



RFP # 31611-20101

**TECHNICAL
PROPOSAL
ORIGINAL**

June 29, 2010

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PROPOSER LEGAL ENTITY NAME:		Sprint Communications Company, L.P.	
Proposal Page # (Proposer completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
		The Proposal must be delivered to the State no later than the Proposal Deadline specified in the RFP Section 2, Schedule of Events.	
		The Technical Proposal and the Cost Proposal documentation must be packaged separately as required (refer to RFP Section 3.2., <i>et. seq.</i>).	
		The Technical Proposal must NOT contain cost or pricing information of any type.	
		The Technical Proposal must NOT contain any restrictions of the rights of the State or other qualification of the proposal.	
		A Proposer must NOT submit alternate proposals.	
		A Proposer must NOT submit multiple proposals in different forms (as a prime and a sub-contractor).	
9-12	A.1.	Provide the Proposal Statement of Certifications and Assurances (RFP Attachment 6.1.) completed and signed by an individual empowered to bind the Proposer to the provisions of this RFP and any resulting contract. The document must be signed without exception or qualification.	
13	A.2.	Provide a statement, based upon reasonable inquiry, of whether the Proposer or any individual who shall perform work under the contract has a possible conflict of interest (e.g., employment by the State of Tennessee) and, if so, the nature of that conflict. NOTE: Any questions of conflict of interest shall be solely within the discretion of the State, and the State reserves the right to cancel any award.	
14-18	A.3.	Provide a current bank reference indicating that the Proposer's business relationship with the financial institution is in positive standing. Such reference must be written in the form of a standard business letter, signed, and dated within the past three (3) months.	
19-24	A.4.	Provide two current positive credit references from vendors with which the Proposer has done business written in the form of standard business letters, signed, and dated within the past three (3) months.	
25-30	A.5.	Provide EITHER : (a) an official document or letter from an accredited credit bureau, verified and dated within the last three (3) months and indicating a positive credit rating for the Proposer (NOTE: A credit bureau report number without the full report is insufficient and will <u>not</u> be considered responsive.); OR (b) a Dun & Bradstreet short-form report, verified and dated within the last three (3) months and indicating a positive credit rating for the Proposer.	
State Use – RFP Coordinator Signature, Printed Name & Date:			

RFP ATTACHMENT 6.2. — SECTION B

TECHNICAL PROPOSAL & EVALUATION GUIDE

SECTION B: GENERAL QUALIFICATIONS & EXPERIENCE. The Proposer must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below. Proposal Evaluation Team members will independently evaluate and assign one score for all responses to Section B— General Qualifications & Experience Items.

PROPOSER LEGAL ENTITY NAME:		Sprint Communications Company, L.P.
Proposal Page # (Proposer completes)	Item Ref.	Section B— General Qualifications & Experience Items
31	B.1.	Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person the State should contact regarding the proposal.
32	B.2.	Describe the Proposer's form of business (<i>i.e.</i> , individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile).
33-34	B.3.	Detail the number of years the Proposer has been in business.
35-37	B.4.	Briefly describe how long the Proposer has been performing the services required by this RFP.
38-39	B.5.	Describe the Proposer's number of employees, client base, and location of offices.
40-41	B.6.	Provide a statement of whether there have been any mergers, acquisitions, or sales of the Proposer within the last ten years. If so, include an explanation providing relevant details.
42	B.7.	Provide a statement of whether the Proposer or, to the Proposer's knowledge, any of the Proposer's employees, agents, independent contractors, or subcontractors, proposed to provide work on a contract pursuant to this RFP, have been convicted of, pled guilty to, or pled <i>nolo contendere</i> to any felony. If so, include an explanation providing relevant details.
43	B.8.	Provide a statement of whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details.
44	B.9.	Provide a statement of whether there is any material, pending litigation against the Proposer that the Proposer should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFP or is likely to have a material adverse effect on the Proposer's financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Proposer's performance in a contract pursuant to this RFP. NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.
45	B.10.	Provide a statement of whether there is any pending or in progress Securities Exchange Commission investigations involving the Proposer. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to

PROPOSER LEGAL ENTITY NAME:		Sprint Communications Company, L.P.
Proposal Page # (Proposer completes)	Item Ref.	Section B— General Qualifications & Experience Items
		<p>what extent it will impair the Proposer's performance in a contract pursuant to this RFP.</p> <p>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.</p>
46-54	B.11.	Provide a brief, descriptive statement detailing evidence of the Proposer's ability to deliver the services sought under this RFP (<i>e.g.</i> , prior experience, training, certifications, resources, program and quality management systems, <i>etc.</i>).
55-57	B.12.	Provide a narrative description of the proposed project team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to accomplish the work required by this RFP, illustrating the lines of authority, and designating the individual responsible for the completion of each service component and deliverable of the RFP.
58-59	B.13.	Provide a personnel roster listing the names of key people who the Proposer will assign to perform duties or services required by this RFP along with the estimated number of hours that each individual will devote to that performance. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual's title, education, current position with the Proposer, and employment history.
60-64	B.14.	<p>Provide a statement of whether the Proposer intends to use subcontractors to accomplish the work required by this RFP, and if so, detail:</p> <ul style="list-style-type: none"> (a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each; (b) a description of the scope and portions of the work each subcontractor will perform; <u>and</u> (c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Proposer's response to this RFP.
65-75	B.15.	<p>Provide documentation of the Proposer's commitment to diversity as represented by its business strategy, business relationships, and workforce— this documentation should detail <u>all</u> of the following:</p> <ul style="list-style-type: none"> (a) a description of the Proposer's existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, persons with a disability and small business enterprises; (b) a listing of the Proposer's current contracts with business enterprises owned by minorities, women, persons with a disability and small business enterprises, including the following information: <ul style="list-style-type: none"> (i) contract description and total value (ii) contractor name and ownership characteristics (<i>i.e.</i>, ethnicity, sex, disability) (iii) contractor contact and telephone number; (c) an estimate of the level of participation by business enterprises owned by minorities, women, persons with a disability and small business enterprises in a contract awarded to the Proposer pursuant to this RFP, including the following information: <ul style="list-style-type: none"> (i) participation estimate (expressed as a percent of the total contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics — PERCENTAGES ONLY — DO NOT INCLUDE DOLLAR AMOUNTS) (ii) descriptions of anticipated contracts (iii) names and ownership characteristics (<i>i.e.</i>, ethnicity, sex, disability) of anticipated

PROPOSER LEGAL ENTITY NAME:		Sprint Communications Company, L.P.
Proposal Page # (Proposer completes)	Item Ref.	Section B— General Qualifications & Experience Items
		<p>subcontractors and supply contractors anticipated; and</p> <p>(d) the percent of the Proposer's total current employees by ethnicity, sex, and disability.</p> <p>NOTE: Proposers that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with the State as contractors and sub-contractors. Proposal evaluations will recognize the positive qualifications and experience of a Proposer that does business with enterprises owned by minorities, women, persons with a disability and small business enterprises and that offers a diverse workforce to meet service needs.</p>
76	B.16.	<p>Provide a statement of whether or not the Proposer has any current contracts with the State of Tennessee or has completed any contracts with the State of Tennessee within the previous 5-year period. If so, provide the following information for all of the current and completed contracts:</p> <ul style="list-style-type: none"> (a) the name, title, telephone number and e-mail address of the State contact knowledgeable about the contract; (b) the procuring State agency name; (c) a brief description of the contract's scope of services; (d) the contract term; and (e) the contract number. <p>NOTES:</p> <ul style="list-style-type: none"> ▪ Current or prior contracts with the State are <u>not</u> a prerequisite and are <u>not</u> required for the maximum evaluation score, and the existence of such contracts with the State will <u>not</u> automatically result in the addition or deduction of evaluation points. ▪ Each evaluator will generally consider the results of inquiries by the State regarding all contracts noted.
77-78 Also please see separately sealed references	B.17.	<p>Provide customer references from individuals (who are <u>not</u> current or former officials or staff of the State of Tennessee) for projects similar to the services sought under this RFP and which represent:</p> <ul style="list-style-type: none"> ▪ two (2) of the larger accounts currently serviced by the Proposer, <u>and</u> ▪ three (3) completed projects. <p>All references must be provided in the form of standard reference questionnaires that have been fully completed by the individual providing the reference as required. The standard reference questionnaire, which <u>must</u> be used and completed as required, is detailed at RFP Attachment 6.4. References that are not completed as required will be considered non-responsive and will not be considered.</p> <p>The Proposer will be <u>solely</u> responsible for obtaining the fully completed reference questionnaires, and for including them within the Proposer's sealed Technical Proposal. In order to obtain and submit the completed reference questionnaires, as required, follow the process detailed below.</p> <ul style="list-style-type: none"> (a) "Customize" the standard reference questionnaire at RFP Attachment 6.4. by adding the subject Proposer's name, and make exact duplicates for completion by references. (b) Send the customized reference questionnaires to each individual chosen to provide a reference along with a new standard #10 envelope. (c) Instruct the person that will provide a reference for the Proposer to: <ul style="list-style-type: none"> (i) complete the reference questionnaire (on the form provided or prepared, completed, and printed using an exact duplicate of the document); (ii) sign <u>and</u> date the completed, reference questionnaire; (iii) seal the completed, signed, and dated, reference questionnaire within the envelope provided;

PROPOSER LEGAL ENTITY NAME:		Sprint Communications Company, L.P.	
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		<p>(iv) sign his or her name in ink across the sealed portion of the envelope; and</p> <p>(v) return the sealed envelope containing the completed reference questionnaire directly to the Proposer (the Proposer may wish to give each reference a deadline, such that the Proposer will be able to collect all required references in time to include them within the sealed Technical Proposal).</p> <p>(d) <u>Do NOT open the sealed references upon receipt.</u></p> <p>(e) Enclose all <u>sealed</u> reference envelopes within a larger, labeled envelope for inclusion in the Technical Proposal as required.</p> <p>NOTES:</p> <ul style="list-style-type: none"> ▪ The State will not accept late references or references submitted by any means other than that which is described above, and each reference questionnaire submitted must be completed as required. ▪ The State will not review more than the number of required references indicated above. ▪ While the State will base its reference check on the contents of the sealed reference envelopes included in the Technical Proposal package, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references. ▪ The State is under <u>no</u> obligation to clarify any reference information. 	
		<p>SCORE (for <u>all</u> Section B—Qualifications & Experience Items above): <i>(maximum possible score = RFP § 5.1. 30)</i></p>	
<p><i>State Use – Evaluator Identification:</i></p>			

RFP ATTACHMENT 6.2. — SECTION C

TECHNICAL PROPOSAL & EVALUATION GUIDE

SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH. The Proposer must address all items (below) and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below.

A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the proposal's response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value 1 = poor 2 = fair 3 = satisfactory 4 = good 5 = excellent

The RFP Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's raw, weighted score for purposes of calculating the section score as indicated.

PROPOSER LEGAL ENTITY NAME:		Sprint Communications Company, L.P.			
Proposal Page # (Proposer completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
79-82	C.1.	Provide a narrative that illustrates the Proposer's understanding of the State's requirements and project schedule.		1	
83-112	C.2.	Provide a narrative that illustrates how the Proposer will complete the scope of services, accomplish required objectives, and meet the State's project schedule.		1	
113-116	C.3.	Provide a narrative that illustrates how the Proposer will manage the project, ensure completion of the scope of services, and accomplish required objectives within the State's project schedule.		1	
117-131	C.4.	Provide consumer outreach strategies to promote awareness of the product in Tennessee		1	
132	C.5.	Provide report format on operations and compliance of product service		1	
133-142	C.6.	Provide proof of compliance with FCC regulations of relay services		1	
<i>The RFP Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.</i>					Total Raw Weighted Score: <i>(sum of Raw Weighted Scores above)</i>
Total Raw Weighted Score <hr/> Maximum Possible Raw Weighted Score <i>(i.e., 5 x the sum of item weights above)</i>			X RFP § 5.1. 30 <i>(maximum possible score)</i>		= SCORE:
State Use – Evaluator Identification:					
State Use – RFP Coordinator Signature, Printed Name & Date:					

Section A Mandatory Requirement Items

A.1

Provide the Proposal Statement of Certifications and Assurances (RFP Attachment 6.1.) completed and signed by an individual empowered to bind the Proposer to the provisions of this RFP and any resulting contract. The document must be signed without exception or qualification.

Sprint has read, understands and has complied.

Please see the following page for Attachment 6.1. This form is submitted has been submitted and signed without exception or qualification by Paget Alves, President of the Sprint's Business Markets Group.

RFP ATTACHMENT 6.1.

RFP # 31611-20101 PROPOSAL STATEMENT OF CERTIFICATIONS AND ASSURANCES

The Proposer must sign and complete the Proposal Statement of Certifications and Assurances below as required, and it must be included in the Technical Proposal (as required by RFP Attachment 6.2., Technical Proposal & Evaluation Guide, Section A, Item A.1.).

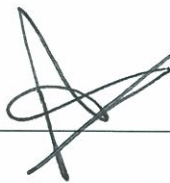
The Proposer does, hereby, expressly affirm, declare, confirm, certify, and assure ALL of the following:

1. The Proposer will comply with all of the provisions and requirements of the RFP.
2. The Proposer will provide all services as defined in the Scope of Services of the RFP Attachment 6.6., *Pro Forma* Contract for the total contract period.
3. The Proposer accepts and agrees to all terms and conditions set out in the RFP Attachment 6.6., *Pro Forma* Contract.
4. The Proposer acknowledges and agrees that a contract resulting from the RFP shall incorporate, by reference, all proposal responses as a part of the contract.
5. The Proposer will comply with:
 - (a) the laws of the State of Tennessee;
 - (b) Title VI of the federal Civil Rights Act of 1964;
 - (c) Title IX of the federal Education Amendments Act of 1972;
 - (d) the Equal Employment Opportunity Act and the regulations issued there under by the federal government; and,
 - (e) the Americans with Disabilities Act of 1990 and the regulations issued there under by the federal government.
6. To the knowledge of the undersigned, the information detailed within the proposal submitted in response to the RFP is accurate.
7. The proposal submitted in response to the RFP was independently prepared, without collusion, under penalty of perjury.
8. No amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Proposer in connection with the RFP or any resulting contract.
9. Both the Technical Proposal and the Cost Proposal submitted in response to the RFP shall remain valid for at least 120 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any contract pursuant to the RFP.

By signing this Proposal Statement of Certifications and Assurances, below, the signatory also certifies legal authority to bind the proposing entity to the provisions of this RFP and any contract awarded pursuant to it. If the signatory is not the Proposer (if an individual) or the Proposer's company *President* or *Chief Executive Officer*, this document must attach evidence showing the individual's authority to bind the proposing entity.

DO NOT SIGN THIS DOCUMENT IF YOU ARE NOT LEGALLY AUTHORIZED TO BIND THE PROPOSING ENTITY

SIGNATURE:



PRINTED NAME & TITLE:

Paget Alves, President Business Markets

DATE:

June 24, 2010

PROPOSER LEGAL ENTITY NAME: Sprint Communications Company, L.P.

PROPOSER FEDERAL EMPLOYER IDENTIFICATION NUMBER (or SSN): 43-1408007

A.2

Provide a statement, based upon reasonable inquiry, of whether the Proposer or any individual who shall perform work under the contract has a possible conflict of interest (*e.g.*, employment by the State of Tennessee) and, if so, the nature of that conflict.

NOTE: Any questions of conflict of interest shall be solely within the discretion of the State, and the State reserves the right to cancel any award.

Sprint has read and understands.

To the best of Sprint's actual knowledge: (i) no public officials/public employees of the State or any of its agencies are currently employees of Sprint or Sprint's named subcontractors; and (ii) no public officials/public employees of the State or any of its agencies will directly or indirectly benefit from the proposed transaction except to the extent such public officials/public employees are shareholders of Sprint, in which case they would only benefit to the extent that any shareholder of Sprint would benefit directly or indirectly (if at all) from the transaction; and (ii) Sprint is not aware of any existing or potential conflict of interest.

However, Sprint is a publicly traded company with approximately 41,000 employees, and Sprint has no mechanism to track whether any public officials/public employees are also employees of Sprint or shareholders of Sprint. Ownership of Sprint's publicly traded stock changes daily, and, therefore, it is not commercially feasible to ascertain the ownership percentage of individual owners.

No CTI/CapTel management personnel have been employees of the State of Tennessee for the preceding 12 months. No employee of any agency of the State of Tennessee is employed by CTI or is a subcontractor CTI, as of June 4, 2010.

Sprint understands that determining conflict of interest is solely within the discretion of the State. Furthermore, Sprint understands that the State may cancel an award if a conflict of interest occurs.

A.3

Provide a current bank reference indicating that the Proposer's business relationship with the financial institution is in positive standing. Such reference must be written in the form of a standard business letter, signed, and dated within the past three (3) months.

Sprint has read, understands and has complied.

Sprint maintains good business relationships with its financial institutions, maintaining a line of credit with several banks. A list of bank references and a letter from Citibank has been provided on the following pages.

**Sprint Nextel**

6200 Sprint Parkway
Overland Park, Kansas 66251
Office (913) 794-1530 Fax (913) 794-1589

Greg Block

Vice President and Treasurer

Date: May 2010
To: Credit Manager
From: Sprint Nextel Treasury Department

Sprint Nextel Corporation (Sprint), incorporated in 1938 under the laws of Kansas, is mainly a holding company, with its operations primarily conducted by its subsidiaries. Sprint Nextel and its subsidiaries is a communications company offering a comprehensive range of wireless and wireline communications products and services that are designed to meet the needs of individual consumers, businesses, government subscribers and resellers. We are the third largest wireless communications company in the United States based on the number of wireless subscribers, one of the largest providers of wireline long distance services and one of the largest carriers of Internet traffic in the nation at the end of the fourth quarter 2009. Our services are provided through our ownership of extensive wireless networks and a global long distance, Tier 1 Internet backbone. For more information, visit www.sprint.com

Selected highlights for the year ended December 31, 2009 are as follows:

Total Assets	\$ 55.4 billion
Revenues	\$ 32.3 billion
Operating Income	\$(1.4) billion
OIBDA	\$ 6.4 billion
Approximate Employees	40,000

For questions regarding invoices or accounts, please contact:

Sprint
PO Box 63670
Phoenix, AZ 85082-3670
AP Help Desk 1t 1-888-283-4636 (option 1, 0)

The following is a list of bank and trade references:

Bank References

Kurt Simon
J.P. Morgan
560 Mission Street 18th Flr
San Francisco, CA 94105
Voice: 415-315-8600

Denise Brown
Citigroup
388 Greenwich
St New York, NY 10013
Voice: 212-816-8397

Philip Cope
Bank of America
214 North Tyron St.
Charlotte, NC 28255
Voice: 980-387-1942

Trade References

TWG Consulting
15100 W 67th St., #200
Shawnee, KS 66217
Contact: Marilyn Breitenstein, Pres & CEO
Voice: 913-268-3320 x2201

JE Dunn, Construction
929 Holmes Street
Kansas City, MO 64106
Contact: Terrence Dunn, CEO
Voice: 816-474-8600

Cisco Systems
350 E Tasman Drive
San Jose, CA 95134
Contact: Michael Davis
Voice: 408-527-6282



June 9, 2010

Ms. Miki Klein
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Dear Madam:

We are pleased to inform you that Sprint-Nextel Corporation has been a customer of Citibank for more than 10 years. We, at Citibank N.A. and Citigroup, have a valued global relationship with Sprint-Nextel Corporation.

We know the company and management well, and hold them in high regard. We agent syndicated, unsecured credit facilities in the \$2,000,000,000.00 range.

Sprint has been financially responsible in our experience. We believe the company handles its business affairs appropriately.

Yours truly,

A handwritten signature in black ink, appearing to read "Denise Brown-Saddler".

Denise Brown-Saddler
Vice President
Communications Group
Global Banking

A.4

Provide two current positive credit references from vendors with which the Proposer has done business written in the form of standard business letters, signed, and dated within the past three (3) months.

Sprint has read, understands and has complied.

Please see the following pages for two positive credit references from Captioned Telephone, Incorporated (CTI) and CSD. Both letters of credit reference are signed and dated within the past three (3) months.



5801 Research Park Blvd. • Madison, WI 53719 • (608) 441-8800 • Tollfree (877) 437-4660 • Fax (608) 441-8836

June 9, 2010

Mr. Dennis Selznick
Sprint
PO Box 63670
Phoenix, AZ 85082

Dear Dennis,

Captel is happy to provide a vendor credit reference for you.

To Whom It May Concern:

Sprint has been a customer of Captel since 2002. The amount of sales we make to Sprint has increased each year.

Sprint is a major account with outstanding balances in the mid-seven figures.

They have consistently paid their outstanding invoices within terms.

We have a very good working relationship with Sprint and they have always addressed questions in a prompt and professional manner.

Sincerely,

A handwritten signature in cursive script that reads "Jeanne Shearer".

Jeanne Shearer
Director of Finance, Captel, Inc



800-642-6410 (Toll Free Voice)
866-273-3323 (Toll Free TTY)
605-367-5958 (Fax)
www.c-s-d.org

102 N. Krohn Place, Sioux Falls, SD 57103

June 18, 2010

Tracy Goddard
Proposal Manager
Sprint Relay
6500 Sprint Parkway
Overland Park, KS 66251

To Whom It May Concern,

Sprint has been a customer of Communication Service for the Deaf, Inc. (CSD) since 1992. CSD has a very good working relationship with Sprint where Sprint has consistently paid all outstanding invoices consistent with the terms of our numerous contracts. CSD looks forward to continuing the working relationship with Sprint for many years to come and unequivocally extends this letter of reference.

Sincerely,

Evan Winegard
Assistant Chief Financial Officer
(605) 540-4160

A.5.**Provide EITHER:**

(a) an official document or letter from an accredited credit bureau, verified and dated within the last three (3) months and indicating a positive credit rating for the Proposer (NOTE: A credit bureau report number without the full report is insufficient and will not be considered responsive.); OR

(b) a Dun & Bradstreet short-form report, verified and dated within the last three (3) months and indicating a positive credit rating for the Proposer.

Sprint has read, understands and has complied.

Please see following pages for both the Sprint Nextel and the Sprint Communications Company, L.P.'s Dun and Bradstreet's short-form reports which have been verified and dated within the last three months.

Sprint is one of the most stable and financially secure providers in the Relay industry. Unlike other TRS vendors, who have recently attempted to sell or discontinue their TRS portfolios, Sprint has significant diversity in our product offerings and is in the position to weather down-turns or unexpected market trends in the industry. Sprint has demonstrated its commitment by continuing to lead the market in investing in new technology and in fulfilling government commitments. Incurring costs in the fulfillment of this contract will not endanger Sprint or its subcontractor's financial stability.

Financial Stability and Profitability

The State of Tennessee can be confident that Sprint has a strong plan in place to maintain our financial stability and profitability, while at the same time providing our customers with the most advanced products and services. Sprint is financially sound with a large base of customers and healthy revenue streams. It is expected that our position will improve further as we pursue opportunities to drive better returns from our assets over the next few years and continue to focus on cash, cost management and driving accountability for executing our operating plan and achieving financial results.

Strong Financial Position

Sprint's strong financial position is underscored by its strong liquidity, large customer base, and healthy revenue:

Solid Liquidity

The company generated Free Cash Flow of \$506 million in the 1st quarter and as of March 31st, 2010 Sprint had more than \$4.4 billion in cash, cash equivalents and short-term investments and expects to generate positive cash flow through 2010:

- ◆ \$506M in Free Cash Flow in 1Q10
- ◆ \$4.4B in cash in 1Q10
- ◆ \$2.8B generated in 2009
- ◆ Current borrowing capacity of \$2.7B
- ◆ Reduced debt by \$1B in 4Q09

Large Customer Base

- ◆ Continue to service 48.1 million customers at the end of 1Q10
- ◆ More than 9% of post-paid customers upgraded their handsets during the first quarter, resulting in continued strength in contract renewals.
- ◆ Serve 93% of the Fortune 500 companies

Healthy Revenue

- ◆ 1Q10 OIBDA of \$1.478B
- ◆ Wireless post-paid ARPU of \$55
- ◆ Industry leading data ARPU on the Nationwide Sprint Network grew to \$19.50 in 4Q09
- ◆ Internet revenues grew almost 7% in 2009, reflecting strong enterprise demand for Global MPLS services and the slight increase in the base of cable subscribers who utilize our VoIP services. While customer migrations to IP services have slowed, Internet revenues as a percent of wireline revenues have increased from 34% in 2008 to 41% in 2009.

Improving Market Position

Sprint is working to improve its market position through progress in Customer Care, 4G expansion and other programs delivering industry leading value to customers:

- ◆ Nine consecutive quarters of improvement in Customer Care Satisfaction and First Call Resolution
- ◆ Sprint is the first national carrier to launch wireless 4G. Currently launched in 33 markets, and expecting coverage for over 120 million people by year-end.
- ◆ Acquired Virgin Mobile, Inc. and iPCS, Inc. with a total of 5.4 million customers

ATTN:Mike Black
Report Printed:June 04, 2010


Live Report : SPRINT NEXTEL CORPORATION

D-U-N-S® Number: 00-694-2395
Trade Names: SPRINT - SPRINT PCS
Endorsement/Billing Reference: michael.j2.black@sprint.com


D&B Address	
Address	6200 Sprint Pkwy Overland Park,KS - 66251
Phone	800 829-0965
Fax	
Location Type	Headquarters
Web	www.sprint.com

Endorsement : michael.j2.black@sprint.com


Company Summary

Currency: Shown in USD unless otherwise indicated 

Score Bar

PAYDEX®	 75
Commercial Credit Score Class	1
Financial Stress Class	3
Credit Limit - D&B Conservative	1,000,000.00
D&B Rating	5A3

D&B 3-month PAYDEX®


3-month D&B PAYDEX®: 73 
Lowest Risk:100;Highest Risk :1
When weighted by amount, Payments to suppliers
average 11 Days Beyond Terms

D&B Company Overview

This is a headquarters location
Branch(es) or Division(s) Y
exist

Chief Executive	DANIEL R HESSE, PRES-CEO
Stock Symbol	S
Year Started	1938
Employees	40000 (950 Here)
Financing	SEC-UNSEC
SIC	4813 , 4812
Line of business	Telecommunications company
NAICS	517911
History Status	CLEAR

D&B PAYDEX®

D&B PAYDEX® 75 
Lowest Risk:100;Highest Risk :1
When weighted by amount, Payments to suppliers
average 8 days beyond terms

Public Filings

The following data includes both open and closed filings found in D&B's database on this company.

Record Type	Number of Records	Most Recent Filing Date
Bankruptcies	0	-
Judgments	6	08/07/09
Liens	5	10/24/08
Suits	29	11/04/09
UCCs	25	01/05/10

The public record items contained herein may have been paid, terminated, vacated or released prior to todays date.

Financial Stress Score Class

Financial Stress Score Class: 3
Lowest Risk:1;Highest Risk :5

Stock Performance

Financial Condition	FAIR
---------------------	------

[Trend Charts](#)

Previous Close:

Volume:

Daily High:

Daily Low:

52-Week High:

52-Week Low:

P/E:

Market Cap:

EPS:

Div/Yield:

Commercial Credit Score Class

Commercial Credit Score Class: 1

Lowest Risk:1;Highest Risk :5

ATTN:Mike Black
Report Printed:June 04, 2010


Live Report : SPRINT COMMUNICATIONS COMPANY L.P.

D-U-N-S® Number: 15-422-9660
Trade Names: (SUBSIDIARY OF SPRINT NEXTEL CORPORATION, OVERLAND PARK, KS)
Endorsement/Billing Reference: michael.j2.black@sprint.com



D&B Address	
Address	6200 Sprint Pkwy Shawnee Mission,KS - 66251
Location Type	Headquarters (Subsidiary)
Web	www.sprint.com
Phone	800 829-0965
Fax	

Endorsement :	michael.j2.black@sprint.com
----------------------	-----------------------------

Company Summary

Currency: Shown in USD unless otherwise indicated 

Score Bar

PAYDEX®	74
Commercial Credit Score Class	 2
Financial Stress Class	 3
Credit Limit - D&B Conservative	1,000,000.00
D&B Rating	--

D&B 3-month PAYDEX®

3-month D&B PAYDEX®: 66
Lowest Risk:100;Highest Risk :1
When weighted by amount, Payments to suppliers
average 19 Days Beyond Terms

D&B Company Overview

This is a headquarters (subsidiary) location	
Branch(es) or Division(s) exist	Y
Manager	TIMOTHY KELLY, MNG PTNR
Year Started	1986
Employees	22000 (800 Here)
SIC	4813
Line of business	Telephone communications
NAICS	517911
History Status	CLEAR

D&B PAYDEX®

D&B PAYDEX® 74
Lowest Risk:100;Highest Risk :1
When weighted by amount, Payments to suppliers
average 9 days beyond terms

Public Filings

The following data includes both open and closed filings found in D&B's database on this company.

Record Type	Number of Records	Most Recent Filing Date
Bankruptcies	0	-
Judgments	2	01/07/05
Liens	0	-
Suits	1	02/20/02
UCCs	167	05/24/07

The public record items contained herein may have been paid, terminated, vacated or released prior to todays date.

Financial Stress Score Class

Financial Stress Score Class: 3 
Lowest Risk:1;Highest Risk :5

Commercial Credit Score Class: 2 
Lowest Risk:1;Highest Risk :5

Section B General Qualifications & Experience Items

B.1.

Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person the State should contact regarding the proposal.

Sprint has read, understands and has complied.

Andrew Brenneman, Sprint's Senior Sales Executive, will serve as Sprint's point of contact for issues and questions concerning the submitted proposal.

Andrew Brenneman is a Senior National Account Executive. He has been with the company for over 14 years and is currently responsible for nationwide sales efforts and customer relations for Sprint Relay, including acquisitions and retention of state, federal, and national offerings through competitive bid procurements. Andrew began his career as an Account Manager and was promoted to Sr. National Account Executive. Andrew received a Bachelor of Science degree in Business Management from the Rochester Institute of Technology/National Technical Institute for the Deaf.



Andrew Brenneman, Sr. Acct. Executive and Relay Customer

Mr. Brenneman is a four-time recipient of Sprint's President's Club Award, given to the top sales performers company-wide. He has served on the Alumni Campaign Leadership Committee for the National Technical Institute for the Deaf at the Rochester Institute of Technology, and was the recipient of the 2007 Distinguished Alumni Award. He is also active in community speaking and community service ventures. He has served as the Chair of the NTID National Advisory Group (NAG) and sits on the RIT Board of Trustees. He also serves as Chair of the RIT Building and Grounds Committee.

Andrew's contact information is provided below.

Andrew Brenneman
Senior Account Executive
Sprint Nextel
12524 Sunrise Valley Drive
Reston, VA 20196
Office: (703) 592-4641
Fax: (703) 689-7707
andrew.brenneman@sprint.com

B.2.

Describe the Proposer's form of business (i.e., individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile).

Sprint has read, understands and has complied.

Sprint Communications Company L.P., a Delaware limited partnership, is a wholly-owned subsidiary of Sprint Nextel Corporation, a Kansas corporation listed on the New York Stock Exchange. This proposal is submitted by the Federal Programs group within the Business Markets Group of Sprint Communications Company, L.P.

Sprint Nextel Corporation

Headquarters:

6200 Sprint Parkway
Overland Park, KS 66251

Mailing Address:

PO BOX 7997
Shawnee Mission, KS 66207-0997

Phone Number:

800-829-0965



Sprint Campus Headquarters

The account team and primary points of support are based in the following locations:

Point of Contact	Location	Area of Responsibility
Andrew Brenneman	Virginia	Senior Sales Executive
Todd Bader	California	Program Manager and Outreach Specialist for Outreach Program and Advisory Board Activities
Angie Officer	Virginia	Senior Implementation Program Manager for Implementing Service and New Requirements
Dennis Selznick	Kansas	Product Innovation Manager for CapTel

Detailed information, including resumes on the assigned lifecycle team, is available in the Personnel section of this response.

B.3.**Detail the number of years the Proposer has been in business.**

Sprint has read, understands and has complied.

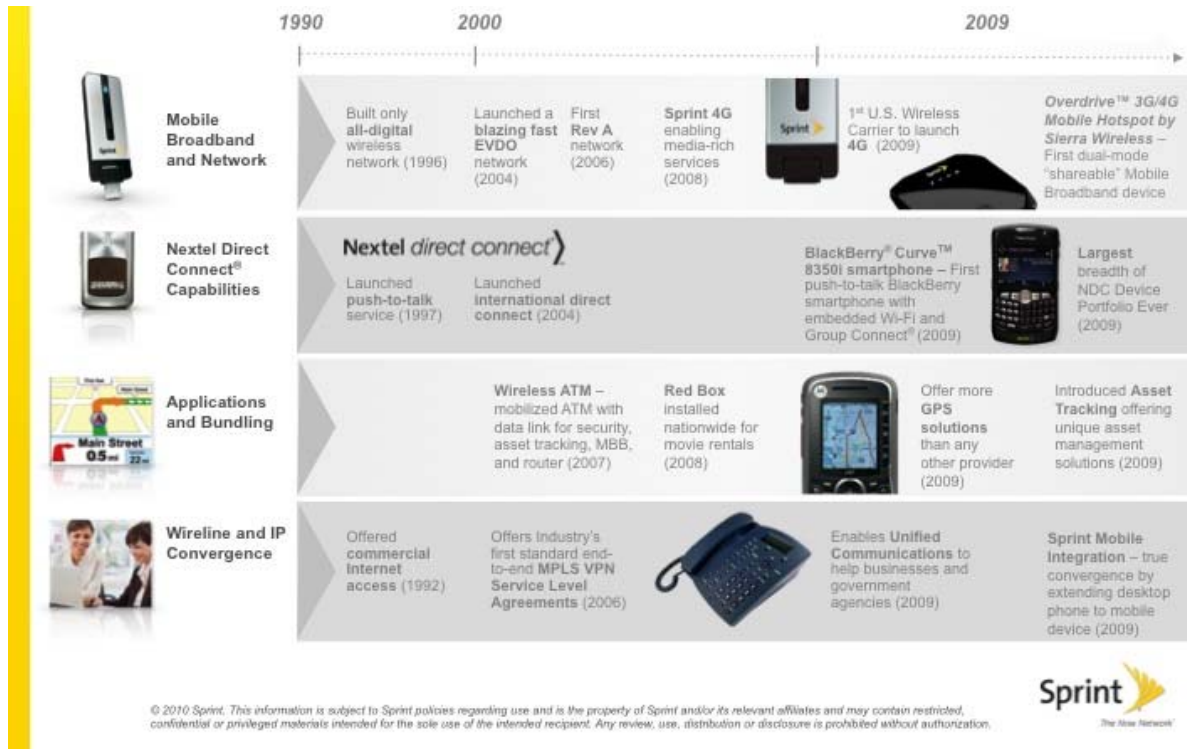
Sprint has a long history as a quality telecommunications service provider and was established in 1899 as the Brown Telephone Company in Abilene, Kansas. The Sprint Nextel Corporation (Sprint), incorporated in 1938 under the laws of Kansas, is mainly a holding company, with its operations primarily conducted by its subsidiaries. Sprint Nextel and its subsidiaries is a communications company offering a comprehensive range of wireless and wireline communications products and services that are designed to meet the needs of individual consumers, businesses, government subscribers and resellers. We are the third largest wireless communications company in the United States based on the number of wireless subscribers, one of the largest providers of wireline long distance services and one of the largest carriers of Internet traffic in the nation at the end of the fourth quarter 2009. Our services are provided through our ownership of extensive wireless networks and a global long distance, Tier 1 Internet backbone. Sprint Communications Company, L.P. is a wholly owned subsidiary of the Sprint Nextel Corporation, and was incorporated in 1986.

A Legacy of Innovation

Sprint represents the combined achievements of many legendary predecessors, including United Telecommunications, US Sprint and Centel. For over 100 years, Sprint has been a game-changing force in creating and delivering groundbreaking IP and wireless technologies and mobility solutions. Embracing the bold approach Sprint founder Cleyson Brown showed in 1899, when the Brown Telephone Company successfully went toe-to-toe with the Bell monopoly in Abilene, Kansas, the company became the nation's largest independent local telephone provider in the mid-1970s.

In the 1980s and 1990s, Sprint charged ahead with pacesetting moves for both consumers and businesses. Sprint seized the opportunity to lead all U.S. telecom companies by completing the first nationwide, 100% all digital, fiber-optic network. At the same time, the company was a pioneer in data communications, establishing the world's third largest commercial packet data network in 1980. The company gave America pin-drop clarity and became a global leader in voice and data services in the 1990s, and emerged in 1993 as a new kind of telecom company by providing a unique offering of local, wireless and long distance services. In 1993, the former Nextel began offering wireless services on the iDEN network while Sprint took its wireless strategy a big step further in the late '90s by building the only nationwide PCS network in the U.S., offering wireless services on this network since 1996.

As a company focused on developing innovative products while caring, serving and creating value for our customers, Sprint has consistently pushed technology; achieving many "firsts" in the telecommunications industry. As our business strategy is built upon forward looking, advanced technologies such as IP and wireless data, our most notable milestones in our combined Sprint and Nextel corporate history include leading the market with technical innovation.



Sprint is committed to bringing advanced technology solutions to our customers that enhance their lives and solve business challenges.

B.4.

Briefly describe how long the Proposer has been performing the services required by this RFP.

Sprint has read, understands and has complied.

Sprint was one of the earliest providers of Relay services following the passage of the Americans with Disabilities Act (ADA) in 1990. This year, Sprint is celebrating its 20th anniversary in the industry. Sprint has been steadfast in its commitment to Relay customers and its State customers during the past twenty years. Sprint offers the most comprehensive suite of Relay products and enhancements offered in the industry.



Sprint's clear mission is to be No. 1 in providing simple, instant, enriching and productive relay experiences. Customer satisfaction is a top priority at Sprint, and we demonstrate considerable effort working toward and measuring our success in this area. We create a culture focused on providing our customers exceptional service and improving the overall customer experience at every touch point. We conduct several studies to obtain information from our customers. Data from the studies is analyzed and presented to employees for review. From the studies, we develop and implement improvements throughout the organization. We monitor customer satisfaction through a combination of the following:

- ◆ Listening to what our customers, as well as prospective and previous customers, indicate is most important to them in terms of customer experience,
- ◆ Providing simple methods for our customers to provide direct input on our performance,
- ◆ Tracking Sprint employees' efforts to deliver an exceptional customer experience, and
- ◆ Implementing various techniques to measure customers' satisfaction or dissatisfaction with Sprint.

Customers are the backbone of any business, and Sprint's customer service philosophy is based on this fact. Sprint's philosophy is not to focus on how many customers we have, but how many satisfied customers we serve.

We listen closely to what our customers tell us and respond immediately by delivering superior service in a timely fashion. In short, each member of Sprint does what is within his or her power to make customers glad they chose Sprint.

This philosophy is paying off. Below are excerpts of comments from Relay customers from the last few months to our Customer Service department:

- ◆ *"This is marvelous! It's so clear. I am calling to people that I could not understand before and I can now. I think this phone is wonderful."*

- ◆ *“I’m so thankful for my [CapTel] phone which enables me to communicate with family friends etc...It is very difficult to be suddenly in a silent world and my phone has been an insurmountable help. I thank you very much.”*
- ◆ *“As my hearing is deteriorating CapTel is ever more important to me. Thanks.”*
- ◆ *“I am really looking forward to using this amazing service in the workplace. It is going to be so nice to be able to feel confident answering the phone regardless of who is calling.”*
- ◆ *“I’m so thankful for my [CapTel] phone which enables me to communicate with family friends etc...It is very difficult to be suddenly in a silent world and my phone has been an insurmountable help. I thank you very much.”*

CapTel Experience

Sprint was the first relay provider to provide CapTel that was fully in compliance with all federal regulations on January 1, 2004.

As a long time partner of Ultratec (the parent company of CTI), Sprint has a rich history in the provision of CapTel service including the following.

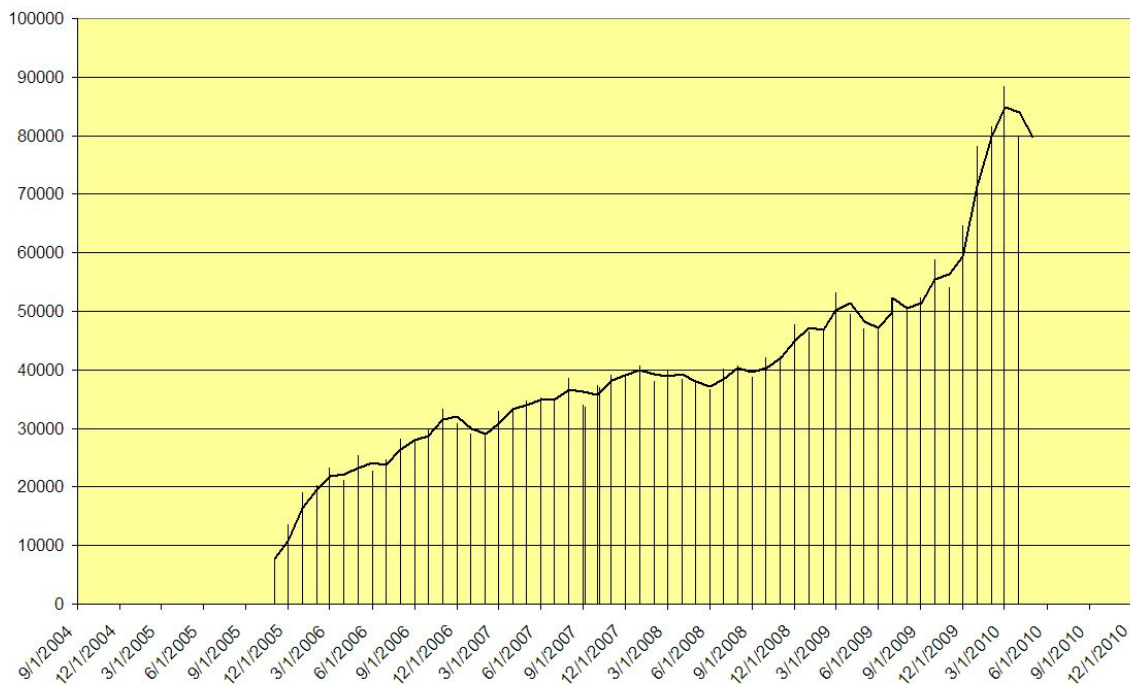
- ◆ 1999 – Sprint conducted a six-month technology trial in which Sprint's TRS customers participate in a beta test of Ultratec's new voice recognition technology (FASTRAN). FASTRAN was developed to improve the quality of communications for all Relay customers (Deaf and Hard-of-Hearing) to communicate by telephone, paving the way for the launch of CapTel technology.
- ◆ 2002 – Sprint led the effort in introducing and launching the CapTel service. Sprint provided the service on a trial basis in eight States and the Federal Government.
 - ◆ Sprint worked closely with CapTel Trial customers to collect feedback and make recommendations, in preparation for the launch of CapTel as a full product offering.
 - ◆ The Sprint Relay Account Management team served as primary points-of-contact for CapTel Trial customers and Sprint’s marketing team developed the first CapTel marketing materials.
- ◆ 2003 – In August the FCC formally recognized that there was a segment of the population for whom telecommunication services were not adequately accessible.
 - ◆ CapTel technology was approved by the FCC, enabling States to offer CapTel as part of their Relay service offering and receive Interstate reimbursement from NECA. In announcing the decision, FCC Chairman Michael Powell stated that “CapTel brings important innovation and additional choice to Americans with hearing disabilities.”
 - ◆ Sprint began offering 2-line CapTel, as an enhancement to standard CapTel services.
 - ◆ States began to contract with Sprint for permanent service.
 - ◆ Several States released RFPs with a requirement to provide CapTel as a part of the TRS offering.
- ◆ 2004 – On January 1, Sprint was the first Relay provider to begin providing full FCC compliant CapTel Relay Service nationwide which qualified for compensation through the TRS Interstate fund.
 - ◆ Sprint was the first vendor authorized to provide Two-Line CapTel, an enhancement to the single line service.
 - ◆ Hawaii became the first State to offer full service CapTel.

- ◆ Throughout the one-year trials, a number of Sprint States converted from consumer trials to full service CapTel.
- ◆ Non-trial States began offering CapTel services.
- ◆ Sprint successfully launched full service CapTel in 20 States and the Federal Government.
- ◆ **2005 – Sprint began providing CapTel in the state of Tennessee.**
- ◆ 2006 – Sprint began intensive internal monthly performance testing of CapTel Operators, making test calls each month to measure speed, delay and accuracy.
- ◆ 2007 – Sprint launched its first ever award winning CapTel Public Service Announcement. This PSA features a real CapTel user and it now playing in 18 states
- ◆ 2008 – Sprint created Marketing Team dedicated to CapTel.
- ◆ Sprint launched WebCapTel and WebCapTel On the Go.

Tennessee CapTel Experience

Sprint has provided CapTel for the residents of Tennessee since 2005. Since that time, successful Outreach has fueled CapTel growth. As demonstrated in the chart below, new customers continue to be added to the service consistently. With a television Public Service Announcement (PSA) media campaign conducted during the last six months, the minutes of use (MOU) has increased to almost 90,000 minutes for one month – almost double from the previous year. Sprint's Outreach and Education program is working.

2004-10 TENNESSEE CAPTEL MOU



Tennessee CapTel users are very happy with Sprint's service. Sprint received letters of support from Tennessee CapTel customers. Copies of these letters of support can be found in Appendix G.

B.5.**Describe the Proposer's number of employees, client base, and location of offices.**

Sprint has read, understands and has complied.

Corporation

Sprint Nextel Corporation employs approximately 40,000 people worldwide. Sprint believes the primary reason for distributing people worldwide is direct customer facing activities, account management and onsite network support of services in Sprint facilities and as liaison with Sprint local partners who represent the interests of our customers.

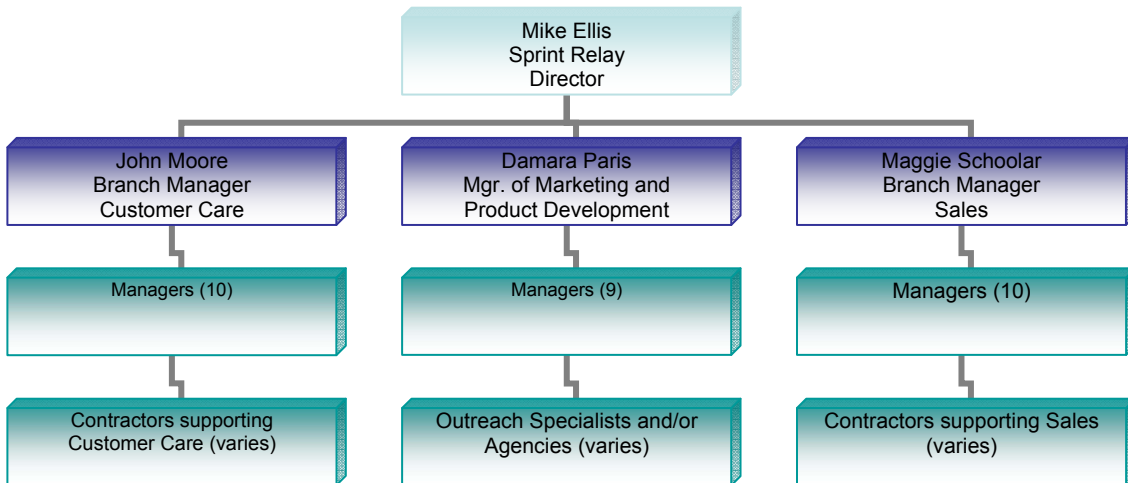
Sprint Nextel Corporation ranks #58 on Fortune Magazine's 2008 Fortune 500 list. Sprint provides wireline and wireless services to thousands of businesses including:

- ◆ 100% of Fortune 20 companies
- ◆ 98% of Fortune 100 companies
- ◆ 93% of Fortune 500 companies
- ◆ 81% of Fortune 1000 companies

Sprint also serves 42% of the Global 500 companies.

Sprint Relay Employees

The Sprint Relay team is comprised of 32 managers and numerous contractors and partnering agencies as demonstrated in the Sprint Relay organizational chart below.

**Sprint Relay Client Base**

Sprint provides CapTel services for an unprecedented 32 government entities including the following:

Alabama	Florida	Missouri	North Carolina	South Dakota	West Virginia
Alaska	Hawaii	Nebraska	North Dakota	Tennessee	Wisconsin
Arkansas	Illinois	Nevada	Ohio	Texas	
Colorado	Indiana	New Hampshire	Oklahoma	Vermont	
Connecticut	Minnesota	New Jersey	Oregon	Virginia	
Federal Govt.	Mississippi	New York	South Carolina	Washington	

Figure 1 – Sprint TRS and/or CapTel Customers

Sprint Relay Office Locations

Sprint Relay provides global support worldwide to assist in problem-solving and to meet diverse business needs in the United States and abroad. We “think globally and act locally” with our support team, including members who speak the language, work in local time zones, and are familiar with the culture.

Sprint Relay has Sales and support teams located in the following states:

- ◆ Arkansas
- ◆ California
- ◆ Colorado
- ◆ Connecticut
- ◆ District of Columbia
- ◆ Florida
- ◆ Hawaii
- ◆ Kansas
- ◆ Hawaii
- ◆ Illinois
- ◆ New Jersey
- ◆ New York
- ◆ North Carolina
- ◆ Oregon
- ◆ Puerto Rico (Commonwealth)
- ◆ South Carolina
- ◆ South Dakota
- ◆ Texas
- ◆ Virginia

CTI CapTel Employees

The CapTel Services will continue to be provided by CapTel, Inc, (CTI), an Ultratec company. CTI will manage the CapTel Service Center with traffic carried on the Sprint network. Sprint will be responsible for coordinating and managing all aspects of CapTel services for the State of Tennessee and will be the State’s single point-of-contact.

Sprint’s CapTel call centers which will continue to handle Tennessee CapTel calls are located in Madison, WI and Milwaukee, WI. These unique call centers operate with enough terminals for 200 CapTel Operators each, along with support personnel, Technicians, and Supervisors.

The following figure illustrates the location of the CapTel call centers which will continue to handle CapTel calls.

Center Location	Address	Center Narrative
Madison	5801 Research Park Blvd, Madison, WI 53711	CTI operated facility which provides network CapTel calls.
Milwaukee	310 W. Wisconsin Ave, Milwaukee, WI 53203	CTI operated facility which provides network CapTel calls.

Figure 2 – CapTel Locations

In addition, Sprint is planning to be a provider of CapTel, depending on the growth of the product. Sprint intends to strategically locate the Sprint CapTel Operators in a southern location which provides a greater opportunity for the additional recruitment of Spanish speaking CapTel Operators. Sprint anticipates that the addition of Sprint CapTel Operators may aid in expanding hours of both Spanish CapTel.

B.6.

Provide a statement of whether there have been any mergers, acquisitions, or sales of the Proposer within the last ten years. If so, include an explanation providing relevant details.

Sprint has read, understands and has complied.

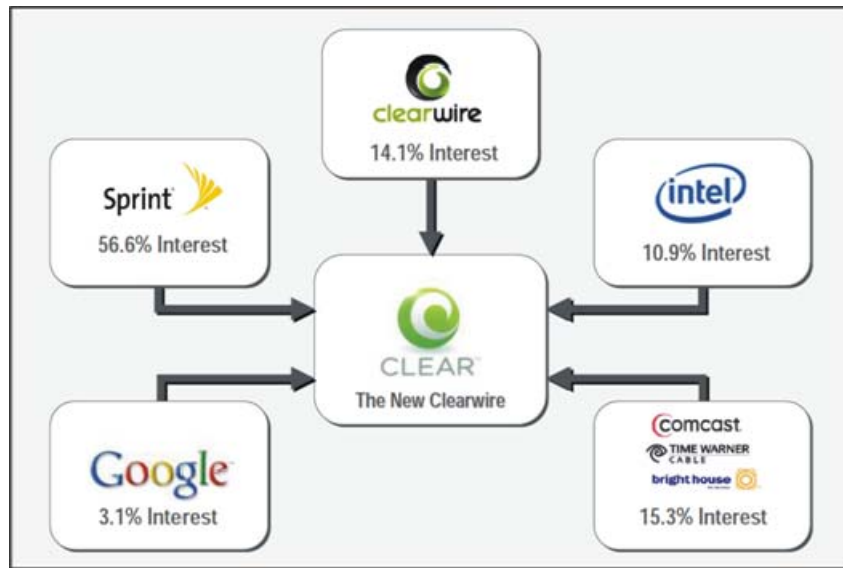
Sprint is committed to leveraging our wireless and wireline network assets to enable communication virtually anytime and anywhere. In the pursuit of this, Sprint has completed the following mergers, acquisitions and sales during the past ten years.

Sprint Corporation and Nextel Communications, Inc. merged on August 12, 2005. Following such merger, the combined company, Sprint Nextel Corporation, and its subsidiaries have entered into several strategic transactions to operate its combined business more efficiently. Those transactions included acquiring certain Sprint network affiliates, such as Nextel Partners. The spin-off of Sprint's local line business, Embarq, also took place to better focus on its core business. In the case of both the Sprint Nextel merger and the resulting transactions previously described, the integrations were managed with the intent to extract the most cost and productivity efficient results. All information related to these transactions is available in the company's public filings.

In addition, on September 23, 2008, we closed a sale transaction with TowerCo Acquisition LLC under which we sold 3,084 cell sites owned by us and subsequently leased the space on those cell sites over a period of ten years with renewal options for an additional 20 years.

On November 28, 2008, we completed the Clearwire transaction combining our next-generation wireless Internet businesses. We contributed all of our 2.5 GHz spectrum and WiMAX-related assets, including our Sprint 4G business, to Clearwire. In addition, Clearwire has received a \$3.2 Billion cash investment from Comcast, Intel, Time Warner Cable, Google and Bright House Networks. This transaction along with an agreement on November 10, 2009 to put \$1.176 billion into Clearwire for WiMAX expansion gives Sprint 56.6% ownership position in the new Clearwire Corporation.

In November 2008, Sprint combined our next generation wireless broadband business with Clearwire, Corp. to form a new company, named Clearwire. Sprint is the largest shareholder in the company with other strategic investors such as Google, Intel and Cable companies. Under this agreement, Sprint offers 4G technology—marketed as **Sprint 4G Services**, operating on the Clearwire WiMAX network and is the **only** national wireless carrier to do so (through a structure similar to, but more broad than a typical MVNO.) Sprint's majority ownership in Clearwire, as well as its partnership with these technology leaders, enables Sprint to bring its 4G innovations quickly and efficiently to market.



Clearwire Ownership

By deploying WiMAX on the Sprint 4G Network, Sprint is capitalizing on its time-to-market advantage. Benefits and rationale of Sprint's partnership with Clearwire include:

- ◆ Creating a national footprint to offer high speed wireless data in the 2.5 GHz spectrum
- ◆ Providing capital necessary to implement the network build out
- ◆ Achieving 2-year time-to-market advantage over competitors
- ◆ Attracting world class partners into venture/ecosystem
- ◆ Leveraging Sprint's existing relationships with Fortune 1000 companies

On November 24, 2009, Sprint Nextel Corporation, Sprint Mozart, Inc., a wholly owned subsidiary of Sprint Nextel, and Virgin Mobile USA, Inc., the merger of Merger Sub with and into Virgin Mobile USA was consummated after the adoption of the Merger Agreement by Virgin Mobile USA's stockholders. Sprint Nextel also acquired all of Virgin Mobile USA, Inc.'s subsidiaries as a part of this transaction.

On Dec. 4, 2009, Sprint Nextel Corporation announced it had successfully completed its acquisition of iPCS, Inc. Under the terms of the transaction, Sprint Nextel acquired iPCS for approximately \$831 million, including the assumption of \$405 million of net debt. Sprint Nextel acquired all of iPCS's outstanding common shares for \$24.00 per share in an all-cash transaction. As a result of the completion of the merger, iPCS is now a wholly-owned subsidiary of Sprint Nextel.

B.7.

Provide a statement of whether the Proposer or, to the Proposer's knowledge, any of the Proposer's employees, agents, independent contractors, or subcontractors, proposed to provide work on a contract pursuant to this RFP, have been convicted of, pled guilty to, or pled *nolo contendere* to any felony. If so, include an explanation providing relevant details.

Sprint employs approximately 40,000 employees therefore; a statement so broad to cover every employee cannot be provided and is not truly relevant to this proposal. Sprint can state that no officer of the company and, specific to this proposal, no member of the Sprint Relay Team, has been convicted, pled guilty to, or pled *nolo contendere* to any felony.

B.8.

Provide a statement of whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details.

Sprint has read, understands and has complied.

Sprint is in sound financial condition and has adequate resources to fully support the work proposed herein. Neither Sprint Nextel Corporation nor any related entity providing Sprint or Nextel products and/or services has ever filed for bankruptcy.

B.9.

Provide a statement of whether there is any material, pending litigation against the Proposer that the Proposer should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFP or is likely to have a material adverse effect on the Proposer's financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Proposer's performance in a contract pursuant to this RFP.

NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.

Sprint is not aware of any outstanding action that would, if successful, have a material adverse impact on Sprint's ability to perform under the terms of the RFP.

As a publicly traded company that is party to thousands of commercial, consumer and government contracts with its customers, suppliers and competitors, Sprint is involved in litigation, mediation and arbitration at all times due to the number of its customers, suppliers and competitors, and the nature of the services it provides. As a public corporation, Sprint is required to fully disclose material data and relevant information that may influence investment decisions to all investors at the same time. Sprint does not provide detailed information on litigation except through its securities filings. Please refer to Sprint's Annual Report on Form 10-K/A, available on <http://investors.sprint.com/phoenix.zhtml?c=127149&p=irol-sec> for a description of certain litigation or claims.

B.10.

Provide a statement of whether there is any pending or in progress Securities Exchange Commission investigations involving the Proposer. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Proposer's performance in a contract pursuant to this RFP.

NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Proposer must be properly licensed to render such opinions. The State may require the Proposer to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.

Sprint has read, understands and has complied.

Sprint Communications Company, L.P. is not involved in any pending or in progress Securities Exchange Commission investigations.

B.11.

Provide a brief, descriptive statement detailing evidence of the Proposer's ability to deliver the services sought under this RFP (e.g., prior experience, training, certifications, resources, program and quality management systems, etc.).

Sprint has read, understands and has complied.

As the incumbent provider, Sprint has the experience, the resources and proven ability to provide all services required under this RFP. The Sprint Relay network currently provides CapTel services to 31 State governments and the United States Federal Government.

Sprint understands that the TRA's goal is to consistently provide functionally equivalent service with the highest performance standards for CapTel. Sprint shares that goal. No other vendor works harder than Sprint to ensure quality or to provide the very latest technology for CapTel customers. We are dedicated to offering a solution that energizes the community with new and exciting service opportunities. Sprint offers the TRA the following benefits:

- ◆ Prior Experience
- ◆ Superior Technology
- ◆ Customer Satisfaction
- ◆ Successful Outreach Program
- ◆ Knowledgeable Personnel
- ◆ No Risk of Transition

Prior Experience

Sprint was one of the earliest providers of TRS following the passage of the Americans with Disabilities Act (ADA) in 1990. This year, Sprint will be celebrating its 20th anniversary in the industry. As described in Section B.4, Sprint began offering trials of the CapTel service in 2002. In 2004, Sprint was the first provider to offer CapTel service that was in full compliance with FCC requirements. In 2005, Sprint began providing this service in Tennessee.

FCC Certification

Sprint is facilities-based FCC certified telecommunications relay service provider. Sprint has been granted certification by the FCC in 1993, 1998, 2003, and 2008.

Sprint does and will continue to meet or exceed all FCC requirements in the provision of Tennessee CapTel. Sprint is proactive in implementing technological advancements before the FCC mandates new services. Over the past twenty years, Sprint has been the provider that designed and shaped the products that are now industry standards. Sprint understands that for Relay customers to communicate with family and friends or to use the telephone in the workplace for career advancement, a quality CapTel service is imperative.

From two line CapTel to Web CapTel, Sprint is continually working towards the ultimate goal of true and equal access to telecommunications for Deaf and hard of hearing customers.

Sprint Relay has a proud heritage of innovation in the Relay industry. Many of the services developed by Sprint have been later emulated by other TRS providers. Eventually those same services, driven by feedback from the community, have been mandated by the Federal Communication Commission (FCC).

Sprint routinely identifies concerns impacting the industry, builds problem statements and proposes resolutions to the TRS Advisory Council and the FCC, either alone, or with the cooperation of other Relay and Telecommunication providers. Sprint has a long history of acting in this role, including building an informal industry team (including AT&T, Verizon and Sprint) to set technical requirements, propose industry connection methods and launch the TRS Carrier-of-Choice program. Through the combined efforts of Sprint industry experts, technological innovations, and employees

who are leaders in the Deaf and hard of hearing communities, Sprint continues to be at the forefront as the premier Relay solution provider.

Sprint exemplifies its commitment to improving the quality of life for individuals with disabilities. As an innovator, Sprint understands technology can greatly enhance the lives of people with disabilities, so we're always working on ways to make it easier for everyone to communicate more effectively. We offer the following technologies and services for all abilities:

Sprint Relay A History of Innovation	
2010	Sprint launches Sprint VRS 4G and Netbook Bundle. —Sprint Exclusive—
2009	Sprint provides WebCapTel On the Go for select Blackberry devices —Sprint Exclusive—
2009	Sprint introduces Sprint VRS Video Mail for Blackberry customers.
2009	Sprint introduces the next generation of CapTel phones – the CapTel 800i.
2009	Sprint offers Sprint IP through GoogleTalk™ Instant Messaging.
2008	Sprint assigns local telephone numbers and emergency calling for Sprint IP customers and Sprint VRS customers.
2008	Sprint launches Web CapTel on the Go for Windows Mobile Devices.
2008	Sprint brings mobility to business calls with Mobile Relay Conference Captioning (Mobile RCC) —Sprint Exclusive—
2008	Sprint launches an internet version of CapTel called Sprint Web CapTel.
2008	Sprint conducts a trial of a Facebook™ application for Sprint IP service. —Sprint Exclusive—
2008	Sprint begins Emergency Notification System (ENS) trials aimed at providing emergency notifications to Relay customers based on location. —Sprint Exclusive—
2008	Sprint conducts Wireless VRS Trials using Sprint wireless network engineers and leading videoconferencing technology. —Sprint Exclusive—
2008	Sprint completes a total upgrade of the TRS platform using state of the art technology. —Sprint Exclusive—
2007	Sprint partners with a new VRS provider to introduce "Sprint VRS for PC" and an upgraded video platform.
2007	Sprint launched its first ever award winning CapTel Public Service Announcement. This PSA features a real CapTel user and it now playing in 18 states
2006	Sprint introduces the Sprint Relay Wireless Store offering discounted service plans, discounted equipment and Video Customer Support to Relay customers. —Sprint Exclusive—
2006	Sprint begins offering Sprint IP through AOL Instant Messaging.
2005	Sprint introduces the second generation of its Internet Relay product with SprintIP.com offering more customer-friendly features and greater compatibility. —Sprint Exclusive—
2005	Sprint upgrades VRS and begins offering 24 hour service, Voice Carry Over and Spanish VRS.

Sprint Relay A History of Innovation	
2005	CapTel offers Caller ID using SS7 technology.
2005	Sprint introduces a technical solution to prevent inmates from inappropriately using relay to avoid toll charges for local calls. <i>—Sprint Exclusive—</i>
2005	Sprint completes enrollment of all TRS and IP call centers into the Telecommunications Service Priority System (TSP) to aid in Disaster Recovery.
2005	Sprint introduces a new customer contact tracking and reporting system called the Customer Contact Online Database (CCOD). <i>—Sprint Exclusive—</i>
2004	Sprint begins implementation of SS7 technology and offers Caller ID for local and long distance calling in the State of New York.
2004	Sprint is the first VRS provider to offer VRS Video Mail.
2003	Sprint begins offering Relay Conference Captioning (RCC) enabling text relay customers the ability to participate fully in conference calls. <i>—Sprint Exclusive—</i>
2003	Sprint adds TTY to TTY Call Release to the TRS platform.
2002	Sprint enhances its TRS platform to be compatible with Enhanced Turbocode (E-Turbo). <i>—Sprint Exclusive—</i>
2002	Sprint launches Sprint's Internet Relay service under the product name "Sprint Relay Online".
2002	Sprint partners with CSD to launch first nationwide Video Relay Service (VRS).
2002	Sprint consolidates TRS VCO services by routing these calls to a small group of proficient CAs. <i>—Sprint Exclusive—</i>
2001	Sprint introduces Spanish access to Traditional TRS customer service.
2001	Sprint launches enhanced 911 to TRS with a national emergency database with one "hot-key" access.
2000	Sprint begins offering Deaf-blind Pacing which automatically slows text transmission in five (5) wpm increments to allow customers to read text at a comfortable, consistent pace. <i>—Sprint Exclusive—</i>
1999	Sprint implements 7-1-1 abbreviated dialing access to the State of Maryland prior to the FCC required date of 10/01/01.
1999	Ultratec and Sprint conduct a six-month technology trial in which Sprint's Telecommunications Relay Service uses Ultratec's new voice recognition technology. FASTRAN is intended to improve the quality of communications for all relay customers (deaf and hard-of-hearing) to communicate by phone.
1998	Sprint upgrades the TRS platform with Turbocode functionality in California, which includes high-speed transmission and interrupt capability.
1998	Sprint launches the first nationwide Speech-to-Speech (STS) service for the State of Maryland well in advance of the 2000 FCC requirement.
1998	Sprint offers dedicated toll-free numbers for VCO.

Sprint Relay A History of Innovation	
1997	Sprint offers Outbound Line Auto Detect - Enhanced outbound auto-detect based on answer type preference in the caller's profile or outbound ANI database. When the inbound is Voice, Sprint's system will automatically "switch" the outbound line to a TTY, Turbo Code or ASCII data line connection without any need for manual action by the CA. (June, 1997). <i>—Sprint Exclusive—</i>
1996	Sprint launches the second generation of TRS platforms called the "Real Time Relay" platform. <i>—Sprint Exclusive—</i>
1996	Sprint introduces Automatic Error correction technology which offers two components to ensure the most accurate typing including a word substitution feature and a buffering feature.
1996	Sprint introduces Voice Carry Over and Hearing Carry Over for TTY customers well before required by the FCC in 2000.
1996	Sprint is the first to provide 900 Pay-Per-Call services through TRS <i>—Sprint Exclusive—</i>
1996	The first ever study of Speech-to-Text Technology and its relevance to TRS is conducted by the Texas PUC, Relay Texas, IBM and the University of Texas.
1996	Sprint is first Relay provider to offer Speech-to-Speech (STS) trials in California and Maryland before the FCC mandated the service in 2000.
1995	Sprint launches the first Relay Customer Preference Database for the State of Texas.
1995	Sprint develops a Recording Capability procedure to use our Ultra WATS lines to ensure that with additional out-dials the Relay caller does not incur toll charges.
1995	Sprint adds ASCII Detection on the Outbound Line – Sprint's enhanced ability for the system to automatically connect to TTY and ASCII equipment on the outbound line.
1995	Sprint works with the State of Texas to first introduce the concept of Video Relay Service (VRS) and implemented a one-month trial of VRS.
1994	Sprint's fully compliant Recording Technology is implemented, well before the June 2000 FCC order.
1994	As an inclusive provider, Sprint upgrades the CA TRS computer and software so that it can be navigated by Blind CAs using Braille readers. <i>—Sprint Exclusive—</i>
1993	Sprint is the only Interexchange Carrier (IXC) and Relay provider who fully implemented Carrier-of-Choice (COC) functionally by the FCC-mandated date of July 26, 1993. On that date, Sprint had both the technical and operational capability to send and receive COC calls to and from other Relay providers.
1992	Sprint partners with Communication Services for the Deaf (CSD), a non-profit company, who provides call center services.
1991	Sprint introduces interstate and intrastate Spanish TRS in Texas.
1990	September 1, 1990 – Sprint begins offering TRS.

Figure 3 – History of Sprint Relay Innovation

CapTel Experience

Sprint is also the most experienced CapTel provider in the nation. Sprint currently provides services to 31 states and the Federal Government for a total of 32 CapTel customers. Sprint continues to be selected to provide CapTel services more than any other provider. The chart below details the number of CapTel contracts awarded to Sprint during 2009 and 2010.

Re-Win	New Contracts
Mississippi	Nebraska
Nevada	West Virginia
New Jersey	Wisconsin
North Dakota	
Ohio	
Oregon	
Puerto Rico	
South Dakota	
Vermont	
Washington	

Figure 4 - Sprint Relay Contract Additions 2009-2010

Superior Technology

Sprint constantly and regularly updates our Relay products and introduces new technology. Sprint does not say that we are at the forefront and point to the past. Our team has been leading the industry for over 19 years and it has never been more exciting.

Sprint 4G

Sprint 4G, the first and only wireless 4G network from a national carrier, provides an unprecedented mobile broadband experience for customers. Providing a Wi-Fi-like experience in a city-sized hotspot, Sprint 4G offers faster speeds than any other national wireless carrier's data service (3 – 6 Megabits per second average download speeds peaking at 10 Megabits).

The 4G network holds unlimited potential for CapTel customers. Sprint's 4G network provides the speeds necessary to deliver the next generation of mobile Relay products. From mobile VRS calls on a handheld device or to affordable mobile CapTel solutions, the possibilities are endless. It is expected that during the life of this contract, these services (and more) will be a reality.

What are industry experts saying about Sprint's 4g service?



Customer Satisfaction

Sprint is committed to ensuring that our customers are more than satisfied with the services received. Sprint has received overwhelming positive support from Tennessee CapTel customers. Sprint has received dozens of calls, faxes, emails or letters from customers expressing their appreciation for the service or a specific CapTel Operator during the last three years and minimal complaints. Please see the following figure for additional information.

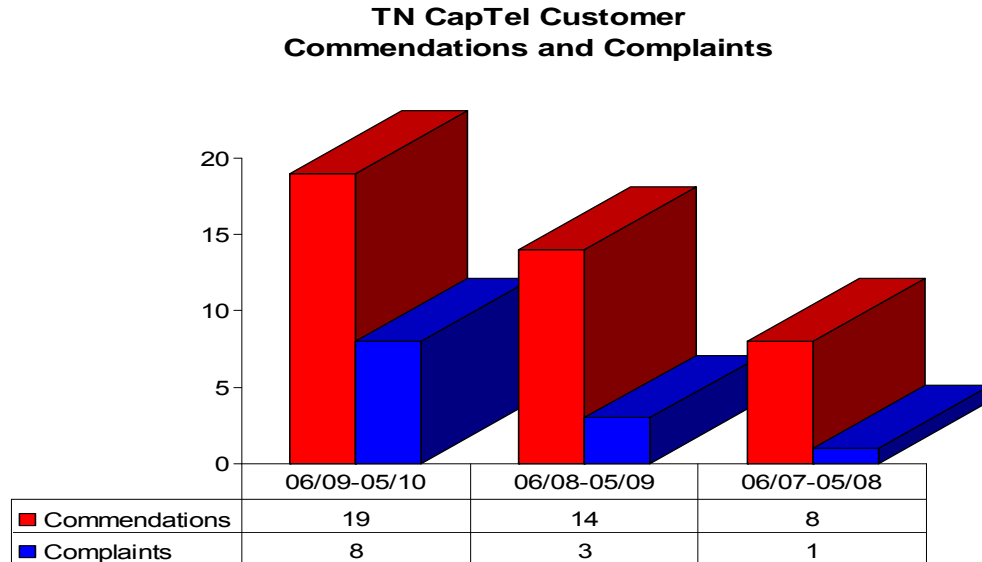


Figure 5 – Annual Customer Complaints and Commendations

CapTel Training Program

CapTel uses modern voice recognition technology rather than typing. Each CapTel Operator spends much time training the voice recognition technology to recognize their individual pronunciation of different words and have the system convert that word to text.

To ensure that each CapTel Operator is maximizing their use of the voice recognition technology, each CapTel Operator is evaluated on a minimum of one call each shift. There is also a monthly test that each Sprint CapTel Operator must pass in order to remain qualified to caption live calls.

CapTel Quality

Sprint is the only CapTel provider who conducts formalized quality assessments with a dedicated marketing team. Sprint works closely with CTI and Ultratec on CapTel performance, operational feedback and new product offerings. Sprint focuses on the following key performance indicators:

- ◆ **Corrected Accuracy:** This measurement includes system, process or CapTel Operator errors and is calculated by dividing the number of errors by the total number of words. Note: This measurement does not include errors that the CapTel Operator is able to correct or proper names that may be misspelled.
- ◆ **Raw Accuracy:** This measurement is calculated in the same manner as above with the exception that errors are counted, even if they are corrected shortly after transmission.
- ◆ **Average Transcription Rate:** The average words per minute.
- ◆ **Average Delay:** The measurement of “lag” time between the word being spoken and the word appearing on the CapTel device.

Evaluation Criteria	2006	2007	2008	2009
Corrected Accuracy	98%	98%	98%	99%
Raw Accuracy	94%	94%	93%	94%
Average Transcription Rate	161	175	175	162
Average Delay	5.5	4.7	5.1	5.8

Figure 6 - CapTel Quality Results

Outreach and Education Program

With the new contract, Sprint will expand its Outreach and Education Programs to ensure that all citizens of Tennessee receive information regarding the availability and benefits of using Tennessee CapTel. Sprint's Outreach program will continue to build upon the current momentum; this ensures that each dollar spent on Outreach goes further in the new contract. Sprint's proposed Outreach Program contains the following:

- ◆ **Visible Presence:** In order to ensure provide the greatest exposure, Sprint recommends continuing the very effective television Public Service Announcement (PSA) program.
- ◆ **Customized:** Sprint's Outreach material and programs have been designed with the specific needs of the Tennessee and its citizens.
- ◆ **Internet Marketing:** Unlike some providers who offer a corporate website with a page dedicated to the state, Sprint offers the State a dedicated and customized website (www.TennesseeCapTel.com) with educational materials and information designed specifically for Tennessee.

Customer Input

Customer feedback on the quality of services offered and suggestions for improvement have been the cornerstone of our success. Sprint will provide an online survey to allow consumers to provide feedback on the quality of the services offered and suggest new ideas or enhancements. This online feedback submission reduces paper waste, which is one of the initiatives of Sprint's environmentally responsible policies.

Sprint truly values customer and consumer input in order to ensure our services are the best the industry has to offer. In addition to individual customer feedback, Sprint proudly sponsors an annual conference for the Contract Administrators that is collectively referred to as STARS or 'State Telecommunication Administrators of Relay by Sprint.' The information gathered at the STARS conference is utilized to develop the future of Relay services.

Knowledgeable Personnel

The Sprint Relay management team reflects the face of our relay customer. We not only *provide* CapTel and Relay products, but a large percentage of our Sprint Relay employees are also daily customers of Relay. Sprint is the leading employer of people who are Deaf and hard of hearing in the TRS industry, employing dozens of Deaf or hard of hearing team members. These employees, along with their spouses, children, parents, and siblings, have the same communication needs and concerns as that of the communities we serve.

Mr. Todd Bader will continue to serve as the Program Manager and as Sprint's primary point of contact for the TRA. Todd's full resume can be found in Appendix A. Highlights of his experience include the following:

- ◆ Todd has a Masters of Business Administration.
- ◆ He has twenty years experience in working with the Deaf and/or hard of hearing consumers.
- ◆ Todd is active in the community and is a member of the Hearing Loss Association of America (HLAA), Alexander Graham Bell (AGBell), the Association of Late-Deafened Adults, and the National Association of the Deaf.
- ◆ As a Relay customer himself, his utilization of the Sprint products and services, gives him credibility in their market as well as the ability to meet the needs of the population he serves since he understands, first-hand, what consumers are experiencing.

Sales Manager

Andrew Brenneman is the Tennessee Senior Account Executive and an active relay user. He has been with the company for over 14 years and is currently responsible for nationwide sales efforts and customer relations for Sprint Relay, including acquisitions and retention of state, federal, and national offerings through competitive bid procurements. Andrew began his career as an Account Manager and was promoted to Sr. National Account Executive. Andrew received a Bachelor of Science degree in Business Management from the Rochester Institute of Technology/National Technical Institute for the Deaf.

Andrew's full resume can be found in Appendix A.

Added Value

Sprint is the nation's leading CapTel provider, which is a position we take seriously. We are not just a reseller of the CapTel service; we are committed to actively developing new CapTel products and ensuring the services provided are the highest quality possible. You will find this makes a significant difference for both the State and the end customers in Tennessee. With Sprint, the State receives more value including:

- ◆ Passionate employees who are active customers of CapTel
- ◆ Effective formal quality assessment programs
- ◆ Dedicated national CapTel Product Development and Marketing team
- ◆ Commitment to opening new CapTel call centers as call volumes permit, including expanding Spanish-language CapTel services.

No Risk of Transition

Sprint is the incumbent Tennessee CapTel Provider. This means that the TRA and its citizens are not at risk during the transition of contract terms. Only Sprint can ensure no interruption in service or deterioration in service quality as a result of the new contract term.

Summary

Sprint understands the State's goal is to provide quick, reliable and innovative services which provide greater functional equivalency. Sprint shares that goal and has developed a proposal that demonstrates our commitment to retaining your business. We are dedicated to improving the quality of life for relay customers. Sprint offers:

- ◆ A reliable and proven Technical approach
- ◆ Products and features not available through other Providers
- ◆ Quality and customer satisfaction that is second-to-none
- ◆ A successful locally-based Outreach Program
- ◆ Knowledgeable and dedicated personnel
- ◆ A contract transition without risk

Technology changes rapidly. During the State and Sprint's partnership we have seen the evolution from TTYs to computers, CapTel phones, video boxes to wireless and internet enabled devices. As the Tennessee CapTel provider, Sprint will deliver today's products and evolving products. We will use knowledgeable employees, along with a full menu of features and services, the most reliable and trouble-free network in the country, all at a fair and competitive price. Sprint shares the State's goal to launch cost effective new technologies as they are available and based on history and current achievements, Sprint is well positioned to lead the industry.

Our customized and innovative solutions take advantage of the best available devices, access and services, often in combination with application that are critical to the solutions. This combination of technology expertise, customer focus and industry knowledge allows us to provide solutions that go far beyond today's typical communications solutions. Sprint delivers solutions with expert implementation and ongoing support to ensure the highest level of customer satisfaction.

We hope that our proposal response will clearly demonstrate our ability and desire to continue to be entrusted with Tennessee CapTel.

B.12.

Provide a narrative description of the proposed project team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to accomplish the work required by this RFP, illustrating the lines of authority, and designating the individual responsible for the completion of each service component and deliverable of the RFP.

Sprint has read, understands and has complied.

Sprint has aligned its corporate structure to provide the best customer experience for each customer. The organization is designed to support quick decision-making, improve execution, and strengthen the ability to support our customer base while delivering on the opportunity provided by our assets.

There are business units, shared services organizations and corporate staff functions. Each business unit, such as Sprint Relay, is aligned with our network platforms while shared services are designed to serve all customers. This unified structure allows us to customize an entire solution to match the State's needs, instead of a "one size fits all" business model. Through this alignment, we can use our portfolio of assets most efficiently and effectively to create customer-focused communications solutions and provide single points-of-contact for sales and service differentiating Sprint from the competition.

Below is the Organizational chart for Sprint and Sprint Relay, indicating areas of responsibility.

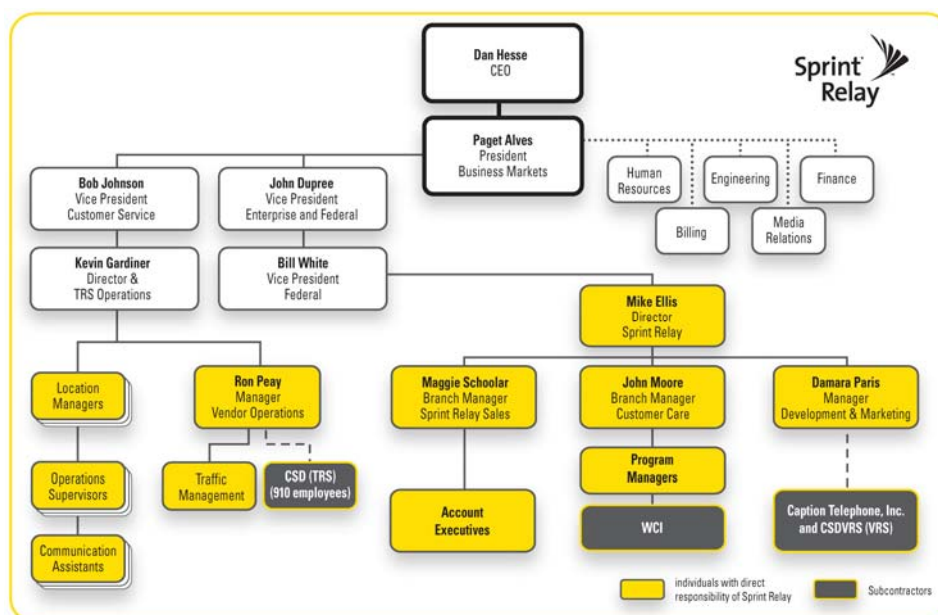


Figure 7 – Sprint Relay Organizational Chart

One of Sprint Relay's Quality principles and practices is the utilization of the Life-Cycle Team. The Life-Cycle team concept has proven to be a benchmark of the quality and subsequent success of Sprint Relay. Sprint offers to the State a dedicated Life-Cycle Team to service implementation, on-going service quality, new product offerings, and reporting. This team leads the way in the development and incorporation of enhanced services, including future product innovations and marketing strategies.

The following figure provides the key personnel assigned to support the Tennessee CapTel program.

Relay Lifecycle Team	
Key Personnel	
Andrew Brenneman <i>Sr. Acct. Executive</i> 14 years experience with Sprint Relay	<ul style="list-style-type: none"> Serves as Sales Executive for existing/new services and product enhancements Ensures customer satisfaction Provides direct support to the State and the Administrator regarding Quality Assurance
Todd Bader <i>Program Manager</i> 7 years experience with Sprint Relay	<ul style="list-style-type: none"> Ensures contractual compliance and implementation in coordination with the Administrator Reviews monthly invoices Prepares reports for submission to the Administrator Serves as POC for any complaints, commendations, or questions regarding the Tennessee CapTel service
Angie Officer <i>Senior Implementation Program Manager</i> 18 years experience with Sprint Relay	<ul style="list-style-type: none"> Coordinates planning and implementation for relay service and product enhancements
Dennis Selznick <i>CapTel Product Mgr.</i> 7 years experience with Sprint Relay	<ul style="list-style-type: none"> Manages existing and new innovations for the CapTel platform. Primary interface with Ultratec, Inc. for CapTel quality and product initiatives.

Figure 8 - Key Staff

In addition to the key personnel above, an extended lifecycle team is comprised of representatives from billing, contracts, subcontracts, engineering, finance, operations, and training. This team assists in delivering service quality, future product innovations and state strategies. The figure below depicts the extended lifecycle team supporting Tennessee CapTel and the respective areas of responsibility.

Position	Areas of Responsibility and Experience
Sprint Supporting Personnel	
Ronald Peay <i>Operations Manager</i>	Manages Quality Assurance Training Managers. Oversees the Relay Center daily traffic routing and staffing requirements. Responsible for Sub-contractor relations.
Mark Tauscher <i>Internet Product Mgr.</i>	Manages existing services and designs new innovations for Internet and Wireless Relay products.
Roy Monica <i>Engineering</i>	Designs and develops new enhancements and technologies for Sprint's Relay platform. Tests and implements new developments and platform configurations. Oversees systems network and traffic management. Maintains systems maintenance.
Kris Owara <i>Billing</i>	Prepares and submits billable minutes/service monthly. Upon request of Contract Administrator, prepares and provides various ad hoc reports.
Michaela Clairmonte	Supports Relay contracts between the State and Sprint.

Position	Areas of Responsibility and Experience
<i>Contracts</i>	
Mike Black <i>Subcontracts (SCM)</i>	Supports relationships with all Vendors and Sprint.

Figure 9 – Extended Lifecycle Team

Management Team

The management team and decision makers at Sprint Relay are also customers of the service. The chart below identifies the lead management team of Sprint Relay and their respective roles.

Sprint Relay Management	
Mike Ellis <i>Sprint Relay Director</i>	Mike oversees a team of individuals focused on developing and maintaining relationships with Relay customers, product quality, developing new products and enhancements for Relay customers, marketing and outreach and sales support functions.
John Moore <i>Wireline and Wireless Customer Care Manager</i>	John leads a team of approximately a dozen management-level Program Managers who focus on contract compliance, customer relations, account retention, assisting Relay end customers with any concerns or issues and State marketing.
Maggie Schoolar <i>Branch Sales Manager</i>	Maggie leads a team of Sales and Sales support staff focused on providing Relay services and related wireless products to state Relay customers, the Federal governments, businesses and individual consumers.
Damara Paris <i>Manager of Product Development and Marketing</i>	Damara leads a team of approximately a dozen management-level Business Development Managers whose primary focus is to promote and educate Relay products, including CapTel, to the general public and potential customers.

Figure 10 – Sprint Relay Management Team

B.13.

Provide a personnel roster listing the names of key people who the Proposer will assign to perform duties or services required by this RFP along with the estimated number of hours that each individual will devote to that performance. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual's title, education, current position with the Proposer, and employment history.

Sprint has read, understands and has complied.

Sprint will continue to provide access to Sprint Relay's renowned management approach which has proven to be enormously successful, emphasizes planning and personnel as the cornerstone of a successful CapTel program. The team that will continue to deliver CapTel to Tennessee consists of experts who are dedicated to the delivery of optimal service. Our team includes diverse, skilled employees from Sprint Relay, CTI and WCI who are proud to deliver the nation's premier CapTel service. Our teamwork has created a unique service that Sprint alone can offer Tennessee's CapTel customers.

A key factor behind Sprint's success is the involvement of Deaf and Hard-of-Hearing employees in the Sprint Relay products. This team is comprised of individuals who are daily customers of the service, which has greatly influenced the development and quality of Sprint's CapTel products and services. The Sprint Relay team sets the standard and lives and works in the communities we support. As CapTel customers, the Sprint CapTel team shares the same experiences and understands the CapTel customer's needs.

The following figure details the key individuals who will be supporting CapTel Services for the State of Tennessee, respective roles and responsibilities, and anticipated number of hours that each individual will devote towards Tennessee CapTel.

Sprint Key Personnel (primary contractor)	
Andrew Brenneman Sr. Account Executive Number of hours: 40 (annual basis)	Sales representative for existing/new services and product enhancements. Ensures customer satisfaction and provides direct support to the State of Tennessee and Tennessee Regulatory Authority regarding Quality Assurance.
Todd Bader Program Manager Number of hours: 200 (annual basis)	Promotes Tennessee CapTel Service in coordination with the Tennessee EDP and WCI. Reviews monthly invoices and reports for accuracy and submits to the Tennessee Regulatory Authority. Serves as POC for any complaints, commendations or questions about Tennessee CapTel Service.
Angie Officer Sr. Implementation Program Manager Number of hours: 60 (annual basis)	Coordinates planning and implementation for Tennessee CapTel Service and product enhancements with CapTel, Inc and WCI.
Dennis Selznick Product Development Manager Number of hours: 60 (annual basis)	Manages existing and new innovations for the CapTel Tennessee platform. Primary interface with CapTel, Inc and WCI for developments.

Figure 11 – Sprint Key Personnel

The resumes of the key personnel listed above including the individual's education, experience (including current title and responsibilities), affiliations and awards can be found in Appendix A.

CTI Key Personnel (subcontractor)	
Jane Turner VP – Call Center Number of hours: 40 (weekly basis) ¹	Manages overall operations of the Captioning Center, coordinates the interactions between operations and technical staff, as well as financial management and reporting.
Pam Frazier Director – Call Center Number of hours: 40 (weekly basis) ¹	Directs activities in the CapTel Call Center. Coordinates CapTel Service with Sprint, maintaining Call Center operations, and training of all Call Center positions.
Pam Holmes Director of Customer Number of hours: 40 (weekly basis) ¹	Manages 24/7 CapTel Customer Service for CapTel Customers. Accepts commendations/complaints regarding service and supports technical issues for CapTel end-customers. Provides information about CapTel and state EDP services.

Figure 12 – CTI and WCI Persons

The resumes of the key subcontractor personnel listed above including the individual's education, experience (including current title and responsibilities), affiliations and awards can be found in Appendix A.

¹ CapTel is operated as a national service. Hours provided for CTI key personnel represent support of the national CapTel service.

B.14.

Provide a statement of whether the Proposer intends to use subcontractors to accomplish the work required by this RFP, and if so, detail:

Sprint has read, understands and has complied.

Sprint is the nation's leading CapTel provider. We take this role very seriously. For us, CapTel is not a subcontracted service, but a service that we provide through our subcontractor, Captioned Telephone, Incorporated. You will find this makes a significant difference for the end customers in Tennessee. Sprint works closely with CTI and Ultratec on CapTel performance, operational feedback and new product offerings. To our knowledge, Sprint is the only CapTel provider who conducts formalized quality assessments with a dedicated marketing team.

Captioned Telephone, Incorporated

Ultratec and its wholly owned subsidiaries, CapTel, Inc. (CTI) provides Call Center services for CapTel services. The vendor of the CapTel service, CapTel, Inc. is a privately owned company and as such does not release its financial statements to the public.

CapTel technology and equipment was developed by Ultratec, Inc., a leader in the development of telecommunication solutions to enable individuals with a hearing loss to communicate over the telephone. Ultratec's philosophy of equal access for all includes every aspect of the business, including the company headquarters in Madison, Wisconsin. Even though it was built before the Americans with Disabilities Act, the entire building is designed to be completely barrier free.

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's TTYs are recognized worldwide as the standard for excellence in Text Telecommunications.

Ultratec consistently leads the way, improving technology to provide state-of-the-art TTYs at an affordable price. Ultratec's numerous patents and innovations attest to the on-going commitment to research and development. Ultratec offers the widest variety of TTY options to best meet the personal needs of individual customers. The experts in the National Service Center provide unequalled Customer Service, guaranteeing the complete satisfaction of every customer.

Ultratec has chosen to focus their efforts on equipment design and development as opposed to selling CapTel services. Thus CapTel service is not available directly through Ultratec but instead, must be purchased through a third-party vendor such as Sprint Relay.

Ultratec works extensively with Sprint TRS, 911 and emergency services, business and government facilities, and national and local advocacy groups to provide greater accessibility for individuals who are Deaf or Hard-of-Hearing. Several Ultratec employees - including members of executive management - are Deaf, Hard-of-Hearing or have family members who are Deaf.

Weitbrecht Communications, although not listed as a subcontractor to Sprint under this bid, is responsible for distribution of CapTel equipment and controls all aspects of this service, including equipment manufacturing and equipment distribution.

Sprint's relationship with Ultratec, CTI, and Weitbrecht, Inc. is integral to the service quality, and as such has on staff a full-time CapTel Business Development Manager whose sole responsibility is to develop, manage, and implement enhancements to the CapTel product. Sprint hosts routine conference calls with its counterparts at Ultratec/CTI to maintain a focus on quality and address any service issues which may arise, as applicable.

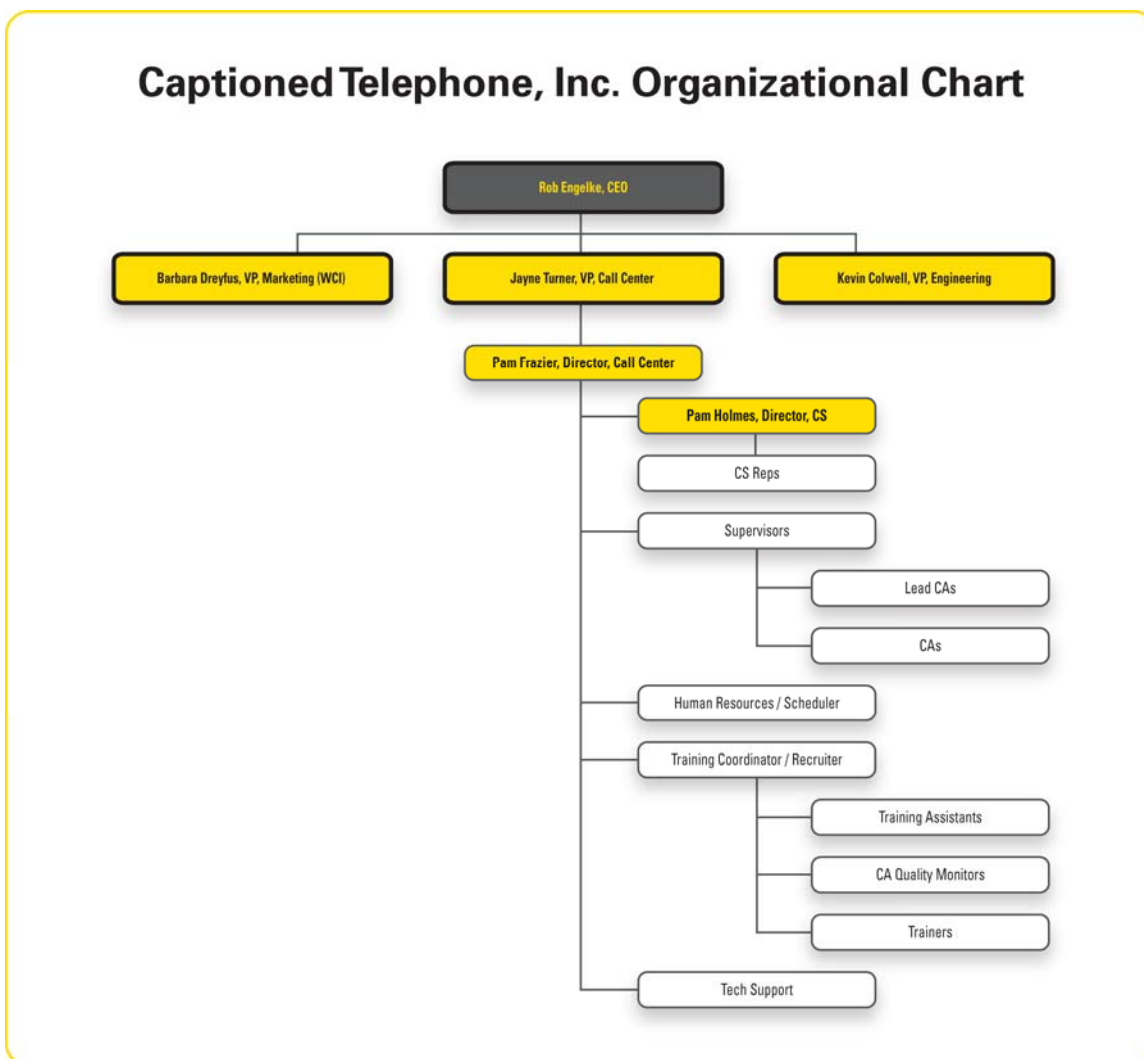
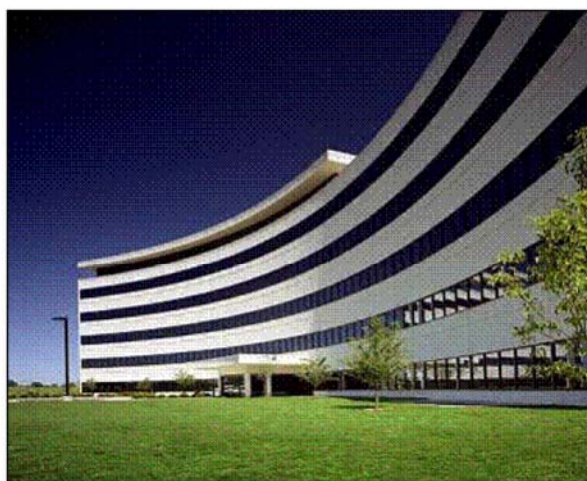


Figure 13 - CTI Organizational Chart



Madison, WI CapTel Call Center

CapTel technology and equipment was developed by Ultratec, Inc., a leader in the development of telecommunication solutions to enable individuals with a hearing loss to communicate over the telephone.

Weitbrecht Communications is responsible for distribution of CapTel equipment and controls all aspects of this service, including equipment manufacturing to equipment distribution.

- (a) **the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each;**

Captioned Telephone, Incorporated (CTI)

Corporate Office Address
Ultratec, Inc.
450 Science Drive
Madison, WI 53711

CTI's Primary Point of Contact

Jayne Turner,
CapTel Inc
450 Science Drive
Madison, WI, 53711
(608) 238-5400
Jayne.Turner@ultratec.com

- (b) **a description of the scope and portions of the work each subcontractor will perform; and**

As described above, CapTel Services are provided by CTI, an Ultratec company. CTI will provide the technology and manage the CapTel Service Center with traffic carried on the Sprint network.

In addition, during the life of this contract, it is anticipated that the captioned telephone technology will be added to Sprint's TRS centers to supplement the existing operations. Sprint will be responsible for coordinating and managing all aspects of CapTel Services for Tennessee and will be the State's single point of contact.

- (c) **a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Proposer's response to this RFP.**

Sprint has a supply agreement directly with CTI. Please see the following page for a letter from CTI confirming their agreement to provide services as a subcontractor to Sprint, if awarded a contract as a result of this RFP.



450 Science Drive, Madison, Wisconsin 53711 Tel: 608-238-5400 www.captel.com

June 14, 2010

Dennis Selznick
Product Manager, Sprint Relay
Mailstop KSOPHL0202-2B812
6500 Sprint Parkway
Overland Park, KS, 66251

Please let this letter serve as notice that CapTel, Inc. and Sprint entered into a supply agreement for CapTel service on July 1, 2003 and amended on June 16, 2006 (the "Agreement"). CTI has not received any notice of default under this Agreement. In the event that a contract for CapTel service is awarded to Sprint under this Agreement by the State of Tennessee, the terms of the Agreement will be in effect for the duration of such contract.

If you have any additional questions or concerns, please feel free to contact our office at (608) 238-5400.

Sincerely,

A handwritten signature in cursive script that reads "Jayne M. Turner".

Jayne Turner
Vice President
CapTel, Inc.

B.15.

Provide documentation of the Proposer's commitment to diversity as represented by its business strategy, business relationships, and workforce— this documentation should detail all of the following:

- (a) **a description of the Proposer's existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, persons with a disability and small business enterprises;**

Sprint has read, understands and has complied.

Sprint is committed to programs to promote the full realization of equal opportunity for all persons, regardless of race, color, religion, sex, or national origin. All suppliers of goods and services are required to demonstrate and document full compliance with the spirit and the letter of Federal law and regulations pertaining to equal opportunity, affirmative action, and maintenance of non-segregated facilities. All suppliers are required to actively solicit the participation of diverse businesses in any labor performed on behalf of Sprint Nextel Corporation and as qualified suppliers of materials to Sprint Nextel Corporation. Suppliers are required to report regularly to the Corporation Manager of Small and Diverse Business Development on their efforts in this area.

Supplier Diversity Policy

Sprint's supplier diversity policy affirms that certified diverse suppliers have the maximum opportunity to participate in providing products and services to Sprint.

Certified diverse suppliers are defined as a small business enterprise, per www.sba.gov, 51% or more owned, operated, controlled and confirmed certified or verified by a qualified independent third-party as being one or more of the following classifications:

- ◆ African American
- ◆ Hispanic American
- ◆ Native American (including Aleuts, Hawaiians)
- ◆ Asian American
- ◆ Asian Pacific (Chinese, Filipino, Malaysian)
- ◆ Subcontinent Asian (Indian, Pakistan, Nepalese)
- ◆ Woman Business Enterprises (WBEs)
- ◆ Veteran/Disabled Veterans Business Enterprises (DVBEs)
- ◆ HUBZone (male or female business operating in a historically underutilized area with at least 35% of its employees residing in the HUBZone)
- ◆ Disabled/Disadvantaged
- ◆ Historically Black Colleges/Universities (HBCU)
- ◆ 8 a (socially and economically disadvantaged)

Sprint is committed to increasing purchasing initiatives from certified diverse suppliers and small businesses. By including qualified diverse suppliers, Sprint continue to sharpen its competitive edge, providing Sprint with innovative solutions. These mutually beneficial relationships contribute toward the economic success of Sprint, and our suppliers.

Sprint will continue to lead the effort in recognizing the economic importance of utilizing diverse and small suppliers in the communities where we provide services, work and live.

Utilization Goals

Sprint's current Utilization Goal for the use of certified diverse suppliers is a cumulative 5% of the procurement spend base. The Utilization Goal will be distributed across all aforementioned diverse supplier classifications.

Methods Used to Identify and Support Certified Diverse Suppliers

Although the economic downturn has significantly impacted Sprint's procurement spend and employee base, Sprint continues to pursue robust supplier diversity outreach and recruiting campaign. The 2010 year anticipated outreach and recruiting events for 2010 include, but are not limited to:

EXTERNAL OUTREACH
Mid America Minority Business Development Council
Chicago Minority Business Development Council
Asian American Chamber of Commerce of Kansas City
California Veteran's Business Alliance
National Minority Supplier Development Council
USPAACC (Asian)
Women's Business Enterprise National Council
USHCC (Hispanic)
NaVOBA - National Association of Veteran Business Assoc.
Maryland/MSDC
Virginia MSDC
Greenlining Institute Economic Summit in California
Northern California MSDC
Southern California MSDC
NY/NJ MSDC
Telecommunication Industry Group (TIG)

INTERNAL REACH
Host meetings with the CEO, his lead team and their direct reports to reenergize the company's commitment to the supplier diversity program, resulting in diversity awareness at 35+ executive meetings.
Twelve Business Unit (BU) Diversity Champions assigned in support of identifying diverse opportunities within existing and future projects.
Sponsoring introductions of diverse suppliers to BU executives to increase knowledge of the supply base and allow for mentoring opportunities.
Encouraging diverse suppliers to obtain certification to enhance their opportunities to receive business from Sprint.
Proactively teaming with the Sales & Distribution groups to identify diverse sub-contracting opportunities to meet diversity spend goals embedded in Sales contracts.
Engaging Sourcing Managers and business unit diversity contacts to brainstorm inclusion of diverse suppliers into existing and future major projects and contracts.
Create specialized diversity training, with support of local Supplier Diversity Council, for Sourcing Managers and Diversity Champions.
Post Business Unit diverse spend results, against Business Unit goals for diverse spend, on Sprint's intranet site, to recognize results and encourage subtle competition.
Advertise major supplier diversity contract "WINS" on intranet per Business Unit to foster awareness.

Methods Used to Develop Utilization Requirements & Efforts to Provide Subcontracting Opportunities (2nd Tier) to Certified Diverse Suppliers

The Sprint Supplier Diversity Department works closely with Sprint's Sourcing team to include small diverse suppliers in the purchasing process.

Sprint's Master Agreements with major suppliers requires annual diverse spend goals of 5% of contract spend. Each Sprint supplier is requested to report quarterly diverse spend into Sprint's electronic tool. Any supplier experiencing difficulty, due to nature of their business, in meeting their goals are required to engage Supplier Diversity to explore possible alternatives to ensure future opportunities.

Record Keeping and Reporting Requirements

The list of certificated diverse suppliers is housed and maintained through Sprint's registration site, www.sprint.com/supplierregistration. Sprint's database management supplier confirms and maintains a list of Sprint's certified diverse suppliers for reporting purposes.

Process

The Sprint Supplier Diversity Department works closely with our Supply Chain Management (SCM) group to include small and third party, certified minority, woman, HUB zone, and disabled veteran owned businesses in the purchasing process.

Sprint purchasing functions and processes are as varied as the products and services Sprint procures. Typically, when a division or department in Sprint must purchase a product or service, Sprint notifies the appropriate buyer and the bid process begins. Sprint seeks suppliers who can offer quality, service, delivery, and competitive pricing. Sprint will select the supplier that can provide the best value overall.

For Sprint to remain a leader in the integrated telecommunications industry, it is the responsibility of each Sprint employee to be inclusive in daily business decisions when selecting the best suppliers for the company.

Sprint has a 2010 corporate goal of 5% of its total purchases to come from Minority/Women/Small Disadvantage/Veteran owned businesses (MWSDVBE).

- (b) a listing of the Proposer's current contracts with business enterprises owned by minorities, women, persons with a disability and small business enterprises, including the following information:**
 - (i) contract description and total value**
 - (ii) contractor name and ownership characteristics (i.e., ethnicity, sex, disability)**
 - (iii) contractor contact and telephone number;**

Sprint has read, understands and has complied.

Corporate Achievement

The percentage of minority or disabled-owned business subcontractors for Sprint in 2009 was the following:

Category	2009	% of Diverse Spend Opportunity
Disabled Owned Business	\$237,932	0.0%
Disadvantage Business Enterprise	\$57,987,884	0.4%
Historically Black College	\$739,853	0.0%
HUBZone	\$6,833,578	0.0%
Service Disabled Veteran Owned	\$3,863,778	0.0%
Small Disadvantage Business*	\$173,508,670	1.1%
Minority Owned**	\$171,968,483	1.1%
8(a)	\$33,658,850	0.2%
Veteran owned	\$35,975,299	0.2%
Women Owned	\$119,229,565	0.7%
Total 1st Tier Diverse Spend Subtotal	\$291,124,554	1.8%
Small Business	\$2,513,363,080	15.8%
Total 1st Tier Diverse FAR Spend (including Small Business)	\$2,610,101,925	16.4%

*SDB includes 8A and Minority

**Minority Owned includes 8A

Tennessee-specific Achievement

During 2009 Sprint spend over \$2.7M with small and diverse Tennessee businesses as detailed below:

Business Name and Address	Contact Name and Phone	Sum Of Spend	Line of Business	Diverse Classification
PUREWORKS, INC 730 COOL SPRINGS BLVD # 400 FRANKLIN, TN 37067	Joe Simmons 615/277-3156	\$ 24,360	Telephone communication services	Small Business Certified-Virginia Dept. of Minority Business Enterprise
HUTTON ELECTRIC COMPANY, INC. 9 BOSWELL DR BRISTOL, TN 37620	Rick Little, 423/968-1521	\$ 2,623	Electrical work	Small Business Certified-Virginia Dept. of Minority Business Enterprise
VOLUNTEER SHREDDING, LLC 14201 HICKORY CREEK RD LENOIR CITY, TN 37771	Greg Wolfner, 314-800-6545	\$ 220	Shredding services	Small, Woman Certified-Virginia Dept. of Minority Business Enterprise
GRAVES AND GRAVES CONSTRUCTION COMPANY, INC. 1267 W MN ST PARSONS, TN 38363	Danny Graves, 731/847-6391	\$ 69,100	Commercial construction	Small, Hub Zone Certified
WIRELESS IMAGE, LLC 11071 PARKSIDE DR KNOXVILLE, TN 37934	Jonathan Simmons, 865/938-8911	\$ 611,152	Radiotelephone communication	Small, Disadvantaged Business Enterprise
KOLOGISKI ENTERPRISES, LLC 3300 BROWNS MILL RD JOHNSON CITY, TN 37604	Mark Andrews, 423/926-9677	\$ 819,265	Network services	Small, Woman Certified-Virginia Dept. of Minority Business Enterprise

CLEAN & SAFE, LLC 230 FOX CHASE DR KINGSPORT, TN 37664	John Humphrey, 423/963-1508	\$ 30,950	Repair services	Small Business Certified - Virginia Dept. of Minority Business Enterprise
VENTURE TOWER LLC 6010 BELLERIVE DR BRENTWOOD, TN 37027	W.B. Kincaid, 615/336-4303	\$ 48,300	Real estate agents and managers	Small, Veteran Certified
IMAGINATION SPECIALTIES, INC 230 GREAT CIRCLE RD # 248 NASHVILLE, TN 37228	Marliss Oneal, 615/255-5688	\$ 1,110,969	Promotional Items	Small, Woman Certified
KNOXVILLE CENTER OF THE DEAF, INC. 3731 MARTIN MILL PIKE KNOXVILLE, TN 37920	Bob Rittenhouse, 865/579-0832	\$ 500	Services for Deaf	Small, Disabled Owned

- (c) **an estimate of the level of participation by business enterprises owned by minorities, women, persons with a disability and small business enterprises in a contract awarded to the Proposer pursuant to this RFP, including the following information:**
- (i) **participation estimate (expressed as a percent of the total contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics — PERCENTAGES ONLY — DO NOT INCLUDE DOLLAR AMOUNTS)**
 - (ii) **descriptions of anticipated contracts**
 - (iii) **names and ownership characteristics (i.e., ethnicity, sex, disability) of anticipated subcontractors and supply contractors anticipated; and**

Sprint has read, understands and has complied.

The Sprint Supplier Diversity Department works closely with our Supply Chain Management (SCM) group to include small and third party, certified minority, woman, HUB zone, and disabled veteran owned businesses in the purchasing process.

Sprint purchasing functions and processes are as varied as the products and services Sprint procures. Typically, when a division or department in Sprint must purchase a product or service, Sprint notifies the appropriate buyer and the bid process begins. Sprint seeks suppliers who can offer quality, service, delivery, and competitive pricing. Sprint will select the supplier that can provide the best value overall.

At this time, CapTel operations and technology are solely available through CTI. Although Sprint cannot guarantee any percentage participation as a result of this contract, for Sprint to remain a leader in the integrated telecommunications industry, it is the responsibility of each Sprint employee to be inclusive in daily business decisions when selecting the best suppliers for the company. Sprint will continue to attempt to engage diverse suppliers for items such as Outreach, as appropriate.

Please see Appendix B for Sprint's 2009 Diversity Plan.

(d) the percent of the Proposer's total current employees by ethnicity, sex, and disability.

Diversity is a unique source of Sprint's energy, strength and excellence and is reflected in all we do. As a world-class telecommunications company serving a diverse customer base, Sprint realizes the importance of hiring employees who identify with the customers we serve. Sprint proudly employs people with a variety of backgrounds, beliefs and abilities. This diversity allows the business to see the world from a fresh perspective and serve customers in creative new ways. The company's corporate culture helps employees to feel personally rewarded, perform their best and realize unlimited potential.

The success of Sprint Relay, which has grown to become the largest provider of CapTel in the world, is due in large part to the involvement of Deaf and hard of hearing employees who are themselves customers of the service. As a leading global communications company, Sprint embraces a culture of inclusion that brings to bear the best of every employee. Sprint values and leverages diversity, different points of view and collective wisdom. Diversity and inclusion promote creativity and innovation to not only sustain a competitive advantage, but also fuel growth, and achieve superior market performance.

Sprint is one of the leading employers of persons who are members of the Disability communities served by Sprint Relay and a key reason for Sprint Relay's success at meeting the needs of its customers. Sprint will actively recruit persons with disabilities to function as CapTel Operators and in other positions.

Hiring preference is given to CapTel Operator applicants with Relay experience, knowledge of American Sign Language (ASL) or experience working with Deaf, deaf-blind, and hard of hearing or Speech-Disabled individuals.

Among the Sprint's Relay Sales, Account Management and Product and Marketing groups combined, 81% of the staff is Deaf or hard of hearing and includes employees who are also visually- and mobility-impaired. Many of these employees started in lower-level positions and have been promoted into managerial roles. Sprint Relay also employs CapTel Operators and other employees in its Sprint Relay Operations group who are Deaf, hard of hearing, blind, have mobility or neurological impairments. Sprint Relay will continue its commitment to the hiring and promotion of persons with disabilities.

Staffing and Recruiting Plan

Since its beginning, Sprint has demonstrated a commitment to hiring persons with disabilities, Deaf and hard of hearing individuals. Recruiting methods include, but are not limited to, placing all legally required postings for selection, promotion and other conditions of employment in conspicuous places, encouraging employee referrals, participating in job fairs and utilizing agencies affiliated with persons with disabilities, minorities and veterans. Sprint regularly uses the following resources for recruiting employees:

- ◆ Internet Web Pages
- ◆ Local Newspapers
- ◆ State Agencies
- ◆ Colleges and Universities
- ◆ Vocational, Business and Secretarial Schools
- ◆ Community Outreach Programs for People with Disabilities
- ◆ Commissions for the Blind and/or Deaf
- ◆ Independent Living Resource Centers
- ◆ Welfare to Work Programs

◆ Job Fairs

Recruiting at Colleges and Universities

Sprint's recruiting efforts include partnering with recognized colleges across the country that traditionally serve persons with disabilities, such as National Technical Institute for the Deaf (NTID) in Rochester, NY; Gallaudet University in Washington, D.C.; and California State University (CSUN) at Northridge, CA. Some of the hiring outreach resources are as follows:

Many Sprint employees have developed close relationships with these universities and colleges and are able to reach out to and recruit potential employees. More than 80% of Sprint Relay's Management team are graduates of either Gallaudet University or the National Technical Institute for the Deaf (NTID). Many of these employees are active within their alumni associations, allowing for opportunities to network with students and other alumni. In addition, several employees serve on the boards of these universities and other organizations for the Deaf or hard of hearing and several Sprint Relay employees with disabilities sit on the boards of various state schools for the Deaf.

By providing research and funding for new technologies, Sprint is able to share the latest advances in assistive technology with students who are Deaf or hard of hearing. Sprint made a generous donation to Gallaudet University to fund a multipurpose room at its new Student Activities Center, as well as providing Video Conferencing facilities at both Gallaudet University and NTID. These are a few of the ways that Sprint is able to demonstrate its support of the Deaf and hard of hearing community and serves as a potential recruiting resource for potential employees.

Sprint Relay's involvement and support of the educational process for students who are disabled goes beyond the university level. Sprint Relay employees regularly present to various schools and organizations for the Deaf and the Blind. Sprint employees with disabilities are often featured speakers at conferences and special events and provide information about the Sprint Relay system and assistive technologies.

Recruiting via the Internet

Sprint uses electronic bulletin boards such as DeafTek, in addition to the Sprint website www.sprint.com, to post employment opportunities. All position vacancies are listed on Sprint's internal Position Announcement System (PAS), which automatically links with America's Job Bank for nationwide exposure and also links with State agencies.

In addition to utilizing www.sprint.com Human Resources staff regularly communicates employment opportunities and other appropriate information via e-mail lists, such as Deaf Digest and USA-L. These sites allow Sprint to reach out to the Deaf, hard of hearing and/or Speech-Disabled communities via their 37,000 subscribers as well as those who visit the Deaf Digest Web site.

Recruiting via Employee Referrals

A large number of Sprint Relay's employees who are deaf or hard of hearing are visibly active in the deaf or hard of hearing community, making "word of mouth" among employees and the community a powerful tool. These customer contacts also become a potential employee base. To leverage these relationships and reach out to customers who may become potential employees, Sprint Relay sends job opening announcements directly to employees via e-mail and video calls for further dissemination to their personal contacts. Employees are eligible to win valuable prizes for referring applicants for hire.

Recruiting via Community Outreach

By playing an active role in the community, Sprint Relay is able to touch other people with disabilities. Sprint Relay shares news of new types of assistive technologies through various conferences around the country. Sprint Relay regularly attends conferences for various state

associations for the Deaf, technology conferences and university-sponsored conferences. While Sprint is showcasing cutting-edge technology to audiences who are Deaf, hard of hearing or Speech-Disabled, these conferences also provide scouting/recruiting opportunities for Sprint employees to interact with conference attendees to see what talent is available in our communities. Sprint is seen as a potential employer that is involved with and cares about their community, in addition to providing a valuable service.

We will continue to utilize the proven methods and partnerships that have enabled Sprint to successfully build the diverse workforce that it presently enjoys. Tennessee CapTel will continue to benefit from Sprint's diverse and dedicated team. Sprint will work with state of Tennessee community organizations to recruit applicants for Sprint Relay employment opportunities.

Communication in the Workplace

Sprint Relay provides an equitable workplace for all employees and creates an environment which encourages active and ongoing communication among all employees, as well as between employees and consumers. Sprint could not recruit and retain the number of employees who are Deaf, hard of hearing, Speech-disabled or Blind if the work environment was not accessible for communication. Communication accommodations are considered mandatory to ensure that Sprint employees have the tools and resources necessary to be successful in their individual roles.

Communication access in the workplace begins with the staffing process. Sprint Relay will continue to give employment preference to job applicants who have knowledge of American Sign Language, experience working with Deaf (including deaf-blind), hard of hearing or Speech-disabled individuals and those who have Relay experience.

American Sign Language (ASL)

Sprint also employs numerous individuals who are not deaf, hard of hearing or Speech-disabled, but are still able to communicate directly with their co-workers, applicants for employment, customers and visitors in ASL.

Sprint Relay encourages all of its employees to learn sign language and provides support for class participation. Sprint Relay also employs several professionally certified, full-time Sign Language Interpreters who are available to ensure that communication remains accessible. In addition, sign language interpreting services are regularly provided by part-time contract Interpreters.

Sprint Relay employs several individuals who are Blind or Visually-Disabled as Relay TRS Communication Assistants (CAs). These CAs' workstations are equipped with Braille display boards that convert the on-screen text into Braille and headsets that allow the CA to hear signals for call processing. With these accommodations, Sprint Relay CAs who are Blind or Vision-Impaired are able to relay calls as well as any CA without a disability.

Accommodations and Adaptive Devices

Other accommodations and adaptive devices that make Sprint's work environment communication accessible:

- ◆ IP Video cameras
- ◆ Video phones
- ◆ Video conferencing capabilities
- ◆ TTYs
- ◆ Portable TTYs with wireless Sprint 3G/4G services
- ◆ Uniphone TTYs
- ◆ Portable telephone amplifiers

- ◆ Two-way interactive text messaging pagers
- ◆ Wireless communication service pagers
- ◆ Sprint wireless phones
- ◆ Captioned Telephones (CapTel)
- ◆ WebCapTel and WebCapTel on the Go
- ◆ Video Relay Service (VRS)
- ◆ Sprint IP
- ◆ Sprint IP through Instant Messaging (AOL and Googletalk)
- ◆ E-mail, voice mail, fax
- ◆ Instant messaging capabilities
- ◆ Sprint SMS messaging
- ◆ JAWS for Windows (converts text to voice for internet and Windows applications)
- ◆ Magnifiers
- ◆ Enlarged print and fonts
- ◆ Brailled documents
- ◆ Braille printer
- ◆ Brailled signs
- ◆ Assigned readers
- ◆ ADA-compliant facilities
- ◆ Visual fire alarms
- ◆ Relay Conference Captioning (RCC)
- ◆ Sign Language Interpreters

All of Sprint's positions are open to persons with disabilities. The following statements are excerpts from Sprint's Equal Employment Opportunity Statement:

"This Company will not knowingly permit discrimination in hiring, promotion, or other conditions of employment with regard to race, creed, color, religion, sex, age, disability, marital status, sexual orientation, gender identity, veteran status, citizenship status or national origin."

"Affirmative action will be taken to employ, advance in employment and otherwise treat qualified disabled individuals and disabled veterans, veterans of the Vietnam era and other covered veterans without discrimination. The Company will make reasonable accommodations to physical and mental limitations of employees and applicants, consistent with the qualifications required for the work to be performed and the effective operation of the Company."

Ethnicity and Sex Reporting

The following chart displays the number and percent of Sprint employees by ethnicity and sex.

Race/Ethnicity ²	Female	Male	Total
Black or African American (Not Hispanic)	4787	3483	8270
Hispanic	2680	3249	5929
White (not Hispanic)	9695	13170	22865
Other	1145	1573	2718
Grand Total	18307	21475	39742

Figure 14 – Breakdown of Race/Ethnicity of Sprint Employees

² As of May 1, 2010

Disability

Sprint has no firm statistics to report for Sprint Nextel as a whole because employees are not required to identify themselves as having disabilities and we are able to report only very general statistics on the approximate number of Relay employees who are Deaf or hard of hearing but, nothing on any other disabilities.

Sprint employs in its Relay portion of the company approximately two dozen individuals who are Deaf, hard of hearing, speech-disabled, blind, visually-impaired, mobility-impaired or who have a combination of disabilities. Employees with disabilities comprise approximately 81% of the managerial jobs in Relay.

The following individuals with disabilities will be directly supporting Tennessee CapTel:

- ◆ Andrew Brenneman, Sr. Sales Executive
- ◆ Todd Bader, Tennessee CapTel Program Manager
- ◆ Angie Officer, Sr. Implementation Program Manager – Implementation
- ◆ Dennis Selznick, Product Manager – CapTel

In addition, the following individuals will have management or supporting roles:

- ◆ Mike Ellis, Director of Sprint Relay Organization
- ◆ John Moore, Branch Manager of Sprint Relay Customer Care
- ◆ Damara Paris, Branch Manager of Sprint Relay Marketing and Product Development
- ◆ Mark Tauscher, Product Manager
- ◆ Kristine Shipley, Manager of Marketing

NOTE: Proposers that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with the State as contractors and sub-contractors. Proposal evaluations will recognize the positive qualifications and experience of a Proposer that does business with enterprises owned by minorities, women, persons with a disability and small business enterprises and that offers a diverse workforce to meet service needs.

Sprint is recognized as a diversity leader in the telecommunications industry. In the following descriptions, we have provided our diversity awards for the past three years:

Award	Description
2010	
Human Rights Campaign's Corporate Equality Index (CEI)	Sprint was recognized at the top performance level for our commitment to diversity and support of our gay, lesbian, bisexual and transgendered (GLBT) employees. This kind of recognition is made possible by Sprint's dedication to inclusion of all employees, and Employee Resource Groups are a big part of that. This recent recognition comes on the heels of a visit to the Sprint Campus from Joe Solmonese, president-HRC. Joe spoke to Sprint employees and guests from other local companies at an event sponsored by Sprint Pride, the Sprint ERG focused on the GLBT community. Watch the replay here. Sprint has six ERGs, each focused on a different diverse audience and open to all employees. Click here to find out more about the ERGs.
2009	
Black Achiever Society of Greater Kansas City	Sprint employees Sheila Lister and Cheryl Wright were honored with 2009 Black Achievers Awards, which recognize corporate leadership, significant accomplishments, community involvement and education achievements.
Black Enterprise Magazine	Paget Alves, President of Sales & Distribution, was named to the Black Enterprise Magazine "100 Most Powerful Executives in Corporate America" list.
CivilianJobs.com	Sprint named a CivilianJobs.com 2009 Most Valuable Employers (MVE) for Military
Diversity Leadership	Awarded to Jim Patterson for his outstanding leadership in the areas of Inclusion &

Award	Diversity at Sprint
DiversityInc.	Sprint named to DiversityInc.'s Top 25 Notable Companies for Diversity in 2009
Dr. Martin Luther King Living Legend Award	Awarded to Ralph Reid by Mid America Nazarene University for his distinguished service to the community
Hispanic Business Magazine	Sprint named to HBM's Diversity Elite 60 (ranking at #53) as a company that supports and promotes Hispanic employees.
Hispanic Chamber of Commerce of Kansas City	Sprint received the distinguished "El Dorado Corporation of the Year" award from the HCC-KC. The award is given to the corporation that has demonstrated and implemented initiatives that have made a positive difference in the growth of Hispanic business.
Human Rights Campaign (HRC)	Sprint received a 100% perfect score on the HRC Corporate Equality Index (CEI) for the 5th year in a row. The HRC CEI has become a roadmap and benchmarking tool for US businesses in the evolving field of GLBT equality in the workplace
On Wheels Inc.	Sprint named winner of Diversity in Motorsports Award at 13th Annual Urban Wheel Awards Ceremony
USB E Information Technology	Sprint selected as a 2009 Top Supporter of Historically Black Colleges and Universities
USHCC & PODER Magazine	The United States Hispanic Chamber of Commerce in conjunction with PODER Magazine has selected Sprint as one of the Top 50 Companies for Supplier Diversity
2008	
Black Engineer's Conference	Paget Alves, President Sales & Distribution, was recognized as one of the Most Important Blacks in Business and Technology.
Diversity, Inc.	Sprint ranked #35 out of 352 companies that participated in DiversityInc.'s 2008 Top 50 Companies for Diversity Survey.
Hispanic Enterprise	Hispanic Enterprise included Sprint on its list of Top 50 Corporations ranking for Supplier Diversity.
Urban League of Greater Kansas City	Tammy Edwards, Director-Office of Inclusion and Leadership Development, received an Equalizer Award for advancing corporate diversity.
Women of Color in Technology	Two Sprint employees, Bhanumathi Tennenim, network planner, and Yasheka Williams, program manager, were recognized as 2008 Technology All-Stars at the Women of Color in Technology Awards.

Additional Achievements

Sprint has become known for having one of the Ten Most Veteran-Friendly Corporate Supplier Diversity Programs. Since 2004, National Veteran-owned Business Association (NaVOBA), formerly Veterans Business Journal, has been the authority in leading and reporting on the veteran business movement. NaVOBA's Top 10 companies realize their business case is not wrapped in government mandates, but it is demonstrated in capable suppliers that have a positive impact on their bottom lines. Military experience and training provides Veteran-Owned Businesses (VOBs) with the skills necessary for success over non-VOBs by showing people that the "stuff" that makes them veterans happens to be the same "stuff" that makes them great business owners.

Sprint has had success working with VOBs and Service-Disabled VOBs (SDVOB) in building networks and cell sites, information technology, staff augmentation, hardware and professional services, and in other areas. The Supplier Diversity Program helps SDVOBs and VOBs understand Sprint relationships with business partners, and can act as an advocate for small companies to Sprint decision-makers, which can be very valuable in a hyper-competitive, fast-moving communications industry.

B.16.

Provide a statement of whether or not the Proposer has any current contracts with the State of Tennessee or has completed any contracts with the State of Tennessee within the previous 5-year period. If so, provide the following information for all of the current and completed contracts:

- (a) the name, title, telephone number and e-mail address of the State contact knowledgeable about the contract;
- (b) the procuring State agency name;
- (c) a brief description of the contract's scope of services;
- (d) the contract term; and
- (e) the contract number.

NOTES:

Current or prior contracts with the State are not a prerequisite and are not required for the maximum evaluation score, and the existence of such contracts with the State will not automatically result in the addition or deduction of evaluation points.

Each evaluator will generally consider the results of inquiries by the State regarding all contracts noted.

Sprint has read, understands and has complied.

Tennessee CapTel Contract

Sprint is the incumbent CapTel provider. Sprint provides a turn-key CapTel call center service including the necessary facilities, workforce, telecommunication infrastructure, equipment, software, circuits and relay technology to support Tennessee CapTel. We have the requisite experience, expertise, skills, knowledge, training, and education to perform all services listed in this RFP in a uniform and professional manner.

Miki Klein

Tennessee Regulatory Authority

460 James Robertson Parkway

Nashville, TN 37243-0505

615-741-3939 extension 206

miki.klein@tn.gov

Contract term – 9/1/05 through 8/31/10

Contract number - NC-06-00870-00

Additional State Contracts

Sprint Solutions, Inc. has a wireless contract with the state for iDEN voice and data, ERT services (phones, battery charger, stormcases, aircards) on per minute and per mb rates.

Ron Grove, IT Manager,

Office of Information Resources

615-532-4716,

ron.grove@tn.gov

Contract term – 36 months with 2 additional year renewals

Contract number - 2061860

B.17.

Provide customer references from individuals (who are not current or former officials or staff of the State of Tennessee) for projects similar to the services sought under this RFP and which represent:

- two (2) of the larger accounts currently serviced by the Proposer,
- and three (3) completed projects.

All references must be provided in the form of standard reference questionnaires that have been fully completed by the individual providing the reference as required. The standard reference questionnaire, which must be used and completed as required, is detailed at RFP Attachment 6.4. References that are not completed as required will be considered non-responsive and will not be considered.

The Proposer will be solely responsible for obtaining the fully completed reference questionnaires, and for including them within the Proposer's sealed Technical Proposal. In order to obtain and submit the completed reference questionnaires, as required, follow the process detailed below.

- (a) "Customize" the standard reference questionnaire at RFP Attachment 6.4. by adding the subject Proposer's name, and make exact duplicates for completion by references.
- (b) Send the customized reference questionnaires to each individual chosen to provide a reference along with a new standard #10 envelope.
- (c) Instruct the person that will provide a reference for the Proposer to:
 - (i) complete the reference questionnaire (on the form provided or prepared, completed, and printed using an exact duplicate of the document);
 - (ii) sign and date the completed, reference questionnaire;
 - (iii) seal the completed, signed, and dated, reference questionnaire within the envelope provided;
 - (iv) sign his or her name in ink across the sealed portion of the envelope; and
 - (v) return the sealed envelope containing the completed reference questionnaire directly to the Proposer (the Proposer may wish to give each reference a deadline, such that the Proposer will be able to collect all required references in time to include them within the sealed Technical Proposal).
- (d) Do NOT open the sealed references upon receipt.
- (e) Enclose all sealed reference envelopes within a larger, labeled envelope for inclusion in the Technical Proposal as required.

NOTES:

The State will not accept late references or references submitted by any means other than that which is described above, and each reference questionnaire submitted must be completed as required.

The State will not review more than the number of required references indicated above.

While the State will base its reference check on the contents of the sealed reference envelopes included in the Technical Proposal package, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references.

The State is under no obligation to clarify any reference information.

Sprint has read, understands and has complied.

Included in Sprint's technical proposal is a separately sealed envelope containing five (5) total references including the following:

State	Contract Date	Project Narrative	Project Reference
Two Larger Accounts:			
Illinois Telecommunications Access Corporation (ITAC)	CapTel implemented on 2/1/04	Establish and manage CapTel service, Program Manager support and full product support.	Patty Kress 3001 Montvale Drive, Suite D Springfield, IL 62704 800-841-6167 Voice itac1@aol.com
Indiana Telephone Relay Access Corporation (InTRAC)	CapTel implemented on 5/1/04	Establish and manage CapTel service, Program Manager support and full product support.	Ginny Barr 7702 Woodland Dr., # 250 Indianapolis, IN 46278 INRELAY@aol.com
Three Completed Projects:			
Oregon Public Utilities Commission	7/1/04 - 6/30/10	Sprint has completed four successful project terms in the provision of Relay services (including CapTel). Recently Sprint was awarded a fifth contract.	Jon Cray, Program Manager 550 Capitol Street NE, Ste. 215 P.O. Box 2148 Salem, OR 97308 503-239-5847 Voice 503-378-6047 Fax jon.cray@state.or.us
State of Nevada, Aging and Disability Services Division	7/1/91 - 6/30/10	Sprint has completed four successful project terms in the provision of Relay services (including CapTel). Recently Sprint was awarded a fifth contract.	Betty A. Hammond, MSW, CRC Relay Administrator, 3656 Research Way, Suite 32 Carson City, NV 89706 (775)687-4452 Voice (775)687-3292 Fax bahammond@adسد.nv.gov
State of North Dakota Information Technology Department (ITD)	7/26/93 – 6/30/10	Sprint has completed three successful project terms in the provision of Relay services (including CapTel). Recently Sprint was awarded a fourth contract.	Mike Ressler, Deputy CIO & Director of ITD 600 E. Boulevard Ave., Dept 112 Bismarck, ND 58505-0100 701-328-1001 Voice 701-328-3000 Fax mressler@nd.gov

Figure 15 – List of Included Sealed Customer References

Section C Technical Qualifications, Experience & Approach Items

C.1

Provide a narrative that illustrates the Proposer's understanding of the State's requirements and project schedule.

Sprint has read, understands and has complied.

Sprint supports the commitment of the Tennessee Regulatory Authority (TRA) to promote the public interest by providing the highest quality CapTel service available, qualified personnel to oversee the project and the most effective Outreach and Education program. Sprint certifies that it will meet all requirements as they pertain to CapTel, as well as all criteria for doing business in the State of Tennessee, no later than September 1, 2010.

Highest Quality CapTel Service

With Sprint as the continued CapTel provider, the TRA will exceed FCC mandatory minimum standards for the provision of CapTel and will be eligible for NECA reimbursement by offering CapTel Service as a feature of Tennessee Relay.

Tennessee CapTel provided by Sprint has been designed to meet the unique needs of the community by providing functional equivalency for a segment of the population who are currently unable to communicate effectively utilizing standard TRS.

The following criteria will be met as specified in this RFP and are more fully described in Section C.2:

- ◆ Intrastate and Interstate Calling
- ◆ Spanish and Other Non- English CapTel
- ◆ Emergency Calls
- ◆ Directory Assistance Calls
- ◆ Access to CapTel Calling Center
- ◆ CapTel Call Limitations
- ◆ Special Calling Services
- ◆ CapTel Equipment
- ◆ CapTel Technical Standards
- ◆ CapTel Operator Standards
- ◆ Call Rating
- ◆ Billing Requirements
- ◆ Facility Requirement
- ◆ Auditing Requirements

CTI Auditing

CTI will allow Sprint or, if required by law, an authorized government agency with jurisdiction over the CapTel Service, upon ten (10) business days' notice and at Sprint's or such government agency's sole expense, to inspect those records of CTI as may be reasonably required to audit the accuracy of the number of CSCM reported by CTI. Such audit shall occur no more than once annually and will be conducted during regular CTI business hours at the location at which CTI maintains such records. The only information that CTI shall be required to disclose in the event of an audit is the number of CSCM (or CSSM) CTI has performed and such other information that is reasonably required to determine the accuracy of the number of CSCM (or CSSM) reported by CTI. Nothing in this Section grants Sprint, any Customer, or any other party any right of access or right of inspection to CTI's internal, financial, technical or business records or information.

Operational Statistics

Sprint takes great pride in the operational statistics for Tennessee CapTel that has been achieved in coordination with CTI. Sprint will continue to ensure that more than 85% of all calls are answered in ten seconds or less. Recent performance statistics by month for the past year have been provided below.

Date	% Within Service Level With Abandoned Calls	Average Speed Of Answer (seconds)
May-10	100%	0.40
Apr-10	99%	0.45
Mar-10	99%	0.58
Feb-10	99%	0.54
Jan-10	99%	0.56
Dec-09	97%	0.83
Nov-09	99%	0.45
Oct-09	99%	0.49
Sep-09	99%	0.47
Aug-09	99%	0.52
Jul-09	99%	0.41
Jun-09	99%	0.43

Figure 16 – CapTel Performance Statistics

Speed and Accuracy

Sprint is dedicated to improving the CapTel customer's experience. Sprint is the only CapTel provider who conducts formalized quality assessments with a dedicated marketing team. Sprint works closely with CTI and Ultratec on CapTel performance, operational feedback and new product offerings. Sprint focuses on the following key performance indicators:

- ◆ **Corrected Accuracy:** This measurement includes system, process or CapTel Operator errors and is calculated by dividing the number of errors by the total number of words. Note: This measurement does not include errors that the CapTel Operator is able to correct or proper names that may be misspelled.
- ◆ **Raw Accuracy:** This measurement is calculated in the same manner as above with the exception that errors are counted, even if they are corrected shortly after transmission.
- ◆ **Average Transcription Rate:** The average words per minute.
- ◆ **Average Delay:** The measurement of "lag" time between the word being spoken and the word appearing on the CapTel device.

Evaluation Criteria	2006	2007	2008	2009
Corrected Accuracy	98%	98%	98%	99%
Raw Accuracy	94%	94%	93%	94%
Average Transcription Rate	161	175	175	162
Average Delay	5.5	4.7	5.1	5.8

Figure 17 - CapTel Quality Results

Initial Training Program

Sprint has worked with CTI to ensure CapTel Operator training is compliant with Sprint's strict performance requirements. CapTel Operators spend two to three weeks training in a classroom setting and are required to pass a proficiency exam in order to move into a live call environment. Upon completion of classroom training, CapTel Operators are scheduled for one-week of transition training, while being monitored and supported by another Operator or an Instructor. Sprint CapTel Operators are routinely coached on Call Center ergonomics, call handling procedures, and confidentiality.

Ongoing Quality Assurance Testing

In addition to Sprint's Quality Assurance testing described above, all CapTel Operators must continue to qualify with CTI to handle live calls each month. Each CapTel Operator is evaluated on a minimum of one call each shift. There is also a monthly test that each CapTel Operator must pass in order to remain qualified to caption live calls.

Sprint will continue to work closely with the TRA and the community to ensure that CapTel Service is provided without interruption. Sprint assures that Tennessee CapTel will transition seamlessly to the new contract on September 1, 2010 and will be supported, throughout the duration of the contract and the growth of the service, with a quality Outreach program designed to educate the community about the service and features available.

An overview of the current FCC requirements and waivers as they pertain to CapTel is located in Section C.6.

Qualified and Professional Project Management

Successful customer support is best achieved by understanding and meeting the specific needs of our customers. Meeting these needs include having dedicated, well-trained, and knowledgeable personnel who provide timely support at every point Sprint has interaction with the TRA, advisory board or a CapTel customer (e.g. Outreach, on a Relay Call, customer service, etc.).

Sprint will continue to provide a complete lifecycle team to support Tennessee CapTel. The lifecycle team concept has proven to be a benchmark to Sprint's Relay Quality and subsequent success. The lifecycle team comprised of project/program managers, a sales manager, product managers, a billing manager, a manager of contracts and a manager of subcontractors will provide end-to-end project support. This includes service/new contract implementation, on-going service quality monitoring, customer feedback, reporting and outreach and education. This team also provides support for new enhancements, products and/or marketing strategies are introduced.

It is also important to note that many Sprint employees are active CapTel users who are passionate about providing the best service possible.

Sprint will continue to work with the State on the Equipment Distribution Program scope and will ensure that the required number of CapTel phones is distributed according to the schedule agreed upon by Sprint, the EDP coordinator and the TRA.

Sprint commits to keeping the TRA apprised of new CapTel features and services as they evolve and are developed for the State's consideration. Furthermore, Sprint will keep an open dialogue with the TRA as it relates to changes, additions and challenges on a national basis and the impact of these issues on CapTel customers in Tennessee.

Outreach and Education

The Sprint Program Manager, Todd Bader, will serve as the primary point of contact to the TRA, the State Contract Administrator and Tennessee organizations who support the customer community for all CapTel communications and issues. Sprint's proposed Outreach plan for the State of Tennessee is

detailed in Section C.4. As part of that promotion, Sprint will continue to develop appropriate and Tennessee-specific Educational and Outreach materials to communicate Tennessee CapTel services during the launch of the program and throughout the duration of the contract.

Customer Feedback

Customer feedback on the quality of services offered and suggestions for improvement have been the cornerstone of our success. Sprint will provide an online survey to allow consumers to provide feedback on the quality of the services offered and suggest new ideas or enhancements. This online feedback submission reduces paper waste, which is one of the initiatives of Sprint's environmentally responsible policies.

Customer Service

Sprint will continue to provide Customer Service for all Tennessee CapTel customers during normal business hours. Sprint also offers access to Sprint Relay Customer Service 24 hours a day. Additional details are available in Section C.4.

STARS

Sprint truly values customer and consumer input in order to ensure our services are the best the industry has to offer. In addition to individual user feedback, Sprint proudly sponsors an annual conference for the Contract Administrators that is collectively referred to as STARS or 'State Telecommunication Administrators of Relay by Sprint.' The information gathered at the STARS conference is utilized to develop the future of Relay services.

Project Schedule

As the incumbent provider who is fully meeting all of the required technical requirements today, Sprint stands prepared to transition to the new contract period without delay. Sprint has the required facilities, equipment, and personnel in place to continue to meet and/or exceed the TRA's expectations.

C.2

Provide a narrative that illustrates how the Proposer will complete the scope of services, accomplish required objectives, and meet the State's project schedule.

Sprint will continue to meet all requirements as they pertain to CapTel, as well as all criteria for doing business in the State of Tennessee, no later than September 1, 2010. Sprint's CapTel Services are provided by CapTel, Incorporated (CTI) an Ultratec company. CTI will continue to manage the existing CapTel call center with traffic carried on the Sprint network.

Sprint will be responsible for coordinating and managing all aspects of CapTel Services for Tennessee and will be the State's single point of contact.

The CapTel phone distribution program is coordinated by Weitbrecht Communications, Inc. (WCI), with Sprint's support.

Sprint offers the following assurances with the provision of CapTel Services:

- ◆ 24 hours-a-day, 7 days-a-week accessibility
- ◆ Adequate staffing to provide CapTel customers with an average speed-of-answer of 10 seconds or less for 85% of calls on a daily basis.
- ◆ Compliance with P.01 GOS (Grade-of-Service)
- ◆ Access to their chosen Interexchange Carrier
- ◆ Routing of emergency calls to the appropriate PSAP
- ◆ Alternate billing arrangements, such as:
 - ◆ Collect
 - ◆ Third Party
 - ◆ Person-to-Person
 - ◆ Calling card
 - ◆ Credit card
 - ◆ 900 number services
- ◆ Auxiliary power for operation during commercial power failure
- ◆ Spanish-to-Spanish language calls

Type of Calls

Intrastate and Interstate Calling

Tennessee CapTel, as provided by Sprint, will continue to facilitate functional equivalence by allowing users to place all network call types including intrastate, interstate and international calling. Sprint uses an advanced mileage band system to determine local calling area and to ensure that Tennessee CapTel customers do not pay more than voice users when completing calls through CapTel.

Sprint will continue to offer Tennessee customers with access to FCC certified, federally funded interstate CapTel service. Sprint processes interstate calls with the same technology and attention to quality as intrastate CapTel calls.

Sprint will seek reimbursement for the processing of interstate calls from the National Exchange Carrier Association (NECA). NECA administers the TRS Interstate Fund by closely monitoring payments into the fund by Telecommunications Providers and fund disbursements to Relay Service Providers. The minutes reimbursed by NECA are listed on the invoice as a reduction to the total minutes of service for the month. Customers of Tennessee CapTel who place toll calls will be billed only for the toll portion of the call by the Caller's Carrier-of-Choice (COC).

Sprint will continue to accept calls that originate or terminate from a special CapTel-enabled telephone. Sprint will process calls where one party (either the calling party or called party) is using a Tennessee-based telephone number. The CapTel service is capable of accepting calls placed across state lines and is able to reach any business or residence that has a standard telephone service in Tennessee.

Spanish and Other Non-English CapTel

Sprint is excited to offer Spanish Language CapTel calls to the State of Tennessee. Handled by proficient bilingual (Spanish) Operators, Spanish CapTel calling is available between the hours of 7:00 AM to 11:00 PM CST, 7 days-a-week, 365 days-a-year. Specially designed workstations have been modified to provide voice recognition software and macros to the caller in Spanish.

In order to invoke Spanish language, a CapTel customer contacts Customer Service. Customer Service will direct the CapTel customer on the process to select Spanish. For future calls, the customer can turn Spanish on or off based on the type of call they want to make. It should be noted that calls must be processed in only one language. If the party chooses Spanish, the called-party must speak Spanish during the entire conversation.

As the largest provider of CapTel in the United States, Sprint anticipates adding CapTel technology and capabilities on the Sprint's network of call centers at some point in the future. By doing this, Sprint anticipates expanding the Spanish-language services for CapTel. In the meantime, Spanish-speaking CapTel users may dial 7-1-1 during non-operating hours to access Spanish-language Relay services; the CapTel phone is designed to work as a VCO phone with Tennessee Relay when 7-1-1 is dialed.

Emergency Calls

When calling 911 using a CapTel phone, the call is processed in the same way a 911 call is processed when using a standard telephone.

- ◆ The CapTel phone automatically converts to a Voice-Carry-Over (VCO) phone and dials 911 directly.
- ◆ The CapTel Call Center is not engaged in processing 911 calls.
- ◆ The CapTel phone will display the typed responses from the PSAP and the caller will use their voice to communicate with the PSAP.
- ◆ The user does not receive captions from the CapTel Call Center.
- ◆ Therefore, the 911 system will be able to operate properly and render appropriate emergency response.
- ◆ The user will be connected to the proper 911 Center in the least amount of time and the telephone number (ANI) will automatically be passed to the 911 Center.

Two Line CapTel (2LCT Emergency Calling)

Because 2LCT uses separate voice and data connections, it offers the most efficient way to access Emergency Services via 911 response Centers. With 2LCT, the user is connected directly to 911 on a standard voice connection.

The captions are connected on the second line. When using 2LCT to call 911, the call is connected:

- ◆ In the fastest time
- ◆ To the most appropriate 911 Center every time
- ◆ With a reliable voice grade connection
- ◆ With full speed captions

Directory Assistance

Sprint processes all requests for all CapTel consumers through Tennessee CapTel. During these calls, Sprint does not add any additional charges to the consumer for captioned DA calls.

Access to CapTel Calling Center

Sprint Relay, as the incumbent CapTel Provider for the State of Tennessee, has the telecommunications infrastructure in place to support connection through the current national toll-free numbers. When a Tennessee CapTel consumer dials a telephone number on a CapTel phone, the call is quickly and automatically connected to CapTel's national toll-free service.

Voice Callers

Sprint voice callers into the CapTel service receive an automated greeting which prompts the caller to enter the telephone number of the person they are calling or allows them to learn more.

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.

If the voice caller would like to obtain more information about long distance calling and carrier of choice and presses the pound sign, the following recording will be played.

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 does not press the pound sign, the following message will be provided after a very short pause.

PLEASE ENTER THE AREA CODE AND PHONE NUMBER OF THE PERSON YOU ARE CALLING FOLLOWED BY THE POUND SIGN.

It should be noted that the voice caller can speed up this process by immediately entering the CapTel user's phone number when the recording starts.

CapTel phone users should never need to be re-routed from the captioning service to another Relay call type. Since the access number for the CapTel phone is transparent and never dialed by the user, the number dialed by the user will be captioned without any need to be re-routed to the appropriate Operator for call processing. Since the Operator is transparent, there will be no interaction between the user and the Operator to re-route calls from the Captioning Center.

While access to 7-1-1 has been waived for CapTel phone users, Sprint also makes it possible for the CapTel phone users to access Tennessee TRS services. When dialing 7-1-1 from a CapTel phone, the CapTel phone is connected to the state's TRS provider with the CapTel phone defaulting to its VCO-mode settings. For users who wish to use the CapTel phone as a VCO phone and use TRS, the following is available.

- ◆ Users can reach TRS by dialing 7-1-1 in their State.
- ◆ Dialing 7-1-1 on the CapTel phone will enable users to reach their State TRS service, which is separate from the captioning service.
- ◆ When using the CapTel phone, dialing 7-1-1 puts the phone into Voice-Carry-Over (VCO) mode to facilitate conversations via traditional VCO. This service is available in all Sprint CapTel States.

CapTel Call Limitations

Sprint is able to handle all types of calls normally provided by common carriers with the exception of the following, which have been waived temporarily or permanently by the FCC for CapTel:

- ◆ Coin-sent calls
- ◆ TRS calls which are not CapTel calls including, but not limited to:
 - VCO
 - HCO
 - STS
 - Video Relay Services (VRS)
 - 2-line VCO
 - TTY

It should be noted that TRS to CapTel calls are permitted such as TTY to CapTel with the assistance of a second Communication Assistant. For additional information on FCC requirements and waivers for CapTel, please see Section C.6.

Special Calling Services

Sprint continually works to provide greater functional equivalency for CapTel consumers. The following custom calling features are available for CapTel consumers at no charge above the typical fees which may be assessed by the local exchange company (LEC).

- ◆ **Caller ID:** Sprint CapTel consumers who subscribe to the Caller ID feature from their telephone service are now able to view Caller ID information directly on the CapTel phone display. As of March 2008, CapTel features True Caller ID, which displays the name and/or number of the person calling.
- ◆ **Three-way Calling:** In compliance with FCC regulations, Sprint ensures that CapTel users are able to join any three-way call in progress. CapTel users who are equipped with 2-Line CapTel will be able to host, join, or be added to any three-way call.
- ◆ **Using Touchtone Capability:** Unlike traditional TRS, CapTel gives users the freedom to press buttons directly on their telephone to make a selection. Rather than informing the Operator of the preferred action required, the CapTel user does it directly. For example, when checking voicemail, the CapTel user simply dials the telephone number and enters the appropriate codes on their telephone. When the messages play, the CapTel user can listen and read the entire message or select to save or delete the message immediately.
- ◆ **Speed Dialing:** CapTel users have the ability to maintain 3 speed-dial numbers on the CapTel phone.
- ◆ **Interrupt Feature:** Because of the nature of CapTel the Operator is transparent on the call; therefore CapTel users are empowered to interrupt their caller at any time without the need to wait for the captions to be completed. Users enjoy full-duplex conversation, unlike TRS where only one side of the conversation can be transmitted at a time.
- ◆ **Answering Machine or Recorded Messages:** CapTel consumers can leave messages or retrieve answering machine messages from any system accessible by phone or an answering

machine that is near the CapTel phone. The CapTel consumer is instructed to follow the following instructions:

- Press the CapTel menu button that until the option, “Caption External Answering Machine Messages” is displayed. (Please note that the handset must be hung up to do this.)
- Press the “OK” button.
- Pick up the handset and place it near the answering machine.
- Watch the CapTel display to see when the CapTel Operator is connected.
- Press the “play” button on the answering machine.
- View the captions on the CapTel display.
- Save, delete or navigate to the next message using the answering machine controls.
- When done, simply hang up the handset and the phone will be ready for the next call.

CapTel Equipment

Sprint understands that CapTel phone will only be distributed by the Telecommunication Devices Access Program within the State, unless otherwise appointed or approved and that the State reserves the right to limit the number of phones distributed.

As the largest provider of CapTel in the United States, Sprint has worked with Ultratec and its subsidiaries (Captioned Telephone, Inc. - the technology and call center provider) and Weibrecht Communications, Inc.(the phone distributor) to provide the State with as much information as possible regarding distribution process for CapTel phones.

Sprint has also implemented creative programs within the state to increase distribution of CapTel phones for consumers who do not qualify for the TDAP benefits. Throughout the current contract, Sprint has worked closely with the TRA to develop these programs and only proceed with these programs after obtaining the express consent of the TRA.

Sprint is excited to announce the availability of the 800 model CapTel phone which includes the following enhancements

	CapTel 200	CapTel 800
Lines on display screen	4 lines of text	Up to 15 lines of text (depending on font size selected)
Spanish captioning available	Yes	Yes
Ability to save text of conversation	Yes (up to 100 lines)	Yes (up to 480 lines of text)
2-line CapTel	2-line capabilities	2-line capabilities
Ability to adjust font size	No	Yes
CapTel service fee	No charge	No charge
Headset amplification	Up to 35 dB gain on all calls	Up to 40dB gain on captioned calls
Display screen	Monochrome	Color

Figure 18 – CapTel 200 and 800 Comparison



CapTel 800 phone

Internet-based Models and Offers

Sprint's WebCapTel solution offers a solution for hard of hearing persons who cannot afford the landline-based Tennessee CapTel service. Requiring basic computer requirements, phone service and internet access, these users can take full advantage of the same quality CapTel service as provided through Sprint using Tennessee CapTel.

"Kudos, for the WONDERFUL new Internet CapTel by Sprint!! The workplace applications are just immense!!! I made several calls today using WebCapTel. I LOVE it! I'm especially excited about this service for my sister...she never took to the CapTel phone for some reason, but is a huge computer person and always has her laptop close at hand. I'm sure this service will benefit her greatly!!"
~WebCapTel user

Although not currently provided under this contract, Sprint's also provides the new CapTel® 800i. This service is currently reimbursed through the TRS fund rather than by the TRA. The CapTel® 800i works like a telephone, but it also connects to the Internet to display captions during the telephone conversation. By combining a telephone with captions via a phone line and the Internet, the CapTel® 800i provides fast transmission and easy to read captions allowing the user to read what the caller is saying during the phone conversation.

- ◆ Captions appear automatically on all calls – incoming and outgoing. No need for callers to dial the Captioning Service.
- ◆ Captions can be turned on or off at any point during a call.
- ◆ Display screen tilts for comfortable reading or lies flat to mount the phone on a wall.
- ◆ Adjustable volume control (up to 40dB) for captioned calls. Volume button is easy to see and adjust during a call.
- ◆ One-touch access to CapTel® Customer Service during standard business hours.
- ◆ Easy-to-follow menu with Yes/No questions.
- ◆ Phone Book allows users to easily store and dial more than 95 names/phone numbers.
- ◆ Speed dial keys for one-touch dialing of frequently called numbers.

Following are the set up requirements for the CapTel® 800i phone:

- ◆ Internet access
 - high-speed Internet or
 - broadband service
 - Router may be required*
- ◆ Telephone line**
 - Analog
 - VoIP
 - DSL or
 - Digital cable phone service
- ◆ Standard electrical power outlet

* Depending on how many devices are connected to the Internet, users may require a router to connect their CapTel® 800i phone.

** Not compatible with PBX systems.

Future Phone Technology

As technology evolves, Sprint is committed to ensuring that CapTel users have access to additional options. Sprint, as the leader in mobile accessibility solutions, is also committed to bringing mobility to CapTel users. In this wireless capacity, Sprint is uniquely positioned to bring the most affordable future solutions to the both individual CapTel consumers and the TRA.

CapTel Warranty

WCI will be responsible for all warranties, returns and equipment repair. Included with every CapTel phone shipment is a limited product warranty, meaning the warranty only covers manufacturer defects for one year.

The CapTel user must register their phone by completing the registration card and sending it back to Ultratec within 30 days of receipt of the CapTel phone.

WARRANTY

Should be registered within 30 days of purchase

One-Year Limited WarrantyTerms

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 devices (including, but not limited to, damage caused by lighting and connecting the product to digital telephone systems).

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.

In the case that the product specified above 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.

Ultratec National Service Center
5901 Research Park Blvd.
Madison, WI 53719
(800)482-2424 (Voice/TTY)
Email: service@ultratec.com

CapTel Technical Standards***Hours of Service***

Tennessee CapTel experience a consistent level of service at all times no matter what time of day or call center processes the call. Sprint ensures that Tennessee CapTel (English) will continue be available on a statewide basis at all times (24 hours per day, seven (7) days per week, 365(6) days per year).

It should be noted that Spanish CapTel is currently available from 8 AM to Midnight EST. As the largest provider of CapTel in the United States, Sprint anticipates adding CapTel technology and capabilities on the Sprint's network of call centers at some point during 2010. By doing this, Sprint anticipates expanding the Spanish-language services for CapTel. In the meantime, Spanish-speaking CapTel users may dial 7-1-1 between Midnight and 8 AM EST to access Spanish-language Relay services; the CapTel phone is designed to work as a VCO phone with Tennessee Relay when 7-1-1 is dialed.

In addition to the CapTel relay service, Sprint offers customers many options to obtain information, report concerns or get technical support including the following:

- ◆ Sprint's Customer Service is available at all times for all modalities.
- ◆ CapTel Customer Service, operated by CTI, is available from 10 AM to 6 PM EST (Monday – Friday). It should be noted that CapTel customers are also encouraged to contact Sprint Relay Customer Service and/or the Account Manager with any concerns.

No Restriction on Calls

Sprint does not and will not place any restrictions on the length or number of calls placed by customers through CapTel. Sprint will continue to manage Tennessee CapTel traffic to ensure enough Operators are available at all times. With Sprint, Tennessee CapTel customers retain full control of the duration and number of calls placed anytime through relay.

Transmission Circuits

Sprint and its subcontractor furnish all of the necessary facilities, equipment, software, circuits, staff, training setup, testing, reporting and other program elements necessary. All CapTel components conform to our demand for leading-edge technology and operational effectiveness, and comply with all State and Federal requirements that affect the provision of the Relay service in Tennessee.

Sprint is a certified Interexchange Carrier (IXC) in all 50 states. Sprint's transmission circuits fully meet, or exceed the ANSI T1.506-1997, Network Performance – Transmission Specifications for Switched Exchange Access Network Standards (TSSEANS).

Relay circuits are carried on Sprint's all-digital fiber-optic network. Sprint developed the first nationwide 100 percent digital fiber-optic network, a network designed for clear channel voice and error-free high-speed data transmission. Sprint, in meeting these standards, confirms its ongoing commitment to Relay customers to maintain superior transmission quality.

Sufficient Capacity

As the incumbent provider, Sprint has the necessary facilities, workforce, telecommunication infrastructure, equipment, software, circuits and relay technology to support Tennessee CapTel. We have the requisite experience, expertise, skills, knowledge, training, and education to perform all services listed in this RFP in a uniform and professional manner.

The current capacity utilization for the CapTel call centers is approximately 65%. The platform is designed to support multiple centers and additional centers are planned in 2010. Sprint partners with CTI in providing a highly reliable and efficient existing CapTel network. In addition, CapTel continues to grow on a national level. Sprint is planning to be a call center provider of CapTel, depending on the growth of the product. Sprint intends to strategically locate the Sprint CapTel Operators in a southern location, providing a greater opportunity for the additional recruitment of Spanish speaking CapTel Operators. Sprint anticipates that the addition of Sprint CapTel Operators may aid in expanding hours of Spanish CapTel.

Equal Access to IXCs

Sprint encourages Tennessee CapTel users and voice callers using CapTel to register their preferred Interexchange Carrier (IXC) carrier of choice directly with customer service. Users who have not registered their preferred carrier of choice are encouraged to contact CapTel customer service to complete their registration.

All CapTel phones distributed after June 1st, 2006 come with a COC card packaged with the CapTel phone. CapTel users are responsible for filling out the card or contacting CapTel customer service to receive the benefits of registering their carrier of choice preferences for CapTel calls.

Voice callers are also notified that the call may incur long distance charges. After connecting to the CapTel toll free number, voice callers hear a recording which prompts them to enter the phone number to dial. This Voice Response Unit (VRU) provides a verbal announcement stating that their call may include long distance charges.

When a CapTel customer indicates his or her carrier of choice preference, CapTel Customer Service will verify that the requested Carrier is a participant. If the carrier is a participant, the customer's calls will be routed as requested. When the requested Carrier is not a participant, Sprint will notify the Carrier verbally and in writing, of its obligation to provide access to Tennessee CapTel customers and encourage their participation.

CapTel Operators***No Interjection or Judgment***

CapTel Operators remain fully transparent, do not counsel, or interject personal opinions or additional information during a call. Nor do CapTel Operators make value judgments on the content of any Relay communication.

Transparency

Because of the nature of CapTel the CapTel Operator is transparent on the call and is never heard by either call party. CapTel customers are empowered to fully control the call.

Confidentiality Procedures

Sprint understands that measures to ensure confidentiality are crucial to the success of any CapTel operation and has implemented the following procedural and environmental measures to safeguard customer and call information.

- ◆ A CapTel Operator number is provided at the beginning and the end of the CapTel call to provide quality assurance.
- ◆ After the inbound party disconnects, CapTel Operators lose the ability to view or access any information pertaining to that call.
- ◆ No written or taped information regarding the call is kept after the call is released from the CapTel Operator's position.
- ◆ After the call has been terminated, the billing information is transferred to the billing files and is no longer accessible except for billing purposes.
- ◆ No one is permitted to watch or listen to actual calls except Operators and Supervisory staff for the purpose of captioning, assisting or monitoring the call for training purposes.
- ◆ CapTel Operators perform their work in cubicles that are bordered by high sound-absorption acoustic tiles and wear special noise reducing headsets.
- ◆ Cubicles are arranged to minimize the number of cubicles that are side-by-side.
- ◆ The Operator work areas have a security card key access and visitors are not allowed in Operator work areas. These special equipment and environmental arrangements reduce noise interference and supports confidentiality.

The use of any information obtained during the processing of a CapTel call is prohibited. In accordance with FCC regulations, all information provided for call set-up, including customer database and branding information, remains confidential and cannot be used for other purposes. Sprint's confidentiality policies are strictly enforced and all CapTel Center personnel are required to sign and abide by a pledge of confidentiality which covers the following:

- ◆ Non-Disclosure of the identity of any caller or information learned about a caller on any CapTel call.
- ◆ Not to act upon any information received while processing a CapTel call.
- ◆ Not disclose to anyone the names, schedules, or personal information of any fellow worker at CapTel, Inc.
- ◆ 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.
- ◆ Hold in confidence all information related to the work and calls performed while at CapTel, Inc. following employment.
- ◆ Never reveal the CapTel Operator ID number in conjunction with an individual's name unless asked to do so by a member of the CapTel, Inc. management staff.
- ◆ Not to share with anyone any technical aspect of the position at CapTel, Inc. unless asked to do so by a member of the CapTel, Inc. management staff.
- ◆ Not talk about consumers or call content with any fellow CapTel Operators.
- ◆ Not listen to or get involved in calls taken by fellow CapTel Operators.

Sprint has provided a copy of the CapTel Confidentiality policy in Appendix C.

Call Rating

Local Call Rating

All calls into the CapTel call center are toll-free. In addition, CapTel users are not charged for calls that would be local if processed through the standard telephone system without relay. To calculate local calling areas, CTI uses a mileage band system based on vertical and horizontal coordinates of the calling from and calling to numbers. The distance between the callers is calculated. Based on the distance calculated and information received from the local exchange carriers (LECs) the system's software determines if the call falls within a predetermined mileage radius. If the call falls within the mileage radius, the call is treated as local and the CapTel customer is not billed. If the call falls outside the mileage radius, the call is treated as a toll call. Mileage bands cross state lines, LATAs, area code boundaries, and LEC territories.

Sprint's mileage band database, which is updated monthly, is supplied by Telecordia Technologies who administers the additions and changes of the NPA-NXX numbers in North America.

Long Distance Call Rating

All toll calls placed through the Sprint's CapTel service is rated by the CapTel customer's carrier of choice. CTI passes to the carrier all information necessary to bill and rate the call including the fact that the call is a relay call. This network signaling allows the carrier to apply the hearing impaired discount rate. CapTel calls are rated as if the call was placed directly between the originating and terminating call points instead of routed through the CapTel service center.

The timing of the call for billing purposes begins immediately upon the caller picking up the phone at the called number. If a caller requests a person-to-person toll call, the timing begins only after the requested person has answered the call.

Pay Per Services

As pay-per-calls are billed and rated by the terminating pay-per-call provider rather than an interexchange carrier, discounts are not applied to these calls.

Billing Requirements

Sprint ensures that interstate long distance calls are billed at a rate no greater than that of a functionally equivalent voice communication services. This includes the duration of the call, the time of day, and the distance from the point of origination to the point of termination. The customer will only be billed for conversation time, (which does not include call set-up time, time between calls and wrap up time) on toll calls.

Sprint performs all billing in-house. Sprint produces Call Detail Records (CDRs), which are processed through an automated rating and invoicing system. Sprint utilizes two internal billing systems: Invoice Processing System (IPS) and External Message Management System (EMMS) to invoice end-users that select Sprint to complete their Relay calls.

A Relay Tennessee customer who selects Sprint to carry a long distance call and is not a Sprint pre-subscribed customer will receive their charges on the Sprint page of their LEC's invoice. The billing CDR created on the Sprint network contains information that identifies that call as a Relay Tennessee call. Once Sprint has processed that CDR through its internal rating system, it will be packaged with Sprint's Casual Caller files and transmitted to the appropriate LEC for invoicing. The call and associated charges will be reflected on the Sprint page of the monthly invoice they receive from the LEC.

Sprint will be compensated by the TRS Interstate Fund as mandated by the FCC for providing interstate and international TRS services. Either Sprint or the caller's Carrier-of-Choice will rate and invoice the toll portion of the call.

Sprint's core billing systems utilized for rating, discounting, and invoicing residential voice traffic include MPS (Message Processing System), PDPS (Promotion Definition Processing System), IPS (Invoice Processing System) and EMMS (External Message Management System) to invoice end-customers that select Sprint to complete their Relay calls.

Sprint performs all billing in-house and does not utilize subcontractors to support customer billing.

A Tennessee CapTel customer who selects Sprint to carry their long distance call and is not a Sprint pre-subscribed customer will receive their charges on the Sprint page of their LEC's invoice. The billing CDR created on the Sprint network contains information that identifies the call as a Tennessee CapTel call. Once Sprint has processed the CDR through its internal rating system, it will be packaged with Sprint's Casual Caller files and transmitted to the appropriate LEC for invoicing.

Facility Requirements

CapTel call centers are operated as a national service. Each of the two centers share the national traffic and are load balanced so that each center handles approximately 50% of the total national CapTel traffic. Service quality levels are maintained uniformly. The centers have adequate equipment, furniture and facilities to provide Tennessee's CapTel service.

The current capacity utilization for the CapTel call centers 65%. The platform is designed to support multiple centers and additional centers are planned in the near future. Sprint partners with CTI in providing a highly reliable and efficient existing CapTel network. In addition, CapTel continues to grow on a national level. Sprint is planning to be a call center provider of CapTel in the future, depending on the growth of the product. Sprint intends to strategically locate the Sprint CapTel Operators in a southern location, providing a greater opportunity for the additional recruitment of

Spanish speaking CapTel Operators. Sprint anticipates that the addition of Sprint CapTel Operators may aid in expanding hours of Spanish CapTel.

If the center is located in a facility offering other services, Sprint will ensure that the Tennessee CapTel service will be isolated appropriately to assure confidentiality standards are upheld.

Auditing Requirements

As demonstrated in Section C.5, Sprint will provide the necessary monthly and annual reporting necessary to assess Sprint's performance during the reporting period.

Outreach and Education

As demonstrated in Section C.4 Sprint will continue to provide a comprehensive Outreach and Education program that reaches existing CapTel users, potential new CapTel users and the general public.

Customer Feedback

Sprint is fully compliant with all State and FCC guidelines related to Complaints and Inquiries. Sprint certifies that all complaint received from all sources are documented (including resolution) kept on file and forwarded to the TRA on a monthly basis.

Program Manager's Role in Complaint Process

Sprint's Program Manager, Todd Bader, will continue to be responsible for the following:

- ◆ Tracks all commendations and complaints of the month
- ◆ Follows up with customers on resolutions
- ◆ Receives a copy of a miscellaneous complaint that is filed with customer service for resolution and follow-up to the customer

Sprint Customer Service

Sprint will provide Customer Service that is available 24 hours-a-day, 7-days-a-week, 365 days-a-year. Customer Service representatives are always ready to take live calls and escalate concerns, complaints and commendations to the Program Manager. The toll-free Customer Service number is available in all TRS communication modes including TTY, VCO, HCO, STS and Voice. In addition, Sprint offers fax, email and dedicated Spanish options as well.

- ◆ Sprint will provide follow up in the customer's preferred contact method including mail within three (3) business days of resolution or within 10 business days from the date the issue was reported.
- ◆ Sprint will display the toll-free customer service telephone number and address on all brochures and educational materials.

Customer Contact Database

All customer service representatives, Program Manager, and other personnel who accept complaints or commendations will enter the complaint information into the Customer Contact Database. The database includes all FCC mandated information:

- ◆ Date complaint was filed
- ◆ Explanation of complaint
- ◆ Explanation of resolution
- ◆ Date of resolution
- ◆ Customer contact information (name, address, preferred contact method(s)), if provided by the customer

All customer contact information will be stored and used to assist states in obtaining their re-certification from the FCC.

Customer Complaint Tracking Process

The following figure illustrates Sprint's Customer Complaint Tracking process:

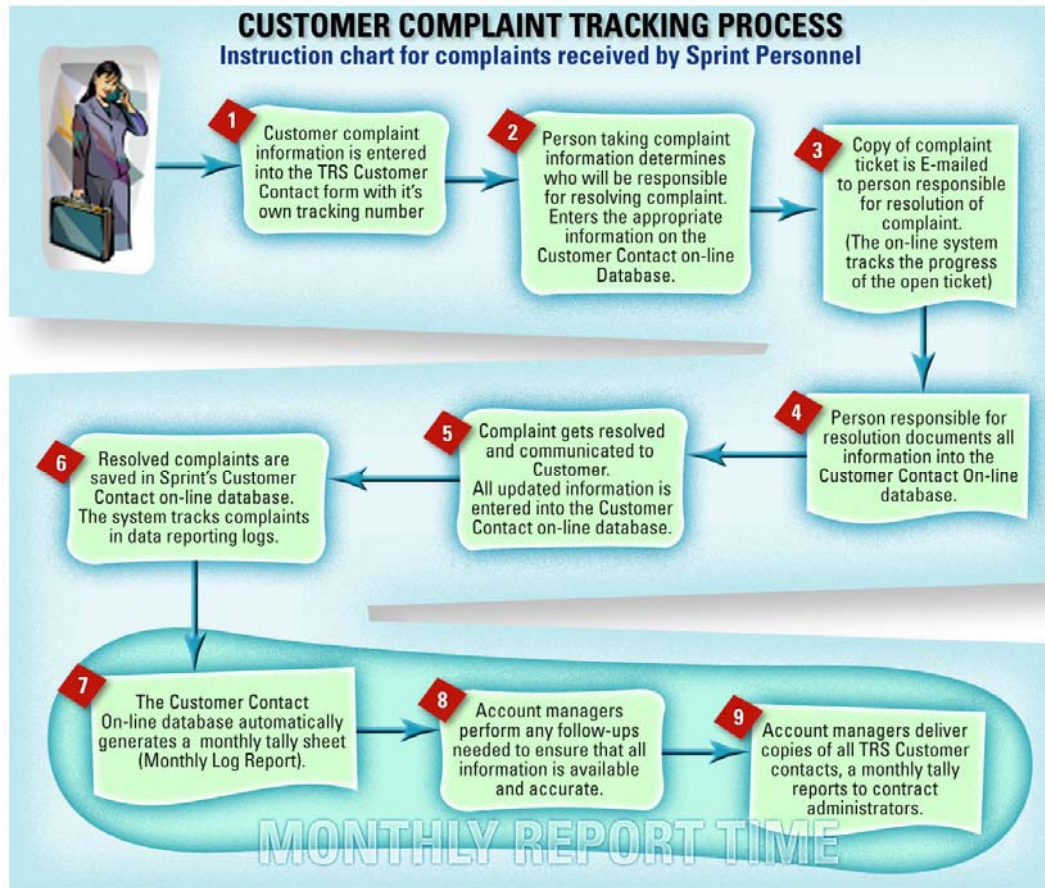


Figure 19 – Customer Complaint Tracking Process

CapTel Operator Standards

CapTel Operators adhere to the following minimum standards:

- ◆ CapTel Operators are trained to caption the words spoken by the hearing party as accurately as possible, without intervening in the communications.
- ◆ CapTel Operators are permitted to provide background noise identification.
- ◆ CapTel Operators do not maintain any records of conversation content and keep the existence and content of all calls confidential.
- ◆ CapTel Operators are required to meet the FCC standards for minimum transcription speed.
- ◆ CapTel Operators do not limit the length of a call and remain on a call for a minimum of ten minutes when answering and placing a call.

Personnel supporting CapTel have the requisite experience, expertise, skills, knowledge, training, and education to perform CapTel Services in a professional manner.

Accuracy Rate

CapTel Operators are tested using scripted calls to a minimum accuracy level of 98%. This is one of the most important quality specifications for CapTel Service. Periodic testing is conducted on the CapTel Operators to meet this standard. Sprint will work with Tennessee to provide additional information to support this quality standard.

CapTel, Inc. (CTI) maintains an internal policy for CapTel Operators to be able to pass periodic tests of their captioning speed and accuracy. The parameters of such tests are determined by the current state of the technology and by the known rates of acceptance by both customers and management performance criteria. All such speed and accuracy parameters are measured using scripted calls where all words, speaking speeds, and other variables are controlled. The results are for CTI internal use only. Because the subject matter, speed of speaking, telephone line clarity, and other call-by-call variables cannot be controlled on “live” calls, speed and accuracy parameters are not guaranteed for live calls. The speed and accuracy parameters are intended for CTI’s internal management purposes only and may change from time to time.

Error Rate

CapTel Operators are periodically tested using scripted calls to a minimum of 2% or less error rate. This is one of the most important quality specifications for CapTel Service. The periodic testing includes accuracy and error rate to ensure that the CapTel Operators meet these quality standards for the service. Sprint will work with Tennessee to provide additional information to support quality standards.

The CapTel customer will receive captions at a minimum speed of 125 WPM. Periodic testing is conducted on the CapTel Operators to meet this standard. Sprint will work with Tennessee to provide additional information to support this quality standard.

Network Call Types

The CapTel Service will allow CapTel customers to place all network call-types commonly supported by TRS including but not limited to:

- ◆ Intrastate
- ◆ Interstate
- ◆ Toll-free
- ◆ *911
- ◆ Pay-Per-Call Services
- ◆ **Directory Assistance

Uninterruptible Power Source (UPS)

Sprint CapTel provides a cost effective solution with an Uninterruptible Power System (UPS) using a combination of standard battery backup and an auxiliary generator. This provides uninterrupted power for an unlimited duration of time for all key components including:

- ◆ The switch and its peripherals
- ◆ Switch room environment, including:
 - ◆ Air conditioning, if required to maintain service
 - ◆ Fire suppression systems
 - ◆ Emergency lights and system alarms
 - ◆ CapTel Operator consoles/ terminals
 - ◆ CapTel Operator work site emergency lights
 - ◆ Call Detail Recording (CDR)

Sprint ensures that the UPS system capacity is sufficient to operate the CapTel Relay Center at busy season and during busy-hour load.

The CapTel Call Center has installed power-generating equipment capable of operating the Center for extended periods of time. In the event of a power outage, the UPS and back-up power generator ensure seamless power transition until normal power is restored. UPS is used only long enough for the backup power generators to come on line – a matter of minutes. Generators can stay in service for longer periods of time as long as fuel is supplied.

Once the back-up generator is on line, stable power is established and maintained to system equipment and facility environmental controls until commercial power is restored.

Switching System

Sprint's CapTel switching system includes redundant Central Processors Units (CPUs) on 'hot stand-by'. This includes a full maintenance and administrative terminal with keyboard, screen and printer capabilities, on-line system monitoring, and real-time programming capabilities. The maintenance and administrative terminal has the ability to perform preventative maintenance without taking the system off-line. In addition, on-line and off-line diagnostic routines identify system faults or failures at the individual board level. Appropriate spare components will be maintained on-site to meet the required levels of service.

Intercept Messages

Sprint provides voice and CapTel messages if a system failure occurs within the Relay switch or on outbound circuits. For calls that may be blocked prior to reaching the CapTel Relay Center, whether on an Interexchange Carrier (IXC) or Local Exchange Carrier (LEC) network, the following intercept message may be heard/viewed:

***"I'M SORRY, ALL TRUNKS ARE BUSY NOW. PLEASE TRY AGAIN
LATER,"***

Alternately some callers may receive a fast busy tone.

On rare occasions, a problem may occur after a Tennessee call has reached the CapTel Relay Center or while an outbound call is being placed from the Center. In those situations, an appropriate intercept message will be provided to the caller via voice or CapTel.

Should a local disaster require the evacuation of a Center, although no technical disruption has occurred, the following intercept message may be enabled:

***"IN RESPONSE TO LOCAL CONDITIONS, THE CALL CENTER HAD TO
BE EVACUATED DUE TO A LOCAL EMERGENCY. PLEASE HANG UP AND
CALL 711 TO PROCESS YOUR CALL VIA VOICE CARRY OVER"***

This message is activated upon notification of the emergency to allow the immediate evacuation of CapTel Operators and to prevent further calls from being received. The message will be terminated when a safe environment has been restored at the CapTel Center and CapTel Operators are ready to

receive calls. Minutes-of-use attributed to accessing any intercept messages will not be included in billable minutes.

Disaster Recovery Planning

Sprint has an exemplary record for fulfilling contractual obligation. Sprint's detailed Disaster Recovery Plan for Tennessee CapTel addresses specific disaster scenarios, including the temporary loss of one or more CapTel call centers, the loss of circuits as well as long term potential outages that could result due to pandemic outbreaks.

Sprint maintains an active business continuation program that consists of business resumption, disaster recovery and incident management. Our program has a corporate oversight function to assure programs are implemented consistently across the company.

Business Continuity Program



The CapTel network is designed to contend with weather-related challenges, power outages, and disasters. The plan includes quick and reliable switching of calls, network diagrams identifying where traffic will be re-routed if vulnerable circuits become inoperable, and problem reporting with escalation protocol. The CapTel Disaster Recovery Plan details the steps that will be taken to deal with any problem, and restore relay services to full operating level in the shortest possible time.

Please see the Disaster Recovery Plan for CapTel in Appendix D.

Notification to the State

Sprint provides the State in with the most complete and timely information on problems affecting relay service. Sprint will notify the designated representative of the state within fifteen minutes if a Relay service disruption of 30 minutes or longer occurs. The report will explain how the problem will be corrected and an approximate time when full service will be restored.

Within 24 hours of the Relay service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals that the problem has been corrected and that full Relay service has been restored.

TSP Participation

To demonstrate its commitment to ensuring Relay users in the state of Tennessee continue to have telecommunication access during times of emergencies, Sprint is pleased to announce that all critical circuits supporting the CapTel call centers are enrolled in the FCC's Telecommunications Service Priority (TSP) program at a priority level three (3). This program presently restores telephone services most critical to national and homeland security on a priority basis in the event of a national crisis.

Two Line CapTel

Sprint is pleased to continue to offer Tennessee Two Line CapTel (2LCT) at no additional cost. This revolutionary service enables customers the ability to use two telephone lines to support both voice and data (captions) connectivity. One line handles the voice connection between the CapTel customer and the called party. The other line acts as the data connection that allows captions to be displayed on the CapTel phone.

The Tennessee CapTel customer will receive all the benefits of the standard telephone service with Two Line CapTel. With a purchase of a second phone line, CapTel customers are able to receive calls directly, as with standard telephone services. Extension phones in the house can be used at the same time and the customer can choose to see captions at any time during a call or turn them off. In addition, customers can enjoy all standard telecommunication features, including billing and Carrier-of-Choice. Customers also benefit from the following LEC call options:

- ◆ Call-Waiting
- ◆ Three-Way Calling
- ◆ Caller ID
- ◆ Repeat Dialing
- ◆ Automatic Call-Back
- ◆ Call Screening

Because Two Line CapTel uses separate voice and data connections, it offers the most efficient way to access Emergency Services via 911 response Centers. With Two Line CapTel, the customer is connected directly to 911 on a standard voice connection. The captions are connected on the second line. When using Two Line CapTel to call 911, the call is connected:

- ◆ In the fastest time
- ◆ To the most appropriate 911 Center every time
- ◆ With a reliable voice grade connection
- ◆ With full speed captions

The Two Line CapTel offering includes the payment of some interstate minutes. For inbound Two Line CapTel calls, there is no way of knowing where the call came from. The Two Line CapTel phone receives an inbound call directly on the primary telephone line of the CapTel customer in the same way any other telephone would receive a call. Next, the CapTel phone dials the CapTel Relay Center on the second line. For residential phone service, there is no information available about the original calling party that could be forwarded with the call to the CapTel Relay Center on this second line. Therefore, due to this limitation of residential phone service, it is not possible to identify if the call is an intrastate, interstate, or toll free call.

As part of the Two Line CapTel offering, the state is responsible for covering the per-minute cost for all incoming Two Line CapTel calls, both inter-state and intra-state. This is comparable to precedents set in the past by toll-free 800-service and 900 Pay-Per-Call Service that were the responsibility of the States until a ruling was made by the FCC. This requirement is a product requirement, and is not specific to any Provider of Relay.

Customer Profile

CTI's Customer Profile has been designed to provide CapTel and voice users with the ability to enter preferences for call-set up. When a call arrives at the CapTel call center, the CapTel Operator software automatically queries the database for the inbound caller's customer's stored preferences.

Rather simply providing these preferences to the CapTel Operator, the CapTel Operator software goes a step further and automatically enacts the user's preferences. For example, a CapTel user who has registered a preferred long distance carrier of Sprint will automatically have all calls involving toll charges be sent through Sprint.

Currently, all preferences stored in the Customer Profile relate to call-set up preferences. There are currently no preference options stored in the Customer Profile that are applicable to how the outbound caller's call is processed.

Tennessee CapTel customers are not required to enter preferences in all categories. However, since many CapTel users are not traditional Relay users and may be unfamiliar with how placing calls through Relay service works, Sprint provides helpful literature with all CapTel phones that encourages CapTel users to register preferences for toll calls and advises customers that pay-per-calls are automatically disabled unless a user updates this preference.

Voice callers are also informed of toll charges when placing calls and encouraged (but not required) to register preferences. Sprint provides a Customer Profile consisting of the following fields.

- ◆ User's primary telephone number and area code
- ◆ User's first and last name
- ◆ User Password
- ◆ Preferred long distance carrier for all toll calls
- ◆ Call blocking of outbound pay-per-use calls
- ◆ Call blocking of toll-free calls
- ◆ Call blocking of up to five specific blocked numbers per type

In addition, Sprint's current CapTel Profile features customer-specific information such as:

- ◆ Address
- ◆ Email Address
- ◆ Serial Number of CapTel phone
- ◆ Type of phone using the submitted phone number

Additional Options for CapTel Customization

In addition the Customer Profile, CapTel customers have access to many customization features including the following:

- ◆ English and Spanish language options can be selected directly on the CapTel phone. This gives the user complete control over their language settings at the moment they make a call. The user will simply navigate a short menu on the CapTel phone to change the language from English to Spanish.
- ◆ Customers who wish to block their Caller ID can do so from the CapTel phone, configured by the user by using star (*) codes. Users who are not familiar with how Caller ID functions can contact CapTel customer service for instructions. The actual Caller ID blocking feature will come from the user's LEC. This is functionally equivalent to the service that all other telephone users have.

Internet

Sprint provides all forms of Relay services offered in the United States today including those reimbursed through the TRS fund (such as WebCapTel) and elective services such as Relay Conference Captioning.

WebCapTel

Sprint WebCapTel is a free, revolutionary new web-based service that allows a person who can speak, but has difficulty hearing over the telephone, to read word-for-word captions on a computer monitor. This service is expected to help an estimated 28 million Americans with hearing loss understand communication clearly over the telephone.

Sprint WebCapTel allows individuals of all ages who prefer to use their own voice the opportunity to supplement their hearing ability with text captions. Text captions can be read word-for-word on their laptop or PC. Sprint WebCapTel users do not pay long distance charges for calls that they make through the service. Cell phone users, however, may be charged for the actual use of minutes by their cell phone provider.

A Sprint WebCapTel caller can make or receive calls while logged into the Sprint website (www.sprintcaptel.com). The caller can use their residual hearing and listen to the other person speaking through the telephone, not through the internet or web browser. Sprint WebCapTel customers can make calls using any telephone, whether it is a landline, wireless phone or cell phone. Sprint WebCapTel enables individuals to place calls and receive calls in remote locations, as long as they have access to a telephone and the Internet as shown below.

Sprint WebCapTel captures the audio of the person speaking to the caller and converts the spoken sounds into words on their computer or laptop. In addition to being able to read captions of the conversation; the caller also has the ability to save the conversation and customize the screen to their preference i.e. background, font size and color. When a call is completed, the caller can save the captioned conversation for later review, allowing the caller to concentrate on the conversation.



Sprint has been providing services to individuals with hearing loss since the early 1990s with the passage of the Americans with Disabilities Act. What sets this service apart from traditional relay services is the fact that the WebCapTel service targets hearing people experiencing some degree of hearing loss, which has impacted their ability to hear well over the telephone.

Here is how to use the service:

1. Prior to making a call, the Sprint WebCapTel user will log onto the www.sprintCapTel.com website, shown in the Sprint WebCapTel Website below, and provide both the 'calling to' number as well as the number to call the user back.

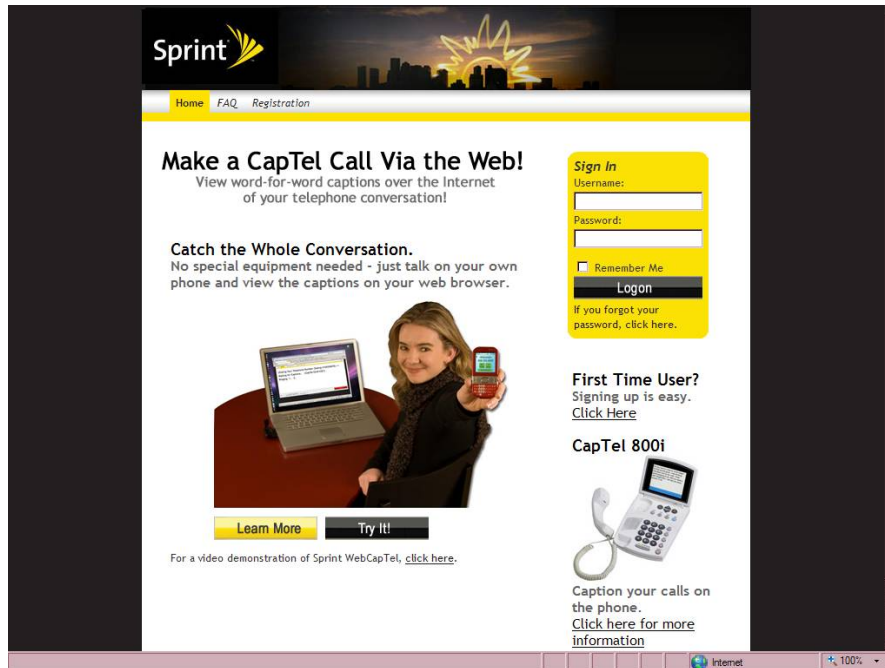


Figure 20 - Sprint WebCapTel Website

While the service is free, users must register to use the service. To sign up, a user can simply go to the Sprint WebCapTel registration page, shown in the WebCapTel Registration Website Page, and click on the link for 'First Time Users' and enter all of the required information; the caller can select their username and password.

There are security measures in place to prevent unauthorized users from signing up.

Sprint WebCapTel users will be e-mailed a link on which to click to verify that their email is valid and to activate their account, after which they will be able to make and receive calls on Sprint WebCapTel.

In addition to being able to read captions of the conversation, a Sprint WebCapTel user also has the ability to save the conversation and customize the screen to their preference, including the background, font size and color. When a call is completed, the user can save the captioned conversation for later review, allowing the caller to concentrate on their participation in the phone conversation.

Sprint WebCapTel users do not pay long distance charges to access the service. However, they will be charged for long distance calls to the recipient through their service provider. Cell phone users may be charged for the actual use of minutes by their cell phone provider.

Emergency Calling Through WebCapTel

Sprint is a committed leader in the Relay industry. The Sprint Relay team has proven to be instrumental in helping drive towards the implementation of registration and 911 calling for internet-based relay users. Sprint has many representatives on industry committees including the ATIS' Industry Numbering Committee (INC) and NECA, the current TRS fund administrator.

Important steps for Sprint WebCapTel users include the following:

- ◆ You must log in at www.sprintcaptel.com to make a Sprint WebCapTel call.
- ◆ Typing "911" on the "Number to Dial" screen brings up a warning dialogue box to make sure you are making a 911 call.
- ◆ When making a 9-1-1 call, you will be asked where you are located. You must respond verbally with an address or intersection. As soon as possible, you will be transferred to the most appropriate PSAP. Everything that is said to you is captioned.
- ◆ The PSAP will answer. Everything the PSAP operator says will be captioned. You must respond verbally.

If either party is disconnected, the callback number will have already been passed to the PSAP. Hang up your phone, but do not turn off your computer or the internet. The CapTel center or the PSAP operator may attempt to reconnect with you.



Sprint WebCapTel® On the Go

Sprint WebCapTel® On the Go is available on select wireless devices. Sprint WebCapTel® On the Go enables WebCapTel® users to read captions on Windows Mobile 6 wireless devices and BlackBerry® Smartphones with an OS of 4.6 or higher, exactly the same as the captions would appear on a computer screen. The voice of callers can be heard on any phone – even a 2nd wireless phone. One phone will display the captions and the second phone will be used to hear and listen.



The user must be registered to access WebCapTel® and users are able to register via their phone.

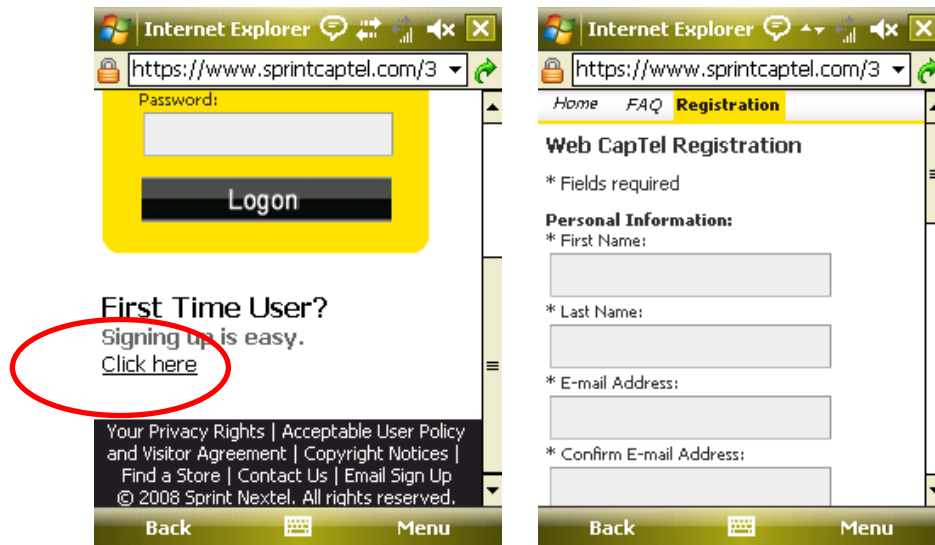
To place a call:

1. The user will open Internet Explorer and navigate to www.sprintcaptel.com on the Windows enabled mobile device as shown in the figure below.

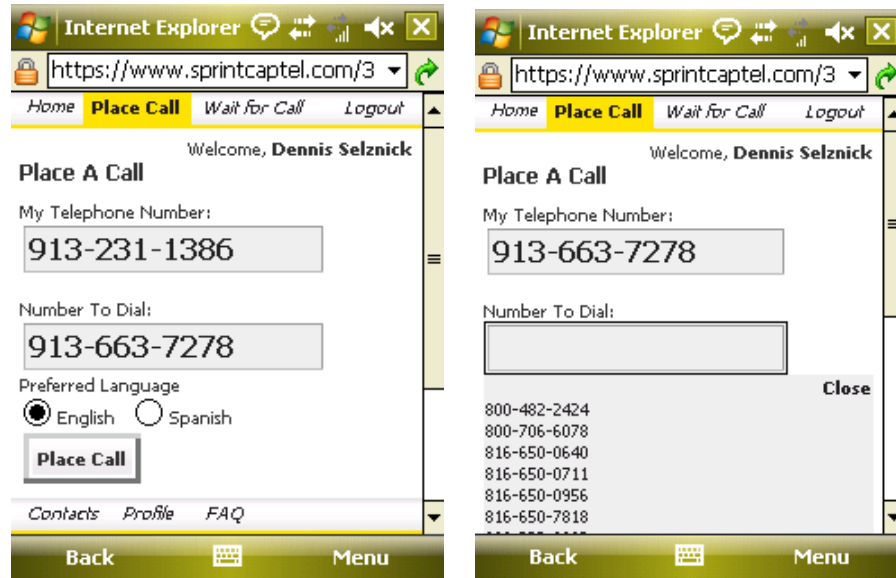


Mobile Device with WebCapTel

The user must be registered to access WebCapTel and users are able to register via their phone.

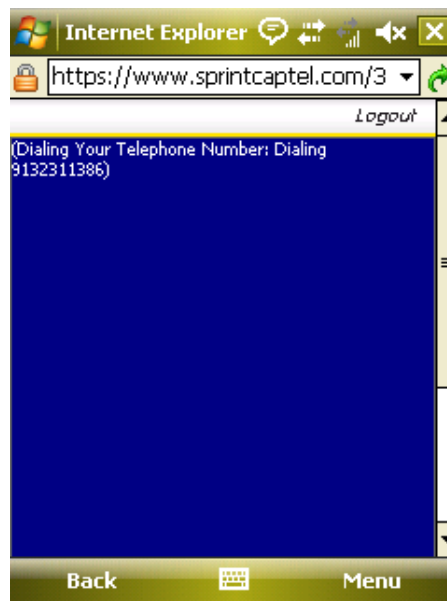


2. The caller will enter the telephone number of the wireless device on which they wish to receive captions on.
3. The caller will enter the number of the person to call.
4. The user will click on "Place Call". Recent and frequently dialed numbers will appear on a drop down list.



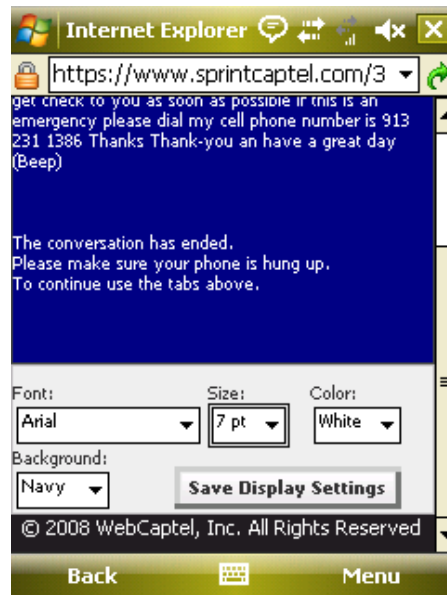
WebCapTel Place a Call Screen

5. A new screen will appear and the phone the WebCapTel user will be listening on will be dialed.



Dialing Telephone Number WebCapTel Screen

6. After answering the phone, the other party is immediately dialed.
7. When the called party answers, the WebCapTel user will be able to read captions on the screen and hear on the other phone they are using.



WebCapTel Captions on Screen

The user can also change their caption preferences (fonts, colors, sizes). To receive a call:

1. The Sprint WebCapTel® *On the Go* user will provide callers with two telephone numbers:
 - ◆ 1-800-933-7219
 - ◆ The wireless telephone number of the WebCapTel user
2. When the caller dials 1-800-933-7219, they will be instructed to input the Sprint WebCapTel® *On the Go* user's 10-digit wireless number and the pound (#) key.
3. The Sprint WebCapTel® *On the Go* user will navigate to the 'Wait for a Call' page on their wireless device.
4. The wireless phone will ring and the second device will go into caption mode.

For more information about Sprint WebCapTel® *On the Go*, visit www.sprintcaptel.com or www.sprintrelay.com/webcaptel.htm

** WebCapTel is a registered trademark of Ultratec, Inc.

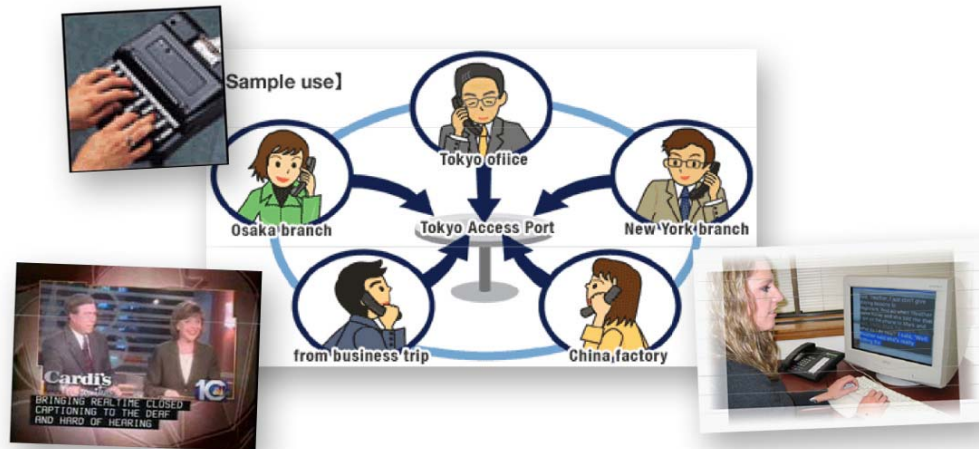
Relay Conference Captioning

If awarded the CapTel contract, Sprint is excited to continue a trial of 4,000 minutes (an increase of 2,000 minutes) per year for five years for Sprint's Relay Conference Captioning (RCC) service for the deaf and hard of hearing Tennesseans.³

With Tennessee Relay Conference Captioning (RCC), provided through Sprint, deaf and hard of hearing individuals can fully participate in multi-party conference calls via the Internet. More and more employees rely on teleconferencing as a normal course of business. Whether the call is personal, business or financial, deaf and hard-of-hearing individuals can now fully participate as captions are delivered in speeds of up to 225 words per minute.

³ Usage minutes will be deducted in 15 minute increments, with a minimum amount of 30 minutes deducted from the trial per conference call. RCC must be scheduled 48 hours in advance and reservations must be cancelled 24 hours prior to the call.

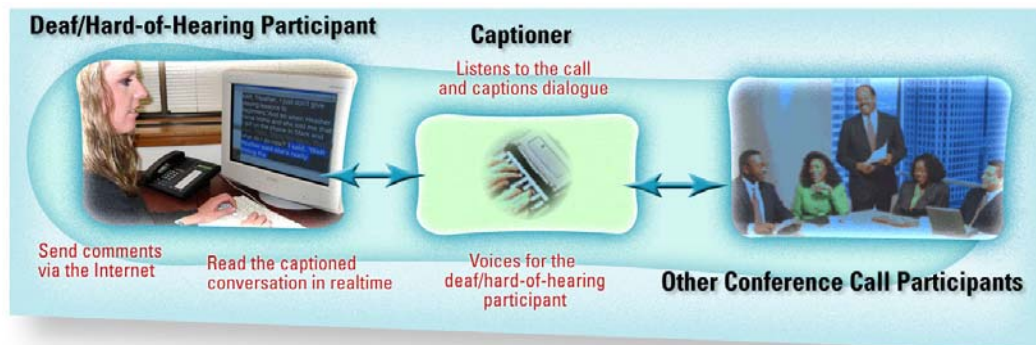
Sprint understands that technology greatly enhances the lives of people who are deaf or hard-of-hearing. With Tennessee RCC the caller can receive live, real-time text streamed to any internet-connected computer anywhere in the world.



Tennessee RCC is an optional feature provided by Sprint Relay through a subcontracted partner, Caption Colorado. Tennessee RCC incorporates the very latest in internet text streaming technology to support multi-party conference calls for deaf and hard-of-hearing individuals. Caption Colorado is a Limited Liability Company which was founded in 1991 and registered in the State of Colorado. Using the same high-quality Stenocaptioners that produce closed-captioning for live television, news, sports and weather, Tennessee RCC users receive live, real-time text streamed to any Internet-connected computer, anywhere in the world.

Tennessee RCC offers:

- ◆ Increased understanding of meeting discussions
- ◆ Immediate delivery of live captioning
- ◆ The ability to join in conference calls anywhere where there is an Internet-connected computer, including but not limited to: Dial-up Internet, PCS Card, Wi-Fi Hotspot, or Ethernet-based connection (High speed access is not required).
- ◆ Text transcript upon request
- ◆ Shorter calls than with traditional Relay service
- ◆ No required special software



Tennessee RCC captioners can keep up with dialogue up to 225 words per minute and maintain an average 98% accuracy or better. As this is performed in real-time, an occasional error will occur when the captioner is not familiar with terms or names, or simply misspells the word. We work constantly to enhance the skills of our team and you can help in the accuracy by providing as much advance information about the event including proper names, agenda, speaker notes, a PowerPoint, or any information that you may have about the call.

Reliability of Service

Tennessee RCC has access to over 100 real-time captioners. Each captioner works remotely and independently. When one real-time captioner is unable to perform an assignment, Sprint RCC Scheduling, which is available 24 hours a day, immediately reassigns the job to another Sprint RCC captioner standing-by. In addition to the scheduled conference call on any given day, Sprint maintains a list of available real-time captioners to handle unforeseen emergencies in sufficient number to handle the day's volume.

Call Confidentiality

Tennessee RCC adheres to the FCC regulations and Sprint Relay procedures for confidentiality. All real-time captioners assigned to the Tennessee RCC are required to sign and adhere to a Relay confidentiality agreement. Unless compelled under lawful order, Sprint will not sell, distribute, share, or reveal in any other way any customer information or data obtained in the provision of this service.

Ordering Website

Tennessee has a dedicated website for ordering Tennessee RCC service: www.TNrelaycc.com. This site contains service description, event ordering, demonstrations, and tech support.

Relay Conference

Version
2.22.17276

Enter Your Event ID

Join Event

Home

How to schedule a call

Book an event now

About RCC

Ordering transcripts

View the Demo

Contact Us

Help/FAQ

You're one click away from using Relay Conference Captioning (RCC)

Now, deaf and hard-of-hearing individuals can participate in meetings, phone calls, videoconferences and multi-party conference calls in a functionally equivalent basis with Relay Conference Captioning (RCC) from Sprint and Tennessee Relay.

Using the same high-quality captioners that produce closed captioning for television, you can receive live, realtime text streamed to an Internet-connected computer anywhere in the world. A high-speed Internet connection is not required.

[How does it work?](#)

The benefits of RCC

- The service is free to all residents of Tennessee
- May reserve your live captioner in advance
- Can be used at any computer with Internet access
- RCC conference calls can be much shorter in duration than traditional relay service
- Can receive a text transcript of the conversation for your records

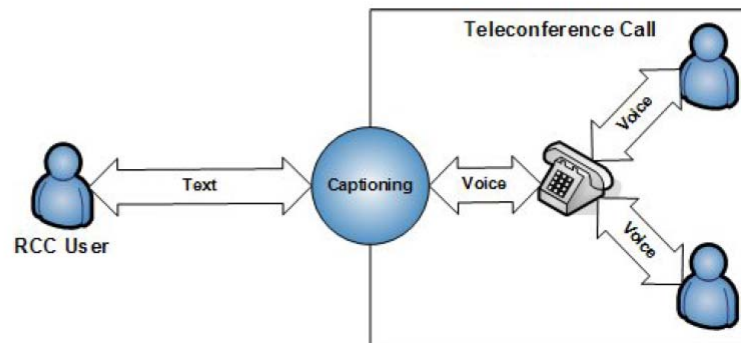


Figure 21 - Screen Shot of Tennessee RCC Website

Hours of Operation

Tennessee RCC will support any length of call that occurs during the specified hours of operation 8:00 a.m. to 6:00 p.m. Monday through Friday. Tennessee RCC can support staffing needs upon 48-hour advance notice. Tennessee RCC has a process to submit conferencing requests via a monthly on-line calendar guaranteeing coverage. Requests must be submitted **no later than 48-hours prior** to the scheduled event. An effort will be made to accommodate last minute requests; however no guarantee of availability can be made for these calls. A confirmation of the scheduling will be sent to the requester via e-mail.

Scheduling Your Call

Currently, all Tennessee RCC calls are scheduled using an online ordering system. Within one day of the request, an email will be sent to the requester with the confirmation information.

- ◆ Step 1- Arrange for a conference call or conference bridge from your phone company or telecom services provider. We provide captioning and voice relay for a conference call.

- ◆ Step 2- Complete the ordering form, which will contain all relevant information including:
 - Name
 - Phone number
 - Email address
 - Alternative contact information
 - Telephone number (and access code) for the captioner to dial
 - Title or subject matter of the conference
 - Optional notes on the topic
 - Date of event
 - Time and duration of the call
 - Transcript options (as described below)
 - Option to add SSL encryption for security purposes
 - Option for user to be contacted for quality assurance purposes.

Ordering Call Transcripts

Real-time call transcripts are available both during the call and for up to 48-hours after the completion of the call. During the scheduling process, the Tennessee RCC user requesting the service can stipulate if transcripts can select the following options:

Transcript Options

- ◆ Retain a copy on the server that can be accessed for up to 48-hours after the call is completed.
- ◆ Destroy the transcript immediately after the event to protect the confidentiality.

Participant Options

- ◆ Allow all participants to view transcript.
- ◆ Allow all participants to view and print transcripts.
- ◆ Restrict the ability for participants to view and print transcripts.

Unless specifically disabled, at any time during the event you may click the “View Transcript” button to view and save a copy of the transcript in HTML or RTF format. This feature can be disabled by the scheduler of the event to protect confidentiality.

Canceling a Scheduled call

Billing will occur based on the amount of time requested unless we are given a **24-hour notice of cancellation**. We can only support a limited number of Tennessee RCC calls per day and each hour. When the event calendar is full, other RCC call requestors must be turned away. Sprint encourages Tennessee RCC users to notify us if the event is changed or canceled, via e-mail us at cc@captionedtext.com.

Accessing the Event

When an event is scheduled, a confirmation is sent via email that contains a Personal Identification Password (PIN) is assigned to access the appropriate website at the scheduled time. The user can access the website and enter the PIN or click on a link contained in the email to reach the caption site.

At the appointed time of the conference call, the caller connects to the Tennessee RCC website via their computer and internet connection and logs in. Once logged in, the text is delivered to the user's computer via a real-time captioner who is connected by audio to the conference. When the conference begins, the Tennessee RCC user views the streaming text which denotes the speakers and their gender. The real time text streaming can be viewed simultaneously by up to 50 participants. One captioner can re-voice for up to three (3) Deaf or hard of hearing users.

Voicing Options

Tennessee RCC users may voice for themselves by dialing into the conference or may type comments to the captioner that the captioner will then voice to the conference call participants.

Customer Options

During the call, users can customize the display of captions by altering the font, text color, background color and refresh rate.

Mobile RCC

Sprint is excited to announce that Tennessee RCC users can now access the RCC service from supported mobile devices with operating systems of Windows Mobile devices (5.0 or higher) and Blackberry® Smart phones (4.X or higher phones).

Tennessee RCC Users will not need to specify if they will be accessing the service from a fixed or mobile connection when scheduling the service.

If a Tennessee RCC user wishes to access the captioned event using mobile RCC, the user will:

- ◆ Open the mobileRCC application by either clicking on the mobileRCC icon (Blackberry devices) or using the Start menu
- ◆ Type in his/her name and event ID and select “enter”

As the teleconference call is started, captions will be displayed on the wireless device. For interactive teleconference calls, mobileRCC users can fully participate by having the captioner voice into the teleconference call. To access this, the mobileRCC user simply:

- ◆ Selects “Speak to Event” from application menu
- ◆ Types out message to be relayed, and
- ◆ Selects “Send Message” from application menu.

Future Developments***Wireless CapTel***

Sprint, as a global integrated communications Provider and one of the largest wireless Providers, is in the unique position of having the resources and partnerships to provide a wireless CapTel application. Sprint and Ultratec are currently working together to evaluate the feasibility of this exciting technology. We are striving to make Wireless CapTel a reality and put Sprint in a unique position to offer it in the State of Tennessee.

When Sprint releases its first wireless CapTel product and devices, we would like to offer the state of Tennessee the ability to test these devices with their consumers. **Sprint will provide up to 5 free devices and service for a 90-day trial, in order for the State to receive feedback from this consumers about the capabilities of the first truly mobile CapTel product.**

C.3

Provide a narrative that illustrates how the Proposer will manage the project, ensure completion of the scope of services, and accomplish required objectives within the State's project schedule.

As the incumbent provider, Sprint has the experience, the resources and proven ability to provide all services required under this RFP. Many tasks that other providers must perform when implementing a new CapTel account will not be an issue for Sprint as those tasks have been completed. Removing these tasks from the transition also eliminates the level of risk for the State.

Sprint is the most experienced vender in managing CapTel projects from service implementation through contract completion. Sprint will ensure that all tasks included in the scope of services and required objectives are completed within the project schedule. Sprint will coordinate with CTI and WCI to ensure a smooth transition from the current contract to the new contract on September 1, 2010.

Successful History of Contract Transitions

Sprint has smoothly and seamlessly transitioned from one CapTel contract to the next for dozens of states and for agencies within the Federal Government. Sprint ensures that the transition between contracts occur with minimal disruption to Relay customers, the TRA or the Advisory Board by using the same methods that have proven effective during other recent contract transitions.

Implementation Manager

Sprint has a dedicated and fully experienced implementation team ready to begin the service transition process. While the Program Manager will continue to be the State's single point of contact, this internal transition team will be led by Angela (Angie) Officer, Senior Implementation Program Manager, who specializes in implementations. Angie possesses over 18 years of Project Management experience with special focus on TRS and CapTel. Angie has successfully implemented and/or transitioned dozens of accounts, services and products during her tenure at Sprint. As a relay customer herself, Angie is dedicated to ensuring that all implementations meet the best needs of both State customers and the customers (callers) using the service. Angie's resume can be viewed in Appendix A.



Angie Officer, Sr. Implementation Program Manager

Angie will lead the same team of Sprint planners, engineers and technicians will bring the Tennessee CapTel contract transition to fruition, ensuring the exceptional service that is the trademark of Sprint. Angie, your Senior Implementation Program Manager, will work from a comprehensive, time-proven

project plan clearly laying out responsibilities and timeframes while allowing the flexibility for your unique requirements.

Sprint will perform all tasks associated with transition with minimal work required from the State. However, the State may choose to be involved to any degree it wishes.

To facilitate a smooth and comprehensive implementation, Sprint will follow the following staged implementation approach.

- ◆ Phase 1: Implementation Team introductions, responsibilities and standard procedures are defined.
- ◆ Phase 2: Develop a specific, tactical implementation plan.
- ◆ Phase 3: Contract Transition.
- ◆ Phase 4: Provide ongoing account support.

Phase 1

Within 14 days of contract execution, Sprint will host a conference call with the Contract Administrator with the following objectives:

- ◆ Introduce Sprint transition team and Department personnel,
- ◆ Discuss methods and procedures (M&Ps) for communication during the project,
- ◆ Sprint will share standard available reports,
- ◆ Sprint will present draft Outreach program for deaf, hard-of-hearing, speech-disabled, businesses, organizations and the general public.
- ◆ Sprint will be prepared to discuss Operational processes such as outage notifications and disaster recovery,
- ◆ And assign action items or items for further discussion.

Phase 2

Sprint will work with the State and subcontractors to obtain the necessary information to transition service from the current contract to the new contract including the finalization of the first year's Outreach and Education program. During this phase, the Senior Implementation Program Manager will deliver a detailed implementation plan.

Phase 3

Sprint will provide status updates and implementation progress. Sprint representatives will be available for conference calls to review the agreed upon methods and procedures, if requested. If the TRA prefers, Sprint can also submit these Progress reports and updated Project Plans in written format. Together we will evaluate the implementation process and aggressively adjust practices to improve the efficiency of the program.

Phase 4

In the final phase, you begin receiving ongoing account information from Sprint. As new features or trial opportunities become available, we will work with the TRA to ensure successful implementation. Throughout this phase, we perform periodic reviews of your account in terms of customers, usage levels, and your overall satisfaction with our service. As the needs arise, this phase may include:

- ◆ Participation in customer group surveys or seminars
- ◆ Trials of emerging products and services

- ◆ Discussion of future wireless applications

Maintaining Ongoing Communication with the TRA Contract Administrator

As described in Phase 4 above, Sprint support does not cease once Tennessee CapTel contract has been transitioned to the new contract. Sprint's Program Managers are committed to keeping the Contract Administrator and TRA apprised of any and all new and emerging technologies, industry trends, quality assessments or any weather or man-made situations that may have an impact on Tennessee CapTel. Sprint has an excellent track record of keeping State customers informed of issues and situations that may impact service.

In addition to the expertise of Sprint's team members, Sprint believes in the involvement of its customers and has established an annual three-day conference for the Relay Administrators of its Relay customers, collectively referred to as STARS (State Telecommunication Administrators of Relay by Sprint). During this annual conference, Contract Administrators gather to discuss industry trends, successful marketing practices, desired enhancements for CapTel and overall quality offered by Sprint. This year, Sprint and CTI hosted a guided tour of the CapTel call center as a part of the conference.

Sprint truly values this customer input and uses this information to continually improve our offering to both the State Contract Administrators and the Relay customers. The information gathered at the STARS conference is also utilized to develop future enhancements of TRS and CapTel.

TO ITS KNOWLEDGE, SPRINT IS THE ONLY RELAY PROVIDER TO HOST ANNUAL CUSTOMER CONFERENCES FOR STATE CUSTOMERS.

Format and Delivery of Contractual Deliverables

During Phase 1 of the transition plan, Sprint will work with the Contract Administrator to determine the preferred format and delivery of all contractual deliverables (i.e. invoice, report and complaint requirements).

Contract transition

A sample tactical project plans listing anticipated tasks for Contract transition can be found below. It is important to note that this plan is not final and can be customized for Tennessee based on the TRA and Contract Administrator's input once the contract has been awarded.

Task	Anticipated Date
Contract awarded to Sprint	7/22/10
Contract Signature	7/30/10
Phase 1	
Introductions to Project Team	8/05/10
Determine preferred communication methods and level of involvement by the TRA	08/11/10
Draft Outreach Plan shared	08/11/10
Phase 2	
Develop Project Plan based on feedback	08/20/10
Phase 3	
Finalize Outreach Approach for Year one	8/15/10
Modify Marketing Materials for Tennessee CapTel (as applicable)	08/30/10

Launch of Outreach program	9/01/10
Reports delivered to the State	Monthly
Phase 4	
Establish preferred ongoing communication methods	10/01/10
Provide additional updates, as applicable, through Sprint management team	Ongoing
Annual STARS convention	Annual

Figure 13 Sample Transition Plan

C.4

Provide consumer outreach strategies to promote awareness of the product in Tennessee.

Sprint will provide a new robust outreach program for Tennessee CapTel that is easily understandable and accessible statewide. As reflected in the sample programs below, Sprint focuses on public relations activities as well as gathering and evaluating the most effective methods of reaching relay users. In addition, Sprint's outreach program builds upon the current program ensuring that each dollar spent goes further.

Tennessee Outreach Plan

CapTel Program Manager Support

Sprint will provide Tennessee with CapTel Program Manager Support. The Tennessee CapTel Program Manager will serve as the primary point of contact to the State of Tennessee for CapTel Service. The Tennessee CapTel Program Manager will play a major role in planning, developing, and managing the implementation of marketing, customer relations and strategies for Tennessee CapTel. The CapTel Program Manager will support the Outreach activities necessary to increase understanding and awareness to the public about the numerous benefits of the Tennessee CapTel service.

Roles and Responsibilities

A general overview of the CapTel Program Manager's role and responsibilities:

- ◆ Work closely with the Tennessee Regulatory Authority, Tennessee Council for the Deaf and Hard of Hearing, Tennessee Relay Advisory Council and the CapTel user community,
- ◆ Serve as the Sprint primary Point of Contact on issues pertaining to Tennessee CapTel,
- ◆ Conduct evaluations of the CapTel service,
- ◆ Be available to receive input from CapTel users,
- ◆ Outreach for CapTel services by continuing to utilize the existing Sprint Marketing team for support of CapTel in the State of Tennessee,
- ◆ Develop an annual outreach plan and manage the Tennessee CapTel Outreach Specialists Program with the agency.

CapTel Program Manager Qualifications:

- ◆ Strong customer relations skills
- ◆ Excellent presentation skills
- ◆ Advanced knowledge of technology
- ◆ Excellent communication skills
- ◆ Strong knowledge of American Sign Language
- ◆ Deaf Culture awareness/sensitivity
- ◆ Ability to communicate and interact with hard of hearing, late deafened and deaf individuals
- ◆ Two or more years experience in the telecommunication field

The CapTel Program Manager will develop and execute an outreach plan for promoting CapTel, contingent upon the State's input and final approval.

The CapTel Program Manager will identify and work with a local agency to hire CapTel Outreach Specialist(s) who will provide expertise related to Tennesseans with hearing loss and to facilitate their ability of access resources and services. This includes providing information and support for Tennessee's servicemen and women who have lost their hearing. Pending a contract with the State, Sprint will identify an agency that will provide Outreach and Educational services on behalf of Tennessee, as well as collect customer input regarding the products, services and quality offered.

The agency will promote CapTel through the use of CapTel Outreach Specialists. The duties of the outreach specialists will include:

- ◆ Educate the general population about the availability of Tennessee CapTel,
- ◆ Contact Deaf, Hard of Hearing, and servicemen and women organizations throughout the state,
- ◆ Conduct three to five presentations per month,
- ◆ Provide customers with one-on-one installation and training support when needed
- ◆ Attend relevant tradeshow,
- ◆ Educate Deaf, Hard of Hearing and Late-Deafened adults about Tennessee CapTel,
- ◆ Submit monthly Outreach and Budget reports to CapTel Program Manager,
- ◆ Research various community events to sponsor ,
- ◆ Provide hands on experience with the CapTel phone,
- ◆ Review features of the phone and provide feedback to new users,
- ◆ Assist consumers in making calls to ensure they understand how the phone works,
- ◆ Explain how to make calls to CapTel Customer Service,
- ◆ Increase the self esteem of the customer,
- ◆ Refer consumers to other resources (e.g. RCC),
- ◆ Provide outreach to Audiologists and Hearing Aid Dealers.

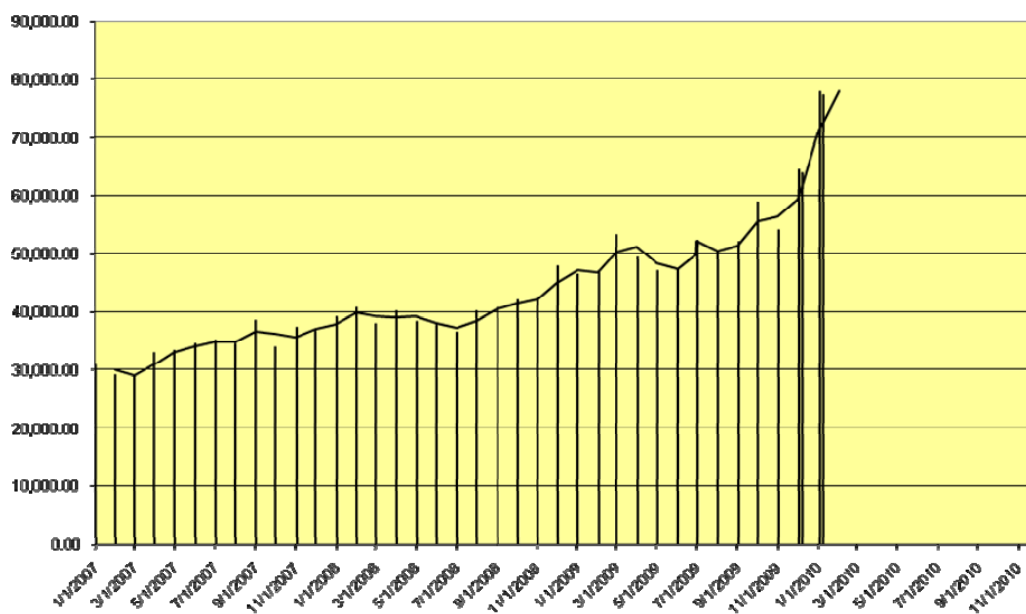
The CapTel program in Tennessee has been very successful and has become a model for other states that have chosen Sprint as their CapTel provider. Also, Sprint provides support service through the CTI website which allows consumers to request installation support while filling out the order form to receive a new CapTel phone. This procedure helped increase the number of CapTel users using the service after understanding how phone works. Sprint has recognized that consumers need one-on-one training and assistance to go over the Captioned Telephone in a step by step process. This is part of our ongoing efforts to provide a personal touch in our outreach. We will continue to train our Outreach Specialists on a quarterly basis and keep them updated on new CapTel features and procedures.

TV PSA for Tennessee CapTel

With the success of Sprint and Tennessee CapTel's various television campaigns, Sprint's recommendation is to continue promoting Tennessee CapTel through television campaigns. Specifically, Sprint proposes to continue to air two 30-second TV commercials that we have used in heavily populated regions on Tennessee.

TN CapTel® Marketing -PSA

2007-10 TENNESSEE CAPTEL MOU



8

Brochure design and printing

Sprint will develop marketing materials specifically designed for promoting Tennessee CapTel. Some outreach samples that have been created can be seen below:

Are you tired of saying "What?" while on the phone?

Try Tennessee CapTel® Relay Service.

Free Captioned Telephone (CapTel®) Service by Tennessee CapTel Relay enables individuals with hearing loss to read what their caller says, while they speak and listen on the telephone.

Tennessee CapTel® Service:

- Offers free service (CapTel users are responsible for their own long distance charges)
- Allows you to dial the person you're calling directly
- Enables you to converse naturally over the telephone

The CapTel® Phone:

- Has a large 5" screen with easy-to-read captions
- Captions while the conversation is in process
- Has up to 40Db of amplification of sound volume for calls

How to get a CapTel® phone:

- To obtain an application to get a free CapTel® phone, go to tennessee.gov/ra/consumerfiles/tdap.html
- To purchase a CapTel® phone, go to weibrecht.com/capitel-tennessee.html

For more information:

- tennesseecapitel.com
- sprint800.com








Although CapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911/911 services. By using CapTel for emergency calling, you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or delays in accuracy or accessibility to access emergency services through CapTel, whether caused by the negligence of Sprint or otherwise. Other restrictions apply. ©2010 Sprint. Sprint and logo are trademarks of Sprint. CapTel is a registered trademark of United, Inc. Other registered marks are the property of their respective owners.

Celebrate Independence.



Using CapTel – Nothing can hold you back now.

Talking with my grandmother is so easy as calling my friends. CapTel makes it easy for both of us.

tennesseecapitel.com
 1-800-476-8777 / 1-800-476-8777 / 1-800-476-8777 / 1-800-476-8777

CapTel®

"Don't Miss A Word"

Captioned Telephone Service developed by United, Inc. is used for people with severe hearing loss because even if they don't hear a word here and there, they can still follow the word-for-word captions on the screen. Plus, CapTel users can speak freely, without waiting for captions to display. Its built-in screen can help a device assist in conversations.

How It Works

The CapTel phone looks and works like any other phone with one important difference. A small screen built into the front, which displays easy-to-read text as it is transcribed by a CapTel Operator.

During a call with a CapTel phone is the same as dialing with a standard phone. When CapTel users place a call, they are automatically connected to the Captioning Service, which allows them to speak as they would normally and read everything the other party says. There's a specially trained relay operator available to the call that transcribes each spoken word, reads, appears almost instantaneously on the screen, a fast made possible by CapTel's advanced voice recognition technology. So, CapTel users can read the text and hear the caller's words at the same time, capturing everything that is said—whether they hear or read it.

Equipment Needed

CapTel® phone

What You Need

CapTel® phones work with the CapTel® service, which is offered at no cost through United, Inc. To use the CapTel service, CapTel users must have a CapTel phone. Although the service is free, CapTel users are responsible for your hearing their own CapTel phone and any long distance charges incurred. To learn more about CapTel, or to buy a CapTel phone, please visit www.tennesseecapitel.com

More information available at: www.tennesseecapitel.com

Difficulty hearing clearly over the phone?

- Bright, easy-to-read display
- Simultaneously hear your caller's voice and read captions of everything your caller says
- Functions as a normal telephone
- Optional audio jack for listening through headphones or telecoil-compatible neckloop

CapTel™
Captioned Telephone Service

Captioned Telephone Service, known as CapTel Relay Service is provided free of charge* through Oregon Telecommunications Relay Service.

(You) CapTel User

- 1 Dial the person you're calling directly
- 2 Caller replies and you listen
- 3 ... for you to read on your CapTel display.
- 4 ... and transcribed

Other Caller

- 1 Dial the person you're calling directly
- 2 Caller replies and you listen
- 3 Everything the caller says is sent through the Captioning Service...

*For users with a hearing aid, a telecoil-compatible neckloop is required.

Conference and event sponsorships

Sprint will sponsor and attend conferences and events to distribute information and to demonstrate Tennessee CapTel Service. Some events under consideration include:

Sample conference and event calendar for 2010-2011	Date
Deaf Awareness Day at Dollywood	Sept 18 & Dec 4
Tennessee Public Health Association Conference	Sept 14-16
Senior Expo - Memphis	May (TBA)

Promotional giveaways

Sprint will continue to provide a variety of promotional giveaways to promote Tennessee CapTel, advertising website URL addresses for workshops, exhibits and presentations. Promotional giveaways will include, but are not limited to imprinted pens/pencils, note pads, magnets, and key chains.



Sample Giveaways

Statewide Outreach

The CapTel Outreach Specialist(s) will travel across the State of Tennessee to promote CapTel Services by giving presentations and providing demonstrations to various organizations in the State of Tennessee. Sprint has identified the following venues to target for Outreach:

Sample Presentation and Demonstration Calendar
AARP Chapter of Nashville
HLAA Knoxville Chapter
HLAA Nashville Chapter
HLAA Chattanooga Chapter
Tennessee Council on Aging
Memphis Oral School for the Deaf
University of Tennessee Department of Audiology and Speech Pathology
League for the Deaf and Hard of Hearing
Signal Centers Assistive Technology Center
Disability Resource Center
Tennessee Area Agencies on Aging
Tennessee Technology Access Program

Display booths

Sprint will set-up display booths and banner stands to promote Tennessee CapTel at various conferences and conventions across the State. In addition, Sprint provides eye-catching display units such as a large, inflatable CapTel phone. This inflatable phone display has proven very successful in Indiana in drawing attention to the CapTel booth.



Target audience

Sprint will promote Tennessee CapTel services to the following targeted groups:

- ◆ Agencies/Associations
- ◆ Business Associations
- ◆ Medical/Hospital Associations
- ◆ Places of Employment
- ◆ Schools/Universities
- ◆ Audiology and Speech Associations
- ◆ Nursing Homes/Retirement Homes/Senior Citizens Communities
- ◆ Deaf Associations/Organizations
- ◆ American Association of Retired People
- ◆ Disabled American Veterans

- ◆ Hearing Aid Centers
- ◆ Individual Captioned phone users
- ◆ Hard of hearing/Late deafened Professionals
- ◆ Social Workers
- ◆ State Government Agencies
- ◆ Educational Organizations
- ◆ Hard of hearing Organizations
- ◆ Service Organizations for the deaf and Hard of hearing

Educational Outreach:

The Sprint CapTel Program Manager proposes to conduct Outreach programs for the following educational institutions:

- ◆ Tennessee School for the Deaf (Knoxville)
- ◆ West Tennessee School for the Deaf (Jackson)
- ◆ Memphis Oral School for the Deaf (Memphis)
- ◆ University of Tennessee Department of Audiology and Speech Pathology (Knoxville)
- ◆ Tennessee State University Department of Speech Pathology and Audiology (Nashville)

Seniors Outreach

Sprint recognizes the importance of publicity campaigns to educate senior citizens about the availability of relay services and products. In most cases, senior citizens would benefit from the use of CapTel services.

As one of Sprint's many successful marketing campaign projects in other states, Sprint intends to emulate an effective direct mail campaign on CapTel targeted to senior citizens in Tennessee. Sprint will develop a direct mail piece as shown below and work with local vendors including Audiologists and Division of Aging services that specialize in senior citizen mailings to maximize reaching out to as many potential senior citizens as possible who reside in senior communities all around the state of Tennessee.

As a follow up to the Tennessee CapTel Senior Citizens direct mail campaign, Sprint has an extensive Outreach Specialist Program in place to contact customers who mail in the direct mail request for more information, to conduct one-to-one home visits to install the CapTel phones and to provide workshops at the centers for Senior Citizens. This ensures that CapTel users have a smooth and satisfying transition to once again being able to make their own calls independently.

Buy one or apply for a free one.

"I'm ready for CapTel."
If you want to feel more like talking on the phone, contact us today for more information. Ask us how to get a CapTel phone for yourself or as a gift for someone you care about.

URL: www.vermontrelay.com/captel1.php
Call: 1-800-901-6794
Mail: Fill out the attached reply card, add postage and mail.

You can qualify for a free phone or other phone equipment if your income is at a certain level, or if you belong to a certain group. We at the Vermont Telecommunications Equipment Distribution Program (VTEDP) look forward to matching you with the program that meets your needs. Learn more about us by visiting us online at: www.vtedp.org.

VTEDP is brought to you by the Vermont Telecommunications Relay Service (VTRS), which is a program of the State of Vermont funded by the Vermont Universal Service Fund.

CapTel.

"I want to catch every word."
Can you get by without a CapTel phone? That's your call. But you may never know what you're missing. Think back to your last phone call. Did you strain to hear the caller? Get lost because you missed a word or two? Ask your caller to repeat things throughout the conversation? To catch every word of every call, get a CapTel phone.

CapTel allows you to place your own calls and to enjoy conversations that flow naturally. No more asking others to make calls for you. No more embarrassing mishearings or uncomfortable pauses. No more continually saying, "Pardon me?" With CapTel you'll feel more like talking.

Free

"I like free. Free is good."
We want you to have a CapTel phone. The Vermont Telecommunications Equipment Distribution Program, or VTEDP, provides free phones to people who are hard-of-hearing, deaf, deaf-blind, or speech-impaired.

If your income is below \$27,380 (family of 2) you may qualify for a free phone. Funding for this income-based program is limited, so call us now to apply at 800-901-6794 or visit online at: www.vtedp.org.

If you are over income to qualify for a free phone, or you would like to buy one for a friend or family member, you can purchase a CapTel phone directly for \$99. Call 800-901-6794 for details.

& Clear.

"I see what you're saying."
CapTel captioned telephones have a screen that shows every word a caller says. It's like any other phone, with an important difference: Your caller's spoken words appear almost simultaneously as text on the captioning screen. So, if you don't hear a word, you can read it. Never miss a word with CapTel.

VERMONT RELAY
147 KNIGHT LANE
WILLISTON, VT 05495

Vermont CapTel Direct Mail for Senior Citizens

Since the elderly make up a large portion of CapTel users, Sprint proposes to network with the following organizations and agencies to identify potential CapTel users:

- ◆ Tennessee Department of Health (Nashville)
- ◆ Tennessee Senior home care providers (Various cities)
- ◆ Tennessee Council on Aging (Nashville)
- ◆ Commission on Aging & Disability (Nashville)
- ◆ Tennessee Area Agencies on Aging (9 areas statewide)
- ◆ American Association of Retired Persons (AARP, 40 chapters statewide)

Veterans Outreach

A veteran is one who has served in the armed forces, especially one who has served in combat but may be applied for someone who has only served one tour of duty. Of the 25 million veterans currently alive nationwide, nearly three of every four served during a war or an official period of hostility.

According to the U.S. Department of Veterans Affairs, hearing loss is now the leading cause of disability among veterans returning from the wars in Iraq and Afghanistan. It is estimated that more than 58,000 veterans' hearing is impacted enough to qualify for disability benefits. Another 70,000 veterans suffer from tinnitus, a related hearing disorder. This is due to exposure to weapons fire and other explosive devices.

Sprint already has a strong corporate reputation with those in the armed services, having been named one of *G.I. Jobs Magazine's* "Top 50 Most Military Friendly Employers" for the past five years and to *Veteran Business Journal's* "Top 10 Most Veteran Friendly Corporate Supplier Diversity Programs" list in 2007. To underscore Sprint's commitment to our military families, Sprint offers a number of relay services to veterans to enable them to continue their independence and be a part of society in everyday life.

Sprint believes that veterans are an "underserved" market in the relay service industry and we recommend that Tennessee CapTel take the lead in reaching out to this group. The possibilities are endless as there are numerous Veterans Services Organizations (VSO) [chartered⁴ and non-chartered] that can be contacted to get the word out to veterans about the services available with Tennessee CapTel.

If Sprint is awarded this contract, our outreach goals around veterans would be:

- ◆ Work with the Tennessee Military Department at <http://www.tnmilitary.org/> as they have an established relationship with numerous VSOs statewide.
- ◆ Set a preliminary meeting with Tennessee Military Department to educate them on what Tennessee CapTel has to offer to their veterans in the state. At that time, we would ask for their guidance on the best avenues to reach out to the veterans in the state.
- ◆ Set up a multi-city "Veterans Road Tour" throughout the state to bring in veterans in the area to learn more about how Tennessee CapTel can help them regain the use of the telephone despite their hearing loss.
- ◆ Include print advertisements in various popular VSO publications to increase awareness about Tennessee CapTel among their members.

⁴ Chartered means that these organizations were chartered by Congress and/or Recognized by VA for Claim Representation.

Disability Organizations

Additionally, the Sprint CapTel Program Manager will work with the following disability organizations to identify and serve potential CapTel users:

- ◆ Tennessee Association of Audiologists and Speech-Language Pathologists (Spring Hill)
- ◆ University of Tennessee Center on Disability and Employment (Knoxville)
- ◆ Department of Veteran's Affairs Medical Center (Knoxville)
- ◆ Bill Wilkerson Center / Vanderbilt University Medical Center, Dept of Hearing and Speech Services (Nashville)
- ◆ University of Memphis Speech and Hearing Center (Memphis)
- ◆ League for the Deaf and Hard of Hearing (Nashville)
- ◆ Mary McKinney Youth Center (Nashville)
- ◆ HLAA (Various cities)
- ◆ Knoxville Center of the Deaf (Knoxville)
- ◆ Tennessee Association of the Deaf (Nashville)
- ◆ Tennessee Council for the Deaf and Hard of Hearing (Nashville)
- ◆ TCDHH Community Centers (Various cities)
- ◆ Tennessee Disability Coalition (Nashville)
- ◆ Tennessee Association for Disability Rights (Columbia)
- ◆ Tennessee Department of Labor & Workforce Development, Senior Community Service Employment Program (Nashville)
- ◆ Vocational Rehabilitation (Various cities)
- ◆ Statewide Independent Living Council of Tennessee (Nashville)
- ◆ TRAC (Chattanooga)
- ◆ Jackson Center for Independent Living (Jackson)
- ◆ Memphis Center for Independent Living (Memphis)
- ◆ Disability Resource Center (Knoxville)
- ◆ Center for Independent Living of Middle Tennessee (Nashville)

Tennessee CapTel Brand Identity and Logo

While some providers claim to offer custom educational programs for each state, a closer look reveals the same information is distributed to all of their customers using the same layout, language and look with only the name of the state altered. With Sprint as the provider, Tennessee CapTel has a unique brand identity separate from the Sprint brand.



In addition, Sprint's outreach program builds upon the current Tennessee CapTel Outreach program ensuring that each dollar is spent efficiently, with maximum results.

When Sprint won the last contract, one of the first priorities on our to-do list was to create a new logo for Tennessee CapTel. A logo unique to Tennessee CapTel services increases recognition in the community during outreach. Sprint meets with CapTel users and advocates representing organizations/associations to develop marketing concepts geared towards increasing awareness among potential CapTel users including veterans, baby boomers, senior citizens, and other Tennessee residents with a hearing loss.

The CapTel Outreach package that Sprint proposes includes the continuation of the Tennessee-specific educational package with a rich Mass Media program, a new Tennessee CapTel website, Tennessee CapTel educational materials, Outreach Specialists and the hosting of and participation in events across the state. In addition, the CapTel Outreach package includes the support of a Program Manager to oversee the educational program.

Outreach Objectives

Sprint's Outreach Plan will focus on the following objectives for CapTel.

	Goals of the Tennessee CapTel Outreach	Tactics
1	Identify potential Tennessee CapTel users	<ul style="list-style-type: none"> ♦ Mass Media Campaigns (PSA) ♦ Product Demonstrations ♦ Trade shows ♦ Internet Marketing
2	One-on-one training and education of Tennessee CapTel users	<ul style="list-style-type: none"> ♦ Outreach Specialist Program ♦ Partnering with specialized Agencies
3	Educate users on new products and emerging technologies	<ul style="list-style-type: none"> ♦ Product Demonstrations ♦ Educational Brochures ♦ Taste of Technology
4	Gather consumer satisfaction level and seek feedback to improve the service and products.	<ul style="list-style-type: none"> ♦ Advisory Committee and Consumer Input ♦ Customer Surveys
5	Evaluate the effectiveness of Outreach methods	<ul style="list-style-type: none"> ♦ Track Outreach activities ♦ Analyze effects of Programs ♦ Report to Advisory Committee

Figure 22 – Tennessee CapTel Outreach Objectives

Personnel Supporting Outreach

Sprint's Outreach Program is supported through a combination of local, regional and national employees. Sprint will continue to provide Tennessee with a regional CapTel Program Manager whose responsibility will be to oversee the entire program.

Todd Bader is the Product Marketing and Business Development Manager for Sprint Relay. He received his BA from the University of Arizona in Business Psychology and Advertising Arts. He then went on to get his MA at the American Jewish University (Formerly University of Judaism) in Non-profit Management. Todd Bader brings a wealth of expertise as a CapTel Program Manager. He has been employed by Sprint for the past 7 years.

Todd has over 16 years of experience in the relay industry as well as experience in Advertising, Marketing, Sales, Wireless and ADA Training. Todd currently serves as the Tennessee CapTel Program Manager. Should Sprint be selected to continue providing Tennessee CapTel services, Todd will continue providing the same level of support for outreach activities specific to the needs of people with hearing loss and increase awareness of the products and services available to Tennessee CapTel users.

The CapTel Program Manager offers a full spectrum of sophisticated marketing services with the support of our dedicated TRS/CapTel Marketing team including the following:

- ◆ Sales Executive - Andrew Brenneman;
- ◆ National CapTel Marketing Branch Manager - Damara Paris;
- ◆ National Manager of Wireless and Wireline Care - John Moore;
- ◆ Sprint Relay Director - Mike Ellis;
- ◆ Sprint CapTel Customer Service team;
- ◆ Sprint CapTel Marketing Team;
- ◆ Sprint Relay Product Marketing team; and
- ◆ Corporate Marketing and Brand Departments.

Sprint will continue to work closely with the Advisory Council, to incorporate consumer input and expand the Outreach Program. Sprint will also provide outreach reports such as call graphics/charts, marketing activities, and traffic statistics during the Advisory Council meetings. Sprint looks forward and working with the Tennessee Relay Advisory Council members. The combination of professional advertising services available through Sprint and the community's involvement will ensure a superior Outreach and Educational Program tailored to Tennessee residents.

Tennessee CapTel Website

Tennessee will soon have the proud distinction of being one of the few states in the country to have a dedicated CapTel website (www.TNcaptel.com). Sprint anticipates that this website will be well-received, as is the case in the other states with dedicated CapTel websites.

Sprint's CapTel website supporting Tennessee will include information that is relevant to CapTel users. From this site, consumers will have immediate access to information on all CapTel-related products

Sprint's Tennessee CapTel website will include:

- ◆ Tennessee CapTel introduction home page
- ◆ Information on obtaining a CapTel phone
- ◆ Detailed information on using CapTel
- ◆ Information on WebCapTel
- ◆ Customer Service contact information
- ◆ Contact information for Tennessee CapTel's Outreach Specialists
- ◆ Dedicated Spanish translated web page
- ◆ CapTel TV PSA video clip for viewing



Additional Value-Added Outreach

In addition to the relay products that are reimbursed by the state, Sprint offers the additional benefit of providing National Marketing materials and resources to the state at no additional charge to the Tennessee CapTel Outreach budget.

Sprint Internet-based Relay Products

Sprint provides Internet-based relay services including SprintIP.com, SprintIP through AOL, and SprintIP through GoogleTalk, Sprint VRS and Sprint's WebCapTel. These services are currently reimbursed through the TRS fund, rather than the State. Therefore, Sprint currently makes educational materials and marketing materials available to the state and relay users at no charge.

An example of Sprint's marketing, using Sprint brand guidelines, and distributed to Tennessee CapTel users can be seen below.



Sprint WebCapTel Flyer

Sprint Relay Wireless Outreach and Education resources

In 2007, Sprint Relay expanded to provide customized wireless solutions for relay users. As a part of the Sprint Relay Wireless division, Sprint has Regional Sales Managers who perform Outreach and Education activities regarding wireless relay access, discounted wireless data-only plans and wireless devices.

In addition, Sprint offers a website, www.sprintrelaystore.com which features information regarding wireless devices, service plans and wireless relay information designed for Relay users.

Sprint currently offers Video Customer Service (VCS) for Sprint Relay wireless customers who have access to videophones and web cameras. Video Customer Service representatives are fluent in American Sign Language (ASL) and are experienced resolving account issues, Blackberry phone set up and instructions as well as troubleshooting Blackberry technical issues.

State Telecommunications Administrators of Relay by Sprint (STARS)

Sprint hosts the annual State Telecommunication Administrators of Relay by Sprint (STARS) conference to provide detailed information on all emerging technologies and products. The STARS conference sponsored by Sprint allows for dissemination of information specific to Relay enhancements, FCC requirements and quality improvements. The STARS conference provides an excellent opportunity to communicate new technology.

National Outreach:

Sprint Relay sponsors, supports and attends many local and national meetings and conventions each year, including:

- ◆ The National Association of the Deaf
- ◆ The Association of Late Deafened Adults
- ◆ Hearing Loss Association of America (HLAA)
- ◆ American Association of Deaf-Blind
- ◆ The Alexander Graham Bell Association



Sprint Relay Team at National Tradeshow

Customer Service

Sprint Relay firmly believes dedicated toll-free telephone support is critical to customer service success. Sprint Relay promotes quality customer support with frequent professional interaction, formal information updates on products and services and a proactive perspective on resolving customer issues.

Sprint's Customer Service philosophy for CapTel is to employ well-trained representatives who sincerely care about the customer's experience and who are dedicated to ensuring the customer's satisfaction with same day service, when possible. In addition, Sprint does not impose any time limits on customer interaction

Telephone Numbers

Sprint will ensure users can continue to access CapTel services including the toll-free support number (Customer Service) of (888) 269-7477 and Spanish toll-free support number (Customer Service) of (866) 670-9134.

Business Hours

Callers with questions about CapTel may contact the CapTel Customer Service department Monday through Friday from 8:00 AM to 5:00 PM, not including Saturdays, Sundays, or holidays. In addition, Sprint Relay Customer Service is available 24 hours a day 7 days a week at 1-800-676-3777.

Accessibility

Sprint's TRS toll-free support (Customer Service) is available via all forms of Relay. In addition, Sprint offers fax, email and mail options as well.

Types of Customer Service Offered

Sprint's Customer Service Representatives will provide a variety of toll-free support activities for CapTel. Relay users can choose how much or how little they want to learn about the products and

features offered through WTRS. Some of the most common relay inquiries and support topics for CapTel are listed below.

General Information and Referral

- ◆ Provide toll-free numbers, website address and WTRS Program Manager contact information
- ◆ Hours of availability
- ◆ Distribute CapTel Educational and Outreach material
- ◆ Provide appropriate phone numbers for employment questions
- ◆ Provide information on ADA and/or FCC rules regarding TRS

Education and Information

- ◆ General phone instructions on setup, adjusting the sound, making a call, answering a call, and dialing 911
- ◆ Helpful conversation tips such as Handling Delays, Using Proper Names, How Voice recognition errors affect captions
- ◆ Register CapTel user's preferred Carrier of Choice.

CapTel Equipment

- ◆ Provide options for obtaining equipment
- ◆ Provide telephone line requirements
- ◆ Troubleshooting including using *CapTel* after a power loss or resetting the CapTel phone.
- ◆ Practice with new relay users to help them become more familiar with their equipment and how to use it

Feedback on the Service

- ◆ Accept commendations for CapTel Operators
- ◆ Document relay users' suggestions to improve service or provide additional features
- ◆ Accept and document complaints. Note: if complaints are not immediately resolved, they are forwarded to the relay call center and/or Program Manager for additional consultation
- ◆ Enter trouble tickets; follow up with trouble tickets to resolve issue

Additional Support Options

In addition to the Toll-free customer support, Sprint will ensure that Tennessee CapTel customers have access 24/7 to instructional materials and frequently asked questions on the Tennessee CapTel website. Sprint's Program Manager's contact information will also be available on the website for users wanting additional information.

Feedback from Our Customers

The following comments from current Sprint Relay users and customers demonstrate the high level of Customer Service the TRA can continue to expect from Sprint's CapTel Customer Service.

I have to tell you I call your company often on behalf of consumers or even for questions that I have and your customer service reps are always great! My questions are answered professionally and courteously. I appreciate the help I receive from your staff....I did want to applaud the customer service staff for their superior customer service skills.

C.5

Provide report format on operations and compliance of product service.

Sprint has read, understands and has complied.

As leading provider of CapTel in the nation and the incumbent provider, Sprint has many standard CapTel reporting templates available for the state based on the level of detail desired. Sprint is happy to review and modify the TRA's reporting package, upon request. For example, the TRA does not currently receive the monthly internal quality assurance testing results. Sprint would be happy to add this report into the monthly report.

Sprint's reports will include:

- ◆ the total number of calls relayed in that month,
- ◆ the total number of calls initiated by non-impaired (voice) and CapTel parties,
- ◆ the average duration of all calls,
- ◆ the average speed of answer time,
- ◆ the daily average number of calls in queue,
- ◆ the daily and monthly blockage rate, and
- ◆ the average length of time a call is in queue to be answered.

It is also important to note that Sprint is in the process of upgrading its reports for CapTel to show Tennessee-specific information, when possible. Currently, CapTel is provided on a national level with most states receiving national reports for service level and calls in queue. With this upgrade, the state of Tennessee will begin receiving speed of answer and queue reports that are specific to results based on Tennessee customer calls.

Automatic Number Identification (ANI) Based Billing

The TRA is current receiving reports based on the Equipment Serial Number (ESN) of CapTel phones. This was done by all providers when the original CapTel trials and service were implemented to give the state's additional insight and control over CapTel usage in the state.

Sprint is happy to announce the availability of ANI-based reporting. With this option, the telephone numbers of the calling and called party will be used to determine jurisdiction rather than based on the ESN of the CapTel phone. With this option, the State can also set parameters that either the calling party or called party must be using a Tennessee-based telephone number.

Sprint has included sample monthly reports of the standard CapTel and ANI-based reports in Appendix E.

Annual Reports

Sprint will provide a composite Tennessee CapTel Annual Report by no later than the 45 days following the end of the fiscal year to the Contract Administrator including information such as:

- ◆ Statistical Summaries of Usage
- ◆ Recent Trends and Analysis
- ◆ Promotional and Outreach Activities
- ◆ Service Changes
- ◆ Staffing and Operational Levels (as available)
- ◆ Future Trend Projections

Sprint has included the 2009 Tennessee CapTel Annual reports in Appendix F.

C.6**Provide proof of compliance with FCC regulations of relay services.**

Sprint has read, understands and has complied.

CapTel FCC Order

On August 1, 2003, the FCC declared CapTel an enhanced VCO service and as such, a TRS eligible for compensation through the Interstate TRS Fund under TRS rules. This ruling allows Providers of TRS to be compensated for interstate CapTel minutes. This enables Sprint to provide CapTel to Tennessee at competitive rates.

Sprint meets all the minimum standard requirements mandated by the FCC. Although all minimum standards must be met, the FCC has granted CapTel waivers which acknowledge that some standards do not apply. Requirements that received waivers are listed below:

- ◆ Speech-to-Speech (STS) Requirements
- ◆ Hearing-Carry-Over (HCO) Requirements
- ◆ Minimum requirements for CapTel Operators
- ◆ Interpretation of typewritten ASL
- ◆ Oral-to-type tests (replace with oral-to-text tests)
- ◆ Not refusing single or sequential calls
- ◆ Gender preferences
- ◆ Interrupt Functionality
- ◆ Call Release
- ◆ ASCII and Baudot

Additionally, certain requirements in the RFP that apply to TRS do not apply to CapTel. In addition to the service specifications and other information provided in this proposal that override the requirements in the RFP as they pertain to TRS, liquidated damages for failure to meet performance requirements are waived pertaining CapTel service.

Sprint provides CapTel Relay Service 24-hours a day, 7 days-a-week, with all billing services and emergency access currently available through TRS.

Sprint will work with Tennessee to maintain and enhance CapTel Relay Service for Enhanced VCO customers in the State.

The following is required for the provision of Tennessee CapTel Relay Services:

- ◆ A CapTel telephone designed specifically to interact with CapTel Relay to display Captions simultaneously, along with spoken conversation.
- ◆ A Relay Service that provides the Captions using advanced CapTel Voice Recognition Technologies.

Sprint's CapTel service meets all FCC requirements, as demonstrated in the figure below.

FCC 03-112 Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Provision of Services			
§ 64.603	<p>Each common carrier providing telephone voice transmission services shall provide, not later than July 26, 1993, in compliance with the regulations prescribed therein, throughout the area in which it offers services, telecommunications relay services, individually, through designees, through a competitively selected vendor, or in concert with other carriers.</p> <p>Speech-to-speech relay service shall be provided by March 1, 2001.</p> <p>Interstate Spanish language relay service shall be provided by March 1, 2001.</p> <p>In addition, not later than October 1, 2001, access via the 711 dialing code to all relay services as a toll free call.</p>	<p>The Communications Act defines TRS as "telephone transmission services that provide the ability for an individual who has hearing or speech impairment to engage in communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of an individual who does not have a hearing impairment or speech impairment to communicate using voice communication services by wire or radio." Since TRS calls handled via captioned telephone VCO service fall squarely within this definition – i.e. they allow communications between persons with hearing or speech disabilities and persons without such disabilities – we conclude that captioned telephone VCO service falls within statutory definition of TRS. (§7)</p>	<p>Sprint has been a CapTel provider, on trial basis, since May 1, 2002. On January 1, 2004, Sprint successfully converted a CapTel trial into a FCC-complaint CapTel service, the first -ever in the TRS Industry.</p> <p>Speech-to-speech relay service for CapTel has been waived by the FCC. See Section 64.604 A.3.</p> <p>Sprint is also the first CapTel provider to offer intrastate and interstate Spanish services beginning on January 1, 2004.</p> <p>Sprint is able to process inbound 711 calls to include access to CapTel services.</p>
Operational Standards			
§ 64.604 A.1	<p>Communications Assistant (CA) Competency Skills</p> <p>CAs are to be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities.</p>	<p>Requirement applies.</p> <p>Use of CapTel's voice recognition software "is a permissible means for achieving the CA's competency skills required by the TRS mandatory minimum standards" (§39).</p>	<p>Sprint requires that all CapTel Operators have a high school graduate equivalency as a minimum qualification.</p>
	<p>CAs must have competent skills in typing, grammar, spelling, and interpretation of typewritten ASL, familiarity with hearing and speech disability cultures, languages, and etiquette.</p>	<p>Waived. Interpreting typed ASL is not applicable.</p>	<p>All CapTel Operators are tested and competent in typing, grammar, and spelling to ensure skills meet the following FCC Guidelines. CapTel Operator training provides familiarity with hearing, deaf, and speech-disabled cultures.</p> <p>A captioned telephone user does not type during CapTel calls; therefore it is not necessary for the CA to interpret typewritten ASL.</p>

FCC 03-112 Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
	Typing Speed - 60 WPM (words-per-minute with technological aids.	Use of voice recognition technology in the provision of CapTel VCO service "is a permissible means for ... enhancing transmission speed..." (§39)	Internal and independent testing show that CapTel's voice recognition technology routinely transmits above 150 WPM (words-per-minute).
	Oral-to-type tests	Waived. Permits use of oral-to-text tests instead.	Oral to text tests are given to all CapTel Operators as part of training as well as on an ongoing basis.
§ 64.604 A.2	<u>Confidentiality & Conversation Context</u> CAs are prohibited from disclosing the content of any relayed conversation regardless of content.	Requirement applies.	CapTel Operators are trained and evaluated to ensure all aspects of confidentiality are maintained and conversational context is properly provided.
	CAs are prohibited from intentionally altering a relayed conversation and must relay all conversation verbatim unless specifically requested to do otherwise.	Requirement applies	CapTel Operators are prohibited from intentionally altering a relayed conversation and will relay all conversation verbatim.
§ 64.604 A.3	<u>Types of Calls</u> CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.	Waived for outbound calls (§ 46) because the CapTel Operator is not involved in call set up and cannot refuse the call (§46) Not waived for inbound calls to a CapTel user made through a TRS facility. However, if call is made directly to the captioned telephone access number no set up is involved and the CapTel Operator cannot refuse to call (§46).	CapTel will not refuse single or sequential inbound calls or limit the length of calls utilizing the service. CapTel users dial sequential calls directly, therefore there is no way for a CapTel Operator to refuse sequential calls or limit length of calls
	TRS shall be capable of handling any type of call normally provided by common carriers and can decline calls if credit card authorization is denied.	Requirement applies. Note: The requirement to provide 711 dialing is waived for outbound calls made from a CapTel phone. Inbound 711 calling waived for one year (8/1/03 – 7/31/04). Also STS and HCO are waived (§29).	If an inbound call is made to a captioned telephone user via the captioned telephone access number, set-up is automatic, and there is no way for a CapTel Operator to refuse the call. CapTel is capable of handling all call-types normally provided by common carriers.
§ 64.604 A.4	<u>Handling of Emergency Calls</u> Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers	Requirement applies	CapTel users dial 9-1-1 and Sprint routes the call <u>directly</u> to the most appropriate PSAP.

FCC 03-112 Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
	the caller to the nearest PSAP.		
	A CA must pass along the caller's number to the PSAP when a caller disconnects before being connected to emergency services.	Requirement applies	The 911 PSAP center receives the caller's Automated Number Identification (ANI) and Automated Locator Identification (ALI). If the call is disconnected, the 911 center will call the CapTel user back.
§ 64.604 A.5	In-call Replacement of CAs CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of 10 minutes.	Requirement applies	CapTel Operators stay on all calls for a minimum of 10 minutes.
§ 64.604 A.6	CA Gender Preferences TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.	Waived. (§ 36, 47-48).	Does not apply. Waived.
§ 64.604 A.7	STS Called Numbers STS users must be provided the option to maintain a list of names and phone numbers that the STS user calls. When the STS user requests one of these names, the CA must repeat it and state the phone number to the STS user. This information must be transferred to any new provider.	Waived. (§29)	Does not apply. Waived.
Technical Standards			
§ 64.604 B.1	ASCII & Baudot TRS shall be capable of communicating with ASCII & Baudot format at any speed generally in use.	Waived. (§53-54)	Does not apply. Waived.
§ 64.604 B.2	Speed of Answer TRS shall include adequate staffing to ensure 85% of all calls answered within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold.	Requirement applies	Sprint CapTel ensures that 85% of all calls are answered within 10 seconds and that calls are immediately placed. Sprint does not put calls in queue or on hold.

FCC 03-112 Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
	Abandoned calls shall be included in the speed-of-answer calculation.	Requirement applies	Abandoned calls are included in the speed-of-answer calculation.
	Speed of Answer is to be measured on a daily basis. The system shall be designed to a P.01 standard.	Requirement applies	Sprint's CapTel system is designed to a P.01 standard or greater measured on a daily basis.
§ 64.604 B.3	Equal Access to IXCs TRS users shall have access to their chosen IXC carrier through the TRS and to all other operator services, to the same extent that such access is provided to voice users.	Requirement applies.	CapTel users are able to choose their IXC (Interexchange Carrier) through the CapTel Carrier-of-Choice program, allowing for the equivalent access as that provided to hearing voice users.
§ 64.604 B.4	TRS Facilities TRS shall operate everyday, 24 hours a day. TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.	FCC noted that CapTel is not a mandated service but stated that CapTel is a form of enhanced VCO service. It allowed interstate reimbursement from the Interstate TRS Fund. For a provider to be eligible for reimbursement from the Interstate TRS Fund for the provision of TRS, the provider must either meet the mandatory minimum standards or request and receive waivers of the standards. (§ 22, 24)	Sprint CapTel is available 24 hours-a-day, every day of the week. Sprint CapTel has redundancy features that provide functional equivalency, including uninterruptible power for emergency use.
	Adequate network facilities shall be used in conjunction with TRS.	State TRS programs, of course, are free to offer this service and to reimburse providers of intrastate captioned telephone VCO service. (§ 22).	Sprint's CapTel network facilities are sufficient to ensure that the probability of a busy response due to loop trunk congestion is functionally equivalent to what a voice caller would experience
§ 64.604 B.5	Technology No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecomm to people with disabilities.	FCC acknowledged that CapTel is an enhanced VCO service of TRS (§ 44).	Sprint is the nation's leader in the development and offering of technological features for TRS and CapTel.
	VCO & HCO technology are required to be standard features of TRS.	Waived for HCO. (§ 29)	Does not apply. Waived.

FCC 03-112 Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
§ 64.604 B.6	Voicemail & Interactive Menus CAs must alert the TRS user to the presence of a recorded message & interactive menu thru a hot key on the CA's terminal.	Requirement applies.	The CapTel user both hears and interacts directly with the recorded message and makes the selections as requested by the interactive menu. The CapTel user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played.
	TRS providers shall electronically capture recorded messages & retain them for the length of the call, & may not impose any charges for additional calls that must be made by the user in order to complete calls involving recorded or interactive messages.	Requirement applies.	CapTel users can replay messages as necessary until the message is either heard and/or read as captions. The user can stay on the line as long as desired until the message is understood in its entirety or replayed. This is requested by the user directly. Regardless of the time necessary to capture the entire message, it is treated as one call.
	TRS will handle pay-per-calls.	Requirement applies.	Sprint CapTel supports pay-per-call call types.
Functional Standards			
§ 64.604 C.1	Consumer Complaint Logs States must maintain a log of complaints including all complaints about TRS to include minimum include the date the complaint was filed, the nature of the complaint, the date of resolution and an explanation of the resolution.	Requirement applies.	Sprint CapTel maintains a log of all complaints. The log includes all of the required fields including the date, the nature, the date of resolution, and the explanation of resolution.
	States & TRS providers shall submit to the FCC by July 1 of each year, summaries of logs indicating the number of complaints received for the 12-month period ending May 31.	Requirement applies.	Sprint CapTel provides summaries of the logs, which indicate the number of complaints received for a 12-month period ending May 3 rd annually.
§ 64.604 C.2	Contact Persons States must submit to the FCC a contact person or office for TRS consumer information and complaints about intrastate TRS.	Requirement applies.	Sprint CapTel provides full support, including a primary point-of-contact, to contract administrators to meet FCC requirements.

FCC 03-112 Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
§ 64.604 C.3	Public Access to Info Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions, in phone directories, DA services, & incorporation of TTY numbers in phone directories, shall assure that callers are aware of all forms of TRS.	Requirement applies.	Sprint follows all FCC mandates for public access to relay information. Sprint publishes 711 access instructions in phone directories, brochures and billing inserts. Callers can also obtain TTY and all other relay services by calling Directory Assistance.
	Conduct ongoing education and outreach programs to publicize availability of 711 access.	Requirement applies.	Sprint conducts ongoing education and outreach about the availability of CapTel including access through 711.
§ 64.604 C.4	Rates TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.	Requirement applies.	CapTel users pay rates no greater than the rates paid for functionally equivalent voice telecommunication services.
§ 64.604 C.5	Jurisdictional Separation of Costs (i) General, where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set for in the Commission's regulations	Requirement applies.	(i) Sprint follows FCC requirements regarding the jurisdictional separation of costs.
	(ii) Cost recovery, Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism	Requirement applies.	(ii) Interstate CapTel is recovered from all subscribers of interstate services
	(iii) Telecommunications Relay Services Fund – To be administered by the National Exchange Carrier Association, Inc. (NECA)	Requirement applies.	(iii) Sprint works in cooperation with the National Exchange Carrier Association, Inc. (NECA) for reimbursement of interstate minutes.

FCC 03-112 Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
§ 64.604 C.6	Complaints (i) Referral of complaint, (ii) Intrastate complaint resolution, (iii) Jurisdiction of Commission, (iv) Interstate complaint resolution, (v) Complaint Procedures	Requirement applies.	The Sprint CapTel customer contact process is fully compliant with all FCC Requirements.
§ 64.604 C.7	Treatment of TRS Customer Info Future contacts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service, and shall not be sold, distributed, shared or revealed in any other way by the relay provider or its employees, unless compelled to do so by lawful order.	Requirement applies.	Sprint will transfer CapTel customer data to any incoming CapTel vendors. The data will be provided in usable form at least 60 days prior to the last day of service and is not sold, distributed, shared or revealed in any other way by Sprint, or Sprint employees, unless Sprint is compelled by legal process to provide such information.
§ 64.605	State Certification Per FCC's Public Notice on TRS State Re-certification released 5/1/02, the FCC requests an application be submitted through State's Office of the Governor or other delegated executive office empowered to provide TRS.	Requirement applies.	Sprint provides each Sprint TRS state with a re-certification packet and assists its state customers in the re-certification process.
Availability of SS7 Technology to TRS Facilities	Concluded that if a TRS provider is able to transmit any calling party identifying information to the network, it must provide Caller ID service.	Requirement applies.	Sprint CapTel transmits the caller's 10-digit number and recognizes caller ID blocking indicators. Sprint CapTel delivered the SS7 technology on February 1, 2004.
Types of Calls	<ul style="list-style-type: none"> ◆ Two Line VCO ◆ Two Line HCO ◆ HCO-to-TTY ◆ HCO-to-HCO ◆ VCO-to-TTY ◆ VCO-to-VCO 	<p>Minimum standards pertaining to HCO are waived.</p> <p>VCO requirements still apply.</p>	Sprint CapTel supports VCO calling combinations.

FCC 03-112 Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Handling of Emergency Calls	Concluded that TRS providers must use a system for incoming emergency TRS calls that at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point.	Requirement applies.	CapTel users may dial 9-1-1 directly. Sprint routes CapTel calls to the most appropriate PSAP.
Answering Machine Retrieval	Concluded that the answering machine and voice mail retrieval are TRS features that must be provided to TRS users. Answering machine retrieval through TRS is accomplished when the recipient of the message, the TRS user, calls the TRS facility and has the CA listen to the voice messages.	The requirement was not addressed in the Declaratory Ruling.	Answering machine features and voicemail retrieval is available via CapTel. Answering machine retrieval through CapTel is accomplished when the CapTel facility captions the voice messages to CapTel users.
Call Release	Concluded that call release is required under FCC's functional equivalency mandate. Call release allows a CA to set up a TTY-to-TTY call that once set up does not require the CA to relay the conversation. The feature allows CA to sign-off or be "released" from the telephone line without, triggering a disconnection between two TTY users, after the CA connects the originating TTY caller to the called party's TTY through e.g. a business switchboard.	Waived. (§ 52)	Does not apply. Waived.
Speed Dialing	Concluded that speed dialing feature is required under FCC's equivalency mandate. Speed dialing allows users to manually store a list of telephone numbers with designated speed dialing codes in the TRS user's consumer profile.	The requirement was not addressed in the Declaratory ruling.	CapTel telephones are equipped with speed dial features.

FCC 03-112 Final Rules	FCC Requirement	FCC CapTel Declaratory Ruling (FCC 03-190)	Sprint's Commitment
Three-way Calling	<p>Concluded that three-way calling is required under FCC's functional equivalency mandate but did not specifically mandate the way such functionality had to provide.</p> <p>The FCC's Order imposing such requirement stated that "generally" three-way calling can be provided "in one of two ways " One way is for the TRS consumer to request that the CA set up the call with two other parties.</p> <p>The second way is to set up a three-way call is for TRS user to connect to two telephone lines at the same time from his or her premises by using the telephone's switch hook (or "flash") button.</p>	The requirement was not addressed in the Declaratory Ruling.	<p>Sprint CapTel users are able to participate in three-way calls.</p> <p>One-Line CapTel. The person using the captioned phone is unable to establish a three-way call with captions.</p> <p>Two-Line CapTel - Either party can initiate a 3-way call as long as the user purchased this feature as a Local Exchange Carrier (LEC) option.</p> <p>Thus, Sprint CapTel meets the requirement for three-way calling.</p> <p>Sprint CapTel users are also able to participate on a conference bridge to speak to three or more individuals on one call.</p>

Figure 23 – Sprint FCC Compliance Matrix

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Appendix A - Resumes

Todd M. Bader

32149 Clear Springs Drive, Winchester, CA 92596 • 800-971-0133 • todd.m.bader@sprint.com

EDUCATION

American Jewish University, Los Angeles, CA
Master of Business Administration, 1996

University of Arizona, Tucson, AZ
Bachelor of Arts, 1989

EXPERIENCE

Sprint Corporation, Salem, Oregon
CapTel Marketing Manager, Eastern Region, April 2008 to present
Responsibility includes marketing and outreach support of all CapTel products and services in 15 eastern states and Federal Relay.

Sprint Corporation, Pleasanton, California
Consumer Sales Manager, June 2007 – April 2008
Responsibility included outreach, sales and marketing of Sprint Relay products and services in California, Nevada and Arizona.

Sprint Corporation, Pleasanton, California
Government Account Manager, April 2003 – June 2007
Primary duties included oversight of all outreach and marketing ventures for California Relay Service, Relay Hawaii, and Relay Nevada.

Deaf and Disabled Telecommunications Program (DDTP), Oakland, California
Field Advisor – California Telephone Access Program (CTAP), October 2000 – April 2003
Provided in-house presentations, technical assistance, installation and training of specialized telephone equipment for people with visual, hearing, speech and/or mobility challenges.

TMB & Company International, Phoenix, Arizona
Marketing and Advertising, January 1993 – October 2000
Duties included marketing consultation, distribution and sales of fundraising and promotional products. Performed seminars and workshops in the areas of telecommunication, fundraising, nonprofit management, and the Americans with Disabilities Act.

Hebrew Seminary of the Deaf, Skokie, Illinois
Assistant Development Director, January 1993 – June 1995
Implemented an outreach and recruitment plan, developed public relations and information packets and planned fundraising strategies to attract deaf and hard of hearing students to the agency's new five-year educational program.

Accommodation Ideas, North Hollywood, California
ADA Network Trainer and Community Relations, April 1992 – September 1994
Coordinated and provided information on assistive technology. Provided, training, property surveys and compliance checks to assist businesses with the Americans with Disabilities Act (ADA) requirements. Coordinated seminars, workshops, panel discussions and professional networking and training.

Greater Los Angeles Council on Deafness (GLAD), Los Angeles, California
Employment Development Department Coordinator, May 1990 – April 1992
Performed job development and placement duties, focusing on client recruitment, skills assessments, job training and counseling. Supervised 2 employees and coordinated monthly report to the Chief Executive Officer.

AFFILIATIONS

Member of the National Association of the Deaf (NAD)
Member of the Hearing Loss Association of America. (HLAA)
Member of the Alexander Graham Bell (AGBell)
Member of Association of Late-Deafened Adults (ALDA)
Member of California Association of the Deaf (CAD)

AWARDS & RECOGNITION

Sprint Corporation, Western CRM of the Year 2006
Sprint Corporation, Outstanding Contributor of the Year 2003

ANDREW N. BRENNEMAN

1427 Harle Place, SW, Leesburg, VA 20175 • (703) 689-6759 • mebrenneman@aol.com

EDUCATION

Rochester Institute of Technology, National Technical Institute for the Deaf, Rochester, NY
Bachelor of Science Degree, Business Management, 1988
Honors Graduate

EXPERIENCE

SPRINT - Sprint Business Solutions, Reston, VA
Senior Government Account Executive – 1998 to Present
Continually manage, maintain and increase revenue stream for Telecommunications Relay Service (TRS) through competitive bid procurement of State, Federal and National offerings. Responsible for national opportunities and retention plans.
Conducted consultative selling, relationship management, establishment of price benchmarks, competitive bidding process and contract extensions.
Managed sales portfolio individually.
Sold the first dedicated video-based communications solution serving the deaf and hard of hearing to the General Service Administration (GSA).
Sold the first Captioned Telephone service to the U.S. Government.
Led the development and delivery of proposals.

SPRINT - Sprint Business Solutions, Herndon, VA
Government Account Executive – 1996 to 1998
Responsible for the sales efforts for 24 small Federal Civilian government agencies (Commodity Futures Trading Commission, Panama Canal Commission, Equal Employment Opportunities Commission). Worked with each agency to identify telecommunication requirements, then sold Sprint's products and services based on their requirements. Activities include development and implementation of account plans to maintain existing customer base and grow incremental revenue, and development of strong business relationships with key customers through meetings, presentations and other customer events.
Sold Sprint's first dedicated internet access under FTS2000, the federally-mandated telecommunication contract.
Developed strong customer relationship within previously untapped market.

SPRINT - Sprint Business Solutions, Herndon, VA
Account Manager – 1995 to 1996
Served as the Marketing Representative for Sprint to promote Telecommunications Relay Service (TRS) and other Sprint products to the State of Maryland and the Federal Government.
Lead team member on the contract with the State of Maryland.
Directed overall marketing function encompassing product management, market analysis, customer relations, outreach programs, budgeting and quality assurance.
Identified and effectively penetrated previously untapped markets which lead to increased call volume and revenues.
Enhanced customer confidence in Sprints products and services by increasing customer accessibility and improved marketplace visibility.

J.P. MORGAN & COMPANY, Inc. New York, NY
Budget/Operations Specialist – 1992 to 1995
Produced timely management reports: reviews of budget variance, statistical analysis, productivity, cost control and activity. Assisted in preparation of departmental budget of \$8 million. Analyzed and identified savings, amounting to \$218,000/year in overtime costs.
Reduced expenses by \$400,000 within a 12 month period by effectively analyzing monthly transaction.

Reduced unnecessary telephone costs, resulting in \$40,000 savings.
Improved department's compliance with the Security and Exchange (SEC) bond cancellation regulations from 47% to 99%.

J.P. MORGAN & COMPANY, Inc., New York, NY

Business Support Analyst – 1990 to 1992

Provided support in the conversion to a new accounting system for deposit accounts. Reconciled and recommended alternatives for aged cash accounts. Coordinated projects for monitoring cash balances and account activity. Worked directly with bond holding customers to eliminate discrepancies in account records and resolved customer complaints.

Identified 2,000 inactive custody accounts for department, resulting in savings of \$40,000.

Created and redesigned a variety of spreadsheet reports to present information more effectively.

Consolidated reports for Senior management review, resulting in increased productivity.

Monitored various operational activities to comply with the SEC guidelines and audit standards.

J.P. MORGAN & COMPANY, Inc., New York, NY

System Liaison – 1989 to 1990

Served as liaison between Operations, Administration, and Systems Development to resolve processing issues on department's mainframe system.

Researched and defined MIS specification for various systems modifications.

Tested and recommended system enhancements.

AFFILIATIONS

Currently serving on the Advisory Group for the National Technical Institute for the Deaf
Active in community speaker's bureau, speaking at schools and other community events.

Served on the Advisory Board for the Visual Language Interpreting, Inc.

Served on NTID Alumni Campaign Leadership Committee.

Participated in various community projects as a volunteer

AWARDS & RECOGNITION

2004 President's Club Award Recipient (Top 1% Sales Performer) "Best of the Best" award

2002 President's Club Award Recipient (Top 1% Sales Performer) "Best of the Best" award

2002 Regional Sales Director Award (Outstanding Sales performer in region)

2001 Regional Sales Director Award (Outstanding Sales performer in region)

2000 President's Club Award Recipient (Top 1% Sales Performer)

1997 Excellence Award (Tennessee Valley Authority Business Development)

1996 Excellence Award (Sprint Relay - Internal Marketing & Communication)

Angela S. Officer

12524 Sunrise Valley Drive, Reston, VA 20196 • 703.689.5654 • angela.officer@sprint.com

EDUCATION

Rochester Institute of Technology (RIT), Rochester, NY
Bachelor of Fine Arts (B.F.A) – Graphic Design & Marketing

Completed more than 30 training programs which included team work, technology development, communication skills, negotiation facilitation and program development by Sprint University of Excellence.

SUMMARY OF QUALIFICATIONS

- Eighteen (18) years of service completed in program/project management in telecommunications with special focus in Telecommunications Relay Service, Program/Project Management, Federal Government – FTS2001/Network network, GSD/TRS Marketing, GSD Business Development and Leadership management.
- Drives development and release of new relay products, services and programs; ensures that cross-company approvals are obtained, and then manage the product's creation through execution; guide cross-functional teams including product innovation management, Call Center Services, TRS Operations, TRS Sales and Consumer Sales through each step of development and beyond to the evolution of new and existing relay products.
- Successfully implemented medium to large projects in the area of new business processes. Developed, planned and managed implementation of activities for extremely complex projects and programs with broad scope, high impact and long implementation timeframes.
- Managed end-to-end development processes and encompasses all aspects for new projects/programs and enhancements on target, with no errors reported.
- A result-driven and detailed oriented Program/Project Manager with extensive experience and a successful track record of managing complex projects.
- Effective communicator: written, verbal and American Sign Language.
- Highly attentive to detail. Effectively manage multiple tasks simultaneously. Ambitious and hardworking, with commitment to excellence.
- Adept at developing and implementing innovative marketing strategies and business procedures.
- Focus on customer needs and meeting/exceeding objectives to ensure customer satisfaction. Flexibility to manage multiple projects with competing deadlines, and respond to shifting priorities.

EXPERIENCE

Sprint Relay - Federal Programs**Reston, VA**

Sr. Program Manager- National & International Telecommunications Relay Service (TRS) Accounts - 2004–Present

Responsible and accountable for one or more medium to large/complex projects and programs

spanning multiple functional areas. Responsibilities include: driving projects through the entire life cycle, from inception to launch; facilitating meetings with customers and development teams; creating realistic schedules; monitoring project progress; proactively identifying, mitigating risks and ensuring FCC requirements were met or exceeded.

- Lead, developed, coordinated, managed and refined account-related business processes and created implementation guides for Telecommunications Relay Service (TRS) and emerging products: Video Relay Service, Relay Conference Captioning, Sprint Relay Online and CapTel for 36 states, Federal Relay Service, New Zealand and Puerto Rico.
- Lead, coordinated, developed, planned and managed TRS service delivery for complex projects and programs with broad scope, high impact and strict implementation deadlines for over 120 Accounts.
- Developed cross-organizational project plans for customers and business systems, tools and product launches including project scope, issues and risk management, launch deployment approach, timeline and resource requirement including budget.
- Lead, planned, coordinated, and managed account review and compliance activities.
- Communicated and managed federal regulatory and industry matters for National TRS Accounts.
- Lead, coordinated, managed and monitored direct-billing implementations for the Federal Relay Service. Implemented 68 direct-billing projects for the Government Agencies.
- Managed project teams to ensure complete, successful, cost-effective and on-implementation of project/program.
- Demonstrated leadership within TRS Life Cycle Team.
- Provided project definition, support, planning, estimating, negotiations, scope, scheduling, coordination, reporting and project close out.
- Supported the TRS Sales managers to develop win-win solutions, strategies & tactics that assist Sprint win the National TRS Accounts' entire Request for Proposals (RFPs). Supply content in RFP-compliant language with winning strategies for all National TRS Accounts' RFPs.

Sprint-Government Systems Division**Herndon, VA**

Senior Federal Program Manager & Acting Strategic Business Development Manager – 2002-2004

Responsible for managing, development, implementation and execution of process improvements and enhancements for the Federal Relay Account and Government Systems Division (GSD) Business Development Group for the Federal Government.

- Lead and managed the International Federal Relay Service Contract, monitoring compliance, service levels, reporting, outreach program and quality assurance for the Federal Government.
- Served Acting Strategic Business Development Manager for the Government System Division. Proven results orientation and decision making skills; take-charge attitude and champion of innovative ideas. Created GSD's initial Corporation Business Development Marketing Plan.
- Supervised the Interim IT Manager and developed, implemented and launched the Sprint Relay IP product and Federal Relay IP product.

Sprint-Government Systems Division**Herndon, VA**

National Marketing Manager & Editor-in-Chief for Sprint Relay Newsletter and Sprint Solutions Newsletter – 1997-2002

- Lead, managed, coordinated, created, designed and contributed to 25 issues of Relay Today, a publication for external customers who are deaf, hard of hearing or who have speech disabilities that use Sprint Telecommunications Relay Service.
- Lead, managed, coordinated, created, designed and contributed to 25 issues of Sprint Solutions, a publication for external Federal Government employees who use Sprint's FTS2001 network.
- Lead, coordinated and updated marketing & websites for Sprint Telecommunications Relay Service and Government Systems Division.
- Worked directly with company brand and legal departments; gained knowledge of branding guidelines.
- Lead, developed and implemented innovative marketing strategies and business procedures.
- Researched, developed and produced a wide variety of high quality written product and marketing materials that represented the company to its consumers, employees and communities.
- Coordinated the planning, development and execution of communication strategies for new products which reinforce product branding and supported marketing messages.

Sprint-Government Systems Division**Nashua, NH**

Telecommunications Relay Service (TRS) Account Manager for New Hampshire, Connecticut and South Carolina Manager -1992–1997

- Managed the overall performance for three states (NH, CT, SC) by ensuring adherence to technical standards, contractual obligations and meeting/exceeding revenue/profitability goals.

KOBA Associates, Inc.**Washington, DC**

Art Director – 1988 -1992

Responsible for Public Relations with domestic and International clients, budgeting, account and billing management. Developed marketing strategies for client approval. Delivered corporate presentations to Company upper management. Coordinated Corporate Team building events.

- Coordinated all marketing efforts for delivery on time and on budget.
- Managed the development and execution of the event strategy.
- Enforced brand guidelines and adherence to brand promise in all design elements.
- Tracked, measured and reported marketing channel performance to manage effective/efficient media buy.
- Proven results orientation and decision making skills; take-charge attitude and championed innovative ideas.

AFFILIATIONS

Actively involved in:

PTA organization

United Way

Great Falls Brownie Troop '03 & '04

Great Falls Lacrosse Youth League '05, '06, '07, '08 & '09

National Association of the Deaf, Inc.

AWARDS & RECOGNITION

Walk the Talk Achievement Award '09
Sprint Relay Director's Award '07,
Sprint Values Excellence Award ('92, '93, '94, '95, '96', '98 '02 & '03)
Sprint's Distinguished Contributor/Quarter ('01, '02,'03, '04, '05)
Sprint's Quest Club ('96, '98, '01)
RIT's 2000 Distinguished Alumni Award
National Business & Disability Council '99, Silver Award of Honor
Quota International Deaf Woman of the Year '96
Sprint's Ambassador Club '96 & '97; and Koba Associates, Inc MVP Employee '90

Dennis A. Selznick

7007 College Blvd, Ste 500, Overland Park, KS 66211 • dennis.a.selznick@sprint.com
Phone: 913-663-7278

EXPERIENCE

Sprint, Overland Park, Kansas
Product Innovation Manager – Jan 2006 to Present

I oversee the development and enhancement of services provided to hearing impaired individuals by Sprint's captioned telephone vendor. I research and develop new products to help deaf and hard of hearing users communicate through the telephone. I set up systems to measure, analyze and improve the captioned telephone service quality.

Sprint, St. Louis, Missouri
Sales Account Manager for Missouri and Tennessee – July 2003 to Jan 2006

I managed the relay services contract between Sprint and the state Public Service/Utility Commission. I focused primarily on *CapTel* sales, both local and nationwide. I researched the target audience, created publications, performed demonstrations, gave workshops, and presented about *CapTel* relay services to the public. In my first post-trial year of *CapTel* sales, the number of users quadrupled from 50 test users to over 200 users even after extensive screening and delays imposed on the product by the state.

California State University Northridge, Northridge, California
Network Administrator and Computer Security Specialist – Feb 1998 to June 2003

I performed research, development, and implementation of various software and hardware solutions and features for the staff members of the National Center on Deafness. I trained computer technicians in daily duties of a helpdesk center. I directed the operation, maintenance, and repair for all computers, networks, and technical devices on site and at remote locations. I wrote manuals, policies, and procedures for staff and student computer usage.

EDUCATION

California State University, Northridge, 2003
Bachelor of Science in Business Administration
Focus in Information Systems

AFFILIATIONS and AWARDS

Current board member of the Kansas Commission for the Deaf and Hard of Hearing (KCDHH)
California State University Northridge Alumni Association
Alexander Graham Bell Association
2005 Sprint Relay Outstanding Contributor of the Year

Jayne Turner

5801 Research Park Blvd., Madison, WI 53719 • 608-441-8800

EDUCATION

University of Wisconsin, Stevens Point, Wisconsin
Bachelor of Science, Secondary Education

EXPERIENCE

Ultratec, Madison, Wisconsin
Vice President, CapTel, Inc, 2000 - Present
Responsible for over-all operations of the captioning center. Coordinates the interactions between operations and technical staff, as well as financial management and reporting.

Ultratec, Madison, Wisconsin
Vice President of Corporate Sales, 1994 - 2000
Responsible for equipment distribution for the USA and international market areas, customer service, domestic and international service centers and financial management.

Ultratec, Madison, Wisconsin
Manager of Corporate Sales, 1986 - 1994

Ultratec, Madison, Wisconsin
Sales Representative, 1986 - 1986

Pamela A. Frazier

5801 Research Park Blvd., Madison, WI 53719 • 608-441-8800 • pam.frazier@captelmail.com

EDUCATION

Ball State University, Muncie, IN
B.S. Marketing, 1990
Four year letter winner in collegiate athletics - softball

EXPERIENCE

CapTel, Inc., Madison, WI
Call Center Director – 2001 to Present
Responsible for set-up and operations of CapTel Call Center. Responsibilities include the organization and prioritization with staff in recruiting, training, floor operations, scheduling, and technical coordination. Develop call center and call handling policies, oversee testing and implementation of new product development and involved in call center growth strategy.

Ultratec, Inc., Madison, WI
Marketing Manager – 1996 to 2001
Responsible for organizing and prioritizing team responsibilities in marketing related activities including advertising, product manuals, consumer trade shows, and product development. Worked extensively in product development of CapTel technologies as it applied to the labor process and implementing the use of CapTel technology into a call center environment. A member of the core team to implement state consumer trials and assessing feedback on product and service.

Ultratec, Inc., Madison, WI
Customer Service Representative – 1991 to 1996
Responsible for handling customer service questions regarding use of TTYs and other Ultratec products via phone, letter, and email correspondence. Trained internal customer service/sales representatives on new products and updates. Acted as a technical liaison between engineering and customer service/sales representatives. Also attended various trade shows and presented product trainings.

AFFILIATIONS

Call Center Managers Association – Wisconsin

National Association of the Deaf, corporate affiliate member

TDI, Organization member

Self Help for Hard of Hearing People, Corporate member – annual, current.

AWARDS & RECOGNITION

Fluent in ASL

Pamela Holmes

450 Science Drive, Madison, WI 53711 • 1-888-269-7477 • pam.holmes@captelmail.com

EDUCATION

Gallaudet University, Washington, D.C.
Bachelors Degree in English, 1974
Dean's List

University of Tennessee, Knoxville, Tennessee
Masters Degree in Deaf Education, 1976
Graduate Fellowship Award

EXPERIENCE

CapTel, Inc., Madison, Wisconsin
Director of Consumer & Regulatory Affairs & CapTel Customer Service – March, 1987 to Present

As Director of Consumer & Regulatory Affairs, work involves activity at the local, state, and national level on disability issues related to communication access and regulatory affairs. Work entails monitoring government regulatory activity, drafting submissions to the FCC including the petition for CapTel to be recognized as an enhanced VCO service, speaking at public hearings, making presentations on our products and service, and staying abreast to emerging regulatory and consumer issues.

Since CapTel's beginnings, Pam has worked extensively with a core CapTel team on the set up and operation of the Captioned Telephone (CapTel) state consumer trials and full service with expertise in the area of consumer communications, consumer feedback on the product and service, consumer database development and maintenance, and coordination of training and customer support to existing customers. Currently, Pam's primary responsibility is operation of the CapTel Customer Service Department. This includes customer service program development and deployment, hiring and supervision of CapTel Customer Service representatives, and management and direct involvement of day to day concerns and commendations customers communicate by phone, email, fax and mail.

Madison Area School District & outlying school districts, Madison, Wisconsin
Itinerant Teacher/ M-team Consultant, 1984 – 1987.
Served as a teacher and consultant to deaf and hard of hearing mainstreamed students, their teachers, school administrators and parents.

Atlanta Area School for the Deaf, Atlanta, Georgia
Teacher of Middle School & High School Students, 1976 - 1984
Taught home economics, social studies, civics, economics, and language arts to deaf and hard of hearing students. Initiated several extra-curricular activities for students. Was known as an innovative teacher with strong rapport with students and teaching peers.

AFFILIATIONS

National Association of the Deaf, individual and corporate affiliate member; Chair, National Association of the Deaf - Telecommunications Advocacy Network (NAD-TAN) Committee, 1997 - 2005. Member – Technology Committee, 2005 to present.

TDI, individual and corporate affiliate member; Board of Directors, Telecommunications for the Deaf, Inc. (TDI), July 1998-July 2001. TDI International Conference Program, Co-Chair, July 1999. TDI International Conference Program, Co-Chair, July 2001.

Gallaudet University, Board of Trustees; Executive Committee – At large member, Financial and Institutional Affairs Committee, National Deaf Education Committee, and Trustees Committee – Vice Chair; May 2002 – to present.

Self Help for Hard of Hearing People, corporate member – annual, current.

AWARDS & RECOGNITION

H. Latham Breunig Humanitarian Award, TDI, July 2003.

National Association of the Deaf (NAD), Executive Director's Award, "Exceptional Service on Behalf of the Association", NAD Conference, July 2000.

Telecommunications for the Deaf, Inc. (TDI) Recognized as one of 30 individuals who have produced the greatest impact on telecommunications accessibility for America's deaf and hard of hearing citizens from 1968-1998 as part of TDI's 30th Anniversary, December 1998. Plaque of Appreciation for Board of Directors Service, July 2001.

"Circle of Friends" Award, Center for Deaf & Hard of Hearing. Milwaukee, WI, June 1996.

National Council on Independent Living - Regional Advocacy Award - Federal Region V, June 1996.

WI Association of the Deaf (WAD) Meritorious Service Award, WAD Convention, July 1995; Meritorious Service Award, June 1999.

WI Telecommunicators for the Deaf, Inc.; Dedicated Involvement Award, March 1994.

Quota Club Woman of the Year, WI and GA, 1990's and 1984.

Appendix B – Sprint Diversity Plan



Sprint Nextel Corporation Supplier Diversity Plan

Supplier Diversity Policy

Sprint's supplier diversity policy affirms that certified diverse suppliers have the maximum opportunity to participate in providing products and services to Sprint.

We are committed to increasing our purchasing initiatives from minority, women, disabled veteran and small businesses. By including qualified diverse suppliers, we continue to sharpen our own competitive edge - providing Sprint with innovative solutions. These mutually beneficial relationships contribute toward the economic success of Sprint, and our diverse suppliers.

Sprint will continue to lead the effort in recognizing the economic importance of utilizing diverse suppliers in the communities where we work and live.

Utilization Goals

Sprint's current Utilization Goal for the use of certified minority-owned, woman-owned, and service disabled veteran-owned business enterprises is a cumulative 5.00%. The Utilization Goal will consist of the following non-cumulative percentages: 3.30% minority-owned business enterprises, 2.75% woman-owned enterprises, and 0.11% service disabled veteran-owned business enterprises.

Methods Used to Identify Certified Diverse Suppliers

Sprint continues to maintain a vastly robust supplier diversity outreach and recruiting campaign. The 2009 year to date outreach and recruiting events include, but are not limited to:

2009 Sprint Nextel Supplier Diversity Conferences

DATES	ORGANIZATION	EVENT	LOCATION
January 30	MAMBDC	23rd Annual Awards Luncheon	Overland PK, KS
February 11 - 14	Black Enterprise	Women of Power Summit	Orlando, FL
March 9 - 11	National Center for American Indian Enterprise Development	RES2009	Las Vegas, NV
April 6 - 8	Chicago MBDC	42 nd Annual CBOF	Chicago, IL
TBD	MD/DC MSDC	Business Procurement Conference	Bethesda, MD
TBD	Asian American Chamber of Commerce of Kansas City	Annual Awards Banquet	Kansas City, MO
May 18 - 19	*The CA Alliance DVBE *Veterans' Business Journal	VOBE Expo	Anaheim, CA
May 19	NMSDC	Awards Dinner & Dance	New York, NY
May 20	Mid America Minority Development Council	Business Investment Expo	Overland Park, KS
May 20 - 22	USPAACC	CelebrAsian 2009	New York, NY
June 6 - 11	WBENC	National Conference & Business Fair	San Francisco, CA
September 16	Mid America Minority Development Council	Annual Golf Outing	Kansas City, MO
September 16 - 19	USHCC (Sprint/Nextel)	National Convention Business Expo	Denver , CO
TBD	Kansas City Department of Commerce Minority Enterprise Development Inc.	Kansas MED Week Awards Luncheon	Topeka, KS
TBD	Kansas City Minority Enterprise Development Inc.	Kansas MED Week	Kansas City, MO

October 25 - 28	NMSDC	National Conference & Business Fair	New Orleans, LA
TBD	MD/DC MSDC	28th Annual Leadership Awards Gala	Washington, DC

Methods Used to Develop Utilization Requirements & Efforts to Provide Subcontracting Opportunities to Certified Diverse Suppliers

The Sprint Supplier Diversity Department works closely with Sprint's Supply Chain Management (SCM) to include small and third party certified minority, woman, hubzone and disabled veteran owned businesses in the purchasing process.

Record Keeping Requirements

The certification of Sprint diverse suppliers is housed and maintained through Sprint's registration site, www.sprint.com/supplierregistration.

Plan Administrator

Dawn Evans Cromer
Supplier Diversity Specialist
Sprint Nextel Corporation
Mailstop: VARESO0501 - C5006
2002 Edmund Halley Drive
Reston, VA 20191
dawn.cromer@sprint.com
(703) 592-7966 OFF
(703) 935-0680 FAX

Appendix C – CapTel Confidentiality Form

CONFIDENTIALITY

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.

Only information critical to resolving the situation will be disclosed. This may include consumer name, name of business/agency, gender of caller, type of call (voice in, CapTel in), day of week, time of day, city, state, or any other details that could in some way identify a consumer.

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. Any Captionist who breaks this policy will be disciplined, up to and including termination.

Confidentiality Policy

- ◆ I will not disclose to any individual (outside of a member of the CapTel management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any CapTel call.
- ◆ I will not act upon any information received while processing a CapTel call.
- ◆ I will not disclose to anyone the names, schedules, or personal information of any fellow worker at CapTel Inc.
- ◆ I will not share any information about CapTel calls with anyone except a member of the CapTel Inc. management staff in order to investigate complaints, technical issues, etc.
- ◆ I will continue to hold in confidence all information related to the work and calls I have performed while at CapTel Inc. after my employment ends.
- ◆ I will never reveal my Captionist ID number in conjunction with my name unless asked by a member of the CapTel Inc. management staff.
- ◆ I will not share with anyone any technical aspect of my position at CapTel Inc. unless asked by a member of the CapTel Inc. management staff.
- ◆ I will not talk about consumers or call content with any fellow Captionists.
- ◆ I will not listen to or get involved in calls taken by fellow Captionists.

I have read the above Confidentiality Policy and understand a breach of confidentiality will result in disciplinary action up to and including termination of employment at CapTel Inc. I recognize the serious and confidential nature of my position and therefore promise to abide by these guidelines.

Employee Name _____ Date _____

CapTel Copy

CONFIDENTIALITY

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.

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

I have read the above Confidentiality Policy and understand a breach of confidentiality will result in disciplinary action up to and including termination of employment at CapTel Inc. I recognize the serious and confidential nature of my position and therefore promise to abide by these guidelines.

EMPLOYEE COPY

Appendix D – Disaster Recovery Plan

CAPTEL OUTAGE PREVENTION STATUS

Sprint will provide FCC compliant CapTel® service from the two CapTel call centers in Madison and Milwaukee, WI. Sprint's CapTel vendor CapTel Inc. (CTI) operates the two current CapTel and WebCapTel® call centers in the nation. These unique centers operate with enough terminals for 200 CAs each, along with support personnel, Technicians, and Supervisors.

Both CapTel call centers are 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.

Having two CapTel call centers ensures minimum interruptions in service if something unexpectedly halts operations in one center or the other such as a flood or a tornado. In those instances, traffic from one Center can automatically be routed to the other.

Sprint Outage Notification from CapTel call center

Performance at the CapTel call center is monitored continuously by CTI technicians 24 hours a day, seven days a week. Sprint will be notified by the CapTel Service Center Manager immediately upon determination of any type of natural or man-made problem that causes either:

- ◆ A complete (100 percent) loss of the CapTel Service Center, OR
- ◆ Any partial loss of service in excess of 15 minutes that is service affecting. Examples of such a loss in service include:
 - An accidental switch rebooting
 - Loss of transmission facilities through the telephone network
 - Terrorist attack
 - Bomb threat or other work stoppage
 - Sudden loss of agent position capabilities.
 - Impact to minimum ASA / Speed of Answer times
 - Acts of God

Contact from the CapTel Service Center Manager or designated CTI contact person will be made to the assigned contact people at Sprint immediately upon awareness of an outage meeting the above criteria, 24 hours a day, seven days a week including holidays with the following documentation:

- ◆ What time did the outage happen in CENTRAL TIME?
- ◆ What caused it?
- ◆ Which customers are (or were) impacted?
- ◆ What is (was) the solution to restore service?
- ◆ What is the time that service will be (or was restored by) IN CENTRAL TIME?

Sprint will internally escalate outages in the following manner:

Level	Escalation Procedure for Outages	Point of Contact (POC)	Contact Info:
1	Sprint Product Innovation Manager	Dennis Selznick Product Innovation Manager	913-663-7278 Dennis.A.Selznick@sprint.com After Hours: getdennis@gmail.com (pager) 913-231-1386 (cell)
2	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(608) 441-8800 Pam.Frazier@captelmail.com After Hours: 608-516-7517 (cell) 608-832-6233 (home)
3	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 Jayne.Turner@ultratec.com After Hours: 608-274-0598 (home)

Sprint CapTel Outage Escalation

Sprint Procedure for Outage Notification to Contract Administrators

Upon receiving notification from CTI, Sprint will have one of the below managers contact the Contract Administrator, depending on availability:

	Point of Contact (POC)	Position	Contact Information:
1	John Moore	Relay Program Management Mgr	P: (925) 904-4014 M: (925) 895-9176 H: 925-968-1418 E: John.E.Moore@sprint.com Pgr: jmoore45@sprintpcs.com
2	Angela Officer	Relay Program Manager	P: (703) 689-5654 E: Angela.Officer@sprint.com
3	Assigned On-Call Relay Program Manager	Relay Program Manager	Assigned as necessary

Sprint Customer Notification Procedure

Upon receiving notification from CTI, Sprint will assess the problem and contact will be made by email to the Contract Administrator.

In cases of partial loss of service, such as several inoperable CA positions or, local area network outages, the CapTel Center on-site technician will notify CapTel Service Center to schedule repair. Only those partial losses of service that are service affecting in excess of 30 minutes will be emailed to the state Contract Administrator.

If the problem is within the CapTel call center, maintenance can usually be performed by the on-site technicians. Hardware spares are retailed at the CapTel call center to allow for the most common type of repair required without the ordering of additional equipment.

Disaster Recovery Follow-Up

Upon notifying customers of an outage, Sprint's contact person will provide regular updates from CTI to all customers and internal team members. The follow up will be kept in sync with CapTel Customer Service so that the information shared with customers from CTI is the same as what customers receive from Sprint.

Disaster Recovery Post-mortem documentation

Within 72 hours (3 days) after the outage is resolved, CTI will provide a formal written analysis of the outage to the designated Sprint people (outlined above).

Sprint will send a document with the analysis to the Contract Administrator. John Moore will be the primary point-of-contact for the letter to be shared with customers. If John Moore is not available, then Angie Officer will provide the letter directly to customers.

- ◆ What time did the outage happen in CENTRAL TIME?
- ◆ What caused it?
- ◆ Which customers are (or were) impacted?
- ◆ What is (was) the solution to restore service?
- ◆ What is the time that service will be (or was restored by) IN CENTRAL TIME?
- ◆ What will CapTel, Inc do to prevent this from happening again?

CTI will be available to answer questions from Contract Administrators through Sprint.

Time Frames for Service Restoration***Complete loss of service due to equipment***

Normal business day – A technician is on site during the normal business day. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.

Outside of the normal business day – A technician will be on-site within four (4) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.

Due to Utilities or Disaster at the Center

Service will be restored as soon as the utility is restored provided the equipment was not damaged. If the equipment was damaged then refer to the timing in the statement previous (Due to Equipment).

Due to Telco Facilities Equipment

A technician will be dispatched as necessary. The normal Telco escalation procedures for a partial outage will apply:

- ◆ Two hours at first level,
- ◆ Four hours at second level
- ◆ Eight hours at third level

These hours of escalation are all during the normal business day, so a trouble ticket may be extended from one day to the next.

Partial loss of service due to equipment

Normal business day – A technician is on site during normal business hours. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.

Outside of the normal business day – A technician will be on-site within eight (8) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.

Due to Position Equipment

A technician will be on-site within eight (8) hours, provided there are not enough positions working to process the forecasted traffic volumes. The technician will provide parts and/or resources necessary to expedite repair within 48 hours. If there are enough positions functional to process the forecasted traffic, the equipment will be repaired as necessary.

Due to Telco Facilities Equipment

A technician will be dispatched as necessary by Sprint. The normal Telco escalation procedures for a partial outage will apply:

- ◆ Eight hours at first level
- ◆ Twenty-four hours at second level

These hours of Telco escalation are all during the normal business day, so a service request may be extended from one day to the next.

Trouble Reporting Procedures (for Individual Customers to Customer Service)

All calls concerning customer service issues should be placed by dialing the CapTel Customer Service at 1-888-269-7477 (800-482-2424 TTY) in English (866-670-9134 for Spanish). A Customer Service agent will take information concerning:

- ◆ Callers Name
- ◆ Contact Number
- ◆ Calling to / Calling from if applicable
- ◆ Description of the trouble
- ◆ Customer service can also be reached by emailing captel@captelmail.com.

Report service affecting trouble to Customer Service during normal business hours, 8:00 AM to 5:00 PM Central Time, Monday through Friday. Normal business hours do not include Saturday, Sunday, and holidays.

Escalations of service affecting issues during normal business hours are followed below:

Level	Escalation Procedure during business hours	Point of Contact (POC)	Phone Number
1	CapTel Customer Service	Customer Service Agent	(888) 269-7477 captel@captelmail.com
2	CapTel Customer Service Supervisor	Pam Holmes	(888)-269-7477 Pam.Holmes@captelmail.com
3	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(608) 441-8800 Pam.Frazier@captelmail.com
4	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 Jayne.Turner@ultratec.com

CapTel Customer Service Escalation Procedures

Hours outside the normal business day are 5:00 PM to 8:00 AM Central Time for every day of the week (Monday through Friday), and all day Saturday, Sunday, and holidays. Outside of normal business day hours, a recording will play and trouble calls can leave a message for customer service to follow up during the next business day.

The recording played to customers outside of CapTel customer service business hours:

**THANK YOU FOR CALLING CAPTEL CUSTOMER SERVICE.
OUR HOURS ARE MONDAY THROUGH FRIDAY FROM 8AM
TO 5PM CENTRAL TIME. YOU MAY TRY AGAIN DURING
BUSINESS HOURS OR LEAVE A VOICE MAIL MESSAGE BY
PRESSING 3 NOW.**

If the “3” button is pressed, then the customer will hear the following message:

**THANK YOU FOR CALLING CAPTEL CUSTOMER SERVICE.
WE ARE UNABLE TO TAKE YOUR CALL AT THIS TIME.
PLEASE LEAVE A DETAILED MESSAGE WITH YOUR NAME
AND PHONE NUMBER WITH AREA CODE, OR EMAIL
ADDRESS, AND A REASON FOR YOUR CALL, AND ONE OF
OUR REPRESENTATIVES WILL RETURN YOUR CALL AS
SOON AS POSSIBLE.**

Alternative Usage for CapTel phone during outage for VCO users.

CapTel phones are equipped with the capability to connect to traditional relay services even in the event that the captioning service is not available.

In the event that a user cannot reach the captioning center, and the user desires to use any form of available relay to connect their call, the user can dial 7-1-1 (user must dial only 7-1-1 and not a relay 800 number in order to change to VCO mode) and be connected to the in-state relay call center. Their call will be processed via VCO instead of captions. In VCO mode, no audio from the called party will be processed – just like any other traditional VCO call.

Appendix E – CapTel Sample Invoice and Reports

"Customer Name" CAPTEL

CAPTEL SUMMARY

"Month" 2009

SERVICE/CHARGE TYPE	MINUTES	PRICE/MINUTE	TOTAL CHARGES
---------------------	---------	--------------	---------------

TOTAL CAPTEL CONVERSATION MINUTES	29,967.64		
LESS INTERSTATE CONVERSATION MINUTES	4,004.28		
LESS INTERNATIONAL CONVERSATION MINUTES	0.00		
LESS INTERSTATE TOLLFREE CONVERSATION MINUTES (51%)	1,147.28		
LESS INTERSTATE DA CONVERSATION MINUTES	0.00		
LESS IN 2 LINE (11%)	36.84		
LESS 900 CONVERSATION MINUTES (51%)	0.00		
TOTAL BILLABLE MINUTES	24,779.24		
TOTAL SERVICE COMPENSATION CAPTEL	24,779.24	\$ XX	\$ XX

TOTAL CAPTEL SUMMARY			\$ XX
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CapTel Report

Customer Name

Month 2010

Call Volume Detail
Daily & Weekly Session Minutes
ESN Summary
Service Levels

Customer Name CapTel Reports- Month 2010

Customer Name

Call Details

User	Call Type	ConvMin	AVG Conv Min	Session Min	AVG SessMin	Call Count	Call Type	Call Count
XX	TOTALS:	84,323.38	2.83	96,727.95	3.24	29,842	DATA	24,678
							VOICE	5,164
	Answering Machine	150.50	1.21	159.05	1.28	124		
	General Assistance	0.00	0.00	1,476.60	0.49	3,904		
	In 2 Line	4,574.04	3.17	4,712.40	3.26	1,445		
	International	22.95	2.30	26.51	2.65	10		
	Interstate	14,941.39	5.93	16,187.06	6.43	2,591		
	Intrastate	58,913.77	3.49	68,135.43	3.99	20,371		
	Other	826.20	9.16	893.59	9.38	479		
	Toll Free	4,894.53	2.99	5,137.31	3.25	918		
	TOTALS:	84,323.38	3.83	96,727.95	4.17	29,842		

Other Call Type (if applicable):

Outbound 2 Line 4 digit extension numbers (not part of NANPA*)

Blocked ANI**

ANI not received from the telephone network

Misdials (not part of NANPA*)

*North American Numbering Plan

**Automatic Number Identification - the NPA-NXX of the phone number

Daily & Weekly Session Minutes

User	Week #	DATE	Week Day	Call Count	Conv Min	Sess Min
XX			Combined Totals:	29,842.00	84,323.38	96,727.95
XX	18	May 01, 2010	Saturday	1,054.00	2,851.60	3,315.91
XX	18		Weekly Total:	1,054.00	2,851.60	3,315.91
XX	19	May 02, 2010	Sunday	1,055.00	3,512.10	3,990.28
XX	19	May 03, 2010	Monday	1,220.00	3,458.51	3,945.90
XX	19	May 04, 2010	Tuesday	1,046.00	2,735.16	3,158.64
XX	19	May 05, 2010	Wednesday	1,119.00	2,863.77	3,322.64
XX	19	May 06, 2010	Thursday	956.00	2,631.80	3,027.32
XX	19	May 07, 2010	Friday	1,010.00	2,506.01	2,945.62
XX	19	May 08, 2010	Saturday	941.00	2,439.20	2,867.42
XX	19		Weekly Total:	7,347.00	20,146.55	23,257.82
XX	20	May 09, 2010	Sunday	941.00	3,154.62	3,589.71
XX	20	May 10, 2010	Monday	1,220.00	3,201.50	3,710.15
XX	20	May 11, 2010	Tuesday	942.00	2,372.94	2,750.05
XX	20	May 12, 2010	Wednesday	987.00	2,833.28	3,213.87
XX	20	May 13, 2010	Thursday	1,033.00	2,526.91	2,956.47
XX	20	May 14, 2010	Friday	1,028.00	2,644.62	3,062.74
XX	20	May 15, 2010	Saturday	852.00	2,262.11	2,652.14
XX	20		Weekly Total:	7,003.00	18,995.98	21,935.13
XX	21	May 16, 2010	Sunday	655.00	2,032.04	2,323.43
XX	21	May 17, 2010	Monday	1,225.00	3,079.90	3,566.61
XX	21	May 18, 2010	Tuesday	1,069.00	2,909.29	3,316.43
XX	21	May 19, 2010	Wednesday	950.00	2,659.26	3,023.91
XX	21	May 20, 2010	Thursday	971.00	2,816.53	3,212.40
XX	21	May 21, 2010	Friday	1,058.00	3,031.00	3,450.88
XX	21	May 22, 2010	Saturday	773.00	2,306.29	2,644.13
XX	21		Weekly Total:	6,701.00	18,834.31	21,537.79
XX	22	May 23, 2010	Sunday	700.00	2,304.76	2,623.33
XX	22	May 24, 2010	Monday	903.00	2,662.13	3,022.69
XX	22	May 25, 2010	Tuesday	1,050.00	3,048.14	3,484.17
XX	22	May 26, 2010	Wednesday	1,059.00	2,897.18	3,315.96
XX	22	May 27, 2010	Thursday	990.00	2,859.55	3,234.22
XX	22	May 28, 2010	Friday	943.00	2,595.01	2,977.75
XX	22	May 29, 2010	Saturday	758.00	2,514.29	2,847.02
XX	22		Weekly Total:	6,403.00	18,881.06	21,505.14
XX	23	May 30, 2010	Sunday	580.00	2,078.98	2,323.29
XX	23	May 31, 2010	Monday	754.00	2,534.90	2,852.87
XX	23		Weekly Total:	1,334.00	4,613.88	5,176.16
WEEKLY TOTALS:				29,842.00	84,323.38	96,727.95
USER	AVG Conversation Minutes		AVG Session Minutes	ESN COUNT	Highest User Conversation Time	
XX	168.86		189.55	497	3,202.47	

Monthly Call Details			
Date	Percent Service Level With Aban	ASA	Blockage
5/1/2010	100	0.46	0.00
5/2/2010	100	0.35	0.00
5/3/2010	100	0.36	0.00
5/4/2010	100	0.38	0.00
5/5/2010	100	0.42	0.00
5/6/2010	100	0.34	0.00
5/7/2010	100	0.36	0.00
5/8/2010	100	0.38	0.00
5/9/2010	98	0.82	0.00
5/10/2010	100	0.37	0.00
5/11/2010	100	0.36	0.00
5/12/2010	100	0.36	0.00
5/13/2010	100	0.42	0.00
5/14/2010	100	0.36	0.00
5/15/2010	100	0.38	0.00
5/16/2010	100	0.35	0.00
5/17/2010	100	0.4	0.00
5/18/2010	100	0.43	0.00
5/19/2010	100	0.34	0.00
5/20/2010	99	0.46	0.00
5/21/2010	100	0.37	0.00
5/22/2010	100	0.41	0.00
5/23/2010	100	0.38	0.00
5/24/2010	100	0.36	0.00
5/25/2010	100	0.36	0.00
5/26/2010	100	0.39	0.00
5/27/2010	100	0.41	0.00
5/28/2010	100	0.37	0.00
5/29/2010	100	0.37	0.00
5/30/2010	100	0.35	0.00
5/31/2010	100	0.37	0.00
TOTALS:	99.7%	0.40	

Date:	Percent Service Level With Aban	ASA w/o Aban	Average number of calls in queue	Average length of time in queue	Blockage
3/1/2010	98.43%	7.74	0.75	0.28	0.90
3/2/2010	99.84%	0.71	0.39	0.91	0.22
3/3/2010	99.43%	5.58	0.61	0.83	0.93
3/4/2010	97.69%	3.20	0.29	0.79	0.28
3/5/2010	98.19%	8.17	0.15	0.31	0.37
3/6/2010	97.57%	5.90	0.91	0.81	0.16
3/7/2010	99.65%	6.11	0.51	0.33	0.79
3/8/2010	98.92%	8.56	0.19	0.72	0.91
3/9/2010	98.66%	3.91	0.35	0.96	0.88
3/10/2010	98.77%	7.51	0.80	0.54	0.68
3/11/2010	99.18%	2.15	0.46	0.39	0.06
3/12/2010	99.47%	5.41	0.01	0.67	0.78
3/13/2010	99.65%	2.78	0.45	0.98	0.74
3/14/2010	98.37%	5.05	0.51	0.89	0.91
3/15/2010	99.05%	7.73	0.99	0.92	0.43
3/16/2010	99.62%	5.42	0.62	0.46	0.76
3/17/2010	99.70%	3.70	0.46	0.96	0.41
3/18/2010	98.03%	3.19	0.48	0.89	0.90
3/19/2010	98.93%	6.29	0.02	0.23	0.15
3/20/2010	98.14%	5.62	0.07	0.66	0.33
3/21/2010	98.58%	2.68	0.31	0.52	0.60
3/22/2010	97.58%	5.39	0.49	0.93	0.96
3/23/2010	99.17%	8.01	0.34	0.48	0.02
3/24/2010	98.18%	1.50	0.94	0.59	0.56
3/25/2010	99.37%	5.12	0.86	0.93	0.52
3/26/2010	99.33%	4.43	0.91	0.40	0.80
3/27/2010	97.56%	4.02	0.37	0.00	0.46
3/28/2010	99.76%	4.90	0.67	0.62	0.70
3/29/2010	99.25%	7.82	0.89	0.28	0.41
3/30/2010	97.85%	5.97	0.33	0.35	0.29
3/31/2010	99.66%	5.11	0.06	0.38	0.72
AVG for the Month		4.99	0.48	0.23	

Appendix F – Sample Annual Report

TENNESSEE



CapTel Relay

ANNUAL REPORT *September 2008 – August 2009*

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april.x.mason@sprint.com

Dear Tennessee Regulatory Authority,

The fiscal year of September 2008 to August 2009 has given Sprint another opportunity to serve our Tennessee CapTel customers with quality CapTel services, dedication and commitment that the state has come to expect.

Service highlights include:

- Presenting a boilerplate report to the Tennessee Regulatory Authority for the Federal Communications Commission (FCC) mandate of telecommunications relay service (CapTel) re-certification. As a result, in July, the State of Tennessee was awarded the certification to provide CapTel service for the next five years until July 25, 2013.
- Releasing an enhancement to the WebCapTel service called "WebCapTel On the Go" on certain wireless devices.
- Introducing the enhanced CapTel 800i.
- Closing and completing customer comments for the FCC filing.

Of particular note, there was a total of 568,435 CapTel conversation minutes during this fiscal year, which represents an increase of 23.7% compared to last year's total.

Sprint thanks the Tennessee Regulatory Authority for the opportunity to provide quality CapTel relay services during the 2008-2009 fiscal year.

Sincerely,

A handwritten signature in blue ink that reads "April Mason".

April Mason
Program Manager



TENNESSEE CAPTEL RELAY

Outreach and Marketing

Outreach

The Program Manager provided Tennessee CapTel relay service awareness by providing demonstrations, presentations and materials to various groups throughout the state.



Outreach Activities

Outreach activities performed include exhibitions and/or presentations at the:

- CapTel workshops in Knoxville and Nashville with an attendance of 55 at each event.
- CelSign in Nashville, with an attendance of 750.
- Educational Conference for Professionals and Parents of the Deaf/Hard of Hearing at the Tennessee School for the Deaf with an attendance of 150.
- Four-day Hearing Loss Association of America convention in Nashville, with an attendance of 900.



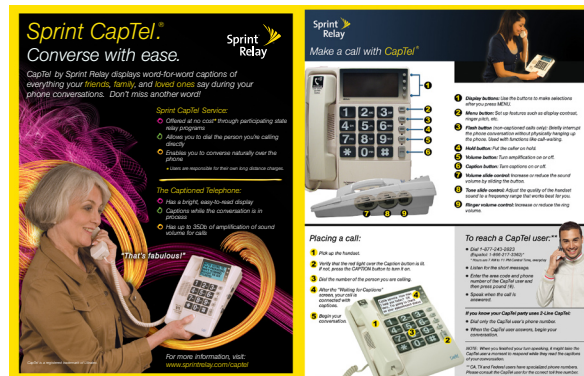
Marketing

Advertisements

To promote various Tennessee CapTel products and services, advertisements were placed in different high-visibility newsletters, magazines, and websites. Additionally, Tennessee CapTel products and services have continued to be promoted via various instructional and marketing flyers, mass e-mails, and formal and informal group settings.

For CapTel news, a newsletter offering CapTel tips, announcements, and other helpful CapTel information is distributed to subscribers.

See appendix for the Summer 2009 issue of the CapTel newsletter.



CapTel Enhancements

FCC Re-Certification Project

On June 22, 2007, the Federal Communications Commission (FCC) issued a Public Notice to remind TRS and CapTel state programs to submit a re-certification renewal application by October 1, 2007.

As listed in the 2007-2008 annual report, this re-certification application required evidence of certain required deliverables. With certifications expiring July 26, 2008, relay states were to complete the re-certification process before then. A state could apply for renewal one year prior to expiration.

On July 16, 2008, the Tennessee CapTel program was granted re-certification for five more years until July 25, 2013. Sprint is pleased to work with the Tennessee Regulatory Authority in maintaining high-quality CapTel services.

Sprint took the initiative in developing and distributing a FCC re-certification renewal boilerplate of over 100 pages for its state customers. Sprint responded to most of the directives, leaving the states—including Tennessee—with fewer questions to answer. In addition, Sprint provided further answers and support when asked by the states.

Redundant Center

Sprint's CapTel vendor completed its redundant (backup) data center in the third quarter of 2008.

Platform Upgrade

In January, the voice recognition platform was improved. Sprint's CapTel vendor released a platform upgrade that enhanced the features of the CapTel captioner workstation, which in turn, improved the voice recognition engine.

With Spanish CapTel, Sprint's CapTel vendor completed upgrades to the captioner interface starting in the second quarter of 2008, and continued to upgrade the platform throughout 2008. The upgrades included the ability to caption Spanish calls more smoothly and more efficiently.

TENNESSEE CAPTEL RELAY

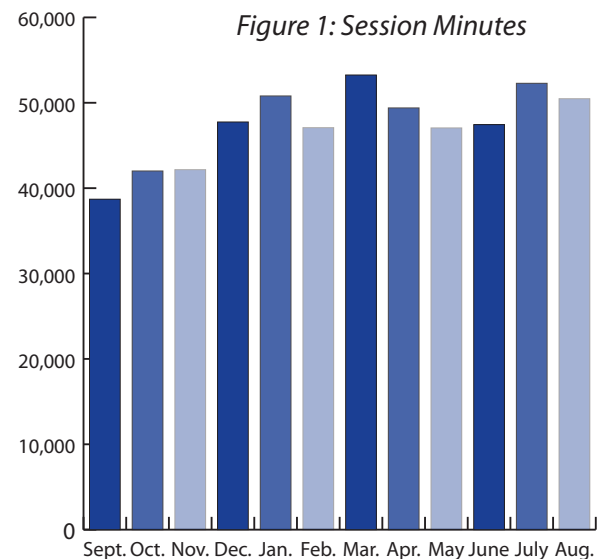
Tennessee CapTel Statistics

The following charts indicate the trends of our annual total number of conversation minutes, call volume, and call origination.

See appendix for a complete CapTel statistics report.

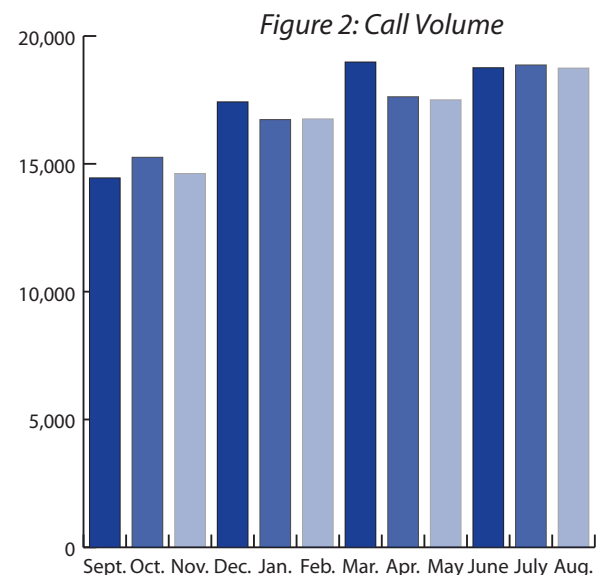
Conversation Minutes

A breakdown of monthly minutes is indicated in Figure 1. The total for this fiscal year amounted to 568,435 CapTel conversation minutes, an increase of 23.7% compared to last year's total.



Call Volume

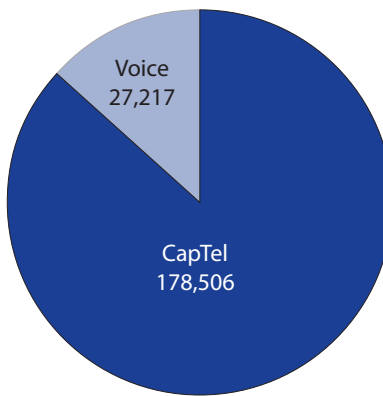
A total of 205,723 CapTel calls were generated in this fiscal year. A breakdown of monthly call volume is indicated in Figure 2.



Call Origination

Figure 3 indicates that most Tennessee CapTel calls were initiated by CapTel users.

Figure 3: Call Origination



TENNESSEE CAPTEL RELAY

Sprint Relay Enhancements

CapTel via High-Speed Internet

In May, Sprint tested the new CapTel 800i among a small number of CapTel users. The users received captions on a CapTel phone utilizing high-speed Internet.

A telephone line attached to the CapTel 800i phone carried the voice conversation. This enabled testers to use Voice Over Internet Protocol (VoIP) services, which are not recommended for use with standard CapTel phones.



Captioned Telephone Services Sprint

Stop guessing what they are saying!
Free Captioned Telephone Services by Sprint enables individuals with hearing loss to read what their caller says, while speaking and listening on the phone.

Sprint CapTel® 800i
To buy today, go to sprintrelay.com/800i

Sprint WebCapTel®
Register online at sprintcapitel.com to begin using the service today!

\$99.00
CapTel® 800i
\$99.00 (one-time fee)
\$20.00 (monthly fee)

Requires high-speed internet access.

Just use your telephone, even wireless, and a computer connected to the Internet.

For more information: sprintrelay.com/800i

For more information: sprintrelay.com/webcapitel.htm

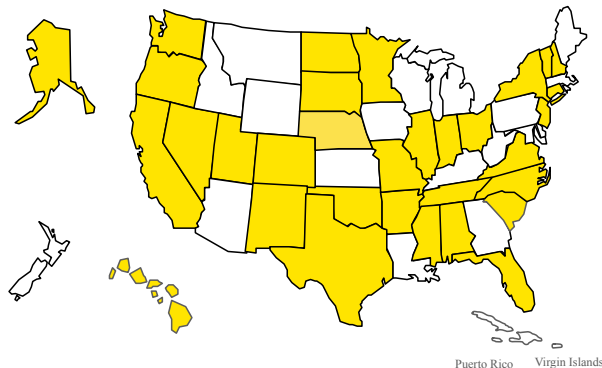
WebCapTel (WCT)

In October, Sprint released an enhancement to the WebCapTel service called "WebCapTel On the Go." This service enables users to read captions on a device using Windows Mobile 6.0 or above, or an Apple iPhone. Users can read captions away from a computer screen, with the ability to go completely mobile if desired. The users can use two phones: one to read the captions, and another to speak and listen in order to facilitate their WebCapTel On the Go conversations.

Sprint Relay Accounts

CapTel

Sprint provided the CapTel service to 32 states and the federal government.



Sprint Relay Team

Sprint Public Sector - Federal and State Government

William P. White
Vice President –
Federal Programs

Mike Ellis
National TRS Director

CapTel
Damara Paris
Branch Manager

April Mason
Program Manager

**Relay Program
Management**
John Moore
Branch Manager

Angie Officer
Senior RPM

Corporate Sales
Maggie Schoolar
Branch Manager

Dottie Cartrite
Corporate Sales Manager

Wireless Sales
Karl Ewan
Account Executive

Customer Service
Brian Adamson
Supervisor

Product Management Group
Paul Ludwick
Branch Manager
(Until April 2009)

Mark Tauscher
Team Leader
(May 2009-Present)

Appendices



CapTel Statistics

	September	October	November	December	January	February	March	April	May	June	July	August	Average
Billable Minutes	31,117	33,967	33,113	38,183	40,254	36,728	41,711	38,466	36,660	38,354	42,453	39,976	37,582
CapTel Traffic Patterns													Total
Call In	12,643	13,488	12,508	14,915	14,316	14,522	16,582	15,209	15,199	16,374	16,496	16,254	178,506
Voice In	1,807	1,768	2,115	2,509	2,412	2,236	2,400	2,416	2,306	2,385	2,371	2,492	27,217
Total of Calls	14,450	15,256	14,623	17,424	16,728	16,758	18,982	17,625	17,505	18,759	18,867	18,746	205,723
Number of Calls by Each Traffic Pattern													Total
900 Call	0	0	0	4	0	0	0	0	0	0	0	0	4
Answering Machine	100	168	111	125	124	94	150	126	135	145	123	151	1,552
General Assistance	1,564	1,825	1,548	1,931	1,817	2,008	2,429	1,988	2,249	2,690	2,519	2,219	24,787
2 Line	935	974	790	844	792	829	1,083	1,081	1,092	1,228	1,240	1,168	12,056
International	1	15	21	29	3	5	4	4	5	3	18	13	121
Inter-state	1,297	1,087	1,217	1,357	1,251	1,386	1,634	1,526	1,562	1,458	1,552	1,888	17,215
Intra-state	9,595	10,247	9,983	12,168	11,762	11,473	12,569	11,917	11,507	12,252	12,444	12,379	138,296
Others	312	312	228	251	251	278	308	353	294	329	315	412	3,643
Toll Free	646	628	725	715	728	685	805	630	661	654	656	516	8,049
Total	14,450	15,256	14,623	17,424	16,728	16,758	18,982	17,625	17,505	18,759	18,867	18,746	205,723
Answering Machine	152	200	138	142	174	133	200	175	192	174	163	202	2,045
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0
2 Line	3,875	3,884	3,127	3,070	3,299	2,911	3,312	3,775	3,854	3,792	4,023	3,831	42,752
International	0	18	36	121	0	21	38	0	64	5	10	15	329
Inter-state	5,432	5,844	6,610	6,892	7,963	7,764	8,807	8,564	8,182	6,756	7,493	8,440	88,748
Intra-state	25,562	28,260	28,002	32,900	34,817	31,511	36,027	32,670	31,080	32,682	36,533	34,232	384,276
Others	291	363	209	278	192	329	295	384	299	291	367	569	3,867
Toll Free	3,394	3,444	4,044	4,348	4,356	4,416	4,573	3,833	3,385	3,740	3,694	3,191	46,418
Total Conversation Minutes	38,706	42,013	42,166	47,751	50,802	47,085	53,253	49,400	47,056	47,440	52,283	50,479	568,435
CapTel Billable Minutes													Total
FY-09	31,117	33,967	33,113	38,183	40,254	36,728	41,711	38,466	36,660	38,354	42,453	39,976	450,982

TENNESSEE CAPTEL RELAY

CapTel Newsletter – Summer 2009



New Area Codes: How they Affect Your CapTel

As demand for telephone service continues to increase, some states are running out of available telephone numbers for their residents. Over the past two years, several states have introduced new telephone area codes to address the concern, with more planned in 2010. How do new area codes affect CapTel users?

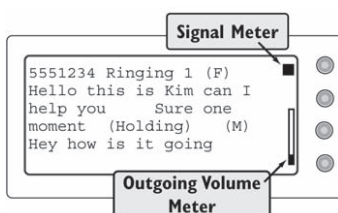
CapTel users should follow the dialing guidelines that are set by the state whenever new area codes are added. In Connecticut, for example, new area codes mean that residents must dial the full 10-digit area code + phone number for every call, even when making “local” calls or calls within the same area code. CapTel users in Connecticut should do the same.

If you live in a region where your area code is affected, be sure to let CapTel Customer Service know about the change to your telephone service. Depending on the new area code, calls that you’ve made on a regular basis may suddenly need to be dialed differently. Notifying Customer Service helps ensure that any long distance charges will continue to be billed through your regular long distance provider.

Also, remember to check any speed dial numbers you’ve saved to make sure they match the dialing guidelines if new area codes have been added.

Did You See That?

Use the Signal Meter to Know When it is Your Turn



The Signal Meter is a helpful visual cue that flickers to let you know when there are sounds on the line (such as the other person speaking), even if the sounds are not loud enough for you to hear. If the Signal Meter stops flickering during a call, it means the other person is “done” talking.

Now it’s your turn. Sometimes the Signal Meter shows that the other person has finished speaking, but you are still receiving captions. Ask the caller to “hang on a moment” to give yourself a little extra time to read the captions before taking your turn to speak.

IN THIS ISSUE

- New Area Codes: How they Affect Your CapTel
- Did You See That? Use the Signal Meter to Know When it is Your Turn
- Summer Plans: Tips for CapTel Users
- Customer Feedback
- Changing Your Long Distance Service? Keep Customer Service informed to avoid unexpected charges
- 2-Line Tips: Toggling Captions On/Off

Summer Plans: Tips for *CapTel* Users

Summer is a great time to connect with family and friends, whether over the phone or in person. *CapTel* can be part of the fun – just follow these simple tips.



Traveling out of state?

If you're bringing your *CapTel* phone with you as you travel, please be aware that some states don't support *CapTel* service for residents of a different state. Before you leave, please call *CapTel* Customer Service to check that your *CapTel* phone will work wherever your adventures take you.

Leaving your *CapTel* phone behind?

You can still get captions during your phone calls even if your *CapTel* phone doesn't fit into your travel plans. By using Web*CapTel*®, you can still see captions during your calls. All you need is a working telephone (any telephone!) and a computer with an Internet connection. Learn more about Web*CapTel* services at: www.CapTel.com



Stormy weather on the horizon?

The summer months often bring stormy weather, lightning, and power outages. If you've experienced problems with your *CapTel* after a power surge or a nearby lightning strike, try resetting your phone. Simply disconnect the AC power adapter and the phone line for one minute, then reconnect everything. Check your menu settings after resetting your *CapTel* phone if you had programmed any special settings.



Protect your *CapTel* while you are home

If you live in an area that experiences frequent power surges or electrical storms, plug your *CapTel* AC adapter into a surge protector (available at most hardware or computer stores). This will help prevent *CapTel* power disruptions.

Questions?

Call the Customer Service Center with any traveling questions you may have regarding your *CapTel* phone at: 1-888-269-7477

TENNESSEE CAPTEL RELAY

*"We are so grateful for this phone!
My wife lost her hearing in both ears
in a period of four weeks after an illness
in the hospital. We really appreciate this
service so much!"*

- V. Ferrand, Indiana

*"This is an amazing thing
to use, it's beautiful.
Thank you so much!"*

- M. Gentile, New Jersey

*"I have been successfully
using my phone with great
satisfaction... I appreciate and
LOVE this phone so much!"*

- M. Fernandez, Utah

*"I have to say that I would be lost without
it as it makes me more independent
than I was in making phone calls and
conducting what business I need to do
over the phone."*

- N. Young, Tennessee

*"The CapTel phone is so easy
to use, so user-friendly. All
phones should be this easy.
It's wonderful."*

- B. Bettes, Texas

*"I really do enjoy my CapTel phone... it is a
wonderful experience for me. Now I'm able to
make my own doctor's appointments and talk
to people I had to remove from my calling list.
Once more, thank you so very much."*

- S. Sigmon, North Carolina



Share your story with us!

We love to hear how CapTel is making a difference in people's lives.
Visit www.CapTel.com to read more user comments or to share some of your own.

Changing Your Long Distance Service?

Keep Customer Service informed to avoid unexpected charges

If you've recently moved or switched to a new long distance telephone service, it is important to re-register your long distance company with *CapTel* Customer Service. Keeping *CapTel* Customer Service updated with your long distance carrier helps ensure that your long distance captioned

calls will be billed under your existing calling plan. If you do not register with *CapTel*, you may get a long distance bill from a default provider – which is often significantly more expensive than the calling plan you've arranged.

Ask people who call you long distance to register their service with *CapTel*, too, so that their long distance captioned calls to you are billed under their current calling plan.



CapTel Customer Service

Ultratec, Inc.
450 Science Drive
Madison, WI 53711

1-888-269-7477 (CapTel/Voice/TTY)
1-866-670-9134 (Español)
CapTel@CapTel.com
www.CapTel.com

If you are not already receiving this newsletter directly, send us your email address to get the latest *CapTel* newsletter electronically! Visit our website (www.CapTel.com) and click on "Contact Customer Service" to sign up!



450 Science Drive • Madison, WI 53711

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New Web & Email Address

The *CapTel* website has a new address!

www.CapTel.com

New Customer Support Email: **CapTel@CapTel.com**

Please note the change if you've bookmarked *CapTel* as a favorite Internet site, and don't forget to update our email address in your computer's address book (our "old" address will still work, too). As always, you will find helpful tips and answers to frequently asked questions on our website – now at its new location.



903-508900 8/09

Appendix G – Letters of Support

Gate Communications 330 Mallory Station Road, Suite10 ♦ Franklin, TN ♦ 37067 ♦ USA 615.435.8929 V/TTY/VP

June 21, 2010

To Whom It May Concern:

Sprint Relay has kindly asked me to write a letter of support regarding Sprint Relay's involvement with the CapTel relay services within the state of Tennessee. I would like to extend my support for the renewal of the Sprint Relay contract to provide continuous services for the CapTel and for the Deaf and Hard of Hearing in Tennessee.

I do know that CapTel services continue to be a great benefit to many people who are Deaf or Hard of Hearing and will be a constant need to many. The technology with CapTel always is improving. I have great confidence that Sprint will be involved in the changes and keep the Deaf and Hard of Hearing well informed of the modernized developments.

The people from Sprint Relay have been involved with wonderful workshops, sponsorships to various events, and I've heard many positive things. Thank you, Sprint Relay, for asking me to write this letter in support and that I hope to see Sprint Relay thrive as a provider for the CapTel to the state of Tennessee and to continue for more years to come.

Sincerely,



Samantha Terzis CI/CT/ASLTA
Gate Communications
Executive Director

June 21, 2010

To Whom It May Concern:

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Sincerely,

Janice Martin,
TN State Coordinator for the Hearing Loss Association of America

June 23, 2010

To Whom It May Concern:

Sprint Relay has kindly asked me to write a letter of support regarding Sprint Relay's involvement with the CapTel relay services within the state of Tennessee. I would like to extend my support for the renewal of the Sprint Relay contract to provide continuous services for the CapTel and for the Deaf and Hard of Hearing in Tennessee.

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Sincerely,

Robert K. Rittenhouse, Ph.D.
Executive Director

Bader, Todd M [BMG]

From: Jennifer Thorpe [sweetpea1971@gmail.com]
Sent: Tuesday, June 22, 2010 5:51 PM
To: Bader, Todd M [BMG]
Subject: Sprint Relay

To whom it may concern:

Sprint Relay has proved to be an important component for Tennessee communities. I am especially impressed with their outstanding customer care and support. I would love to see Sprint Relay not only continue that great support, but also expand their outstanding outreach program for Tennessee CapTel users. Thank you in advance for your consideration of this matter.

Sincerely,

Jennifer Thorpe
Shelbyville, Tennessee

To Whom It May Concern:

Sprint Relay has kindly asked me to write a letter of support regarding Sprint Relay's involvement with the CapTel relay services within the state of Tennessee. I would like to extend my support for the renewal of the Sprint Relay contract to provide continuous services for the CapTel and for the Deaf and Hard of Hearing in Tennessee.

I do know that CapTel services continue to be a great benefit to many people who are Deaf or Hard of Hearing and will be a constant need to many. The technology with CapTel always is improving. I have great confidence that Sprint will be involved in the changes and keep the Deaf and Hard of Hearing well informed of the modernized developments.

The people from Sprint Relay have been involved with wonderful workshops, sponsorships to various events, and I've heard many positive things. Thank you, Sprint Relay, for asking me June 21, 2010 to write this letter in support and that I hope to see Sprint Relay thrive as a provider for the CapTel to the state of Tennessee and to continue for more years to come.

Sincerely,

Shari Koeper
Tennessee State Chapter Coordinator
Hearing Loss Association of America

Sandy Cohen
4215 Harding Pike, #511
Nashville, TN 37205

June 21, 2010

To Whom It May Concern:

Sprint Relay has kindly asked me to write a letter of support regarding Sprint Relay's involvement with the CapTel relay services within the state of Tennessee. I would like to extend my support for the renewal of the Sprint Relay contract to provide continuous services for the CapTel and for the Deaf and Hard of Hearing in Tennessee.

I do know that CapTel services are of great benefit to many people who are Deaf or Hard of Hearing and this need will continue for current users and people who could benefit from your services but are not aware that they exist, yet. The technology with CapTel always is improving. I have great confidence that Sprint will be involved in the changes and keep the Deaf and Hard of Hearing community well informed of the modernized developments.

The people from Sprint Relay have been involved with wonderful workshops and event sponsorships the past few years. And, April Mason, our representative, has been an absolute pleasure to work with! Thank you, Sprint Relay, for asking me to write this letter in support of the continuation of your CapTel services to Tennessee. I hope to see Sprint Relay thrive as a provider for the CapTel to the state of Tennessee and to continue for many more years to come.

Sincerely,

Sandy Cohen

