service. This means:

- There are no delays in accessing emergency personnel, as calls are directly connected to a 911 call center.
- Emergency 911 calls are not captioned in the same manner that regular CapTel calls are because the call is not routed through the CapTel Captioning Service.
- Emergency 911 calls are treated as VCO calls during which the 911 call-taker can hear everything the CapTel user says, and then types their response (on a TTY) that appears on the CapTel display screen.
- The CapTel user speaks directly into the handset, as with any other CapTel call. The 911 call-taker will hear everything the CapTel user says. The CapTel user will not be able to hear the call taker, but the dispatcher can type instructions on a TTY, which will appear on the CapTel display screen.
- Emergency 911 Services will know the ANI caller and be able to locate the individual and send appropriate help, based on the location from which the CapTel call is placed.

Hamilton gives presentations to 911 centers routinely as part of its outreach program. Hamilton provides training and other assistance to emergency dispatchers to ensure that these groups have access to the required information about responding to hearing impaired callers. Hamilton will leave behind informational folders and a DVD containing detailed information about responding to CapTel/VCO calls in an emergency situation.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

m. Provide CTVRS in English and Spanish for users who use either English or Spanish as the language of preference for the relay call. Translation from one language to the other is not required.
Hamilton will provide CTVRS in English and Spanish. Spanish Captioning Service is available 7:00 a.m. to 11:00 p.m. Central Standard Time seven days a week, every day of the year. CTVRS users can pre-set their preference for Spanish calls on the CapTel Database Profile form.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

n. Provide 3-way calling, speed dialing, and interrupt.

Hamilton will provide 3-way calling, speed dialing, and interrupt through CTVRS.

Three-way Calling via CapTel
Hamilton ensures that FCC compliant Three-way calling will be available to CTVRS users. A standard telephone user can initiate a three-way call to a CapTel user. For example, two standard phone users are on a call. The party with three-way calling feature on his/her phone line would hook flash to put the other person on hold, and would then dial the national CapTel voice number and give the CA the CapTel user’s telephone number or dial the CapTel user direct if a 2-Line CapTel user. All three parties would then be joined and the CapTel user would receive captions on the call.

With 2-Line CapTel, the CapTel user can initiate a Three-way call in the same manner that a standard phone user would. The first line works exactly as a regular phone line (able to add another caller) and the second line supports the captions.

Speed Dialing via CapTel
Hamilton ensures that speed dialing will be available to CTVRS users. Speed Dialing, which is built into the CapTel phone’s Dialing Directory, allows users to quickly dial frequently called phone numbers. To use this feature, the CapTel user saves the desired phone numbers in the CapTel memory. To speed dial a number in memory, the user simply presses the button next to the “Memory Dial/Redial” arrow. A list of saved numbers and the last number dialed is then displayed. The user then presses the button next to the number they wish to dial again and CapTel dials the number automatically.

Interrupt via CapTel
The FCC issued an order on August 14, 2006 (CG Docket No. 03-123, DA 06-1627 document) making Interrupt Functionality permanently waived for CapTel Service.

Following is a description of the method that Hamilton will provide access that enables the CapTel Relay user to use local exchange non-basic services, including but not limited to, true caller identification, on calls completed through the CTVRS.
True Caller ID via CapTel

Hamilton ensures that FCC compliant Caller ID services will be provided to CapTel users of Pennsylvania. The FCC has required that when a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party. CTI has been providing True Caller ID which passes along the 10-digit number of the person calling since August 1, 2005.

The actual identity of the Calling Party is presented to the Called Party’s Caller ID box (True Caller ID). With True Caller ID, the Called Party may not know that they received a call via the CapTel service. Also if the Calling Party blocks their Caller ID, the Called Party does not receive any Caller ID information, functionally equivalent to a normal telephone call.

Call-Waiting via CapTel

Call-waiting is supported by 2-line CapTel. When the CapTel user hears (or reads in the captions) the “beep” telling him/her a second call is coming in, the party would simply press the FLASH button on their CapTel phone. The CapTel user’s second caller will be on-line, and the CapTel user will receive captions of the conversation. The CapTel user will still receive captions of their first conversation, if/when they return to the first caller by pressing the FLASH button again.

No charges will be assessed to CapTel users for these local exchange non-basic services beyond what the user pays their LEC for these services.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

- Maintain user profiles at the option of users, which may include such information as frequently called numbers, preferred carriers, and user’s email address for notification purposes. Such information is to be afforded the same confidential treatment as the contents of calls made. Transfer user profiles to new service provider at the end of the contract/extension period if so directed by Commission or requested by users. Absent specific alternate instructions from Commission or users, destroy user profiles at the end of the contract/extension period.

Hamilton understands and will comply. The CapTel Database Profile Request form includes speed dialing, preferred carrier, and user’s email address for notification purposes. Speed dialing is built directly into the CapTel phone’s dialing directory. Hamilton ensures that User profiles will be treated in the same confidential manner as the contents of the calls made. Hamilton will
transfer User profiles to a new service provider at the end of the contract/extension period as required by FCC rules.

Following is the CapTel Database Profile Request form.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.
# CapTel Database Profile Request

**Date Contacted:**

**State Program:**

<table>
<thead>
<tr>
<th>Name:</th>
<th>Email:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Address:</td>
<td></td>
</tr>
<tr>
<td>City, State, Zip:</td>
<td></td>
</tr>
<tr>
<td>Customer’s ESN:</td>
<td></td>
</tr>
<tr>
<td>Area Code and Phone Number:</td>
<td></td>
</tr>
</tbody>
</table>

**Options:**

- [ ] Preferred Carrier of Choice (COC) = (preferred long distance service)
- [ ] Remove 900 call block
- [ ] Request 900 call block
- [ ] Block the following phone numbers for outgoing calls: (e.g. 411)
- [ ] Spanish to Spanish requested

**Customer Service Representative:**

**Entered into Database by:**

**Date Database Entry Completed:**

**Completion confirmed with customer by:**

**Mail to:** CapTel Customer Service

Ultratec, Inc.
450 Science Drive
Madison, WI 53711

Or: Fax 608-238-3008
p. Provide appropriate billing information for toll/IXC (interexchange) calls to appropriate billing entities. Route toll/IXC calls to and from users via the originating party's preferred carrier of choice. Prospective contractors must detail how calls will be routed and billed if the originating caller does not have a specified preferred carrier of choice.

To encourage interexchange carrier participation, election of carrier of choice is advertised to CapTel users. CTI then asks requested carriers to participate in equal access.

All billing is performed by the customer's long distance carrier of choice. **All billing information is routed to the customer's carrier during the outbound call setup.** The carrier provides accurate billing to the customer using the same process used for regular non-CapTel calls.

Hamilton ensures that CTVRS users will have the ability to access their chosen carrier of choice for intrastate or interstate interexchange carrier calls without regard to what CapTel phone they may call from to the same extent such access can typically be made by a TRS user (such as using 10-10-XXXX to access carrier of choice).

Hamilton will inform CapTel users of the need to designate a long distance carrier for long distance CapTel calls and the consequences of not making such a designation through a variety of outreach methods including newsletters, outreach events, the website, etc. Following is the type of message that Hamilton will use to provide this education to CapTel users.

**What CapTel users need to know about long distance calling:**
If a customer needs to make long distance calls with CapTel, they must register their existing long distance service or calling plan with CapTel Customer Service to ensure that any long distance charges are billed under their current long distance provider.

If they do not register a preferred long distance provider with CapTel, any long distance captioned calls they make will be automatically billed by their state's TRS long distance carrier, at their long distance rate (which varies by state). There is no charge to customers for using the CapTel captioning service.

**What Voice Users Who Call a CapTel User Needs to Know**
People who call a CapTel user via long distance should also inform CapTel Customer Service of their long distance provider, to ensure their long distance calls to a CapTel user are billed under their existing long distance service.
If a voice user who calls a CapTel user does not let CapTel know their preferred long distance provider, any long distance captioned calls they place to a CapTel user will be charged on their phone bill under that state's TRS long distance carrier, at that state's long distance rate (which varies).

Following is an email that was sent to state relay administrators and equipment program administrators in May of 2006.

“Effective June 1, 2006 all voice-in calls to the CapTel Captioning Service will receive a new voice greeting that alerts callers to the possibility of Long Distance charges, and gives callers an option to find out more information. If callers press the # key for more information, a voice recording lets them know they can register their preferred Long Distance carrier of choice with CapTel Customer Service, and gives them contact information. The greeting then continues as before, instructing callers how to proceed with their call.

"Thank you for calling the Captioned telephone service. For long distance calls, be sure to register your preferred carrier of choice. For additional information press pound. (short pause) Please enter the area code and phone number of the person you are calling followed by the pound sign."

When the pound sign is pressed
“FCC rules require billing of long distance calls. You may arrange to have your calls billed to your established calling plan by registering your phone number with CapTel Customer Service at 1-888-269-7477”

If the caller has already heard the message and chooses to ignore it, the message will stop automatically when they continue to enter the phone number.

Because CapTel provides service to all states from a common call center and a common customer service group, the number of work hours for carrier participation is not specific to a single state’s service and therefore is not available.

q. Respond to complaints and service, network, or equipment inquires from users and/or the Commission in a timely and professional, responsive manner. Provide and maintain contact information for handling and escalating complaints and service, network, or equipment inquires. Any situation that has caused or will cause complaints from more than five (5) users or that has or will last more than five (5) hours in duration must be brought to the Commission’s attention and to all users’ attention as soon as it is realized that the situation has met or will meet these parameters. Periodic status reports.
Hamilton Telephone Company d/b/a Hamilton Telecommunications

Relay Your Way®

an all-clear report, and a subsequent root-cause analysis will be required as specified by
the Commission in accordance with the nature of the situations as they arise. Each
failure to provide any of the requisite notices or reports will be a separate breach of the
contract. See Appendix D for the applicable SLA.

Hamilton and its subcontractor will respond to all complaints and service, network or equipment
inquiries from users and/or the Commission in a timely and professional manner. As discussed
previously in Section IV.-2(b) and Appendix G, Hamilton has provided and will maintain contact
information for handling and escalating complaints and service, network or equipment failures.

Hamilton will bring items contained in Appendix G to the PUC’s attention. Hamilton will
provide all-clear reports once any issues are resolved.

CTI has established procedures for handling complaints regarding CapTel Service and will report
all complaints to Hamilton. CapTel Customer Service and the toll free 800 number will be
staffed from 8:00 AM to 5:00 PM Central Time, Monday through Friday.

The CapTel Customer Service Department receives expression of concerns and requests
for assistance via email, phone, or fax. Each complaint is addressed promptly by one of
CTI’s representatives with the goal of ‘same day service’ when technically feasible.
Hamilton will resolve all complaints – if they contact the CapTel Customer Service
Department directly, if they contact the Hamilton Relay Customer Service Department or
the regulatory body. Hamilton will ask the customer for all pertinent information regarding the
complaint and will explain that Customer Service will contact them again after investigating the
complaint.

Customers can call Hamilton for any complaint or trouble reporting 24 hours a day seven days a
week. We are ALWAYS available to customers. Some CTVRS users will automatically contact
Captioned Telephone Inc. directly rather than the Hamilton Customer Service Department.

Hamilton can handle all CTVRS trouble reports even after hours and will act immediately to
restore service to CTVRS users.

All complaints received by supervisors, either verbally or in writing, are documented including
their resolution, kept on file and are available to the Commission upon request. Hamilton will
provide timely, sufficient information to the PUC regarding complaints to enable the PUC to
maintain the complaint log and submit the summary required by the FCC on an annual basis.
 Hamilton will submit copies of complaints to the PUC on a monthly basis.

Hamilton is unable to accept the following Sections and has listed this as an exception in
the Attachment to the Transmittal Letter:
1. Any situation that has caused or will cause complaints from more than five (5) users or that has or will last more than five (5) hours in duration must be brought to the Commission's attention and to all users' attention as soon as it is realized that the situation has met or will meet these parameters.

2. Periodic status reports and Root-cause analysis as specified by the Commission in accordance with the nature of the situations as they arise.

3. Each failure to provide any of the requisite notices or reports will be a separate breach of the contract.

4. Hamilton is unable to accept the SLA contained in Appendix D. Hamilton has listed this as an exception in the Attachment to the Transmittal Letter.

Hamilton verifies that the procedure for resolving complaints is complete, therefore there is no time estimate associated with completion of this task.

r. Explain how quality and quantity of CTVRS service will be measured and how failures to meet standards and expectations will be detected and recorded. Prospective contractors must propose a system of penalties to apply in the event of failure to meet requisite standards and expectations, to the extent not otherwise specified in this RFP.

One way that quality is measured is through the CA testing program which requires a proficiency level for CapTel CAs of 130 WPM speed of transcription with a 2% or less Error Rate and 98% accuracy requirement in a testing environment.

Quality is also measured in terms of answer performance by means of staffing. Hamilton ensures that adequate staffing will be supplied to provide CapTel users, under the agreed upon volumes, with an average answer speed of 85% of all calls answered within 10 seconds on a daily basis including abandons.

Hamilton ensures that service standards relating to answer speed will be met including those times of increases or spikes in call volume. CTI is able to manage call volume easily because the States that have full CapTel service available typically have a limit on the number of CapTel users for the first day of service and also a limit on the number of additional users that can be added per month. CTI also tracks the number of CapTel phones distributed to users. Combining this with an average length of each call allows CTI to predict the number of Captioning Assistants that are needed. CTI provides adequate trunking capacity, CA work stations, personnel staffing, and equipment capacity to meet the current FCC Standard of 85% of all calls answered within 10 seconds on a daily basis including abandons.

In addition, Hamilton ensures compliance with the P.01 customary TRS industry standard for blockage. No more than one call in 100 will receive a busy signal when calling the Captioning
Center at the busiest hour.

In addition, CTI also has reporting mechanisms and alarm systems to detect and record failures.

Hamilton is unable to accept the SLA contained in Appendix D. Hamilton has listed this as an exception in the Attachment to the Transmittal Letter.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

s. Maintain an average speed of answer of 9.9 seconds or less for 85% of the calls on a daily basis. Provide sufficient call center capacity such that abandoned or lost calls do not exceed 2% of total call volume. These standards apply separately to calls in queue for party-to-party calls and to calls in queue for a supervisor. Two-line call and single-line call should be measured separately unless they are in the same queue. See Appendix D for the applicable SLA.

As amended in the State's responses to Pre-filed questions RFP 2005-2 CTYRS Section IV-2.s. and Appendix D. In regards to the requirement for answer speed.

The State has decided the applicable standard for the term of the contract will be Federal Communications Commission minimum standard as stated:

TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Hamilton understands that TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in queue or on hold.

Hamilton ensures that adequate staffing will be supplied to provide CapTel users, under the agreed upon volumes, with an average answer speed of 85% of all calls answered within 10 seconds on a daily basis including abandons. As a CapTel provider in other states, Hamilton communicates with CTI frequently to project future demand so all standards can be met.
Relay Your Way®

Hamilton ensures that service standards relating to answer speed will be met including those times of increases or spikes in call volume. CTI is able to manage call volume easily because each State that has full CapTel service available has a limit on the number of CapTel users for the first day of service and also a limit on the number of additional users that can be added per month. Combining this with an average length of each call allows CTI to predict the number of Captioning Assistants that are needed. CTI provides adequate staffing to meet the current FCC Standard of 85% of all calls answered within 10 seconds on a daily basis including abandonments. At this time, all CapTel statistics are compiled into one queue with the data provided on a national basis.

Adequate network facilities are used with the provision of CapTel so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Hamilton ensures compliance with the P.O.I. customary TRS industry standard for blockage. No more than one call in 100 will receive a busy signal when calling the Captioning Center at the busiest hour.

Hamilton is unable to accept the SLA contained in Appendix D. Hamilton has listed this as an exception in the Attachment to the Transmittal Letter.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

1. Explain how users and the Commission will be kept advised of changes to service and of the status and expected resolution of any service-affecting conditions. Seven (7) days advance notice to the Commission and registered users is required for any changes affecting more than 5% of the registered users. Forty-eight hours notice is required for any notice affecting 5% or less of the registered users. For any after-the-fact notice, notice must be provided to the Commission within five (5) hours if equivalent alternate service has been placed in service with no break in service. Breaks in service require immediate notice to the Commission and notice to registered users as to how to obtain equivalent alternate service in the interim.

Plans to Inform the State of Technological Advances

Hamilton will notify the PUC 7 days in advance of any change in the CapTel service which is likely to affect more than 5% of all registered CTVRS users provided that such changes in the CapTel Service are known at least 20 days prior. For other changes which will affect users,
Hamilton will give at least 2 days notice, provided such changes are known to CTI at least 10 days prior.

Hamilton will use a variety of communication methods to inform the PUC and users of new developments or products such as formal letters, e-mail, (or phone conversations with the PUC) when appropriate.

u. Maintain and publicize a point of contact within the contractor's organization for user and Commission questions and complaints if the contractor does not plan to actively operate the CTVRS system in-house and on-premises. Minutes spent talking with this point of contact and in escalation activities are not compensable as CTVRS minutes even if CTVRS services are required to handle the communication.

As amended in the State's Summary of Pre-proposal Conference
Section IV-2.u. regarding call minutes spent talking to the CTVRS point of contact or in escalation activities not be billed under the resulting contract.

Decision: The Vendors will each follow up with the subcontractor on their capability to provide call minute separation for complaint/escalation and website/user information activities. If the subcontractor cannot currently provide such separation, the vendor should indicate this in its bid response and include a statement that the vendor will commit to work with the subcontractor to develop that capability during the initial contract period.

Todd Behanna will be the PUC's direct contact for complaints, consumer information or any other needs. Todd's contact information follows:

Todd Behanna, Contract Manager
Hamilton Relay
8383 Greenway Blvd., Suite 90
Middleton, WI 53562
TTY: 800-600-7826
Fax: 608-827-0402
E-Mail: todd.behanna@hamiltonrelay.com

Hamilton is unable to provide call minute separation for complaint/escalation and website/user information activities performed through CapTel service. Hamilton has listed this as an exception in the Attachment to the Transmittal Letter.

There is no time estimate associated with completion of this task.
Relay Your Way®

v. Maintain and publicize a website and toll-free service with user and potential user information and contractor contact information. Minutes spent talking with in accessing such information are not compensable as CTVRS minutes even if CTVRS services are required to handle the communication.

As amended in the State's Summary of Pre-proposal Conference
Section IV-2.v. Disallows call minutes spent discussing with a caller information included on the required website or in accessing potential user information.

Decision: The Vendors will each follow up with the subcontractor on their capability to provide call minute separation for complaint/escalation and website/user information activities. If the subcontractor cannot currently provide such separation, the vendor should indicate this in its bid response and include a statement that the vendor will commit to work with the subcontractor to develop that capability during the initial contract period.

CTVRS Website
Hamilton will maintain and publicize a CTVRS website and toll-free service with user and potential user information for Pennsylvania. Information such as the following will be listed on this website:

- Description of CapTel
- Explanation of how to use CapTel
- Links to the PUC’s website and to the PUC’s Telecommunications Device Distribution Program (TDDP) website
- CapTel telephone numbers
- Contact information for Hamilton
- Detailed complaint information

Hamilton will provide a link to Captioned Telephone, Inc.’s website on the CTVRS website. Information such as the following is listed on CapTel’s website at www.captionedtelephone.com:

- How to get CapTel
- How CapTel Works
- Benefits of CapTel
- CapTel Specifications
- 2-Line CapTel information
- Frequently Asked Questions
- Customer Service Information
- Instructions on using the CapTel phone
- CapTel user’s manual
- CapTel + 911
Hamilton is unable to provide call minute separation for complaint/escalation and website/user information activities performed through CapTel service. Hamilton has listed this as an exception in the Attachment to the Transmittal Letter.

Hamilton estimates spending 16 marketing staff hours to implement the CTVRS website.

w. Maintain and publicize informational materials for users on contractor, Commission, and FCC complaint and complaint escalation procedures sufficient for users to know the proper procedures for filing or escalating complaints.

Hamilton will maintain and publicize information on the CTVRS website for users on Hamilton, PUC, and FCC complaint and complaint escalation procedures.

**Description of Complaint Procedures on CTVRS Website**

Hamilton’s Complaint Resolution procedures and FCC complaint processes will be described on the CTVRS website.

**The CTVRS website will include the following language or can be changed if so desired:**

To complain about a CTVRS call, please contact:

<table>
<thead>
<tr>
<th>CapTel Customer Service</th>
<th>OR</th>
<th>Hamilton Relay Customer Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>By CapTel Phone or voice: 888-269-7477</td>
<td></td>
<td>By CapTel phone, Voice or TTY: 800-618-4781</td>
</tr>
<tr>
<td>By TTY: 800-482-2424</td>
<td></td>
<td>By Fax: 402-694-5110</td>
</tr>
<tr>
<td>By FAX: 608-238-3008</td>
<td></td>
<td>E-mail: <a href="mailto:info@hamiltonrelay.com">info@hamiltonrelay.com</a></td>
</tr>
<tr>
<td>Email: <a href="mailto:CapTel@CapTelMail.com">CapTel@CapTelMail.com</a></td>
<td></td>
<td>By Mail:</td>
</tr>
<tr>
<td>By Mail:</td>
<td></td>
<td>Hamilton Relay Customer Service</td>
</tr>
<tr>
<td>Ultratec, Inc.</td>
<td></td>
<td>P.O. Box 285</td>
</tr>
<tr>
<td>Attn: CapTel Customer Service</td>
<td></td>
<td>Aurora, NE 68818</td>
</tr>
<tr>
<td>450 Science Drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Madison, WI 53711</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If they are unable to resolve the complaint to your satisfaction, contact your State Relay Administrator. If your complaint remains unresolved, you may contact the Consumer Information Bureau at the FCC. The FCC will investigate your complaint and determine a course of action. If you remain unsatisfied, you may submit a formal, written complaint to:

FCC Enforcement Bureau
Telecommunications Consumer Division
Washington, D.C. 20554

Hamilton estimates spending 40 marketing staff hours to implement.
Relay Your Way®

IV-3. COMMUNICATION ASSISTANT (CA) STANDARDS. The proposal should provide details as to the methods of meeting the following minimum CA standards:

a. CAs must have the requisite experience, expertise, skills, knowledge, and education and be adequately trained to accurately caption in a professional manner the words spoken by the hearing party without intervening in the communication between the parties.

All CapTel CAs are required to have the requisite experience, expertise, skills, knowledge and education and are adequately trained to accurately caption in a professional manner the words spoken by the hearing party without intervening in the communication between the parties. CTI has a detailed CA training plan in place to ensure that all standards as applied by the FCC to the provision of CapTel are met by each CapTel CA. At any time if a prospective CA does not demonstrate the ability to achieve the expected standards, they may be removed from the training group and employment terminated.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

b. CAs must keep the existence and content of all calls confidential and must not maintain any records of conversation content in any form. Paper and/or electronic storage of any communications conducted over the relay will not be permitted in order to safeguard confidentiality. Confidentiality of communications obligations survive the termination of this contract. Prospective contractors must provide a copy of the confidentiality agreement that CAs will be asked to sign.

Hamilton ensures that all CAs will adhere to strict policies of confidentiality, which comply with all FCC confidentiality requirements. Hamilton will collect only that personal information necessary to provide and bill for the CapTel Relay service being rendered. Following is a Confidentiality Agreement that all CAs are required to sign prior to taking any live calls.

Confidentiality Agreement
Information obtained during a CapTel call should not be shared with any person except a member of the CapTel management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, consumer or customer service issues. General call information will not be shared unless it is used to clarify, vent, or teach. Information about call content should be discussed in a private area only.

A Captionist may feel the need to “vent” about a call due to problems, complaints or stress from handling the call. The Captionist may ask to speak to a Supervisor or other member of
management (as long as it wasn’t their call) in a private area. Clarify before the conversation you wish to “vent” about a call.

The success of CapTel depends on quality and complete confidentiality. Consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence. It is very important all Captionists understand and abide by the confidentiality policy.

CA s do not maintain any records of conversation content in any form. Paper and/or electronic storage of any communications conducted over the relay are not be permitted in order to safeguard confidentiality. Hamilton understands that confidentiality of communications obligations survive the termination of this contract.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.
I HAVE READ THE FORGOING AND AGREE AS FOLLOWS:

- I will not disclose to any individual (outside of a member of the CapTel management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any CapTel call.

- I will not act upon any information received while processing a CapTel call.

- I will not disclose to anyone the names, schedules, or personal information of any fellow worker at CapTel Inc.

- I will not share any information about CapTel calls with anyone except a member of the CapTel Inc. management staff in order to investigate complaints, technical issues, etc.

- I will continue to hold in confidence all information related to the work and calls I have performed while at CapTel Inc. after my employment ends.

- I will NOT reveal my Captionist ID number in conjunction with my name unless asked by a member of the CapTel Inc. management staff.

- I will not share with anyone any technical aspect of my position at CapTel Inc. unless asked by a member of the CapTel Inc. management staff.

- I will not talk about consumers or call content with any fellow Captionists.

- I will not listen to or get involved in calls taken by fellow Captionists.

I understand a breach of any part of this agreement may result in disciplinary action up to and including termination of employment at CapTel Inc. I recognize the serious and confidential nature of my position.

Employee Name ____________________________

Date ________________________________
c. **CA must meet or exceed the current FCC standards for TRS minimum transcription speed.**

CapTel CAs are required to maintain a proficiency level of 130 WPM speed of transcription with a 2% or less Error Rate and 98% accuracy requirement in a testing environment. This information, listed in the CapTel Summary Report under the heading titled CapTel CA Statistics will be reported monthly to the PUC.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

d. **CA shall not limit the length of a call or limit the number of calls and shall stay with the call for a minimum of ten (10) minutes when answering and placing a call.**

CapTel CAs do not limit the length of a call and will stay with the call for a minimum of ten minutes when answering and placing a call.

Hamilton ensures compliance with the FCC rule which requires that the CA shall stay with a relay call for a minimum of ten minutes.

The situations in which a CA would change during a call would include:
1) More than 10 minutes past scheduled break or lunch time
2) More than 10 minutes past the end of a shift
3) CA is observed having extreme difficulty processing the call
4) Call has been in progress more than 30 minutes with difficult call content or speed, or 60 minutes or more of an average call

The change of CA is handled through a supervisor who approves the change, finds an available CA to exchange, and issues the Call Take Over. When a change occurs, the new CA is identified to the CapTel user. Just prior to the change in CA a message is sent to the CapTel user indicating there will be a change in CA. After the change, a new message is sent with the new CA number indicating they have taken over the call. This way the client can choose to stop the standard phone user from talking for a moment until the new CA is fully in place. The change attempts to take place while the client is speaking so that the least amount of information to caption is lost.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

e. **CA shall not disconnect a call against the wishes of the originating and**
terminating parties but shall have a supervisor take over the call if necessary.

CA’s will not disconnect a call against the wishes of the originating and terminating parties, but will have a supervisor take over the call if necessary.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

f. CAs will transfer any emergency call to the appropriate PSAP. In addition, the CA must pass along the caller’s telephone number to the PSAP operator when a caller disconnects before being connected to emergency services.

Due to the nature of CapTel technology, the requirement to establish and maintain appropriate contacts and connectivity with the Pennsylvania Public Safety Answer Points (PSAPs) does not apply.

911 calls with a CapTel phone connect directly to the PSAP. The PSAP receives the caller’s ANI directly from the network. The captioning service and CA are not involved in the connection to 911 and, therefore, do not need to pass along the caller’s ANI.

911 calls placed using one-line CapTel are not routed through the captioning service – the CapTel user connects directly to the PSAP in VCO mode on the CapTel phone. Therefore, the captioning center is not involved in any way and is therefore unable to pass along a caller’s ANI to the local PSAP. However, since the caller dialed 911 direct, the 911 center receives ANI information just as they would on any other call.

When calling 911 in emergency situations using 2-Line CapTel, one line is routed directly to the appropriate 911 center and the second line is routed to the captioning center. This allows the user to receive captions on one line and hear the conversation as well as be connected directly to the 911 center. The 911 center receives the caller’s ANI information directly from the network in the same way as a non-CapTel call.

Please see previously in this Tab in Section 2.1 for more information regarding the 911 process via CapTel.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.
**IV-4. CTVRS USER EQUIPMENT.** The proposal should provide details as to the methods of meeting the following minimum equipment standards:

- **a.** CTVRS must be compatible with the existing population of captioned telephones in use in Pennsylvania. This includes the existing CapTel Trial equipment and Interim Service equipment. If this is not technically feasible, prospective contractors must explain how change out of the existing equipment would occur.

Hamilton's provision of CTVRS will make use of the Captioned Telephone, developed by Ultratec, Inc., which is the same equipment used by the existing population of captioned telephones in use in Pennsylvania.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

- **b.** CTVRS users must be kept informed of the status of the call through the equipment display window, such as dialing, ringing, busy, disconnected, or on hold, throughout the call session. The system must provide feedback to callers regarding the call status within ten seconds after a caller has provided the number to call and continue to provide feedback until the call is answered or deemed not answered.

The CapTel display provides word-for-word captions at all times during a call session, including the status of the call, such as dialing, ringing, busy, disconnected, or on hold, throughout the call session. The system will provide feedback to callers regarding the call status within ten seconds after a caller has dialed the number and will continue to provide feedback until the call is answered or deemed not answered.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

- **c.** User equipment must be capable of being moved from one premises to another by the user.

The CapTel phone can be moved from one premises to another by the user.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

- **d.** The contractor is responsible for ALL matters relating to user equipment, except with regard to the equipment used by consumers who qualify for the Telecommunications
Device Distribution Program (TDDP or TDD Program) equipment distribution. (See 35 Pa. C.S. § 6701.3).

As discussed in the State's Summary of Pre-proposal Conference
A clarifying question was raised by Sprint: Whether the contractor was expected to provide end user equipment under the contract for customers not covered by TDDP?

The following response was offered: No, the vendor is expected to be part of the procurement stream of activity and an enabler to enhance the program. They are not expected to inventory equipment. However, they are expected to be involved in referrals and could provide or negotiate discounts on behalf of CTVRS customers who are not eligible for TDDP distribution. The vendor is viewed by the Commission as a partner in this program to assure quality responsive service to the users.

Hamilton will promote the distribution of CapTel phones to potential CTVRS users to assure quality responsive service to users.

In order to provide the best price on equipment, Hamilton will arrange, for a limited time only, to make CapTel™ phones available for just $99.00 (normally a retail value of $495) to those who do not qualify under the TDDP program. End users can make use of a 90-day trial period, which guarantees that if end user is not entirely happy with CapTel, s/he can return the phone for a full refund within 3 months. To obtain a CapTel™ phone, end users simply submit a completed order form to WCI (Weitbrecht Communications, Inc.). Orders are fulfilled by WCI on a first come first serve basis. Hamilton will make order forms available via the CTVRS website and Customer Service.

Refurbished units are offered on a very limited basis depending on availability. Units are sold directly through WCI. In addition, WCI sells the units to the TDDP program.

Hamilton estimated approximately 5 Contract Management hours per month will be associated with completion of this task.

Except with regard to consumers who qualify for the TDD Program, the user will be responsible for the cost of user equipment. No user equipment costs are to be rolled into the MOU rate.
Hamilton has included the cost of the $99 offer in its MOU rate. If the $99 is not desired, Hamilton will subtract the cost of this offer from its per minute MOU.

There is no time estimate associated with completion of this task.

g. Prospective contractors must detail their warranty and maintenance plans for user equipment.

Following is the warranty offered with the CapTel phone.

**Ultratec One Year Limited Warranty**

**Warranty terms:**
Ultratec shall repair or replace a defective Product, at Ultratec's option, free of charge if returned to Ultratec, freight prepaid, within one year after the Product has been shipped to Purchaser, provided, however, that Purchaser shall give Ultratec written notice within said time period of the fact of such defective product and shall also indicate in writing the nature of the defect upon returning the defective product to Ultratec.

This warranty covers defects in materials and workmanship only. It does not cover damage caused by accidents, defects or damage resulting from misuse, abuse, or disregard for reasonable care, or damage caused by subjecting the product to unspecified electrical voltage or attaching inappropriate device.

Other than as stated herein, there are no other warranties, whether by sample or model, by description or quantity, whether expressed or implied, and there are no implied warranties of fitness for a particular purpose or of merchantability.

This warranty shall be limited to the foregoing obligations of Ultratec and specifically excludes any incidental or consequential damages resulting from defects in the product.

Warranty service is available at:

National Service Center
Ultratec, Inc.
450 Science Drive
Madison, WI 53711
608-238-5400 Voice/TTY

In the case that the product is shipped to an Ultratec service center for warranty service, the owner is responsible for payment of shipping charges. Because damage during shipment is not covered by this warranty, the product should be insured for shipment by the owner.
Relay Your Way®

Four Year Limited Warranty Extension

Warranty terms:
Same as described above with one exception. It does not cover battery replacement.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

h. Prospective contractors must detail plans for upgrading user equipment.

The company that developed the CapTel phone does from time to time make software upgrades available for user equipment. Software upgrades can usually be done automatically over the telephone line. Hamilton will notify the PUC and users of any CapTel upgrades that are available.

As discussed previously in this Tab, CapTel technology was developed by Ultratec, Inc., the parent company of CTI. CTI is the sole source provider for CapTel service in the United States. Further in this section is Ultratec’s technology timeline, which clearly demonstrates its ability to adapt to improvements in CapTel technology and to implement state-of-the-art technology in providing the service.

Plans to Inform the State of Technological Advances
Hamilton will notify the PUC 7 days in advance of any change in the CapTel service which is likely to affect more than 5% of all registered CTVRS users provided that such changes in the CapTel Service are known at least 20 days prior. For other changes which will affect users, Hamilton will give at least 2 days notice, provided such changes are known to CTI at least 10 days prior.

Hamilton will use a variety of communication methods to inform the PUC and users of new developments or products such as formal letters, e-mail, (or phone conversations with the PUC) when appropriate.

CapTel Technology
CapTel technology was developed by Ultratec, Inc., the parent company of CTI. CTI is the sole source provider for CapTel service in the United States. Following is Ultratec’s technology timeline, which clearly demonstrates its ability to adapt to improvements in CapTel technology and to implement state-of-the-art technology in providing the service.
The Quality Leader
Since 1978, Ultratec has been listening to people who use TTYs to design better, faster, and less expensive ways of connecting people with people. By putting the customer's needs first, Ultratec has grown to become the world's largest manufacturer of TTYs. Today, Ultratec TTYs are recognized worldwide as the standard for excellence in text telecommunications.

Advanced Technology/Ultratec Inventions
For more than 27 years, Ultratec has pioneered the way in text telecommunications technology, inventing new ways for people to communicate with one another. Ultratec’s numerous patents attest to its ongoing commitment to research and development.

Ultratec’s Technological Innovations-Technology Timeline
Please visit Ultratec’s website at http://www.ultratec.com/info/GenHistTime.html for a detailed Technology Timeline that itemizes by year all of Ultratec’s technological inventions from 1978 to 2005. Below is information taken from Ultratec’s website highlighting the technological invention of CapTel beginning in the year 2000.

“2000...Consumer testing begins on CAPTEL, or Captioned Telephone, a new breakthrough that allows people who have difficulty understanding what is being said over the telephone to receive live captions of their telephone conversations. CapTel is the key to making telephone calls functionally equivalent to traditional voice calls, enabling people who are deaf or hard of hearing to enjoy telephone conversations with the same ease, speed, and confidence as telephone callers everywhere...

2002...Consumer testing continues on CapTel throughout the United States, with more and more states conducting consumer trials over the course of the year. In recognition of its adoption of Ultratec’s CapTel and Fastran technology, the state of Wisconsin receives the NASCIO Recognition Award for Outstanding Achievement in the field of Information Technology...

2003...CapTel technology is APPROVED BY THE FCC, enabling individual states to offer CapTel as part of their relay services. In announcing the decision, FCC Chairman Michael Powell states that CapTel “brings important innovation and additional choice to Americans with hearing disabilities.” Ultratec develops 2-line CapTel, offering CapTel users even greater flexibility/control over their own calls...

2004...In January, Hawaii becomes the first state to offer FULL SERVICE CAPTEL to its Relay customers. Many more states convert from consumer trials to full service CapTel over the course of the year. By December, the majority of states, nationwide, offer full service CapTel as part of their standard relay service. CapTel service is also available nationwide through the Federal Relay Service...
2005...Expansion underway at Ultrade's Communications Research Center as interest and demand for CapTel service continues to soar...”

Because Hamilton and its subcontractor are continually researching technological advancements it is difficult to predict the number of staff hours that will be spent on the development of technology.

i. Contractors may not impose any unreasonable barriers on customer-provided user equipment.

The only equipment that works with this service is the CapTel phone.

j. End users shall have the option of either single-line or 2-line service.

CTVRS users will have the option of using either One-Line and Two-Line CapTel Service. Please see the following Section for a description of both services.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

k. Prospective contractors must provide a detailed description of the operation of their 2-line CTVRS as contrasted with single-line CTVRS.

Following is a description of the benefits of using 2-Line CapTel as well as how it works.

2-Line CapTel Service
2-Line CapTel Service truly enhances the functional equivalency and quality of CapTel Service. 2-Line CapTel benefits users because calls are direct between parties. 2-Line CapTel also supports enhancements that users have purchased from their local telephone company, including call waiting and Automatic Call Back (*69). Another advantage is that captions can be turned on or off at any time during the call. This means that multiple users in the same location can enjoy a conversation via another extension in the home or office. Users also benefit because captioning is available on emergency 911 calls and there is no separate telephone number for voice callers to remember.

By using two telephone lines, the CapTel users listen to their conversation on one line while receiving typed text from the captioning service on the other line. When a CapTel user receives a call, the standard phone user will simply dial the user’s phone line directly instead of dialing an 800 number and accessing the captioning service. When calling 911 in
emergency situations, the 2-Line CapTel users’ call is routed through the captioning center allowing the user to receive captions on one line and hear the conversation on the other line.

Requirements for 2-Line CapTel Service
- A CapTel telephone (Model 200)
- Two analog telephone lines with separate telephone numbers are required. The second line cannot merely be an extension line.
- Individuals must configure the CapTel phone in order for 2-line CapTel service to be enabled. It will not automatically switch to 2-Line mode.

These instructions are included in the CapTel User Manual as well as on the CapTel Website.

Dialing 911 in an Emergency – Two-Line CapTel
When calling 911 in emergency situations using 2-Line CapTel, one line is routed directly to the appropriate 911 center and the second line is routed through the captioning center. This allows the user to receive captions on one line and hear the conversation on the other line.

Dialing 911 in an Emergency – Single Line CapTel
When calling 911 in emergency situations, the single line CapTel users’ call will be automatically routed to the appropriate 911 center because the call was placed from the users home line. 911 calls will not be routed through the captioning service. This means:
- There are no delays in accessing emergency personnel, as calls are directly connected to a 911 call center.
- Emergency 911 calls are not captioned in the same manner that regular CapTel calls are because the call is not routed through the CapTel Captioning Service.
- Emergency 911 calls are treated as VCO calls during which the 911 call-taker can hear everything the CapTel user says, and then types their response (on a TTY) that appears on the CapTel display screen.
- The CapTel user speaks directly into the handset, as with any other CapTel call. The 911 call-taker will hear everything the CapTel user says. The CapTel user will not be able to hear the call taker, but the dispatcher can type instructions on a TTY, which will appear on the CapTel display screen.
- Emergency 911 Services will know the ANI caller and be able to locate the individual and send appropriate help, based on the location from which the CapTel call is placed.
Comparison of 1-Line and 2-Line CapTel Phones

<table>
<thead>
<tr>
<th>One-Line CapTel</th>
<th>2-Line CapTel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Captions and voice are provided across one telephone line.</td>
<td>Conversation is carried on one line, captions are provided on a second telephone line.</td>
</tr>
<tr>
<td>Captions must be initiated at the start of a call.</td>
<td>Captions can be turned on or off on demand, at any point in a conversation.</td>
</tr>
<tr>
<td>Your callers must first dial the toll-free captioning service, then enter your number, in order for you to receive captions of their call.</td>
<td>Incoming calls are automatically captioned. Your callers simply dial your phone number directly.</td>
</tr>
<tr>
<td>Call-waiting tones may interrupt captioning support. You cannot use call-waiting during a captioned call.</td>
<td>You can use call-waiting during a captioned call.</td>
</tr>
<tr>
<td>Automatic call-back (*69) option cannot be used.</td>
<td>Automatic call-back (*69) option is supported.</td>
</tr>
<tr>
<td>Calls to 9-1-1 and 7-1-1 are treated as Voice Carry Over calls and routed to 9-1-1 and relay directly. The 9-1-1 or relay operator’s typed messages appear on the CapTel display, but you will not have sound over the phone line while receiving captions.</td>
<td>Calls to 9-1-1 and 7-1-1 are captioned through the Captioning Service on the second line. Your conversation is conducted on the first line. You get both sound and captions of the call.</td>
</tr>
<tr>
<td>Calls are automatically routed through the Captioning Service on outgoing calls only.</td>
<td>Calls are direct between parties. On every call (outgoing or incoming), the Captioning Service is connected automatically through the second telephone line.</td>
</tr>
<tr>
<td>Requires one standard (analog) telephone line.</td>
<td>Requires two standard (analog) telephone lines.</td>
</tr>
</tbody>
</table>

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

IV-5. GENERAL REQUIREMENTS. The proposal should provide details as to the methods of meeting the following minimum general standards:

a. Permit the users to select the toll/IXC carrier or local exchange carrier of their choice in accordance with federal and state laws as well as Commission rules and regulations.

Hamilton ensures that CTVRS users will have the ability to access their chosen carrier of choice for intrastate or interstate interexchange carrier calls without regard to what CapTel phone they
may call from to the same extent such access can typically be made by a TRS user (such as using 10-10-XXXX to access carrier of choice).

Hamilton will inform CapTel users of the need to designate a long distance carrier for long distance CapTel calls and the consequences of not making such a designation through a variety of outreach methods including newsletters, outreach events, the website, etc.

Please see previously in this Tab Section IV-2.p for more information regarding carrier of choice policies.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

b. Make arrangements for a default toll/IXC carrier in the event the user does not have one.

In the event a CapTel user does not register a preferred long distance provider with CapTel, any long distance captioned calls they make will be automatically billed by their state's TRS long distance carrier, at their long distance rate (which varies by state). There is no charge to customers for using the CapTel captioning service.

If a voice user who calls a CapTel user does not let CapTel know their preferred long distance provider, any long distance captioned calls they place to a CapTel user will be charged on their phone bill under that state's TRS long distance carrier, at that state's long distance rate (which varies).

Please see previously in this Tab Section IV-2.p for more information regarding carrier of choice policies.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

c. Provide CTVRS access in high traffic or public access areas such as airports, shopping malls, and other areas where public telephones are located. Prospective contractors must explain how they would accomplish this.

Today's technology does not allow for CTVRS access on pay phones. If the Commission desires something else besides pay phone access, Hamilton will work with the Commission to accomplish this goal.
IV-6. **SESSION MINUTES OF USE.** CTVRS shall be billed on a session minute basis, defined as follows: The clock starts the moment a relay caller connects to the first switch point of the CTVRS that connects the call to a CA and ends at the time the call is disconnected from both the CA and the last relay user. This includes start-up, relay call conversation, and wrap-up. It does not include holding time waiting for initial contact with a CA. Each CTVRS call must have its MOUs measured as the total of its session minutes and seconds.

Individual calls must not be rounded up to the next full minute, e.g., one minute and ten seconds (i.e., 70 seconds) is not billed as two minutes. A one-month billing cycle and the total call minutes and seconds (summed over the billing cycle) must be used for billing purposes. For example, if 100 calls were made during a billing cycle and each call is 70 seconds (in session minutes), the total billed MOU for the cycle is 116; the 40 seconds are truncated as illustrated:

\[
\begin{align*}
70 \text{ seconds/call} \times 100 \text{ calls} &= 7000 \text{ seconds} \\
7000 \text{ seconds} + 60 \text{ seconds/minute} &= 116 \text{ minutes} & 40 \text{ seconds} \\
\text{truncated to} & \quad 116 \text{ minutes for the month}
\end{align*}
\]

Hamilton will bill CTVRS on a session minute basis, using the definition listed above. Hamilton will measure the MOUs of each CTVRS call as the total of its session minutes and seconds. For billing purposes, minutes are rounded to the nearest hundredth of a minute. Using the example above, Hamilton will bill the State for 116.67 minutes. Hamilton is unable to truncate as described above. All call minutes within a calendar month are then added to determine the amount of time to be billed to the State.

IV-7. **PAYMENT RESPONSIBILITIES.**

a. The contractor shall have the sole responsibility for the complete effort of the contracted CTVRS, and payments will only be made to the contractor. The contractor has the sole responsibility for all payments to any/all sub-contractors under the contract.

Hamilton understands and will comply.

b. The contractor will invoice the Pennsylvania TRS fund administrator on a monthly basis for the intrastate services provided for the previous month, with a copy to the Commission’s Bureau of Fixed Utility Services.

The Pennsylvania TRS fund administrator will receive Hamilton’s monthly call traffic reports and invoice by the 15th of each month for the activity in the previous month. Hamilton will send a copy to the Commission’s Bureau of Fixed Utility Services.
Please refer to Appendix 1 for the suggested invoice format that Hamilton proposes to submit to the State.

c. The contractor will invoice the National Exchange Carriers Association (NECA) on a monthly basis for the interstate and international services provided for the previous month, with a copy to the Commission’s Bureau of Fixed Utility Services.

Hamilton will invoice the Interstate TRS Fund administrator (NECA) on a monthly basis for the interstate and international services provided for the activity in the previous month. Hamilton will send a copy to the Commission’s Bureau of Fixed Utility Services.

Hamilton estimates spending 8 Accounting staff hours to implement CTVRS invoicing and reporting. Hamilton estimates spending an additional 2 hours per month on invoicing and reporting.

IV-8. RATE. The rate charged to the Pennsylvania TRS fund for the session MOUs for CTVRS must be just and reasonable and in conformity with the Commission rules, regulations, policies, and orders for rates and service, such as those in Title 66 of the Pennsylvania Consolidated Statutes and Title 52 of the Pennsylvania Code. See Section II-6 for a detailed explanation of rate elements. The rate portion of the proposal must be bound and sealed separately from the remainder of the proposal. Failure to meet the separately-sealed requirement will result in automatic disqualification of the proposal.

Because this process is a competitive bid process, Hamilton is not providing all elements of debt, equity (capital costs), operating expenses, or its subcontractor costs.

IV-9. CUTOVER FROM INTERIM SERVICE AND GROWTH OF CTVRS.

a. The transition from Interim Service to the contracted CTVRS must take place without interrupting captioning service for the existing users. Cutover should be seamless for existing CTVRS users. Prospective contractors must explain how they would handle any change-over/cut-over issues to ensure a seamless transition.

Hamilton ensures a seamless transition from the Interim Service to the contracted CTVRS without interrupting captioning service for existing users. Because the service is already available on an interim basis, there is very little work that needs to be done with regards to the service itself.

b. It is expected that there will be approximately 450 CTVRS existing users as a result of the CapTel Trial and Interim Service by the time of migration to contractor
Relay Your Way®

operations. Prospective contractors may obtain information on the number of existing CTVRS users and past growth rates from the Issuing Officer.

As amended in the State's responses to Pre-filed questions RFP 2005-2 CTVRS
As allowed in Section IV-9.b with regards to call history

A. The following information can be provided. Further detail is barred due to proprietary claims.

Number of CapTel phones distributed as of 7/31/06 is in excess of 600, over 500 have been activated at one point in time. For the 12 months ending 6/30/06, less than 5) CapTel phones were distributed through the TDDP program. For the 6 months ending 7/31/06, session minutes have averaged 1,720 per day and increased 23.7% through the six month period. For the same period 64.4% have been reported as intrastate.

Hamilton understands.

c. To the extent that a request from one prospective contractor for information described in Section IV-9b is submitted and answered, the information will be provided to all prospective contractors, consistent with Section I-32 of this RFP.

Hamilton understands.

d. New users are to be added in a non-discriminatory, consistent, "first-come, first-served" basis, with due regard for user preference for new or refurbished equipment.

The distributor of the equipment, which could either be the state's equipment distribution program or directly through the vendor of captioned telephones (Weitbrecht), handles the distribution of phones. Meaning the user is "added" upon receiving the CapTel phone. The phones are distributed on a first come first serve basis with due regard for user preference for new or refurbished equipment. Either of these organizations would manage the list and fulfill orders as they come in or at the beginning of the month if there is a waiting list.

e. Proposed contractors must be prepared to add at least 35 new users each month if demand warrants.

Hamilton is prepared to add at least 35 new users per month if demand warrants.

f. Growth at rates between 36 and 74 new users per month may be handled or wait-listed at the contractor's option, consistent with Section IV-9b.
Hamilton is prepared to add at least 35 new users but no more than 74 per month. Any additional requests after the 74 per month will put on a wait list unless otherwise instructed by the Commission as directed in the following Section.

g. **Growth at a rate greater than 75 new users a month must be coordinated with Commission staff to ensure that adequate TRS funds are available.**

Hamilton understands and will comply with the State’s expansion process. Hamilton will not add more than 74 new users per month without coordinating with Commission staff to ensure that adequate TRS funds are available.

h. **The rates of expansion specified in Sections IV-9e-g may be adjusted, based upon demand and TRS fund availability, in conjunction with the annual TRS surcharge recalculation process so long as notice of a request to adjust the expansion is given to the other party by April 1 prior to the recalculation process. Such adjustments should reflect demand for CTVRS and TRS fund availability.**

Hamilton understands and will comply.

i. **Prospective contractors must provide a firm timeline for how quickly they will be able to convert from Interim Service to the contracted CTVRS.**

As stated previously Hamilton does not foresee any interruption in service to existing users. Hamilton offers the following timeline to show how quickly their service can be converted to Hamilton.

<table>
<thead>
<tr>
<th>Action</th>
<th>Time Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notice of intent to award</td>
<td>Effective Date</td>
</tr>
<tr>
<td>Contract Negotiations/Signing</td>
<td></td>
</tr>
<tr>
<td>Upon Contract Signing, Submit Contract Order to CapTel</td>
<td>Within 3 days of the Effective Date</td>
</tr>
<tr>
<td>Submit Implementation Guide to CapTel</td>
<td>Within 3 days of the Effective Date</td>
</tr>
<tr>
<td>CapTel internal setup</td>
<td>Begins Effective Date to service start-up</td>
</tr>
<tr>
<td>load service specifications</td>
<td></td>
</tr>
<tr>
<td>configure databases</td>
<td></td>
</tr>
<tr>
<td>add monthly reports</td>
<td></td>
</tr>
<tr>
<td>Provide Customer Service with Pennsylvania rules</td>
<td></td>
</tr>
<tr>
<td>Service start-up</td>
<td>Within 2 weeks of contract signing</td>
</tr>
</tbody>
</table>
**Relay Your Way®**

- Distribution of materials about CTVRS including news releases, distribution of other informational material through various channels including all deaf and speech disability organizations, to be used to assist in the education of various organizations, businesses and groups.

<table>
<thead>
<tr>
<th>From Start Date through Term of Contract</th>
<th>June 15, 2007</th>
</tr>
</thead>
</table>

Because CapTel provides service to all states from a common call center and a common customer service group, the number of work hours for a cutover from interim service and growth of CTVRS is not specific to a single state’s service and therefore is not available.

**IV-10. OUTREACH.** Prospective contractors must present a plan for a comprehensive, effective, and measurable outreach campaign to develop public awareness of the service and provide information about the service to communities statewide. The campaign should include grassroots education to Pennsylvania seniors, educational workshops, a brochure, media advertising, an accessible website, and media relations. All materials must be understandable and accessible by a majority of the communities of persons with disabilities. The plan must provide a statistical method of measuring the effectiveness of the outreach and a methodology for making adjustments to the plan based on performance. The Commission will retain the right to continue the theme of any outreach if it so chooses after the expiration of any contract entered into pursuant to this RFP.

Hamilton will provide users with information on how to place a CapTel Relay call, provide users with suggestions on how to improve the efficiency of CapTel Relay calls, and inform users about new CapTel functions and changes in the service through a variety of methods including inquiries made to the CTVRS Customer Service Department, CapTel brochure and other printable materials, website, newsletters, tradeshows, presentations, direct mails, press releases, etc.

In Appendix H Hamilton has included current CapTel and 2 Line CapTel brochures, CapTel call-me-cards and other promotional literature that were developed by CTI. All of these documents are in use in each CapTel state today.

However, for the State of Pennsylvania, Hamilton will develop its own product brochure that explains the various services of CapTel and will distribute it across the State.

As discussed previously, Hamilton will maintain and publicize a CTVRS website and toll-free service with user and potential user information for Pennsylvania.
Presentations
Hamilton Outreach will give educational presentations and training sessions about CTVRS to the CapTel using community. Organizations serving and organizations of, by and for persons who are hard of hearing (including older persons who recently lost their hearing) will be the primary targets of customized workshops. Presentations to groups, such as emergency services providers, trade shows, civic organizations, university classes, senior citizens centers and physical and mental health service providers will also be given.

These workshops will include: sharing of CapTel related information pertinent to the specific group, specific tips on using relay, showing promotional and educational videotapes, sharing of personal experiences with CapTel and other media materials. At many of these presentations, CapTel phones will be set up to allow actual hands on experience in making CapTel calls.

Press Releases/Media Relations
Hamilton will promote the existence and use of the CapTel through a variety of press releases and other media relations to inform the public about CapTel.

Educational Videos
Hamilton Relay designed a DVD for relay users and is highly educational. This DVD is designed to educate the hearing community and non-traditional relay users (late deafness, etc.) about relay services and includes a Chapter about CapTel. Hamilton will distribute the DVD to businesses, schools, local telephone companies and a variety of other groups.

Hamilton is unable to accept the following requirement and has listed this as an exception in the Attachment to the Transmittal Letter:
• The Commission will retain the right to continue the theme of any outreach if it so chooses after the expiration of any contract entered into pursuant to this RFP.

Hamilton is agreeable to this if the State develops all new material specific to CTVRS. Please see the Written Materials/Ownership section in the Attachment to the Transmittal Letter.

Hamilton has discussed consumer input programs in the following section (IV.-11) which includes statistical methods of measuring the effectiveness of the outreach as well as a methodology for making adjustments to the plan based on performance.

Hamilton has prepared a sample Outreach Plan specifically for Pennsylvania CapTel which follows.
Outreach Plan for CapTel

Organization/Agency
Pennsylvania Public Utility Commission (PUC) Consumer Advisory Council

Outreach Method:
Attend PUC Consumer Advisory Council meetings to learn ways to best meet needs of hard-of-hearing and late-deafened people in Pennsylvania. Be available for community functions supporting CTVRS. Provide the PUC Consumer Advisory Council with pamphlets and other promotional materials on CapTel for walk-in traffic. Provide one-on-one training or group training with any leads provided by the PUC Consumer Advisory Council with CapTel equipment.

Who will provide outreach with the PUC Consumer Advisory Council:
Hamilton Relay Outreach Team will be in direct contact with PUC Consumer Advisory Council for all CapTel outreach needs.

Timeframe:
This will commence upon contract award, and will be an outreach priority.

Organization/Agency:
Hearing Loss Association of Pennsylvania

Outreach Method:
Attend chapter conferences and events held by HLAA of Pennsylvania with an exhibit booth to discuss CapTel relay services available in Pennsylvania. Present at HLAA functions whenever possible. Provide brochures, demonstrations, and presentations as frequently as possible. Follow up on all leads provided through HLAA of Pennsylvania.

Who will provide outreach with HLAA of Pennsylvania:
Hamilton Relay Outreach Team will maintain contact with the president and members of the HLAA Pennsylvania chapters.

Timeframe:
Upon contract award Hamilton Relay Outreach Team participation will commence with Pennsylvania HLAA chapters, and will remain as long as the organization is active.
Organization/Agency: Pennsylvania Office for the Deaf and Hard of Hearing (ODHH)

Outreach Method:
Attend ODHH meetings with an exhibit booth and as a presenter, with particular focus on relay options for hard of hearing and late-deafened Pennsylvanians. Attend special workshops/events hosted for the Pennsylvania community with an exhibit booth highlighting CapTel. Maintain an affiliation with ODHH and create an awareness campaign for new CapTel services.

Who will provide outreach with ODHH:
Hamilton Relay Outreach Team will be responsible to attend the events and create a strong relationship with ODHH.

Timeframe:
Hamilton Relay will maintain this relationship with ODHH as long as the organization is active, and will commence upon award.

Organization/Agency: Telecommunications Device Distribution Program (TDDP)

Outreach Method:
Hamilton Relay Outreach Team will work closely with TDDP to train relay users on CapTel equipment, and be a continuous resource for partnered training opportunities with TDDP.

Who will provide outreach with TDDP:
Hamilton Relay Outreach Team will encourage a natural coordination of services and liaison work.

Timeframe:
Upon contract award Hamilton Relay Outreach Team will initiate contact to build a strong relationship between TDDP CapTel equipment distributor and CTVRS.
Organization/Agency: 
Mainstream Schools with hard of hearing children

Outreach Method:
Provide CapTel information to schools with students, parents, and faculty who are hard of hearing. Collect contact names of teachers, or specialists who work with hard of hearing students to see if any may benefit from using CapTel. Offer CapTel training to hearing teachers, parents, and classmates. Provide empowerment curriculum so teachers can incorporate telephone independence training with students. Be involved with school activities, as appropriate.

Who will provide outreach with Mainstream Schools?
Hamilton Relay Outreach Team will maintain contact with persons who have an affiliation with children who are hard of hearing in mainstream programs.

Timeframe:
The initial contacts will begin within the first three months to assess where CapTel education may best fit.

Organization/Agency: 
Association of Late-Deafened Adults Region I

Outreach Method:
Be a continual resource to ALDA for all relay educational needs as it relates to community development and advocacy. Provide pamphlets, presentations and general outreach to needs identified for CapTel. Provide one-on-one training or group training with any leads provided by ALDA. Attend conferences and events held by ALDA with an exhibit booth and presentation on all relay services available in Pennsylvania.

Who will provide outreach with ALDA:
Hamilton Relay Outreach Team will be in direct contact with ALDA for all outreach opportunities particular to CapTel education.

Timeframe:
Presentations and training will be a priority, and will commence upon contract award.
Relay Your Way®

Organization/Agency:
Pennsylvania Speech-Language-Hearing Association (PSHA)

Outreach Method:

Be a continual resource to PSHA for educational needs as it relates to community development and advocacy of people who are hard of hearing. Provide pamphlets, presentations and general outreach to people who may benefit from telephone access through CapTel. Provide one-on-one training or group training with any leads provided by the PSHA. Attend conferences and events held by PSHA with an exhibit booth and presentation on CapTel availability in Pennsylvania.

Who will provide outreach with PSHA:
Hamilton Relay Outreach Team will be in direct contact with PSHA for all outreach opportunities.

Timeframe:
Presentations and training will occur as identified, and will be a priority upon contract award.

Organization/Agency:
Pennsylvania Council on Independent Living (PCIL)

Outreach Method:

Maintain contact with PCIL to be known as an available resource for assistance when working with residents or families who are hard of hearing, or are experiencing a late-onset hearing loss.

Who will provide outreach with Pennsylvania Council on Independent Living:
Hamilton Relay Outreach Team will maintain contact with PCIL and plan for providing training opportunities to employers and employees of the agency, as well as their clients on the availability of CapTel. Share the benefits and ease of use of CapTel, especially tailored to this consumer group.

Timeframe:
Presentations and training will actively occur upon contract award.
Relay Your Way®

Organization/Agency: Pennsylvania Nursing Homes

Outreach Method:
Maintain contact with Pennsylvania nursing homes to be known as an available resource for working with patients and families who are hard of hearing. Educate about CapTel’s availability and its benefits to nursing home residents who are late-deafened.

Who will provide outreach with Pennsylvania nursing homes:
Hamilton Relay Outreach Team will be responsible to maintain contact with Pennsylvania nursing homes and plan for providing training opportunities to employers and employees of the agency, as well as their clients when in need.

Timeframe:
Presentations and training will actively occur upon contract award.

Organization/Agency: Spanish communities, services and agencies

Outreach Method:
Maintain contact with Spanish communities, services and agencies to be known as an available resource for assistance when working with Spanish families who are hard of hearing can benefit from CapTel relay education.

Who will provide outreach with Spanish communities:
Hamilton Relay Outreach Team will maintain contact with Spanish-speaking communities, organizations, and agencies, and provide training as requested to clients who are hard of hearing.

Timeframe:
Presentations and training will occur by request, as well as stemming outreach efforts.
Relay Your Way®

Organization/Agency:
Service Agencies (OVR, SSA, community colleges, Children and Family Services, etc.)

Outreach Method:
Utilize service agencies to reach out to hard of hearing individuals who would benefit from CapTel by providing available information in brochures and presentations to individuals and groups. Host and provide presentations with these agencies for educational purposes in gaining independence.

Hamilton Relay Outreach Team will work with service agencies in ensuring that their clients are receiving equal telephone access by providing workshops for employees who are hard of hearing.

Who will provide outreach to service agencies:
Hamilton Relay Outreach Team will be responsible to initiate and maintain contact with the service agencies and plan for providing training opportunities to employees of such agencies throughout the state of Pennsylvania.

Timeframe:
This outreach effort would commence three months after contract award.

Hamilton estimates spending approximately 40 Hamilton Outreach Team hours monthly in the area of outreach.

IV-11. USER INPUT AND SATISFACTION.

a. CTVRS users must be asked to provide input on the quality of service by means of an annual survey (or similar device). The intent of the survey is to determine whether those using the contractor's CTVRS are satisfied with the service and whether there are any issues that need to be addressed or features to be added. Prospective contractors must present their plans for annual user evaluations of the system. The plans should explain methods for quantifying user input and how the recommendations from these evaluations will be incorporated into the CTVRS. Prospective contractors must advise the Commission how they will annually conduct the user surveys and notify the Commission and the TRS Board of the results of the user surveys.

If awarded the contract Hamilton will work with the PUC to develop a User Satisfaction Survey that meets the needs of CTVRS. This survey tool will consist of questions about CTVRS performance and outreach programs to determine whether the users of CTVRS are satisfied with the service and whether there are any issues that need to be addressed or features to be added.
Relay Your Way®

Hamilton will work to distribute this form annually to known CapTel users across Pennsylvania as well as organizations and agencies that serve CTVRS users and will notify the Commission and the TRS Board of the results.

Recommendations made by users will be carefully evaluated by Hamilton and shared with the PUC.

Hamilton actively uses its customer service number to gather input from relay users. Any time a suggestion, compliment, or complaint is taken via the customer service line, we make a record and respond appropriately.

**Users are able to access the Hamilton Customer Service 24 hours a day. This line is used to complete all customer service functions.** Hamilton’s Customer Service Department instructs relay users on how to place calls through CapTel, shares tips for improving efficiency, and answers questions about new services or about any changes that have been made. Hamilton’s Customer Service Department also assists relay users with billing questions, equipment testing, and provides a variety of referral numbers to State Organizations, other long distance carriers, and schedules one-on-one visits as needed. The Customer Service number is also the contact point for people wishing to compliment or complain about the service.

Pennsylvania CapTel users will be able to email feedback directly to us via the CTVRS web site.

The Hamilton Relay Outreach Team will solicit consumer input through evaluations and other informal mechanisms from the hard of hearing community. The Outreach Team will be very involved in the hard of hearing community through organizations, groups and one-on-one sessions. CTVRS users will be given the opportunity to express their opinions and offer suggestions each time the Hamilton Relay Outreach Team is present.

**Methodology for Incorporating Feedback**

Hamilton will use the results of its consumer input evaluations as a tool to measure the effectiveness of both performance and outreach. Hamilton will incorporate feedback from relay users, the PUC, the TRS Board as well as organizations that serve people who are hard of hearing in its quality process. Hamilton will look for trends in the feedback we receive from customers in order to identify outreach needs or areas that may require additional training. Hamilton will review results of consumer input evaluations with its subcontractor.

Following is a sample of how Hamilton will summarize the results of the annual CTVRS user evaluation survey.
Sample CTVRS Survey Summary

Hamilton Relay was pleased to sponsor a user evaluation survey to gather feedback from CTVRS users specific to CapTel and the CTVRS outreach program. Below is a summary of the survey, findings, conclusions, and recommendations.

SURVEY
The online survey was open for _ weeks, starting __ and ending ___. The contact information obtained for the survey came from ____. Hamilton Relay, the provider of CTVRS, hosted the survey in conjunction with the PUC.

Out of _ distributed surveys, _ were returned as "undeliverable." Of the _ delivered, _ responded to the survey for a total _% response rate. The response rate was high (or is not near the threshold for statistical significance; therefore, we can (or cannot) draw specific conclusions from the collected data.

FINDINGS
The first _ questions dealt with the user’s actual experience during CTVRS calls.

- “CTVRS answers my calls quickly.” xxx out of xxx stated ‘always’ or ‘most of the time.’
  xxx stated ‘sometimes.’

- “I always get connected to CTVRS on the first call.” xxx out of xxx stated ‘always’ or ‘most of the time.’

- “The CA has good transcription skills.” xxx out of xxx stated ‘always’ or ‘most of the time.’

- “CTVRS helps me manage my business better.” xxx out of xxx stated ‘always’ or ‘most of the time.’

- “My family and friends use CTVRS to call me.” xxx out of xxx stated ‘always’ or ‘most of the time.’

- “CTVRS handles calls quickly with few connection delays.” xxx out of xxx stated ‘always’ or ‘most of the time.’
Relay Your Way®

- "If I have a problem with CTVRS I call Customer Service to try to resolve the problem." xxx out of xxx stated 'always' or 'most of the time.'
- "Customer Service answers my call and responds appropriately to my requests." xxx out of xxx stated 'always' or 'most of the time.'
- "CTVRS outreach program is effective." xxx out of xxx stated 'always' or 'most of the time.'
- "CTVRS outreach materials are understandable." xxx out of xxx stated 'always' or 'most of the time.'
- "CTVRS educational workshops are informative." xxx out of xxx stated 'always' or 'most of the time.'
- "I prefer to use CTVRS than depend on my family or friends to communicate for me." xx out of xxx stated 'always' or 'most of the time.'

xxx users identified themselves as hard of hearing, and xxx as hearing.

xxx users identified their language of preference English and xxx Spanish.

Comments:

The survey included a free-write section. The comments included __________. We are grateful to receive individualized feedback on CTVRS in general.

CONCLUSIONS

Our general feel from the respondents is that they do use CTVRS to ____, their experiences are ____, the quality of the CAs is _____, the quality of the outreach program is ______.

According to the results, items for specific improvement are ________.

RECOMMENDATIONS

1. We will encourage the Outreach Team to make concerted efforts to ______.
2. We will work with our subcontractor to _______________________.

For further discussion of the results or process of this survey instrument, please do not hesitate to contact us. We at Hamilton Relay continue to strive to meet and exceed your expectations.
Hamilton looks forward to working with and interfacing with the PUC and CTVRS users on an ongoing basis.

Hamilton estimates spending approximately 80 Contract Management staff hours annually to complete this task.

b. Ad hoc user comments (favorable and unfavorable) are to be forwarded to the Commission monthly through the Staff Analyst and to the TRS Board quarterly.

Hamilton will forward Ad hoc user comments (favorable and unfavorable) to the Commission monthly through the Staff Analyst and to the TRS Board quarterly.

Hamilton estimates 2 Accounting staff hours monthly will be required to complete this task.

c. The survey results and other user input may not be further disseminated without express authorization from the Commission.

Hamilton will not circulate survey results and user input without authorization from the Commission.

Hamilton verifies that there are no staff hours involved.

IV-12. CONTRACTOR RESPONSIBILITIES TO THE PENNSYLVANIA TRS ADVISORY BOARD, THE PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY, AND OTHER GROUPS.

a. The contractor must cooperate with the Board in matters concerning the CTVRS program. A contractor representative must attend the Pennsylvania Telecommunications Relay Service Advisory Board (TRS Board) quarterly meetings and report to the Board the condition and status of the CTVRS. The report must include but is not limited to MOU, customer complaints and new technologies that impact CTVRS and services.

Hamilton will cooperate with the Pennsylvania TRS Advisory Board in matters concerning the CTVRS program. Hamilton will designate Todd Behanna to attend meetings of the TRS Board. In addition, Hamilton's Vice President of Relay, and/or the Hamilton State Outreach Program Manager will occasionally attend these meetings and will also be available to the TRS Board as needed. Hamilton will give presentations at TRS Board meetings regarding CTVRS statistics, outreach activities, and other relevant topics as requested by the Board or PUC.

Hamilton estimates 24 staff hours quarterly will be required to complete this task.
b. The contractor must cooperate with the Pennsylvania Department of Labor and Industry or its designee in matters concerning the TDD Program.

Hamilton will cooperate with the Pennsylvania Department of Labor and Industry or its designee in matters concerning the TDD Program.

Hamilton estimates 4 Contract Management staff hours monthly will be required to complete this task.

c. The contractor must participate in meetings with the Commission, Commission staff, other agencies, consumers, and consumer groups as may be required.

Hamilton understands and will comply.

Without knowing the frequency of these meetings, it is difficult to predict the number of staff hours that will be spent on participation.

IV-13. CONTRACTOR REPORTING REQUIREMENTS.

a. All contractor reports shall be submitted to the Commission's Secretary's Bureau with a copy to the Bureau of Fixed Utility Services.

Hamilton will submit reports to the Commission's Secretary's Bureau with a copy to the Bureau of Fixed Utility Services.

b. Monthly reports will be required from the contractor. The monthly report must contain: the type of call (single-line, two-line, then broken down into answering machine, international, interstate, intrastate, toll-free), session minutes, average session minutes, call counts, and call types with a call count for each. The report must also have a weekly summary of the call count and session minutes by day and date. A separate section will show the month's summary of consumer service complaint logs. The consumer complaint log must include all complaints regarding CVRS in the Commonwealth, regardless of the entity fielding or resolving the complaint call, and must retain the log for the duration of the contract. The log must include, at a minimum, the filed date of the complaint, the nature of the complaint, the date of resolution, and an explanation of the resolution. The monthly report must also contain the SLA results for the preceding month. The reports are due the 15th day of the month following the month being reported.
Hamilton will submit monthly reports that contain the type of call, such as single-line, two-line and answering machine. For a sample please refer to report B, in Appendix I. For Hamilton’s report of international, interstate, intrastate and toll-free calls please refer to report A, in Appendix I. For session minutes, average session minutes, call counts, and call types with a call count for each, please see report B, in Appendix I. Hamilton’s report B1 will have a weekly summary of the call count and session minutes by day and date. See Appendix I for report B1. Hamilton will also include a separate section showing the month’s summary of consumer service complaint logs, which will include all complaints regarding CTVRS, regardless of the entity fielding or resolving the complaint call. Please refer to the CapTel Summary Report, in Appendix I for a sample of this report. Hamilton will retain a log for the duration of the contract. Hamilton’s log will include at a minimum the filed date of the complaint, the nature of the complaint, the date of resolution, and an explanation of the resolution. Please see the CapTel Summary Report in Appendix I, for a sample. Hamilton will provide statistical reports by the 15th of each month.

Hamilton is unable to accept the SLAs in Appendix D, as listed in the Attachment to the Transmittal Letter and in Appendix D.

c. The contractor must timely submit to the Commission, so that the Commission may report to the FCC annually, an annual summary log indicating the number of complaints received for the 12-month period ending each May 31st. The report must be submitted to the Commission on or before June 20th of each year. The report must also include the annual Certification Relative to Business Continuity set forth in Appendix E.

Hamilton will submit to the Commission an annual summary log indicating the number of complaints received for the 12-month period ending each May 31st. This report will be submitted to the Commission on or before June 20th of each year on or before June 20th of each year.

In regards to the annual Certification Relative to Business Continuity, Hamilton is able to commit to a Disaster Recovery plan for CTVRS as in Appendix G. Hamilton is unable to certify compliance with the items in the annual Certification Relative to Business Continuity.

d. The contractor shall be responsible for maintaining all records and reports relating to CTVRS that may be required by the FCC and the Commission. Such reports must include, but not be limited to, traffic detailing:

i. Blockage rates, defined as the number of calls reaching a busy signal when calling the relay service. See the CapTel Summary Report, in Appendix I.
ii. Average number of calls waiting for system or operator answer. See the CapTel Summary Report, in Appendix I.

iii. Average length of time waiting for system or operator answer. See the CapTel Summary Report, in Appendix I.

iv. Area codes and state from which the calls originate. See Report C, in Appendix I.

Hamilton understands that it will be responsible for maintaining all records and reports relating to CTVRS that may be required by the FCC and the Commission.

e. The contractor shall be responsible for maintaining the accounting and financial records, in accordance with accounting procedures and generally accepted accounting principles, of expenses that are incurred in operating the CTVRS as a stand-alone entity.

Hamilton understands it is responsible for maintaining the accounting and financial records, in accordance with accounting procedures and generally accepted accounting principals.

f. The contractor is responsible for the professional quality, technical accuracy, and timely completion and submission of all deliverables, services or commodities required under this contract. The contractor, without additional compensation or cost to the TRS relay fund, shall correct or revise any errors, omissions, or other deficiencies in its deliverables and other services.

Hamilton understands and will comply.

g. The prospective contractor must provide documentation detailing methods and procedures, training guidelines, and code(s) of confidentiality to enforce the CA standards as presented in section IV-3.

Hamilton has provided documentation detailing the methods and procedures surrounding the provision of CapTel. Hamilton ensures that there are procedures in place to enforce the CA standards. Please see the information previously provided in Section IV-3.

In addition, all CapTel CAs are required to have the requisite experience, expertise, skills, knowledge, training and education to perform CapTel Services in a professional and confidential manner. CTI has a detailed CA training plan in place to ensure that all standards as applied by the FCC to the provision of CapTel are met by each CapTel CA. At any time if a prospective CA does not demonstrate the ability to achieve the expected standards, they may be removed from the training group, and employment terminated.
Please refer to back to Section D, for a description of CTI’s Confidentiality Agreement and policies. A breach of any part of the Confidentiality Agreement may result in disciplinary action up to and including termination of employment.

h. By February 15th of each year, the contractor must supply the Commission’s Bureau of Fixed Utility Services with a statement of the estimated minutes of CTI's use and the annual charges for the ensuing 12-month period from July 1st through June 30th. The estimated costs must be detailed in schedule form showing the breakdown of costs to arrive at a per-MOU cost.

Hamilton will provide the Commission’s Bureau of Fixed Utility Services with a statement of the estimated minutes of CTI's use and annual charges for the ensuing 12-month period from July 1st through June 30th. The estimated costs will be calculated by multiplying the number of estimated minutes by Hamilton’s per minute rate.

IV-14. CONTRACT REQUIREMENTS—DISADVANTAGED BUSINESS PARTICIPATION AND ENTERPRISE ZONE SMALL BUSINESS PARTICIPATION. All contracts containing Disadvantaged Business participation and/or Enterprise Zone Small Business participation must also include a provision requiring the selected contractor to meet and maintain those commitments made to Disadvantaged Businesses and/or Enterprise Zone Small Businesses at the time of proposal submittal or contract negotiation, unless a change in the commitment is approved by the BWMO. All contracts containing Disadvantaged Business participation and/or Enterprise Zone Small Business participation must include a provision requiring Small Disadvantaged Business subcontractors, Enterprise Zone Small Business subcontractors, and Small Disadvantaged Businesses or Enterprise Zone Small Businesses in a joint venture to perform at least 50% of the subcontract or Small Disadvantaged Business/Enterprise Zone Small Business participation portion of the joint venture.

The selected contractor's commitments to Disadvantaged Businesses and/or Enterprise Zone Small Businesses made at the time of proposal submittal or contract negotiation shall be maintained throughout the term of the contract. Any proposed change must be submitted to BWMO, which will make a recommendation to the Contracting Officer regarding a course of action.

If a contract is assigned to another contractor, the new contractor must maintain the Disadvantaged Business participation and/or Enterprise Zone Small Business participation of the original contract.
The selected contractor shall complete the Prime Contractor’s Quarterly Utilization Report (or similar type document containing the same information) and submit it to the contracting officer of the Issuing Office and BWB within 10 workdays at the end of each quarter the contract is in force. This information will be used to determine the actual dollar amount paid to Small Disadvantaged Business and/or Enterprise Zone Small Business subcontractors and suppliers, and Small Disadvantaged Business and/or Enterprise Zone Small Business participants involved in joint ventures. Also, this information will serve as a record of fulfillment of the commitment the selected contractor made and for which it received Disadvantaged Business and Enterprise Zone Small Business points. If there was no activity during the quarter then the form must be completed by stating “No activity in this quarter.”

NOTE: EQUAL EMPLOYMENT OPPORTUNITY AND CONTRACT COMPLIANCE STATEMENTS REFERRING TO COMPANY EQUAL EMPLOYMENT OPPORTUNITY POLICIES OR PAST CONTRACT COMPLIANCE PRACTICES DO NOT CONSTITUTE PROOF OF DISADVANTAGED BUSINESSES STATUS OR ENTITLE AN OFFEROR TO RECEIVE CREDIT FOR DISADVANTAGED BUSINESSES UTILIZATION.

Hamilton understands the Disadvantaged Business Participation and Enterprise Zone Small Business Participation described on RFP section II-7 and it nor its subcontractor, CTL, qualify. Hamilton would like to clarify that because TRS is a specialized service, a TRS provider would typically subcontract with corporations that are specialized in the provision of TRS and that have successfully performed work on contracts of a similar size and scope to the work required by this RFP. As explained throughout its proposal, Hamilton currently has subcontracts in place with corporations who have this level of experience.

Hamilton would like to clarify that its Video Relay Service is powered by Birnbaum Interpreting Services (BIS), who provides certified sign language interpreters. Established in 1995, Birnbaum Interpreting Services’ (BIS’) major focus is to provide the best sign language interpretation and transliteration services possible. BIS also provides professional services and consultation with respect to the accessibility requirements of people with disabilities, particularly the Deaf and Hard-of-Hearing population. Being Deaf-owned, BIS is certified by the Maryland Department of Transportation as a Minority Business Enterprise, certification number DOT MBE 96-393. BIS is also recognized as a Small Business Enterprise.

Please see Tab 5 for detailed information regarding Hamilton’s current subcontractor.