

280

# FLORIDA RELAY SERVICE

## *Technical Proposal*

Docket No. 991222-TP

Request for Proposal

November 10, 1999

**HAMILTON**  
TELECOMMUNICATIONS

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# **Florida Relay Service**

**Docket No. 991222-TP**

## **Request for Proposal**

**Submitted by:  
Hamilton Telephone Company  
Tradename: Hamilton Telecommunications**

**November 10, 1999**

**Hamilton Telephone Company d/b/a Hamilton Telecommunications**

1001 Twelfth Street  
Aurora, NE 68818  
402/694-5101 - Voice  
800/821-1831 - Voice  
800/821-1834 - TTY/Voice  
402/694-2848 - Fax  
Tax Identification Number: 47-0181440

**Parent Company:**

Nedelco, Inc.  
1001 Twelfth Street  
Aurora, NE 68818  
402/694-5101 - Voice  
800/821-1831 - Voice  
800/821-1834 - TTY/Voice  
402/694-2848 - Fax  
Tax Identification Number: 47-6033213





# Florida Relay Service Proposal

## **Table of Contents**

Items included with bid as separate attachments:

- Price Proposal
- Relay Video

<b><u>Item</u></b>	<b><u>Tab</u></b>	<b><u>Page</u></b>
Transmittal Letter.....	A.....	1
Check List.....	A.....	5
Certification by FPSC and FCC.....	A.....	9
Section A. Administrative Requirements and Procedures.....	A.....	10
Section B. The Service to be Provided .....	B.....	25
Section C. The Technical Bid Proposal Format.....	C.....	134
Section D. The Price Proposal Format .....	C.....	136
Section E. Check List .....	C.....	137
Bid Bond and Documents .....	C.....	138

<b><u>Attachments</u></b>	<b><u>Tab</u></b>
Bid Support Materials .....	1
Outreach.....	2
Reports .....	3
Financial Information .....	4
Reference Letters .....	5
Disaster Recovery Plan .....	6
SAI's Training Outline and Manual.....	7
SAI's CA Handbook .....	8
Hamilton's CA Policies and Procedures .....	9
Job Descriptions.....	10
Relay Features List .....	11
Business Lines .....	12





1001 Twelfth Street • Aurora, Nebraska 68818  
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November 10, 1999

Mr. Richard Tudor  
c/o Ms. Blanca Bayo, Division of Records and Reporting  
The Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Dear Mr. Tudor,

RE: Docket No. 991222-TP - Florida Telecommunications Relay Service

Hamilton Telephone Company is pleased to submit this proposal for providing relay service for the State of Florida. **Hamilton will provide the relay users of the State of Florida with a relay service customized to meet the needs of all groups involved with relay.** Hamilton agrees to provide the relay service as stated in this proposal at the costs listed in the price proposal.

Hamilton Telecommunications will comply with all requirements in the RFP and will comply with all terms and conditions. However, Hamilton reserves the right to request additional time for implementation and start-up if the date set for the delivery of the letter of intent to award (January 14, 2000, in current schedule) is delayed by the State of Florida. In addition, Hamilton reserves the right to negotiate a new price structure if the FCC mandates additional features and/or services. Upon negotiating terms and conditions of the contract acceptable to both Hamilton and the State of Florida, Hamilton will execute a binding contract. Hamilton will comply with the term of the contract: 3 years with an optional two-year renewal.

You will note that certain pages in the bid have labels of confidential or proprietary on them. These are documents that Hamilton customarily labels as confidential and proprietary in our normal business routine for purposes other than this bid proposal. Hamilton is **not** seeking confidential treatment for these or any other materials contained in its bid.

The undersigned hereby certifies that he is an officer of Hamilton Telephone Company and duly authorized to sign this letter of transmittal and proposal on its behalf. For purpose of all further correspondence or questions, please contact the following person at our company:

- 1 -

Gary Warren	Voice	402/694-5101
Executive Vice President	Voice	800/821-1831
Hamilton Telephone Company	TTY/Voice	800/821-1834
1001 12th Street	FAX	402/694-5037
Aurora, Nebraska 68818	E-mail	gwarren@hamilton.net

The undersigned acknowledges that this proposal is submitted in response to the RFP, of the State of Florida for telecommunication relay services. This proposal includes all labor, equipment, software, and services offered and shall constitute a binding offer to provide the relay service as stated in this proposal at the prices stated herein. If accepted, this proposal will become part of a finalized contract for the provision of Florida's Telecommunications Relay Services for the time period beginning June 1, 2000, for the term of the contract.

In addition, Dixie Ziegler, Director of Relay is authorized to make decisions or answer questions related to the proposal and y subsequent contract.

Dixie Ziegler	Voice	402/694-5101
Director of Relay	Voice	800/821-1831
Hamilton Telephone Company	TTY/Voice	800/821-1834
1001 12th Street	FAX	402/694-5037
Aurora, Nebraska 68818	E-mail	
djwhitlow@hamilton.net		

The undersigned:

- Certifies that the bid price contained in the price proposal has been arrived at independently without collusion, consultation or communication with any other bidder or competitor, that the said bid price was not disclosed by the bidder prior to filing with the FPSC, and that no attempt was made by the bidder to induce any other person, partnership or corporation to submit or not submit a proposal.
- Certifies that Hamilton does not have any conflict of interest as defined on page 16 of the RFP.

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

Hamilton has numbered all pages in Tabs A, B, and C consecutively. Most of the information in the Attachments is not numbered. However, some of the manuals in the Attachments contain their own table of contents and thus their own page numbering system. It was stated in the pre-bid meeting that materials, like manuals, that were already numbered, did not need to be changed for this document. These materials are not numbered consecutively as defined in the RFP, but vendors were given permission to do this at the pre-bid meeting.

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

- (1) All required elements
- (2) Sample Outreach Materials - Video
- (3) Other related Attachments

**Hamilton will locate a center within the State of Florida and have it operational by June 1, 2000.** Hamilton has already looked at several different locations for a relay center in Florida. Upon notification of award, Hamilton will secure a site for the center within the State of Florida. Hamilton will base its final decision on a particular location in Florida on several factors; workforce availability, work ethic of the community, availability of bilingual workforce, the community's exposure to hurricanes, etc.

Hamilton will operate the Florida Relay Service working with a Society's Assets, Inc., a Wisconsin based non-profit corporation. SAI will be responsible for managing all Communication Assistants within the center. SAI has a great deal of relay experience. Please see the Executive Summary at the end of this tab for more information about SAI.

**Hamilton has demonstrated high quality service through its traffic standards.** Hamilton will meet the demands of the RFP in regards to calls answered within 10 seconds. **Hamilton is unmatched by any of its competitors when it comes to average answer seconds, calls answered within 10 seconds, and blockage. Our size allows us to be responsive to all standards established by the State where our competition cannot.**

**Hamilton has shown great leadership in its outreach activities. Hamilton is confident that no other relay provider can match our efforts in regards to outreach.** Contained in Hamilton's proposal is a detailed explanation of Hamilton's relay operations, an outline of its outreach activity plans (**including an in-state outreach program if purchased by the State**), and a description of the type of dedication Hamilton has to offering quality personalized relay services. Please see Attachment 2 for detailed information about Hamilton's outreach programs.

Hamilton has been providing relay services to the State of Idaho since 1992 and to the State of Nebraska since 1991. Most recently, Hamilton won the contract for the State of Louisiana and began providing relay services from a center located in Baton Rouge in January 1998. Hamilton began operating the Kentucky Relay Service from this center in the fall of 1998. Hamilton began operating the Wisconsin Relay System on February 1 of this year from a center located in Madison, Wisconsin.

Hamilton's philosophy of quality, personalized relay services has recently been tested in several states. **Even though Hamilton was not the lowest bidder in several recent RFP processes, Hamilton was still awarded the contract. In addition, Hamilton has received consecutive bid awards from Nebraska and Idaho. Hamilton's past record of performance, dedication to providing state-of-the-art features and services, and**

willingness to "go the extra mile" for relay user in the State of Idaho, Nebraska and Louisiana has allowed Hamilton to satisfy many relay customers.

Hamilton welcomes the opportunity to discuss its proposal in-person with the Evaluation Committee and the Public Service Commission. Hamilton respectfully submits its proposal to provide telecommunications relay service for the relay users of the State of Florida.

Sincerely yours,



Gary Warren  
Executive Vice President  
on behalf of Hamilton Telephone Company

Florida Relay Service  
Section E

FILING CHECK LIST

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail OR Maximum Points
1.	<u>GMW</u>	Format (RFP ref. Section C-1 and D)	N/A	N/A
2.	<u>GMW</u>	Transmittal Letter, Address, Contact Person, Tel. and Fax No., Legal Name of Bidder, and Statement of Compliance with or lack of Compliance with RFP requirements(RFP ref. C-2)	<u>Tab A, pgs. 1-4</u>	P/F
3.	<u>GMW</u>	Check List (RFP ref. C-8 and E)	<u>Tab A, pgs. 5-8</u>	P/F
4.	<u>GMW</u>	Certification by FPSC and FCC (RFP ref. A-5)	<u>Tab A, pgs. 9-10</u>	P/F
5.	<u>GMW</u>	Conflict of Interest (RFP ref. A-28)	<u>Tab A, pg. 12</u>	P/F
6.	<u>GMW</u>	Can provide by June 1, 2000 (RFP ref. B-3)	<u>Tab B, pg. 26-29</u>	P/F
7.	<u>GMW</u>	Term of Contract (RFP ref. B-4)	<u>Tab B, pg. 29</u>	P/F
8.	<u>GMW</u>	Access Numbers (RFP ref. B-5)	<u>Tab B, pg. 29</u>	P/F
9.	<u>GMW</u>	Location of Relay Center (RFP ref. B-6)	<u>Tab B, pg. 29</u>	P/F
10.	<u>GMW</u>	Availability of System to Users (RFP ref. B-7)	<u>Tab B, pg. 34</u>	P/F
11.	<u>GMW</u>	Minimum CA Qualifications and Testing (RFP ref. B-8)	<u>Tab B, pg. 34-44</u>	100
12.	<u>GMW</u>	CA Training (RFP ref. B-9)	<u>Tab B, pg. 45-52</u>	100
13.	<u>GMW</u>	Staff Training (RFP ref. B-10)	<u>Tab B, pg. 53-54</u>	100
14.	<u>GMW</u>	Counseling (RFP ref. B-11)	<u>Tab B, pg. 55</u>	25
15.	<u>GMW</u>	Procedures for Relaying Communications (RFP ref. B-12)	<u>Tab B, pg. 55-59</u>	100

Florida Relay Service  
Section E

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail OR Maximum Points
16.	<u>GM</u>	Interaction with Answering Machines and Voice Response Units (RFP ref. B-13)	<u>Tab B, pg. 59-61</u>	25
17.	<u>GM</u>	Languages Served (RFP ref. B-14)	<u>Tab B, pg. 61</u>	P/F
18.	<u>GM</u>	Additional Languages Served (RFP ref. B-15)	<u>Tab B, pg. 61</u>	25
19.	<u>GM</u>	Shift Advisor/Consultant (RFP ref. B-16)	<u>Tab B, pg. 61</u>	P/F
20.	<u>GM</u>	Confidentiality (RFP ref. B-17)	<u>Tab B, pg. 62-70</u>	P/F
21.	<u>GM</u>	Voice and Hearing Carryover (RFP ref. B-18)	<u>Tab B, pg. 70-73</u>	50
22.	<u>GM</u>	Obscenity (RFP ref. B-19)	<u>Tab B, pg. 73-74</u>	P/F
23.	<u>GM</u>	Emergency Calls (RFP ref. B-20)	<u>Tab B, pg. 74</u>	50
24.	<u>GM</u>	Blockage (RFP ref. B-21)	<u>Tab B, pg. 75</u>	200
25.	<u>GM</u>	Answer Time (RFP ref. B-22)	<u>Tab B, pg. 75-79</u>	200
26.	<u>GM</u>	Equipment Compatibility (RFP ref. B-23)	<u>Tab B, pg. 80</u>	P/F
27.	<u>GM</u>	Transmission Levels (RFP ref. B-24)	<u>Tab B, pg. 80</u>	P/F
28.	<u>GM</u>	Measuring Equipment Accuracy (RFP ref. B-25)	<u>Tab B, pg. 80</u>	P/F
29.	<u>GM</u>	Emergency Operations (RFP ref. B-26)	<u>Tab B, pg. 81-83</u>	50
30.	<u>GM</u>	Intercept Messages (RFP ref. B-27)	<u>Tab B, pg. 84</u>	P/F
31.	<u>GM</u>	Service Expansion (RFP ref. B-28)	<u>Tab B, pg. 84-85</u>	50
32.	<u>GM</u>	New Technology (RFP ref. B-29)	<u>Tab B, pg. 86-87</u>	50
33.	<u>GM</u>	Consumer Input (RFP ref. B-30)	<u>Tab B, pg. 87-90</u>	100
34.	<u>GM</u>	Complaint Resolution (RFP ref. B-31)	<u>Tab B, pg. 90-91</u>	200
35.	<u>GM</u>	Charges for Incoming Calls (RFP ref. B-32)	<u>Tab B, pg. 91</u>	P/F



Florida Relay Service  
Section E

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail OR Maximum Points
36.	<u>Geru</u>	Billing Arrangements (RFP ref. B-33)	<u>Tab B, pg. 91-92</u>	50
37.	<u>Geru</u>	End User Billing (RFP ref. B-34)	<u>Tab B, pg. 92-94</u>	50
38.	<u>Geru</u>	Relaying Interstate or International (RFP ref. B-35)	<u>Tab B, pg. 94-95</u>	50
39.	<u>Geru</u>	End user Selection of Carrier (RFP ref. B-36)	<u>Tab B, pg. 95</u>	50
40.	<u>Geru</u>	Recipient of Toll Revenues (RFP ref. B-37)	<u>Tab B, pg. 109</u>	P/F
41.	<u>Geru</u>	Long Distance Call Billing (RFP ref. B-38)	<u>Tab B, pg. 109-111</u>	50
42.	<u>Geru</u>	Special Needs (RFP ref. B-39)	<u>Tab B, pg. 111</u>	25
43.	<u>Geru</u>	Custom Calling Type Features (Speed Dialing & Three Way Calling) (RFP ref. B-40)	<u>Tab B, pg. 111-112</u>	25
44.	<u>Geru</u>	All Unsolicited Features in Basic Relay Service Price Proposal (RFP ref. B-38)	<u>Tab B, pg. 112</u>	200
<u>Optional Services Not In Basic Relay Service Price Proposal</u>				
45.	<u>Geru</u>	a. Other Custom Calling Type Services (RFP ref. B-42 a)	<u>Tab B, pg. 121</u>	Optional/0 Points
46.	<u>Geru</u>	b. 900/976 Services (RFP ref. B-42 b)	<u>Tab B, pg. 121</u>	Optional/0 Points
47.	<u>Geru</u>	c. Enhanced Transmission Speed and Interrupt Capability (RFP ref. B-42 c)	<u>Tab B, pg. 121</u>	Optional/0 Points
48.	<u>Geru</u>	d. Video Relay (RFP ref. B-42d)	<u>Tab B, pg. 121-128</u>	Optional/0 Points
49.	<u>Geru</u>	e. Speech to Speech Service (RFP ref. B-42e)	<u>Tab B, pg. 129</u>	Optional/0 Points
50.	<u>Geru</u>	f. Other Optional Features Not Included in Basic Relay (RFP Ref. B-42f)	<u>Tab B, pg. 130</u>	Optional/0 Points

Florida Relay Service  
Section E

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail OR Maximum Points
51.	<u>GM</u>	Submission of Monthly Invoice (RFP ref. B-44)	<u>Tab B, pg. 130</u>	P/F
52.	<u>Ghr</u>	Travel (RFP ref. B-45)	<u>Tab B, pg. 131</u>	P/F
53.	<u>GM</u>	Reporting Requirements (RFP ref. B-46)	<u>Tab B, pg. 131-132</u>	P/F
54.	<u>Beu</u>	Liquidated Damages (RFP ref. B-47)	<u>Tab B, pg. 132</u>	P/F
55.	<u>Ghr</u>	Transfer to New Provider (RFP ref. B-48)	<u>Tab B, pg. 132</u>	P/F
56.	<u>Ghr</u>	Insurance (RFP ref. B-49)	<u>Tab B, pg. 133</u>	P/F
57.	<u>Ghr</u>	Public Entity Crimes (RFP ref. C-3)	<u>Tab C, pg. 134</u>	P/F
58.	<u>Ghr</u>	Financial Information (RFP ref. C-4)	<u>Tab C, pg. 134</u>	P/F
59.	<u>Ghr</u>	Experience and customer references (RFP ref. C-5)	<u>Tab C, pg. 134-135</u>	200
60.	<u>Ghr</u>	Bid Security Deposit (RFP ref. C-6)	<u>Tab C, pg. 135</u>	P/F
61.	<u>Ghr</u>	Subcontractors (RFP ref. C-7)	<u>Tab C, pg. 135</u>	P/F
62.	<u>Ghr</u>	PRICE PROPOSAL (RFP ref. Section D) Must be filed in a separate sealed envelope marked: "Sealed - To Be Opened Only By the FPSC Proposal Opening Officer"	<u>separate document</u>	See RFP Sec. D & E 2125
		MAXIMUM TOTAL POINTS		



## *Florida Relay Service Proposal*

### **Certification by the FPSC and FCC**

Hamilton has maintained and currently has FCC Certification for telecommunications relay service in all five States it serves. Hamilton is committed to maintaining its FCC Certification. In fact, Hamilton continues to substantially beat the standards established by the FCC for maintaining certification. Without question, Hamilton has met all FCC related standards in the past and continues to do so today. Hamilton has also readily responded to all FCC regulations and is committed to doing the same throughout this contract.

In addition, when FCC Certification must be renewed, Hamilton will manage the entire process. No one on the Public Service Commission or the Advisory Board will need to worry about the certification process because Hamilton will complete the necessary FCC filings.

*In accordance with the RFP and the clarification at the bidder's conference, Hamilton will obtain any Florida Public Service Commission Certifications required, if any, prior to the Startup Date.*



# Florida Relay Service Proposal

## A. Administrative Requirements and Procedures

### 1. Issuing Entity and Point of Contact

Hamilton understands and will continue to comply. All communication concerning this RFP has been communicated to Mr. Richard Tudor. Hamilton will continue to do so.

### 2. Purpose

Hamilton understands and will comply.

### 3. Other Applicable Laws/Legal Consideration

Hamilton understands and will comply. Hamilton has and will continue to comply with applicable federal, state, and local laws and regulations.

### 4. Scope

Hamilton understands and has complied with all instructions governing this proposal and has included the appropriate materials herein. Hamilton has followed all mandatory administrative and operational requirements to be eligible for consideration.

### 5. Certificate of Public Convenience and Necessity

Please see the page ahead of this. In accordance with the RFP and the clarification at the bidder's conference, Hamilton will obtain any Florida Public Service Commission Certifications required, if any, prior to the Startup Date.

### 6. Definitions/Acronyms

Hamilton understands and will comply.

### 7. Key Dates

Hamilton understands and will continue to comply. However as stated in our transmittal letter, Hamilton reserves the right to request additional time for implementation and start-up if the date set for the delivery of the letter of intent to award (January 14, 2000, in current schedule) is delayed by the State of Florida.

### 8. Questions Concerning RFP

Hamilton understands and has complied.

### 9. Amendments or Supplements to RFP

Hamilton has received this information and has complied as necessary.

### 10. Restrictions on Communications

Hamilton understands and has complied. Hamilton will continue to comply.



## *Florida Relay Service Proposal*

### **11. Bidders' Conference**

Hamilton attended the Bidders' Conference and appreciates the opportunity to ask questions.

### **12. Modifications, Withdrawals, and Late Proposals**

Hamilton understands and has complied. Hamilton has submitted both its technical and price proposals prior to November 10, 1999, at 3:00 p.m. Eastern.

### **13. Bidding Costs**

Hamilton understands and will not hold the FPSC or the FRS system liable for any costs incurred in submitting this bid.

### **14. Rejection of Proposals, Correction of Errors**

Hamilton understands and will comply.

### **15. Public Availability of Proposals, News Releases and Public Announcements**

Hamilton understands.

### **16. Protests**

Hamilton understands and will comply.

### **17. Letter of Intent/Notification to Bidders**

Hamilton understands.

### **18. Award of Contract**

Hamilton understands the criteria the State is using to make an award. Hamilton believes the State will find Hamilton's proposal to meet all considerations listed in this section. Hamilton's reputation is based on quality and timely service. This bid encompasses both. In addition, Hamilton has included many enhancements without significantly increasing cost. Hamilton will also have an in-state center fully operational by June 1, 2000.

### **19. Award without Discussion**

Hamilton understands and has complied. Hamilton's technical and price proposals are complete, understandable and accurate.

### **20. Oral Interviews/Site Visits/Written Data Request**

Hamilton understands and will comply. Hamilton welcomes the opportunity to discuss its proposal with the Evaluation Committee. We also welcome the evaluators to any of our centers.

### **21. Contract Document**

Hamilton understands and will comply.



## *Florida Relay Service Proposal*

### **22. Limited Liability**

Hamilton understands and will comply.

### **23. Disclaimer**

Hamilton understands and will comply.

### **24. Cancellation/Availability of Funds**

Hamilton understands and will comply.

### **25. Public Bidder Meetings and Proprietary/Confidential Information**

Hamilton understands. Hamilton has not asked for confidential treatment of any of the material within this response. Hamilton understands all meetings with the FPSC or PRC will be public meetings.

### **26. Non-Collusion**

Hamilton understands and has complied. As stated in its transmittal letter, Hamilton certifies that the bid price contained in the price proposal has been arrived at independently without collusion, consultation or communication with any other bidder or competitor, that the said bid price was not disclosed by the bidder prior to filing with the FPSC, and that no attempt was made by the bidder to induce any other person, partnership or corporation to submit or not submit a proposal.

### **27. Changes in Contract**

Hamilton understands and will comply. Authorized representatives of both the FPSC and Hamilton will sign all contract amendments.

### **28. Conflict of Interest**

Hamilton understands and has complied. As stated in its transmittal letter, Hamilton certifies that it does not have any conflict of interest as defined in this section of the RFP.

### **29. Minority Business**

Hamilton is not considered a Minority Business.



# Florida Relay Service Proposal

## Executive Summary

### Hamilton's Relay Services Philosophy

Hamilton has a tradition and reputation for offering quality telecommunication products and services. In fact, part of Hamilton's mission "is to provide our customers with the latest in quality telecommunications services . . ." When the opportunity to add relay services as another business line emerged, Hamilton identified it as a telecommunication service that matched its overall company philosophy.

The relay customer always comes first at Hamilton. So when designing its relay platform, Hamilton used technology that would be flexible enough to meet the changing needs of relay users as well as keep up with the changes in technology. As relay users demand services that are similar to those offered in the hearing community, Hamilton is in a position to implement those features quickly since many of the needed pieces are already in place in Hamilton's relay platform.

*Hamilton is not a national long distance company making its perspective of relay services significantly different.* We did not get into the relay business to simply enhance our own long distance services. Hamilton truly believes that it has the core competencies, the experience and the dedication needed to provide the highest quality relay services available. Unlike our competition, telecommunication relay service makes up at least 33 percent of Hamilton's total revenue. This large percentage gets the attention of the Board of Directors, Senior Management and all employees of Hamilton. *Hamilton manages its operation in such a manner that emphasizes low average answer seconds, high percentages of calls answered within the standards set in the RFP, Communication Assistants that are dedicated and knowledgeable and the implementation of technical features that are second to none.*

Beyond technical abilities, Hamilton is able to design and implement personalized relay solutions for individual states and individual users. Because of its size, Hamilton is able to respond quickly to customer requests and implement specific services and features without many training or technical issues. *Hamilton is a large enough company to start-up, manage and operate the Florida Relay Service. Hamilton has more than enough financial resources to operate the Florida Relay Service.* However, Hamilton is small enough to meet the needs of individual relay users.

Hamilton has been providing relay services to the State of Idaho since 1992 and to the State of Nebraska since 1991. Most recently, Hamilton won the contract for the State of Wisconsin and began providing relay services from a center located in Madison, Feb. 1, 1999. Hamilton began operating the Louisiana Relay Service from a center located in Baton Rouge in January 1998. Hamilton began operating the Kentucky Relay Service from this center in the fall of 1998.

Hamilton's philosophy of quality, personalized relay services has recently been tested in several states. *Even though Hamilton was not the lowest bidder in several recent RFP processes, Hamilton was still awarded the contract. In addition, Hamilton has received consecutive bid awards from Nebraska and Idaho. Hamilton's past record of performance, dedication to*



# Florida Relay Service Proposal

providing state-of-the-art features and services, and willingness to "go the extra mile" for relay user in the State of Idaho, Nebraska, Louisiana, Kentucky and Wisconsin has allowed Hamilton to satisfy many relay customers.

And if you don't take our word for it, read what our relay users say about our service. Following are some of the comments that our relay users have made about our relay service in the last few months:

- ◆ "You have the best voice on the phone. You make the relay so pleasant."
- ◆ "What a wonderful service you provide. What would we do without you CA's?"
- ◆ "You have helped my friend so much!"
- ◆ "You process my calls quickly and make it seem as if I am the one talking... I actually forgot that I am calling through the relay."
- ◆ "Excellent job! I appreciate what you do."
- ◆ "Operator, you have done a terrific job! Keep up the good work."
- ◆ "It's been a hard week at work but it's people like you that give me hope and keep me from becoming a bag lady."

Throughout this proposal, Hamilton explains its technical abilities to provide relay services as well as its Communication Assistant training programs that allow Hamilton to receive the types of comments listed above.

## General Information

Hamilton has entered into a subcontract agreement with Society's Assets, Inc., to operate the Florida Relay Service. SAI has a great deal of experience providing relay services. Hamilton is currently working with SAI to operate Hamilton's center located in Wisconsin. SAI's trained people and knowledgeable staff will ensure a smooth transition to Hamilton. SAI will perform all related Communication Assistant services and Customer Service functions. SAI will perform all management and human relations' functions as it relates to Communication Assistants. This includes all hiring, training, payroll and all other related activities.

Hamilton looks forward to working with the Florida PSC Administrator to provide the highest quality relay service possible. As stated throughout this narrative, the FPSC Administrator will see a great deal of attention and a high level of responsiveness from Hamilton.

Gary Warren has the authority to manage all contract changes as well as to insure decisions are rendered and implemented promptly. Dixie Ziegler, Director of Relay Services, will be the main contact for Hamilton.

## Company Description

Hamilton Telecommunications corporate offices, located at 1001 12th Street, Aurora, NE 68818, is a Nebraska Corporation. Its business phone number is 402/694-5101. Hamilton has one class of stock (voting common) of which 96.64 percent is held by Nedelco, Inc., a Nebraska corporation incorporated in August of 1963. One hundred percent of Nedelco's, Inc.'s stock is held by Phillip C. Nelson, Nancy Nelson and James Nelson (two brothers, one sister). Phillip





## Florida Relay Service Proposal

C. Nelson is President of the Company. Hamilton Telephone Company is a local exchange carrier certified by the Public Service Commission of the State of Nebraska. Nedelco's base of operation is in Aurora, Nebraska. Nedelco, Inc. also owns 100 percent of the stock in Aurora Telemarketing, Inc. This family of company business lines is generally telecommunications related services or products. **Nedelco has approximately 325 total employees.** In addition, Hamilton has located a relay center in Baton Rouge, Louisiana at 9107 Bluebonnet Centre Blvd. **Approximately 110 additional employees are located at the Louisiana Relay Center.** Hamilton has two employees in Wisconsin as SAI employs all other personnel in Wisconsin.

Hamilton has been providing local telephone service in Nebraska since 1901. Throughout those years Hamilton has expanded and diversified to offer its customers a variety of telecommunications products and services. Relay services is one such business line. Hamilton's Relay Services currently operates under contract with the Public Service Commission of the State of Nebraska for the Nebraska Relay Service, under contract with the Idaho Public Utilities Commission for the Idaho Relay Service, for the Louisiana Relay Service under contract with the Relay Administration Board in Louisiana, under contract with the Kentucky Public Service Commission to provide the Kentucky Relay Service, and under contract with the Department of Administration for the Wisconsin Relay System.

*A part of Hamilton's relay services package is to insure that every employee has the skills needed to perform his/her job in a manner that exceeds the Florida Relay Service requirements, FCC requirements and meets the high quality standards set by Hamilton. All of the people at Hamilton are committed to providing a type of relay service that satisfies each relay user. Relay Florida will receive this same type of service from Hamilton. SAI mirrors Hamilton in this philosophy and will continue to provide a high quality service.*

In Tab 3, Hamilton has enclosed a list of key personnel who will be involved with the operation of Relay Florida. Job descriptions can be found in Attachment I.

### BACKGROUND INFORMATION

#### **Society's Assets, Inc.**

Society's Assets, Inc. (SAI) is a Wisconsin-based, private non-profit corporation that was formed in 1974 by a group of persons with disabilities who had a vision of a different life for themselves, a life free of barriers they had encountered in daily living that led to dependency. With the release of Title VII, Part B moneys by the Federal government, SAI in 1979, became one of the seven Centers for Independent Living to be sponsored by the State of Wisconsin. By definition, Centers for Independent Living are consumer directed in that the majority of their governing Boards of Directors must be comprised of persons with disabilities.

Since its inception, SAI has acted as a resource center concerned with enabling individuals with disabilities to overcome personal barriers to achieving independence and realizing their potential, as well as assisting local communities in the removal of physical, societal and attitudinal barriers that serve to handicap persons with disabilities. Today SAI has an annual budget of well over \$11 million with offices in Racine, Kenosha and Elkhorn, offering a wide array of services aimed



## *Florida Relay Service Proposal*

at promoting independent living and self-sufficient life styles for persons with severe physical and sensory disabilities living in Racine, Kenosha, Rock, Jefferson and Walworth counties. Such services include supportive home care, assistance with housing and transportation, telecommunications relay services for persons who are deaf, hard of hearing and/or speech impaired, peer and family counseling, independent living skills training and technical consultation on matters pertaining to accessibility and advocacy. **SAI employs 835 people currently and has the needed resources to hire and train CAs for the Florida Relay Service.**

Society's Assets, Inc. (SAI) has been providing telecommunications relay service in the State of Wisconsin to persons who are deaf, hard of hearing and/or speech impaired for 20 years. This makes SAI, one of the oldest providers of relay service anywhere in the country, a pioneer in the field. SAI first became involved with relay service anywhere in response to appeals from Racine/Kenosha Deaf Club, long before there was any funding for such services, long before state legislation creating such services was passed, long before the Americans with Disabilities Act (ADA) was passed requiring phone companies to make their services accessible to persons who are deaf, hard of hearing and/or speech impaired; at the time when most phone companies were busy resisting attempts to consumers and legislators to get them to assume some responsibilities for relay service.

Society's Assets history for consumer direction and control also set it apart. As a Center for Independent Living, the majority of SAI's Board of Directors must be comprised of persons with physical and sensory disabilities. This membership includes persons who are deaf, hard of hearing and speech impaired -- persons who have long been recognized as leaders in such consumer organizations as WAD (Wisconsin Association of the Deaf) and SHHH (Self Help for the Hard of Hearing).

From the outset, when SAI first developed a local relay service in Racine County in 1978, it was done with the active involvement of the local deaf community. It was the deaf community who told SAI what they needed and how it should operate. They helped train the operators. Their role in determining policies and procedures for the service, as well as monitoring and oversight, was further formalized through the establishment of a Consumer Advisory Committee.

This same philosophy of consumer direction was continued when SAI took over operation of the State Outreach Line (ORL) relay service in 1985 when it was let out for bid by the State of Wisconsin. (The ORL provided relay service to all areas of the State without local relay service, and to those areas with local service when that service was closed). In taking over operation of the ORL, the first thing SAI did was to set up an ORL Consumer Advisory Committee with representation from all major geographic areas of the State. This Committee was the guiding force behind all major decisions regarding ORL operating policies and procedures. SAI also looks to the TRS Advisory Committee for feedback on any problems consumers might be experiencing and recommendations for how the service might be improved.

SAI also has a long history of supporting efforts to expand and improve telecommunications relay services in the State of Wisconsin and nationally. These efforts have taken on a number of forms:



# *Florida Relay Service Proposal*

- Helping other Wisconsin communities start local relay services.
- Supporting the original Telecommunications Relay Service bill introduced by Representative Peter Barca.
- Working for passage of the Americans with Disabilities Act.

SAI has staffed the WTRS Relay Center in Madison since its inception in 1992.

## **Purpose of the Company**

Hamilton's mission is to grow in order to provide our customers with the latest in quality telecommunications services at reasonable prices, our people with rewarding career opportunities and our investors with a reasonable rate of return.

## **Location of the Relay Service**

Hamilton will locate its relay center in the State of Florida. This center will process at least 80 percent of all Florida calls. Hamilton's center will have the following accommodations:

The space will have a relay service operator room that is separated from other business facilities. The space will have doors that are clearly marked for admittance only by authorized personnel to preserve the confidentiality of relay conversations. The building facility will also contain or have access to breakroom facilities, a training area, conference room, support equipment and facilities (i.e. computers, copy machines, fax machine, storage facilities, training library, etc.) and sufficient expansion space to accommodate additional workstations and other equipment for any reasonably projected growth in traffic. Technical staff will also be based in this building. Battery backup and an uninterruptible power source will operate the equipment, lighting and all other peripherals when needed.

The Nebraska Relay Center, located in Aurora, Nebraska, which currently serves the Nebraska Relay (since January 1, 1991) and the Idaho Relay Service (since December 1, 1992) is located at 1001 12th Street in Aurora, Nebraska. This center also has all the equipment and features mentioned above. It also has a permanent standby alternate fuel source generator as additional backup beyond the batteries.

Hamilton's Louisiana Relay Center is located at 9107 Bluebonnet Centre Blvd in Baton Rouge, Louisiana. The center occupies 11,000 square feet and has the ability to add 5,500 square feet if needed as a result of growth. The building is located in a secure area where privacy is easily maintained. The facility has all the amenities mentioned above.

Hamilton's Wisconsin Relay Center is located at 8383 Greenway Blvd in Middleton, Wisconsin. The center occupies 7,000 square feet with an option to lease an additional 3,000 square feet if needed as a result of growth. Middleton is suburb of Madison. The center is located in a secure area where privacy is easily maintained. This facility also has all the amenities mentioned above.

As one can see, each of these centers has plenty of room to accommodate future growth.





# *Florida Relay Service Proposal*

## **Experience of the Company**

The Hamilton Telecommunications family of companies provides telecommunications-related products and services (please see Attachment 12). Hamilton, through its telemarketing division, has gained substantial experience in both inbound and outbound call handling for a wide variety of calling patterns and call lengths.

The combination of our call processing experience, in relay and in our other business lines, plus an experienced technical staff to support these kinds of telecommunications operations puts Hamilton in an ideal position to provide quality relay services to Florida.

Hamilton has received national attention for its progressive efforts in providing telecommunication-related products and services. Recently CBS News was in Aurora to film a story about the impact telecommunication has in rural areas. News articles which appeared in the Wall Street Journal and the Omaha World Herald are included in Attachment 12.

## **Experience and Capabilities**

With a well-established record of success, Hamilton will meet and exceed the FPSC expectations for relay service. Below is a check-list of Hamilton Telecommunications' qualifications that it brings to Florida.

1. Hamilton is operating FCC certified telecommunications relay services in the States of Nebraska, Idaho, Louisiana, Kentucky, and Wisconsin. Hamilton also encourages the Evaluation Committee to contact the references in Tab B and 5 for any necessary verification.
2. Hamilton has been providing telecommunication relay service for 9+ years.
3. Hamilton is a facility-based telecommunications relay provider. The types of equipment used by Hamilton and its network and switching configuration are thoroughly explained in Tab B. Hamilton owns and operates all of its own relay equipment.

Hamilton's most pertinent experience in the relay operation is its current operation of the Wisconsin Relay System under contract with the Wisconsin Department of Administration. Hamilton began operating the Wisconsin Relay Center on February 1 of this year. Hamilton was selected over Sprint to provide an in-state center. Hamilton orchestrated a smooth transition in a very timely manner. Hamilton was notified of award of the contract in late October of 1998 and was able to begin providing service from a new center on February 1.

Hamilton is operating the Louisiana Relay Service under contract with the Relay Administration Board of the State of Louisiana. Hamilton recently began operating the Louisiana Relay Center in Baton Rouge, Louisiana. Hamilton was the successful bidder as a result of a bidding process that took place in the summer of 1997. The other bidder in this process was Sprint. Actual signing of the contract took place in October of 1997 and service start-up for an entire new center and new technology took place on schedule, January 15, 1998. **Hamilton was able to implement this service within 120 days – implementing new technology and hiring enough**



## Florida Relay Service Proposal

people to exceed the standards set by the RAB. Hamilton added the State of Kentucky to this center in the fall of 1998 (under contract with the FPSC).

In addition, Hamilton has a great deal of experience from its current operation of the Nebraska and Idaho Relay Services under contract with the Public Service Commission of the State of Nebraska and the Public Utilities Commission of the State of Idaho. In Nebraska, Hamilton was the successful bidder as a result of a bidding process that took place in mid 1990. The other bidders in that process were AT&T, Lincoln Telephone, Arapahoe Telephone Company and the Tulsa Center of the Speech and Hearing Impaired. Actual signing of the contract took place on September 30, 1990, and service start-up took place on schedule, January 1, 1991. That service start-up was accomplished in 90 days and at a time when Hamilton did not have any of the hardware and software developed or in place or any relay Communication Assistant on staff or any experience in relay. Hamilton has successfully operated the Nebraska Relay Service for seven years now, with call volumes and minutes continuing to grow. In Idaho the other bidder was Sprint. Actual signing of the Idaho contract took place in the fall of 1992 and service start-up took place on December 1, 1992. The Idaho Relay Service start-up was accomplished in less than 90 days from date of award. That traffic also continues to grow.

Hamilton recently re-bid the state of Nebraska to renew their current contract. Hamilton was awarded the three-year contract with a two-year renewal option. Other bidders included Sprint and MCI. Hamilton was awarded the bid even though they did not submit the lowest bid, which suggests that the innovation and level and quality of service provided by Hamilton was worth the extra investment.

Hamilton recently underwent another RFP process with the State of Idaho as well and most recently was granted a renewal. Hamilton was awarded both contracts even though it did not submit the lowest bid in either State. By winning the contracts again, Hamilton has reinforced its position as a very high quality relay provider with the ability to respond to the needs of customers, state administrators and other relay-related organizations efficiently and effectively.

Hamilton is more than qualified to provide Telecommunication Relay Services to the State of Florida. As stated above, Hamilton has more than nine years of relay experience. Unlike our competitors, Hamilton is of the size that it can individualize state TRS programs to meet the needs of the relay users. In addition, Hamilton has all the resources needed to be successful in Florida; we have the people, outstanding financial support, and a desire to deliver the best possible service to the relay users in Florida.

As the relay user community continues to demand more advanced telecommunication services, Hamilton has been able to simulate as closely as possible the telecommunication relay services to voice services. As the need for advanced telecommunication services grows, Hamilton has the necessary components in place to add new features and enhancements as they are developed.

Throughout this proposal Hamilton gives a detailed explanation of its current relay operation as well as its ability to meet future requirements and implement new technology as it develops. Hamilton is a company that is dedicated to meeting the needs of its customers while maintaining a level of quality that is often times unmatched. As a result of its flexible technology



## Florida Relay Service Proposal

and highly qualified staff. Hamilton is able to design a personalized relay package to meet the needs of a state and often times, to meet the needs of individual customers.

Hamilton has many features and enhancements that make its relay product ideal for the State of Florida. A list of all the features available to relay users in Florida is contained in Attachment 11. Hamilton looks forward to providing the relay users of Florida these features and services that make using Hamilton Relay Services a pleasure.

### Financial Resources

**Hamilton Telecommunications has outstanding financial resources.** A close examination of Hamilton's financial statements will indicate that Hamilton has more than enough resources to start-up, operate and maintain the Florida Relay Service as well as any associated liabilities. A thorough examination of our financial statements will reveal that Hamilton's debt ratio and other pertinent numbers show Hamilton to be in excellent financial condition.

**Hamilton's June 30, 1999 and 1998, financial statements indicate that Hamilton has no long-term debt, minimal short-term debt, and cash and liquid assets more than sufficient to operate the Florida Relay Service.**

Controlling interest in Hamilton Telephone Company has been in the Nelson family for more than 30 years with solid financial performance throughout those years. Hamilton has acquired its enviable financial position while at the same time providing all of its local telephone customers with 100% digital service and interexchange services over a fiber optic network which includes two redundant self-healing fiber rings. Sustaining a strong growth pattern, Hamilton's gross revenues have doubled in the last five years. At the same time Hamilton's local service rates are among the lowest in the industry. This track record demonstrates Hamilton's capability to not only be in a position to financially handle all start-up and expansion costs for the Florida Relay Service but also demonstrates its ongoing ability to provide "state-of-the-art" services at reasonable prices.

Mr. Rod Rudebusch  
Farmers State Bank & Trust Co.  
1234 L Street  
P.O. Box 229  
Aurora, NE 68818  
402/694-2111

Mr. Rudebusch can attest to our ability to provide the necessary capital to operate the Florida Relay Service as well as a general reference on Hamilton's management resources.

### Telecommunications Network and Equipment Support

Hamilton has a staff of technicians that have installed and maintained a variety of telecommunications hardware and software, including two relay switches, three central office digital switches, several digital remote line switches and a variety of interconnect equipment including PBXs and automatic call distributors. Hamilton's ability to provide this level of



## *Florida Relay Service Proposal*

technical support locally is a rather large advantage. Hamilton also has a total of ten central office personnel working in the area of the relay service switch platform. Hamilton makes it a practice to involve its technicians in purchase and installation of equipment in order to maximize the internal working knowledge of our technical support personnel. Hamilton personnel maintain and program all relay equipment on site. Hamilton will have technical personnel located in the Florida Relay center.

Hamilton has demonstrated its commitment to "state-of-the-art" technology through its past record. Hamilton installed its first central office digital switch in 1981 (the first ITT 1210 digital switch installed anywhere) with its own technicians and has since installed another digital central office plus seven remote digital offices. Hamilton recently installed its second generation digital switch. The Company's 6500 plus access lines are 100% digital. Hamilton began installing fiber to carry interexchange traffic in the spring of 1985. By the spring of 1987 Hamilton had two fiber optic rings in place carrying all interexchange traffic among eight of Hamilton's nine exchanges. Hamilton provisions diverse toll routes, two being totally fiber optic and another that is part fiber and part copper facilities. The Florida center(s) will have the same types of network redundancy and equipment support.

Hamilton will provide state-of-the-art technology to the State of Florida. Hamilton recently completed the development of its second-generation relay platform. This platform leads the industry in its ability to add new products and services. The switching matrix and database servers that run the platform are very flexible allowing us to accommodate many call types, call processing situations, etc. Workstations are very easy to use making call set-up fast and simple for Communication Assistants and relay users. Hamilton looks forward to bringing this type of advanced technology to the State of Florida.

### **Disability Representation**

Hamilton's policy is to hire qualified people without regard to disability and we have done so, particularly in our telemarketing and operator services divisions, where we have had employees with disabilities. We consider disability awareness a very important aspect of our culture and training programs. Henry Brinkmann, Outreach Manager of the Louisiana Relay Center is deaf. Henry is a very active member of the deaf community in Louisiana. His leadership at the center has allowed Hamilton to deliver very high quality relay services to the State of Louisiana. Henry's reputation for leadership in the Deaf Community is well known throughout Louisiana and the country. Amy Watson, Hamilton's Louisiana Outreach Coordinator, is also deaf. Amy assists in teaching deaf culture in the center and has been a great asset to the Hamilton team as she directs outreach activities across the state. Amy is the primary contact and interface for relay users throughout Louisiana. Amy is also active within the Deaf Community in Louisiana. John Nelson, Technical Manager for the Louisiana Relay Center has a hearing disability, which although not requiring the need for relay services, provides sensitivity to the disability issue. Paula Rodriguez is Hamilton's Center Manager/Interpreter in the Baton Rouge Center. Paula worked as a registered interpreter before her employment at Hamilton. Paula teaches sign classes to employees and has been very valuable in working with the relay users throughout Louisiana. As one can see, Hamilton has a great deal of disability representation within its





## *Florida Relay Service Proposal*

company as well as an outstanding group of people that assist Hamilton in developing a high quality relay service that meets the needs of its customers.

Kay Darnall, our Nebraska Community Outreach Representative for relay services is deaf and so are her husband and sons. Kay and her family are active members in the deaf community. Sharyl Rogers, Hamilton's resident liaison for the State of Idaho, has 15 plus years of experience as a sign language interpreter. Rogers has experience working in the Independent School District of Boise City in Boise, Idaho. Her duties there include interpreting for deaf and hard of hearing students in their mainstream class rooms and works with other school officials to develop a balanced educational program for students. Rogers also teaches sign language. Rogers is a very active member of the deaf community and has a great deal of experience from working within the deaf and speech disabled community. Lana Erickson, Hamilton's Account Manager, is responsible for providing and gathering information that will help improve the quality of the relay service and the number of customers served by Hamilton Relay Services. As Account Manager she attends conventions and meetings throughout the country and represents Hamilton's interests as a relay provider. Lana is proficient at sign language and has a great deal of experience in deaf culture. Tricia Tighe, Liaison, is responsible for keeping contact with the user community throughout Lincoln and Omaha in the State of Nebraska, putting on programs, disseminating relay information, obtaining user feedback, and taking such other action as may be necessary to insure that the relay center is responsive to the user community. Tricia is deaf and fluent in ASL. Hamilton is committed to hiring persons with disabilities and will do so as positions become available and qualified applicants apply. Hamilton has a great deal of experience serving those with disabilities as a result of its relay performance.

SAI, the party responsible for customer service and the actual management of all "people" resources for the Florida Relay Service has several people on staff who are deaf, hard of hearing, or speech impaired. Their knowledge and experiences are used to help the Communication Assistants process calls effectively and efficiently. Please see Attachment 7 for a detailed explanation of how staff members with disabilities are used to promote quality and better relay service at SAI.

### **FCC Certification**

Hamilton will maintain FCC Certification for Florida and upgrade its relay service platform as the technology develops. In fact, Hamilton will substantially beat the standards established by the FCC for maintaining certification. Without question, Hamilton has met all FCC related standards in the past. Hamilton has also readily responded to all FCC regulations and Hamilton will do the same for the State of Florida. Hamilton reserves the right to negotiate a new price structure if the FCC mandates additional features and/or services which cause Hamilton to incur additional expense.

Hamilton is also involved in several industry groups to stay abreast of the latest FCC activities, user needs, and developing technology. Gary Warren, Hamilton's Executive Vice President, is currently Chairman of the National Exchange Carrier Association (NECA) Relay Advisory Board and is active on several industry committees. Gary was elected by his peers in the relay industry to fill one of two positions on the NECA Relay Advisory Board.





## Florida Relay Service Proposal

Hamilton continues to upgrade its services by lowering call set-up times and offering additional products and services (see Attachment 11). Our financial strength, technical capabilities and experienced personnel will allow Hamilton to meet and most times exceed the requirements to maintain FCC Certification for the State of Florida.

### Conclusion of Executive Summary

The reason Florida will be pleased with Hamilton as its relay services provider 6 months, 1 year, 2 years or 3 years into the contract will not only be our quality, but also our responsiveness. Hamilton is a relatively small company (435 employees), but large enough to successfully operate the Florida Relay Service. Hamilton will provide Florida with a type of relay service that will be responsive to relay users and to the individuals and entities responsible for contracting for the relay service.

Hamilton's size will be a unique advantage to Florida. Hamilton's size allows us to implement a type of individualized service that is flexible and meets the needs of the relay community as well as meets the needs of the FPSC. The FPSC and the Administrator and any other parties responsible for providing relay services for the State of Florida will receive constant attention from Hamilton. Hamilton believes that each relay user deserves the best service available to meet his/her individual needs. Hamilton will operate in such a manner.

Hamilton Relay will provide the State of Florida with a dedicated relay center. Eighty percent of all Florida relay calls will be processed by this one center located in Florida. Hamilton has supplied pricing for all options listed in Appendix A and B. **The benefits of selecting Hamilton as your relay provider are great.** Some of those benefits are listed below:

- ◆ A dedicated in-state relay center makes it easy for the TRS Administrator to **keep in close contact** with Hamilton.
- ◆ **Relay procedures can be customized** to meet the needs of Florida relay users.
- ◆ The FPSC and TRS Administrator will receive constant attention from Hamilton. Hamilton has a reputation for its responsiveness.
- ◆ Hamilton has a subcontract agreement with SAI. SAI has over 20 years of experience in providing relay and has spent many years developing and improving relay. **Selecting Hamilton as the vendor will allow Florida users to benefit from highly trained Communication Assistants.**
- ◆ Hamilton's **outreach programs** will be based in the State of Florida with complete customization for Florida residents if purchased by the State.

*With an in-state center Florida relay users will have more control over their service, the features that are implemented, and the overall quality of the relay with a dedicated center.* Even though an in-state center may cost a few more cents, the benefits that Hamilton will deliver will be worth the investment.

Hamilton Telecommunications is a growing relay provider. We have achieved this growth *without* sacrificing quality. Hamilton knows how to operate a successful relay service. We



## *Florida Relay Service Proposal*

have proven this each time we have added another State. Hamilton is not as large of a company as its competitors. However, when it comes to providing quality, timely service, Hamilton is unmatched in the relay industry. Hamilton does have the financial resources needed operate successfully within the State of Florida. It doesn't take billions of dollars to be in the relay business. What it does take is state-of-the-art technology, knowledgeable leadership, and a desire to do the job right. Hamilton has all of these qualities and much more. Florida will not be disappointed if it awards the contract to Hamilton. Rather, Hamilton's goal is to make sure that the relay users in Florida are delighted.

*Hamilton looks forward to providing the State of Florida with this type of relay service. Hamilton Relay Services welcomes the opportunity to discuss its proposal in-person with the Florida Public Service Commission, TRS Administrator, and all other evaluators.*

**B**  
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# Florida Relay Service Proposal

## B. The Service to be Provided

### 1. Overview

Hamilton understands and has complied. Hamilton will also provide optional services as defined in the RFP and will comply.

### 2. Scope of Service

Hamilton's Relay Service is designed to provide the means whereby a hearing and/or speech disabled person utilizing a TTY or another form of text telephone can communicate over the existing telecommunications network with a non-TTY user (and vice-versa) through the voice assistance of the relay service (Communication Assistant). This proposal contains a comprehensive description of the method used to achieve this type of service. Hamilton's relay platform will also allow relay users to make VCO to VCO, HCO to HCO, and other types of VCO and HCO calls.

Hamilton will operate the Florida Relay Service 24 hours a day, seven days a week. Included in this service is 24 hour customer service support. Hamilton's relay users have a variety of billing arrangements available to them, including collect calls, third party calls, calling card calls, and person-to-person calls.

Hamilton's telecommunication relay service provides access to all of the major long distance companies and to the telecommunications network in general. A network diagram, which visually shows how Hamilton obtains access to the public switched network can be found in Attachment 1. Hamilton will continue to purchase telecommunications and network services from a certified IXC for handling local relay traffic.

Hamilton is committed to maintaining its FCC Certification and to upgrading its relay service as the technology develops. In fact, Hamilton continues to substantially beat the standards established by the FCC for maintaining certification. Without question, Hamilton has met all FCC related standards in the past. Hamilton has also readily responded to all FCC regulations and is committed to doing the same throughout the next contract period. As the Florida Telecommunications Relay Provider, Hamilton will meet all FCC and State standards necessary to maintain certification as a "state program". Hamilton will meet and most times exceed the requirements to maintain FCC Certification for the State of Florida. Hamilton will aide the FPSC in renewing FCC certification as required.

If the FCC requires services which causes Hamilton to accrue additional expenses, Hamilton will provide a price for those services to the FPSC and will negotiate in good faith for these items with the State of Florida.

Hamilton is also involved in several industry groups to stay abreast of the latest FCC activities, user needs, and developing technology. Gary Warren, Hamilton's Executive Vice President, is currently Chairman of the National Exchange Carrier Association (NECA) Relay Advisory Board and is active on several industry committees. Gary was elected by his peers in the relay industry to fill one of two positions on the NECA Relay Advisory Board. Hamilton continues



## *Florida Relay Service Proposal*

to upgrade its services by lowering call set-up times and offering additional products and services (see Attachment 12 for more information).

Hamilton will furnish all necessary personnel, telecommunications equipment, hardware and software to operate the Florida Relay Service in a manner that meets or exceeds all federal and state requirements.

All transmission circuits will be owned by Hamilton or purchased from an authorized interexchange and/or local exchange carrier. These facilities will meet or exceed FCC and Utility Commission interexchange performance standards for circuit loss and noise. Currently all of Hamilton's relay centers are meeting these standards.

Hamilton's Relay Services platform is very functionally equivalent to the service provided to those who do not use the relay. Hamilton continues to make advancements which make the differences between the two processes less significant. Hamilton believes that the FPSC will find Hamilton's relay service to be very cost efficient. At the same time Hamilton will provide a service that is very functional and equivalent to standard telecommunication services. Please see the price proposal for Hamilton's cost effectiveness plan.

Hamilton has a reputation for offering customized relay services. Because Hamilton is continually working to "personalize" its relay services, Hamilton has become quite capable of developing innovative solutions and product offerings. Hamilton demonstrates this ability throughout this tab.

### **3. Commencement Date**

#### **Plan for Service Start-up**

*Hamilton will begin to provide service from an in-state center for Florida on June 1, 2000. Hamilton will be ready to provide a "complete" relay service by June 1, 2000. Following is Hamilton's Start-up Plan.*

Through its past experiences and excellent organizational abilities, Hamilton will be able to implement a smooth cutover to Hamilton's Relay Services. The combination of Hamilton's expertise in relay and in telecommunication products and services will allow Hamilton to orchestrate a highly efficient and effective transition that will meet all required deadlines.

In addition to providing a smooth technical cutover, Hamilton brings several other advantages to its transition plan. By securing Society's Assets, Inc. (SAI) as a subcontractor, Hamilton has ensured that Florida relay users will benefit from the very high quality relay service SAI's CAs deliver on every call. Florida customers will notice many technological advances that will make call processing flow more smoothly, more reliably, faster and gives more control to the relay user in how their call is processed (i.e. caller profile).

Using such tools as the timeline on the following pages, as well as coordinating test efforts with the current 800 provider for the TTY, Voice, and ASCII numbers, Hamilton will begin to



## *Florida Relay Service Proposal*

operate the Florida Relay Service beginning on June 1, 2000. Florida relay users will benefit from Hamilton's ability to service each call with personal attention and with its ability to deliver a level of quality that relay users will find very satisfying.

### **Implementation Plan**

The following timeline is based on a start-up date of June 1, 2000, and assumes that the contract award will be made approximately January 14, 2000.

### **Timeline for Single Provider**

- Jan. 14, 2000            -    Contract awarded Hamilton
- Jan. 14, 2000 -  
Febr. 1, 2000            -    Obtain a building and complete any necessary renovations.
- Jan. 1, 2000            -    Order relay workstation hardware and software including another switch and all other necessary components.
- Febr. 1, 2000            -    Hire Contract Manager.
- Febr. 1, 2000            -    Order workstation equipment required (i.e. computers, panel dividers, desk-tops, chairs, etc.).
- Mar. 1, 2000            -    Order the transition of current TTY, ASCII and Voice 800 numbers to Hamilton from current 800 provider. Place order with an interexchange carrier for a customer service, and Spanish to Spanish 800 numbers. Begin testing these numbers as facilities and equipment come online.
- Mar. 1, 2000            -    Meet with TRS Administrator to review proposed start-up schedule and to review community outreach and various publicity efforts that should be implemented if the State purchases Hamilton's proposed outreach program. This plan would specifically address Hamilton's plan to announce and educate the relay community about Hamilton's Relay Service. Hamilton especially wants to give the public access to its 24-hour customer service number immediately. An outline of some suggested community outreach activities are in Attachment 2.
- Mar. 1, 2000            -    Provision and order network facilities from a certified IXC. Obtain equal access information from carriers who want to participate in relay equal access.
- Apr. 1, 2000            -    Finalize billing and rating arrangements, including acquisition of local EAS data, optional calling plans, any necessary billing and collection agreements, provisioning of access to regionally restricted 800 numbers and obtain a list of local Florida emergency numbers. Hamilton also will



## *Florida Relay Service Proposal*

ensure that the appropriate NXX's used by each Florida LEC can be used through the relay.

- |                                 |   |  |
|---------------------------------|---|--|
| Mar. 15 2000 -<br>Apr. 15, 2000 | - | Install operator workstation facilities, operator equipment hardware/software, and network facilities in Florida Relay Center.   |
| Mar. 15, 2000                   |   | Begin hiring 190 to 210 CA's to operate the Florida Relay Service. Obtain the necessary management and administrative staff to support the Communication Assistants.   |
| Apr. 15, 2000                   | - | Testing of all equipment hardware/software and network facilities.   |
| Apr. 15, 2000                   | - | Begin training SAI's CA's .  |
| May 15, 2000                    | - | Time for any additional testing and training so that a smooth transition takes place.  |
| June 1, 2000                    | - | Florida Relay is operational. Reroute Florida Relay TTY, Voice, and ASCII 800 numbers to Hamilton's Relay Center in Florida. Forward all calls to previous provider's customer service number to Hamilton's 800 number for Florida customer service.   |
| April 1, 2000<br>July 1, 2000   | - | Concentrated effort on distribution of information about Florida Relay including news releases to all media and telephone companies, distribution of other informational material through various channels including all deaf and speech disability organizations, initiate programs about relay for various organizations, businesses and groups if outreach program is purchased by the State. |
| July 1, 2000                    | - | Begin holding first user group meetings to obtain consumer input.  |
| July 14, 2000                   | - | Florida Public Service Commission receives monthly invoice, traffic reports and customer service report from Hamilton.   |
| August 14, 2000                 | - | Florida Public Service Commission receives monthly invoice, traffic reports and customer service report from Hamilton.   |

### **Cutover Plan**

Hamilton will have all telecommunications facilities installed, tested and ready for use well before the June 1, 2000 cutover. In fact, Hamilton is planning to run a test with the current 800 provider using a "test" 800 number to make sure all facilities are working and that the current 800 provider has the correct programming in place. With all this technical work done weeks before the cutover date, Hamilton anticipates a smooth cutover. Essentially all that remains is to send the "true" 800 numbers to Hamilton's relay center. Hamilton's customer service 800 number will be installed as soon as possible.



## *Florida Relay Service Proposal*

Hamilton will transition the relay 800 numbers to its center in Florida at midnight on June 1, 2000. Hamilton will have all the necessary personnel in place during the actual cutover. Hamilton also will have additional technical and training staff available during the cutover and the next several weeks to ensure all procedures and equipment are satisfying the needs of the relay users.

#### **4. Term of Contract**

Hamilton understands and upon contract award, will begin providing the relay service for Florida on June 1, 2000. Hamilton also understands that the contract may allow for the term to be extended for up to two additional one year periods. By June 1 2002, and June 1, 2003, Hamilton will notify the Florida Public Service Commission of its desire to extend for an additional year.

#### **5. Access Numbers**

Hamilton understands and will comply. Upon award of contract, Hamilton will work with the current relay provider to transition the Voice, TTY, and ASCII numbers to Hamilton's relay switching platform. Hamilton will obtain an 800 number for customer service and Spanish to Spanish immediately following award of the contract. The customer service number will allow customers to contact Hamilton with any questions during the start-up and transition phase.

#### **6. Location of Relay Center**

Hamilton will process at least 80 percent (as defined in the Addendum) of Florida's relay calls from a center located in Florida. Hamilton understands the definition of "emergency conditions" and will comply. Hamilton also understands all the requirements in the RFP in regards to the location of the relay center and will comply. Hamilton has already made a trip to Florida to consider several communities and space options. Currently Hamilton is looking at Tampa, St. Petersburg, and Ocala. Hamilton will process at least 80 percent of the relay calls from its in-state center in Florida beginning June 1, 2000. Hamilton will supply space with the following accommodations:

The space will have a relay service operator room that is separated from other business facilities. The space will have doors that are clearly marked for admittance only by authorized personnel to preserve the confidentiality of relay conversations. The building facility will also contain or have access to breakroom facilities, a training area, conference room, support equipment and facilities (i.e. computers, copy machines, fax machine, storage facilities, training library, etc.) and sufficient expansion space to accommodate additional workstations and other equipment for any reasonably projected growth in traffic of Florida Relay Service. Technical staff will also be based in this building. Battery backup and an uninterruptible power source will operate the equipment, lighting and all other peripherals when needed.

The Nebraska Relay Center, located in Aurora, Nebraska, which currently serves the Nebraska Relay (since January 1, 1991) and the Idaho Relay Service (since December 1, 1992) is located at 1001 12th Street in Aurora, Nebraska. This center also has all the equipment and features





## Florida Relay Service Proposal

mentioned above. It also has a permanent standby alternate fuel source generator as additional backup beyond the batteries.

Hamilton's Louisiana Relay Center is located at 9107 Bluebonnet Centre Blvd in Baton Rouge, Louisiana. The center occupies 11,000 square feet and has the ability to add 5,500 square feet if needed as a result of growth. The building is located in a secure area where privacy is easily maintained. The facility has all the amenities mentioned above.

Hamilton's Wisconsin Relay Center is located at 8383 Greenway Blvd in Middleton, Wisconsin. The center occupies 7,000 square feet with an option to lease an additional 3,000 square feet if needed as a result of growth. Middleton is suburb of Madison. The center is located in a secure area where privacy is easily maintained. This facility also has all the amenities mentioned above.

Following is a description of the telecommunications facilities, equipment, and software to be used in providing service for the Florida Relay Service. A network design diagram that describes the network configuration Hamilton proposes to use can be found in Attachment 1. The text below describes the way callers access the service and how calls will be processed. The quantities and types of inbound and outbound circuits also follow.

In Attachment 1 is a diagram of the networks Hamilton uses to operate its relay centers. The map visually displays how relay calls reach each center and how calls reach the assigned switch and how calls are distributed to the correct center. Hamilton meets interexchange carriers through the connecting companies as shown on these diagrams. This map also indicates a separate route that allows each center to act as back-up facilities for each other (i.e. incoming relay calls overflow through the public switched network to the center that is operational).

As indicated on the map in Attachment 1, Florida relay calls will be handled in a center located in Florida. Workstation equipment, switch database information, and CAs will be located in this center. All incoming relay calls will enter Hamilton's relay network in Florida. Calls are then connected to workstations in Florida for processing. Calls made to the terminating party exit through the Florida call network as well.

Hamilton uses the Public Switched Network between the origination point of the call and our interexchange carrier's point of presence at the correct switching point and between our interexchange carrier's point of presence and the termination point. Trunking capacity between the Local network and the switching points, for both originating calls and terminating calls, will be more than sufficient to assure that blockage does not occur under any reasonably foreseeable operating conditions. Hamilton will add 96 inbound trunks and 96 outbound trunks just for the Florida traffic. These trunks will be purchased from a certified IXC and will handle traffic back and forth from the main switching point. These trunks will have overflow capabilities to the Louisiana Center. These trunks will be provisioned so that they can be accessed from any jurisdiction. Hamilton has no busies at its centers because of lack of trunks. Hamilton's system is currently provisioned in such a manner that call blockage never happens. *In the last 12 months Hamilton has experienced absolutely no call blockage because of its back-up routing capabilities.* Hamilton's system will provide for and serve all of the following types of calls:



## *Florida Relay Service Proposal*

- (1) Local calls originating and terminating within Florida, including EAS and optional calling plan calls
- (2) Intralata, interstate calls which are considered local calls
- (3) Intralata calls originating and terminating within Florida
- (4) Intrastate, interlata calls originating and terminating in Florida
- (5) Interstate and international calls that originate within Florida and terminate outside of Florida - Billed to NECA
- (6) Interstate calls that originate outside of Florida and terminate in Florida - Billed to NECA
- (7) Interstate calls that originate outside of Florida and terminate outside of Florida - Billed to NECA

Hamilton's service is designed so that all calls made through the center are billed from the originating telephone number to the terminating telephone number as if the call were made directly. Hamilton will include in its database the necessary information about extended area service and optional calling plan arrangements in Florida so that calls made within an EAS area or optional calling area are not charged to the customer. ANI information appears at the workstation automatically and the terminating number is keyed in by the CA so that a billing record can be created. For calls originating in areas where ANI information is not forwarded, Hamilton's CAs will key in originating number information, however, ANI information cannot be changed once it arrives at the workstation. A general description of how each type of incoming call is handled follows:

### **TTY/ASCII and Voice Call Processing**

Following in this section is an explanation of how Hamilton processes its TTY/ASCII and Voice relay calls.

#### **TTY/ASCII Call Processing**

Once the call is connected, the CA will type:

"FRS CA# \_\_\_\_ M or F number to call pls Q GA." The CA dials the number requested and informs the TTY user of the status of the call via the keyboard (dialing, ringing, line busy, party not available, party available, explaining relay, etc.) If the called party has not received a relay call before and the TTY user has not requested otherwise, the CA explains what relay is and how it works before beginning to relay the call. The TTY user then types the initial message, and the CA verbally repeats this to the called party.

#### **Voice Call Processing**

Hamilton's CA will answer:

"Florida Relay Service CA# \_\_\_\_\_. Area code and number to call please." The CA extends the call to the called number and informs the voice caller of the status of the call (dialing, ringing, line busy, party not available, party available, explaining relay, etc.). If the called party has not received a relay call before and the voice user has not requested otherwise, the CA explains what relay is and how it works before beginning to relay the call. The voice caller then begins the initial message which the CA types to the called party.



## *Florida Relay Service Proposal*

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

The following is a step-by-step description of the route which relay calls travel using Hamilton's relay center and what would happen to it at each stage of that route. In this network configuration Florida relay users use the Public Switched Network via an 800 number to arrive at Hamilton's switch in Florida at which time calls are routed to a workstation located in Florida.

**Step One - TTY or Voice Caller Dials a Relay Service 800 Number:** Hamilton will purchase 800 Service from a certified IXC for callers to reach the Florida Relay Service. The initial 800 call made to the center will travel over the Public Switched Network for purposes of transporting the Florida relay call to the Florida center's IXC point of presence.

**Step Two - Transport of The Incoming Call (TTY/ASCII or Voice) (Please refer to the network map in Attachment 1 for a visual picture of what happens to each relay call.):** A relay call originating anywhere in Florida will come into our IXC's point of presence in Florida. When the call originates in Florida or anywhere else, it will travel over the Public Switched Network until it reaches the Florida local network switching point for relay. At this point calls are placed on dedicated facilities and routed to the relay switch. If for some unforeseen reason, the Florida Relay Center is not able to receive any calls or is experiencing any type of blockage, calls will be rerouted to the Louisiana, Madison or Nebraska Relay Center.

When a relay call travels to the Florida switch, it will come into Hamilton's IXC Point of Presence in Florida. The call is then routed over fiber facilities, to the relay switch also in Florida. The call is then delivered to a workstation in Florida. The relay switch and workstations will be in the same building. Hamilton anticipates that its IXC will have a point of presence in the same community.

**Step Three - Switching of the Call (Please refer to Hamilton's internal call flow diagram in Attachment 1 for the next steps.):** If the call is a text call it will receive either ASCII carrier signal or Baudot. Hamilton will use the separate 800 number for ASCII callers. Hamilton sends ASCII tones first and then Baudot. The switch then puts the call in queue to be answered by a workstation located in Florida. The call will be "ringing" at the relay center at this point. The recognition of ASCII and Baudot and the appropriate baud rate happens automatically without any intervention by the CA. Hamilton uses a "self learning" database which recognizes the ANI of the user and connects the customer's equipment to the relay automatically after the customer's first use of the center. If a customer changes equipment, our system will attempt to connect at different speeds. Hamilton uses a single modem to connect both ASCII and TTY.

It is important to note that our switch puts all calls in a "queue" (customer perceives this as ringing) in order to handle them in the order received and to assign them on a rotating basis to



## Florida Relay Service Proposal

the various workstations. Hamilton's switch is a high-speed, stand-alone, non-blocking digital switching matrix. The system is fully redundant to insure quality, reliable performance. Common equipment frames can be added to accommodate any expansion necessary. The system utilizes a standard T1 interface that enables it to be linked to other digital switches. The system is set up to automatically access the secondary operating system on the switch with no human intervention. The system auto-detects any problems and moves to the secondary system immediately if necessary.

**Step Four - Database Access:** The relay switch system and workstations access a database for a variety of reasons. This system provides the ASCII and Baudot interfaces to the text user and the basic database access. Redundant Windows NT servers are used to store the database containing all information required to run the workstation application.

*Hamilton will have at least two switches which are capable of standing alone. This provides a network configuration (routing diversity) which is very difficult to match and virtually unbeatable in terms of minimizing the potential for relay downtime when people resources are available at the unaffected center. With this configuration our technicians are always in a position of having several routing options and more than one switching option as a back-up in the event of any failure in hardware or software.*

**Step Five - Call Arrives at Relay Workstation:** This component of the system uses our integrated workstation. The workstation provides both voice and data paths to support basic relay functions. The workstations access the switch host which is a high-speed processor running the UNIX operating system to support the programmable relay switch environment. The switch host processes requests from the workstation and sends commands to the switch to control the communications environment.

The workstation also accesses redundant database servers, out which are high-speed processors running the Windows NT operating system. The database server provides information about the call routing, and the user preferences.

Hamilton has organized its relay workstation software making it easy for the CA to keep track of the originating and terminating parties. Everything typed to or typed by the originating party is in capital letters. Everything typed to or typed by the terminating party is in lower case. Each party has its own "window" making the system even more efficient – one box contains the text conversation received and the other box contains the conversation typed by the CA. Because Hamilton can process a variety of call types, including VCO to TTY in which the CA types to both parties, Hamilton has established an easy mechanism that allows CAs to dictate and change which party receives typed communication. The workstation has the ability to abbreviate standard messages (macro keys) and handle them with one keystroke thus saving call set-up, connect and wrap-up time. The workstation can also be monitored by the supervisor workstation for training and quality assurance purposes. All of these features assist the CA in controlling the flow of the conversation, assuring that clear conversation takes place, while at the same time promoting efficiency at the workstation.



# Florida Relay Service Proposal

**Step Six - Call Travels Back to Switching Matrix/Billing Record Created:** A call record is made for every call attempt through the relay system. Calls that are incomplete or local calls will be analyzed for purposes of providing the necessary reports and for management purposes. If the call is an interlata or intralata call, the caller's carrier of choice terminates the outbound portion of the call and the necessary information digits, calling and called number are forwarded over the circuit so that that interexchange carrier can bill the customer directly. Hamilton is providing equal access in the same manner as suggested by the Interexchange Carriers Compatibility Forum as prescribed in 1993. Hamilton connects with the interexchange carriers electing to participate in relay equal access. Hamilton uses all call records to build its reporting information for the TRS Contract Administrator.

**Step Seven - Traffic Reports:** Another software tool is utilized to obtain the necessary management reports produced by the relay service. These reports contain information about average answer seconds, abandoned calls, average work time per call, connected call counts, average call length, CA productivity, etc.

**Step Eight - Outgoing Calls are Transported Out (Please refer back to the network diagram in Attachment 1):** The outgoing traffic from the relay center travels the same type of facilities moving back out of each center as the incoming calls did coming into each center, with the exception that the various segments of the network are accessed in the reverse direction. Also any interlata or intralata calls go out over the caller's carrier of choice. Hamilton routes local and EAS outgoing calls over and the IXC's network. All of this routing takes place from the Florida relay center.

## 7. Availability of System to Users

Hamilton will operate the Florida Relay Service 24 hours a day, seven days a week. Included in this service is 24 hour customer service support. Hamilton will relay local, intrastate interstate and international calls that originate or terminate in Florida. Hamilton puts no restrictions on the length or number of calls placed by customers through the relay center. Hamilton will continue to do so for the State of Florida.

## 8. Minimum CA Qualifications/Testing

Hamilton Telecommunications is subcontracting with Society's Assets, Inc (SAI) to provide Communication Assistant Services. Hamilton and SAI understand the Communication Assistants' Proficiency requirements and will comply. Hamilton's and SAI's entire training program is to designed to teach employees to always be courteous, considerate and efficient when dealing with customers and the general public.

## Hiring Procedures

A four tiered screening process is used by the SAI to determine whether applicants meet the criteria required to work as a CA:

- First, a typing test is given to determine the typing speed and accuracy of each applicant. Only those applicants with scores of 55 wpm are moved to the second stage of the screening process. This testing procedure is aimed at identifying applicants who have the ability to



## *Florida Relay Service Proposal*

type a minimum speed of 55 words per minute within a one percent spelling error margin. The applicant will type every word she/he hears on the recording without the requirement of typing capitals or punctuation. The auditory script consists of five paragraphs and is scored at 100 words per minute without typing errors. The timing of the test is five minutes. In addition a typing test is a critical part of the annual evaluation for all CAs.

- Second, a spelling test is administered. This test consists of a dictated beginning college level conversation with 30 words targeted for spelling accuracy. The applicant listens to words in contextually correct sentences via dictaphone and types the test words correctly. The passing criteria is four or fewer spelling errors per test. Only those applicants with four or fewer mistakes are moved to the third stage of the screening process.
- Third, when an applicant successfully passes the spelling and typing test they are given a Voicing/Diction Skills Test which ascertains a persons ability to speak clearly and to voice a variety of voice inflections.
- Fourth, when the applicant successfully passes all tests they are invited to a personal interview. The interview is designed to ascertain the applicant's ability to handle difficult or stressful situations, follow the Code of Ethics and Pledge of Confidentiality.

The Human Resources Manager (HRM) evaluates each applicant based upon the cumulative results of all four tiers of the screening process. If the tests show the applicant's skills and abilities match the profile established for a successful CA, references will be checked and the applicant will be offered a position.

### **Relay Accurately Without Intervening**

SAI's philosophy focuses on customer control over their call. Communication Assistants are trained to voice verbatim what is typed and to type exactly what is said. The CA's role is to facilitate the communication and to provide status to the two parties. CA's are trained not to intervene, since doing so would be breaking confidentiality and would mean termination. If the customer requests interpretation, TRS will do so. See section 5.3 for specific training information.

#### **a. Basic Skills In English Grammar**

When a CA applicant successfully completes and passes the typing and spelling tests, they are invited for an interview with the Human Resources Assistant. At this time interview questions are asked and a voicing skills test is administered. Applicants are tested on the following voicing skills:

- Conveying appropriate voice inflection
- Conveying appropriate emotions
- Pacing
- General reading ability
- Speaking with clarity of diction
- Use of English grammar



# *Florida Relay Service Proposal*

## **b. Typing Speed**

SAI uses an auditory typing test to determine the typing speed and accuracy of each applicant. This testing procedure is aimed at identifying applicants who have the ability to type a minimum speed of 55 words per minute within a one percent spelling error margin. In order to simulate relay conditions, the typing test is given with the use of a dictaphone. The applicant will type every word she/he hears on the recording without the requirement of typing capitals or punctuation. The auditory script consists of five paragraphs and it is scored at 100 words per minute without typing errors. The timing of the test is five minutes. In addition a typing test is a critical part of the annual evaluation for all CAs. The expectation for all new CAs is that their typing speed will increase to a minimum of 60 wpm by their one-year anniversary date.

## **c. Spelling Skills (12th Grade Level)**

All CA applicants must pass a spelling test during their initial testing. This test consists of a dictated beginning college level conversation with 30 words targeted for spelling accuracy. The applicant listens to words in contextually correct sentences via dictaphone and is required to type and spell the test words correctly. The passing criteria is four or fewer spelling errors per test. See the next page for the sample Spelling Test. The test administrator evaluates and confirms correct spelling and determination of any spelling versus typing errors.

## **d. Understanding Limited English**

Initial CA training includes a section called ASL Voicing presented by a NAD Certified Interpreter. This unit focuses on providing new CAs with a sample of the variety of calls relayed through TRS, in terms of language register and mode (e.g., English, PSE, ASL-gloss, MLS). This exposure assists new CAs in better understanding the diverse language used by the TRS customer base. Trainees are given an opportunity to practice voicing calls with varying registers and give each other constructive feedback on ways to make conversations flow more smoothly. SAI trains CAs to understand customers with limited English skills and if requested will translate limited English to correct written English.

## **e. Deaf Culture**

Initial CA training includes a number of sections dealing with the customer base, i.e.:

- Who Are Our Customers focuses on the various customers who rely on relay-- Deaf, Hard of Hearing, Speech Disabled. This section describes the different language and culture of the various disability groups.
- Dealing With Customers gives general guidelines for a wide variety of situations when dealing with people of different personalities and styles, as well as varying levels of relay experience. Emphasis is given to dealing with difficult situations, putting new relay users at ease, staying in a polite, professional and pleasant role as a CA and how to maintain the professional role without controlling callers.
- Relay User Panel includes a panel of relay users from the different disability communities, Deaf, Hard of Hearing and Speech Disabled who describe their life experience as well as how they individually use relay.
- Dispersed throughout the initial training are ASL Breakaways presented by SAI staff proficient in sign language. The primary goal of these sessions are to introduce new CAs to





## Florida Relay Service Proposal

the visual language of signs and to, teach basic sign vocabulary to assist new CAs in communicating with signing staff members.

- Language Acquisition training sessions utilize group discussion of a powerful documentary, "For a Deaf Son" to begin to instill sensitivity towards language/intellectual differences in persons who are Deaf or Hard of Hearing, reinforcing SAI's belief in not judging customers. This film follows the struggles of a family faced with the realization that their son is deaf and the decisions they are then faced with regarding his upbringing. An SAI Staff Interpreter facilitates this session.
- ASL Voicing focuses on providing new CAs a sample of the variety of calls relayed through TRS, in terms of language register and mode (e.g. English, PSE, ASL-gloss, MLS). This exposure assists new CAs in better understanding the diverse language of the TRS customer base. Trainees are provided an opportunity to practice voicing calls with varying registers and then given constructive feedback on ways to make the conversation flow more smoothly.

All of these training sessions provide the new CA with a strong overview of the user community. See Attachment 7 for the SAI's training manual.

In addition, SAI offers on site sign language courses for all staff, so they can continually improve ASL skills and learn more about the Deaf community.

### f. Ethics Code of Ethics

These standards of conduct, along with those elaborated on in the "Pledge of Confidentiality", (see number 17) constitutes the guiding principles behind all CA operations.

- *I WILL NOT REVEAL IDENTIFYING INFORMATION ABOUT RELAY CALLS OR CONSUMERS TO ANYONE, WHILE I AM EMPLOYED AT TRS OR AFTER I LEAVE.*
- *I WILL MAINTAIN MY ANONYMITY WITH ALL CONSUMERS.*
- *I WILL NOT ACT ON ANY INFORMATION THAT I LEARN WHILE PART OF THE RELAY PROCESS.*
- *I WILL NOT COUNSEL, ADVISE OR INTERJECT PERSONAL OPINIONS DURING RELAY.*

SAI shall hold all calls and all related information in strict confidence and act in a professional and courteous manner at all times. SAI CAs and all other WTRS staff are required to sign a detailed pledge of confidentiality (See number 17) that includes a point by point outline of exactly what confidentiality means and provides clear examples for easy application. Any call related conversations necessary will take place in a private area of the relay center during work time.

Call specific information (if necessary to resolve a problem) will not be discussed with anyone who is not employed at the relay center at any time. No records of call content is kept after call termination. All staff are required to attend initial and follow up training related to the Pledge





## Florida Relay Service Proposal

of Confidentiality / Code of Ethics including a video of descriptive scenarios and to review the Mental Checklist presented below:

DO I NEED TO TALK ABOUT THIS CALL?	WHAT WILL I DISCUSS?	WHO WILL I DISCUSS IT WITH?	WHERE WILL WE DISCUSS IT?
Share frustration	no need to reveal ANY identifying information	Supervisor, Sup Aide, CA Support Meeting, other CAs or Admin Staff	CA area, private area, CA Support Meeting
Share frustration	need to reveal relevant identifying information	Supervisor, Sup Aide, other Admin Staff	Private area
Gain insight on improving job performance	no need to reveal ANY identifying information	Supervisor, Sup Aide, CAs in Support Meeting, Admin Staff	CA area, private area, CA Support Meeting
Gain insight on improving job performance	need to reveal relevant identifying information	Supervisor, Sup Aide, other Admin Staff	Private area
Expect Customer will call in to give feedback (positive or negative)	need to reveal relevant identifying information	Supervisor, Sup Aide, other appropriate Admin Staff (who is appropriate depends on the specific situation)	Private area
Talk just to have something to say/share common ground with others/gossip	Don't – serves no purpose	No one (at TRS or outside of TRS)	No place

### Guidelines To Using the Mental Checklist:

- If it's not ESSENTIAL for another person to know about the call then do NOT talk about it.
- If it IS ESSENTIAL that someone know about the call, THINK about what specific information is essential to share in order to resolve the situation. The answer is different in every situation, because every call is different.
- Never talk about calls, even in general terms, in the break room, rest rooms, or other public areas. TRS has visitors and workers who come in from time to time. It is NOT professional for them to hear people talking about calls - even in general.

After new CAs have been processing calls for two weeks they are sent to an additional confidentiality review and discussion session. At this time, CAs review and are provided the opportunity to clarify any "gray" areas that were noted during their first two weeks. From initial interview throughout the training program and daily on the production floor, it is repeatedly



## *Florida Relay Service Proposal*

stressed that confidentiality, customer satisfaction and ethical behavior on the part of all TRS staff is essential.

When a complaint is made, or there are allegations of a breach of confidentiality, the Program Director shall suspend the employee immediately until a complete investigation can be done. This investigation shall be concluded within 5 business days. The Director shall then meet with the employee regarding the findings. The suspended employee shall receive back pay from the date of suspension if there is no finding of a breach of confidentiality. The employment of relay personnel who, after investigation, are found to have violated the confidentiality rules are terminated. This individual will not be eligible for re-hire. All call information will disappear from the screen upon termination of each call. Consoles do not have the ability to store data or text.

While concerned about a positive working environment for employees, SAI and Hamilton will insure that the TRS Center meets the confidentiality needs of customers. The work stations are arranged in such a manner to insure privacy. They will have walls preventing others from seeing what is typed and/or overhearing conversation content. As a self contained area, general public access to the relay center is limited to the reception area.

All entrances, other than the reception area entrance, will contain electronic combination locks. No one outside of those directly associated with the relay center will have access to the combination.



# *Florida Relay Service Proposal*

## **ETHICAL DECISION MAKING**

1. Q) A TTY user calls and asks you, the CA, how to make a relay call. What do you do?  
  
A) The CA will give the TTY user the Customer Service phone number or call a supervisor.
2. Q) A voice caller asks you, the CA, how to get in touch with the Customer Service Manager's wife. What do you do?  
  
A) The CA will call a supervisor.
3. Q) At the end of a relay call, the TTY user asks you to repeat a telephone number given in their last call. That call is still on your screen, and will be until the originator hangs up. What do you do?  
  
A) If the terminator is still on the line the CA will direct that question to the terminator. If the terminator has disconnected, the CA will type, "Sorry, TRS policy does not allow me to retrieve information from a previous call."
4. Q) During a relay call, the voice consumer asks you if the TTY user is a fast or slow typist. How do you respond?  
  
A) The CA will say, "Sorry, I am not allowed to give out that information. My job is only to facilitate the call."
5. Q) After you have disconnected from the voice terminator, the TTY originator asks you if the voice consumer sounded polite. How do you respond?  
  
A) If no voice tone was typed during the call the CA may give that information when asked.
6. Q) While leaving a message on a voice person's answering machine, you notice that the TTY user has typed the wrong number for relay. What do you do?  
  
A) The CA will relay what was typed verbatim unless the number appears garbled, then will ask the TTY customer to repeat.
7. Q) While relaying a call, the voice consumer is having a side conversation with another person. They are talking about the TTY user, saying how stupid he is and how this call is going to take forever. What do you do?  
  
A) The CA will relay what is typed/said verbatim.



## *Florida Relay Service Proposal*

8. Q) During a call between sweethearts, the TTY user asks you to speak in a sexy, seductive voice. What do you do?
- A) The CA will speak in sexy, seductive voice.
9. Q) A TTY user requests a male CA. What do you do?
- A) The CA will call a Supervisor who will transfer the call to a male CA.
10. Q) You are relaying a call where a voice consumer (WTRS staff interpreter) is calling a TTY user (WTRS Customer Service Manager) to call in sick. You hear a lot of people talking and laughing and loud music playing in the background. What do you do?
- A) The CA will relay call as usual including background sounds and voice tones w/o judgment or interference.
11. Q) While relaying a call, the voice consumer tells the TTY user that you, the CA, were hitting on him and asked him out on a date. How do you respond?
- A) The CA does not respond but continues to relay the call verbatim.
12. Q) While relaying a call, you hear a child being spanked and slapped. The child is screaming uncontrollable. What do you do?
- A) The CA will relay call as usual including background sounds and voice tones without judgment or interference.
13. Q) A TTY originator types "help help emergency call to 911 my husband not home from work!!!" What do you do?
- A) The CA will dial 911 as instructed by the TTY originator.

### **g. Confidentiality**

Confidentiality is critical for all relay providers. SAI and Hamilton stress confidentiality to all employees of the relay throughout the training process, as well as during their continued employment.

- In the initial interview confidentiality is discussed. SAI wants people to know before they are hired the importance of confidentiality at the center.
- On the first day of training, the Pledge of Confidentiality is explained and all personnel are required to sign it. A member of the Management Team shows a video of descriptive scenarios related to confidentiality and leads a one hour in-depth discussion.
- During all sessions of training confidentiality is discussed. Sticky situations are reviewed and CAs are coached on appropriate and inappropriate actions.



## *Florida Relay Service Proposal*

- Late in the training, one of the staff interpreters explains the correlation between the Interpreter's Code of Ethics and the CA's Code of Ethics.
- Two weeks after the initial training, the new CAs are sent for a follow up review on confidentiality. This is an opportunity to clarify "gray" areas that were experienced during their first two weeks of call processing.

From initial interview throughout the training program and daily on the production floor, it is repeatedly stressed that confidentiality is the one area where there is absolutely NO flexibility.

All call information automatically disappears from the screen upon termination of each call. No records of call content are kept. Consoles do not have the ability to store data or text. In the joint operation of the current TRS Center, SAI and Hamilton have taken extensive measures to insure that the facility meets the confidentiality needs of our consumers. As a self-contained area, general public access to the relay center is allowed only to the reception area. Access to the relay center is only permitted to employees with key cards. No one, outside of those directly associated with the relay, will have access to the relay center.

The Pledge of Confidentiality (included below) is intended to clearly detail in a point-by-point fashion exactly what confidentiality means.

### **h. Clarity of Speech**

SAI feels strongly that voice inflection is critical to a good relay call. During initial training CAs are trained on using appropriate tone of voice in order to successfully facilitate a relay call. The CA Team that shares the responsibility for teaching this unit focuses on the importance of maintaining a professional demeanor as a CA while processing the call in a natural, conversational manner with the proper voice inflection. The instructors use cartoons, relay scripts and hands on experience to allow CAs to practice and receive feedback on their voicing ability.

In addition throughout the training, during practice calls and times spent with mentors, the new CAs are given regular feedback on their voicing ability.

### **Basic Etiquette Skills**

SAI and Hamilton hope to attract the same type of candidates for CAs in its Florida Relay Center. SAI trains all CAs on appropriate etiquette to be used on relay calls. This is done during training on Deaf culture and is also emphasized during practice calls throughout the CAs initial training. SAI follows guidelines set forth by Telecommunications for the Deaf, Inc (TDI).

### **Proficiency Examination**

SAI administers a proficiency test to each new CA at the end of the initial training to assess trainees readiness to handle live relay calls on their own. Trainees must demonstrate proficiency in all areas before they can become a CA. Testing includes simulated relay calls to verify that the CA is able to put all the concepts taught in training together and is able to do a variety of relay calls proficiently.



# Florida Relay Service Proposal

## Testing Procedures

SAI administers follow-up testing at 3 months, 6 months and annually to all CAs. Testing includes monitoring of calls, policy and procedure understanding and a typing test. SAI and Hamilton will also work with the Department and the TRS Administrator to further refine and develop pre-employment aptitude tests and on-going testing to be used subsequent to employment. Any CA who cannot pass the test within a 3-month period shall be removed.

## SAI Goes Beyond Minimum Requirements

Many professionals across the country who are deaf, hard of hearing or speech impaired have often expressed interest in having a specialized telecommunication relay service tailored to their needs, eg., CAs with a better command of business language, legal and medical terminology. Such professionals have also expressed a willingness to pay extra for such a service. The problem has been that most relays employ CAs with only high school level education or less.

SAI has solved this problem and has been addressing this need for the past seven years (at no extra charge to either this group of professionals or the State). Over seventy percent (70%) of SAI's CAs have a post high school education and over 35% have Bachelors degrees with many having Masters and Doctorates. Professionals that have used SAI CAs have been positively impressed with the qualitative difference, when compared to other relay experiences they have had in their travels across the country.

## CA Performance Monitoring

Hamilton, through its advanced relay platform, has established a unique "remote" call monitoring system. Hamilton uses this call monitoring system to perform monthly evaluations. On the following page you will find the form used to evaluate Communication Assistants. Such things as procedures, language, voice quality, decorum, and professional knowledge and skills are evaluated each month.

Hamilton believes quality assurance is of the utmost importance. As a result, Hamilton has an entire department that is responsible for monitoring Communication Assistant quality within each relay center. Quality personnel perform the evaluations and supervisors "coach" CAs on a daily basis.

Hamilton is constantly monitoring its Communication Assistants. Formal call evaluations are completed each month as well as informal "spot checking" every day to insure that Communication Assistants are performing properly on every call. Hamilton uses two different tools to monitor CA quality. The first form is used to "score" the CA on such functions as call processing, typing, spelling and other basic call functions. The second form is used to measure decorum. This includes such things as confidentiality, uses professional judgement, understanding of deaf culture, attendance, etc.

The following paragraphs outline our monthly quality assurance process. *As you can see, Hamilton puts a very strong emphasis on quality assurance. We are continually evaluating our quality measurements and continually "raising the bar" so that are CAs are constantly improving.*



## *Florida Relay Service Proposal*

The Supervisor and Quality Assurance Supervisor is able to remotely monitor Communication Assistants so that the CA does not know when he/she is being monitored. Call monitoring can be performed at any time to ensure that all CAs are delivering high quality service on each call. Feedback is immediately given to each CA upon the completion of call monitoring.

Scores from the call monitoring process are calculated and given to the CA so that progress and improvement can be tracked each month (see the following page). In addition, a "center" report is generated that allows Hamilton to monitor overall quality improvements. This system allows Hamilton to set quality improvement goals for individuals as well as for the entire center.

It is through these types of systems, that Hamilton can deliver the highest quality relay service to the State of Florida. In addition, because it is an in-state center, these quality measurements can be adapted to meet the changing needs of the relay community in Florida.

CA Supervisors will be in constant contact with their assigned team of CAs. A CA Supervisor monitors CAs while they are performing their job a predetermined number of times on a monthly basis:

- CA Tenure 0-3 months = monitored a minimum of five times per month
- CA Tenure 3-6 months = monitored a minimum of four times per month
- CA Tenure 6 month to one year = monitored a minimum of three times per month
- CA Tenure of one or more years = monitored a minimum of two times per month

Strict criteria is used to measure whether CAs are exceeding, meeting or not meeting SAI's expectations. After CAs have been monitored, their Supervisor meets with them one-on-one and provides concrete feedback on how they are doing. If further training is indicated, the CA Supervisor coordinates and facilitates that with the CA.

New CAs will be required to complete a written policy and procedure test after 3 and 6 months (respectively) of employment. If the CA Supervisor detects an area of weakness, retraining times are scheduled immediately. If a customer provides feedback on a CA, it is given to the CA via their CA Supervisor. When customer feedback involves issues of quality the CA Supervisor reviews correct procedure with the CA and retrains if needed. CAs' annual evaluations are based on customer feedback, direct call processing monitored by the CA's primary Supervisor, auditory typing speed and the written policy and procedure test. **CAs are tested at least annually.**

In addition, SAI will provide monthly group training sessions in which CAs learn or review policy and procedures which have been identified as problem areas. These meetings are also an opportunity for CAs to learn from others' experiences in applying the policies and procedures to various call scenarios. CAs are additionally provided regular opportunities for on going training such as "Group Facilitation Skills", "Stress Management", Ergonomics Video Series", and "ASL Classes".



## *Florida Relay Service Proposal*

### **9. CA Training**

SAI strongly believes a team approach to training is the best way to train new employees and therefore all members of the administrative staff, and many seasoned CAs act as trainers for the initial training. Additionally SAI continually recruits individuals from the community to participate in training who have expertise in various disability issues.

SAI provides on site, 80 hours of customized training for all new hires. This total represents 60 hours of classroom instruction, relay simulation, group and panel discussion, followed by an additional 20 hours of hands on experience under the expert guidance of a CA Mentor. SAI uses both simulated and live on-line call handling.

SAI has learned that the amount of technical information necessary to absorb at first, can become overwhelming. Therefore, SAI believes it is critical to provide a considerable amount of hands on application of what has been taught in the training units. For this express purpose SAI has developed an excellent mentorship program which is described later in this section.

SAI, like many other relay providers, contracted with Telecommunications for the Deaf, Inc. (TDI) for the first TRS introductory CA training. Since that time, SAI's own CA training program has evolved far beyond any available from any outside entity such as TDI. It is based on years of experience in the relay business and is tailored specifically for our customers. The quality of CAs graduating from this training program has become so widely recognized over the years, that other relay centers have asked SAI to assist in setting up their own CA training programs.

The following represents a general overview of the classroom portion SAI's training program for new CAs:

#### **Technical Training Issues – 19.5 Hours Total Consisting Of:**

Basic Call Processing	Policies/procedures for relaying basic calls.	8.5 hours
VCO	VCO call handling.	2 hours
Miscellaneous Calls	911, answering machines, dtmf, recordings.	2.50 hours
Technical Aspects	Technical aspects of relay.	30 minutes
Billing	COC, Third Party, Calling & Credit cards.	1.75 hours
HCO	HCO call handling.	1 hour
Two-Line VCO	Two Line VCO call handling.	1 hour





## Florida Relay Service Proposal

TTY to VCO / VCO to TTY	VCO to TTY and TTY to VCO	1.75 hours
Questions on all call types	Open discussion.	30 minutes

### Cultural/Sensitivity Training Issues – 18 Hours Total Consisting Of:

Customer Service / TTY Etiquette	CSD info/relay history; TTY use protocol.	30 minutes
Deaf Culture	Language, behaviors, social norms and attitudes.	1 hour
Personnel Handbook	Internal policies.	1.75 hours
Confidentiality / Code of Ethics	Meaning, importance / practical applications.	3 hours
ASL Breakaways	ASL awareness / vocabulary.	2 hours
Language Acquisition	Awareness of communication options / sensitivity.	1.5 hours
ASL Voicing	View various registers of conversation.	1 hour
Dealing with Customers	Tips & coping skills.	2 hours
Deaf Panel	Develop comfortable rapport w/ deaf staff, customers.	1 hour
General Relay Voicing	Voice tone, inflection to be used on relay calls.	1.75 hours
Who are Our Customers? Needs of hearing and speech disabled & dual sensory impaired users.	Understanding customer perspectives & their origins	1 hour
Relay User Panel	Customer perspectives.	1.5 hours

### Relay Call Simulation - 16.25 Hours Total Consisting Of:

Mentoring	Observing calls/coaching/practice calls	15.25 hours
Ergonomics	Correct physical & equipment adjustments / behavior	1 hour

**Internal Matters:** Total of 6.25 hours consisting of Ice Breakers; Administrative paperwork; Scheduling; Settling in time; Lunches and Breaks.



## *Florida Relay Service Proposal*

**Hands on Training:** Following the classroom training the new CAs are teamed with mentors and spend an additional 20 hours relaying actual calls while receiving feedback and advice from the seasoned mentor. The mentor works closely with the trainer to determine if the new trainee is capable of handling live calls on his or her own.

In order to provide comprehensive, well-rounded training, covering a range of different perspective, it is SAI's practice to involve a variety of staff in the New Employee Training. During the course of any given training, all of the following experienced personnel are utilized:

**Facilitators (Two Experienced Communication Assistants):** These peer Facilitators are CAs who have been selected by the Supervisors for their exemplary performance and ability. CA Facilitators are responsible for keeping the new CA training moving smoothly and to answer questions as they arise. Most CA Facilitators have been CAs for two or three years.

**Human Resources Manager (HRM):** The HRM is a welcomed familiar face for all new CAs (since that is who they went through the screening, interviewing and hiring process with). The HRM discusses internal matters such as employment and insurance forms as well as participating on the Deaf Panel.

**Customer Service Representatives (CSRs):** CSRs are responsible for handling the Customer Service/TTY Etiquette, Deaf Culture and ASL Breakaway portion of the training, and participate in the Deaf Panel.

**Supervisors:** The CA Supervisors are responsible for all technical and call processing segments of the training, including: Basic Call Processing, VCO, Miscellaneous Calls, Billing, Two Line VCO, VCO to TTY and HCO.

**Trainer:** The trainer oversees the full course of training from start to finish, teaches technical sessions and administers the post training proficiency test as well as working to continually improve the training.

**Mentors:** Mentors are CAs who:

- have worked as a CA for at least 6 months and have satisfactorily completed their last performance review;
- have been recommended by their primary Supervisor based on their ability to relay calls independently, to teach others those skills, and their positive attitude toward customers and co-workers;
- have the approval of the entire Supervisory Team

Mentors spend approximately 15.25 hours of one-on-one classroom time with each new CA during the first week of training. Mentors handle actual calls while "walking" new CAs through



## *Florida Relay Service Proposal*

each process. The mentor observes the new trainee, does calls and offers tips and constructive feedback.

**Program Director (PD):** The PD conducts the first Confidentiality session, impressing upon new CAs the critical importance of abiding by the CA Pledge of Confidentiality.

**Scheduling Supervisor:** The Scheduling Supervisor, the resident expert in analyzing and implementing the staffing schedules, explains internal matters such as how to request time off and schedule changes.

**Staff Interpreters:** SAI interpreters, skilled in the facilitation of communication between ASL users and English users, share responsibility for conducting the Code of Ethics, ASL Voicing and the Language Acquisition portions of the training.

**Voicing Committee:** The Voicing Committee is a group of CAs who have developed and been approved to provide training on Voicing relay calls. Most CAs on this committee have over two years CA training experience. As trainers they share their first hand experience and serve as positive role models to the new CAs.

**Relay Users:** A panel (comprised of one person who has a speech disability, one person who is hard of hearing and one person who is deaf) talk about how they use relay, which features they use, what aspects they like and don't like, and what to them signifies quality. This panel is recruited from the community and is paid for their time. This panel is the highlight for many new CAs and leaves a lasting impression on the new trainees. SAI continually selects recruits people from the community to be involved on the panel, since we feel strongly that people in the community are the experts and it is essential that we include them in the training.

**Note:** Using this "training faculty" approach (opposed to having just one or two trainers on staff) allows SAI to take full advantage of a wide range of TRS expertise, experience and knowledge that no one individual can possess.

### **Training Manual**

The complete SAI training manual can be found in Attachment 7.

### **Proficiency Test**

SAI administers a proficiency test to each new CA at the end of the initial training to assess trainees readiness to handle live relay calls on their own. Trainees must demonstrate proficiency in all areas before they can become a CA.

In order to accommodate the variety of schedules of new CA availability, SAI has developed two different training schedule templates. One training schedule occurs during regular business hours, and the other occurs during evening and weekend hours. Normally there is at least one



# *Florida Relay Service Proposal*

group of new CAs being trained each month in order to keep pace with increasing service demands.

## **Training Content Overview**

The following offers a brief narrative description of new CA training units:

### **Technical Training Units**

**Basic Call Processing** - This unit is designed to familiarize new CAs with policy and procedures for relaying basic calls (with no special features requested by consumers). Emphasis is placed on breaking down the processing of basic calls into individual steps, so new CAs can begin to learn the procedures. Another large portion of this training focuses on having new CAs participate in placing simulated calls so they understand the different perspectives when one is a CA, a TTY user or a voice user.

Due to the length of time necessary for this session, it is divided into two time slots, the first lasting 3.5 hours, focusing on TTY Originators calling Voice Terminators and the second lasting 3.75 hours focusing on Voice Originators calling to TTY Terminators.

**Call Handling** - This is a 2.5 hour unit, in which new CAs are instructed in general concepts related to handling "normal" relay calls. Here specific call handling policies and procedures as well as expectations CAs are held accountable for each time a relay call is placed, are discussed. A SA Supervisor conducts this session.

**Voice Carry Over** - This unit teaches new CAs how to set up a VCO call on the keyboard and how to apply the current policy and procedures. The bulk of this training session concentrates on the two basic types of VCO calls (i.e., originators requesting VCO and terminators requesting VCO). Two CA Supervisors present this 1.5 hour unit with two CA Training Facilitators assisting as TTY and Voice Users.

**Miscellaneous Call Processing** - This unit is intended to familiarize new CAs with the technical set ups, as well as the policies and procedures for call types which are not typical, everyday relay calls. New CAs are shown how to handle various situations (e.g. emergency calls, answering machines, recordings, automated systems, pagers) with emphasis on what the CA role is, and clarification regarding which situations require guidance/assistance from a Supervisor. A CA Supervisor leads this 2.5 hour session.

**Technical Aspects** - This unit shows new CAs how to track technical problems, and to know when to call for a Supervisor. Emphasis is given to showing new CAs how to fill out technical problem report forms, giving examples of when the CA must call a Supervisor, how to use the Supervisor key and giving various tips on how the CA console and equipment works. A CA Supervisor provides this hour long unit using the data capture sheets and a tape recorder to let CAs listen to the differences between Baudot, ASCII, and Fax tones.



## *Florida Relay Service Proposal*

**Billing** - This unit provides instruction which familiarizes new CAs with all the different billing options, and correct policy and procedures for each option (e.g., collect, person-to-person, third party, credit card, carrier of choice, calling cards). Major emphasis is placed on how to set up each billing procedure. A CA Supervisor leads this 2.5 hour training unit with the assistance of an experienced CA, one of the CA Training Facilitators, an overhead projector and a list of phone numbers, credit card numbers and calling card numbers for demonstration purposes.

**Hearing Carry Over** - This unit provides training which familiarizes new CAs with the "how's" of HCO set up on the keyboard, as well as the correct policies and procedures for conducting a successful HCO relay call. Emphasis is placed on the two basic types of HCO calls, and special tips are given regarding specific aspects of HCO calls. One CA Supervisor is assisted by two CA Facilitators to provide this 1.5 hour unit. CA's are given an opportunity to experience receiving and placing a number of practice HCO relay calls.

**Two-Line VCO** - This unit instructs new CAs in two-line VCO technical set up, as well as the correct policy and call handling procedures. Emphasis is given to understanding the concept of Two-Line VCO and what the CA's role is. One CA Supervisor teaches this 1.5 hour session using an experienced SA to assist with the technical set up and one of the CA Training Facilitators to play the role of the Two-Line VCO Call Originator. The SAI Two-Line VCO video tape is also shown.

### **Cultural Sensitivity Training Units:**

**Customer Service and TTY Etiquette** - This unit introduces new CAs to the Customer Service Department's responsibilities and basic TTY etiquette. General information about the TRS and the history of relay is provided. Basic TTY etiquette is introduced to give new CAs an understanding of this type of telecommunications equipment and its standard rules of use. One Customer Service Representative leads this one hour session.

**Deaf Culture** - This unit has the primary goal of familiarizing new CAs with Deaf culture and the Deaf community, in particular the language, behaviors, social norms and attitudes and how these are viewed by and/or directed towards Hearing people or people outside of the Deaf culture. An emphasis is placed upon exposing new CAs to the culture of a large portion of TRS's customers, and to assist in the understanding of differences (both real and perceived) between Deaf and Hearing cultures.

A Customer Service Representative, who is Deaf, presents this one hour session. A wipe Away Board is used for illustrative purposes, as well as selected excerpts from a five volume video taped series entitled "An Introduction to American Deaf Culture", by MJ Bienvenu and Betty Colonomos.

**CA's Code of Ethics** - This unit informs new CAs of the importance on confidentiality and how the code of ethics in relay evolved from the original sign language interpreter's code of ethics. Detailed illustrations demonstrating why confidentiality is imperative are provided, along with many hypothetical situations for discussion in order to familiarize new CAs with



## *Florida Relay Service Proposal*

SAI's policies regarding these areas. The thought process behind discussing ANY relay call (following "The Mental Checklist") and the best ways to avoid breaching confidentiality are discussed.

The administrative staff person providing this session uses a range of materials, including copies of the CA Code of Ethics (adapted from RID Code of Ethics); Pledge of Confidentiality; Mental Checklist; and "Ethical Decision Making".

**ASL Breakaways** - These sessions are designed with the primary goal of introducing new CAs to the visual language of sign, along with teaching some basic sign vocabulary to assist new CAs in communication with signing staff members. "ASL Breakaways" are provided by signing staff members and last 30 minutes each time.

**Language Acquisition** - This unit utilizes group discussion of a powerful documentary, entitled "For a Deaf Son", to begin to instill sensitivity towards language/intellectual differences in persons who are Deaf or Hard of Hearing, reinforcing SAI's belief in not judging customers. This film follows the struggles of a family faced with the realization that their son is deaf and the decisions they then encounter regarding his upbringing. An SAI Staff Interpreter facilitates this session.

**ASL Voicing** - This unit focuses on providing new CAs a sample of the variety of calls relayed through TRS, in terms of language register and mode (e.g., English, PSE, ASL-gloss, MLS). This exposure assists new CAs in better understanding the diverse language used by the relay users. Trainees are provided an opportunity to practice voicing calls with varying registers and then given constructive feed back on ways to make the conversation flow more smoothly. One of the Staff Interpreters is used to present this two hour session. An overhead projector is used to display transparencies containing language samples.

**Dealing with Customers** - This is a unit in which new CAs are given general guidelines for a wide variety of situations dealing with people of different personalities and styles, as well as varying levels of relay experience. Emphasis is given to dealing with difficult situations, putting new relay users at ease, staying in a polite, professional and pleasant role as a CA and how to maintain control of the professional role without controlling callers. A CA Supervisor presents this 1.5 hour session.

**The Deaf Panel** - The goal of this unit is to have new CAs become generally more familiar with some perspectives of Deaf culture. The format is of a casual and conversational nature, with the majority of time spent as a question and answer period.

**General Call Voicing** - This unit focuses on teaching new CAs the basics of using the appropriate tone of voice in order to successfully facilitate a relay call. The CA Team that shares the responsibility for teaching this unit stresses the importance of maintaining a professional demeanor as a CA while processing the call in a natural, conversation manner. During this three hour training, a variety of techniques including cartoons, relay scripts and hands on experiences are used to accomplish this.



# *Florida Relay Service Proposal*

**Who Are Our Customers?** - This unit is presented just prior to the Relay User Panel. The primary goal in this session is to enlighten new CAs with regard to the many different types of people the relay system serves. The focus is one of exploring customers' varied backgrounds and differing perspective, and becoming more familiar with functional equivalence, and customer expectations.

Physical causes of speech disabilities are discussed as well as the implications these have regarding relay use (e.g., a person with cerebral palsy may have limited hand use which would make typing slow, in addition to the inability to speak.) One presenter from the administrative staff leads this two hour session and then continues as the facilitator for the "Relay User Panel".

**Relay Users Panel** - The panel will be composed of two persons who have speech disabilities, one person who is hard of hearing and two persons who are Deaf, all members of the relay using community recruited from around the State of Florida. New CAs often comment that this 2.5 hour panel is one of the most valuable portions of the training, due to the fact that they are able to see and hear first hand the experiences of these relay users. It is very helpful for the CAs to notice that what is very important to one customer may be annoying to another, thereby emphasizing the importance of never assuming anything about callers or what they want in a relay call.

## **Hands On Training Units:**

**Ergonomics** - This unit instructs new CAs in the correct physical way to work. SAI is concerned about the welfare of employees, and strives to make work more comfortable while minimizing work-related injuries. As new information is available, it is passed on to all CAs, and ergonomic tips are usually given out weekly. Emphasis is on the proper way to adjust the equipment, and exercises that can be done to prevent injury. A CA Supervisor teaches this 1.5 hour long unit, using the same chairs found in the CA production area, a vacant cubicle in the CA area for demonstration purposes and the SAI collection of exercise equipment.

**Mentoring** - These sessions are provided by CAs that have worked as CAs for at least 6 months and have: satisfactorily completed their last performance review; been recommended by their primary Supervisor based on their ability to relay calls independently, to teach others those skills, and their positive attitude toward customers and co-workers; the approval of the entire Supervisory Team, are flexible with scheduling and willing to adjust to accommodate training time, and are under no written warnings.

Mentors spend approximately 12 hours of one-on-one time with each new CA during the first week of training. During this first week, mentors handle actual calls while walking new CAs through each process and procedure being followed. During the second week of training when the classroom time is completed, Mentors spend an additional 12 hours per new trainee watching as they do first portions of calls and then entire calls themselves, offering tips and constructive feedback.



# *Florida Relay Service Proposal*

## **10. Staff Training**

Supervisors hold Informational Meetings on a monthly basis with CAs to review procedures, share information and discuss difficult call situations. In addition SAI offers ongoing training to all relay center employees including management on a quarterly basis. Seminars may include updates on issues pertinent to relay service, including national and state regulation and legislation, deaf and disabled communities, technical and procedural changes, and prevention as it relates to stress and tension (e.g., Carpal Tunnel Syndrome), i.e.:

- Deaf Culture
- Motivational Seminars
- Alternatives for How to Deal with Difficult Calls
- Workplace Safety
- Leadership Training
- Stress Management
- Special Needs of hearing, speech and dual sensory impaired users
- Technological Changes
- American Sign Language (ASL)
- Ethics/Confidentiality

These seminars are held on a quarterly basis and will accommodate the different work schedules of relay center employees (each session is offered at three different times, i.e., first, second and third shifts). ASL classes are offered in house on an ongoing basis by SAI staff skilled in sign language instruction.

Following is a "sample" tentative staff training plan. As you can see, the plan covers such topics as ASL, deaf culture, needs of hearing, speech and dual sensory impaired users, ethics, confidentiality, and emergency response. Hamilton wants each CA to grow in his/her ability to relay calls as well as its managers and supervisors in their ability to operate an efficient and effective relay center. By offering the types of courses on the following list combined with all of its other training courses discussed in number 9, Hamilton is able to assist each CA and manager in reaching his/her full potential. This makes for great relay service and satisfied relay users on every call.

Hamilton will develop the same type of training programs for its Florida Relay Center as outlined here. Hamilton will develop a training plan for 2000 - 2001 upon award of the contract. The plan will include many of the same topics which are currently included in this training plan. Hamilton proposes to work with a variety of groups throughout Florida to develop training programs which will allow our relay personnel to focus on meeting the specific needs of relay users in Florida. Hamilton's list of preliminary resources to develop its training program follows. This list is not all inclusive, but rather a place to begin contacting the appropriate people to perform the required training. Hamilton will add to this list as appropriate.





## Florida Relay Service Proposal

EDUCATION	DESCRIPTION	TIME FRAME
American Sign Language Level I	Introduction to ASL, Introduction to Deaf Community	10 - week course
American Sign Language Level II	Review Level I, Putting ASL into Conversations	10 - week course
American Sign Language Level II	Review Level II, Improving expressive & receptive skills	10 - week course
American Sign Language Level IV	Review Level III, increasing & improving proficiency	10 - week course
Deaf Culture Awareness	Purpose of course is to raise the awareness of specific elements of deaf and hearing impaired culture. (Common TTY abbreviations & Etiquette)	First Quarter
Relay Procedures	Keeping CAs apprised of changes to existing procedures, brought about by requests from the Deaf Culture	On-going
Call Monitoring	Monitoring will serve as a learning tool	On-going
Ethics and Confidentiality	Reinforcement of the importance of confidentiality and ethics, along with ramifications of not observing	Daily
Speech Impairment	Keeping CAs sensitive to needs of speech impaired community	Second Quarter
Hearing Impairment	Keeping CAs updated on the needs of the hearing impaired community	Third Quarter
Dual Sensory Impairment	Keeping CAs updated on the needs of the dual sensory impaired community	Third Quarter
Emergency Relay Response	Keeping CAs updated on proper emergency procedures.	Fourth Quarter

### Preliminary List of Training and Recruiting Resources within Louisiana

Florida Association for the Deaf

University program

Florida Commission for the Deaf

Relay Advisory Board

Florida School for the Deaf



# Florida Relay Service Proposal

## 11. Counseling of CAs and Staff

SAI understands that the CAs job can be stressful and therefore provides a number of different ways for CAs to vent or talk to someone who can assist them e.g.:

- Supervisors are always available to work with CAs to reduce frustration with specific calls. At any time a CA can ask a supervisor to meet with them in private to discuss anything that may be a problem. In this manner we allow CAs to maintain confidentiality and yet be able to share frustrations.
- Supervisors meet with their CAs on a monthly basis to give coaching and to provide support in dealing with difficult situations. Many of the supervisors were CAs at one time and can empathize with the CAs and provide helpful tools so they can work through the stress of the job. Supervisors also understand the emotional aspects of handling relay calls.
- Monthly, the supervisor meets with the full team of CAs to discuss call processing and to facilitate discussion on difficult situations. This type of meeting is beneficial for CAs and helps decrease the sense of isolation that someone may feel in doing this job.
- SAI has an internal Employee Assistance Program for employees who may need counseling or other assistance to reduce the stress in their lives. An employee can talk to the Human Resource Manager or a supervisor to assist in finding the necessary resources.
- In addition quarterly training sessions for all staff are established to teach ways to reduce stress. Other areas of interest are also taught to enhance the life of our employees.

SAI understands the importance of providing support for Communication Assistants. Meetings and training help to maintain morale in the work place, increase awareness of mental health issues and keep lines of communication between staff and management. This assists in minimizing employee turnover and reduces stress. SAI's Counseling programs follow the confidentiality provisions of this RFP. No names are ever revealed.

## 12. Procedures for Relaying Communications

Hamilton's procedures are designed to convey the full content of the Communication. Hamilton will use the following procedures:

### a. Identification of CA: Gender and ID Number

At the beginning and end of each call, CAs relay their CA number and gender identification. The only situation where a CA would not provide this information to an end user is if the originator requests No Identification of relay. The customer may also request this information anytime during a relay call and the CA will give their identification number. This allow for easy identification of a CA in the event a complaint is filed or a user wants to praise the work of a CA.

### b. Keeping the User Informed

Hamilton's standard procedure is to keep the TTY user informed on the status of the call when such things as dialing, ringing, busy, disconnect, fax sound, or on hold indications are given.



## *Florida Relay Service Proposal*

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

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

### **c. Control of the Call**

Hamilton provides relay services as directed by the relay user. For example, Hamilton will provide hearing carryover and voice carryover services as directed by the relay user and will allow the TTY user to determine the aspects of the call he or she will handle. Hamilton also gives relay users the option of whether or not to explain and identify relay, identify one's gender, etc. Hamilton does not require the relay user to give his/her name or the name of the party they are calling, except when needed for billing purposes. This information is never recorded in any form.

Hamilton's CAs are trained not to explain relay when the TTY user types NE. Instead of asking "Are you familiar with the relay?", the CA will say "This is Florida Relay CA # \_\_\_\_ with a relay call on line."

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

### **d. Relaying Verbatim**

Hamilton's normal call handling procedure is to relay all calls verbatim. Only if a customer requests summarization will the CA type anything but verbatim. In addition, Hamilton allows TTY users to instruct the Communication Assistant to translate their calls into English so that the hearing person can understand the call or to voice everything that is typed verbatim. SAI's training process dedicates time to learning how to translate American Sign Language to Conversational English. A specialized group of SAI's CAs are able to translate calls from limited written English language into English for the hearing party so that communication occurs between the two parties. If translation or summarization is requested, both parties are informed that the call is being summarized or translated.

### **e. Explaining Relay**

Hamilton's Communication Assistants ask non-TTY called parties whether they have previously used TRS before. If the called party says yes, the CA will begin to relay the call. If not, the CA explains relay to the hearing party and when doing so types (explaining relay) in parenthesis for the benefit of the TTY user. Conversely, when explaining relay to a TTY user, the CA will inform the voice user that he/she is explaining relay. If requested by the user, Hamilton will not announce a call as a relay call or will allow the TTY user to explain relay.

Hamilton uses the following scripted language to explain relay to a voice user. "The person calling you is using a text telephone. As their conversation is typed it will be voiced to you."



## *Florida Relay Service Proposal*

Everything heard will be typed to them. Please direct your conversation to the caller and say 'GO AHEAD' when you are finished speaking. One moment for your conversation to begin." Hamilton is willing to make any changes to this script as directed by the Administration. Hamilton will not identify the caller to the called party as hearing or speech disabled unless directed by the TTY user to do so.

### **f. Conversational Tone of Voice**

#### **Conveyance of TTY Relay User's Typed Text and Non-TTY User's Expressive Words**

CAs are skilled in adopting a conversational tone of voice appropriate to the type of call being made when speaking for the TTY user. For example, when a TTY user types (ha ha), (mad) or (tired) the CA's voice reveals the underlying message of laughter, anger or exhaustion.

All relay calls must be relayed so the TTY users' mood and intent are evident. CAs are required to use the proper voice tone based on what is typed by the TTY. Proper inflection must be used as well, such as raising your voice pitch to indicate a question. This skill is practiced in training sessions so that both parties involved in a relay call are satisfied with the relay call experience.

#### **Conveyance of Non-TTY Relay User's Tone of Voice**

Proper tone of voice is critical to any successful relay call. CAs are trained to portray themselves as genuine, natural and conversational without inviting conversation from either party.

When a non-TTY relay user's voice has a distinctive sound to it, CAs will relay the appropriate tone. For example, if the person is angry, the CA would type (sounds angry) or if the person is out of breath, CA would type (sounds out of breath). CAs are cautioned NOT to make judgment calls on sounds, but instead just relay what they hear.

CAs are trained to avoid judgmental descriptions. SAI understands the importance of conveying tone and is continually training CAs. Training occurs on the floor, in a classroom, during a monthly CA meeting, or during performance evaluations on how to "interpret" the non-TTY relay user's tone of voice into descriptive words.

SAI would be happy to work with the TRS Contract Administrator to review the current list of "tone of voice" acceptable words and modify the list if desired.

#### **Background Noise Identified**

CAs are trained to relay all background noise so that a TTY user is continually kept informed of what is going on throughout the call. CAs are trained to describe what they hear and not make value judgements. For example the CA would type (sounds like music in bkgd), not (wild party in bkgd). All background sounds are given in parenthesis.

Hamilton's Communication Assistants identify whether the non-TTY user is (M) male, (F) female, or (Child) child at the beginning of every call. If Hamilton's CAs are absolutely unsure



## *Florida Relay Service Proposal*

about whether it is a male, female or child's voice then gender is identified by using a question mark (?).

### **g. Different Person Identified**

Hamilton's Communication Assistants inform TTY users when another voice person has become involved in the call. Hamilton also identifies the gender of the new party involved in the call to the TTY user immediately. All of the above are done automatically unless the user asks that it not be done. Again, the caller is always in control at Hamilton. Hamilton's Communication Assistants identify whether the non-TTY user is (M) male, (F) female, or (Child) child at the beginning of every call. If Hamilton's CAs are absolutely unsure about whether it is a male, female or child's voice then gender is identified by using a question mark (?).

### **h. Communication Assistant Comments**

Hamilton consistently follows the policy of typing to the TTY user or verbalizing to the hearing party exactly what is said or typed when the call is first answered and at all times during the conversation. All comments directed to either party by the CA or directed to the CA by either party will be relayed. Hamilton uses parentheses to keep the TTY user informed of what is being said by the CA or spoken to the CA. Comments between the CA and a relay user at the beginning of the call which deal with billing information will not be relayed.

### **i. Verification**

Hamilton verifies the spelling of all proper nouns, addresses, numbers, information about prescriptions and any other unfamiliar words that are spoken and uses parentheses as discussed above so that the TTY user knows the CA has entered the call to complete the verification process.

### **j. Stay on the Line**

Hamilton's Communication Assistants always stay on the line until both parties have disconnected. If one of the parties wants to log a complaint or compliment, the call will be transferred to a supervisor for immediate processing. Only Hamilton's supervisors are allowed to terminate a relay call. When this occurs, the supervisor logs the call with the date, time, reason for termination, and the CA who handled the call. It is then signed by the supervisor.

### **k. Neutral Position**

Policies and procedures prohibit CAs from counseling, advising, interjecting personal opinions, making any value judgements on the profanity or obscenity or legality of any messages or offering additional information during any relay call. CAs will not hold personal conversations with anyone calling Florida Relay Service, except to extend a concise response when prompted. Any type of counseling, advice giving or interjection of personal opinions on a relay call is considered a breach of confidentiality and results in termination.

### **l. No Names Required**



## Florida Relay Service Proposal

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

### **m. Usage**

Hamilton does not and will not place restrictions on the length or number of calls placed by customers through the relay center. All CAs will make as many outgoing calls as requested by the caller.

### **n. Gender of Caller's Choice**

Hamilton notifies the TTY user of the gender of the CA. Hamilton's Communication Assistants, when requested, will switch a call to another Communication Assistant who is of the gender requested by the caller if someone of that gender is available at the time of the call.

### **o. Change of Communication Assistants**

Hamilton, as a matter of practice, does not change Communication Assistants during a call. Even at the end of shifts, over lunch hours, and other breaks, Hamilton's CAs stay with a call until it is completed. Our experience has been that this provides much greater continuity for the user. Hamilton will only substitute a CA if obscenity is directed to the CA, perceived conflict of interest or another major emergency exists. Both parties will be notified of the change. Otherwise, Hamilton simply will not substitute Communication Assistants.

If a call does need to be transferred, another CA will replace the CA relaying the call at the same workstation, so that the relay users' call is not interrupted (expect to identify the new CA for both parties). A supervisor monitors the change and must approve the change based on the situations listed above.

Most relay centers have a common practice of substituting agents in the middle of calls to accommodate breaks, quitting times, etc. Hamilton does not. Hamilton's CAs truly care about each call and are dedicated to seeing it through completion. Hamilton is also willing to pay overtime for this type of service.

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

## **13. Interaction with Answering Machines and voice Response Units**

CAs are trained in retrieving and relaying TTY messages to voice users and voice messages to TTY users from voice processing systems and will continue to provide this service to the State of Florida.



# Florida Relay Service Proposal

Hamilton's technology is capable of recording voice mail, pre-recorded messages or other information services and allowing the CA to play it back at the appropriate speed so the entire message can be typed.

CAs are trained to relay recorded messages from, leave recorded messages on telephone answering machines or hang up at the request of the caller.

Answering Machine procedures are as follows:

- CA informs the relay calling party that an answering machine has been reached.
- The relay user can tell the CA to simply leave a message if they do not want the CA to type the entire recording. If the calling party is a TTY user, the CA will type the entire answering machine message. If the calling party is a voice user, the CA will voice the answering machine message in its entirety.
- If the calling party would like to leave a message the CA will either voice or type the message onto the answering machine.
- CA notifies the calling party that the message has been left.

## **a. Message Retrieval from Voice Processing Systems**

Hamilton's Communication Assistants are trained in retrieving and relaying TTY messages to voice users and voice messages to TTY users from voice processing systems and will provide this service to the State of Florida.

Hamilton's Communication Assistants use the following procedures to obtain messages for relay users:

1. The user is informed that the CA has reached a voice processing system.
2. If the user requests message retrieval, Hamilton will obtain the appropriate access codes from the user. Hamilton will not obtain or retain access codes or any other information needed to access a voice mail system subsequent to the call. *This information is considered "call" information and just like any other call information, is kept totally confidential.*
3. After the voice processing system has been accessed, Hamilton's CAs will begin to relay any messages that have been recorded.
4. If the CA must call again to finish relaying any messages, Hamilton's CAs will do so without billing the end user for subsequent calls.

## **b. Single Line Answering Machine Message Retrieval**

Communication Assistants are trained to retrieve messages from a voice or TTY answering machine or a single line telephone. The caller requests Automatic Message Retrieval (AMR) or





## *Florida Relay Service Proposal*

Single Line Answering Machine (SLAM) and plays the messages to the CA by putting the handset near the speaker of the answering machine. Hamilton's technology is capable of recording those messages, which enables the CA to capture the information and type or voice it back to the relay customer. Once the information is relayed to the caller and the call is completed, the recording is automatically erased when the caller disconnects.

### **c. Long Distance Charges**

The customer is never charged for any redials to capture or leave a full message.

### **d. Calls to Voice Processing Systems**

Hamilton currently allows relay users to leave and retrieve messages from voice processing systems. Hamilton also allows relay users to respond to automated voice response systems. FRS users will be allowed to access and interact with called parties utilizing voice response units. Hamilton CAs will either type the entire message or if the TTY user knows what option they want, the user can tell the CA at the beginning of the call and the CA will enter that prompt immediately without typing the entire message. This is much better and faster service for the user and costs the State less.

## **14. Languages Served**

To provide Spanish to Spanish calls, Hamilton will use a separate 800 number for relay users to access Spanish relay services. These calls will be handled by CAs who have passed all proficiency tests and are capable of processing Spanish to Spanish relay calls. SAI will employ CA's who are fluent in Spanish. Spanish speaking CAs will be available 24 hours a day.

Additionally, SAI will employ qualified ASL interpreters who are adept at interpreting between ASL-like typing and spoken English. The ASL requests by a relay user will be handled via the customer profile. Once the customer completes a profile requesting an ASL interpreter, each of their calls coming into the relay will flag the CA that there is an interpreter request. The CA will call the Supervisor to page the interpreter. The interpreter then acts as the CA for the duration of the call. If a relay user does not want an interpreter for each call they place, they can simply request one at the beginning of a specific call. The same process described above will occur. Interpreters will be available at all times. Interpreters will translate ASL to English and English to typed ASL.

## **15. Additional Languages Served**

Hamilton will not provide any additional languages in its base price. However SAI will employ bilingual staff and if a CA is fluent in other languages, Hamilton will provide other languages as they are available.

## **16. Shift Advisor/consultant**

Hamilton understands and will comply. On each shift SAI will employ at least one person, who is highly knowledgeable of ASL to interpret and assist CAs in understanding the intent of messages and properly communicating the full content of that communication.





# *Florida Relay Service Proposal*

## **17. Confidentiality of Calls**

### **Pledge of Confidentiality & FRS CA Code of Ethics**

Note: Occasionally CAs may be asked to or find it necessary to disclose limited information about calls for the purposes of:

- a. clarifying a policy or procedure
- b. releasing frustration about a difficult call
- c. helping to diagnose a technical problem
- d. for billing purposes
- e. emergency calls disconnected mid-call
- f. documenting what happened on a call for CS purposes

The only time such disclosure will occur is with appropriate TRS Staff and shall omit any caller identifying information. Only information critical to resolving the situation is disclosed. Identifying information includes but is not limited to: name, phone number, address, place of work, business/agency, content of the call, etc. None of this information is to be disclosed by the CAs or their supervisors under any circumstances except those identified above. CAs are trained to ask questions about procedures without revealing names or specific information that will identify the caller. Depending on specific circumstances it could also include caller's gender, type of call (HCO, VCO), age, day of week, time of year, city, state or any other details that could in some way identify a consumer.

All call information automatically disappears from the screen upon termination of each call. No records of call content are kept. Consoles do not have the ability to store data or text. In the joint operation of the current TRS Center, SAI and Hamilton have taken extensive measures to insure that the facility meets the confidentiality needs of our consumers. As a self-contained area, general public access to the relay center is allowed only to the reception area. Access to the relay center is only permitted to employees with key cards. No one, outside of those directly associated with the relay, will have access to the relay center.

Hamilton will only monitor calls as stated in the RFP. A copy of the confidentiality policy is available shall be provided to relay users at no cost.

#### **Premise #1**

**I WILL KEEP ALL RELAY CALLS AND RELATED INFORMATION STRICTLY CONFIDENTIAL. I WILL NOT REVEAL IDENTIFYING INFORMATION ABOUT RELAY CALLS OR CONSUMERS TO ANYONE WHILE I AM EMPLOYED AT TRS OR AFTER I LEAVE.**

**Guidelines:** CAs shall not reveal information about any call, any employee of the FRS, or any phone number. This includes the fact that a CA handled a call for a certain individual.



## Florida Relay Service Proposal

Even seemingly unimportant information could be damaging in the wrong hands. Therefore, to avoid this possibility, CAs must not say anything about any relay.

When participating in training or stress reduction exercises by the method of sharing actual experiences, the relay personnel should not reveal any of the following information:

- name, sex or age of the customer;
- time of day, day of week or time of year the situation occurred;
- the location of the city, state or name of the agency involved;
- names or identifiers of other persons involved and;
- unnecessary specifics about the situation.

CAs will not keep any type of electronic or written record of any conversations including those which may be of an illegal nature.

### Examples:

Situation: Talking with another CA

Inappropriate: Letting them know that I just handled a call for Joe Brown who is running for mayor.

Appropriate: Keep it to yourself.

Why: No need to share this information with anyone, it is pure gossip.

Situation: Talking with a CSR

Inappropriate: Venting, "There is this 60 year old male, VCO caller from Marshfield whose speech is not clear and it's very frustrating."

Appropriate: Share at a CA support meeting or with a supervisor without age, gender or city e.g., "I am frustrated by a VCO caller who has speech I can't understand."

Why: The reason you are sharing it is to vent about how difficult this person is to understand.

Situation: Talking to CA sitting across from me.

Inappropriate: Venting, "There is this witch named Betty who works for the Video Station in Verona."

Appropriate: "Whew that was a tough call!!" (no identifying info) or share at a CA support meeting (with no identifying info) or with your supervisor (with no identifying info) e.g., "One place I've had to place calls to several



## *Florida Relay Service Proposal*

times has a very uncooperative person who is hateful on relay calls! How can I deal with that attitude?"

Situation: Talking to another CA.

Inappropriate: "This woman from Boscobel just had her 5<sup>th</sup> child with the 4<sup>th</sup> different man!"

Appropriate: Say nothing to anyone.

Why: This is gossip – no constructive purpose for sharing.

### Premise #2

**I WILL MAINTAIN MY ANONYMITY WITH ALL CONSUMERS.**

**Guidelines:** The only information the CA may disclose to a relay customer is their CA identification number and, if asked, their gender.

### **Examples**

Situation: I recently relayed a customer service call to one of the TRS Customer Service Representatives. When I am on break I see the person who accepted the customer service call.

Inappropriate: I approached them to tell them about how good a job I felt they did on the call.

Appropriate: I remain anonymous to all callers including customers in house.

Why: There is no need to share this with the Customer Service Rep.

Situation: During the day I relay a call for a person on the Relay Panel (relay customers who participate in CA trainings). That night I am part of the audience for the Panel.

Inappropriate: I say, "Today when I relayed your call you sounded confused when the other party was ready to hang up, why did you do that?"

Appropriate: Say nothing.

Why: There is no need to share this information, you should remain anonymous to all consumers.



## *Florida Relay Service Proposal*

- Situation: A voice consumer calls into relay and sounds confused about how to use relay. They have just gotten a message on their answering machine to call a person back but have no clue what it is about (You left that message.)
- Inappropriate: Tell the person, "Oh I left the message and am familiar with the situation and can handle this call for you."
- Appropriate: Explain relay to the caller, help them understand what relay is and that you can assist them in returning their call.
- Why: No need to identify yourself as the CA that left the message.
- Situation: While relaying a call, the voice consumer starts asking me questions about my life. Do you live in Madison? Are you married? Do you have children?
- Inappropriate: Answering any of these questions.
- Appropriate: Politely let the caller know your role is only to voice what is typed and type what is voiced. Once you have explained this ask for the number to dial.
- Why: You must remain professional at all times and stay in your role as CA.
- Situation: Voice originator recognizes your voice and says, "you have done my calls before right?"
- Inappropriate: You answer yes or no.
- Appropriate: "Due to confidentiality requirements I am not able to disclose that."
- Why: As a CA you must preserve your anonymity.

### **Premise #3**

**I WILL NOT ACT ON ANY INFORMATION THAT I LEARN WHILE PART OF THE RELAY PROCESS.**

**Guidelines:** No matter how well intentioned, a CA may not in any way make use of any information they may obtain during the course of a relay call.

### **Example:**

Situation: During a relay, a consumer sounds suicidal and gives their address.



## *Florida Relay Service Proposal*

- Inappropriate: After the relay I try to contact them or send them information about where to go for help.
- Appropriate: Do nothing.
- Why: The consumer was talking to another person on relay, not to you. Any responsibility is with the person they were talking to.
- Situation: During a relay call someone gives information on a stock that is about to become very valuable.
- Inappropriate: Call my stock broker and buy these stocks for myself.
- Appropriate: Do nothing.
- Why: You are not party to this conversation. The information was not given to you.

### **Premise #4**

**I WILL NOT COUNSEL, ADVISE OR INTERJECT PERSONAL OPINIONS DURING RELAY.**

**Guidelines:** Just as CAs may not omit anything that is said, they may not add to anything that is said. They may not add anything to the situation, even when they are asked to do so by the other parties involved.

A CA is only present in a given relay situation because two or more people have no other way to communicate via the telephone system. Thus, the CAs only function is to facilitate communication. The CA shall not become personally involved because in doing to, he/she accepts some responsibility for the outcome, which does not rightly belong to the CA.

### **Examples:**

- Situation: A consumer asks me, as the CA, to give the person they are talking to directions to Madison.
- Inappropriate: I proceed to give directions to Madison.
- Appropriate: (CA here, I can only relay what you type.)
- Why: You must remain in your professional role as CA, and not become personally involved in the conversation.



## *Florida Relay Service Proposal*

- Situation: A consumer is calling many different attorneys to represent them. In between calls, the consumer asks me which one I would recommend.
- Inappropriate: I let them know that I have worked with attorney Frank Johnson and would highly recommend him.
- Appropriate: (CA here, sorry I cannot be involved).
- Why: You must remain in your professional role as CA and not become personally involved in any way.
- Situation: During relay, the voice consumer asks me what in the world this person is talking about.
- Inappropriate: I let the caller know that I have done numerous relays for this person and think they want to know if this person has a room to rent.
- Appropriate: (I cannot interpret, but are you asking for an interpreter?).
- Why: You must remain in your professional role as CA and not become personally involved.

### **Premise #5**

**I WILL RENDER THE MESSAGE FAITHFULLY, ALWAYS CONVEYING THE CONTENT AND SPIRIT OF THE SPEAKER. TO THE FULLEST EXTENT POSSIBLE, I WILL USE THE APPROPRIATE INTONATION AND VOICE INFLECTION.**

**Guidelines:** CAs must not edit. They must transmit everything that is said in exactly the same way it was intended. This is especially difficult when the CA disagrees with what is being said or feels uncomfortable when profanity is being used. CAs must remember that they are not at all responsible for what is said, only for conveying it accurately. In extreme circumstances, if the CAs own feelings interfere with rendering the message accurately, he/she shall ask to be relieved from the situation.

When asked to interpret, the CA should communicate in the manner most easily understood or preferred by the deaf or hard-of-hearing person.



## *Florida Relay Service Proposal*

### **Premise #6**

**CAs WILL NOT REQUIRE CUSTOMERS TO IDENTIFY THEMSELVES EXCEPT FOR BILLING PURPOSES.**

### **Premise #7**

**CAs SHALL FUNCTION IN A PROFESSIONAL MANNER APPROPRIATE TO THE SITUATION.**

**Guidelines:** At times, CAs will need to exercise good professional judgement when deciding where to “draw the line” when educating the population about relay use.

Although it is preferred that the CA remain courteous, the caller’s intent may not be courteous and this should not be confused with the intent of the CA.

**BREAKING CONFIDENTIALITY RESULTS IN IMMEDIATE TERMINATION.  
I HAVE READ AND UNDERSTAND THIS POLICY.**

**SIGNED BY**

\_\_\_\_\_.

**DATE** \_\_\_\_\_.

This document is intended to clearly detail in a point-by-point fashion exactly what confidentiality means. This is extremely important since a breach will result in the employee’s immediate termination. Claiming failure to understand that their actions represent a breach of confidentiality will not be accepted as a defense.

Any call related conversations will take place in a private area of the center during work time. Call specific information (if necessary to resolve a problem) will not be discussed with anyone who is not employed at the relay center at any time. No records of call content are kept after call termination. All call information automatically disappears from the screen upon termination of each call. Consoles do not have the ability to store data or text.

During the required new staff orientation, employees are exposed to the importance of confidentiality the first day. It is then that a member of the Management Team shows a video of descriptive scenarios related to keeping the Code of Ethics and confidentiality. The Manager then explains how to apply the Mental Checklist to every possible scenario. The “Mental Checklist” is posted in each CA cubicle for quick reference (see Tab 6).



## *Florida Relay Service Proposal*

Each day during the training confidentiality is discussed. Potentially "sticky" situations are reviewed and CAs are coached on appropriate and inappropriate actions. On the third day of training, one of the staff interpreters explains the correlation between the Interpreter's Code of Ethics and the CA's Code of Ethics.

After new CAs have been processing calls for two weeks they are sent for follow up (two hour) review of the video tape. There is also the opportunity to clarify any "gray" areas that were noted during their first two weeks. From initial interview throughout the training program and daily on the production floor, it is repeatedly stressed that confidentiality is the one area where there is absolutely NO flexibility.

When a complaint is made or there are allegations of a breach of confidentiality, the Program Director shall suspend the employee immediately until a complete investigation can be done. This investigation shall be concluded within five business days. The Director shall then meet with the employee regarding the finding. The suspended employee shall receive back pay from the date of suspension if there is no finding of a breach of confidentiality. The employment of relay personnel who, after investigation, are found to have violated the confidentiality rules are terminated. This individual will not be eligible for re-hire.

In the joint operation of the current FRS Center, SAI and Hamilton will take extensive measures to insure that the facility meets the confidentiality needs of our consumers. The CA work stations will be arranged in such a manner to insure privacy. They will have walls preventing others from seeing what is typed and overhearing conversations. As a self-contained area, general public access to the relay center is allowed only to the reception area.

All entrances will contain electronic combination locks or a key card reader. No one, outside of those directly associated with the relay center, will have access to the relay center.

### **Confidential and Proprietary Information**

As an employee, vendor, subcontractor or employee of a subcontractor, I recognize and acknowledge that during the course of my relationship with Hamilton Telecommunications (the company) I may acquire knowledge or confidential business information and trade secrets. Such information may include but is not limited to any and all aspects related to Company owned software, procedures and practices. As an employee, vendor or subcontractor, I agree to keep all information confidential and further agree not to publish, communicate, divulge, use or disclose, directly or indirectly for my own benefit or for the benefit of another individual or organization, either during or after my relationship with the Company, any confidential business information or trade secrets. Upon termination or expiration of my relationship with the Company, I shall deliver to Hamilton Telecommunications all records, data, information, and other computer media or documents I have produced or acquired. All such material shall remain the property of Hamilton Telecommunications.

Employee name (print) \_\_\_\_\_





# Florida Relay Service Proposal

Employee signature \_\_\_\_\_ Date \_\_\_\_\_

Company Representative \_\_\_\_\_ Date \_\_\_\_\_

When a complaint is made or there are allegations of a breach of confidentiality, the employee is suspended immediately until a complete investigation can be done. This investigation shall be concluded within five business days. The HR Manager meets with the employee regarding the finding. The suspended employee shall receive back pay from the date of suspension if there is no finding of a breach of confidentiality. The employment of relay personnel who, after investigation, are found to have violated the confidentiality rules are terminated. This individual is not eligible for re-hire.

## 18. Voice and Hearing Carryover

Hamilton will provide Voice and Hearing Carryover services. Hamilton provides relay users with the ability to call to or receive a call from a voice-capable caller who is hearing-disabled permitting the caller to speak his or her own message directly to a call recipient who is hearing-capable without such transmission being processed by the CA (Voice Carryover). The CA then types any conversation spoken to the VCO user so it can be read on the TTY. Hamilton can also provide VCO to TTY or VCO to ASCII services where the CA types to both parties, preventing the VCO user from having to type their part of the conversation. This is a great relay enhancement and Hamilton is pleased to offer it to Florida Relay Service. In addition, Hamilton will provide VCO to VCO services to Florida relay users. Hamilton also allows relay users to request VCO services without the normal TTY transmission that is typically required. A VCO user can connect voice and say "VCO" and Hamilton connects the call.

Hamilton's Relay Service also places calls to or receives calls from a hearing-capable caller who is speech disabled permitting the caller to hear the communication directly from the call recipient without such transmission being process by the CA (Hearing Carryover). The CA then voices any conversation typed by the HCO user to the other party. Hamilton has HCO to HCO, HCO to TTY, and HCO to ASCII services also available. Hamilton allows VCO and HCO users to utilize both TTY modes; acoustic mode and direct connect mode.

This proposal contains a comprehensive description of the method used to achieve this type of service.

### VCO - TRS IN

VCO users calling a voice person will experience the following:

The CA will say to the voice person, "Florida Relay Service CA #\_\_\_\_. Are you familiar with the relay?"

If yes: "Are you familiar with Voice Carry Over?"

If yes: "One moment please."



## *Florida Relay Service Proposal*

If no: "The person calling you has requested voice carryover so they will be speaking directly to you but everything heard will be typed to them. Please direct your conversation to the caller and say 'Go Ahead' when you are finished speaking."

"One moment for your conversation to begin."

If no, the person is not familiar with the relay:

"The person calling you is using a text telephone. The caller has requested voice carry over so they will be speaking directly to you, but everything heard will be typed to them. Please direct your conversation to the caller and say 'Go Ahead' when you are finished speaking."

"One moment for your conversation to begin."

### **HCO - TRS IN**

HCO users calling a voice person will experience the following:

The CA will say to the voice person: "Florida CA # \_\_\_\_\_. Are you familiar with the relay?"

If yes say: "One moment please." Say to the TT user: "TDD caller GA."

If no: The person calling you has requested hearing carry over. As their conversation is typed it will be voiced to you but they will hear you speaking to them. Please direct your conversation to the caller and say 'Go Ahead' when you are finished speaking.

One moment for your conversation to begin."

If no, the person is not familiar with the relay:

"The person calling you is using a text telephone. The caller has requested Hearing Carry Over, so as their conversation is typed it will be voiced to you, but they will hear you speaking to them. Please direct your conversation to the caller and say 'Go Ahead' when you are finished speaking.

One moment for your conversation to begin."

### **Other Call Types**

Hamilton has several call types available for relay users. All of these call types follow the call flow process described above. Hamilton will provide all of these additional call types as part of its base price.



# *Florida Relay Service Proposal*

## **VCO to HCO and HCO to VCO**

This enhancement allows someone that is Deaf or Hard of Hearing to use their own voice to communicate with someone that has a speech disability. With this feature the CA sets up the call and the VCO caller voices to the speech disabled party. The hearing impaired party then uses the TTY to respond. The VCO caller gets the response on their TTY without CA intervention.

## **HCO to TTY or ASCII and TTY or ASCII to HCO**

HCO to TTY is a feature that enables a party with a speech disability to communicate to another TTY user. This allows the HCO user to hear the conversation rather than read the TTY response. The CA voices the typed conversation from the TTY user to the HCO user. The HCO user's typed response goes directly to the other TTY user with no intervention from the CA.

## **VCO to TTY or ASCII and TTY or ASCII to VCO**

VCO to TTY is a feature that enables a party that is Deaf or Hard of Hearing to communicate by voice to another TTY user. The VCO user voices the conversation and the CA types it to the other TTY user. This prevents the VCO user from having to type his/her own conversation. The TTY user then types their response back to the VCO user without any intervention from the CA.

## **Two-Line VCO**

SAI first conceived the Two-Line VCO calling feature in 1992, in response to a Wisconsin customer's calling needs expressed through the Customer Service line. This feature allows a customer who cannot hear but has intelligible speech to use ASCII while maintaining complete control and inter-activity during phone calls. SAI's nationally recognized expertise in this area has led to numerous requests for presentations about the Two-Line VCO feature at national conventions held by such groups as the Association of Late Deafened Adults, Self Help For Hard of Hearing People and the Southeast Regional Institute on Deafness. These presentations have varied from verbal explanation of the Two-Line VCO concept to the actual hands on step by step instruction of setting up and completing a call. Feedback from presentation participants has been extremely enthusiastic.

To place a Two-Line VCO call, the ASCII user calls relay via the ASCII line, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice the ASCII customer dials out and conferences in the third party (the party they want to speak with). Now, the CA only types what the third party says. The CA is virtually invisible to the voice customer. The advantages to this feature include:

- freedom in dialing calls from originator's own telephone
- use of ASCII for enhanced speed and elimination of turn taking (lag time)



## *Florida Relay Service Proposal*

- total call control
- CA/Relay invisibility

### **REVERSE Two-Line VCO**

It is necessary to use reverse Two-Line VCO when a person who cannot hear but can speak receives a call from a standard phone user. The use of reverse Two-Line VCO can greatly reduce the frustration of receiving a call and not being able to understand what is being said.

When their phone rings, the Two-Line VCO user answers normally with their voice and asks the caller to hold a moment. The Two-Line VCO user then speed dials the relay, and conferences the CA into the call. The CA is then instructed to call their second (ASCII) line. All of this occurs in a matter of seconds and from that point on, the CA focuses on typing what the voice caller is saying. Again the CA and relay are invisible.

The advantages to this feature include:

- freedom in receiving (not only placing) calls as they come in
- use of ASCII for enhanced speed and elimination of turn taking (lag time)
- total call control
- CA/Relay invisibility

### **VCO to VCO**

A new enhancement called VCO to VCO (or voice to voice VTV) calls are available upon request. This process allows two people who are hard of hearing or late deafened (who may be elderly and find typing difficult) to use their own voices. To initiate a VTV call, after dialing into and connecting with the Florida Relay Service, the caller types VTV, the CA then proceeds.

A new type of TTY without a keyboard, called the Ameriphone, makes using the phone "normal" again for customers who have grown up using the standard telephone. VTV calls are ideal for persons who never learned to type or for whom typing is too difficult. For example, two elderly, hard of hearing, friends can chat with one another via Florida Relay, understanding everything the other says (by reading it on their visual display) but never needing to type. The VTV feature is available from all workstations.

### **HCO to HCO**

HCO to HCO allows speech impaired person to know that his/her typed text is being voiced properly. The CA voices the typed conversation from each HCO user to the other HCO user. Hamilton is currently making this service available to its relay users. Hamilton is hopeful this service will be in place prior to June 1, 2000.

## **19. Obscenity Directed to the CA**

Hamilton's standard procedure for any obscenities directed at a Communication Assistant is to request that the supervisor on duty take over the call. The supervisor on duty is instructed to



## *Florida Relay Service Proposal*

determine why the obscenities are being directed to the Communication Assistant and explain the inappropriateness of such comments in an attempt to resolve the situation to caller's satisfaction. Normally our supervisor would continue to handle any calling activity on that particular call unless the supervisor is comfortable that the call can be turned back over to the Communications Assistant and successfully continued.

### **20. Emergency Calls**

Hamilton currently handles emergency calls as expeditiously and effectively as possible even though the center is not designed to be a substitute for 911 centers. Hamilton's procedure for handling such calls is as follows:

If the caller has the local emergency numbers, which needs to be accessed, the call is promptly placed and handled in the same manner as any other relay call.

In the event that the caller does not have the access number to 911 and the emergency appears to be of such a nature that time will not permit the caller to hang up and call directly to 911 or the relay user does not have access to 911 services, Hamilton has access to an emergency database that is a part of its relay database package. When a call has been determined to be an emergency, the CA selects the "emergency call" box option on the software at the workstation. Hamilton's relay software then takes the NPA/NXX information from the ANI of the incoming call and matches it to information in its database. The ANI indicates what city or county a call is coming from. This information is then cross-referenced to a list of towns and counties in the State of Florida stored in the database. Once this search is complete (it only takes a few seconds) the correct emergency telephone number is loaded automatically into the "outdial" box and the CA can immediately dial the appropriate emergency personnel.

The key to providing the best service in emergency situations is to maintain an updated list of Public Emergency Service Answering Point numbers. Hamilton does this today for Nebraska, Idaho, Louisiana, Kentucky and Wisconsin and would provide the same type of service to Florida at no additional cost. Hamilton believes this is just one more feature that takes Hamilton's Relay Service package to a higher level of quality and completeness.

Hamilton is not intending to be a 911 center; however, as stated above we will not turn away an emergency situation and Hamilton will take all reasonable steps possible to get the call placed and summon any necessary help. During the course of any such calls, the Communication Assistant continually attempts to solicit as much information as possible about the nature of the emergency so that in the event that the caller cannot complete the call for any reason, the CA may have an opportunity to seek out the appropriate emergency assistance. The CA then gives the dispatcher any pertinent information collected on the call. If time allows, the CA will let the relay user give this information to the dispatcher through normal call practices.

Hamilton's automated emergency database brings a great deal of security to relay users.



# Florida Relay Service Proposal

## 21. Blockage

Under normal circumstances no more than 1 call in 100 will receive a busy signal when calling the relay center. Currently, Hamilton has never even come close to as high as 1 call in 100 receiving a busy signal. For the most recent 12 month time period in which statistics are available 0% of our calls received a busy signal when calling any of Hamilton's relay centers.

Blockage never happens. The overflow circuits to Louisiana described in this Tab and in Attachment 9 and in the Disaster Recovery Plan section provides additional capacity in the event that our primary incoming trunks are used or for some reason are out of service. There has been no blockage at our Louisiana or Nebraska switch because our local switching and network capacity is well in excess of any peak load requirement. Relay users never receive a busy signal from Hamilton. If a relay user does reach a busy signal, there is a problem somewhere else in the network that is not under Hamilton's control (i.e. local network, long distance network, etc.). Hamilton always sends continuous ringing. If Hamilton's switch is down (very unlikely) intercept messages are used. Hamilton's network maps in Attachment 1 show how much flexibility Hamilton has in call processing. It also shows the number of incoming trunks. Hamilton will add nearly 96 trunks to its system for Florida traffic. As a result, blockage will not exist.

## 22. Answer Time

Hamilton will answer 90 percent of all TRS calls within 10 seconds and average answer time shall not exceed 3.3 seconds on a daily basis. Relay users do not wait long for a Hamilton Communication Assistant to answer the call. *Hamilton is dedicated to providing high quality relay service to all its users and will maintain high standards for Florida Relay Service.*

Average answer time is posted in the relay room on a routine basis daily. The Supervisor workstation receives an indication on screen if calls are coming in queue waiting to be answered. The Supervisors are responsible for making sure that when that alert comes up that all available CA resources are logged in to the system and answering calls.

Hamilton understands the definition of answer time in the RFP and will calculate this average appropriately. These numbers are compiled daily to measure the quality of our relay services. The percentage of calls answered within 10 seconds will be reported to the TRS Administrator on the Monthly Statistics Report each month (see sample reports in Attachment 3).

Hamilton has the ability to monitor this statistic on a real-time basis via a monitoring system that is accessible to management and supervisors. This allows Hamilton to respond accordingly by adding more Communication Assistants when necessary. Daily activity reports used for internal management purposes also track this information. The information reported to the TRS Administrator is taken from Call Detail Records ensuring the accuracy of the data. Each call detail record tracks the amount of time a call waits to be answered. This "queue time" field is analyzed and reported to the TRS Administrator.

Hamilton begins measuring average answer time from the moment a relay call arrives at its relay switch. Hamilton has no control over the amount of time it takes a call to reach Hamilton's



## Florida Relay Service Proposal

switch since the call is routed over the public-switched network, nor can Hamilton measure this time. Please refer to the pricing proposal for a "graphical" timeline that explains when Hamilton begins timing relay calls (from the moment an inbound call reaches our switch). Hamilton's timing is very accurate as no rounding takes place since this time is measured in seconds.

*Hamilton's Average Answer time is very low. Hamilton provides a type of high quality relay service that is responsive not only to call volumes (ability to keep answer seconds low all the time and answer a very high percentage of calls within 10 seconds), but is also responsive to individual relay users.*

Average Answer Seconds is probably the most important indicator of quality in a relay center. It is probably the most "telling" statistic in terms of whether a relay caller has to wait for a CA to answer. In this most important area, Hamilton's average answer performance is far superior. No competitors can match Hamilton's performance.

Hamilton consistently answers faster than any of its competitors. In fact, Hamilton typically produces the lowest average answer seconds in the relay business. This is an important distinction. For example, if another provider has an average answer second time which is 3 or 4 seconds compared to Hamilton's 2 or 3 seconds (or lower), and you add this to 10,000 or 20,000 calls during a month, relay users are waiting an additional 3 to 6 hours each month for a CA at other relay centers. This does not happen at Hamilton.

Hamilton will meet the 90 percent of all calls answered in 10 seconds standard in the RFP. Hamilton understands how to calculate the percentage of calls answered within 10 seconds and will comply. All calls that wait over 10 seconds will be included in Hamilton's measurement

Following you will find performance statistics from Hamilton's relay centers over the last few months. As you can see, Hamilton's answer performance leads the industry.



## RELAY SERVICES DIVISION

# Nebraska/Idaho Quality Report

### April 1999:

Average Answer Seconds	1.6 seconds
Percentage of Calls Answered within 10 Seconds	97%
Average Percentage on Performance Testing	99%

### May 1999:

Average Answer Seconds	1.9 seconds
Percentage of Calls Answered within 10 Seconds	96%
Average Percentage on Performance Testing	99%

### June 1999:

Average Answer Seconds	2.1 seconds
Percentage of Calls Answered within 10 Seconds	96%
Average Percentage on Performance Testing	98%

### July 1999:

Average Answer Seconds	1.8 seconds
Percentage of Calls Answered within 10 Seconds	95%
Average Percentage on Performance Testing	99%

### August 1999:

Average Answer Seconds	1.4 seconds
Percentage of Calls Answered within 10 Seconds	96%
Average Percentage on Performance Testing	

### September 1999:

Average Answer Seconds	2.8 seconds
Percentage of Calls Answered within 10 Seconds	95.6%
Average Percentage on Performance Testing	99%





## RELAY SERVICES DIVISION

# Louisiana/Kentucky Quality Report

### April 1999:

Average Answer Seconds	2.75 seconds
Percentage of Calls Answered within 10 Seconds	92.5%
Average Percentage on Performance Testing	96.30%

### May 1999:

Average Answer Seconds	3.05 seconds
Percentage of Calls Answered within 10 Seconds	92%
Average Percentage on Performance Testing	95.11%

### June 1999:

Average Answer Seconds	1.3 seconds
Percentage of Calls Answered within 10 Seconds	96%
Average Percentage on Performance Testing	97.13%

### July 1999:

Average Answer Seconds	1.3 seconds
Percentage of Calls Answered within 10 Seconds	96.5%
Average Percentage on Performance Testing	97.13

### August 1999:

Average Answer Seconds	1.75 seconds
Percentage of Calls Answered within 10 Seconds	95%
Average Percentage on Performance Testing	%

### September 1999:

Average Answer Seconds	1.80 seconds
Percentage of Calls Answered within 10 Seconds	95%
Average Percentage on Performance Testing	98%



## RELAY SERVICES DIVISION

# Wisconsin Quality Report

### April 1999:

Average Answer Seconds	1.0 seconds
Percentage of Calls Answered within 10 Seconds	97%

### May 1999:

Average Answer Seconds	1.2 seconds
Percentage of Calls Answered within 10 Seconds	97%

### June 1999:

Average Answer Seconds	1.1 seconds
Percentage of Calls Answered within 10 Seconds	97%

### July 1999:

Average Answer Seconds	1.1 seconds
Percentage of Calls Answered within 10 Seconds	97%

### August 1999:

Average Answer Seconds	2.1 seconds
Percentage of Calls Answered within 10 Seconds	94%

### September 1999:

Average Answer Seconds	2.1 seconds
Percentage of Calls Answered within 10 Seconds	94%



## Florida Relay Service Proposal

### 23. Equipment Compatibility

Hamilton has all of the necessary equipment needed to be capable of receiving and transmitting either Voice, ASCII or Baudot formats. Hamilton's modems can also auto-detect the difference between ASCII and Baudot signals within the same modem so that each call is connected correctly. Hamilton's workstations and switching mechanisms are flexible enough to process other codes as they become industry standards. Hamilton will also furnish all necessary telecommunications equipment and software to be capable of communicating with ASCII calls at the correct Baud rate. Hamilton's relay platform is compatible with all the basic protocol of TDDs distributed in Florida.

Hamilton has an automatic identification of connection speed system within its relay platform. This feature provides automatic connection at the speed of the equipment used by the caller for any caller who has used Hamilton's Relay Services at least one time before. Our switch has a "self-learning" database which is updated the first time callers reach our center with their originating telephone number and the speed at which they connected to our center. Hamilton first sends turbo code signals and then ASCII signals to the new relay user. If no connection is made, Baudot tones are then sent. Once a connection is made, this information is recorded and stored with the relay user's associated ANI in Hamilton's database. A first time caller through Hamilton's relay center call type identification time will vary depending on the equipment used. Since Baudot tones are the last tones sent, relay users with this type of equipment will wait a few seconds more on the first call. However, after the relay user's first call, the connect time is reduced significantly since Hamilton recognizes the user's ANI and connects at Baudot immediately on the next call. After the first call, our center's equipment automatically connects at the correct speed the next time it is connected to that particular telephone number. The advantage to the relay user is that connections are made faster with more reliability. Our internal testing indicates that this feature and the manner in which we have deployed it saves anywhere from 2 to 5 seconds of call set-up time compared to other centers.

### 24. Transmission Levels

All transmission circuits will be owned by Hamilton or purchased from an authorized interexchange and/or local exchange carrier. These facilities will meet or exceed FCC and Public Service Commission interexchange performance standards for circuit loss and noise. Currently all of Hamilton's relay centers are meeting standards outlined in the American National Standard Institute (ANSI T1.506-1977) and will continue to meet any updated standards during the term of the contract.

### 25. Measuring Equipment Accuracy

Hamilton understands and will comply. Today, Hamilton's accuracy greatly surpasses 97 percent. Hamilton will provide a very high level of reporting accuracy to the State of Florida.



## *Florida Relay Service Proposal*

### **26. Emergency Operations and Uninterruptible Power**

#### **Disaster Recovery Plan**

Hamilton's disaster recovery plans are designed to insure an efficient and effective return to operation. Throughout this section, Hamilton describes several different scenarios and how Hamilton will continue its operations.

Through the routing and backup capabilities that Hamilton has as a result of four centers, Florida Relay Service should rarely if ever experience any type of downtime. The Baton Rouge and Nebraska centers connect to fiber facilities on sonet rings to carry incoming and outgoing relay traffic from our IXC's point of presence to the center. (See below). Hamilton uses dual processor switches in its two switches and will do so for its third switch in Florida. This type of network security guarantees continuous technical service. It would take many major trunk outages on several major independent routes for Hamilton to be without service in any of its centers. With this configuration our technicians are almost always in a position of having at least one routing option and more than one switching option as a backup in the event of any failure in hardware or software.

#### **Switching System**

Hamilton's switching systems contain a fully redundant central processing unit on hot standby with automatic failover. It also has a redundant power supply on hot standby. Hamilton maintains an inventory of spare critical components for the switching system onsite to ensure that the required levels of service are met.

The onsite switching system spares include:

- D4 channel bank
- All required channel bank cards
- T1 CSU packs
- Switching system data port card with multiple cards
- Switching system line card with multiple lines

If one of Hamilton's switching systems cannot be returned to service by transferring control to redundant equipment, the calls automatically will overflow to the other switching system. Hamilton's switching systems are designed to provide a very high level of operational security with two fully redundant processors and power supplies. Two fully redundant control systems, which include keyboard, monitor and printer capabilities, are used to control and monitor each of the switching systems. The control systems provide online system monitoring and real-time programming capabilities that will not take the system off-line and the ability to perform preventative maintenance or repair while the system is online. Remote capabilities are also provided so the system can be remotely monitored, reconfigured or controlled as necessary. All of this is provided to insure the required levels of service are always met.

- (1) If a disaster affects incoming circuits on the public switched network, traffic is automatically rerouted around fiber rings in the local or IXC network without any call



## *Florida Relay Service Proposal*

interruption. These circuits are on redundant fiber rings and can survive physical cuts in one location without interruption to relay calls.

(2) If the disaster is such that the outbound and/or inbound circuits are effected on the entire network on all facilities (very unlikely) then the traffic would be rerouted by automatic overflow through a diverse and separate existing public switched route to the unaffected switch site. The Nebraska Center's provisioned public switched network routes provide us the option of going three different directions for the incoming and outgoing circuits needed to operate the Nebraska center. One direction is through facilities going east from Aurora using our east fiber ring and then continuing east using a combination of copper and fiber facilities owned by Lincoln Telephone to the carrier's point of presence in Lincoln, Nebraska. Another route which is used for outgoing interlata traffic goes west of Aurora using our second fiber ring through Doniphan, Nebraska then Hastings, Nebraska and onto Lincoln Telephone's fiber ring back to all of the major carrier's point of presence in Lincoln. A third route, which is all fiber, and is the primary route used for all incoming and outgoing intralata relay traffic runs between Aurora and Grand Island, Nebraska. Once in Grand Island, incoming call traffic reaches Hamilton's Point of Presence in Grand Island and is hauled to the Nebraska Relay Center. Depending on the location of the disaster, Hamilton can assign priority traffic to go on any of these routes. (Please see Hamilton's network diagram in Attachment 1 for a visual picture of Hamilton's multiple routes.) The Louisiana Center also has multiple routes and the Florida Relay will have the same.

With multiple redundant routes even at the local loop level, Florida Relay Service traffic will reach a Hamilton relay switch for call processing. This type of configuration assures network security for Florida relay users. With three switches, Hamilton will be able to process relay calls. When one site is down, calls will automatically be routed to a switch in operation.

If the Florida switch is not operational, all incoming calls will automatically be rerouted over another network facility (see Attachment 1 for detailed information about Hamilton's relay network) to the Louisiana Center immediately or vice versa. This will be pre-programmed into the network. Full reporting capabilities will be maintained throughout this whole process. If call volumes are higher than what can be processed in Louisiana, Hamilton has intercept messages in place.

(3) If a disaster would result in the destruction of our equipment requiring replacement components not maintained on-site, Hamilton will overflow all of its relay traffic to the three centers not affected by the disaster. Traffic simply can be routed to the other centers still in operation while the other center becomes operational again. This acts as an additional level of security.

When provisioning the network for the Relay Center, Hamilton installed the necessary circuits to connect the Wisconsin Center in Madison to the Louisiana Center in Baton Rouge for call routing and switching. A complete facility in Aurora, Madison and in Louisiana including alternate circuits, equipment, and staff act as an alternate facilities as needed.





## Florida Relay Service Proposal

In addition, calls will be rerouted back to another center for overflow purposes if we are experiencing long queue times at any center. No calls will be dropped during this overflow process and users will not notice any difference in call processing.

At almost all points in Hamilton's network and in the AT&T networks used by Hamilton, circuits used for originating and terminating the traffic have redundancy levels equivalent to or exceeding those used for voice conversations in the Public Switched Network.

By having four relay centers, two or three main switching points with dual processors, many alternate facilities for the routing of relay calls and backup switching equipment, Hamilton is in a position to insure that Florida Relay Service will experience minimal downtime as a result of network or switching failure. A disaster of large proportions would need to occur to knock out all four centers at the same time since all four centers are geographically separated by great distances. Hamilton takes great pride in its reliable and quality relay services. Provisioning its switching and routing network in such a manner to secure very little to no downtime is just another example of Hamilton's dedication to relay users.

Hamilton will notify the Florida TRS of any disruption of service that last more than 5 minutes as soon as possible. Hamilton will inform the Florida TRS Administrator of the problem, how it will be corrected and when relay service will return to full operation. Hamilton will submit a written report to the Florida TRS Administrator for any disruptions in service. As emphasized above, Hamilton has all of the necessary network and switching mechanisms that it can control in place to prevent all downtime.

Hamilton's working disaster recovery plan is in Attachment 6. This document covers specific disasters and the specific steps to follow to restore service. This document continues to evolve as new technology and procedures are implemented.

### Uninterruptible Power System

Hamilton's Florida Relay Center will fully comply with the requirements set forth in the RFP. An uninterruptible power source will be available to operate the center at full capacity for extended periods of time.

The power system will support the switch and its peripherals, switch room environmentals (air conditioning, fire suppression system, emergency lights & system alarms), CA consoles/terminals, CA work-site lighting and Call Detail Record (CDR) recording.

Hamilton provides auxiliary power sources for nine central offices in addition to all its relay centers. The Company has significant experience at purchasing, installing, testing and insuring that such back-up equipment is in place. All of Hamilton's back-up power systems are comparable to central office auxiliary power sources in terms of time and capacity.

Employees will be given instructions to follow during emergencies. In addition if an emergency in the State cause volumes to go up Hamilton will overflow and route calls to other centers.



## *Florida Relay Service Proposal*

### **27. Intercept Messages**

Hamilton will provide a system with automated backup capability to other centers. This should eliminate the need for intercept messages if people resources are available at the unaffected center. If the traffic cannot be rerouted due to multiple circuit failures or for any other reason, the callers will be notified with the appropriate type of intercept messages. All intercept messages for problems with the inbound circuits are under the control of the inbound service provider.

### **28. Service Expansion**

Hamilton currently has additional capacity at all of its relay centers. The Florida Relay Center will also have to accommodate the current traffic volumes for the State of Florida as well as any growth throughout the term of the contract. **Hamilton has always maintained at least 10 percent more workstations than normally needed at peak load times to accommodate sudden growth and will do the same at the Florida Center.**

The following factors have all been taken into consideration should expansion to accommodate increased call volumes be necessary:

- Hamilton currently has 45 to 50 workstations in operation in the Baton Rouge facility with capacity to add 10 to 15 more workstations. Thirty-two workstations are in operation in the Madison facility with the capacity to add 10 to 11 more workstations. The Wisconsin facility can easily be remodeled to accommodate another 20 to 25 workstations for a total of 30 to 40 new workstations in the Wisconsin facility. **There is more than enough capacity among Hamilton's current relay facilities to accommodate any growth for Florida. The combination of workstation capacity available in all of Hamilton's relay centers and the fact that the Florida Relay Center will also have additional capacity for more workstations will certainly provide for adequate expansion. Hamilton can obtain workstations within one week if needed.**
- As described in the equipment description portion of this proposal, Hamilton's equipment hardware and software is more than adequate to expand for any level of traffic reasonably anticipated by FRS. Trunking capacity in our toll routes and our interexchange routes going out of the Florida Center will be adequate for any level of expansion. All of the technical requirements could be provisioned to handle any increase in call volume and could be put in place quickly. If additional incoming circuits and outgoing circuits are needed from our network service provider, we can provision additional circuits within one month while using overflow routes to other centers handle traffic in the meantime.
- As a matter of practice for all of our centers we project traffic levels out for 12 months ahead and will do so for Florida. This has allowed us to sufficiently predict Communication Assistants needed, workstations and other facility needs. Any expansions made for Florida relay traffic would be done while still continuing to maintain all standards in the RFP. Hamilton has a great deal of experience in meeting the traffic demands of relay users. Our experience and dedication to serving the relay community will continue to be an important benefit and certainly positions Hamilton to meet the needs of Florida relay users.



## Florida Relay Service Proposal

- Hamilton and SAI are always looking for professional and qualified people to become Communication Assistants. Hamilton has certain standards and work practices that must be met and for these reasons, Hamilton never wants to pass up a qualified CA candidate. Hamilton has also been very successful in the past at getting employees to volunteer to work over time to cover unexpected increases in traffic load until such time as staffing needs are met. Hamilton has met in its current states and will meet for Florida Relay Service all service standards and contract requirements.

With these pieces in place, Hamilton can easily accommodate any increases in traffic volume for the State of Florida.

### Staffing for Call Volume/Usage Patterns

Hamilton monitors staffing patterns on a daily and weekly basis and compares it to hourly answer times and call volume reports to ascertain the efficiency of staffing schedules and the need for adjustments on a daily, weekly or monthly basis. Hamilton has developed an advance scheduling tool that uses the Erlang formula to predict the number of CAs needed for each hour of each day. Hamilton generates historical data reports and future scheduling reports to determine if enough CAs are available to meet projected demand for each day.

Hamilton estimates hiring 180 to 210 Communication Assistants to begin operating the Florida Relay Service. For every increase of approximately 5,000 minutes in operator work time per month an additional Communication Assistant will be hired. This may vary as usage peaks and valleys develop. However, the following graph which depicts expansion levels by staffing category is based on adding a Communication Assistant for every increase of 5,000 minutes in operator work time per month.

Communication Assistants	Supervisor	Assistant Manager	Manager
180	11	1	1
190	11	1	1
200	12	1	1
210	12	1	1
220	13	1	1
230	13	1	1
240	14	1	1

Hamilton believes that the following expansion schedule will meet and exceed the FCC standards for relay service over the life of this contract. However, Hamilton recognizes the changes in technology and use of the relay may change during the contract and will make the necessary changes to its plan (if any are required) to ensure that all standards are met and exceeded.





## *Florida Relay Service Proposal*

### **29. New Technology**

As stated throughout this proposal, Hamilton's relay platform is in the best position to upgrade to new technology.

As one can see, Hamilton's relay platform makes use of the latest switching and telecommunication technology available. Hamilton's switch is a high-speed, stand-alone, non-blocking digital switching matrix. The system is fully redundant to insure quality, reliable performance. Common equipment frames can be added to accommodate any expansion necessary. The system utilizes a standard T1 interface that enables it to be linked to other digital switches. The system is set up to automatically access the secondary operating system on the switch with no human intervention. The system auto-detects any problems and moves to the secondary system immediately if necessary. The relay switch system and workstations access a database to provide the ASCII and Baudot interfaces to the text user and the basic database access. Redundant Windows NT servers are used to store the database containing all information required to run the workstation application.

Hamilton's integrated workstations provide both voice and data paths to support basic relay functions. The workstations access the switch host which is a high-speed processor running the UNIX operating system to support the programmable relay switch environment. The switch host processes requests from the workstation and sends commands to the switch to control the communications environment.

The workstation also accesses redundant database servers, out which are high-speed processors running the Windows NT operating system. The database server provides information about the call routing, and the user preferences.

Hamilton has organized its relay workstation software making it easy for the Communication Assistant to keep track of the originating and terminating parties. Everything typed to or typed by the originating party is in capital letters. Everything typed to or typed by the terminating party is in lower case. Each party has its own "window" making the system even more efficient – one box contains the text conversation received and the other box contains the conversation typed by the Communication Assistant. Because Hamilton can process a variety of call types, including VCO to TTY in which the CA types to both parties, Hamilton has established an easy mechanism that allows Communication Assistant to dictate and change which party receives typed communication. The workstation has the ability to abbreviate standard messages (macro keys) and handle them with one keystroke thus saving call set-up, connect and wrap-up time. The workstation can also be monitored by the supervisor workstation for training and quality assurance purposes. **All of these features assist the CA in controlling the flow of the conversation, assuring that clear conversation takes place, while at the same time promoting efficiency at the workstation.**

Using flexible software and hardware (ie. common equipment frames, standard T1 interfaces, windows NT servers, UNIX operating System, etc.) where components can easily be modified in order to accommodate new technology, Hamilton has the ideal relay platform for today's rapidly



## *Florida Relay Service Proposal*

changing technologically advanced environment. Hamilton can quickly add new features and make changes based on the input from relay users and from our internal evaluations.

Hamilton is involved in several national organizations which allows it to keep abreast of emerging technologies. Gary Warren, Hamilton's Executive Vice President, is currently Chairman of the NECA Relay Advisory Committee. Hamilton is also a sponsor of NASRA and participates on several Relay Industry Teams. Through these organizations and its participation in national meetings and tradeshow, Hamilton is kept well informed of the latest happenings within the relay industry. Hamilton will keep the Florida Public Service Commission and the TRS Administrator informed about any new types of technology.

When determining if new technology is viable, Hamilton tries to balance the benefit of the new technology with how accessible the new technology would be to the majority of relay users and how much it would cost relay users in new equipment to receive the benefit of the new technology. If the benefits are greater than the costs and the new technology could be accessed by the masses and some type of standard has been developed in the industry for the new technology (the service is reliable, telecommunication network elements are in place and accessible, the service has been tested and approved by Hamilton's equipment vendor, etc.) Hamilton will go ahead and implement the new feature if so desired by the State. **The Florida Public Service Commission will be given the opportunity to purchase any enhancements or upgrades Hamilton makes during the life of the contract.**

If Hamilton develops a new feature or service, Hamilton will share this information with the State of Florida. Depending on the nature of the circumstances, Hamilton will indicate to the Department and the TRS Administrator whether or not certain information is proprietary. Hamilton will then take the appropriate action to secure confidentiality from the State via some type of nondisclosure agreement.

Hamilton has a history of implementing new types of technology and services without charging the states any additional amount. Routine improvements are a part of our service and will continue to be implemented without further charge to the State. If new technology develops with different cost elements, Hamilton will, in good faith, negotiate an appropriate pricing structure with the State. A sample formula which Hamilton may use to price these new types of technologies is cost plus 10 percent. Depending on the type of feature, it is difficult to know if prices would be based on a per minute rate or a flat fee. All of this is certainly negotiable as new technology develops.

### **30. Consumer Input and Participation in Advisory committee and FPSC Proceedings**

Hamilton has a reputation for responding to the needs of its customers. This is because Hamilton understands the importance of relay user input in providing a high quality relay service. Through the various input mechanisms Hamilton has in place to gather consumer input to its friendly staff who are willing to go the extra mile for all customers, Hamilton Relay Service delivers a very high quality relay service.



## *Florida Relay Service Proposal*

Hamilton will continually seek input from the Advisory Committee and the Commission in regards to the quality of the relay service. Advisory Committee members and the Commission are encouraged to use the relay often. In other states that it serves, Hamilton has established a network of users over the internet to gain instant feedback and to gain feedback often.

Hamilton staff will initiate e-mail to key leaders in the relay using community asking for feedback. Hamilton takes this feedback and makes any changes immediately. In addition, Hamilton anticipates meeting with the Advisory Committee and Commission Staff (as needed) frequently. This feedback will be invaluable to Hamilton as we strive to provide the best relay service in the country for the State of Florida. Hamilton has not included travel or per diem costs of the FPSC or its Advisory Committee in its bid price.

Hamilton also uses a survey to gain feedback from relay users. A sample survey results page can be found in Attachment 3. This survey will be given to user groups, to Advisory Committee members, to Commission Staff, and to as many other relay users as possible. Hamilton uses this tool to determine if the relay is improving and to identify areas of weakness. Hamilton has had a great deal of success with its survey tool and will continue to use it and tweak it so that Hamilton can continue to monitor its progress. The results of any service quality evaluations shall be reported to the FPSC office within 15 calendar days after the last month in each quarter.

Hamilton also does its own monitoring for quality. Please see section number 8 in this tab for detailed information about Hamilton's internal quality processes.

Some of the ways Hamilton gathers its consumer input are listed below:

1. Hamilton actively uses its customer service number to gather input from relay users. Any time a suggestion, compliment, policy review request, or complaint is given, Hamilton makes a record and responds appropriately via a letter, more information or through its complaint resolution process (see number 31 in this tab).
2. Hamilton currently works through the various associations of users, which can be identified in Idaho, Nebraska, Kentucky, Wisconsin and Louisiana, and would do the same for the purpose of lining up such user group meetings in Florida. Hamilton has and will continue to use some survey options that might be employed for further determining and obtaining customer feedback. User group meetings will be held in various regions of the State.
3. Hamilton's Contract Manager will solicit consumer input through evaluations and other informal mechanisms from the relay community. The Contract Manager will be a resident of Florida and will be very involved in the relay community through organizations, groups and one-on-one sessions. Relay users will be given the opportunity to express their opinions and offer suggestions each time the Contract Manager is present.
4. Hamilton will use the Advisory Committee and other organizations to determine the satisfaction of Florida Relay customers with the quality of service provided. Hamilton will, as a regular procedure, meet with customer user groups and focus groups at various locations in the State of Florida for purpose of obtaining additional input. These groups will be made up of individuals independent from the relay center. Hamilton will file a report with the Florida Public Service Commission office as to the number of user group or focus group meetings held,



## Florida Relay Service Proposal

the results of evaluation efforts, recommendations, and actions Hamilton has taken to respond to any actions which would appear necessary from those consumer input devices. Hamilton currently works through the various associations of users which can be identified in Idaho, Nebraska, Louisiana and Kentucky and would do the same in Florida for further input.

Recommendations made by users will be carefully evaluated by Hamilton and shared with the Advisory Committee. If the recommendation seems to benefit the majority of relay users and does not cost anything additional to provide, Hamilton will implement with the permission of the FPSC. If the recommendation will cause Hamilton to incur additional expense, Hamilton will so state and present the needed figures to the FPSC. The FPSC can then decide whether or not to implement the recommendation.

5. Hamilton will work with organizations serving hearing and speech impaired individuals across the state. to conduct periodic community forums. Hamilton does this today in the States of Nebraska, Idaho, Kentucky and Louisiana and will do so for Florida. Hamilton will use these community forums to gain user input on the quality of the relay service and to respond to questions and concerns about the relay service.

6. Users will be able to access Hamilton's Florida Relay Customer Service 24 hours a day and is accessible to both TTY and non-TTY users. This line will be used to complete all customer service functions at no additional charge. to the FPSC Hamilton's customer service department will instruct relay users on how to place calls through the relay, share tips for improving efficiency, and answer questions about new services or about any changes which have been made. Hamilton's Customer Service Department will also assist relay users with billing questions, equipment testing, and provide a variety of referral numbers to State Organizations, other long distance carriers, and ADA inquiries. This information will also be distributed through a variety of, user group meetings which will be held throughout the state and through the many deaf, hard or hearing, and speech impaired organizations throughout the State of Florida. This number is also the contact point for people wishing to compliment or complain about the service.

All information gathered will be presented to the Advisory Committee and discussed as necessary. Hamilton looks forward to using the input of users across the State of Florida in order to develop a truly customized relay service that meets the needs of the relay users in Florida.

Hamilton's responsiveness and dedication to the customer will make the job of the Florida Advisory Committee easier. In fact, Hamilton encourages the evaluation committee to contact the appropriate individuals listed in Attachment 5 to determine our current level of responsiveness to the states we serve. Through its community forums, user group meetings and internal customer service systems, Hamilton is able to implement changes quickly and satisfy customers almost immediately in most cases. Hamilton's consumer input mechanisms truly allow us to "Connect Every Call with Care."



## *Florida Relay Service Proposal*

Hamilton's Contract Manager shall participate in all meetings of the Advisory Committee and all FPSC workshops and hearing relating to relay service. From time to time, Hamilton's Director of Relay Service, Dixie Ziegler, will also participate in these meetings.

### **31. Complaint Resolution**

Hamilton will provide a 24 hour a day, 7 days a week customer service via a toll-free telephone number, accessible from anywhere in the U.S., to assist callers with Florida TRS inquiries. Trained SAI personnel will staff this 800 line. Customers may also contact Hamilton via e-mail through a web-site that will be developed strictly for Florida Relay; through a Supervisor on the relay floor; in person; as well as in writing. CAs will not handle any inquiries or complaints. Any caller to the relay center having a complaint will be able to reach a supervisor or customer service representative while still on line during a relay call. All personnel who handle Customer Service inquiries will have extensive training on Deaf Culture and the needs of people with speech and hearing disabilities.

In the event of complaints regarding Florida Relay Service, trained staff will follow an established procedure of complaint resolution. This process varies depending on the gravity of the situation.

- Inquiries for materials will be directed to the Florida Relay Service Outreach Manager. This person will be responsible for sending the appropriate materials and insuring the customers' requests have been met.
- Feedback involving CA 's will be directed to the CA's Supervisor and the Assistant Program Director. Positive feedback will be shared with the CA. Constructive feedback will be shared with the CA and appropriate coaching, re-training and counseling steps will be taken by the primary Supervisor to resolve the situation.
- Complaints regarding service/procedure issues are directed to the appropriate internal personnel. Technical issues are given to Hamilton's technical support staff and addressed immediately.

All contacts made through the toll-free Customer Service number, in writing or in person including complaints will be documented in the Customer Service database. All complaints and resolutions are documented in this database. All customer service information is kept on file and available to the Commission upon request. (See sample of the screen in Attachment 1. As one can see each database record includes the name and/or address of the complaint, the date and time received, the CA identification number, the nature of the complaint, the result of the investigation, the resolution of the complaint and date of the investigation. The customer service representative responsible for handling the complaint is also indicated. All reports are reviewed by the Contract Service Manager to ensure that any complaints have been resolved to the customers' satisfaction. Most customer service complaints are resolved by the Customer Service Team. If further action is needed, the complaint is escalated to the SAI Program Director, the Hamilton Contract Manager, the Director of Relay Service for Hamilton, and lastly to the TRS Contract Administrator. All complaints will be resolved within 10 calendar



# Florida Relay Service Proposal

days depending on the complexity of the problem. All customer service activity will be reported. Hamilton's Contract Manager shall participate in all meetings of the Advisory Committee and all FPSC workshops and hearing relating to relay service. From time to time, Hamilton's Director of Relay Service, Dixie Ziegler, will also participate in these meetings.

Past SAI TRS Customer Service records show that 98% of complaints are resolved in 24 hours or less. Summary reports are submitted monthly to the TRS Contract Administrator. To view a Sample "Monthly Customer Service Report" please refer to Attachment 3.

Hamilton will respond to all issues from the commission in writing within 15 days after receiving the inquiry. .

Hamilton has had a very minimal amount of complaints in all of the states it serves with relay presently. To the best of our knowledge, Hamilton has not really had any unresolved complaints which needed to be escalated to another level for handling in any way. Hamilton encourages you to contact our Contract Administrators listed in Attachment 5 concerning both the number of complaints and the manner in which we have handled those complaints. Hamilton's responsiveness and dedication to doing "what it takes" to make it right will delight Florida relay users.

Hamilton operates its relay service in such a manner to please all its relay customers. We welcome feedback and then we use it so we are constantly improving. Hamilton not only wants to satisfy relay users, but we want to "delight" Florida relay users.

## 32. Charges for Incoming Calls

Customers will reach Florida Relay Service by dialing either the Voice, TTY, Spanish or ASCII 800 number. The call rings into the relay center at which time a CA answers and requests the called telephone number. The call is then routed to the local number in Florida for call completion. The CA then begins to relay the call. Hamilton's entire call process and CA procedures are designed to make the relay center seem invisible. To the relay user, a call looks like it was placed from his or her primary location to the call destination. Relay users do not see or get billed for the "links" going to and from the relay center. Relay users will receive no billing for local calls. Intrastate/intralata calls will be billed by the customer's carrier. Hamilton does not charge the user for making calls to the relay service.

## 33. Billing Arrangements

Hamilton is capable of processing non-coin-sent paid, collect calls, person-to-person calls and calls charged to a third party. Hamilton is also able to process local exchange calling cards and all non-proprietary interexchange company calling cards that are accessed by dialing an 800 number. All billing is based on minutes of conversation. Relay users simply inform Hamilton's CAs when they want to use an alternate form of billing. The CA selects the correct billing method from an on-screen menu and the call is then placed. The customer's carrier of choice actually bills the call (based on conversation time) as for all types. Hamilton performs no billing.



## *Florida Relay Service Proposal*

Hamilton is able to bill all local exchange line-based calling cards and all non-proprietary interexchange company calling cards, which use an 800 number. From past experience, most relay users have calling cards that can be validated through a national LIDB, which Hamilton has a validation link to or are validated by dialing another 800 number to gain access to the calling card's database. Hamilton allows relay customers to use either type of card. If a Florida LEC has a proprietary calling card without an 800 number, Hamilton will work to gain access to the card's database. Once the LEC gives Hamilton access to the calling card's database, Hamilton will be able to bill to the proprietary calling card. All interlata and intralata calls can be billed to a calling card.

As stated above, Hamilton accepts all LEC-based calling cards, non-proprietary interexchange calling cards with 800 numbers. Hamilton has established a validation link to validate all major carrier calling cards (AT&T, Sprint and MCI). Hamilton relay users also are able to use pre-paid cash cards and other debit cards for intrastate and interstate calls.

Hamilton performs no billing. Hamilton will forward information on each toll call to the customer's carrier and the carrier is responsible for all billing and collection functions, not Hamilton. The record will contain: the originating and terminating numbers and the call type (e.g., person-to person, collect). Interlata and intralata billing records will be created by the interexchange carrier as a result of the information digits and calling and called number data being sent to the interexchange carrier at the time the call is made. Billing and collection is then the responsibility of the interexchange carrier who carries the call. The format of the bill for intralata and interlata toll calls will be determined by the carrier, however, the information in the record submitted to the carrier directly from Hamilton will identify the call as a Florida Relay Call and will further designate the types of calls (i.e. third number call, direct dial call, collect call and person-to-person call). Hamilton bills no calls and receives no revenue. All billing is performed by the carrier.

Hamilton will obtain any needed billing information from the Florida LECs. This information will include any EAS and/or local optional calling plan data. Hamilton will request this information at time of relay set-up and periodically during the contract term. Hamilton will follow FPSC activity so Hamilton is aware when local calling plans have been changed. Hamilton will adjust its database so all relay users continue to receive expended local area calls free of charge.

### **34. End User Billing for Intrastate Calls**

Hamilton will provide local and intrastate calling to the users of the Florida Relay Service. Hamilton will obtain the necessary information (NPA/NXX) to build a database to identify the difference between local and intrastate calls (this includes expanded local information). This information will be obtained by contacting all Florida LECs. The calling number's ANI is then compared to the called number. The database determines if it is a local or intrastate toll call and gives the CA notification if billing information is required. If it is a local call, no billing arrangements are necessary. If it is a toll call, Hamilton will send the call to the customer's carrier of choice for billing purposes.



## *Florida Relay Service Proposal*

The customer's carrier of choice will bill all intrastate calls. This eliminates the need for Hamilton to submit any rate schedules for intralata calls. Hamilton will offer each relay user intralata presubscription, meaning that the customer can pick which carrier they want to use for their intralata, intrastate calls. This gives complete control over billing to the relay user. When a call has been defined as an intralata, intrastate call, Hamilton sends this call to its relay switching tandem. The correct carrier code is sent with each call so that the tandem sends the call to the customer's carrier. In addition, Hamilton also forwards the appropriate information digits, calling number and called number on each call as part of the call information so that the long distance company can bill the customer directly or through whatever their normal billing mechanisms may be. Each call is identified as a relay call. If relay users have signed up with their carrier of choice for a "relay" discount, the carrier will bill the call as a relay call and pass on any discounts. Hamilton has no control over these discounts, as Hamilton is not acting as a carrier. Relay users will receive one bill from their carrier of choice just like they do for all of their direct calls. Hamilton explains this type of billing arrangement at all outreach activities, in newsletters, etc. so that relay users understand how to select a carrier and find the best long distance rates.

Operator services are handled in the same manner as explained above. All intrastate operator assisted calls are sent to the customers' carrier of choice for processing.

The type of arrangement explained above gives the control to the relay user. The relay user can pick their carrier of choice (Hamilton has approximately 10 different carriers that have agreed to participate in relay equal access), receive one bill for all of their calls, and the relay user can shop for the best rates, just like they do today for calls not made through the relay. Hamilton sees this as a significant advantage to relay users. The relay user can continue to work with one carrier and the relay remains invisible. Hamilton looks forward to providing this type of service to the State of Florida.

### **Charges for Flat-Rate Local Calls**

When obtaining EAS and other information from each LEC in Florida, Hamilton will ask each LEC for information in regards to flat-rate local calling plans. Hamilton obtains the mileage for each of these plans and adds this information to its database (i.e. calls made within the particular mileage area dictated by the LEC are local calls). Hamilton's database indicates if a call is local or long distance so that the CA can process the call using the correct billing arrangements when necessary. Because Hamilton has no way of receiving "timely" information from each LEC in regards to which customers have which calling plans, Hamilton gives the most beneficial arrangement to all relay users. This ensures that customers who subscribe to the plan are not charged for calls that are defined as "local" as a result of a flat-rate local calling plan. Hamilton is using the first approach described in the RFP.

### **Charges for Expanded Local Calls and Intrastate Calls**

As stated throughout this proposal, Hamilton is not a carrier. As a result, Hamilton will not be billing relay users for expanded local calls or intrastate calls. As explained above, Hamilton will obtain the information for Expanded Local Calling areas from each LEC in Florida. Hamilton will build its "local/long distance calling" database with this information. Every relay user will





## *Florida Relay Service Proposal*

receive the benefit of an expanded local calling area as Hamilton has no way of tracking which relay user subscribes to what individual LEC calling plan. This means that every relay user will receive "local" calling for each expanded local calling area as defined by each LEC. No billing will be generated for any relay user (even if they do not subscribe to the expanded calling plan) when calling within an expanded local calling area. This arrangement eliminates the need for Hamilton to submit any rate schedules for expanded local calling areas.

### **35. Relaying Interstate and International Calls**

Hamilton will provide interstate and international calling to Florida Relay. Hamilton already provides interstate and international relay service to Idaho, Nebraska, Louisiana, Kentucky, and Wisconsin as well as any other interstate relay users which choose to use Hamilton's Relay Service.

All long distance companies which are eligible will be asked to participate in Hamilton's equal access process. As a result, Hamilton will have access to all major carriers (Hamilton already has approximately 10 major carriers). Hamilton's relay users are then able to use the long distance network of their carrier of choice. As described above Hamilton's database identifies if a call is local, intrastate, interstate or international. This information is delivered to the Communication Assistant's workstation where the appropriate billing information is obtained. Hamilton will ask all eligible carriers in Florida to also participate in equal access.

Interstate and international long distance toll charges are recorded and billed by the relay users' carrier of choice in the same manner as the carrier bills that customer for other interstate long distance calls. On each interstate call, Hamilton forwards the appropriate information digits, calling number and called number on each call as part of the call information so that the long distance company can bill the customer directly or through whatever their normal billing mechanisms may be.

Hamilton understands and will bill the NECA fund established by the FCC for the relay costs associated with providing interstate and international TRS services to Florida residents. Hamilton will provide access to interstate and international calling as a part of its contract price. Hamilton will report minutes billed to NECA and to the State.

All the major carriers (including AT&T, Sprint and MCI) which are participating in relay equal access have established the necessary trunking with Hamilton's relay switching sites providing Hamilton's relay users with a choice for their long distance provider. Hamilton will continue to offer equal access to all carriers who choose to participate. Hamilton will establish the same type of arrangement for the Florida Relay Center and offer equal access to all eligible carriers in Florida.

The carriers establish rates for interstate and international calls since Hamilton performs no billing. Hamilton does not limit relay users to one carrier. Hamilton does allow access relay users to access their carrier's calling cards as long as that carrier is participating in relay equal access. If the state's calling cards are accessed by dialing an 800 number (i.e. the relay user calls the 800 number to access the relay, gives the 800 number to the CA on the calling card, and



## *Florida Relay Service Proposal*

then gives the CA the calling card number), Hamilton will be able to process state credit card calls. As explained above, Hamilton will process interstate calls originating and/or terminating in Florida

Hamilton does not control the rates of carriers for interstate or international calls nor does Hamilton bill any of these call types. If a relay user wants to make a call that originates in Florida to a foreign country, that call is delivered to the customer's carrier of choice for processing and billing in the same manner that is described above. The carrier is responsible for rating and billing this call and the customer is responsible for any charges. Collect and third party international calls are also delivered to the carrier and at that point in time the carrier may be using an automated response system or a live operation.

### **36. End User Selection of Carrier**

Hamilton allows a carrier to select an available interexchange company. Following are the standards Hamilton follows in providing carrier of choice.

# ICCF

Industry Carriers  
Compatibility Forum

Under the auspices of the  
Carrier Liaison Committee

290 W. Mt. Pleasant Avenue  
Livingston, New Jersey 07039  
Fax: (201) 740-6949

Madeline Bogdan  
Moderator  
Room: 4D249  
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Dawn Drake  
Secretary  
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## TELECOMMUNICATIONS RELAY SERVICE - TECHNICAL NEEDS

Equal Access For  
Telecommunications  
Relay Service Workshop

Co-Chairs

Bob Hirsch  
AT&T

Jim Longue  
Ameritech

Sponsored by the Exchange Carriers  
Standards Association

# TELECOMMUNICATIONS RELAY SERVICE - TECHNICAL NEEDS

## 1.0 Background

### 1.1 Introduction

This paper presents the current industry understanding regarding network technical issues associated with the implementation of Telecommunications Relay Service (TRS). Of particular concern is the issue of carrier of choice -- the ability of the TRS user to specify the carrier the user wishes to transport the call, and the manner in which this feature can be provided. This effort is a result of activity initiated at the Industry Carriers Compatibility Forum (ICCF). It represents the current industry view and may be subject to change. Any such changes, including modifications or additions to the document will be made under the direction of the ICCF.

Although the technical arrangements described in the document should be considered the product of industry consensus regarding the ultimate network solution to the stated issues, there should be no inference relating to the implementation of the proposed architectures by any TRS service provider. That is, the decision to implement these arrangements, and the timetable in which such arrangements should be deployed, is likely to be based on business and regulatory concerns, and will vary accordingly. Moreover, nothing in this document precludes the use of alternative arrangements which may include some or none of the features described.

### 1.2 Telecommunications Relay Service

Telecommunications Relay Service (TRS) is a telephone transmission service that provides the ability for an individual who has a hearing or speech disability 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.

TRS includes services that enable two-way communication between an individual who uses a Text Telephone (TT) or other nonvoice terminal and an individual who does not use such a device.

### 1.3 Key Regulatory and Legislative Findings

Several regulatory and legislative actions have mandated that TRS be made available. Most significant of these actions is the Americans with Disabilities Act (ADA) which prescribes that

Each common carrier -- shall -- provide -- TRS, individually, through designees, through a competitively selected vendor, or in concert with other carriers.

In addition, the ADA directs the FCC to prescribe regulations that establish functional requirements, guidelines, and operations procedures for TRS.

In its Order in Docket 90-571, the Commission provided such regulations. Key among them is a technical standard that prescribes equal or equivalent access to interexchange carriers. Specifically, it is stated that

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

#### **1.4 Carrier of Choice**

In each state, TRS is provided, after a selection/certification or competitive bidding process, by a single carrier, either an interexchange carrier (IC), a local exchange company (LEC), or other (usually non-profit) organization. The regulation prescribing equal access for TRS has been interpreted to require that the TRS provider offer the TRS user the ability to designate the carrier to transport the call.<sup>\*</sup> Accordingly, the TRS provider must establish the technical capability and the administrative procedures to route the call to the designated transport carrier. Similarly, the transport carrier must be able to recognize the TRS call, complete the call to its destination, and obtain sufficient call detail information to accurately rate and bill the call. With such an arrangement, the established connection will link the calling party to the called party, through the TRS platform and the facilities of the transport carrier. The Communications Assistant (CA) of the TRS provider will provide the relay function.

### **2.0 Needs and Objectives**

#### **2.1 Rating of TRS Calls**

Several State Commissions have mandated that TRS calls be discounted. Such discounts must be provided not only by the TRS provider, but also by any other carrier that is involved in transporting the TRS call. Accordingly, if a call is routed by the TRS provider to a transport carrier, the transport carrier must be able to identify the call as a TRS call in order that the appropriate discount can be applied.

#### **2.2 Efficiency**

It is desirable that the TRS provider be able to route the call to the designated transport carrier in as efficient a manner as possible. The need for such efficiency implies that the

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<sup>\*</sup> The ability of the end user to designate a carrier of choice for intraLATA toll or intraLATA local calls may be subject to state regulatory rulings. Accordingly, in some states, such calls may have to be directed to the LEC (See Section 7.5).

transport carrier receive, through available network signaling, all necessary information to complete the call. This information includes the identification of the call as a TRS call, the end user calling number, and the called number. Moreover, it is desirable that any additional information further describing the nature of the calling line (e.g., hotel/motel, payphone, etc.) be provided.

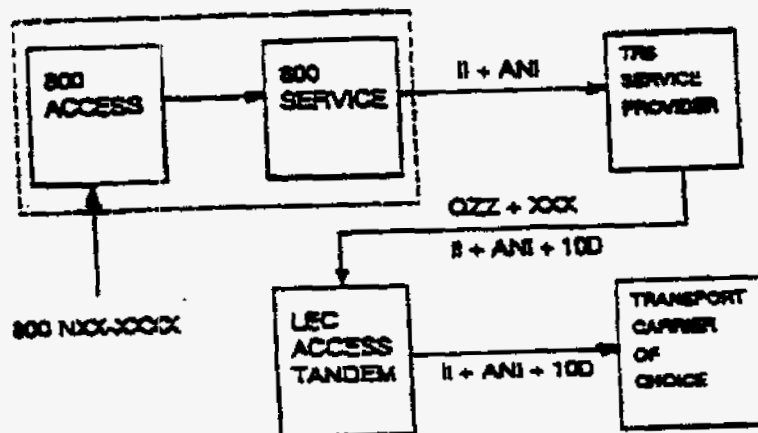
Calls not requiring operator assistance should be routed to the transport carrier's non-operator switch. That is, calls where alternate billing (card, collect, third party) is not requested by the calling party should not involve the operator services position of the transport carrier. When alternate billing is requested, the interaction between the CA and the transport carrier operator should be kept to a minimum. Again, as much information as possible should be provided to the operator services position of the transport carrier through network signaling.

Efficient provision of routing to the transport carrier will minimize the call set-up time associated with the TRS call. Minimal call set-up is necessary to better meet the requirement of functional equivalency to non TRS connections.

### 3.0 Network Architecture

#### 3.1 General

The suggested network architecture to effect carrier of choice is shown in the figure below. A key feature of the architecture is the capability within the TRS platform which allows the platform to outpulse in an equal access signaling format to a LEC access tandem switch. This capability takes advantage of known access network capabilities and arrangements to effectively provide connectivity to the requested transport carrier.



NETWORK ARCHITECTURE FOR CARRIER OF CHOICE

It is recognized that some of the capabilities described as well as the necessary access trunking are not now in place and will have to be deployed to comply with the proposed architecture. Further, it is understood that this network architecture cannot be used for certain calls (see Section 7.5). Finally, as stated in the introduction (Section 1.1) the decision to implement these arrangements and the timetable in which these arrangements are deployed, are likely to be based on business and regulatory concerns.

### 3.2 Access to the TRS Platform

Connection of the end user (calling party) to the TRS platform is typically provided through the use of an 800 number.<sup>\*</sup> The 800 service which routes the call to the platform should be configured to deliver to the TRS provider the 10 digit calling number (ANI). In addition to the calling party number, the 800 service should deliver to the platform the ANI II digit pair associated with the calling line.

### 3.3 Selection of Carrier of Choice

After connection to the TRS platform, the end user will provide to the CA -- either verbally or through use of a TT -- the called number, the type alternate billing required, if any, and, if desired, the carrier the caller wishes to route the call.

### 3.4 The Use of Feature Group D Signaling

The TRS Platform will route the call to the requested carrier by generating an equal access (FG D) signaling message to an appropriate, originating LEC access tandem switch. Originating FG D signaling through an access tandem uses a two stage outpulsing sequence with the first stage of the form "OZZ XXX" where OZZ is used to specify a particular trunk group and XXX is the carrier code.<sup>\*\*</sup> The calling number (ANI) including the ANI II digits and the called number are provided in the second stage of outpulsing.

### 3.5 The Use of Unique II Digit Pairs

It is necessary that the carrier of choice (the transport carrier) recognize the call incoming to its network as a TRS call. To effect this recognition through network signaling, new ANI II digit pairs must be defined and assigned to identify TRS calls. Because the transport carrier requires information regarding the nature of the calling line, reflecting, for example, the need for a particular billing treatment, multiple II digit pairs are necessary. Accordingly, the use of these new II digit pairs will identify the incoming call as a TRS call with no billing restrictions (i.e., bill to the calling number) or a TRS call in

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<sup>\*</sup> Requests have been made for the assignment of an N11 code for TRS access. Because the industry has not yet acted upon this request, technical considerations associated with N11 access for TRS are not discussed in this paper.

<sup>\*\*</sup> The current industry plan of record calls for the expansion of FG D Carrier Identification Codes (CIC) from 3 digits (OXX) to 4 digits (OXXX) during the first half of 1995.

which some alternate billing arrangement must be used. Specific definitions of these new ANI  $\Pi$  digit pairs are given in Section 6, below.

It should be recognized that the  $\Pi$  digit pair sent by the TRS platform to the carrier of choice will not be the  $\Pi$  digit pair originally associated with the calling line and initially received by the TRS platform. Rather, the TRS Platform must map the  $\Pi$  pair of the calling party's line to one of the new  $\Pi$  digit pairs assigned for TRS use.

### 3.6 Call Flows

The following are descriptions of the call processing necessary to establish and complete a TRS call.

#### 3.6.1 TRS Call Billed to the Calling Line

Consider a TRS call made from a residence line where the caller wishes to have the call completed over a specific carrier's network, and not the network of the TRS provider. Moreover, the call is to be billed to the calling line.

Typically, the calling party would access the TRS Platform by dialing an 800 number. The call would be completed and, because of the manner in which the (800) service was provisioned, the TRS platform would receive the calling party number (ANI) and the associated  $\Pi$  digits (in this case 00). The calling party will communicate with the CA, informing the CA of the called number and the choice of carrier. The CA, recognizing (through the  $\Pi$  digits) that call is made from an unrestricted line and that no alternate billing (e.g., card, collect) has been requested would assume that the call is to be billed to the originating line.

The CA would initiate the call to the designated carrier causing an equal access signaling message to be transmitted from the TRS platform to the appropriate LEC access tandem switch. Contained within the signaling message is the information indicating the carrier to which the call should be routed. The second stage of the signaling message contains both calling and called party number, including the (new)  $\Pi$  digits indicating that the call is a TRS call and that there are no billing restrictions on the calling line. The call would be completed by the transport carrier with the necessary call detail indicating the use of TRS, thereby permitting the transport carrier to apply the appropriate rate treatment.

#### 3.6.2 TRS Call with Alternate Billing

A call will be designated as an alternate billed call either because the calling party has requested such treatment or the CA, based on an indication from the calling line  $\Pi$  digits, recognizes that the call cannot be treated as sent paid. In either event, the call would reach the TRS platform as previously described in Section 3.6.1.



The CA, after determining that alternate billing is required, will initiate the call to the specified carrier as if the call were dialed 0+. Carrier identification will again be realized through the first stage of FG D signaling through a LEC access tandem. The calling party number information will contain the necessary II digit pair indicating a TRS call from either a restricted or unrestricted line. Because the call was dialed 0+, the call will be routed to the operator services position of the designated carrier where the appropriate call treatment (card, collect, third party) can be provided.

#### **4.0 Capabilities of the TRS Provider**

As indicated in the above call flows, the TRS platform and/or the CA must provide several specific capabilities in order to effect the desired call processing.

- Receive the ANI of the calling line
- Receive and interpret the ANI II digits of the calling line
- Recognize the routing needs (e.g., 1+, 0+) of the calling party
- Map the calling line II digits to the TRS II digits as appropriate
- Route the call to the carrier of choice using FG D signaling through a LEC access tandem switch. (Access facilities to connect the TRS platform to the appropriate access tandem must be in place)
- Provide all necessary additional information to the carrier of choice (e.g., card number, collect, third party)

In addition, it is the responsibility of the TRS provider to inform all ICs operating in a given state (where the TRS provider offers service) of the location of specific access tandem switches through which "carrier of choice" traffic will be distributed. Moreover, the TRS provider is also responsible for informing the industry relative to the activation by the TRS provider of any newly assigned ANI II digit pairs which will necessarily be forwarded to a selected carrier of choice.

#### **5.0 Capabilities of the Transport Carrier**

Similarly, the transport carrier must also support several features to allow the efficient implementation of carrier of choice.

- Provision access facilities from the appropriate access tandems
- Receive FG D signaling at all POPs designated to collect TRS traffic
- Receive and recognize the unique TRS II digits
- Record the necessary call detail information for rating and billing

## 6.0 Responsibilities of the LEC

The designated architecture for carrier of choice requires that the TRS provider route traffic through a LEC access tandem switch for delivery to the end user's chosen carrier. Accordingly, access facilities should be made available by the LEC to provide the necessary connectivity from the TRS platform to the designated access tandem.

In addition, the LEC should understand that the deployment of the recommended architecture requires that access recording capability be available at the tandem switch which receives traffic from the TRS provider and routes that traffic to the transport carrier. To the extent that access recording capabilities are not available, their development should be considered.

## 7.0 New ANI II Digit Pairs for TRS

It is suggested that three new II digit pairs be assigned to permit the efficient implementation of TRS and, in particular, carrier of choice.

### 7.1 TRS II Digit Pair AA\*

ANI II digit pair AA indicates that the associated call is a TRS call delivered to a transport carrier from a TRS provider and that the call originated from an unrestricted line (i.e., a line for which there are no billing restrictions). Accordingly, if no request for alternate billing is made, the call will be billed to the calling line.

### 7.2 TRS II Digit Pair BB\*

ANI II digit pair BB indicates that the associated call is a TRS call delivered to a transport carrier from a TRS provider and that the call originated from a restricted line. Accordingly, semi paid calls should not be allowed and additional screening, if available, should be performed to determine the specific restrictions and type alternate billing permitted.

### 7.3 TRS II Digit Pair CC\*

ANI II digit pair CC indicates that the associated call is a TRS call delivered to a transport carrier from a TRS provider, and that the call originates from a hotel/motel. The transport carrier can use this indication, along with other information (e.g., whether the call was dialed 1+ or 0+) to determine the appropriate billing arrangement (i.e., bill to room or alternate bill).

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\* Assignment of ANI II pairs AA, BB, and CC as ANI II pairs 60, 67, and 66 respectively was approved at ICCF 28 and subsequently confirmed by the North American Numbering Plan Administrator (NANPA).

## 7.4 ANI II Digit Mapping

ANI II digit pairs associated with the calling line and received by the TRS platform will have to be mapped into the three II pairs assigned for TRS (AA, BB, CC). The following table suggests such a mapping.\*

ORIGINAL II PAIR	DESCRIPTION	TRS II PAIR	DESCRIPTION
00	UNRESTRICTED	AA	UNRESTRICTED
01	MULTIPARTY	AA	UNRESTRICTED
02	ANI FAILURE	BB	RESTRICTED**
06	HOTEL/MOTEL	CC	HOTEL/MOTEL
07	SPECIAL OPERATOR HANDLING	BB	RESTRICTED
20	AIOD	AA	UNRESTRICTED
23	COIN/NON-COIN UNKNOWN	BB	RESTRICTED
24	800 SERVICE	BB	RESTRICTED
27	COIN	BB	RESTRICTED
61	CELLULAR	BB	RESTRICTED
62	CELLULAR	BB	RESTRICTED
70	COCOT	BB	RESTRICTED
93	VIRTUAL NET	AA	UNRESTRICTED

## 8.0 Additional Technical Issues

Several additional technical issues must be recognized by both the TRS providers and the transport carriers.

### 8.1 Trunking to the LEC Access Tandem Switch

The previously described call flows indicate that the TRS provider will deliver traffic to the designated carrier of choice through a LEC access tandem switch. Because the TRS platform may be physically distant from the state it serves, an issue that must be addressed is the location of the LEC access tandem to which the TRS platform will deliver carrier of

\* The table reflects current ANI II digit assignments. When new ANI II digit assignments are made, the mappings and this table will be expanded accordingly.

\*\* Typically, when ANI failure occurs, the call is directed to an operator for collection of the calling party number. If the calling party number is successfully obtained, and if it is determined that the calling line is unrestricted, the call may be forwarded from the TRS platform as an unrestricted call (i.e., with ANI II AA).

choice traffic. It is possible that such traffic could be offered at a tandem switch and delivered to the designated carrier outside the state in which the call was made.

If this were the case, at least two difficulties might arise. First, the information provided to the transport carrier necessarily includes the calling party number which indicate the NPA code associated with the originating location. Accordingly, if this call is delivered to a Point of Presence (POP), and ultimately to a switch of the transport carrier in a state far distant from the location of the calling party, that switch will receive and must recognize "foreign" NPA codes which it typically is not expecting. Therefore, screening in these switches, at least on those trunk groups which receive TRS calls, will have to allow such "foreign" codes.

Second, the ANI based screening required to determine specific call treatment (e.g., collect only) or to validate 1+ calling from hotels is based upon internal databases which are regionally deployed. Accordingly, if the call is delivered to the transport carrier at a location distant from the calling party, the relevant information necessary to perform screening may not be present.

It is therefore suggested that routing arrangements be considered so that calls routed from the TRS provider to the designated carrier of choice are delivered to that carrier from a LEC access tandem switch in the state from which the call originated, preferably from the switch that serves the calling NPA.

## **8.2 800 Database Access**

Because 800 service is often used to provide end user access to TRS, it is necessary that any impact of 800 database access, to be implemented May 1, 1993, on TRS be fully understood. Of particular interest should be the need to receive the ANI II digits associated with the originating line and the features within database access which may inhibit this need.

Specifically, there are two situations where 800 Database Access will provide to the TRS platform an ANI II digit pair which does not directly describe the characteristic of the originating line, or will change the II pair associated with the calling line. II 23 will be received by the TRS platform if the access provider cannot determine if the originating line is coin or non-coin. Receipt of II 23 will occur, for example, on some calls originating from non equal access end offices.

Upon receipt of II 23 the CA should attempt to obtain the full (10 digit) ANI of the calling party and the nature of the calling line. If the CA determines that the call can be billed to the calling line, the ANI II digit pair forwarded to the transport carrier could be that associated with a TRS unrestricted call. If the CA is not certain of the nature of the calling line, or is unwilling to take responsibility for that decision, the call should be forwarded to the transport carrier with the ANI II digit pair for a TRS restricted call.

ANI II digit pair 24 is used to indicate that 800 access includes a POTS number translation and will therefore be received by the TRS platform on every call if the 800 service provider has selected this option from the 800 access supplier. If II 24 is received, the CA should again attempt to determine the nature of the calling line. More appropriately, the TRS provider should request of its 800 service provider that POTS translation not be used.

### **8.3 Inaccessibility of the Designated Carrier**

Clearly, the designated transport carrier of choice to which the TRS provider will direct the call must have a Point of Presence (POP) in the area from which the call originates, and must have in place access facilities from the tandem switch to which the TRS provider routes the call. If such access facilities are not in place, the call cannot be directed to the transport carrier and should be routed to the appropriate announcement.

It should be noted that announcement capability may not be available at all LEC tandem switches that will receive TRS (carrier of choice) traffic, possibly causing calls routed to unavailable carriers to terminate in reorder, without explanation to the calling party. Accordingly, it would be advisable for the TRS provider to be aware of the ICs that serve a given state (or area within a state) and are available to receive TRS traffic. Calling parties selecting a carrier known to the TRS provider to be unavailable from the caller's area would be so informed by the TRS provider and asked to make another choice.

### **8.4 Access to the LEC Operator**

Situations may arise in which a calling party making a TRS call needs to access the LEC operator for assistance. Accordingly, the TRS platform should incorporate and support existing interconnection arrangements (e.g., operator inward dialing) and procedures to accommodate this potential need.

### **8.5 Transfer of TRS IntraLATA Calls to the LEC**

As previously explained (Section 1.4) there may be situations where, subject to regulatory directives, intraLATA calls handled by a TRS provider must be routed to the LEC for completion. The network solution described herein cannot be used for such calls. Alternatively, intraLATA calls could be forwarded to the LEC simply by sending the called number to the LEC tandem or end office switch. (If calls are routed by the TRS provider to the LEC for completion, the calls may have to be delivered to a tandem switch in the LATA in which the call originated). Associated billing arrangements, if required, would have to be accommodated on an individual case basis. In any event, should LEC completion of intraLATA TRS calls be required (in some areas, state commissions have authorized TRS providers to complete intraLATA traffic) the arrangements necessary to accommodate this need should be developed through one-on-one negotiations between the TRS provider and the LEC.

## 8.6 Coin Sent-Paid Calls

A recent FCC Order (CC Docket 90-571, released 2/25/93) ruled that TRS must accommodate coin sent-paid calls. Current TRS access arrangements (i.e. 800 service) and TRS platform capabilities cannot adequately support coin sent-paid traffic as the necessary coin control signaling features, required to monitor the deposit and collection of coins, are not available.<sup>\*</sup> Moreover, the difficulties are compounded if the call is handed off from the TRS provider to a transport carrier. In this situation, the coin control capabilities would necessarily have to be transferred to the transport carrier -- a capability that again, is not available.

Further, full support of coin sent paid TRS traffic would require a non-voice interface for coin control signaling and the development of the associated industry standards. In addition, changes in customer premises equipment (i.e., coin telephones) would be required to support TT usage on coin calls.

If an industry technical solution for the accommodation of TRS coin sent-paid calls is developed, this document will be amended to describe the arrangement.

## 9.0 Alternate Arrangements

A TRS provider and/or a transport carrier, along with the LEC, may choose not to implement the above described capabilities. Although less efficient, there are alternatives to the network solution which could provide the basic carrier of choice feature.

Simplistically, upon a calling party request for transport service from a designated carrier, the TRS provider could launch the call to that carrier using 10XXXX access.<sup>\*\*</sup> The call would be routed to the carrier of choice with the ANI and the ANI II digits of the TRS platform. The transport carrier could identify calls from a TRS provider based upon the ANI, and collect the call detail for those calls in a "downstream" process. Call detail information, recorded by the TRS provider, including calling party number could then be provided to the transport carrier, allowing calls completed over the transport carrier's network to be associated with the appropriate calling party. Accordingly, the calls could be rated and billed.

This arrangement would permit a TRS provider to route the call to the calling party's carrier of choice, and would not require the network modifications and access trunking additions described above. This arrangement, however, requires the transfer of billing information outside the normal, automated processes. The

<sup>\*</sup> The use of N11 dialing for TRS access, although eliminating the inherent incompatibilities associated with coin sent paid and 800 service, would not in and of itself, allow the easy implementation of coin sent-paid traffic for TRS.

<sup>\*\*</sup> At the time FG D Carrier Identification Codes (CIC) are expanded from 3 to 4 digits, the Carrier Access Code (CAC) will expand from 10XXXX to 10XXXXX.

use of essentially manual input to an otherwise automated process is administratively burdensome and is prone to result in lost data and/or errors. Moreover, the absence of relevant information (e.g., calling party number, relevant 11 digits) in real time during call processing could inhibit the transport carrier's ability to properly treat the call, and could potentially increase the possibility of fraud. Accordingly, at least for use in the long term, this alternate arrangement is not recommended.





## *Florida Relay Service Proposal*

Hamilton has developed a customer profile program that provides automatic connection to the carrier of choice (AT&T, Sprint, MCI, etc.) for both interlata and intralata calls made by the relay user, so that relay users obtain the rates of their long distance carrier and receive their relay calls on that carrier's bill every time. Relay users can complete a profile and Hamilton will add this information to its database or users can notify the Communication Assistant of their carrier of choice when making a relay call. In the event a relay user elects to change his/her carrier of choice, the Communication Assistant will be able to do so. This eliminates any repeated requests for carrier of choice, thus reducing set-up time. Hamilton has provisioned the necessary trunks at each of Hamilton's relay switching tandems for all long distance companies participating in equal access so that they can receive Hamilton's relay traffic.

CAs no longer need to ask relay users the name of their carrier and consequently call set-up time is shortened. It also insures that relay users get their relay calls billed through the same carrier they use for other calls placed from that particular telephone line. This feature is a significant convenience to relay users and a time saver for both users and CAs. This is truly the most functionally equivalent method of providing carrier of choice available today. Hamilton provides both intralata and interlata carrier of choice. As a result, Hamilton performs no billing functions.

Hamilton's Customer Service Representatives are prepared to discuss carrier of choice with relay users and are also prepared to direct them to other telephone numbers including telephone numbers accessible through the relay service to access more information from particular carriers. Hamilton keeps an updated file of the appropriate access numbers to the long distance companies that are available to consumers upon request. Hamilton also prints carrier of choice information in all appropriate relay materials.

### **37. Recipient of Toll Revenues**

Hamilton will not be performing any billing functions under this contract. All long distance calls (i.e. intralata, interlata, and international calls) will be billed by the relay user's carrier of choice. As a result, Hamilton will not be retaining any toll revenues.

### **38. Long Distance Call Billing**

Hamilton performs no long distance billing. The customers' carrier of choice performs all timing functions. Hamilton has no control over the timing functions of other carriers. However Hamilton does control when billing should stop. Billing ends as soon as either party disconnects from the call. Hamilton automatically and immediately sends this "disconnect" notification to the customers' carrier of choice so that billing is performed correctly by the customers' carrier. Because Hamilton performs no billing functions, Hamilton does not use a billing system except to the extent necessary to bill the State of Florida and to generate monthly reports. **Hamilton does use a very detailed call detail record process (in fact, Hamilton's call detail record has more information than typically generated by long distance providers – please see below) to generate billing for the State and to generate reports. This assures billing accuracy for the State of Florida.** This system is explained below. Hamilton's billing functions are very efficient. Please see the pricing tab for information in regards to how Hamilton is able to save the State of Florida relay dollars.





## Florida Relay Service Proposal

Call Billing Records contain the following information. Hamilton's call billing record system is completely automated.

Calling Number	Called Number	Bill Number (for card or third party)
Validation Codes	Completion Code	Outgoing Call Type (Collect, Third, etc.)
Outgoing Call Class	Connect Date	Connect Time
Disconnect Time	System Time	Queue Time
Operator Time	Charge Time	Incoming Call Type
Operator ID	Operator Position	Calling Trunk Group
Called Trunk Group		

All of this information is recorded in Hamilton's relay platform. This also records the following call events as illustrated below. As one can see Hamilton performs these functions in chronological order. In addition all timing reflects the appropriate time zone.

----- System Time -----	Call initiated (off-hook detected)
----- Queue Time -----	Call is placed in queue
----- Operator Time -----	Call is assigned to CA
----- System Time -----	Call dialed and ringing
----- Charge Time -----	Call completed (called party off-hook)
	Call breakdown (either party off-hook)

The following text describes the process of how relay users will be billed for calls. After records have been made for each call with the information listed above, it is transmitted daily from the relay platform to the toll processing computer system via magnetic tape. Within this system, call jurisdictions are defined by linking the calling and called numbers to geographic data tables that contain NPA-NXX information. Calls are then identified as intralata, interlata or local/EAS. This also is done at the workstation during the call. (Interstate and Intrastate toll calls are billed by the customer's carrier of choice at the time of the call.) Incomplete, local/EAS, intrastate and interstate call information is retained for calculation of session minutes (as defined in the RFP). Hamilton then takes the charge time as recorded for each record and uses it to make its billable amount calculation to the State of Florida and to NECA for interlata relay calls.

Interlata and Intralata calls are recorded, rated and billed by the customer's carrier of choice at the time of the call. Please see section 36 for how Hamilton delivers billing information to carriers while the call is actually taking place. Toll processing records are retained, as well as all local/EAS records, so that all proper data is available to complete the settlement process with the State of Florida and NECA.



## *Florida Relay Service Proposal*

Hamilton maintains all billing records at its Nebraska location. This is Hamilton's corporate site and all reporting functions are performed in Nebraska. Records can be transferred with an appropriate notice, to a particular center for auditing purposes.

### **39. Special Needs**

Hamilton provides several relay features that can be classified as Special Needs Services. Hamilton has a "notes" section in its customer profile that allows relay users to give special instructions for relay call processing. Notes such as "translation" can be listed here. When a CA sees "translation" in the notes section, the CA immediately calls over a translator to translate written ASL to spoken English and English into simpler English for the ASL user to understand. Users can also indicate such things as "slow typing" in the notes section of their profile. Slow typing assists those with dual-sensory disabilities. Hamilton does not charge for these services – it is included as part of the base price for relay. To use these services or to request other forms of "special" call handling, relay customers simply need to reach customer service (which will be available 24 hours a day for Florida) and inform the customer service representative of the special need. Hamilton will make any necessary accommodation to assist relay users will call processing.

Hamilton will also promote through its customer service number and via outreach functions, any equipment that can be used by those with physical limitations. Hamilton's customer service team see themselves as a resource to assist relay users with all types of issues – whether temporary or permanent.

### **40. Custom Calling Type Features**

#### **Access to Local Exchange Company Enhanced Services**

As a local telephone company and relay provider, Hamilton has a great deal of experience working with relay users who have purchased enhanced services from their local telephone companies. For example, if a three-way call is desired and three-way calling is available from the LEC, the customer can use the feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the relay center. Call forwarding and call waiting can also be provisioned on the relay customer's line by the LEC; for example, if the user puts his telephone on call forwarding the relay call will be automatically forwarded to the new location. Hamilton will interface with these types of features at no additional cost to the state nor will the relay user experience any additional costs except to the extent that a relay user is billed for enhanced services by the LEC or that a three-way call results in two toll calls.

#### **a. Speed Dialing**

Hamilton has Speed Dialing available via its Customer Profile. Relay users simply need to complete the Speed Dialing Section of Hamilton's customer profile (please see Attachment 2 for Hamilton's customer profile). Customers effortlessly list up to 10 telephone numbers along with an associated name for each number on their customer profile. This information is then stored in Hamilton's customer database. When making a relay call from the telephone number associated with the customer's profile, the relay user only has to type to the CA the name of the person they want to call. The CA then goes to the speed dialing list and selects that name. The correct number is automatically dialed. This prevents the CA from entering a wrong number



## *Florida Relay Service Proposal*

and provides faster service to the relay user. Hamilton will provide this service as part of its base relay price.

### **b. Last Number Redial**

Hamilton will provide this service to the State of Florida within six months of the start-up date for the contract. This feature will allow the caller to have the relay dial the last number called via relay without the caller having to give the number to the CA again. Hamilton anticipates provisioning this service in a manner that will make it very easy for the customer to use. All the caller will need to do is tell the CA to "redial" and the CA will automatically dial the last number called through the relay. Just like speed dialing, last number redial will give relay users fast and accurate relay service.

### **41. Unsolicited Features in Basic Relay Service**

Hamilton will provide a plethora of features and additional services to the relay users in the State of Florida. These features and services will be provided at no additional charge to the Florida Public Service Commission. Those features are listed throughout this section. As one can see from this list, Hamilton goes beyond simply providing relay service. Hamilton provides a very high quality of service and believes that the customer should always come first. The features and services listed below allow Hamilton to provide high quality service that is easy and fast to use for the relay customer. Hamilton's caring, dedicated people and these extra features listed below allow Hamilton to Connect every Relay Call with Care.

### **Access to Restricted 800 Numbers**

Hamilton's relay service will allow access to restricted 800 numbers. Hamilton has a great deal of experience in gaining access to restricted 800 numbers and will continue to make sure that all of the relay users in Florida have access to all 800 numbers. Because Hamilton's center will be located in Florida, Hamilton will be able to readily purchase any needed circuits in Florida to secure access to regionally restricted 800 numbers.

### **Customer Profile Database**

Hamilton currently stores each relay user's speed of connection information based on the user's ANI in its database (see number 26). As a part of a recent enhancement, Hamilton has the ability to add additional information to its database including carrier of choice, preference for handling the call, VCO or HCO, if the person wants the call interpreted, and any other call handling requests.

This feature allows Hamilton to customize its relay service for each relay user. Relay users can add specific information about their call handling preferences to their profile. When a relay user calls the relay, the customer's profile appears on the CA's screen. This allows the CA to process the call according to the customer's preferences.

Customer profile information that a relay user can customize and what is presented to the CA each time the relay user calls the relay is listed below:

1. Connection Mode - TTY, Voice, VCO, HCO, ASCII
2. Terminating Mode - TTY, Voice, VCO, HCO, ASCII



## *Florida Relay Service Proposal*

3. If the relay users prefers a customized greeting and if so, what the customized greeting should state
4. If the relay user does not want the CA to explain the relay
5. A list of frequently called numbers and who is at that number if so desired. For example a relay user could type call Mom and the CA will dial that number on the list.
6. If the relay user prefers to have their call translated
7. If the relay user prefers to have the CA identify the relay or not
8. Call restrictions (for example, no long distance, no 900 or 976 calls, etc.)  
Can block specific telephone numbers. This is done automatically. The CA cannot dial restricted numbers if relay users indicate this in their profiles.
9. Long Distance Carrier of Choice
10. Preferred billing (for example, direct, calling card, etc.)
11. Notes section for special instructions (i.e. slow typing for dual-sensory impaired, etc.)
12. As explained in Section 26, Hamilton does have "self-learning" speed of connection and the relay user's next call is automatically set up using the recorded information. However, Hamilton does not "self-learn" VCO or HCO. Rather customers can indicate this preference on their caller profile. Connection speeds are the same for both caller profile and "self-learned" connections. The reason that Hamilton does not self-learn VCO and HCO is that because many VCO and HCO users do not always use VCO or HCO on every call. For example, many deaf people who have good voicing abilities, will use VCO with people who are familiar with their voice, but may use a TTY with people who are not familiar with their voice. Hamilton believes that this type of arrangement gives the maximum control to relay users in how their relay calls are connected.

To use the customer profile feature, a relay user contacts Hamilton Relay Services via its customer service number or completes a customer profile form (please refer to Attachment 2 for a copy of this form). A detailed description of the features in the profile is in Attachment 2. Hamilton's Technical team input the form. The next time that relay user calls the relay, the customer profile appears on the CA's screen so that the CA can properly process the call. Hamilton allows the CA to make some changes to the profile on a one-time basis. Permanent changes to the profile must be made through customer service.

Customer profiles are based on ANI. This provides a very high level of security and keeps all confidentiality practices intact. The database can only be accessed internally (the database resides on site and is part of Hamilton's relay platform and a password system is used to further secure the data). Hamilton will provide this enhancement as a part of its base price.

**In addition to all the features listed above, Hamilton will also provide all of the features and services listed on the next four pages at no additional charge to the State of Florida. It is this list of features and services that truly defines Hamilton's quality relay offering and puts us ahead of our competition.**

1. Hamilton will have a 24-hour, toll-free customer service number and web site available to Florida Relay users. This, along with Hamilton's web-site and In-State outreach program (if purchased by the State) gives the State of Florida an extensive outreach program that is personalized to not only meet the State's needs, but the individual needs of relay users.



## Florida Relay Service Proposal

Hamilton's one-on-one approach to relay has been very successful in Nebraska, Idaho, Louisiana, Wisconsin and Kentucky. Hamilton believes that Florida relay users will see great benefits from this type of outreach program.

2. Hamilton will obtain all emergency numbers across the State of Florida. Hamilton will use this information to provide emergency relay services to relay users as is needed. Hamilton has developed an automated emergency number database.

When a call has been determined to be an emergency, the Communication Assistant selects the "emergency call" box option on the software at the workstation. Hamilton's relay platform then takes the NPA/NXX information from the ANI of the incoming call and matches it to information in its database. The information in the database indicates what city or county a call is coming from. This information is then cross-referenced to a list of towns and counties in the State of Florida. Once this search is complete (it only takes a few seconds) the correct emergency telephone number is loaded automatically into the "outdial" box and the CA can immediately dial the appropriate emergency personnel.

3. All calls through the relay are always handled with complete confidentiality.
4. Two Line VCO allows relay users who have conference calling capability to use one line for voicing and the other line for receiving Baudot or ASCII tones. Since the two-line VCO user is directly connected to the hearing party, the two-line VCO user can talk directly to the hearing party, allowing the VCO user to have more "control" of the call.
5. Hamilton has Spell Checking Software on its relay platform. This software checks the Communication Assistants typing/spelling before it is sent to the TTY user. The software automatically corrects any commonly misspelled words. Hamilton has programmed the database to only change misspelled words. Proper nouns are not affected. Hamilton can update the database as needed. Hamilton's relay users have seen the benefits as few typing errors are ever seen by the TTY user. This is one more way Hamilton continues to bring *quality service* to its relay customers.
6. Such features as ANI, Carrier of Choice and the Self-Learning Database were covered extensively in this tab. Hamilton continues to make these types of services easy for the relay community to use as well as functionally-equivalent to what is available in the voice network.
7. Hamilton has complete switching and network redundancy within its relay network. This allows Hamilton to automatically reroute calls to prevent service interruptions. Hamilton has several layers of redundancy to ensure access to the relay at all times.
8. Hamilton's relay system is highly efficient and effective. Hamilton uses a variety of macro keys to assist the CAs with commonly used phrases. This promotes accuracy and saves time. A list of Hamilton's programmed macro keys can be found in the Communication Assistant Procedure Manual. Hamilton's highly advanced relay platform has many other time-saving devices to promote faster call processing. This includes relay call processing software that



## *Florida Relay Service Proposal*

makes it easy for the Communication Assistant to keep track of the originating and terminating parties. Everything typed to or typed by the originating party is in capital letters. Everything typed to or typed by the terminating party is in lower case. Each party has its own "window", making the system even more efficient. Because Hamilton can process a variety of call types, including VCO to TTY, in which the CA types to both parties, Hamilton has established an easy mechanism that allows Communication Assistants to dictate and change which party receives typed communication. All of these features assist the CA in controlling the flow of the conversation, assuring that clear conversation takes place, while at the same time promoting efficiency at the workstation.

9. Hamilton's billing, reporting and technical platform all has great flexibility. Hamilton's billing and reporting system is flexible enough to provide the data requested by the TRS Administrator or FPSC.
10. Hamilton provides many call types using VCO and HCO. Relay users can make VCO to TTY and HCO to TTY calls. Hamilton also provides VCO-to-VCO and several other call types outlined on the following pages.
11. Hamilton allows the relay user to control all aspects of the calls. In addition, Hamilton puts no restrictions on the number or duration of calls placed through the Florida Relay Service. Relay users will also be able to request a specific CA gender.
12. Hamilton's Communication Assistants will provide tone and background information and will meet all grammar, spelling, and typing requirements.
13. Hamilton provides Directory Assistance Services in a very functionally equivalent manner. The customer simply gives the CA the area code and name of the person or business. Hamilton dials the area code plus 555-1212 and relays the directory information just like any other call.
14. Hamilton will meet all blockage and answer time standards. In fact, there is no competitor that can match Hamilton's recent answer performance. Please see section 21 and 22 for Hamilton's latest answer performance statistics.
15. Hamilton will be able to accommodate any level of growth for Florida Relay. Hamilton already has room to expand in all of its centers and will build in expansion room into its Florida Center.
16. All relay users in Florida will be given many opportunities and many different ways to communicate their ideas and feedback to Hamilton. Hamilton believes that the only way it will be able to customize its service for Florida is to obtain as much feedback as possible in regards to its performance and service.
17. Hamilton's technology is flexible enough to accommodate today's changing environment.



## *Florida Relay Service Proposal*

18. Hamilton will obtain all needed EAS, optional calling plans, and extended calling area information from all the LECs in Florida to ensure that relay users are not charged toll for local calls.
19. Hamilton's complaint resolution process is fast and efficient. Relay users will get immediate answers to their questions. Hamilton will not give up until a customer is satisfied. Hamilton's customer service activity will be reported to the State monthly.

# Florida Relay Services Package:

## CUSTOMER SERVICE/OUTREACH/PERSONNEL:

- ♦ Customer Service
  - User Assistance
- ♦ Customer Service via the Internet
- ♦ Florida Relay Service Web Pages
- ♦ Complete Confidentiality
- ♦ Person-to-Person Outreach Program/In-State Liaison - if purchased by the State
- ♦ Advanced CA Training
- ♦ Remote Monitoring of CAs
- ♦ CA Counseling Services
- ♦ Emergency Call Handling/Emergency Database

## ENHANCED FEATURES:

- ♦ Customer Profile Database (see the following):
  - Answer Mode Preference - VCO, HCO, TTY, ASCII, Voice, etc.
  - Long Distance Carrier
  - Billing Preferences - Direct, Collect, Calling Card, etc.
  - Call Restrictions - 1+, 0+, International, 900/976, etc.
  - Blocked Telephone Numbers
  - Commonly Called Numbers - Speed Dialing
  - Spell Check
  - Customized Calling - Interpretation, Customized Greeting, etc.
  - Notes for Special Instructions
- ♦ Voice Carryover
- ♦ Hearing Carryover
- ♦ Two-Line VCO, Reverse Two-Line VCO
- ♦ Connect VCO without tones
- ♦ VCO and HCO with enhancements
  - A variety of Call Types using VCO and HCO:
    - VCO to TTY - TTY to VCO
    - VCO to ASCII - ASCII to VCO
    - HCO to TTY - TTY to HCO
    - HCO to ASCII - ASCII to HCO
    - TTY to ASCII - ASCII to TTY
    - VCO to VCO
    - HCO to HCO
    - VCO to HCO and HCO to VCO



## Florida Relay Services Package Cont'd:

- ♦ Carrier of Choice Long Distance Calls for both Intralata and Interlata Calls
- ♦ Access to Enhanced LEC Features
- ♦ Access to Restricted 800 or 888 Numbers and 900 and 976 Numbers
- ♦ Error Correction Software
- ♦ Variable Time Stamp Macro
- ♦ Answer Machine Recording Capabilities
- ♦ Identify and Inform Relay User if Placing a Local or Long Distance Call
- ♦ Speech to Speech (if purchased by the State from Hamilton)
- ♦ Spanish to Spanish
- ♦ SS7 Functionality (pending)
- ♦ Video Relay (if purchased by the State from Hamilton)
- ♦ Turbo Code

### NETWORK and REPORTING:

- ♦ Self-Learning Database
  - Automatic Branding of Call Speed
- ♦ Automatic Number Identification
- ♦ Complete Switching and Network Redundancy
- ♦ Enhanced Back-up Power
- ♦ Automatic Rerouting of Calls to Prevent Service Interruptions
- ♦ Technical Flexibility
- ♦ Flexible Reporting System
- ♦ Year 2000 Compliant

### DISASTER RECOVERY PLAN:

- ♦ Detailed Disaster Recovery Plan

All features listed above are included in Hamilton's basic per minute rate unless otherwise stated. As you can see, Hamilton provides a whole range of advanced Relay features at no additional cost to the State of Florida.





## *Florida Relay Service Proposal*

### **Top Reasons to Select Hamilton Relay Services**

There are numerous reasons that Hamilton has stated throughout this proposal and in its attachments to this proposal, which form a sound basis for the FPSC and Advisory Committee to select Hamilton as its relay provider. We would like to highlight some of the key points that we hope you will consider and believe are particularly key reasons to award this bid to Hamilton:

- (1) Hamilton as a company, has a long-standing reputation of being innovative and aggressive in the pursuit of new technology and new services in telecommunications.
- (2) Hamilton is large enough and more than financially able to implement this service. At the same time, Hamilton is small enough that Florida will get the attention and the full response of Hamilton resources and personnel at all times.
- (3) Hamilton has a subcontract arrangement with Society's Assets, Inc. to provide Communication Assistant services. SAI has more than 20 years of experience in relay.
- (4) Hamilton has a track record of doing what it takes to get the job done right. We believe that if you contact the contract administrator in the State of Idaho, State of Nebraska, State of Louisiana, State of Kentucky, and the State of Wisconsin and review our past record, you will find that our company has been responsive to all needs.
- (5) Hamilton's Communication Assistants are truly the heart of Hamilton's relay operation. Their dedication, professionalism and willingness to satisfy every relay customer shows through time and time again.
- (6) Hamilton is involved at the national level in relay industry issues. Hamilton intends to be a long-term player in the relay business and continues to explore other new and technological innovations that will assist the relay user community.
- (7) Hamilton Relay Service is not a national long distance company making its perspective of relay services significantly different. We did not get into the relay business to simply enhance our own long distance services, nor do we feel an "obligation" to provide relay services. Hamilton truly believes that it has the core competencies, the experience and the dedication needed to provide the highest quality relay services available. This allows us to manage our operation in such a manner that emphasizes low average answer seconds, produces high percentages of calls answered within 10 seconds, allows us to hire Communication Assistants that are dedicated and knowledgeable, and build technical features that are second to none.

Hamilton will also provide the following services that were listed as "optional" in the RFP as part of its base price.



# Florida Relay Service Proposal

## Other Custom Calling Type Services

As indicated above in section 40, Hamilton will allow access to three-way calling, call forwarding, call waiting, speed dialing, last number redial, etc. through the relay at no additional charge to the State of Florida.

## Access to 900 and 800 Pay Per Call

Hamilton's relay platform allows relay users to access 800, 900 and 976 pay-per-call services in which the company providing the service bills the end-user directly. Hamilton has established the necessary trunking to the carriers participation in relay equal access so that the carrier can bill directly for this call. Hamilton will provide this service to Florida as a part of its base price.

A relay user simply calls the voice or TTY relay number and gives the 800, 900 or 976 number to the CA. The CA places the call just as normal and begins relaying the call. The calling party is billed for the call by the 900-service provider or the carrier, whichever is appropriate. Hamilton bills NECA and the State using the percentage split defined by NECA for 800, 900, and 976 calls.

Hamilton's CAs will notify the user of the potential for charges before dialing a 900 or 976 number. The relay user can then disconnect if so desired.

Customers who do not want 976/900 calls made from their telephone line through the relay, must complete a customer profile form. The customer profile contains an option that will block 900 and 976 calls made through the relay. This prevents anyone from calling a 900 or 976 from that particular telephone line. If someone tries to call a 900 or 976 number through the relay from a line that has a block on it, the CA will receive notification at the workstation that this call is restricted and will not be able to place the call.

## Enhanced Transmission Speed & Interrupt Capability

Hamilton will provide Turbo Code, an enhance protocol, to the State of Florida as part of its base price. This is a proprietary alternate protocol developed by Ultratec. This protocol is faster than Baudot (Turbo Code is similar to "real-time") and does not have the limitation of ASCII. Turbo Code also allows for "interrupt" capability while one party is still typing. Hamilton is providing Turbo Code in Wisconsin and will soon be in Nebraska. Hamilton will secure another license from Ultratec for the Florida Center to use this protocol in its relay modems. Florida relay users will be able to automatically connect "Turbo Code" to the Florida Relay Center. Hamilton's modems will auto-detect the end-user's equipment for Turbo Code. If Turbo Code is found, Hamilton will automatically connect in "Turbo Code" to the relay user.

Again, Hamilton will provide all of the features and services described above at no additional charge to the State of Florida. Hamilton looks forward to providing a high quality relay service that allows the relay user to control how he/she relay calls are processed.



## *Florida Relay Service Proposal*

### **42. FPSC Optional Services Not Included in Basic Relay Service but Available to Provide at Additional Cost**

Hamilton understands and will comply.

#### **42.a. Other Custom Calling Type Services**

Hamilton is including this as part of its base price.

#### **42.b. Access to 900/976 Services**

Hamilton is including this as part of its base price.

#### **42.c. Enhanced Transmission Speed & Interrupt Capability**

Hamilton is including this as part of its base price.

#### **42.d. Video Relay**

Hamilton will provide Video Relay Service to the State of Florida if so desired. A description of Hamilton's Video Relay offering follows.

The following is a brief description of how Hamilton proposes to provide Video Relay to the State of Florida. Hamilton has done considerable work in determining how video relay would work with its current relay platform and could begin providing Video Relay Service to Florida if so requested.

There are many decisions that Florida needs to make before pricing could be provided. This includes equipment decisions, site locations, CA interpreting skill levels, etc. These items are discussed in more detail throughout this document. Hamilton is in a position to begin these discussions at any time with Florida.

This document is technical in nature. Diagrams are used to give a visual understanding of how video relay calls flow through the relay. The following also provides detailed information about how Hamilton will make use of the public-switched, telephone network to deliver Video Relay Services as well as how the Video Relay will be integrated into the CA workstation.

Hamilton's Video Relay Service (VRS) will accommodate calls from any compatible video-conferencing system. To use VRS, the user will dial an 800 number from their video system. In addition, Hamilton will integrate VRS into the current CA workstation simplifying calling procedures for Video Relay users.

VRS calls will route over the public-switched, telephone network to one of Hamilton's centers equipped with Video Relay equipment. A certified interpreter (CI) working at a Video Relay workstation will then answer the video call. The CI greets the user in sign language, receives the called number, and dials out the voice call, through the same station being used for regular relay calls.



## *Florida Relay Service Proposal*

Hearing users will also be able to reach VRS by dialing an 800 number. The CI answers the call in voice, greets the user and receives the called number. The CI then places the video call to the number provided. If a hearing person answers the video call, the CI uses the audio channel to request the desired party to come to the video equipment to take the call. The procedure parallels the steps followed when a hearing person answers a call to a TTY user.

By integrating video calling capability into the relay workstation, call set-up is as convenient as a standard relay call. The integrated workstation handles billing data collection and call timing identically to standard relay—in effect, video connections are just another communications mode: an alternative to TTY, ASCII, and voice.

To make a VRS call, the user must call from an H.320 compatible video system. The user may call from any other system, public or private. There are no limitations as to where Video Relay users can call as long as the equipment is H.320 compatible and uses an ISDN or compatible telephone line.

The H.320, 384kbs data rate and 30 frames per second transfer rate allow for clear, rapid communications with a level of user convenience that cannot be compared to traditional TTY-based relay. To ensure maximum accessibility by private equipment owners, the system also accepts calls at data rates from 56kbps, 64kbps, 128kbps, etc., up to the maximum rate of 384kbps. This means that users that have one ISDN line can call in from their home and business and make use of Video Relay.

To ensure maximum flexibility and ease of use, Pan/Tilt/Zoom cameras with far-end control and Picture in Picture display are included as a part of the video equipment. These features allow the user and interpreter to obtain visual feedback on the image being sent. In addition the interpreter and the user can adjust the image being received.



# Florida Relay Service Proposal

To make a VRS call, the user dials directly to a VRS interpreter using the video equipment. See Figure 1: Video Call Origination. The interpreter answers the video call, greets the user and requests the called number. The interpreter dials the voice call and as rapidly as with standard relay, the user begins the conversation.

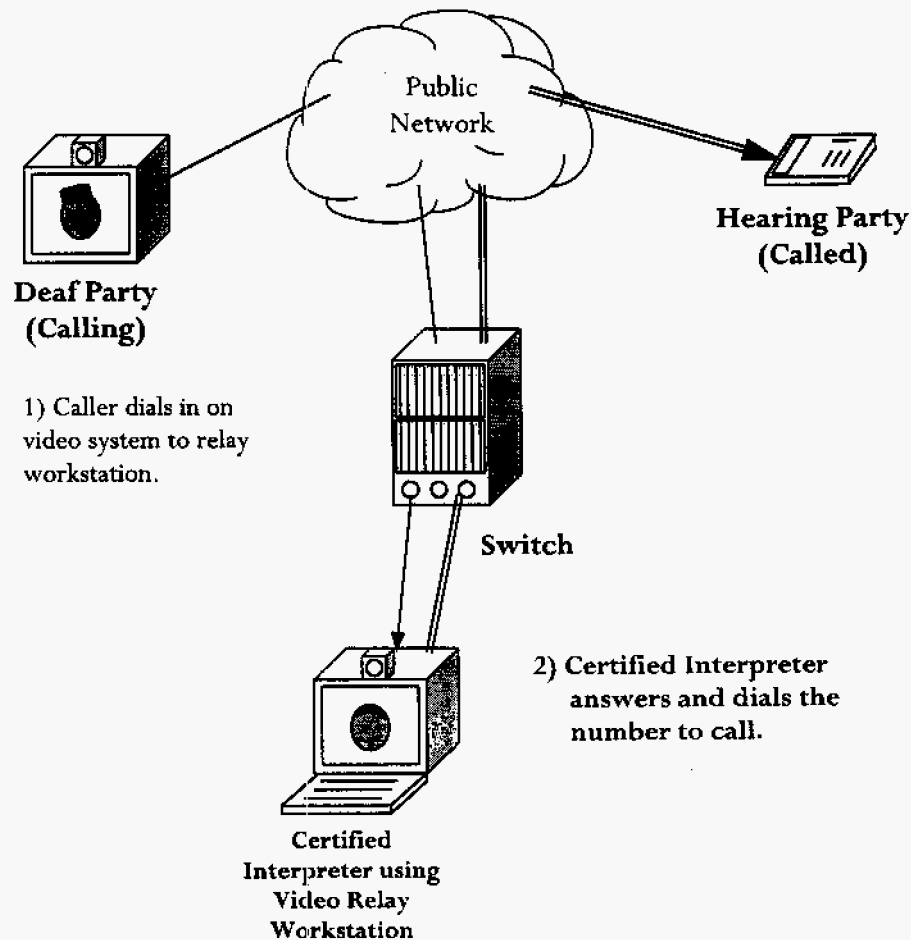


Figure 1: Video Call



## Florida Relay Service Proposal

Placing a voice originated VRS call is equally straightforward. The user dials the VRS voice access number and the next available interpreter answers the call, greets the user, and receives the called numbers. See Figure 2: Voice Call Origination. The interpreter then dials the video call, requests the called party and begins relaying the conversation. To speed set-up of VRS calls made to the same number, the user may request Hamilton to store the video numbers in a customer profile.

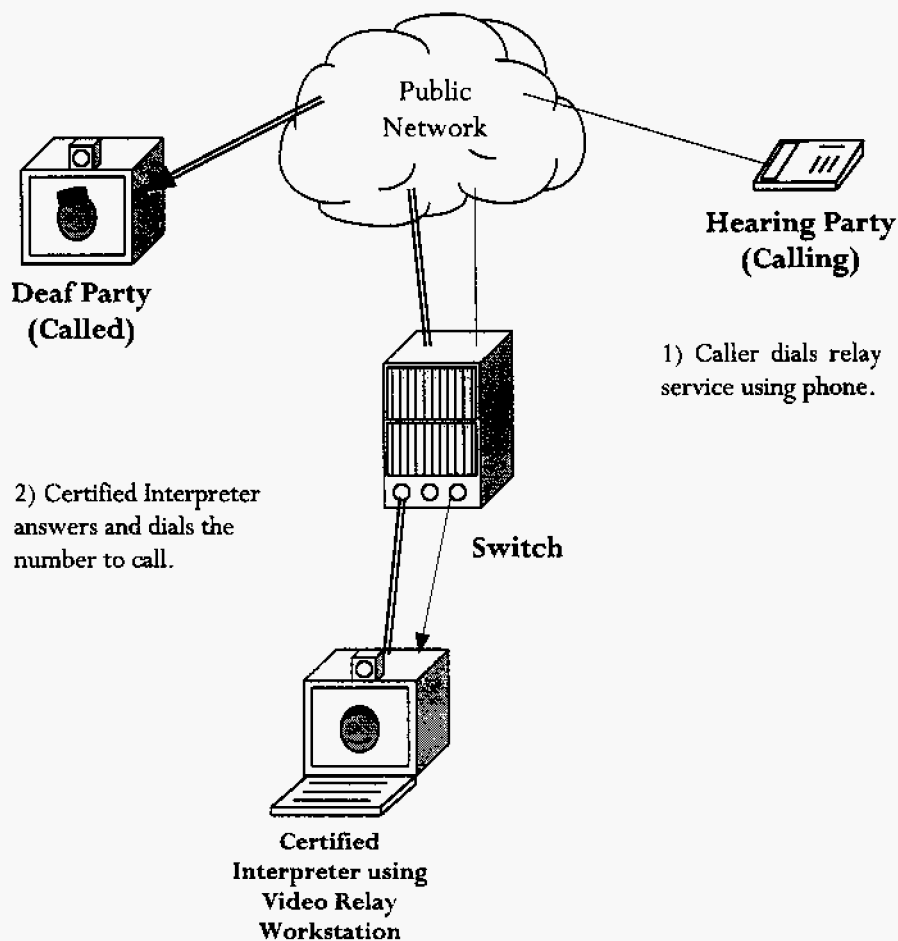


Figure 2: Voice Call



## *Florida Relay Service Proposal*

### **Home and Business User Access**

Home and business users of the Video Relay Service will need H.320 compliant video equipment with access to ISDN service. The user will dial the video access number and the equipment at the operator workstation and the video user's equipment will automatically set-up for the highest speed at which the two units can mutually operate. This means that a video user with a single BRI (128kbps) will successfully connect at that speed. Users with up to three BRI's will connect at speeds up to 384kbps, according to their equipment's maximum capability.

Florida can choose from three levels of equipment – good, better, best – for public Video Relay sites. It is the cost of this equipment that affects the cost of Video Relay service. States will also need to decide the number of public sites, the locations for these sites, and the accessibility of these sites. Other factors to consider are the times that Video Relay Service would be available and the skill level for certified interpreters.

### **VRS Interpreters Qualifications and Training**

Communication Assistants would qualify for video relay interpreting by passing test certification levels of the MID-AMERICA QUALITY ASSURANCE SCREENING TEST (QAST) or a similar test. Certified Interpreters would be state and/or RID certified. Successful candidates would be able to interpret or transliterate a minimum of 90% of the performance screening. They will be able to handle one-on-one situations and group sessions. Their skills would include English and PSE (transliterating) skills and strong ASL interpreting skills. QAST is the Mid-America Quality Assurance Screening Test. (Please see the next two pages for more information on QAST). Hamilton would train all interpreters as Communication Assistants so that they have a complete understanding of relay. All Certified Interpreters will comply with the RID Code of Ethics. Certified Interpreters would also be trained like regular Communication Assistants and will have additional training for Video Relay. All Certified Interpreters will follow the standards and procedures for CAs.



# QAST

## FUNCTIONAL DESCRIPTIONS AND LENGTH OF VALIDATION OF QAST LEVELS

### Level I

Level I is the Entry beginners level for the candidate who is able to expressively and receptively interpret or transliterate fifty percent of the performance screening. It is basically for one-to-one situations on a non-technical basis which the interpreter has an opportunity to stop for clarification and feedback from the deaf consumer.

One-on-one situations where communications can be interrupted easily for clarification

Limited voicing

Limited ASL (Interpreting), stronger PSE or English (Transliterating)

Should not be used in the following:

Legal

Mental Health

Educational

Platform

Serious medical

Critical situations of any nature

### Level II

Level II is an Intermediate beginner's level for the candidate who is able to interpret or transliterate seventy percent of the performance screening. The interpreter will be able to interpret for deaf individuals in job applications, orientation sessions and basic tutoring sessions, and simple non-technical medical examinations. These interpreting situations may or may not permit the interpreter to stop the consumer(s) for clarification.

One-on-one situations where communication can be interrupted occasionally for clarification

Limited voicing

Limited platform

Limited group session/workshops where communication can be interrupted easily for clarification

Should not be used in the following:

Legal

Mental health

Education

Serious medical

Critical situations of any nature

### LEVEL III

Level III is an Advanced beginner's level for the candidate who is able to interpret or transliterate a minimum of ninety percent of the performance screening. Most groups sessions are easily handled if there is a minimum of voicing required. Most one-on-one situations are easily handled.

Most one-on-one situations

Most group sessions

Most workshops with limited voicing

Stronger ASL and PSE than Levels I or II

Should not be used in the following:

Legal

Mental health

Serious medical

Critical situations of any nature

#### Level IV

Level IV is a Qualified level for the candidate who is able to interpret/transliterate a minimum of seventy percent of the advanced performance screening. Can function well expressively and receptively in most technical situations.

Can function well as an interpreter/transliterators

Should not be used in the following:

Civil or criminal court cases

Extensive mental health therapy

#### Level V

Level V is an Accomplished level for the candidate who is able to interpret/transliterate a minimum of ninety percent of the advanced performance screening. Can function expressively and receptively as an interpreter/transliterators in a majority of situations.

*No restrictions are indicated.*

Use of professional judgement.

---

### Length of Validation

#### Beginner's Levels

##### **Level I, II, III: Expires in 2 years**

If you are re-screened before your expiration date and you do not obtain your current level, you cannot lose the present level held.

If you are screened after your expiration date, you could be issued no level, a higher level, a lower level, or the same level you had held before.

#### Advanced Levels

##### **Level IV: Expires in 5 years**

If you are re-screened before your expiration date and you do not obtain your current level, you cannot lose the present level held.

##### **Level V: Permanent**



## *Florida Relay Service Proposal*

In addition to technical capabilities, Hamilton has been exploring options that would increase Video Relay usage. Hamilton is designing a video-conferencing system that would allow individual users to dial in from personal computer systems at home or work (with the proper equipment). This will increase the number of minutes, but many potential users may not have access to this type of equipment. One possible solution is to work with owners of privately held video-conferencing sites (i.e. Kinkos, hospitals, etc.) to make their sites accessible to Video Relay users.

Recently, Hamilton as company, has gained a great deal of experience in the video-conferencing area. Hamilton recently completed the installation of interactive video classrooms for area schools served by our local telephone company. These systems are DS-3 compatible. In addition, Hamilton has installed desktop video-conferencing systems (similar to those proposed in this document) for schools and a local science center. As a result, Hamilton has gained a great deal of knowledge and experience in working with video-conferencing equipment.



## *Florida Relay Service Proposal*

### **42.e. Speech to Speech Service**

Speech to Speech (STS) is a specialized feature of relay that offers persons who have speech impairments to have their spoken words transliterated by CAs. Speech to Speech can be used a variety of ways:

- Two hearing individuals, with the CA repeating the words of the person with the speech disability.
- Two individuals with speech disabilities with the CA repeating both persons words.
- A TTY user and a person with a speech disability without a TTY, with the CA typing the words of the person with the speech disability.
- Regular Hearing Carry Over with the person with a speech disability typing what they would like to say and the CA voicing it to the hearing user.

Hamilton will use SAI to provide STS services from either the Wisconsin or Florida Center. SAI has successfully provided Speech to Speech services for the past 18 months. From December 1997 until Feb 1, 1999 SAI personnel handled California and Wisconsin Speech to Speech with MCI. Since Feb 1, 1999 SAI has provided Speech to Speech for Wisconsin with Hamilton Telecommunications. With a staff of highly trained CAs, SAI and Hamilton will provide the best service possible to this emerging group of relay users.

Hamilton will develop a separate video tape and outreach materials specifically for Speech to Speech to be distributed to all organizations that may have contact with people with speech disabilities. This includes groups such as American Cancer Society, Hospitals and Clinics, Muscular Dystrophy Association, Cerebral Palsy Associations, Multiple Sclerosis Society and Rehabilitation Service Centers.

### **Communication Assistants Qualifications and Training**

SAI currently employs CAs with expertise in working with and understanding people with speech disabilities. All Speech to Speech CAs must pass the requirements for a "regular" CA as stated in Tab B. In addition, STS CAs must pass an audio test to determine their ability to understand people with speech disabilities and an interview focused on previous experience with people with speech disabilities and questions to ascertain if they have the required patience needed to do STS.

All STS CAs go through the "regular" training for CAs spend and additional ten hours training specifically for STS calls. This specialized training focuses on understanding speech disabilities and learning the technology and the procedures for using STS. SAI has been providing STS relay services for over a year, with excellent results, opening the world of telecommunication to a whole new group of relay users.

Hamilton will provide Speech to Speech for an additional charge. Relay users will not be billed "extra" for using this service. Only normal long distance charges will apply. Hamilton will comply with any F.C.C. requirements involving Speech to Speech.



## Florida Relay Service Proposal

### 42.f. Other Optional Features Not Included in Basic Relay

#### Caller ID

Hamilton is in the process of analyzing several methods available to provide Caller ID over the SS7 network. Hamilton's new relay platform is SS7 compatible and can be retrofitted to deliver Caller ID in the same manner that these services are delivered today in the public switched network. Hamilton is in the best position in the industry to deliver Caller ID services in the manner in which they were intended to be used.

Today, relay users who subscribe to caller ID will see the relay center's name and number on their caller ID box or phone. Hamilton will provide this service to Florida relay users as part of its base price. This indication appears on local calls where caller ID is available and some long distance calls if the carrier the customer selects for carrier of choice has caller ID capability.

Hamilton would like to provide caller ID where the actual name and number of the calling party (not the relay center number) appears on the caller ID box to the State of Florida. Hamilton believes that its relay switching platform is capable of this. Its switching system is SS7 compatible. However, the other network elements must also be in place. Hamilton has not yet tested this service (it has been tested in a lab, but not in the field) and Hamilton does not control the other network pieces that must also be SS7 compatible. Once Hamilton has this feature operational, Hamilton would like to offer it to the State of Florida for an additional fee.

*Hamilton and its subcontractor SAI will deliver high quality relay services and a high level of responsiveness from its center in Florida. Florida relay users will have more control over their service, the features that are implemented and the overall quality of the relay with an in-state center.*

*Hamilton looks forward to providing the State of Florida with an in-state telecommunications relay center. Hamilton Relay Service welcomes the opportunity to discuss its proposal in-person with the Florida Public Service Commission and TRS Administrator.*

### 43. Performance Bond

Hamilton understands and will comply. Please note that it is clearly stated in our bid bond (which meets all the requirements listed here), that a performance bond is forth coming upon execution of the contract.

### 44. Submission of Monthly Invoice

Hamilton understands and will comply. Please see Attachment 3 for a sample invoice. By the 14<sup>th</sup> of day of the following month, Hamilton will submit a detailed invoice showing billable minutes for the previous calendar month and rates to the Administrator. Hamilton will bill for its services at the rate stated in the price proposal. Hamilton will include the following elements on its monthly invoice:

Amount due for services based on session time.

The number of minutes of session time (billable minutes) as defined in the RFP.

The number of interstate minutes billed to NECA.



# Florida Relay Service Proposal

## 45. Travel

Hamilton understands and will comply. Hamilton will not request separate payment from the FPSC or the Administrator for any travel expenses that occurs as a result of this contract.

## 46. Reporting Requirements Introductions

Hamilton will meet the State's reporting requirements for telecommunications relay services. All reports will be specifically designed to meet the requirements contained in the Florida RFP. All reports are electronically produced and automatically tracked through Hamilton's switching and billing systems. The Florida TRS Administrator will receive Hamilton's reports by the 25<sup>th</sup> of each month for the activity in the previous month.

*As with all aspects of Hamilton's relay service, its reporting capabilities can be customized. Hamilton's reports are very easy to read eliminating any confusion about what or how information is being reported. As requirements change throughout the term of the contract, Hamilton will modify its reports so that all of the reporting needs of the Florida TRS are met. Hamilton specializes in tailoring its relay service until all parties involved in the process are satisfied. Reporting is no exception.*

Please refer to Attachment 3 for the reporting format that Hamilton will submit to the Florida TRS Administrator. As one can see from these reports, Hamilton will report everything listed in the RFP plus provide some additional information.

a. As stated in the RFP, Hamilton will report the following information by the 25<sup>th</sup> of each calendar month for the previous month.

- Number of incoming calls associated with incoming call categories (i.e. Baudot, Voice, ASCII, English and/or Spanish, and general assistance) - Report B
- Number of incoming call minutes associated with incoming call categories (i.e. Baudot, Voice, ASCII, English and/or Spanish, and general assistance) - Report C
- Number of outgoing calls completed and incomplete calls and calls terminating as Baudot, ASCII or Voice - Report D
- Number and percentage of incoming Florida calls received at each relay center handling Florida calls - Report A

All of this information can be found in the reports in Attachment 3.

b. See Report F in Attachment 3.

c. See Report F in Attachment 3.

d. See Report E in Attachment 3.

e. See Reports G & H in Attachment 3.

f. See Report A in Attachment 3.



## *Florida Relay Service Proposal*

- g. See Report D in Attachment 3.
- h. See Attachment 3 for a sample customer service report that includes number of complaints by topic.
- i. See Customer Feedback Survey in Attachment 3
- j. Hamilton understands and will comply
- k. Hamilton will provide to the Florida Relay an annual report of operations, traffic patterns and accounting data pertinent to Florida by March 1. Hamilton will also provide to Florida forecasted usage figures and associated costs for the upcoming year. In its operations report, Hamilton will outline the major highlights of the year, including the peak day of the annual cycle, any new features and services which were implemented, outreach activities, and any developments or other related information. Graphs and other charts will be used to visually display traffic patterns. Hamilton will use this information to make projections for the upcoming year. A sample report to be used by Hamilton is in Attachment 3

### **Ad Hoc Reports**

Hamilton is able to customize its reporting system to match the needs of the Florida TRS Administrator and FPSC. Hamilton can supply the TRS Administrator with all types of call information and call statistics -- beyond what may be required by the State, including any ad hoc reports that may be requested. In fact, upon award of the contract to Hamilton, representatives from Hamilton's accounting department will review with the Florida TRS Administrators all of the types of reporting available. Hamilton looks forward to determining the specific uses of the data being provided so that the data can be furnished in a manner that satisfies the needs of the State. Hamilton wants to bring meaning to the numbers. As demonstrated throughout this proposal, Hamilton's systems and infrastructure are flexible. Again, Hamilton wants to develop a true partnership with the Florida TRS Administrator and FPSC. Reporting is part of the equation.

### **47. Liquidated Damages for Failure to Initiate Services on Time or to Provide Contracted Services for the Life of the Contract**

Hamilton understands and will comply. Hamilton understands that it must answer 90 percent of all calls within 10 seconds on a monthly basis to avoid fines up to \$25,000 per month. In addition, Hamilton understands that it must begin provider service on June 1, 2000 to avoid any fines. Hamilton also understands all other liquidated damage clauses. Hamilton will comply as required.

### **48. Transfer to New Provider**

Hamilton understands and will comply. Hamilton will turn over all 800 numbers associated with Florida Relay to a new provider if required.



## *Florida Relay Service Proposal*

### **49. Insurance Coverage**

Hamilton understands and will comply. Upon award of contract, Hamilton will supply the necessary certificates for proof of insurance for all items listed in this section of the RFP.



c



## *Florida Relay Service Proposal*

### **C. The Technical Bid Proposal Format**

#### **1. Format**

- Hamilton understands and has complied. Hamilton's proposal is organized in the same order as the items listed in the check list form in Section E.
- Hamilton understands and has complied. Hamilton has submitted 19 copies and 1 original copy of its proposal to the FPSC.
- Hamilton understands. Hamilton has numbered all pages in Tabs A, B, and C consecutively. Most of the information in the Attachments is not numbered. However, some of the manuals in the Attachments contain their own table of contents and thus their own page numbering system. It was stated in the pre-bid meeting that materials, like manuals, that were already numbered, did not need to be changed for this document. These materials are not numbered consecutively as defined in the RFP, but vendors were given permission to do this at the pre-bid meeting.
- Hamilton understands and has complied. Each page in this proposal has Hamilton's name on the page.
- Hamilton understands and has complied. Hamilton has used white 8 ½ by 11 paper.

#### **2. Transmittal Letter**

Hamilton understands and has complied. The original copy has the original manual signature of the person submitting Hamilton's proposal. The other nineteen copies contain copies of the original transmittal letter. Hamilton has included all requested information in its transmittal letter. Hamilton Telecommunications will comply with all requirements in the RFP and will comply with all terms and conditions. However, Hamilton reserves the right to request additional time for implementation and start-up if the date set for the delivery of the letter of intent to award (January 14, 2000, in current schedule) is delayed by the State of Florida. In addition, Hamilton reserves the right to negotiate a new price structure if the FCC mandates additional features and/or services.

#### **3. Public Entity Crimes Provision**

Hamilton understands and will continue to comply. Hamilton is not in violation of this statute and is thus eligible to submit a bid and be awarded the telecommunications relay service contract within the State of Florida.

#### **4. Financial Information**

Hamilton understands and has complied. Please see Attachment 4 for Hamilton's and Society's Assets, Inc. financial statements. Also included in this Attachment is a letter of reference from Hamilton's primary banking source.

#### **5. Experience and Customer References**

Please see Attachment 5 for the information requested in this section in regards to experience, volumes, duration of contracts, and testing information. In addition several letters of



# *Florida Relay Service Proposal*

recommendation can be found in this attachment. Following are the names of three customer references, including specific contact name and phone number, for three Hamilton relay customers.

Gene Hand, Telecommunications Director  
Nebraska Public Service Commission  
300 The Atrium  
1200 N St.  
P.O. Box 94927  
Lincoln, NE 68509-4927  
Phone: 402/471-3101 Voice

Bob Dunbar  
Idaho TRS Administrator  
12963 Sandy Drive  
Donnelly, ID 83615  
Phone: 208/325-8308 Voice

Merilyn Crain, Executive Director  
Relay Administration Board  
315 South College Rd.  
Suite 208  
Lafayette, LA 70503  
Phone: 318/266-9620 Voice

## **6. Bid Security Deposit**

Following at the end of this Attachment in the Original Copy is the Bond for the Security Deposit which meets all of the requirements of this paragraph. Hamilton understands and will comply with all requirements in regards to the bid security and performance bond requirements.

## **7. Subcontractors**

Hamilton is proposing to work with Society's Assets, Inc., a Wisconsin based non-profit corporation as a subcontractor. SAI will be responsible for managing all the Communication Assistants within the center as well as all associated management and human resource staff. SAI is responsible for hiring and training all Communication Assistants. In addition SAI is responsible for performing all customer service functions. SAI has a great deal of relay and customer service experience. Please see the Executive Summary at the end of Tab A for detailed information about SAI's relay experience.

## **8. Check List of Proposal Content**

Hamilton understands and has complied. The evaluation check list can be found immediately after the transmittal letter in Tab A. Gary Warren has initialed each item on the check list indicating that each item is contained in the proposal and in the same order as the item appears on the check list. Mr. Warren has also indicated beside each item the page number where the item can be found in this proposal.



## *Florida Relay Service Proposal*

### **D. The Price Proposal Format**

Hamilton understands and has complied with all pricing requirements. Hamilton has submitted a base price (a flat rate per billable minute for all billable minutes and it does not vary depending upon volume of traffic) for providing the Florida Relay Service in the price proposal. Hamilton has also included in its price proposal additional pricing information as appropriate for other optional services. (Hamilton has included some of the optional services identified in the RFP in its base price.) The price proposal is in a separate sealed envelope marked: "SEALED – TO BE OPENED ONLY BY THE FPSC PROPOSAL OPENING OFFICER".



## *Florida Relay Service Proposal*

### **E. The Evaluation Method To Be Used And Filing Check List**

Hamilton understands the evaluation method to be used and will comply.

**The St Paul**  
Surety

**St. Paul Fire and Marine  
Insurance Company**  
4201 Westown Pkwy., Ste. 250  
West Des Moines, IA 50266-7301  
515.223.5700  
800.362.2480  
Fax 515.223.8292

**Mailing Address:**  
P.O. Box 65459  
West Des Moines, IA 50266-0459

November 8, 1999

Hamilton Telephone  
1001 12th St  
Aurora, NE 68818  
Attn: Betty

Re: State of Florida Licensing


Dear Betty:

This letter is in response to your phone conversation with Stephannie Watts with the Harry A. Koch Company this morning regarding the licensing of USF&G in the State of Florida. USF&G, which is a company of St. Paul, is fully licensed in all states of the United States, including Florida. Our combined surety operation is the largest in the world with business conducted in many foreign countries and total premiums amounting to over \$333,000,000 million dollars in 1998.

The treasury listing for USF&G is \$73,974,000 million, meaning we can write a bond for any one project up to that amount before having to purchase re-insurance.

If you have any questions, please feel free to call.

Sincerely,

  
Jeff Kesselring  
Surety Underwriter

St. Paul Fire and Marine  
Insurance Company  
United States Fidelity and  
Guaranty Company  
Surety Company  
Fidelity and Guaranty  
Insurance Company  
St. Paul Mercury  
Insurance Company  
St. Paul Guardian  
Insurance Company

\*\* TOTAL PAGE.01 \*\*

**BID BOND**

Conforms with The American Institute of  
Architects, A.I.A. Document No. A-310

KNOW ALL BY THESE PRESENTS, That we, Hamilton Telephone Company dba Hamilton Telecommunications

1001 12th St., Aurora, Ne. 68818

\_\_\_\_\_ as Principal, hereinafter called the Principal,

and the United States Fidelity and Guaranty Company

of Baltimore, Md., a corporation duly organized under

the laws of the State of Md, as Surety, hereinafter called the Surety, are held and firmly bound unto

Florida Telecommunications Relay, Inc. as Obligee, hereinafter called the Obligee,

in the sum of Five Hundred Thousand and 00/100 -----

Dollars (\$ 500,000.00 ) , for the payment of which sum well and truly to be made, the said Principal and the said Surety, bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has submitted a bid for Telecommunications Relay Service System in Florida

NOW, THEREFORE, if the Obligee shall accept the bid of the Principal and the Principal shall enter into a Contract with the Obligee in accordance with the terms of such bid, and give such bond or bonds as may be specified in the bidding or Contract Documents with good and sufficient surety for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof, or in the event of the failure of the Principal to enter such Contract and give such bond or bonds, if the Principal shall pay to the Obligee the difference not to exceed the penalty hereof between the amount specified in said bid and such larger amount for which the Obligee may in good faith contract with another party to perform the Work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect.

Signed and sealed this 10th day of November, 1999 .

Betty Van Luchene  
Witness

Maryann Conner  
Witness

Hamilton Telephone Company dba Hamilton Telecommunications (Seal)  
Principal  
Ernest P. [Signature]  
Title

United States Fidelity and Guaranty Company  
By Stephanie Watts  
Stephanie Watts Attorney-in-Fact

John R. Neu  
John R. Neu, Florida Resident Agent

Seaboard Surety Company  
St. Paul Fire and Marine Insurance Company  
St. Paul Guardian Insurance Company  
St. Paul Mercury Insurance Company

United States Fidelity and Guaranty Company  
Fidelity and Guaranty Insurance Company  
Fidelity and Guaranty Insurance Underwriters, Inc.

Power of Attorney No. 20782

Certificate No.

14172

**KNOW ALL MEN BY THESE PRESENTS:** That Seaboard Surety Company is a corporation duly organized under the laws of the State of New York, and that St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company and St. Paul Mercury Insurance Company are corporations duly organized under the laws of the State of Minnesota, and that United States Fidelity and Guaranty Company is a corporation duly organized under the laws of the State of Maryland, and that Fidelity and Guaranty Insurance Company is a corporation duly organized under the laws of the State of Iowa, and that Fidelity and Guaranty Insurance Underwriters, Inc. is a corporation duly organized under the laws of the State of Wisconsin (*herein collectively called the "Companies"*), and that the Companies do hereby make, constitute and appoint

Douglas G. Durbin, Harry D. Koch, Peggy Sapienza, David G. Jesse, Stephanie Watts, Patricia A. Jensen, Sharon K. Murray and Kendra Sorensen

of the City of Omaha, State Nebraska, their true and lawful Attorney(s)-in-Fact, each in their separate capacity if more than one is named above, to sign its name as surety to, and to execute, seal and acknowledge any and all bonds, undertakings, contracts and other written instruments in the nature thereof on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

IN WITNESS WHEREOF, the Companies have caused this instrument to be signed this 21st day of July, 1999.

Seaboard Surety Company  
St. Paul Fire and Marine Insurance Company  
St. Paul Guardian Insurance Company  
St. Paul Mercury Insurance Company

United States Fidelity and Guaranty Company  
Fidelity and Guaranty Insurance Company  
Fidelity and Guaranty Insurance Underwriters, Inc.



*Michael B. Keegan*

MICHAEL B. KEEGAN, Vice President

*Michael R. McKibben*

MICHAEL R. MCKIBBEN, Assistant Secretary

State of Maryland  
City of Baltimore

On this 21st day of July, 1999, before me, the undersigned officer, personally appeared Michael B. Keegan and Michael R. McKibben, who acknowledged themselves to be the Vice President and Assistant Secretary, respectively, of Seaboard Surety Company, St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, United States Fidelity and Guaranty Company, Fidelity and Guaranty Insurance Company, and Fidelity and Guaranty Insurance Underwriters, Inc. and that they, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing the names of the corporations by themselves as duly authorized officers.

In Witness Whereof, I hereunto set my hand and official seal.

My Commission expires the 13th day of July, 2002.



*Rebecca Easley-Onokala*

REBECCA EASLEY-ONOKALA, Notary Public



This Power of Attorney is granted under and by the authority of the following resolutions adopted by the Boards of Directors of Seaboard Surety Company, St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, United States Fidelity and Guaranty Company, Fidelity and Guaranty Insurance Company, and Fidelity and Guaranty Insurance Underwriters, Inc. on September 2, 1998, which resolutions are now in full force and effect, reading as follows:

**RESOLVED**, that in connection with the fidelity and surety insurance business of the Company, all bonds, undertakings, contracts and other instruments relating to said business may be signed, executed, and acknowledged by persons or entities appointed as Attorney(s)-in-Fact pursuant to a Power of Attorney issued in accordance with these resolutions. Said Power(s) of Attorney for and on behalf of the Company may and shall be executed in the name and on behalf of the Company, either by the Chairman, or the President, or any Vice President, or an Assistant Vice President, jointly with the Secretary or an Assistant Secretary, under their respective designations. The signature of such officers may be engraved, printed or lithographed. The signature of each of the foregoing officers and the seal of the Company may be affixed by facsimile to any Power of Attorney or to any certificate relating thereto appointing Attorney(s)-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and subject to any limitations set forth therein, any such Power of Attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company, and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding upon the Company with respect to any bond or undertaking to which it is validly attached; and

**RESOLVED FURTHER**, that Attorney(s)-in-Fact shall have the power and authority, and, in any case, subject to the terms and limitations of the Power of Attorney issued them, to execute and deliver on behalf of the Company and to attach the seal of the Company to any and all bonds and undertakings, and other writings obligatory in the nature thereof, and any such instrument executed by such Attorney(s)-in-Fact shall be as binding upon the Company as if signed by an Executive Officer and sealed and attested to by the Secretary of the Company.

I, Michael R. McKibben, Assistant Secretary of Seaboard Surety Company, St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, United States Fidelity and Guaranty Company, Fidelity and Guaranty Insurance Company, and Fidelity and Guaranty Insurance Underwriters, Inc. do hereby certify that the above and foregoing is a true and correct copy of the Power of Attorney executed by said Companies, which is in full force and effect and has not been revoked.

IN TESTIMONY WHEREOF, I hereunto set my hand this 10<sup>th</sup> day of November, 1999



*Michael R. McKibben*

Michael R. McKibben, Assistant Secretary

To verify the authenticity of this Power of Attorney, call 1-800-421-3880 and ask for the Power of Attorney clerk. Please refer to the Power of Attorney number, the above-named individuals and the details of the bond to which the power is attached.

THIS POWER OF ATTORNEY IS NOT VALID UNLESS THE ABOVE-NAMED INDIVIDUALS AND THE DETAILS OF THE BOND TO WHICH THE POWER IS ATTACHED.

NEBRASKA STATUTORY RIDER

The State of Nebraska Code, Section 44-4040 requires the name of the soliciting agent and the name and address of the agency to be shown on each bond issued by a Nebraska Agent or for any bond issued to a Principal or Insured residing in Nebraska.

This rider is to comply with the statutory requirements of the State of Nebraska.

Name of Soliciting Agent: Robert E. Joyce

Name of Insurance Agency represented by the Soliciting Agent:

Harry A. Koch Co.

Address of Agency: 11949 "O" Street, Omaha, NE 68145-0279

A copy of this rider should be attached to the original and all copies of any bond issued.

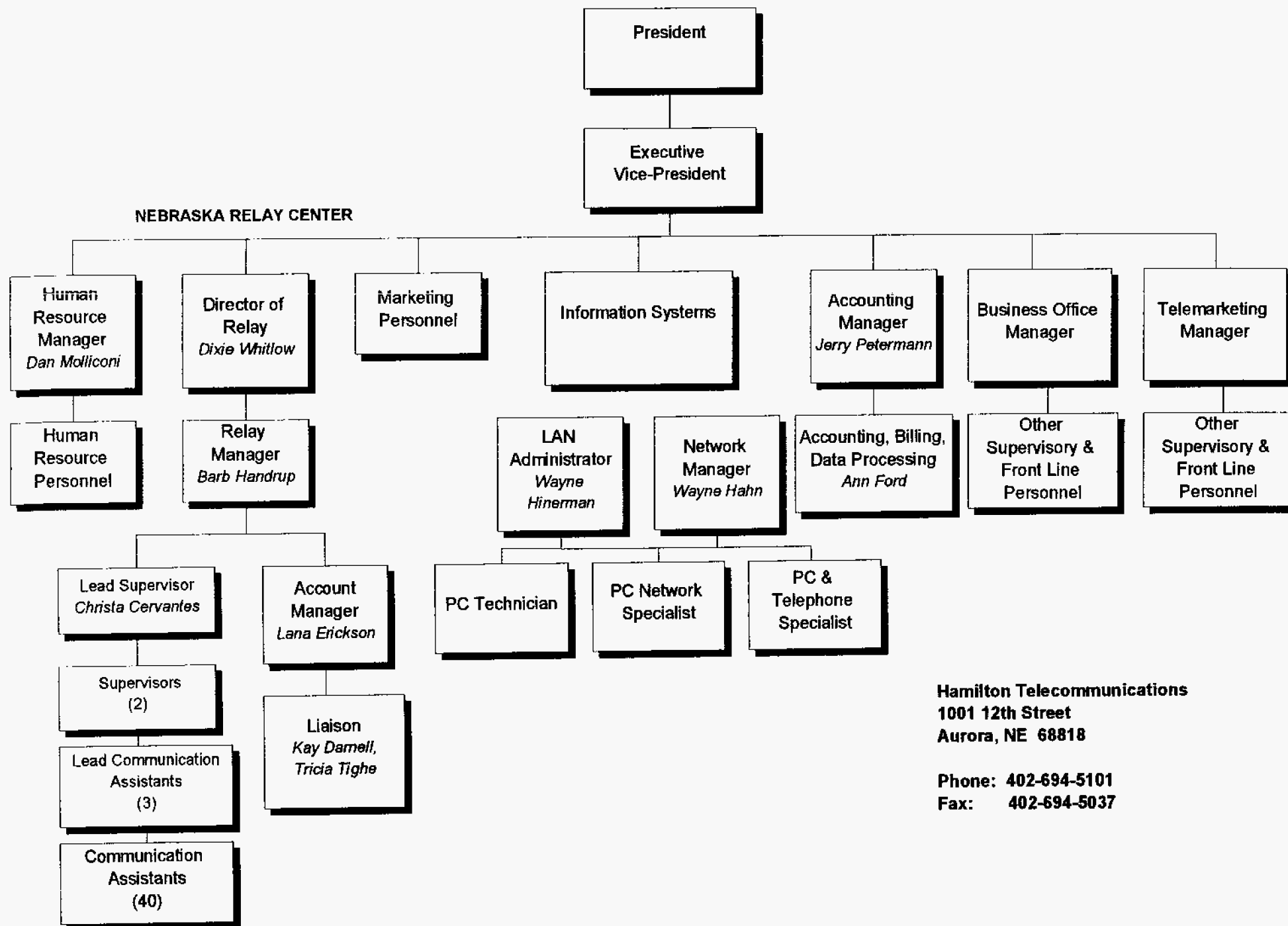
1

# BID SUPPORT MATERIALS



# Hamilton Telecommunications

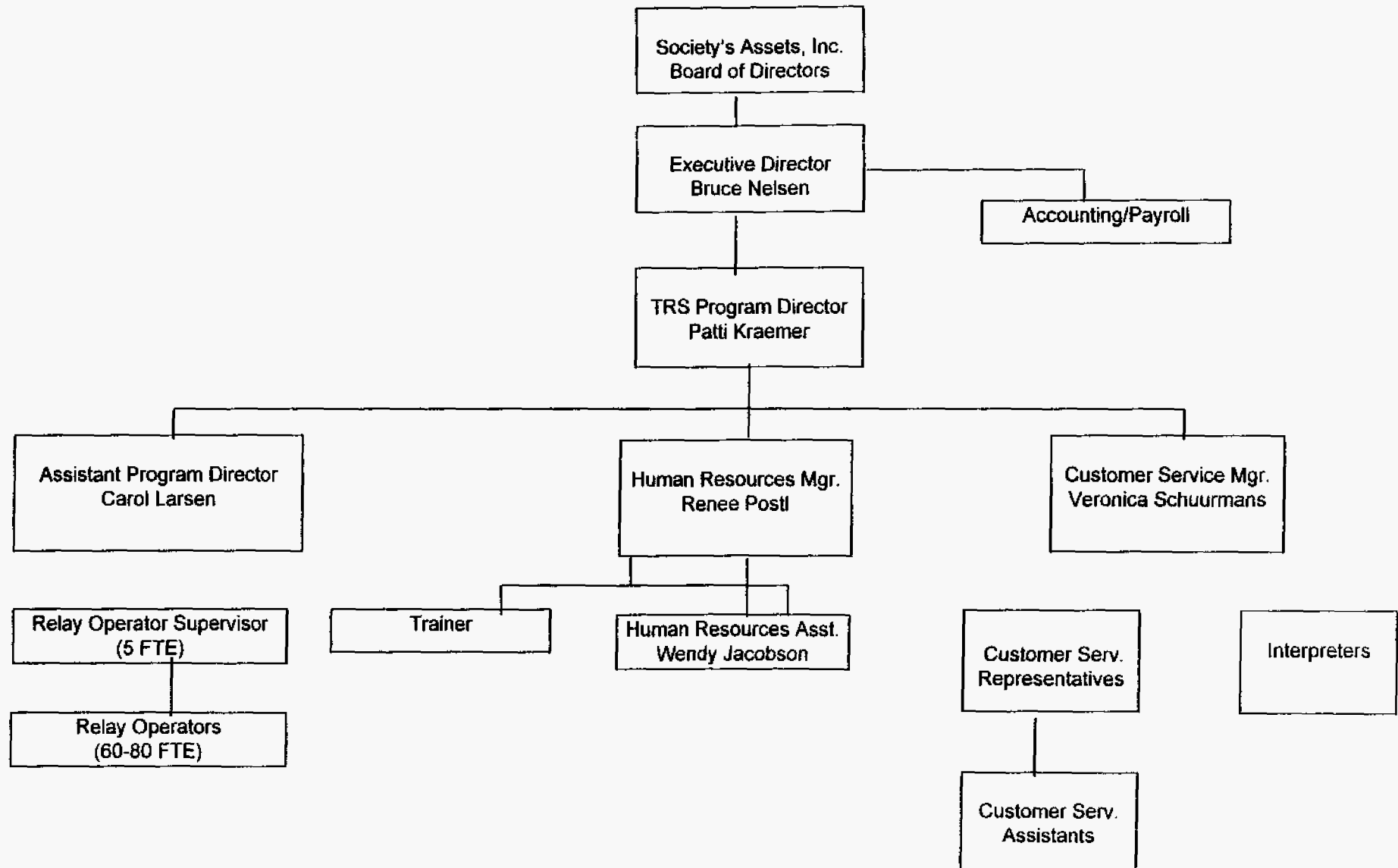
## ORGANIZATIONAL STRUCTURE



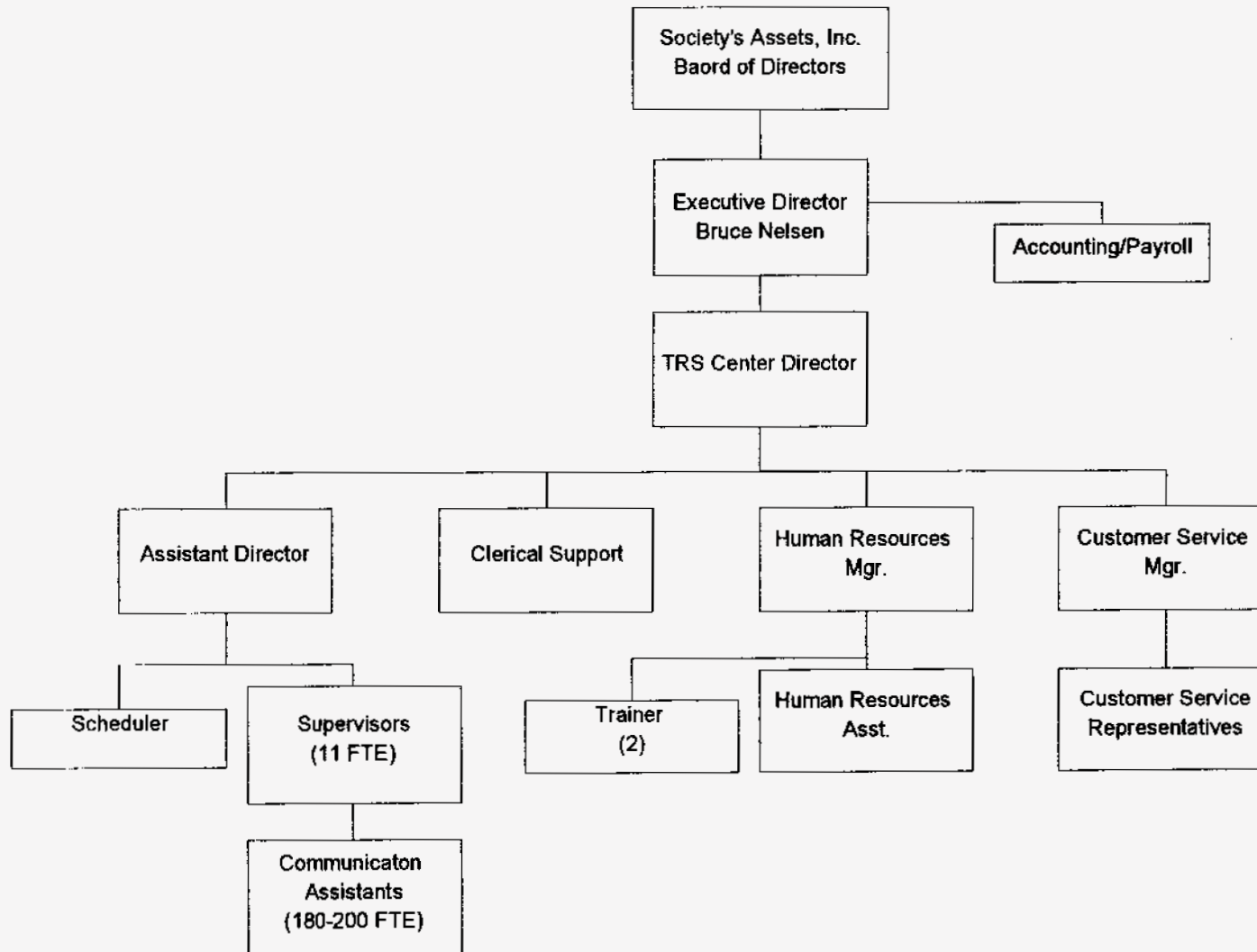
Hamilton Telecommunications  
1001 12th Street  
Aurora, NE 68818

Phone: 402-694-5101  
Fax: 402-694-5037

## SOCIETY'S ASSETS, INC. TRS ORGANIZATIONAL CHART

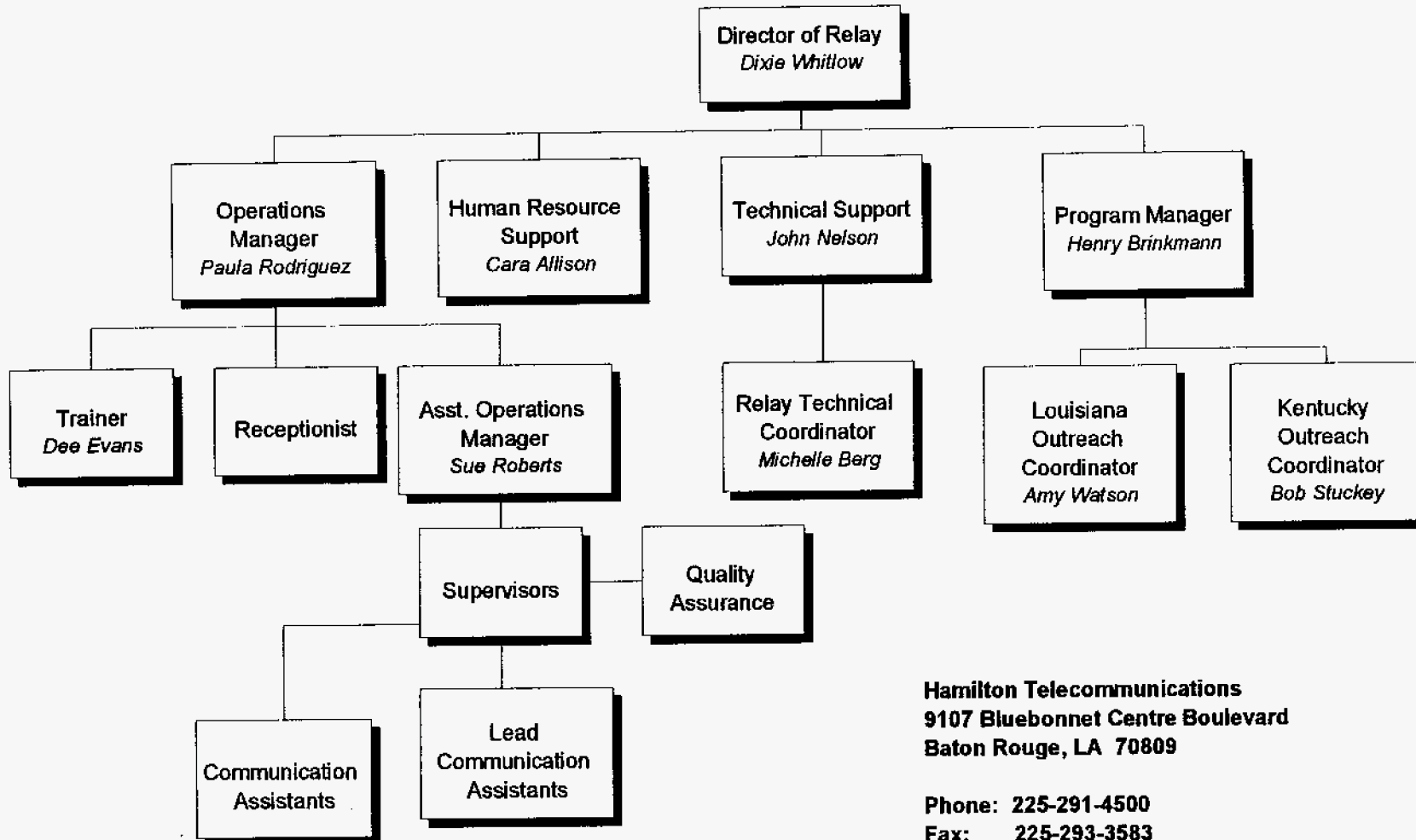


**SOCIETY'S ASSETS, INC. TRS ORGANIZATIONAL CHART**  
**Florida**



# LOUISIANA RELAY CENTER

## ORGANIZATIONAL STRUCTURE



**Hamilton Telecommunications**  
**9107 Bluebonnet Centre Boulevard**  
**Baton Rouge, LA 70809**

**Phone: 225-291-4500**  
**Fax: 225-293-3583**





## RELAY SERVICES DIVISION

# Nebraska/Idaho Quality Report

### April 1999:

Average Answer Seconds	1.6 seconds
Percentage of Calls Answered within 10 Seconds	97%
Average Percentage on Performance Testing	99%

### May 1999:

Average Answer Seconds	1.9 seconds
Percentage of Calls Answered within 10 Seconds	96%
Average Percentage on Performance Testing	99%

### June 1999:

Average Answer Seconds	2.1 seconds
Percentage of Calls Answered within 10 Seconds	96%
Average Percentage on Performance Testing	98%

### July 1999:

Average Answer Seconds	1.8 seconds
Percentage of Calls Answered within 10 Seconds	95%
Average Percentage on Performance Testing	99%

### August 1999:

Average Answer Seconds	1.4 seconds
Percentage of Calls Answered within 10 Seconds	96%
Average Percentage on Performance Testing	

### September 1999:

Average Answer Seconds	2.8 seconds
Percentage of Calls Answered within 10 Seconds	95.6%
Average Percentage on Performance Testing	99%



## RELAY SERVICES DIVISION

# Louisiana/Kentucky Quality Report

### April 1999:

Average Answer Seconds	2.75 seconds
Percentage of Calls Answered within 10 Seconds	92.5%
Average Percentage on Performance Testing	96.30%

### May 1999:

Average Answer Seconds	3.05 seconds
Percentage of Calls Answered within 10 Seconds	92%
Average Percentage on Performance Testing	95.11%

### June 1999:

Average Answer Seconds	1.3 seconds
Percentage of Calls Answered within 10 Seconds	96%
Average Percentage on Performance Testing	97.13%

### July 1999:

Average Answer Seconds	1.3 seconds
Percentage of Calls Answered within 10 Seconds	96.5%
Average Percentage on Performance Testing	97.13

### August 1999:

Average Answer Seconds	1.75 seconds
Percentage of Calls Answered within 10 Seconds	95%
Average Percentage on Performance Testing	%

### September 1999:

Average Answer Seconds	1.80 seconds
Percentage of Calls Answered within 10 Seconds	95%
Average Percentage on Performance Testing	98%



## RELAY SERVICES DIVISION

# Wisconsin Quality Report

### April 1999:

Average Answer Seconds	1.0 seconds
Percentage of Calls Answered within 10 Seconds	97%

### May 1999:

Average Answer Seconds	1.2 seconds
Percentage of Calls Answered within 10 Seconds	97%

### June 1999:

Average Answer Seconds	1.1 seconds
Percentage of Calls Answered within 10 Seconds	97%

### July 1999:

Average Answer Seconds	1.1 seconds
Percentage of Calls Answered within 10 Seconds	97%

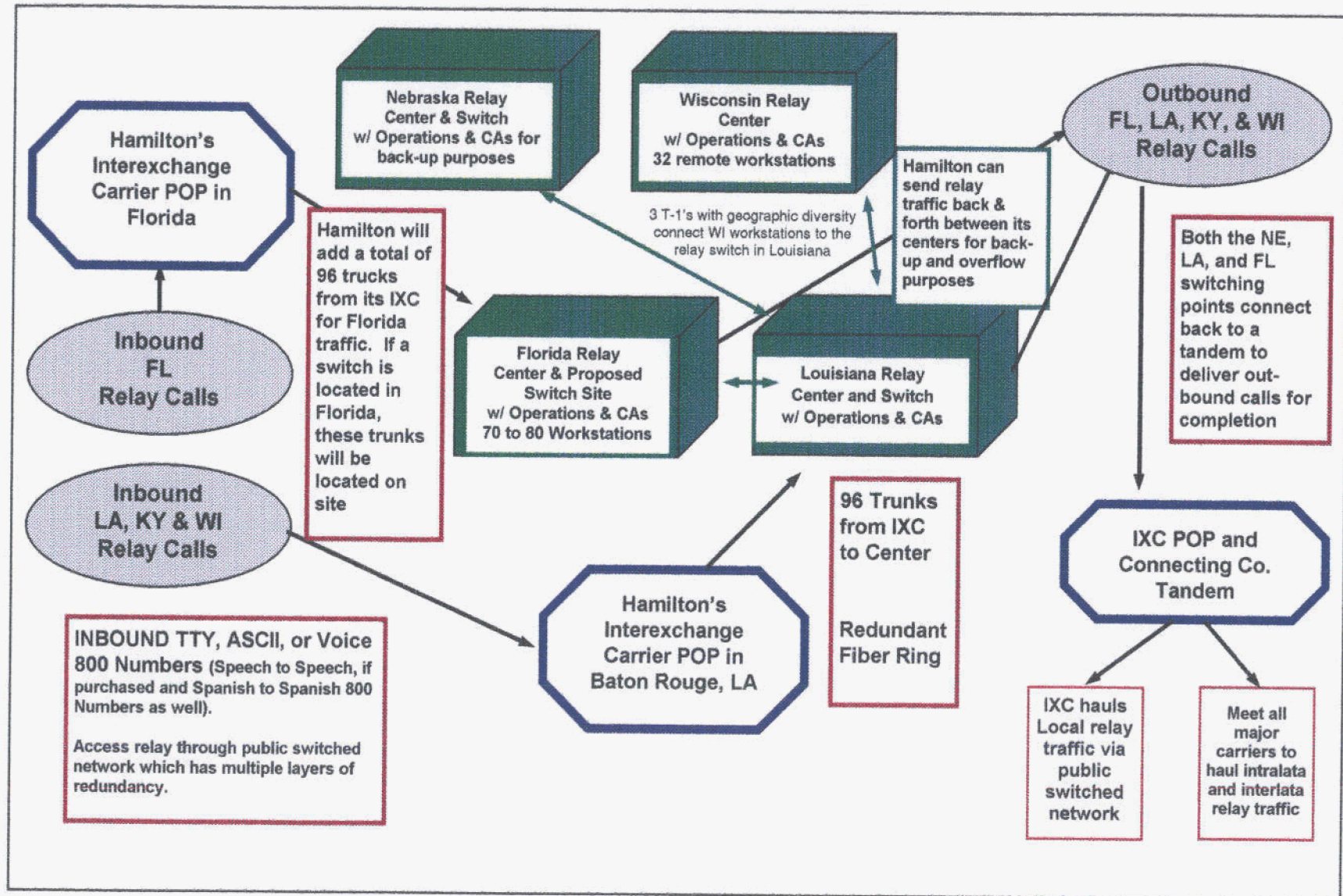
### August 1999:

Average Answer Seconds	2.1 seconds
Percentage of Calls Answered within 10 Seconds	94%

### September 1999:

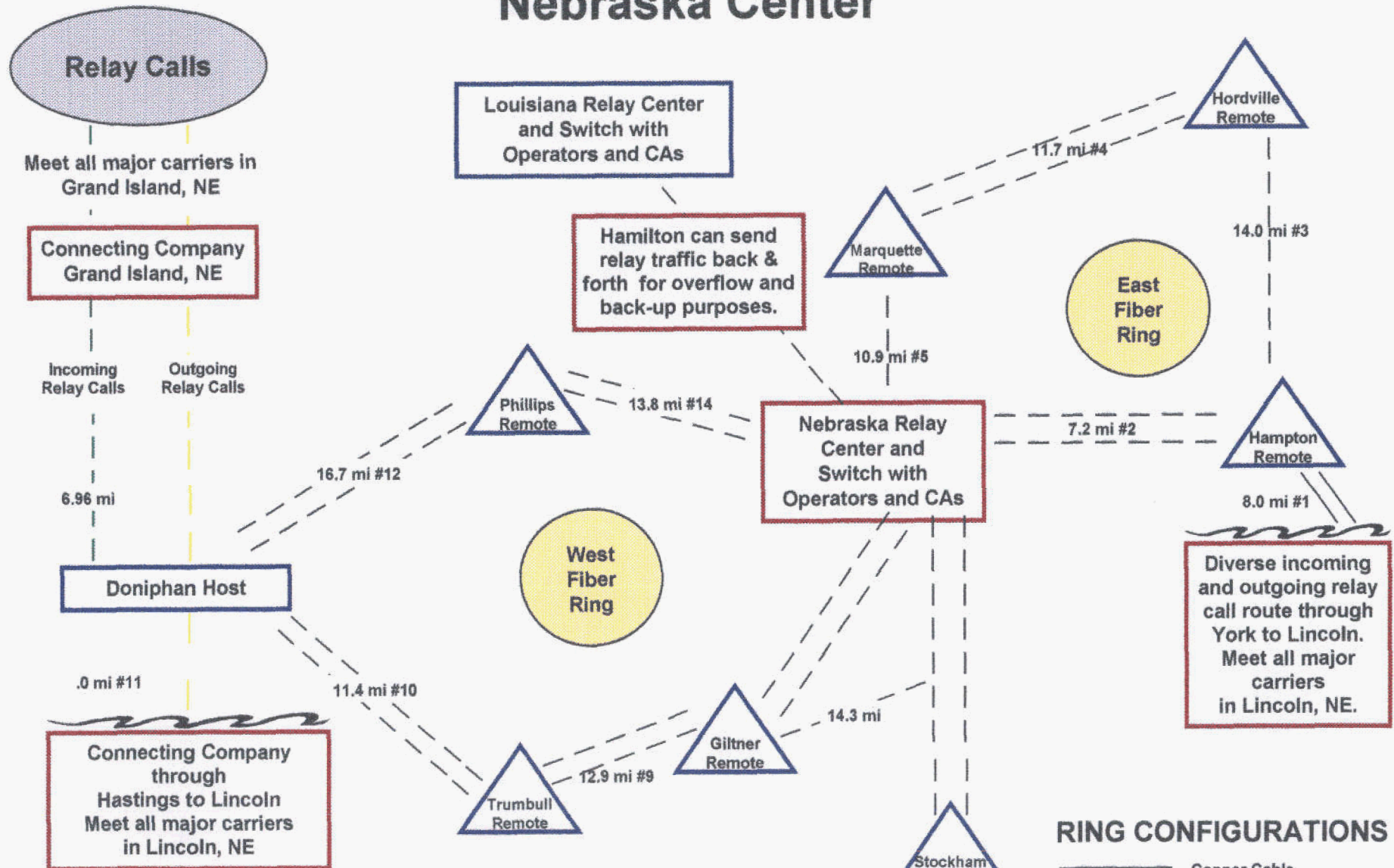
Average Answer Seconds	2.1 seconds
Percentage of Calls Answered within 10 Seconds	94%

# Hamilton Telecommunications Relay Call Flow





# Hamilton Telecommunications Nebraska Center

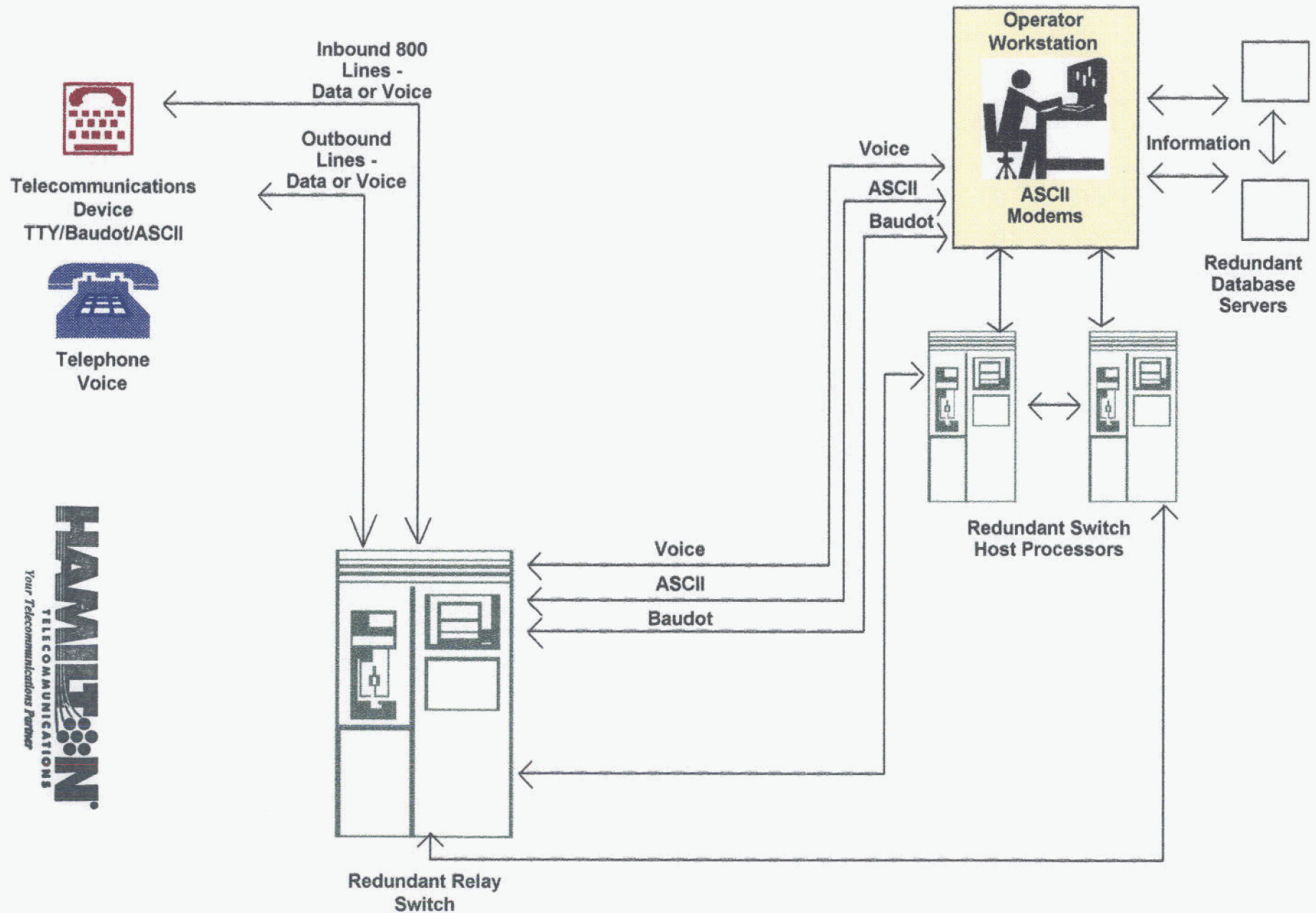


Fiber rings are fully redundant so that if a cable is cut, all traffic is rerouted in the other direction over the fiber ring. This process gives Hamilton's Nebraska Center a great deal of redundancy and network security. Hamilton's Nebraska Center has at least 3 incoming call routes and 3 outgoing call routes to ensure that relay services are provided 24 hours a day, 7 days a week, under any circumstances.

## RING CONFIGURATIONS

- Copper Cable
- - - Fiber Optic Cable
- - - Incoming Relay Calls
- - - Outgoing Relay Traffic

# Florida Center TRS Call Flow



**2**

# OUTREACH

**HAMILTON**<sup>®</sup>  
TELECOMMUNICATIONS





# *Florida Relay Service Proposal*

## **Community Outreach**

As a relay provider, Hamilton has been very aggressive and proactive in its outreach approach. Hamilton has a history of developing outreach projects, which are, just like its relay service: individualized and designed to work with relay users and the general public in a "one-on-one" setting.

As an optional service if purchased by the State, Hamilton will provide the State of Florida with a personalized outreach program to educate the public about the Florida Relay Service. This program will go beyond gaining customer feedback. Rather, this program will be designed to educate and market relay services across the State.

Hamilton can provide outreach at several levels. The outreach activities in this section demonstrate a full-blown outreach campaign in which Hamilton will hire an outreach coordinator. This in-state outreach coordinator will be responsible for traveling across the State of Florida and informing relay users and potential relay users about the many benefits, features and services available through the Florida Relay Service. The outreach coordinator will meet with the Florida Relay Service Administrator on a regular basis to gather feedback about the effectiveness of outreach programs. Further, the FRS outreach coordinator will gather additional information about the outreach needs that have been identified across the State of Florida.

Following is a list of activities that Hamilton will provide to the State of Florida. The next several pages of this proposal are designed to give you an idea of the type of outreach programs Hamilton has done in the past and proposes to provide to the State of Florida.

The key to Hamilton's outreach success in the other States it serves has been its outreach coordinator who is a resident of the State being served by Hamilton. This liaison for Hamilton is responsible for implementing and running many of Hamilton's community outreach programs and promotional campaigns. Some specific responsibilities include general education of the public, including the business and relay using community, resolving any service problems with customer-owned equipment, facilitates any inquiry processes in a one-on-one setting, gives programs to organizations, businesses and other groups and this lists goes on and on. Please see the job description for this position in Attachment 10 - Job Descriptions. This person will be proficient in ASL.

Public communication and outreach to the residents of Florida about Florida Relay Service is a project that will involve a variety of entities and groups. Hamilton will approach this communication process seeking involvement and input from all interested parties in Florida, including the Florida Relay Service Administrator and other government entities. Following is an outline of items that Hamilton recommends as part of the communication and outreach program for the Florida Relay Service. These programs have been implemented successfully in Nebraska, Idaho, Louisiana, Kentucky and Wisconsin. This list is not intended to be complete or all-inclusive, but rather to illustrate the types of activities that would be ongoing and would



## *Florida Relay Service Proposal*

be part of Hamilton's outreach program subject to the approval, and suggestions of the Florida Relay Service Administrator:

(a) During the time period prior to the cutover, Hamilton will notify customers of the change in providers and make a toll-free 800 customer service number available to the all people in the State of Florida upon notification of the award of the contract. This number will be used to support Hamilton's outreach efforts and will give relay users and other parties an opportunity to ask questions and become familiar with Hamilton's relay services. Hamilton will use a variety of media including deaf/hard of hearing and speech organizations, local telephone companies, advocacy groups and any other mediums that exist to announce the change.

Hamilton's outreach coordinator for the State of Florida will be hired immediately upon receiving the award to begin contacting organizations and other groups for presentations. The outreach coordinator also will be available for individual discussions. Hamilton will distribute a variety of press releases and public news announcements to reach as broad an audience as possible.

Hamilton will use outreach opportunities to "educate" a broader audience about relay in general. Hamilton believes that there will be great benefits to the deaf/hard of hearing and speech disabled as more hearing residents and businesses in Florida become familiar with relay services. Hamilton has materials available to educate the hearing community about the relay. Please see the conclusion of this section for more information.

(b) Hamilton's in-state outreach coordinator program has been very successful in the States it serves. Hamilton will hire an individual who is deaf or has a great deal of experience in the hearing and speech disabled communities to act as Hamilton's outreach coordinator for the State of Florida. The outreach coordinator will be responsible for implementing all outreach activities, (including those discussed above) presenting relay information to organizations and groups, meeting with business, schools and other public and private entities to describe relay and how it works and meeting with individuals or groups of relay users to demonstrate equipment and answer questions. The outreach coordinator also will work with the Florida Relay Service Administrator as needed. The outreach coordinator will work with the elderly and speech disabled to promote use of the relay. That will be accomplished through participating in organizational activities that attract these groups. The outreach coordinator will have a variety of Florida Relay Service specific materials available, completed by Hamilton's marketing staff. Hamilton's marketing staff, with assistance from the outreach coordinator, also will design and implement public relations campaigns, develop press and video releases (see PSA on video) and work to expose relay to a broader audience of people throughout Florida. As stated before, Hamilton has had great success by personalizing its outreach efforts through an in-state liaison. Hamilton looks forward to the opportunity to expose the Florida Relay Service Administrator to these outstanding outreach activities that are personalized and designed to meet the needs of the relay using community.



## *Florida Relay Service Proposal*

- (c) Regular newsletters and relay service update sheets will be distributed to all identified relay users, the Administrator, related government agencies and other entities that serve as providers for or advocates for the deaf, hard of hearing and speech impaired communities (i.e. associations and clubs, Commissions for the speech and hearing impaired, advisory boards and educational institutions for hearing or speech impaired people.
- (d) To the extent that particular channels or public television networks are actively used by the speech and hearing disabled community, Hamilton will provide announcements and updates about Florida Relay Service through those television stations. PSAs will be distributed to all broadcast television stations in Florida. Please see the video for Hamilton's latest PSA in Nebraska. Hamilton promotes the existence and use of the relay through public service announcements. Hamilton also uses a variety of press releases to inform the public about the relay. A press release that Hamilton distributed to all newspapers across the State of Louisiana can be found in this Attachment. This press release was sent prior to Deaf Awareness week and was picked up by many newspapers and radio stations across the State.
- (e) Hamilton will develop a brochure about the Florida Relay Service. Hamilton's brochure follows in included in this Attachment. This brochure contains an explanation of relay TTY etiquette, including common TTY abbreviations. Hamilton also has produced a brochure in braille and will do so if needed for the State of Florida. Other information sources are located in this Attachment, including wallet size instruction call-me cards, magnets and note pads. Hamilton will continue to develop and distribute written materials as needed.
- (f) Upon notification of the award, Hamilton will customize its video for the Florida Relay Service. This video will be distributed to local telephone companies and available for use by all types of organizations, groups and individuals. The Nebraska video, which is enclosed, is designed for relay users and is highly educational. The video also is designed to educate the hearing community and non-traditional relay users (late deafness, etc.) about relay services. Hamilton has distributed this video to businesses, schools, local telephone companies and a variety of other groups. Hamilton's videos are closed captioned for use in standard VCRs. Hamilton currently is producing new videos for Nebraska, Idaho, Louisiana, Kentucky, Wisconsin and Hamilton Relay Services. Hamilton's new video would be ready for the Florida Relay Service by the time of service start-up.
- (g) Hamilton will develop camera-ready materials for use in telephone directories by the telephone companies throughout the State of Florida. The suggested directory pages we developed for use in the States where Hamilton currently provides service are included in this Attachment. The language may change to some extent to fit any specific requirements of the Florida Relay Service Administrator, specifically, some new language related to new product information. Hamilton will work with all of the LECs in Florida to ensure that appropriate information about the Florida Relay Service is included.



## *Florida Relay Service Proposal*

Hamilton will develop a suggested bill insert format at least once annually for local exchange carriers to use in promoting the relay. This bill insert will be designed for both business and residential customers.

(h) Hamilton has been very active in supporting a variety of deaf/hard of hearing community activities in the States it serves. During these activities, Hamilton's outreach coordinator has taken the opportunity to distribute relay materials, explain how the relay works and answer any questions. Hamilton has been able to reach a wide audience of users by participating in these activities and plans to become involved upon signing of the contract in Florida. For a partial list of the outreach activities Hamilton has been involved with in Idaho, Nebraska, Louisiana, Kentucky and Wisconsin since the award date, see the end of this Attachment.

(i) Hamilton uses a variety of activities to reach non-traditional relay users. Because Hamilton has developed a unique one-to-one approach in its outreach programs through its outreach coordinator position, potential relay users of all types are sought out and educated about the relay. Hamilton does this through attendance at organizational meetings, which cater to non-traditional relay users, i.e. senior citizen centers, hard of hearing groups, etc. Hamilton also attends a variety of events that cater to these groups. Hamilton has worked with the Lion's Club Organizations in Nebraska since their interests have also turned to working with the hearing impaired. In addition, Hamilton has made several presentations at Senior Center Nursing Homes and Health Fairs. Hamilton would do the same in Florida. At all of these events or activities, Hamilton demonstrates how to use the relay. VCO and HCO call types and equipment also are demonstrated.

Hamilton uses a variety of print, radio and television PSAs to inform both hearing and non-traditional relay users about the relay. Hamilton uses its videotape to introduce the benefits of using the relay as well as gives instructions. This video has been distributed throughout the hearing community as well as to traditional and non-traditional relay users. Hamilton will submit articles to insurance companies and hospitals for their newsletters. Hamilton also plans to participate in several health fairs to reach more non-traditional relay users.

Florida already has many resources available to deaf, hard of hearing, and speech impaired State residents. Hamilton looks forward to working with these groups to enhance their ability to promote the use of relay. Hamilton works with the key group leaders that have an interest in performing outreach activities. Hamilton supplies these leaders with the appropriate information, materials and equipment, and also provides any other assistance to help any group reach potential relay users. This type of outreach has been very effective in reaching non-traditional relay users.

Hamilton always maintains the "golden rule" of effective outreach - keep it simple. Hamilton's one-to-one approach allows us to customize our outreach efforts so that we are relating to relay users at the appropriate level. These rules certainly are more important as we begin to do more outreach to non-traditional users and to the voice community.



## *Florida Relay Service Proposal*

Hamilton will manage its community outreach program with the in-state Florida outreach coordinator, and current management staff in Nebraska and Louisiana. Hamilton believes that it is very important for its people to be involved in the community outreach program in order to enhance the sensitivity of our relay personnel to the needs of the user community. Hamilton also will make use of existing community outreach liaisons and organizational activities already in place in Florida. Use of resident resources and other channels of communication in Idaho, Nebraska, Kentucky, Wisconsin and Louisiana have enhanced our community outreach significantly and we intend to continue to do so wherever it is practical. Outreach is a boundless task and it would be folly to exclude any groups who have meaningful input and have a willingness to devote time or resources to this task.

The following positions are responsible for customer service/outreach:

- Florida Outreach Coordinator
- Director of Relay
- National Account Manager
- Hamilton's Marketing Department
- Florida Contract Manager

As discussed above, Hamilton performs a variety of activities to inform the telecommunications-using public about relay. From attendance at a variety of activities, which cater to relay users, to educating businesses and other groups about relay, Hamilton is promoting the use of the relay.

Hamilton also will use the Internet to communicate with relay users as well as to keep them informed of new service enhancements and changes made to the relay. As more and more relay users gain access to the Internet, Hamilton wants to be able to use this communications medium as another vehicle by which to communicate with relay users. Currently, Hamilton's Web site contains a feedback form for relay users to use in communicating with the relay center. The site also contains a link to the latest State-specific relay newsletter, and further includes instructions about how to use the relay. Links are provided through the relay site that will link users to other sites that users may find valuable. Hamilton encourages the Florida Relay Service Administrator to visit Hamilton's site at <http://www.hamilton.net/hamilton/relay.htm>. Hamilton has a great deal of experience with Internet service, as the Company provides local Internet access to people across central Nebraska as well as acting as a "hub" for several other small telephone companies.

Hamilton will implement a separate outreach campaign targeting speech impaired individuals, Speech pathologists and other professionals who traditionally interact with the consumer base of speech impaired individuals if Speech-to-Speech is purchased by the State. Training individuals from the State and other counselors in related organizations about the value of Speech-to-Speech will assist the State of Florida in reaching potential Speech-to-Speech relay users. It is Hamilton's position that this group of users is one that has not been reached via general outreach efforts, but instead must be found and worked with more on a one-to-one basis.



## Florida Relay Service Proposal

"Training the trainers" has been a very successful philosophy for Hamilton and Hamilton believes this approach will be successful for Florida. In addition, Hamilton has produced a video to encourage use of the Speech-to-Speech service. The video educates users on how to make Speech-to-Speech relay calls. This video will be customized for the State of Florida.

Hamilton currently is in the process of working with three of its relay states to develop an enhanced "media campaign" offering. Nebraska, Louisiana, Wisconsin and Hamilton are splitting the costs of developing some advanced advertising materials that are designed to educate the hearing community and the hard of hearing community about the relay. The groups participating in the campaign all agreed that if the hearing community would stop hanging up on relay calls and if the hard of hearing community became more familiar with the relay, relay usage would increase and relay users would have an easier time completing their calls. These are the goals of our media campaign.

If Hamilton is awarded the contract for basic relay service, Florida certainly is welcome to participate in this campaign. The Florida Relay Service would receive newspaper ads (which could also be used in a variety of print publications), radio ads and television ads to be used as the State sees fit. These materials could be placed as PSAs or the State could decide to purchase some media time and pay to have the ads placed. Some of the States participating are planning to purchase media time and others are planning to use the materials as PSAs. There is an additional one-time cost (see price proposal) to participate in the program. This is the same amount it has cost all of Hamilton's States to participate. Hamilton looks forward to its professional outreach materials and introducing the Florida Relay Service to its unique and collaborative approach to performing outreach activities.

Hamilton is of the opinion that its outreach plans go beyond the basic elements; we approach outreach in a cooperative way with other agencies. There is no practical way that the relay center can do all the outreach possible nor is there a practical way for any agency to do all the potential outreach that might be deemed necessary by some interested parties. Hamilton will work with the Florida Relay Service Administrator and all other interested government agencies to develop effective outreach programs. We suggest that the Florida Relay Service Administrator talk to the TRS Administrators in Nebraska, Idaho, Kentucky and Louisiana and ask them specifically how responsive Hamilton Telecommunications has been regarding community outreach and the level of community outreach we have provided.

*We submit that no other relay vendor comes close to providing the individualized attention which has been provided by our In-State Outreach Coordinator. Relay users in Florida can expect to experience outstanding outreach programs and get the attention they deserve from their relay provider. Much of the communication within the core relay user community is still one-on-one communication and our relay outreach program has demonstrated Hamilton's commitment to that one-on-one communication approach.*

At the conclusion of this Attachment is an outline of the program Hamilton presents to TRS users. This program, which will be adapted for the Florida Relay Service, will be presented



## *Florida Relay Service Proposal*

across the state and used by all personnel who perform outreach activities, especially the in-state outreach coordinator. This outline is updated when changes are made to the relay.

Those references that you should specifically contact are:

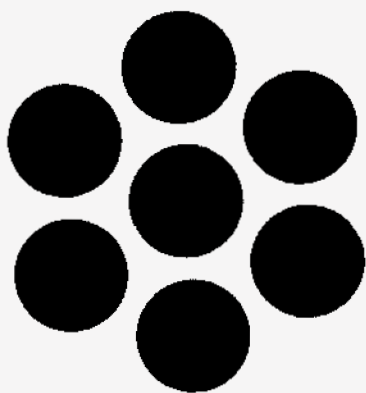
Gene Hand  
Director of Telecommunications  
Nebraska Public Service Commission  
300 The Atrium, 1200 N Street  
P.O. Box 94927  
Lincoln, NE 68509-4927  
Voice 402-471-3101  
TTY 402-471-0213

Bob Dunbar  
Idaho TRS Administrator  
12963 Sandy Drive  
P.O. Box 775  
Donnelly, Idaho 83615  
Phone/Fax number 208-325-8308

Merilyn Crain  
Executive Director  
Louisiana Relay Administration Board  
315 South College Rd., Suite 208  
Lafayette, LA 70503  
Voice 318-266-9620

Jim Stevens  
Public Service Commission  
730 Schenkel Lane  
P.O. Box 615  
Frankfort, KY 40602  
Voice 502-564-3940





# Outreach

## Florida Relay Service...

*At Hamilton Telecommunications, outreach activities are a very important part of how we operate our Relay Service. We feel that the education of both the relay users and non-users plays a vital role in the success of the relay and its acceptance among both groups. Hamilton provides a comprehensive relay outreach program in each of the states in which it provides Relay Service in order to assure success of this educational process.*

*The following appendix contains outreach materials provided to users by Hamilton Telecommunications. It also contains examples of some of the outreach activities which Hamilton has been involved with in Idaho, Kentucky, Louisiana, Nebraska and Wisconsin. These same types of activities will be done in Florida.*

...Connecting with

*Care!*





# Outreach Materials



## Relay Service Magnets

**RELAY service**  
N E B R A S K A  
1-800-833-7352 TTY  
1-800-833-0920 Voice  
Customer Service  
1-800-322-5299 V/TTY  
**HAMILTON**  
TELECOMMUNICATIONS

## Relay Service Notebook

**RELAY service**<sup>TM</sup>  
N E B R A S K A  
*Connecting with Care*

1-800-833-7352 - TTY  
1-800-833-0920 - Voice

Customer Service:  
1-800-322-5299 V/TTY  
E-Mail: [relay@hamilton.net](mailto:relay@hamilton.net)

Provided by:  
**HAMILTON**  
TELECOMMUNICATIONS

## Relay Service Call-Me Cards

Hi! My name is \_\_\_\_\_

To call me, please dial:

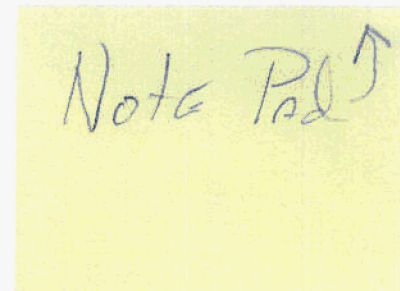
**Nebraska Relay Service**

**Voice Number**

**1-800-833-0920**

Tell the Communication Assistant to call my  
number: \_\_\_\_\_

**Customer Service**  
**1-800-322-5299 TTY/Voice**

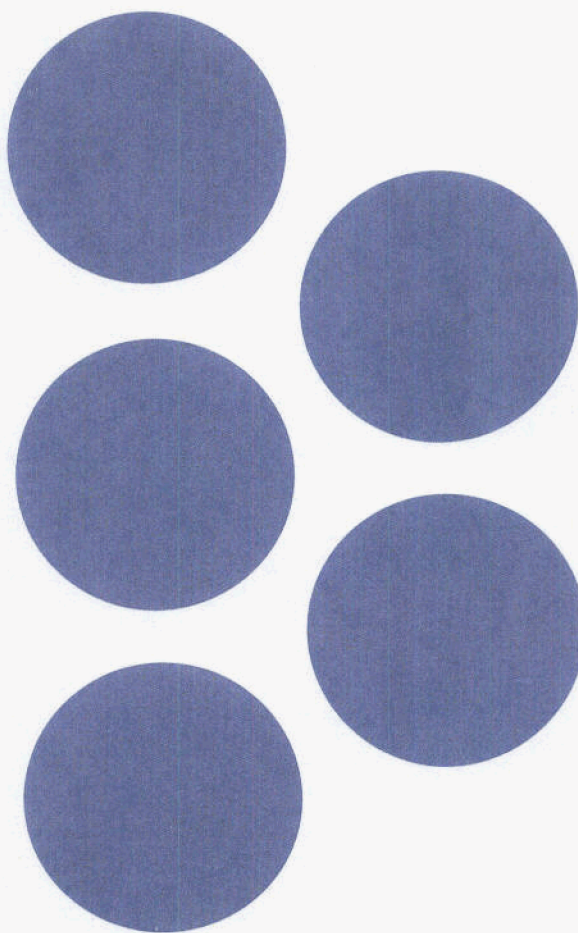




# Outreach Materials



## Relay Service Brochure



Provided by:





## Connecting With Care

### Quality Service

Nebraska Relay Service is committed to meeting your communication needs and providing you with quality relay service. Our highly trained Communication Assistants (CAs) give each call their complete attention to ensure the highest standards in the industry.

Our CAs are continually undergoing training to enhance typing and spelling skills. Another key to our CA training program is classes in sign language and deaf culture. This type of information has assisted our CAs in connecting every call through the relay with care.

### Confidentiality

All calls handled by the Nebraska Relay Service are kept strictly confidential. As required by law, CAs cannot disclose any information from a conversation and records of the contents of conversations are not kept.

### Technology

To ensure that our CAs are able to connect each call with care, Nebraska Relay Service has implemented a "self-learning" database. When you make your first call, our CAs will ask you for your long distance carrier and our database will automatically capture the type of equipment you are using to connect to the relay system. After your first call, our database will recognize your equipment and know your long distance carrier. This makes the setup time on your next call through the Nebraska Relay Service significantly shorter.

If you change long distance carriers, inform the CA during your next relay call. If you change equipment, simply call our customer service number and we will update our database.

## Accessing the Relay

Nebraska Relay Service provides the vital link for effective communication between individuals with a speech and/or hearing disability and hearing individuals via the telephone—24 hours a day, seven days a week. Calls may be initiated by either TTY customers or voice customers. Our CAs act as the "invisible" link, voicing any conversation typed by a TTY user and typing any conversation spoken by a voice person to the TTY user.

### By Text Telephone

Dial the Nebraska Relay Service Toll Free Number:

1-800-833-7352 (TTY)

The Nebraska Relay Service will type:

"NRS CA# \_\_\_\_ Number to call pls Q GA."

- Please have the area code and telephone number you would like to call.
- Direct your conversation to the voice user as if the CA were absent.
- The CA will relay everything that is typed. Please be aware that all comments directed to the CA during the course of the conversation will be relayed as well.

If you wish your call to be interpreted, please inform the CA at the time you make the call.

### By Voice Telephone

Dial the Nebraska Relay Service Toll Free Number:

1-800-833-0920 (Voice)

The Nebraska Relay Service will answer:

"Nebraska Relay. CA# \_\_\_\_\_. Area code and number to call please."

- Please have the area code and telephone number you would like to call.
- Speak slowly and clearly, directing your conversation to the TTY user as if the CA were absent.

- The CA will relay your conversation, word-for-word. Please be aware that all comments directed to the CA during the course of the conversation will be relayed as well.

## Voice Carry Over (VCO)

A person with a hearing disability and understandable speech may request voice carryover (VCO) which will allow them to speak directly to the hearing person. The CA will type everything the hearing person says to the TTY user.

## Hearing Carry Over (HCO)

A person with a speech disability and sufficient hearing may request hearing carryover (HCO) which will enable the person with a speech disability to directly hear what the other party is saying. The CA will voice the TTY user's response to the party they are calling.

When receiving or placing a relay call, please inform the CA you want VCO or HCO. (If you are using a TTY, please type VCO or HCO.)

## Emergency Calls

Write down the numbers of your local emergency services. If your community has access to 911 services, simply dial 911 for emergencies and summon help as you have done in the past. Although Nebraska Relay Service will make every effort to assist you in an emergency situation, relay centers are not the same as 911 centers and cannot assume responsibility for emergency calls.

## Common TTY Terms

TT	Text Telephone
TTY	Teletypewriter
TDD	Telecommunications device for the deaf
GA	Go Ahead (your turn to talk)
SK	Stop Keying (end of conversation)
HD	Hold
PLS	Please
Q	Question
XXX	Mistake
U	You
R	Are
UR	Your
MSG	Message
MIN PLS	One moment, please
CUZ	Because
THOT	Thought
THRU	Through
DR	Doctor
OPR	Operator
MTG	Meeting
HOSP	Hospital
OFC	Office
OIC	Oh, I See
XOXOXO	Hugs and Kisses
ILY	I Love You
ANS Machine	Answering Machine
ANS Service	Answering Service
AM	Morning
PM	Afternoon/Evening
HA HA	Laughing
S	Speech Impaired user
NI	Do not identify the relay
NE	The CA can identify the relay but does not offer an explanation

## For Additional Information

Please feel free to call us with any questions or to request more information:

**Nebraska Relay Service**

Customer Service

800/322-5299 TTY/Voice

## **Nebraska Outreach Activities 1999 - Partial List**

<b><u>DATE</u></b>	<b><u>ACTIVITY</u></b>
Jan. 12	User Group Meeting - Grand Island, Nebraska
Jan. 16	Omaha Association of the Deaf Meeting - Omaha, Nebraska
Jan. 18	Kiwanis Club Presentation - Seward, Nebraska
Jan. 19	User Group Meeting - Lincoln, Nebraska
Jan. 26	User Group Meeting - Omaha, Nebraska
Jan. 30	Deaf Center Pancake Feed - Lincoln, Nebraska
Feb. 2	User Group Meeting - Broken Bow, Nebraska
Feb. 3	User Group Meeting - Lexington, Nebraska
Feb. 9	User Group Meeting - Holdrege, Nebraska
Feb. 10	User Group Meeting - Kearney, Nebraska
Feb. 12	Deaf Center Spaghetti Dinner - Lincoln, Nebraska
Feb. 13	Aurora Health Fair Exhibit - Aurora, Nebraska
Feb. 17	League of Human Dignity Workshop - Lincoln, Nebraska
March 3	Calvert Elementary School Presentation - Lincoln, Nebraska
March 16	User Group Meeting - North Platte, Nebraska
March 17	User Group Meeting - Ogallala, Nebraska
March 24	Washington Elementary School Presentation - Omaha, Nebraska
March 27-28	Vital Signs Health Fair - Hastings, Nebraska
April 15	Presentation to Tiger Cub Troupe - Lincoln, Nebraska
April 17	Deaf Art Festival Information Booth - Lincoln, Nebraska
April 20	User Group Meeting - Chadron, Nebraska
April 20	User Group Meeting - Scottsbluff, Nebraska
April 29	Relay Presentation at the Rose Theatre - Omaha, Nebraska
May 4	User Group Meeting - Kimball, Nebraska
May 4	User Group Meeting - Sidney, Nebraska
May 13	Lincoln Area on Aging Senior Citizen Festival - Lincoln, Nebraska
May 14	Relay Advisory Meeting - Lincoln, Nebraska
May 15	Information booth and presentation - Nebraska Commission for the Deaf Anniversary Festival - Mahoney State Park
May 17	League of Human Dignity Workshop - Lincoln, Nebraska
May 19	Deaf Senior Citizen Luncheon - Omaha, Nebraska
May 19	Omaha Association of the Deaf Meeting - Omaha, Nebraska
June 5	Deaf Foundation Annual Golf Tournament - Grand Island, Nebraska
June 8	User Group Meeting - Hebron, Nebraska
June 8	User Group Meeting - Fairbury, Nebraska
June 9	Presentation to Senior Citizen Group - Red Cloud, Nebraska
June 9	User Group Meeting - Hastings, Nebraska
June 10	League of Human Dignity Workshop - Lincoln, Nebraska
July 8-11	Nebraska Association of the Deaf/ Nebraska School for the Deaf Alumni Association Conference (Exhibit and Information) - Omaha, Nebraska

## **Nebraska Outreach Activities 1999 - Partial List Continued**

### **National Activities:**

April 7-10    Deaf Seniors of America Convention - Atlanta, Georgia  
June 27-30    SHHH National Convention - New Orleans, Louisiana  
July 13-17    Telecommunications for the Deaf, Inc. Conference - Seattle, Washington

### **On an Ongoing Basis:**

- Advertise annually in TDI directory
- Distribute informational literature and videotapes
- Respond to questions and comments of relay users
- Meet individually with user to train them on the use of assistive equipment and the relay service

## **Idaho Outreach Activities 1999 - Partial List**

### **DATE**

### **ACTIVITY**

Feb. 11	Legislative Breakfast & Information Table at the Capitol - Boise, Idaho
Feb. 11	Council for the Deaf & Hard of Hearing Board Meeting - Boise, Idaho
March 22	Demonstration at the Easter Seals' Office - Twin Falls, Idaho
March 22	User Group Meeting - Twin Falls, Idaho
March 26	Demonstration at the Easter Seals' Office - Pocatello, Idaho
March 26	Demonstration at the LIFE Center - Idaho Falls, Idaho
March 27	Health Fair Exhibit - Preston, Idaho
May 1	Council for the Deaf & Hard of Hearing Board Meeting - Boise, Idaho
June 9	SHHH Hearing Help Workshop - Coeur d'Alene, Idaho
June 17 - 20	Idaho Association of the Deaf/Washington Association of the Deaf Joint State Conference - Spokane, Washing

### **National Activities:**

April 7-10	Deaf Seniors of America Convention - Atlanta, Georgia
June 27-30	SHHH National Convention - New Orleans, Louisiana
July 13-17	Telecommunications for the Deaf, Inc. Conference - Seattle, Washington

### **On an Ongoing Basis:**

- Advertise annually in TDI directory
- Write articles for the Idaho Council for the Deaf's newsletter
- Distribute informational literature and videotapes
- Respond to questions and comments of relay users
- Meet individually with user to train them on the use of assistive equipment and the relay service



## Louisiana Outreach Activities 1999 - Partial List

<u>DATE</u>	<u>ACTIVITY</u>
Jan. 7	EBR Council of Aging Presentation - Baton Rouge, Louisiana
Jan. 8	Tour of the Center Presentation -LRS Center - Baton Rouge, Louisiana
Jan. 12	Baton Rouge Chapter SHHH Meeting - LRS Center Baton Rouge, Louisiana
Jan. 19	Summit Hospital Presentation - Baton Rouge, Louisiana
Jan. 25	Summit Job Placement Agency Presentation - New Orleans, Louisiana
Jan. 26	Madison Council on Aging Presentation - Tallulah, Louisiana
Jan. 27	Highland Hospital Presentation - Shreveport, Louisiana
Jan. 29	Telephone Access Program Board Meeting - LA Rehabilitation Services Baton Rouge, Louisiana
Feb. 3	SLU-Speech Pathologists/Audiologists Presentation to Graduate Students Hammond, Louisiana
Feb. 5	Summit Hospital Presentation to Speech Pathologists/Audiologists Shreveport, Louisiana
Feb. 5	VA Hospital Presentation - Shreveport, Louisiana
Feb. 6	Community Supported Mardi Gras Event Meeting - BRAD Clubhouse Baton Rouge, Louisiana
Feb. 13	Community Supported Mardi Gras Event - Landmark Hotel New Orleans, Louisiana
Feb. 20	National SHHH Meeting for the Convention '99 - LRS Center - Baton Rouge, Louisiana
Feb. 22	SLU-Speech Pathologists/Audiologists Presentation to Graduate Students Hammond, Louisiana
Feb. 25	Cajun Council on Aging Presentation - Lafayette, Louisiana
Feb. 25	Speech & Hearing Center Presentation - Lake Charles, Louisiana
Feb. 26	Livingston Council on Aging Presentation - Denham Springs, Louisiana
March 1	Regional Communication Fair Preliminary Planning Conference Meeting Lafayette, Louisiana
March 2	"Read me a Story" 'Read Across America' Program Meeting Louisiana School for the Deaf - Baton Rouge, Louisiana
March 6	New Orleans Advisory Board Meeting Presentation - Greater New Orleans Assn. Of the Deaf - New Orleans, Louisiana
March 11	Mega Market for Regional Businesses Presentation - Baton Rouge Chamber of Commerce - Baton Rouge, Louisiana
March 12	Communication Fair initial Planning Conference Meeting - Baton Rouge, Louisiana
March 25	In-Service Staff Training Presentation - Woman and Children's Center Lake Charles, Louisiana
March 27	Deaf Community Town Meeting Presentation Sponsored by LA Relay Service with: Louisiana Commission of the Deaf, Louisiana Association of the Deaf, Deaf Action Center of New Orleans - Houma, Louisiana
April 7-11	National Deaf Senior Citizens Conference Exhibition - Atlanta, Georgia

## **Louisiana Outreach Activities 1999 - Partial List Continued**

<b><u>DATE</u></b>	<b><u>ACTIVITY</u></b>
April 14-16	LA Association of Higher Education and Disability Inaugural Conference Exhibition - Baton Rouge, Louisiana
April 17	User Meeting Presentation - Deaf Action Center - Covington, Louisiana
April 28	Opelousas Medical Center Presentation to Speech Pathologists/ Audiologists Opelousas, Louisiana
April 29	General Public Education Presentation - Jones Creek Library Baton Rouge, Louisiana
April 30	Telephone Access Program Board - LA Rehabilitation Services - Baton Rouge, Louisiana
May 5	Oschner Health Plan Staff Training Presentation - Oschner Health Metairie, Louisiana
May 14	University Medical Center Presentation to Speech Pathologists/Audiologists - Lafayette, Louisiana
May 20	Business Community Tradeshow Exhibition - Baton Rouge Chamber of Commerce - Baton Rouge, Louisiana
May 21	Calcasieu Council on Aging Presentation - Sulphur, Louisiana
May 22	DeRidder User group Meeting Presentation - DeRidder Association of the Deaf - DeRidder, Louisiana
June 3-5	41 <sup>st</sup> Biennial State Convention Exhibition - Louisiana Association of the Deaf - Lafayette, Louisiana
June 16- 19	16 <sup>th</sup> National Rainbow Convention Exhibition - Hotel Inter-Continental New Orleans, Louisiana
June 22	Cassia Beauty College Presentation - New Orleans, Louisiana
June 24	Communication Fair Planning Session Meeting University of Southwest Louisiana - Lafayette, Louisiana
June 26- 29	Self Help for the Hard of Hearing (SHHH) Convention Exhibition - Hyatt Regency Hotel - New Orleans, Louisiana

### **National Activities:**

April 7-10	Deaf Seniors of America Convention - Atlanta, Georgia
June 27-30	SHHH National Convention - New Orleans, Louisiana
July 13-17	Telecommunications for the Deaf, Inc. Conference - Seattle, Washington

### **On an Ongoing Basis:**

- Write Relay Articles for Bayou State Bulletin and other newsletters
- Distribute informational literature and videotapes
- Answer questions and concerns from relay users



## Kentucky Outreach Activities 1999 - Partial List

<u>DATE</u>	<u>ACTIVITY</u>
Jan. 13	South Central Bell Co-op - Glasgow, Kentucky
Jan. 28	Communication & Technology Expo - Commonwealth Convention Center Louisville, Kentucky
Feb. 9	Presentation for Lions Club - Ramada Inn - Louisville, Kentucky
Feb. 9	SHHH Club, United Way Agency "Town Hall" Meeting Louisville, Kentucky
Feb. 11	ASL Class at Manual High School - Louisville, Kentucky
Feb. 20	Kentucky School for the Deaf Homecoming Basketball Game Danville, Kentucky
Feb. 24-26	Kentucky Speech-Language-Hearing Association Convention Drawbridge Hotel - Ft. Mitchell, Kentucky
March 4-5	Kentucky Educational and Technology Convention - Commonwealth Convention Center - Louisville, Kentucky
March 6 & 8	Kentucky Relay Service Open House - Louisville, Kentucky
March 17-19	Governor's Conference on Aging - Galt House, Louisville, Kentucky
March 30-31	Disabilities Awareness Activities - Jefferson Community College Louisville, Kentucky
April 1	ASL Classes - Jeffersontown High School - Louisville, Kentucky
April 6-11	Deaf Senior Citizens' Convention Exhibit - Hyatt Regency Hotel - Atlanta, Georgia
April 13	Grisby-Thacker Telephone Company Presentation - Hinkman, Kentucky
April 14	Berea Hospital Presentation - Berea, Kentucky
April 14	Baptist Regional Hospital Presentation - Corbin, Kentucky
April 20	Daviess County Public Library Presentation - Paducah, Kentucky
April 26	Logan Telephone Co-op Presentation - Auburn, Kentucky
April 28	Coalfield Telephone Company Presentation - Harold, Kentucky
April 30	Mt. Rural Telephone Company - West Liberty, Kentucky
May 11	Catholic Center Presentation and Exhibit - Florence, Kentucky
May 13	Southside Primary School Presentation and Exhibit - Shelbyville, Kentucky
May 14	Daviess Public Library Presentation - Owensboro, Kentucky
May 15	Pikeville Deaf Club Presentation - Jubilee Christial Assembly Church - Pikeville, Kentucky
May 18	London Community Center Presentation - London, Kentucky
May 20-21	Gallaudet University Regional Conference Exhibit and Sponsorship - Radisson Hotel - Lexington, Kentucky
June 2	Cumberland Valley Development Agency Presentation - London, Kentucky
June 5	Fern Creek Deaf Club Presentation - Louisville, Kentucky
June 17	WEKU Radio Show Interview - Eastern Kentucky University - Richmond, Kentucky
June 18-20	KAD/KYRID Convention Exhibit and Sponsorship - EKU - Richmond, Kentucky

## **Kentucky Outreach Activities 1999 - Partial List Continued**

<b><u>DATE</u></b>	<b><u>ACTIVITY</u></b>
June 22	diAbilities Coalition Group Presentation - Kenton County Public Library - Covington, Kentucky
June 23	Western Kentucky Legal Service Presentation - Madisonville, Kentucky
June 24	Western Kentucky Legal Service Presentation - Paducah, Kentucky
June 29	ASL Class Presentation - Eastern KY University (EKU) - Richmond, Kentucky
June 30	WDNS 93.3 Radio Show Interview - Bowling Green, Kentucky
June 30	Barren River Health Department Presentation - Bowling Green, Kentucky

### **National Activities:**

April 7-10	Deaf Seniors of America Convention - Atlanta, Georgia
June 27-30	SHHH National Convention - New Orleans, Louisiana
July 13-17	Telecommunications for the Deaf, Inc. Conference - Seattle, Washington

### **On an Ongoing Basis:**

- Advertise biannually in GASK newsletter
- Distribute informational literature and videotapes
- Respond to questions and comments of relay users
- Meet individually with users and train them on the use of their equipment and the Relay Service
- Maintain contact with disability organizations

## **Wisconsin Outreach Activities 1999 - Partial List**

<b><u>DATE</u></b>	<b><u>ACTIVITY</u></b>
Feb. 18	"Deaf Empowerment and Leadership" Meeting - Madison, Wisconsin
Feb. 19	Greater Madison For Concerned Deaf Citizens - Madison, Wisconsin
Feb. 20	ALDA Meeting - Madison, Wisconsin
Feb. 25	VCO Home Visit - Madison, Wisconsin
Feb. 26-27	WSHA Convention - Madison, Wisconsin
March 2	911 - Madison, Wisconsin
March 3	UW Whitewater - Whitewater, Wisconsin
March 8	SHHH - Appleton, Wisconsin
March 4	Council for Deaf/Hard of Hearing Meeting - Madison, Wisconsin
March 12	Deafirst Open House - Madison, Wisconsin
March 13	Deaf Awareness Day Booth - Madison, Wisconsin
April 13-15	Training Sit Workshop - Green Bay, Wisconsin
April 13	Retired Men's Association Presentation - Green Bay, Wisconsin
April 21	WIS ADARA Meeting - Brookfield, Wisconsin
April 28	Department of Workforce Development - Milwaukee, Wisconsin
April 6	Public Service Commission Hearing - Madison, Wisconsin
April 14	Statewide Rehab and Transition Conference - Kohler, Wisconsin
April 16	Combined Locks Town Hall Meeting
May 18-19	CWAG (Coalition of Wisconsin Aging Groups) - Madison, Wisconsin
May 25-26	Governors Statewide Training Conference - Madison, Wisconsin
May 26	Governors Statewide Training Conference - Madison, Wisconsin
May 5	Ultratec Meeting - Madison, Wisconsin
June 25-26	Wisconsin Association of the Deaf Convention - Madison, Wisconsin
June 25	Wisconsin Association of the Deaf Convention - Madison, Wisconsin
June 8	Home Visit - Dousman, Wisconsin, Wisconsin
July 1	Shore to Shore Presentation - Madison, Wisconsin

### **National Activities:**

April 7-10	Deaf Seniors of America Convention - Atlanta, Georgia
June 27-30	SHHH National Convention - New Orleans, Louisiana
July 13-17	Telecommunications for the Deaf, Inc. Conference - Seattle, Washington

### **On an Ongoing Basis:**

- Advertise biannually in GASK newsletter

## Nebraska Outreach Activities 1998

<u>DATE</u>	<u>ACTIVITY</u>
Jan. 1	LAD Meeting
Jan. 17	OAD Meeting
Jan. 22	Nebraska Relay Advisory Board Meeting
Jan. 29	Paxton Lion's Club Presentation
Jan. 30	Sidney User Group Meeting
Feb. 5	Grand Island ESU Technology Fair
Feb. 6	Columbus ESU Technology Fair
Feb. 14	Aurora Health Fair
Feb. 18	Mid-Nebraska Regional Deaf Day
Feb. 21	LAD Meeting
Feb. 21	Lincoln League of Human Dignity workshop
March 14	OAD Meeting
March 20	NCDHH Board Meeting
March 21	LAD Meeting
March 28-29	Hastings Health Fair
April 4	Deaf Art Festival (Lincoln)
April 8	Lincoln Deaf Senior Citizen's Luncheon
April 16	Omaha Deaf Senior Citizen's Luncheon
April 17-18	Doane College Multi-cultural fair
April 21	UNK Oral Rehabilitation Class presentation
April 23	Beatrice User Group Meeting
April 30	Paxton Elementary 6 <sup>th</sup> grade presentation
May 1	Scottsbluff User Group Meeting
May 9	LAD Meeting
May 27	Valentine User Group Meeting
May 28	Norfolk User Group Meeting
May 29	O'Neill User Group Meeting
May 30	OAD Meeting
May 30	Deaf Foundation Benefit Golf Tournament
June 5	NCDHH Board Meeting
June 19	NeRID Annual Convention
June 23	Alliance User Group Meeting
June 24	Chadron User Group Meeting
Aug. 10	York Ladies' Group Presentation
Aug. 10	South Sioux City User Group Meeting
Aug. 11	Wayne User Group Meeting
Aug. 12	Columbus User Group Meeting
Aug. 22	Nebraska Association of the Deaf Conference
Aug. 28	NCDHH Board Meeting
Sept. 1	Relay Advisory Board Meeting
Sept. 2	Nebraska State Fair exhibit
Sept. 3	Cornhusker Kiwanis Club
Sept. 15	Scottsbluff User Group Meeting
Sept. 16	Sidney User Group Meeting

## **Nebraska Outreach Activities 1998 - Continued**

Sept. 17	Ogallala User Group Meeting
Sept. 19	Deaf Awareness Carnival
Sept. 22	Prescott Elementary School Presentation
Oct. 1	Blair User Group meeting
Oct. 2	Boystown Conf. on issues in language & deafness
Oct. 8	Fremont User Group Meeting
Oct. 8-9	Nebraska Speech Language Hearing Asso.Conv.
Oct. 13	Greater Omaha SHHH
Oct. 15	Lincoln SHHH
Oct. 15	Wahoo User Group Meeting
Oct. 22	Plattsmouth User Group Meeting
Oct. 29	David City User Group Meeting
Nov. 9	Lexington User Group Meeting
Nov. 10	North Platte User Group Meeting
Nov. 14	LAD Meeting
Nov. 18	Washington Elementary School workshop
Nov. 21	Salvation Army Presentation
Nov. 21	OAD Meeting
Dec. 9	Lincoln Deaf Senior Citizen's Christmas Party
Dec. 10	Omaha Deaf Senior Citizen's Christmas Party
Dec. 31	OAD New Year's Party

### **National Activities:**

June 11-14: SHHH National Convention, Boston, MA

July 6-12: National Association of the Deaf Bi-Annual Conference, San Antonio, TX

Sept. 13-15: National Association of State Relay Administrators, Denver, CO

Advertise biannually in GASK publication

### **On an Ongoing Basis:**

- Advertise annually in TDI directory
- Distribute informational literature and videotapes
- Respond to questions and comments of relay users
- Meet individually with user to train them on the use of assistive equipment and the relay service

## **Idaho Outreach Activities 1998**

<b><u>DATE</u></b>	<b><u>ACTIVITY</u></b>
Feb. 3	Idaho Council for the Deaf & Hard of Hearing Board Meeting
Feb. 3	Information table and sponsorship of Idaho State Legislative Breakfast
Feb. 26	West Idaho SHHH meeting
Feb. 28	Panhandle SHHH Meeting
March 27, 28	Idaho Registry of Interpreters for the Deaf Workshop
April 18	Presentation and exhibit at ISDB Parent's Weekend
April 24, 25	Idaho Registry of Interpreters for the Deaf Workshop & Meeting
May 1	Idaho Council for the Deaf & Hard of Hearing Board Meeting
June 19	Lewiston User Group Meeting
June 20	Coeur d'Alene User Group Meeting
June 22	Boise User Group Meeting
July 30	Idaho Vocational Rehabilitation In-service
Aug. 28	Idaho Council for the Deaf and Hard of Hearing Board Meeting
Sept. 19	Panhandle SHHH Meeting
Nov. 14	Pocatello User Group Meeting
Nov. 14	Idaho Falls user Group Meeting
Dec. 4	Idaho Council for the Deaf and Hard of Hearing Board Meeting

### **National Activities:**

June 11-14: SHHH National Convention, Boston, MA

July 6-12: National Association of the Deaf Bi-Annual Conference, San Antonio, TX

Sept. 13-15: National Association of State Relay Administrators, Denver, CO

Advertise biannually in GASK publication

### **On an Ongoing Basis:**

- Advertise annually in TDI directory
- Write articles for the Idaho Council for the Deaf's newsletter
- Distribute informational literature and videotapes
- Respond to questions and comments of relay users
- Meet individually with user to train them on the use of assistive equipment and the relay service

## **Louisiana Outreach Activities 1998**

<b><u>DATE</u></b>	<b><u>ACTIVITY</u></b>
Feb 8:	Presentation to St. Alphonsus Church's Sign language classes
Feb. 9 & 10:	Presentation to SLU's Communication Disorders program
Feb 14:	Deaf Access II Forum
Feb 21:	Mardi Gras Ball
Feb 25:	LRS presentation at LSU's speech pathology class
March 3:	LRS Center tour
March 5:	Presentation to SLU's sign language class
March 8:	Presentation to SHHH of New Orleans Chapter
March 14:	Exhibit at 'Cause we Care' Resources Fair
March 18:	Presentation at N.O. Memorial Medical Center Audiologists consortium
March 21:	Meeting with Deaf Relay users in New Orleans
March 25:	In-Service training on Relay Services at USL
March 30-April 2:	Exhibit at SuperConference for Educators and Parents of Students with Disabilities
March 31:	Presentation with Louisiana School for the Deaf's Students
April 1:	Meeting with Firstcall network
April 3:	Presentation at New Orleans Deaf Action Center Open House
April 4:	"LRS Connector" Newsletters mailed
April 7-8:	"Planning the Future" Seminars with LSD's students
April 24:	Presentation at Southeast Regional Conference of VR counselors
April 26:	Meeting with Deaf Relay Users in Lafayette
May 9:	Meeting with Deaf Relay Users in Alexandria
May 15:	Telephone Access Program Board meeting
May 19:	Exhibit at Families Helping Families resources Fair
May 19:	Meeting with Deaf Relay users in DeRidder
May 20:	Presentation with Leesville Senior Day Hospital
May 25:	Morning News Show in Baton Rouge
May 30	LRS Grand Opening/Communication Fair
June 1:	Cell phone/relay segment for Evening News Show
June 12-14:	Exhibit at Family Learning Vacation at LSD
June 15:	In-Service training on Relay Services at New Horizons Independent living center
June 15:	Presentation at Shreveport Northwest chapter SHHH
June 24:	In-Service training on Relay Services at Hahnville 911 call center
July 6-11:	44 <sup>th</sup> Biennial Conference of the National Association of the Deaf
July 16:	SHHH kickoff meeting for the National Convention '99
July 20:	LRS Center Tour/meeting with sign language student from SU
July 25:	New Orleans Advisory Group meeting
July 25:	Baton Rouge Advisory Group meeting
Aug. 1:	"LRS Relay Connector" Newsletters sent out
Aug. 7:	Relay User's home
Aug. 14:	Telephone Access Program Board meeting
Aug. 15:	Meeting with Deaf Relay Users in New Orleans
Aug. 16:	Exhibit at the LSD's Registration Day

## **Louisiana Outreach Activities 1998 - Continued**

Aug. 26: In-Service training at Belle of Baton Rouge Call center  
Aug. 29: Meeting with Deaf Relay Users in Lafayette  
Aug. 29: Meeting with Deaf Relay Users in Lake Charles  
Sept. 2: LRS Center Tour  
Sept. 11: Meeting of the Deaf Women of Baton Rouge  
Sept. 17: LRS presentation at Ascension College  
Sept. 19: Meeting with Deaf Relay Users in Shreveport  
Sept. 19: Meeting with Deaf Relay Users in Monroe  
Sept. 24-25: Exhibit at Louisiana Registry of Interpreters of the Deaf Convention  
Sept. 25: Presentation with BRAD's members  
Oct. 3: LRS Center Tour/test calls with VCO user  
Oct. 3: LSD Homecoming activities  
Oct. 16: Relay User's home  
Oct. 17: Presentation at LCDRC Deaf/Blind Retreat  
Oct. 27: Exhibit at Senior Celebration Day  
Nov. 5: Exhibit at Delgado College's Deaf Awareness Day  
Nov. 7: BRAD's 50<sup>th</sup> Anniversary event  
Nov. 13: Telephone Access Program Board meeting  
Nov. 19: Presentation to the Parent's group at LSD  
Nov. 19: LRS presentation with LSU's Communication Disorders class  
Dec. 1-2: Exhibit and presentation at La. Association of Network on Aging conference  
Dec. 4-5: Exhibit at Deaf Symposium  
Dec. 16: Presentation at Lee High school  
Dec. 17: LRS Center Tour  
Dec. 21: "LRS Relay Connector" sent out

### **On an ongoing basis:**

- Write Relay Articles for Bayou State Bulletin and other newsletters
- Distribute informational literature and videotapes
- Answer questions and concerns from relay users

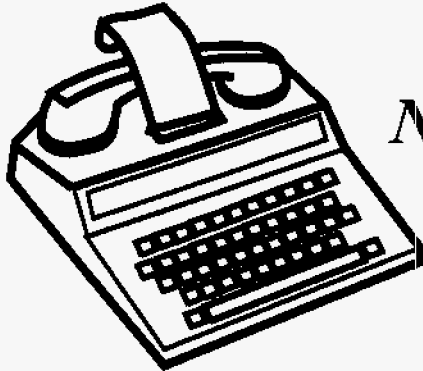


## **Kentucky Outreach Activities 1998**

<b><u>DATE</u></b>	<b><u>ACTIVITY</u></b>
Sept. 5	Kentucky DeaFest - Louisville, Kentucky
Oct. 27	Louisville User Group Meeting (Topic: Using VCO)
Dec. 9	Deaf Catholic Center "Town Hall Meeting" - Louisville, Kentucky

### **On an ongoing basis:**

- Advertise biannually in GASK newsletter
- Distribute informational literature and videotapes
- Respond to questions and comments of relay users
- Meet individually with users and train them on the use of their equipment and the Relay Service
- Maintain contact with disability organizations



## *Telephone services for Nebraskans who have difficulty hearing or speaking*

### **For more information:**

#### **Equipment Distribution Program:**

1-800-545-6244 V/TTY  
1-800-526-0017 V/TTY

#### **Nebraska Relay Service:**

1-800-322-5299 V/TTY

#### **To make a relay call:**

1-800-833-7352 TTY  
1-800-833-0920 Voice

#### **Nebraska Equipment Distribution Program (NEDP):**

NEDP was established to provide financial assistance for telephone equipment to people with a hearing or speech disability. The program provides qualified applicants with vouchers to purchase amplifiers, TTY/TDDs, and alert systems that allow Deaf, Hard of Hearing, and Speech Disabled people to enjoy equal access to telephone communication.

#### **Nebraska Relay Service (NRS):**

The Nebraska Relay Service provides a telephone connection between people who use a TTY/TDD and those who use a standard telephone. Calls are relayed through highly trained operators called Communication Assistants who type everything a hearing person says so it can be read on a TTY, and then reads the TTY user's response. The relay is open year round, 24 hours a day. There is no sign up to access the relay, and the only charges are regular long distance charges for any long distance relay calls made.



**For more  
information:**

**Idaho Relay Service:**  
1-800-368-6185  
Voice/TTY

**To make a relay call:**  
1-800-377-3529 TTY  
1-800-377-1363 Voice

***Telephone services for people  
who have difficulty hearing  
or speaking***

**Idaho Relay Service (ITRS):**

The Idaho Relay Service provides a telephone connection between people who use a TTY/TDD and those who use a standard telephone. Calls are relayed through highly trained operators called Communication Assistants (CAs). During a relay conversation, a CA will type everything a hearing person says so it can be read on a TTY, and then read the TTY user's response.

The Idaho Relay is open year round, 24 hours a day. No registration is needed to access the relay, and the only charge to use the service is regular long distance charges for any long distance relay calls made.

## Using the Idaho Relay Service:

Making calls with Deaf, Hard of Hearing, and Speech Disabled people

The Idaho Relay Service is a 24-hour service that provides operators who connect telephone calls between TTY users who may be Deaf, Hard of Hearing, or Speech Disabled and hearing telephone users.

### To make a relay call:

Voice (Hearing) users dial:  
**1-800-377-1363.**



When the conversation begins, use the term "Go Ahead" to tell the TTY user it is his/her turn to respond.

TTY (TDD) users dial:  
**1-800-377-3529**



Tell the CA any special options you need before the CA dials.

The Idaho Relay Service can be accessed, free of charge, **anytime** to discuss **anything**. Furthermore, **all** Idaho Relay calls are **completely confidential**. To learn more about using the Idaho Relay, contact ITRS Customer Service:

**1-800-368-6185 Voice/TTY.**

**RELAY**  **service**

**I D A H O**

*Someone Important is on the Line...*

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**RELAY**  **service**

**I D A H O**

*Someone Important is on the Line...*



**For more  
information:**

**Louisiana Relay Service:**  
1-888-699-6869 TTY/V

**To make a relay call:**  
1-800-846-5277 TTY  
1-888-550-5277 ASCII  
1-800-947-5277 Voice

***Telephone services for people  
who have difficulty hearing  
or speaking***

**Louisiana Relay Service (LRS):**

The Louisiana Relay Service provides a telephone connection between people who use a TTY/TDD and those who use a standard telephone. Calls are relayed through highly trained operators called Communication Assistants who type everything a hearing person says so it can be read on a TTY, and then read the TTY user's response. The relay is open year round, 24 hours a day. There is no sign up to access the relay, and the only charges are regular long distance charges for any long distance relay calls made.

## Using the Louisiana Relay Service:

Making calls with Deaf, Hard of Hearing, and Speech Disabled people

The Louisiana Relay Service is a 24-hour service that provides operators who connect telephone calls between TTY users who may be Deaf, Hard of Hearing, or Speech Disabled and hearing telephone users.

### To make a relay call:

Voice (Hearing) users dial:  
**1-800-846-5277.**



When the conversation begins, use the term "Go Ahead" to tell the TTY user it is his/her turn to respond.

TTY (TDD) users dial:  
**1-800-947-5277**



Tell the CA any special options you need before the CA dials.

The Louisiana Relay Service can be accessed, free of charge, **anytime** to discuss **anything**, and **all** Louisiana Relay calls are **completely confidential**. To learn more about using the Louisiana Relay, contact LRS Customer Service:

**1-888-699-6869 Voice/TTY.**

L O U I S I A N A

**RELAY**  **service™**

*Someone Important is on the Line...*

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Making calls with Deaf, Hard of Hearing, and Speech Disabled people

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L O U I S I A N A

**RELAY**  **service™**

*Someone Important is on the Line...*

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**1-888-699-6869 Voice/TTY.**

L O U I S I A N A

**RELAY**  **service™**

*Someone Important is on the Line...*



**For more  
information:**

**Kentucky Relay Service:**

1-888-699-6869 TTY/V  
502-897-9500 TTY

**To make a relay call:**

1-800-648-6056 TTY  
1-800-648-6057 Voice

*Telephone services for people  
who have difficulty hearing  
or speaking*

**Kentucky Relay Service (KRS):**

The Kentucky Relay Service provides a telephone connection between people who use a TTY/TDD and those who use a standard telephone. Calls are relayed through highly trained operators called Communication Assistants who type everything a hearing person says so it can be read on a TTY, and then reads the TTY user's response. The relay is open year round, 24 hours a day. There is no sign up to access the relay, and the only charges are regular long distance charges for any long distance relay calls made.

## Using the Kentucky Relay Service:

Making calls with Deaf, Hard of Hearing, and Speech Disabled people

The Kentucky Relay Service is a 24-hour service that provides operators who connect telephone calls between TTY users who may be Deaf, Hard of Hearing, or Speech Disabled and hearing telephone users.

### To make a relay call:

Voice (Hearing) users dial:  
**1-800-648-6057.**



When the conversation begins, use the term "Go Ahead" to tell the TTY user it is his/her turn to respond.

TTY (TDD) users dial:  
**1-800-648-6056.**



Tell the CA any special options you need before the CA dials.

The Kentucky Relay Service can be accessed, free of charge, **anytime** to discuss **anything**, and **all** Kentucky Relay calls are **completely confidential**. To learn more about using the Kentucky Relay, contact KRS Customer Service:

**1-888-662-2406 Voice/TTY  
or 502-897-9500 TTY.**

K E N T U C K Y

**RELAY**  **service™**

*Someone Important is on the Line...*

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K E N T U C K Y

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*Someone Important is on the Line...*

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**1-888-662-2406 Voice/TTY  
or 502-897-9500 TTY.**

K E N T U C K Y

**RELAY**  **service™**

*Someone Important is on the Line...*



W I S C O N S I N

**RELAY**  **system™**

To  
access  
the relay:

TTY  
1-800-947-3529

ASCII (Computer)  
1-800-272-1773

Voice (Telephone)  
1-800-947-6644

Speech to Speech  
1-800-833-7637

Someone  
Important  
is on  
the  
Line

The Wisconsin Relay System is a 24-hour system that provides operators who facilitate telephone calls between TTY users who may be Deaf, Hard of Hearing, or Speech Disabled and hearing telephone users. The relay can be accessed, free of charge, anytime to discuss anything (contact your long distance carrier for information on long distance rates for relay calls). All calls handled by the Wisconsin Relay System are completely confidential.

For more information, contact a customer service representative at  
**1-800-283-9877** TTY or **1-800-395-9877** Voice.

**HAMILTON**  
TELECOMMUNICATIONS

**SOCIETY'S  
ASSETS**  
ABILITY...NOT DISABILITY

## **HAMILTON TELECOMMUNICATIONS**

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9107 Bluebonnet Centre Blvd.  
Baton Rouge, LA 70809

# **Deaf Awareness Week a good opportunity to expand communication**

### **For Immediate Release**

**Contact: Lana Erickson**

**Hamilton Telecommunications**

**1-800-618-4781**

*Baton Rouge, LA* - What does your telephone and Deaf Awareness week have in common? According to the Louisiana Relay Service, everything. The Louisiana Relay is a state funded telephone service that enables people who are Deaf, Hard of Hearing, or Speech Disabled to communicate with hearing people on the telephone. More than 400,000 people in the State of Louisiana have a hearing or speech disability. Of these, thousands of people across the state currently use the relay to talk with friends, family, customers, and businesses. If you do not know how to use the Louisiana Relay, Deaf Awareness week is the perfect time to learn.

People who are unable to hear or speak use special equipment called a TTY (also called a text telephone or TDD) to communicate by telephone. A TTY looks like a small typewriter and works by sending modem tones across phone lines, similar to a computer or fax machine. These modem tones are then translated into letters that another TTY user can read. However, if a Deaf, Hard of Hearing, or Speech Disabled person wants to call a person without a TTY, communication can become difficult. This is where the relay comes in.

The Louisiana Relay Service acts as the "invisible link" between TTY users and standard telephone users. Highly trained operators called Communication Assistants facilitate calls by speaking everything the TTY user types and typing everything the hearing person says. This allows both parties to enjoy a fully interactive conversation without worrying about telephone equipment!

Both TTY and hearing users can access the relay 24 hours a day through a toll-free number (1-800-846-5277 by TTY and 1-800-947-5277 by Voice). No sign-up is required, and the only charge is regular long distance fees if a user chooses to place a long distance call. There is no charge to access the relay or to place a local call.

"During Deaf Awareness Week, we would like everyone to become familiar with the Louisiana Relay Service," commented Dixie Whitlow, Relay Director for Hamilton Telecommunications, provider of the Louisiana Relay. "If you get a call and hear a Communication Assistant say, 'This is the Louisiana Relay CA 1999, are you familiar with the relay?' Do not hang up! It is simply a hearing or speech disabled person who would like to have a conversation with you."

National Deaf Awareness Week is celebrated annually on the last full week of September in commemoration of the first meeting of the World Federation of the Deaf. The week is highlighted by activities across the nation designed to inform the public about Deafness and to enhance the quality of life for Deaf people everywhere.

For more information about the Louisiana Relay Service or Deaf Awareness Week, contact Louisiana Relay Customer Service at 1-888-699-6869 or send e-mail to [larelay@hamilton.net](mailto:larelay@hamilton.net).

###

## Coin-sent paid outreach activities

- Developed informational video tape for each state served by Hamilton. Video includes a section on obtaining and using calling cards through the relay service.
- Provide relay calling cards for the states of Nebraska and Idaho as well as an interstate relay calling card available for use by relay users throughout the United States.
- Developed brochures explaining the benefits of using relay calling cards for Nebraska, Idaho, and national use. Distribute brochures at local and national outreach events on an ongoing basis.
- Distribute coin-sent paid explanation cards at state and national events on an ongoing basis.
- Discuss the necessity of using calling cards for long distance relay calls from a pay phone in individual state newsletters and user group meetings. Included in these discussions is information about obtaining and using pre-paid and credit calling cards and the "no charge" practice for local pay phone calls through the relay.



# Nebraska Relay Connector

## Y2K and the Relay: What you should know

The holiday season is just around the corner. This year, the traditional countdown of shopping days until Christmas has been replaced by the number of days until Y2K.

### What is Y2K?

Y2K stands for "Year 2000." So what's all the publicity about? When computers first started being used, "memory" was a big problem. Computer programmers looking to save memory and money decided to shorten dates by leaving out the first two numbers of the year. Instead of typing in 1999, computers could save two spaces by reading the year as only 99. This space saver worked well as long as the first two numbers did not change.

On January 1, the first two numbers in the year will change. Many people are concerned that this change will cause problems with computer systems and other machines that use computer chips. Businesses around the world are preparing for the new year by testing and repairing their equipment to make sure the date change will not affect performance.

### Will Y2K affect the relay?

The company that provides the Nebraska Relay, Hamilton Telecommunications, is currently replacing and testing technology. The replacements are Y2K ready and will give NRS users some new options beginning January 1, 2000.

### Can I call on January 1<sup>st</sup>?

Like every other day of the year, the Nebraska Relay Service will be available to relay your calls on January 1, 2000.

However, while we have tested and replaced equipment at the relay for Y2K, we have no control over your local or long distance services. Your local and long distance telephone companies must also be Y2K ready for your calls to work. If you are concerned that your local or long distance telephone companies will not work, you should contact them directly for more information.

### When you think Y2K, remember this:

- There is always the possibility that services in

your area may experience problems. Check the battery back-up in your TTY or VCO phone to ensure you can make calls with or without electricity.

- Don't be afraid to ask. If you want to know if a service you use is Y2K ready, simply contact that service and ask. Most

companies are aware of the problem and will be able to answer your questions

- If everyone who uses a telephone tries to make a call at exactly midnight on January 1, this will cause many more problems than the Y2K bug ever could. Please do not test all of your services (including the relay service) first thing on January 1<sup>st</sup>. Enjoy your new year's celebration and wait to make a call or use other services until you need them. Following your normal routine will help keep services working in Y2K!

# Y2K

## When the Relay can't place your call

The Nebraska Relay Service is available to assist phone communication between a person with a text telephone (TTY/TDD) and a person who uses a standard phone. A Communication Assistant (CA) voices everything that is typed from a TTY user and types everything heard from the hearing person. The Nebraska Relay Service helps thousands of relay users to keep in touch with their families, friends, and mainstream businesses and services.

The Nebraska Relay currently

offers 14 call types. These include TTY to Voice, Voice to TTY, various VCO and HCO services, and ASCII (computer) to Voice calls. However there are some call

types that are not allowed. No calls between two Voice parties or two TTY users can be handled through the relay. When a CA becomes aware

*Continued on page 2*

## Inside this Issue:

Meet Your Feature	2
What happens when you dial	2
Tips for effective calls	3
Relay calls from pay phones	3
Upcoming Events	4

- Ever wonder what happens when you dial the relay? Check out page 2 for an in-depth description..
- Away from home but need to make a call. Read this important information about relay calls from pay phones!



## Relay Restrictions: Some calls are "dial direct"

*Continued from Page 1*  
that a relay call is being answered in this manner she is required to inform the caller that the call is prohibited.

### Voice to Voice Calls

If a hearing person places a call through the relay and another hearing person answers the call, the CA must tell the person who answered, **"Nebraska Relay CA 00 with a relay call for the text telephone. Please**

**connect the TTY".**

If the person who answered does not use a TTY or will not connect the TTY, the CA must inform the calling party the following: **"I'm sorry you will need to call them back directly without the relay."** Messages from one voice party to another cannot be passed through the relay CA.

### TTY to TTY Calls:

If a text telephone (TTY) user's relay call is answered

by another TTY user, the CA will type the following to the original caller: **"I'm sorry you will need to call them back directly without the relay."** The CA will then end the call with the TTY user who answered. The original caller may place another call to a different number.

For more information about policies for restricted calls, contact customer service at 1-800-322-5299 TTY/V.

## Long Distance 101: Know your company

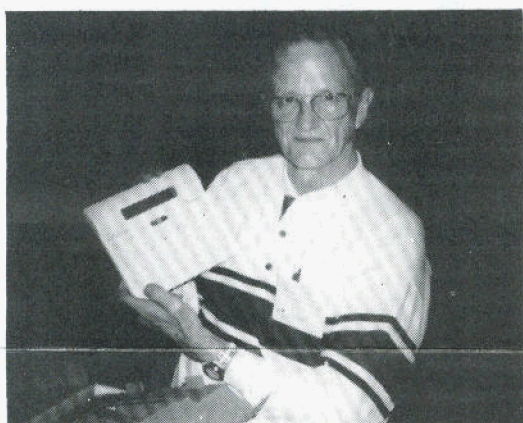
With all the changes to rates, new calling plans, and company mergers, sometimes people forget that long distance calls through the relay are billed just like direct long distance calls.

The first time you make a long distance call through the relay, a Communications Assistant will request what long distance company you wish to use. From that day on, the long distance company you choose will be stored in the NRS database. When you make a call from your number, we can automatically identify what company you want for a long distance call.

Knowing how long distance works through the relay is important. If you change long distance carriers, but forget to notify the relay, we will continue to bill your calls to the company you had before. Billing relay calls to a company that you do not have an account with sometimes can lead to higher rates and more expensive bills. The relay is not responsible for these charges, if you have not informed us of your long distance change.

If you change long distance companies, let us know by calling customer service at 1-800-322-5299 TTY/Voice. We're available to process your changes 24 hours a day, seven days a week.

If you use a long distance company that is not available through the relay, contact that company and let them know you wish to use their services through the relay. If they are willing, request that a representative call Relay Director Dixie Ziegler at 1-800-821-1831 for more information.



Larry Cahill of Omaha shows off the new TTY he won at the NeAD convention. NRS was happy to donate the TTY as a door prize.

## Outreach at a glance

The NRS outreach team covered the map this summer with a variety of interesting outreach activities. Here are just a few of the interesting places we went this summer to promote the relay:

- Deaf Foundation's Annual Golf Tournament in Grand Island
- NeAD/NSDAA annual convention
- SHHH National Convention in New Orleans, LA
- Appeared on two Grand Island/Kearney TV station news programs for Deaf Awareness week.

## Customer Service: Need help? Call us!

What do you do when your relay call does not go the way that it should? What should you do if a CA mishandles your call or technical problems leave you frustrated?

Although we do our best to satisfy each caller, there are times when things do not go as planned. Should that happen, we want to know about it! Here's what you can do:

- ♦ Write down the date, time, and identification number of the CA who relayed the call.
- ♦ Call NRS Customer Service at 1-800-322-5299 TTY/V!
- ♦ Explain in as much detail as possible what happened. Details that may not seem important to you, might help us figure out your problem more quickly. The customer service representative may ask you more questions to help determine what caused the problem.
- ♦ Sometimes, what looks like a mistake by a CA may turn out to be a technical problem. If the problem is related to our equipment, we will discuss it with our technicians and call you back with an explanation as quickly as possible.
- If the problem is related to your equipment, we can refer you to someone who will be able to assist you.

Many people are afraid to call Customer Service because they think either their call will not be answered, or there is nothing that we can do. Neither of these statements is true. There is someone available to answer both TTY and Voice calls 24 hours a day.

In almost every situation, we are able to fix the problem once we know about it. If you have difficulty of any kind, please call us!



# Making Nebraska Relay calls your way

Communication Assistants are trained to relay your calls to fit your needs. When a TTY user calls a hearing user, the CA begins the call with a standard greeting to the hearing user: "NRS CA 00 with a relay call. Are you familiar with the relay?" This greeting may not work in all situations. It is your choice if you would like the CA to say something different, or perhaps, not to identify the relay at all. Following are some special instructions you can give to the CA before your relay call begins:

## Customized Greeting:

You can decide the type of greeting that will be the clearest for the person you are calling. The quicker you let someone know who you are and why

you are calling, the easier it will be for that person to respond to your call. For example, if you are calling a business, you can instruct the CA to use a greeting like, "Hi, this is William Smith, a customer of your company. I am calling through the relay service. Can you help me?" You may use any greeting you feel fits your situation, however you must remember to type the greeting before the CA dials your call.

## NE – Do Not Explain Relay:

NE means that you do not want to the CA to explain how a relay call works. This option works best with people you call often. If you use NE, type a customized greeting before the CA dials. This will let the person you

are calling know who you are, and it will eliminate any awkward pauses.

## Don't hang up!

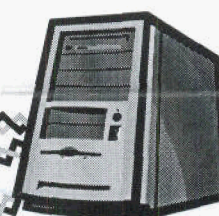
Sometimes you may experience a first time relay user hanging up on you repeatedly. Although the CA relaying your call will try to prevent this, a customized greeting may stop the problem quickly. For example, "I am Deaf (hard of hearing, etc). Please don't hang up, I need to speak with (give the name of the person you are calling for or the reason for your call)."

NRS would like your tips for making effective relay calls. To share your ideas in this newsletter, contact customer service at 1-800-322-5299 TTY/Voice.

## What happens when you dial the Nebraska Relay?

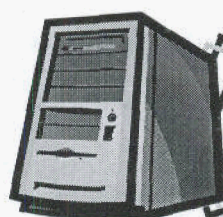


"Caller" dials the Relay.



Caller's local telephone company switch

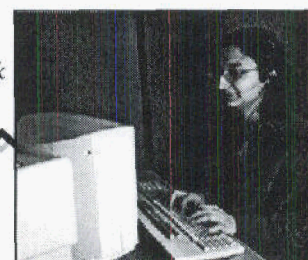
A "switch" is a large computer that processes calls. When you dial a number, the switch guides your call to the person you want to talk with.



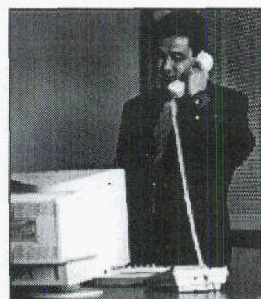
Relay Switch

Calls are directed to the CA through the relay switch. When the CA dials, the call goes back through the switch and out to the "called" party.

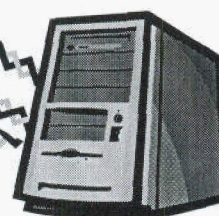
The relay controls your call from the second it arrives at the relay switch to the second the CA dials the number you want to call



A CA connects the incoming call then dials.



The "Called" party answers the call and the relay conversation begins!



"Called" party's telephone switch

After the CA types dialing, NRS has no control over how long your call takes. It may take many rings before the person you are calling answers. You can tell the CA to hang up at any time.



1001 Twelfth Street  
Aurora, NE 68818

*Connecting your calls  
with care .....*

## Put us on your Calendar!!

### November 17

User Group Meeting  
9:00 AM to 11:00 AM  
David City, NE

### November 17

User Group Meeting  
1-3 PM & 7-9 PM  
Columbus, NE

### November 21

Time: TBA  
Presentation to SHHH  
North Platte, NE

### November 23

Concordia Sign Language Class  
5:00 PM to 6:30 PM  
Seward, NE

### December 7

User Group Meeting  
9 – 11 AM: Wahoo  
1:30 – 3:30 PM: Blair  
7 – 9 PM: Fremont

For more information on any of these events, please contact Nebraska Relay Customer Service at 1-800-322-5299 TTY/Voice.

**Do you know of any  
companies that do not  
know how to use Relay?  
Let us know who they are  
and we will try to set up a  
presentation for them!**



## *Sign up for the Relay Connector*

If you or someone you know is not on the Nebraska Relay Service mailing list, now is a great time to sign up!

To add your name to the list, contact NRS Customer Service:

**1-800-322-5299 TTY/V**  
**relay@hamilton.net**

When your name is on the mailing list, you will receive the *Nebraska Relay Connector* newsletter, invitations to relay meetings in your area, and letters to notify you any time there is a major change in relay technology or procedures.



**3**

# REPORTS



MMMM D, YYYY

1001 Twelfth Street • Aurora, Nebraska 68818  
Telephone: 402/694-5101 • TTY: 800/821-1834  
Toll Free: 800/821-1831 • FAX: 402/694-2848

E-mail: [info@hamilton.net](mailto:info@hamilton.net)  
Website: <http://www.hamilton.net>

TRS Administrator  
Department  
Location Address  
Mailing Address  
City, State NNNNN-NNNN

**XXXXX Relay Service Invoice**

**MMMM YYYY**

TRS session minutes	NNN,NNN.NN
Less interstate session minutes	<u>(NN,NNN.NN)</u>
Net billable session minutes	NNN,NNN.NN
Applicable rate per minute	<u>N.NN</u>
Total due	\$ <u>NNN,NNN.NN</u>

Adjustments:

<b>Total amount due</b>	\$ <u><u>NNN,NNN.NN</u></u>
-------------------------	-----------------------------

Please direct any questions concerning this billing to Jerry Petermann  
at (402) 694-5101 during normal business hours.



1001 Twelfth Street • Aurora, Nebraska 68818  
Telephone: 402/694-5101 • TTY: 800/821-1834  
Toll Free: 800/821-1831 • FAX: 402/694-2848

E-mail: [info@hamilton.net](mailto:info@hamilton.net)  
Website: <http://www.hamilton.net>

MMMM D, YYYY

TRS Administrator  
Department  
Location Address  
Mailing Address  
City, State NNNNN-NNNN

### XXXXX Relay Service Monthly Statement

MMMM YYYY

Balance forward MMMM 1, YYYY	\$	NNN,NNN.NN
------------------------------	----	------------

Billing for MMMM YYYY	NNN,NNN.NN
-----------------------	------------

Payments:	
MM/DD/YY	(NNN,NNN.NN)

Adjustments:

Balance due MMMM 31, YYYY	NNN,NNN.NN
---------------------------	------------

Subsequent payments:

Current balance due	\$ <u>NNN,NNN.NN</u>
---------------------	----------------------

Run Date: MM/DD/YY  
Confidential & Proprietary

**XX RELAY SERVICE**

**Jurisdiction Summary**

**Report A**  
Data Month: MMM YYYY

	<u>Session Minutes</u>	<u>Conversation Minutes</u>	<u>Number of Calls</u>	<u>% of All Calls</u>
<b>All Calls Handled</b>				
General Assistance	NNN,NNN.NN		NNNNN	NNN.NN
Local	NNN,NNN.NN		NNNNN	NNN.NN
Intrastate Intralata	NNN,NNN.NN		NNNNN	NNN.NN
Intrastate Interlata	NNN,NNN.NN		NNNNN	NNN.NN
Interstate	NNN,NNN.NN		NNNNN	NNN.NN
International	NNN,NNN.NN		NNNNN	NNN.NN
Toll Free 8xx	NNN,NNN.NN		NNNNN	NNN.NN
Total Outbound Call Attempts	<u>NNN,NNN.NN</u>		<u>NNNNN</u>	<u>NNN.NN</u>
Month Total	<u><u>NNN,NNN.NN</u></u>		<u><u>NNNNN</u></u>	<u><u>NNN.NN</u></u>

<b>Completed Calls</b>				
Local	NNN,NNN.NN	NNN,NNN.NN	NNNNN	NNN.NN
Intrastate Intralata	NNN,NNN.NN	NNN,NNN.NN	NNNNN	NNN.NN
Intrastate Interlata	NNN,NNN.NN	NNN,NNN.NN	NNNNN	NNN.NN
Interstate	NNN,NNN.NN	NNN,NNN.NN	NNNNN	NNN.NN
International	NNN,NNN.NN	NNN,NNN.NN	NNNNN	NNN.NN
Toll Free 8xx	NNN,NNN.NN	NNN,NNN.NN	NNNNN	NNN.NN
Month Total	<u><u>NNN,NNN.NN</u></u>	<u><u>NNN,NNN.NN</u></u>	<u><u>NNNNN</u></u>	<u><u>NNN.NN</u></u>

<b>Total Minutes with Toll Free Allocation</b>		
Intrastate + 36% of Toll Free	NNN,NNN.NN	NNN,NNN.NN
Interstate + 64% of Toll Free	NNN,NNN.NN	NNN,NNN.NN
Month Total	<u><u>NNN,NNN.NN</u></u>	<u><u>NNN,NNN.NN</u></u>

<b>TRS Center Summary</b>	<u>Incoming Calls</u>	<u>Percent of Calls</u>
Handled in XX Center	NNNNN	NNN
Handled in Other Centers	NNNNN	NNN

**HAMILTON**  
TELECOMMUNICATIONS

Run Date: MM/DD/YY

**XX RELAY SERVICE****Report B**

Confidential &amp; Proprietary

**Number of Inbound Calls by Method**

Data Month: MMM YYYY

Day		ASCII		TTY		VOICE		TOTAL
		English	Spanish	English	Spanish	English	Spanish	
1	Sun	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
2	Mon	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
3	Tue	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
4	Wed	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
5	Thu	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
6	Fri	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
7	Sat	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
8	Sun	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
9	Mon	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
10	Tue	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
11	Wed	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
12	Thu	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
13	Fri	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
14	Sat	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
15	Sun	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
16	Mon	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
17	Tue	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
18	Wed	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
19	Thu	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
20	Fri	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
21	Sat	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
22	Sun	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
23	Mon	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
24	Tue	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
25	Wed	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
26	Thu	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
27	Fri	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
28	Sat	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
29	Sun	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
30	Mon	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
31	Tue	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
		<u>NNNNN</u>	<u>NNNNN</u>	<u>NNNNN</u>	<u>NNNNN</u>	<u>NNNNN</u>	<u>NNNNN</u>	<u>NNNNN</u>

**Month Total**

Gen Assist	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN	NNNNN
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Run Date: MM/DD/YY  
Confidential & Proprietary

**XX RELAY SERVICE**  
**Session Minutes by Inbound Method**

**Report C**  
Data Month: MMM YYYY

		ASCII		TTY		VOICE		TOTAL
Day		English	Spanish	English	Spanish	English	Spanish	
1	Sun	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
2	Mon	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
3	Tue	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
4	Wed	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
5	Thu	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
6	Fri	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
7	Sat	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
8	Sun	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
9	Mon	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
10	Tue	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
11	Wed	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
12	Thu	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
13	Fri	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
14	Sat	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
15	Sun	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
16	Mon	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
17	Tue	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
18	Wed	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
19	Thu	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
20	Fri	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
21	Sat	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
22	Sun	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
23	Mon	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
24	Tue	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
25	Wed	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
26	Thu	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
27	Fri	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
28	Sat	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
29	Sun	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
30	Mon	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
31	Tue	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NN,NNN.NN	NNN,NNN.NN
		<u>NN,NNN.NN</u>	<u>NN,NNN.NN</u>	<u>NN,NNN.NN</u>	<u>NN,NNN.NN</u>	<u>NN,NNN.NN</u>	<u>NN,NNN.NN</u>	<u>NNN,NNN.NN</u>

Month Total

Gen Assist NN,NNN.NN NN,NNN.NN NN,NNN.NN NN,NNN.NN NN,NNN.NN NN,NNN.NN NNN,NNN.NN



Run Date: MM/DD/YY

## XX RELAY SERVICE

Report D

Confidential &amp; Proprietary

## Call Statistics by Outbound Method

Data Month: MMM YYYY

Day		Busy/NA	Complete to ASCII		Complete to TTY		Complete to VOICE		Total Complete		Total Out
		Calls	Calls	Av Cnv Mn	Calls	Av Cnv Mn	Calls	Av Cnv Mn	Calls	Av Cnv Mn	Calls
1	Sun	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
2	Mon	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
3	Tue	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
4	Wed	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
5	Thu	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
6	Fri	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
7	Sat	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
8	Sun	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
9	Mon	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
10	Tue	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
11	Wed	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
12	Thu	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
13	Fri	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
14	Sat	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
15	Sun	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
16	Mon	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
17	Tue	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
18	Wed	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
19	Thu	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
20	Fri	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
21	Sat	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
22	Sun	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
23	Mon	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
24	Tue	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
25	Wed	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
26	Thu	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
27	Fri	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
28	Sat	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
29	Sun	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
30	Mon	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
31	Tue	NNNNN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN	NN.NN	NNNNN
		<u>NNNNN</u>	<u>NNNNN</u>	<u>NN.NN</u>	<u>NNNNN</u>	<u>NN.NN</u>	<u>NNNNN</u>	<u>NN.NN</u>	<u>NNNNN</u>	<u>NN.NN</u>	<u>NNNNN</u>

Run Date: MM/DD/YY  
Confidential & Proprietary

**XX Relay Service**  
**Outbound Calls by Conv Minutes**

**Report E**  
Data Month: MMM YYYY

		0 -	10.01 -	20.01 -	30.01 -	40.01 -	50.01 -	Over	
Day		<u>10 min</u>	<u>20 min</u>	<u>30 min</u>	<u>40 min</u>	<u>50 min</u>	<u>60 min</u>	<u>60 min</u>	<u>Total</u>
1	Sun	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
2	Mon	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
3	Tue	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
4	Wed	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
5	Thu	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
6	Fri	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
7	Sat	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
8	Sun	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
9	Mon	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
10	Tue	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
11	Wed	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
12	Thu	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
13	Fri	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
14	Sat	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
15	Sun	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
16	Mon	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
17	Tue	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
18	Wed	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
19	Thu	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
20	Fri	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
21	Sat	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
22	Sun	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
23	Mon	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
24	Tue	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
25	Wed	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
26	Thu	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
27	Fri	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
28	Sat	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
29	Sun	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
30	Mon	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
31	Tue	NNN	NNN	NNN	NNN	NNN	NNN	NNN	NNNN
		<u>NNNN</u>	<u>NNNN</u>	<u>NNNN</u>	<u>NNNN</u>	<u>NNNN</u>	<u>NNNN</u>	<u>NNNN</u>	<u>NNNNNN</u>

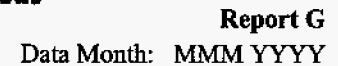
Run Date: MM/DD/YY  
Confidential & Proprietary

**XX Relay Service**  
**Daily Statistics**

**Report F**  
Data Month: MMM YYYY

<u>Day</u>	<u>Percent Blocked</u>	<u>Num of Calls Ans in 10 Sec</u>	<u>Percent Ans in 10 Sec</u>
1 Sun	NNN	NNNNN	NNN
2 Mon	NNN	NNNNN	NNN
3 Tue	NNN	NNNNN	NNN
4 Wed	NNN	NNNNN	NNN
5 Thu	NNN	NNNNN	NNN
6 Fri	NNN	NNNNN	NNN
7 Sat	NNN	NNNNN	NNN
8 Sun	NNN	NNNNN	NNN
9 Mon	NNN	NNNNN	NNN
10 Tue	NNN	NNNNN	NNN
11 Wed	NNN	NNNNN	NNN
12 Thu	NNN	NNNNN	NNN
13 Fri	NNN	NNNNN	NNN
14 Sat	NNN	NNNNN	NNN
15 Sun	NNN	NNNNN	NNN
16 Mon	NNN	NNNNN	NNN
17 Tue	NNN	NNNNN	NNN
18 Wed	NNN	NNNNN	NNN
19 Thu	NNN	NNNNN	NNN
20 Fri	NNN	NNNNN	NNN
21 Sat	NNN	NNNNN	NNN
22 Sun	NNN	NNNNN	NNN
23 Mon	NNN	NNNNN	NNN
24 Tue	NNN	NNNNN	NNN
25 Wed	NNN	NNNNN	NNN
26 Thu	NNN	NNNNN	NNN
27 Fri	NNN	NNNNN	NNN
28 Sat	NNN	NNNNN	NNN
29 Sun	NNN	NNNNN	NNN
30 Mon	NNN	NNNNN	NNN
31 Tue	NNN	NNNNN	NNN
	<u>NNN</u>	<u>NNNNN</u>	<u>NNN</u>

Minimum Answer Sec N  
Maximum Answer Sec NNN





Run Date: MM/DD/YY  
Confidential & Proprietary

XX Relay Service  
Average Session Minutes per Outbound Call

Your Telecommunications Partner

Report H  
Data Month: MMM YYYY

Day	Hour																							Daily	
	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Avg
1	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
2	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
3	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
4	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
5	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
6	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
7	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
8	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
9	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
10	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
11	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
12	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
13	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
14	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
15	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
16	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
17	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
18	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
19	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
20	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
21	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
22	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
23	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
24	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
25	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
26	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
27	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
28	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
29	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
30	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
31	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N
	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N	N.N

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# FLORIDA RELAY SERVICE

## 1999 Annual Report of Operations

### Operations Report

- Service Performance
- Trends
- Complaints/Compliments
- Problem Resolution Initiatives
- New Relay Features Added
- Other Relay Advancements and Improvements
- Outreach Activities

### Traffic Patterns

- Usage (Statistical Information)
- Traffic Analysis

### Future Plans & Trends

- Planned Enhancements

### Projected Usage

Annual Conversation or Session Minutes	1999 Actual	1999 Costs	2000 Projected Usage	2000 Costs
Intrastate				
Local				
General assistance				
Busy-No Answer				
800				
Total Conversation or Session Minutes				

**Contact:** Gary Warren  
**Address:** 1001 12th Street  
**City, State, Zip:** Aurora, NE 68818  
**Telephone:** 402-694-5101

**HAMILTON**  
TELECOMMUNICATIONS  
*Your Telecommunications Partner*

# Customer Feedback Survey

Average rating for questions asked  
on TTY customer feedback form

Questions	Average Rating	Customer Satisfaction Level
LRS answers my calls within 10 seconds.		
I always get connected to LRS on the first call.		
I get some garbling when calling LRS.		
The CAs is professional with a friendly attitude.		
The CA has good typing skills.		
The CA includes background noise when relaying the call.		
The relay helps me manage my business better.		
My family and friends use the relay to call me.		
The CA handles calls quickly with few connection delays.		
Customer Service answers my call and responds appropriately to my requests.		
When I have a problem with the relay I call Customer Service and try to resolve the problem.		
I prefer to use the relay than depend on my family or friends to communicate for me.		
<b>Total Frequency Average</b>		

Key: 5-Always, 4-Mostly, 3-Often, 2-Sometimes, 1-Never

On the back of the form relay users are asked to give our service a grade. The following two tables show the total number of surveys submitted with the grades that were given for each individual issue by customers.

## TTY and Voice user grading scales

TTY Users (#)	A	B	C	D	N/A
Answer Speed					
CA Call Handling					
Typing Skills					
Communication Skills					
Confidentiality					
<b>Total Responses</b>					
Voice Users (#)	A	B	C	D	N/A
Answer Speed					
CA Call Handling					
Typing Skills					
Communication Skills					
Confidentiality					
<b>Total Responses</b>	0	0	0	0	0





# FINANCIAL INFORMATION





# Pinnacle Bank

Member FDIC

November 2, 1999

Review Committee Chairman Mr. Richard Tudor  
% Ms. Blanca Bayo  
Division of Records and Reporting  
The Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL. 32399-0850

RE: Docket No. 991222-TP, Florida Relay Service Request for Proposal

Dear Mr. Tudor:

I am writing a letter of reference for Hamilton Telephone Co., dba Hamilton Telecommunications. We have had deposit accounts with Hamilton Telephone Co. since 1968, and at times we have also had loan accounts with them. At the present time they have a seven-figure balance on deposit with us, and they do not have any loan accounts. We feel very confident in the financial position of Hamilton Telecommunications, and we would not hesitate to extend credit to them if necessary.

Hamilton Telecommunications provide many communication services to our community, including telephone, deaf relay, cable TV, Internet, and telemarketing. All of these services are provided in an efficient and cost effective manner. Hamilton Telecommunications is considered to be a well-managed company and a responsible corporate citizen in our community. You will be pleased with their services. Please contact me if you need additional information.

Sincerely,

Rod Rudebusch  
President

**HAMILTON**  
TELECOMMUNICATIONS  
*Your Telecommunications Partner*

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P.O. Box 229  
1234 L St.  
Aurora, NE 68818  
(402) 694-2111

# Dohman, Akerlund & Eddy, LLC

CERTIFIED PUBLIC ACCOUNTANTS

1117 Twelfth Street • P.O. Box 470

Aurora, Nebraska 68818-0470 • Telephone (402) 694-6404 • Fax (402) 694-6405

## Independent Auditor's Report

The Board of Directors  
The Hamilton Telephone Company:

We have audited the accompanying balance sheets of The Hamilton Telephone Company as of June 30, 1999 and 1998, and the related statements of earnings, stockholders' equity, and cash flows for the years then ended. These financial statements are the responsibility of The Hamilton Telephone Company's management. Our responsibility is to express an opinion on these financial statements based on our audits.

We conducted our audits in accordance with generally accepted auditing standards. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of The Hamilton Telephone Company as of June 30, 1999 and 1998, and the results of its operations and its cash flows for the years then ended in conformity with generally accepted accounting principles.

*Dohman, Akerlund & Eddy, LLC*

August 27, 1999

THE HAMILTON TELEPHONE COMPANY

Balance Sheets

June 30, 1999 and 1998

<u>Assets</u>	<u>1999</u>	<u>1998</u>
Current assets:		
Cash and cash equivalents	\$ 2,870,743	578,372
Available-for-sale securities (note 4)	10,505,301	6,240,632
Due from subscribers and agents, less allowance for doubtful receivables of \$22,000 in 1999 and \$20,000 in 1998 (note 2)	767,336	768,217
Note receivable from affiliated company, current portion (note 2)	336,450	313,643
Due from affiliated companies (note 2)	23,003	4,230
Accrued interest receivable (note 2)	76,492	8,379
Prepaid expenses	205	205
Inventories, at cost	<u>109,253</u>	<u>35,036</u>
Total current assets	<u>14,688,783</u>	<u>7,948,714</u>
Other assets:		
Miscellaneous physical property (notes 2 and 3)	1,074,510	1,074,510
Less accumulated depreciation	<u>328,263</u>	<u>294,417</u>
Net miscellaneous physical property	746,247	780,093
Other investments (note 5)	45,243	44,612
Cash surrender value of life insurance	271,381	260,988
Note receivable from affiliated company, noncurrent (note 2)	802,102	1,148,512
Due from affiliated companies, noncurrent (note 2)	<u>3,680,446</u>	<u>4,317,345</u>
Total other assets	<u>5,545,419</u>	<u>6,551,550</u>
Property and equipment, at cost (note 6)	8,458,606	8,240,765
Less accumulated depreciation	<u>5,505,937</u>	<u>5,249,143</u>
Net property and equipment	<u>2,952,669</u>	<u>2,991,622</u>
	<u>\$ 23,186,871</u>	<u>17,491,886</u>

See accompanying notes to financial statements.

<u>Liabilities and Stockholders' Equity</u>	<u>1999</u>	<u>1998</u>
Current liabilities:		
Accounts payable (note 2)	\$ 973,848	536,296
Accrued taxes	56,550	59,016
Accrued interest payable	829	-
Accrued employee services	27,381	24,822
Due to parent for income taxes (notes 2 and 7)	173,910	547,039
Deferred income taxes (note 7)	<u>3,957,300</u>	<u>2,304,300</u>
Total current liabilities	5,189,818	3,471,473
Deferred income taxes (note 7)	<u>425,000</u>	<u>426,500</u>
Total liabilities and deferred income taxes	<u>5,614,818</u>	<u>3,897,973</u>
Stockholders' equity:		
6% cumulative preferred stock of \$100 par value per share. Authorized 863.5 shares; none issued	-	-
Common stock of \$15 par value per share. Authorized 6,666.6 shares; issued 3,237	48,555	48,555
Net unrealized holding gains on available-for-sale securities (note 4)	4,203,117	1,592,448
Retained earnings	<u>13,320,381</u>	<u>11,952,910</u>
Total stockholders' equity	17,572,053	13,593,913
	<u>\$ 23,186,871</u>	<u>17,491,886</u>

THE HAMILTON TELEPHONE COMPANY

Statements of Earnings

Years Ended June 30, 1999 and 1998

	<u>1999</u>	<u>1998</u>
Operating revenues (note 2):		
Local service	\$ 1,201,023	996,213
Toll service and access charges	3,083,864	3,009,697
Billing and collection revenue	190,831	288,977
Directory revenues, net	120,371	111,796
Other operating revenue	<u>110,909</u>	<u>101,572</u>
	4,706,998	4,508,255
Less provision for doubtful accounts	<u>6,964</u>	<u>-</u>
Total operating revenue	<u>4,700,034</u>	<u>4,508,255</u>
Operating expenses (note 2):		
Plant specific operations	1,067,912	1,136,956
Plant nonspecific operations	649,490	589,071
Customer operations	502,098	699,820
Corporate operations	<u>679,063</u>	<u>720,074</u>
Total operating expenses	<u>2,898,563</u>	<u>3,145,921</u>
Operating income	<u>1,801,471</u>	<u>1,362,334</u>
Operating taxes:		
Income taxes, current (note 7)	709,500	534,100
Income taxes, deferred (note 7)	(6,000)	(500)
Other	<u>44,620</u>	<u>46,663</u>
Total operating taxes	<u>748,120</u>	<u>580,263</u>
Net operating income, carried forward	<u>\$ 1,053,351</u>	<u>782,071</u>

(Continued)

THE HAMILTON TELEPHONE COMPANY

Statements of Earnings  
(Continued)  
Years Ended June 30, 1999 and 1998

	<u>1999</u>	<u>1998</u>
Net operating income, brought forward	\$ <u>1,053,351</u>	<u>782,071</u>
Other income (deductions):		
Interest income (note 2)	458,243	346,251
Dividend income (note 4)	163,763	154,665
Rental income, net of related expenses including depreciation of \$33,846 in 1999 and \$34,038 in 1998 (note 2)	17,667	16,076
Gain on disposition of equipment	-	45,550
Charitable contributions	(32,869)	(20,217)
Other, net (note 5)	3,492	24,361
Nonoperating income taxes (note 7)	<u>(192,500)</u>	<u>(160,400)</u>
Total other income, net	<u>417,796</u>	<u>406,286</u>
	1,471,147	1,188,357
Interest expense	<u>6,566</u>	<u>126</u>
Net earnings	\$ <u>1,464,581</u>	<u>1,188,231</u>
Earnings per common share	\$ <u>452.45</u>	<u>367.08</u>

See accompanying notes to financial statements.

THE HAMILTON TELEPHONE COMPANY

Statements of Cash Flows

Years Ended June 30, 1999 and 1998

<u>Increase or Decrease in Cash and Cash Equivalents</u>	<u>1999</u>	<u>1998</u>
Cash flows from operating activities:		
Cash received from subscribers and agents	\$ 4,767,226	4,961,507
Cash paid to suppliers and employees	(2,218,903)	(2,557,859)
Investment income received	553,893	496,915
Cash contributions	(32,869)	(20,217)
Interest paid	(6,566)	(126)
Income taxes paid	(1,271,629)	(291,000)
Net cash provided by operating activities	<u>1,791,152</u>	<u>2,589,220</u>
Cash flows from investing activities:		
Net repayment of advances made to parent and other affiliated companies	941,729	(2,941,947)
Salvage from assets retired	-	46,227
Expenditures for property and equipment	(337,434)	(291,128)
Expenditures for removal of property and equipment	<u>(5,966)</u>	<u>(13,017)</u>
Net cash provided (used) by investing activities	<u>598,329</u>	<u>(3,199,865)</u>
Cash flows from financing activities, dividends paid	<u>(97,110)</u>	<u>(97,110)</u>
Net increase (decrease) in cash and cash equivalents	2,292,371	(707,755)
Cash and cash equivalents at beginning of year	<u>578,372</u>	<u>1,286,127</u>
Cash and cash equivalents at end of year	<u>\$ 2,870,743</u>	<u>578,372</u>

(Continued)



THE HAMILTON TELEPHONE COMPANY

Statements of Cash Flows  
(Continued)  
Years Ended June 30, 1999 and 1998

Reconciliation of Net Earnings to Net Cash Provided by Operating Activities	1999	1998
Net earnings	\$ <u>1,464,581</u>	<u>1,188,231</u>
Adjustments to reconcile net earnings to net cash provided by operating activities:		
Provision for doubtful accounts	6,964	-
Depreciation expense	416,200	407,700
Provision for deferred income taxes	(6,000)	(300)
Gain on disposition of equipment	-	(45,550)
Net partnership earnings	(631)	(2,257)
Decrease (increase) in:		
Due from subscribers and agents	(6,083)	368,899
Accrued interest receivable	(68,113)	(4,001)
Prepaid expenses	-	1,191
Inventories	(74,217)	18,345
Cash surrender value of life insurance	(10,393)	(19,113)
Recoverable bid deposit	-	450,000
Increase (decrease) in:		
Accounts payable	437,552	(209,221)
Accrued taxes	(2,466)	23,518
Accrued interest payable	829	-
Accrued employee services	2,559	8,478
Due to parent for income taxes	<u>(369,630)</u>	<u>403,300</u>
Total adjustments	<u>326,571</u>	<u>1,400,989</u>
Net cash provided by operating activities	\$ <u>1,791,152</u>	<u>2,589,220</u>

See accompanying notes to financial statements.

# THE HAMILTON TELEPHONE COMPANY

## Notes to Financial Statement

June 30, 1999 and 1998

### (1) Significant Accounting Policies

#### General

The Hamilton Telephone Company (the Company), a 97% owned subsidiary of Nedelco, Inc., a holding company, is headquartered in Aurora, Nebraska. The companies have common management. The Hamilton Telephone Company was organized in 1905 and provides service in the area of Hamilton County, Nebraska. The Company operates under the rules and regulations of the Nebraska Public Service Commission. The Company is affiliated through common ownership and management with Aurora Telemarketing, Inc., a telemarketing company, and Hamilton Long Distance, a long distance service company, each of which are subsidiaries of Nedelco, Inc.; and through common management with Mid-State Community TV, Inc., a company providing cable television service in several central Nebraska communities.

In preparing the financial statements, management is required to make estimates and assumptions affecting the reported amounts of assets and liabilities as of the date of the balance sheet and revenues and expenses for the year. Actual results could differ significantly from those estimates.

#### Cash equivalents

For purposes of the statements of cash flows, the Company considers all highly liquid debt instruments purchased with a maturity of three months or less to be cash equivalents.

#### Miscellaneous physical property

Depreciation of miscellaneous physical property is computed using straight-line and accelerated methods over the estimated useful life of the related asset.

#### Property and equipment

Maintenance and repairs of property and replacements of items determined to be less than units of property are charged to expense. Replacements and renewals of items considered to be units of property are charged to the property and equipment accounts. Property and equipment retired or otherwise disposed of in the ordinary course of business, together with the cost of removal less salvage, is charged to accumulated depreciation. Depreciation of property and equipment is determined for financial statement purposes using the straight-line method based on the estimated service lives.

(Continued)

# THE HAMILTON TELEPHONE COMPANY

## Notes to Financial Statements

### Income taxes

The Company uses the asset-and-liability method of accounting for income taxes. Under the asset-and-liability method, deferred income taxes are recognized for the tax consequences of "temporary differences" by applying enacted statutory tax rates applicable to future years to differences between the financial statement carrying amounts and the tax bases of existing assets and liabilities. If it is more likely than not that some portion of a deferred tax asset will not be realized, a valuation allowance is recognized. The effect on deferred taxes of a change in tax rates is recognized in income in the period that includes the enactment date.

The Company's operations are included in the consolidated income tax returns of its parent. The Company provides for income taxes in amounts equal to the tax that would have been due on a separate return basis and these amounts are remitted to its parent company.

### Earnings per common share

Earnings per common share is computed by dividing net earnings by the weighted average number of shares outstanding during each year.

### (2) Affiliations and Related Party Transactions

The Company has made net advances to Nedelco, Inc. totaling \$3,685,910 at June 30, 1999. Advances totaling \$3,680,446 are classified as a noncurrent asset as repayment terms have not been determined. An average interest rate of 6.83% was charged on the advances during 1999 with interest income recognized totaling \$277,772 in 1999 and \$192,973 in 1998.

The Company also has a 6.83% note receivable due from Nedelco totaling \$1,138,552 at June 30, 1999, of which \$336,450 is receivable during 2000. Interest income of \$88,698 and \$110,125 was recognized on the note during 1999 and 1998, respectively.

At June 30, 1998, the Company owed Nedelco, Inc. \$177,910 for income taxes currently payable.

Nedelco, Inc. provides employee services to the Company at scheduled rates per hour. Related employee services cost was \$818,389 for 1999 and \$882,768 for 1998, including amounts capitalized of \$86,876 and \$109,879 in 1999 and 1998, respectively.

The Company paid management fees to Nedelco, Inc. of \$330,000 in both 1999 and 1998.

(Continued)

## THE HAMILTON TELEPHONE COMPANY

### Notes to Financial Statements

Data processing equipment is leased to the Company by Nedelco, Inc. on a month-to-month basis with related lease expense totaling \$14,058 in 1999 and \$29,068 in 1998. Nedelco, Inc. charged the Company \$304,501 in 1999 and \$472,645 in 1998 for billing and collection services, and \$17,615 for operator services in 1998. Nedelco, Inc. also charged the Company \$97,604 in 1999 and \$93,050 in 1998 for providing vehicles, work equipment, and related services to the Company, of which \$11,266 and \$14,918 were capitalized in 1999 and 1998, respectively. The Company paid Nedelco, Inc. \$3,000 for rent of a shop building in both 1999 and 1998. The Company billed Nedelco, Inc. \$366,089 in 1999 and \$203,154 in 1998 for telephone local and toll services. Included in due from subscribers and agents at June 30, 1999 and 1998 is \$24,136 and \$16,177, respectively, due from Nedelco, Inc. for toll services. Included in accounts payable at June 30, 1999 and 1998 is \$476,400 and \$139,495, respectively, due to Nedelco for previously described services.

During 1997, the Company entered into an operating lease agreement to lease digital switching system equipment from Nedelco, Inc. for a period of five years. Related rental expense for the years ended June 30, 1999 and 1998 totaled \$434,026 and \$423,816, respectively. Future minimum rental payments required are as follows:

Year Ending June 30,	
2000	\$ 434,026
2001	434,026
2002	<u>397,857</u>

The Company leases a building to Aurora Telemarketing, Inc. (ATI) with related lease income totaling \$48,000 in both 1999 and 1998. During 1999 and 1998, the Company billed ATI approximately \$58,503 and \$223,922, respectively, for telephone local and toll services. Included in due from subscribers and agents at June 30, 1999 and 1998 is \$4,284 and \$5,770, respectively, due from ATI for toll services. Miscellaneous advances to ATI at June 30, 1999 totaled \$1,277, along with a miscellaneous payable to ATI at June 30, 1998 of \$1,639.

Included in due from affiliates and customers were amounts totaling \$383 and \$1,612, respectively, due from Hamilton Long Distance (HLD) at June 30, 1999 and 1998. Local and long distance revenues recognized from HLD during 1999 and 1998, respectively, were \$746 and \$346 while circuit rental expense paid to HLD was \$38,583 and \$24,966 for the years ended June 30, 1999 and 1998.

At June 30, 1998, \$886 was receivable from Mid-State Community TV, Inc., along with a payable to Mid-State Community TV, Inc. of \$182 at June 30, 1999.

(Continued)

# THE HAMILTON TELEPHONE COMPANY

## Notes to Financial Statements

### (3) Miscellaneous Physical Property

A summary of miscellaneous physical property is as follows:

<u>Classification</u>	<u>Life in Years</u>	<u>June 30,</u>	
		<u>1999</u>	<u>1998</u>
Land	-	\$ 50,668	50,668
Buildings	19-31.5	983,713	983,713
Building improvements	<u>5-7</u>	<u>40,129</u>	<u>40,129</u>
		1,074,510	1,074,510
Less accumulated depreciation		<u>328,263</u>	<u>294,417</u>
		<u>\$ 746,247</u>	<u>780,093</u>

### (4) Available-for-Sale Securities

The following is a schedule of unrealized holding gains, net of deferred income taxes, for available-for-sale equity securities as of June 30, 1999 and 1998:

	<u>1999</u>	<u>1998</u>
Available-for-sale securities at market value	\$ 10,505,301	6,240,632
Financial statement cost basis of available-for-sale securities	<u>(3,639,184)</u>	<u>(3,639,184)</u>
Unrealized holding gains	6,866,117	2,601,448
Deferred income tax liability on unrealized holding gains	<u>2,663,000</u>	<u>1,009,000</u>
Net unrealized holding gains on available-for-sale securities	<u>\$ 4,203,117</u>	<u>1,592,448</u>

The available-for-sale securities are comprised of 227,449 shares of Aliant Communications, Inc. common stock.

(Continued)

THE HAMILTON TELEPHONE COMPANY

Notes to Financial Statements

(5) Investments

A schedule of other investments at June 30, 1999 and 1998 follows:

	<u>1999</u>	<u>1998</u>
12.5% interest in FOSDR partnership	\$ 1,526	1,478
Aurora Construction Enterprises, limited liability company interest	28,036	27,453
Various development corporations' stock	12,850	12,850
Various cooperative equity ownership	209	209
Other	<u>2,622</u>	<u>2,622</u>
	<u>\$ 45,243</u>	<u>44,612</u>

The investments are recorded at cost, with the exception of the FOSDR partnership and Aurora Construction Enterprises, a limited liability company, which are accounted for on the equity method. No quoted market values were available for the investments.

Aurora Construction Enterprises, L.L.C., began operations in 1994 and is a builder of residential housing in Aurora, Nebraska. The Company owns an 11.7% equity interest in the limited liability company with the Company share of the limited liability company's profits for 1999 and 1998 being \$583 and \$2,513, respectively.

The FOSDR partnership was organized in June 1990 for the purpose of owning and leasing a fiber optic splicer. Leasing operations began in 1991 with the Company's share of the partnership gain (loss) for 1999 and 1998 being \$48 and \$(256), respectively.

(Continued)

# THE HAMILTON TELEPHONE COMPANY

## Notes to Financial Statements

### (6) Property and Equipment

A summary of telephone property and equipment is as follows:

		<u>June 30,</u>	
	<u>1999</u>	<u>1998</u>	
Land	\$ 31,930	31,981	
Buildings	568,194	554,650	
Central office equipment	1,705,234	1,665,683	
Station apparatus	1,807	1,807	
Station connections	585,543	585,543	
Public telephone terminals	62,213	60,973	
Pole lines	20,110	20,110	
Aerial cable	119,737	119,953	
Buried cable	5,125,311	4,879,294	
Furniture and office equipment	195,671	195,023	
Motor vehicles and other work equipment	<u>42,856</u>	<u>125,748</u>	
	8,458,606	8,240,765	
Less accumulated depreciation	<u>5,505,937</u>	<u>5,249,143</u>	
	<u>\$ 2,952,669</u>	<u>2,991,622</u>	

The composite depreciation rate was 4.54% for 1999 and 4.60% for 1998.

### (7) Income Taxes

Components of income tax expense (benefit) are as follows:

	<u>1999</u>			<u>1998</u>
	<u>Operating</u>	<u>Nonoperating</u>	<u>Total</u>	<u>Total</u>
Currently payable:				
Federal	\$ 576,500	156,500	733,000	564,600
State	<u>133,000</u>	<u>36,000</u>	<u>169,000</u>	<u>129,700</u>
	<u>709,500</u>	<u>192,500</u>	<u>902,000</u>	<u>694,300</u>
Deferred:				
Federal	(5,000)	-	(5,000)	(200)
State	<u>(1,000)</u>	<u>-</u>	<u>(1,000)</u>	<u>(100)</u>
	<u>(6,000)</u>	<u>-</u>	<u>(6,000)</u>	<u>(300)</u>
	<u>\$ 703,500</u>	<u>192,500</u>	<u>896,000</u>	<u>694,000</u>

(Continued)

# THE HAMILTON TELEPHONE COMPANY

## Notes to Financial Statements

Income tax expense totaled \$896,000 in 1999 (an effective rate of 38.0%) and \$694,000 in 1998 (an effective rate of 36.9%). The actual tax expense for both 1999 and 1998 differs from the "expected" tax expense for those years (computed by applying the average U.S. federal corporate tax rate of 34% to earnings before income taxes) as shown below:

	<u>1999</u>	<u>1998</u>
Computed "expected" tax expense	\$ 802,598	639,959
Increases (reductions) in taxes resulting from:		
State income taxes, net of		
federal income tax benefits	110,880	85,536
Dividends received deduction	(38,976)	(36,810)
Lobbying expense	14,415	-
Other	<u>7,083</u>	<u>5,315</u>
	<u>\$ 896,000</u>	<u>694,000</u>

The sources of deferred tax liabilities and the income tax effect of each as of June 30, 1999 and 1998 are as follows:

	<u>1999</u>		<u>1998</u>	
	<u>Current</u>	<u>Long-term</u>	<u>Current</u>	<u>Long-term</u>
Deferred tax asset, financial statement allowance for doubtful accounts	\$ <u>8,500</u>	<u>-</u>	<u>7,500</u>	<u>-</u>
Deferred tax liabilities:				
Excess of bases of property and equipment for financial statement purposes over bases for income tax purposes	-	(425,000)	-	(426,500)
Unrealized gain on exchange of investments in merger	(1,302,800)	-	(1,302,800)	-
Unrealized holding gains on available-for-sale securities	<u>(2,663,000)</u>	<u>-</u>	<u>(1,009,000)</u>	<u>-</u>
Total deferred tax liabilities	<u>(3,965,800)</u>	<u>(425,000)</u>	<u>(2,311,800)</u>	<u>(426,500)</u>
Net deferred tax liabilities	<u>\$(3,957,300)</u>	<u>(425,000)</u>	<u>(2,304,300)</u>	<u>(426,500)</u>

### (8) Reclassification

Certain amounts for 1998 have been reclassified to conform with current year presentation.



# Dohman, Akerlund & Eddy

CERTIFIED PUBLIC ACCOUNTANTS

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## Independent Auditor's Report

The Board of Directors  
The Hamilton Telephone Company:

We have audited the accompanying balance sheets of The Hamilton Telephone Company as of June 30, 1998 and 1997, and the related statements of earnings, stockholders' equity, and cash flows for the years then ended. These financial statements are the responsibility of The Hamilton Telephone Company's management. Our responsibility is to express an opinion on these financial statements based on our audits.

We conducted our audits in accordance with generally accepted auditing standards. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of The Hamilton Telephone Company as of June 30, 1998 and 1997, and the results of its operations and its cash flows for the years then ended in conformity with generally accepted accounting principles.



August 21, 1998

# THE HAMILTON TELEPHONE COMPANY

## Balance Sheets

June 30, 1998 and 1997

<u>Assets</u>	<u>1998</u>	<u>1997</u>
Current assets:		
Cash and cash equivalents	\$ 578,372	1,286,127
Available-for-sale securities (note 4)	6,240,632	4,435,256
Due from subscribers and agents, less allowance for doubtful receivables of \$20,000 in 1998 and \$28,000 in 1997 (note 2)	768,217	1,137,115
Recoverable bid deposit	-	450,000
Note receivable from affiliated company, current portion (note 2)	313,643	-
Due from affiliated companies (note 2)	4,230	8,056
Accrued interest receivable (note 2)	8,379	4,378
Prepaid expenses	205	1,396
Inventories, at cost	<u>35,036</u>	<u>53,381</u>
Total current assets	<u>7,948,714</u>	<u>7,375,709</u>
Other assets		
Miscellaneous physical property (notes 2 and 3)	1,074,510	1,061,840
Less accumulated depreciation	<u>294,417</u>	<u>260,379</u>
Net miscellaneous physical property	780,093	801,461
Other investments (note 5)	44,612	42,355
Cash surrender value of life insurance	260,988	241,875
Note receivable from affiliated company, noncurrent (note 2)	1,148,512	-
Due from affiliated companies, noncurrent (note 2)	<u>4,317,345</u>	<u>2,833,728</u>
Total other assets	<u>6,551,550</u>	<u>3,919,419</u>
Property and equipment, at cost (note 6)	8,240,765	8,018,083
Less accumulated depreciation	<u>5,249,143</u>	<u>4,943,597</u>
Net property and equipment	<u>2,991,622</u>	<u>3,074,486</u>
	<u>\$ 17,491,886</u>	<u>14,369,614</u>

See accompanying notes to financial statements.

<u>Liabilities and Stockholders' Equity</u>	<u>1998</u>	<u>1997</u>
Current liabilities:		
Accounts payable (note 2)	\$ 536,296	745,517
Accrued taxes	59,016	35,498
Accrued employee services	24,822	16,344
Due to parent for income taxes (notes 2 and 7)	547,039	149,439
Deferred income taxes (note 7)	<u>2,304,300</u>	<u>1,600,800</u>
Total current liabilities	3,471,473	2,547,598
Deferred income taxes (note 7)	<u>426,500</u>	<u>424,600</u>
Total liabilities and deferred income taxes	<u>3,897,973</u>	<u>2,972,198</u>
Stockholders' equity:		
6% cumulative preferred stock of \$100 par value per share. Authorized 863.5 shares; none issued	-	-
Common stock of \$15 par value per share. Authorized 6,666.6 shares; issued 3,459 shares	51,885	51,885
Net unrealized holding gains on available-for-sale securities (note 4)	1,592,448	487,072
Retained earnings	<u>12,030,105</u>	<u>10,938,984</u>
	13,674,438	11,477,941
Less cost of 222 common shares in treasury	<u>80,525</u>	<u>80,525</u>
Total stockholders' equity	13,593,913	11,397,416
	<u>\$ 17,491,886</u>	<u>14,369,614</u>

# THE HAMILTON TELEPHONE COMPANY

## Statements of Earnings

Years Ended June 30, 1998 and 1997

	<u>1998</u>	<u>1997</u>
Operating revenues (note 2):		
Local service	\$ 996,213	820,360
Toll service and access charges	3,009,697	3,206,928
Billing and collection revenue	288,977	842,483
Directory revenues, net	111,796	99,777
Other operating revenue	<u>101,572</u>	<u>205,097</u>
	4,508,255	5,174,645
Less provision for doubtful accounts	<u>-</u>	<u>18,232</u>
Total operating revenue	<u>4,508,255</u>	<u>5,156,413</u>
Operating expenses (note 2):		
Plant specific operations	1,136,956	665,304
Plant nonspecific operations	589,071	830,658
Additional non-recurring depreciation on central office equipment (note 6)	-	907,224
Customer operations	699,820	1,334,902
Corporate operations	<u>720,074</u>	<u>748,565</u>
Total operating expenses	<u>3,145,921</u>	<u>4,486,653</u>
Operating income	<u>1,362,334</u>	<u>669,760</u>
Operating taxes:		
Income taxes, current (note 7)	534,100	641,000
Income taxes, deferred (note 7)	(500)	(430,600)
Other	<u>46,663</u>	<u>53,441</u>
Total operating taxes	<u>580,263</u>	<u>263,841</u>
Net operating income, carried forward	<u>\$ 782,071</u>	<u>405,919</u>

(Continued)

THE HAMILTON TELEPHONE COMPANY

Statements of Earnings  
(Continued)  
Years Ended June 30, 1998 and 1997

	<u>1998</u>	<u>1997</u>
Net operating income, brought forward	\$ <u>782,071</u>	<u>405,919</u>
Other income (deductions):		
Interest income (note 2)	346,251	209,035
Dividend income (note 4)	154,665	141,033
Rental income, net of related expenses including depreciation of \$34,038 in 1998 and \$34,375 in 1997 (note 2)	16,076	17,091
Gain on disposition of equipment	45,550	-
Charitable contributions	(20,217)	(37,163)
Other, net (note 5)	24,361	14,770
Nonoperating income taxes (note 7)	<u>(160,400)</u>	<u>(82,500)</u>
Total other income, net	<u>406,286</u>	<u>262,266</u>
	1,188,357	668,185
Interest expense	<u>126</u>	<u>327</u>
Net earnings	\$ <u>1,188,231</u>	<u>667,858</u>
Earnings per common share	\$ <u>367.08</u>	<u>206.19</u>

See accompanying notes to financial statements.

THE HAMILTON TELEPHONE COMPANY

Statements of Cash Flows

Years Ended June 30, 1998 and 1997

<u>Decrease in Cash and Cash Equivalents</u>	<u>1998</u>	<u>1997</u>
Cash flows from operating activities:		
Cash received from subscribers and agents	\$ 4,961,507	5,119,864
Cash paid to suppliers and employees	(2,557,859)	(3,170,633)
Investment income received	496,915	351,624
Cash contributions	(20,217)	(37,163)
Interest paid	(126)	(327)
Income taxes paid	<u>(291,000)</u>	<u>(553,000)</u>
Net cash provided by operating activities	<u>2,589,220</u>	<u>1,710,365</u>
Cash flows from investing activities:		
Net advances made to		
parent and other affiliated companies	(2,941,947)	(2,287,004)
Salvage from assets retired	46,227	95,944
Expenditures for property and equipment	(291,128)	(423,541)
Expenditures for removal of property and equipment	<u>(13,017)</u>	<u>(2,777)</u>
Net cash used by investing activities	<u>(3,199,865)</u>	<u>(2,617,378)</u>
Cash flows from financing activities:		
Purchase of treasury stock	-	(2,000)
Dividends paid	<u>(97,110)</u>	<u>(97,170)</u>
Net cash used by financing activities	<u>(97,110)</u>	<u>(99,170)</u>
Net decrease in cash and cash equivalents	(707,755)	(1,006,183)
Cash and cash equivalents at beginning of year	<u>1,286,127</u>	<u>2,292,310</u>
Cash and cash equivalents at end of year	\$ <u>578,372</u>	<u>1,286,127</u>

(Continued)

THE HAMILTON TELEPHONE COMPANY

Statements of Cash Flows  
(Continued)  
Years Ended June 30, 1998 and 1997

Reconciliation of Net Earnings to Net Cash Provided by Operating Activities	1998	1997
Net earnings	\$ <u>1,188,231</u>	<u>667,858</u>
Adjustments to reconcile net earnings to net cash provided by operating activities:		
Provision for doubtful accounts	-	18,232
Depreciation expense	407,700	1,568,063
Provision for deferred income taxes	(300)	(459,206)
Gain on disposition of equipment	(45,550)	-
Net partnership (earnings) loss	(2,257)	108
Decrease (increase) in:		
Due from subscribers and agents	368,899	(132,659)
Accrued interest receivable	(4,001)	1,556
Prepaid expenses	1,191	9,768
Inventories	18,345	822
Cash surrender value of life insurance	(19,113)	(18,473)
Recoverable bid deposit	450,000	(450,000)
Increase (decrease) in:		
Accounts payable	(209,221)	308,248
Accrued taxes	23,518	(4,401)
Accrued employee services	8,478	1,343
Due to parent for income taxes	<u>403,300</u>	<u>199,106</u>
Total adjustments	<u>1,400,989</u>	<u>1,042,507</u>
Net cash provided by operating activities	\$ <u>2,589,220</u>	<u>1,710,365</u>

See accompanying notes to financial statements.

# THE HAMILTON TELEPHONE COMPANY

## Notes to Financial Statement

June 30, 1998 and 1997

### (1) Significant Accounting Policies

#### General

The Hamilton Telephone Company (the Company), a 97% owned subsidiary of Nedelco, Inc., a holding company, is headquartered in Aurora, Nebraska. The companies have common management. The Hamilton Telephone Company was organized in 1905 and provides service in the area of Hamilton County, Nebraska. The Company operates under the rules and regulations of the Nebraska Public Service Commission. The Company is affiliated through common ownership and management with Aurora Telemarketing, Inc., a telemarketing company, and Hamilton Long Distance, a long distance service company, each of which are subsidiaries of Nedelco, Inc.; and through common management with Mid-State Community TV, Inc., a company providing cable television service in several central Nebraska communities.

In preparing the financial statements, management is required to make estimates and assumptions affecting the reported amounts of assets and liabilities as of the date of the balance sheet and revenue and expenses for the year. Actual results could differ significantly from those estimates.

#### Cash equivalents

For purposes of the statements of cash flows, the Company considers all highly liquid debt instruments purchased with a maturity of three months or less to be cash equivalents.

#### Miscellaneous physical property

Depreciation of miscellaneous physical property is computed using straight-line and accelerated methods over the estimated useful life of the related asset.

#### Property and equipment

Maintenance and repairs of property and replacements of items determined to be less than units of property are charged to expense. Replacements and renewals of items considered to be units of property are charged to the property and equipment accounts. Property and equipment retired or otherwise disposed of in the ordinary course of business, together with the cost of removal less salvage, is charged to accumulated depreciation. Depreciation of property and equipment is determined for financial statement purposes using the straight-line method based on the estimated service lives.

(Continued)



## THE HAMILTON TELEPHONE COMPANY

### Notes to Financial Statements

#### Income taxes

The Company uses the asset-and-liability method of accounting for income taxes. Under the asset-and-liability method, deferred income taxes are recognized for the tax consequences of "temporary differences" by applying enacted statutory tax rates applicable to future years to differences between the financial statement carrying amounts and the tax bases of existing assets and liabilities. If it is more likely than not that some portion of a deferred tax asset will not be realized, a valuation allowance is recognized. The effect on deferred taxes of a change in tax rates is recognized in income in the period that includes the enactment date.

The Company's operations are included in the consolidated income tax returns of its parent. The Company provides for income taxes in amounts equal to the tax that would have been due on a separate return basis and these amounts are remitted to its parent company.

#### Earnings per common share

Earnings per common share is computed by dividing net earnings by the weighted average number of shares outstanding during each year, net of common shares in treasury.

#### (2) Affiliations and Related Party Transactions

The Company has made net advances to Nedelco, Inc. totaling \$4,319,958 at June 30, 1998. Advances totaling \$4,317,345 are classified as a noncurrent asset as repayment terms have not been determined. An average interest rate of 6.8% was charged on the advances during 1998 with interest income recognized totaling \$192,973 in 1998 and \$118,924 in 1997.

The Company also has a 6.83% note receivable due from Nedelco totaling \$1,462,155 at June 30, 1998, of which \$313,643 is receivable during 1999. Interest income of \$110,125 was recognized on the note during 1998.

At June 30, 1998, the Company owed Nedelco, Inc. \$547,039 for income taxes currently payable.

Nedelco, Inc. provides employee services to the Company at scheduled rates per hour. Related employee services cost was \$882,768 for 1998 and \$770,498 for 1997, including amounts capitalized of \$109,879 and \$124,957 in 1998 and 1997, respectively.

The Company paid management fees to Nedelco, Inc. of \$330,000 in both 1998 and 1997.

(Continued)

# THE HAMILTON TELEPHONE COMPANY

## Notes to Financial Statements

Data processing equipment is leased to the Company by Nedelco, Inc. on a month-to-month basis with related lease expense totaling \$29,068 in 1998 and \$30,658 in 1997. Nedelco, Inc. charged the Company \$472,645 in 1998 and \$1,154,801 in 1997 for billing and collection services, and \$17,615 and \$45,836 for operator services in 1998 and 1997, respectively. Nedelco, Inc. also charged the Company \$93,050 in 1998 and \$86,191 in 1997 for providing vehicles, work equipment, and related services to the Company, of which \$14,918 and \$17,982 were capitalized in 1998 and 1997, respectively. The Company paid Nedelco, Inc. \$3,000 for rent of a shop building in both 1998 and 1997. The Company billed Nedelco, Inc. \$203,154 in 1998 and \$155,297 in 1997 for telephone local and toll services. Included in due from subscribers and agents at June 30, 1998 and 1997 is \$16,177 and \$11,141, respectively, due from Nedelco, Inc. for toll services. Included in accounts payable at June 30, 1998 and 1997 is \$139,495 and \$281,113, respectively, due to Nedelco for previously described services.

During 1997, the Company entered into an operating lease agreement to lease digital switching system equipment from Nedelco, Inc. for a period of five years. Related rental expense for the years ended June 30, 1998 and 1997 totaled \$423,816 and \$30,152, respectively. Future minimum rental payments required are as follows:

Year Ending June 30,	
1999	\$ 434,026
2000	434,026
2001	434,026
2002	<u>397,857</u>

The Company leases a building to Aurora Telemarketing, Inc. (ATI) with related lease income totaling \$48,000 in both 1998 and 1997. During 1998 and 1997, the Company billed ATI approximately \$223,922 and \$1,016,000, respectively, for telephone local and toll services. Included in due from subscribers and agents at June 30, 1998 and 1997 is \$5,770 and \$144,108, respectively, due from ATI for toll services. Miscellaneous advances to ATI at June 30, 1997 totaled \$1,050, along with a miscellaneous payable to ATI at June 30, 1998 of \$1,639.

Included in due from affiliates and customers are amounts totaling \$1,612 due from Hamilton Long Distance (HLD) at June 30, 1998. Local and long distance revenues recognized during 1998 were \$346 while circuit rental expense paid to HLD was \$24,966 for the year.

At June 30, 1998 and 1997, \$886 and \$1,208, respectively, was receivable from Mid-State Community TV, Inc.

(Continued)

# THE HAMILTON TELEPHONE COMPANY

## Notes to Financial Statements

### (3) Miscellaneous Physical Property

A summary of miscellaneous physical property is as follows:

<u>Classification</u>	<u>Life in Years</u>	<u>June 30,</u>	
		<u>1998</u>	<u>1997</u>
Land	-	\$ 50,668	50,668
Buildings	19-31.5	983,713	983,713
Building improvements	<u>5-7</u>	<u>40,129</u>	<u>27,459</u>
		1,074,510	1,061,840
Less accumulated depreciation		<u>294,417</u>	<u>260,379</u>
		<u>\$ 780,093</u>	<u>801,461</u>

### (4) Available-for-Sale Securities

The following is a schedule of unrealized holding gains, net of deferred income taxes, for available-for-sale equity securities as of June 30, 1998 and 1997:

	<u>1998</u>	<u>1997</u>
Available-for-sale securities at market value	\$ 6,240,632	4,435,256
Financial statement cost basis of available-for-sale securities	<u>(3,639,184)</u>	<u>(3,639,184)</u>
Unrealized holding gains	2,601,448	796,072
Deferred income tax liability on unrealized holding gains	<u>1,009,000</u>	<u>309,000</u>
Net unrealized holding gains on available-for-sale securities	<u>\$ 1,592,448</u>	<u>487,072</u>

The available-for-sale securities are comprised of 227,449 shares of Aliant Communications, Inc. common stock.

(Continued)

# THE HAMILTON TELEPHONE COMPANY

## Notes to Financial Statements

### (5) Investments

A schedule of other investments at June 30, 1998 and 1997 follows:

	<u>1998</u>	<u>1997</u>
12.5% interest in FOSDR partnership	\$ 1,478	1,734
Aurora Construction Enterprises,		
limited liability company interest	27,453	24,940
Various development corporations' stock	12,850	12,850
Various cooperative equity ownership	209	209
Other	<u>2,622</u>	<u>2,622</u>
	<u>\$ 44,612</u>	<u>42,355</u>

The investments are recorded at cost, with the exception of the FOSDR partnership and Aurora Construction Enterprises, a limited liability company, which are accounted for on the equity method. No quoted market values were available for the investments.

Aurora Construction Enterprises, L.L.C., began operations in 1994 and is a builder of residential housing in Aurora, Nebraska. The Company owns an 11.7% equity interest in the limited liability company with the Company share of the limited liability company's profits for 1998 and 1997 being \$2,513 and \$151, respectively.

The FOSDR partnership was organized in June 1990 for the purpose of owning and leasing a fiber optic splicer. Leasing operations began in 1991 with the Company's share of the partnership loss for 1998 and 1997 being \$256 and \$259, respectively.

(Continued)

# THE HAMILTON TELEPHONE COMPANY

## Notes to Financial Statements

### (6) Property and Equipment

A summary of telephone property and equipment is as follows:

		June 30,
	1998	1997
Land	\$ 31,981	32,133
Buildings	554,650	554,650
Central office equipment	1,665,683	1,574,187
Station apparatus	1,807	1,807
Station connections	585,543	585,543
Public telephone terminals	60,973	53,084
Pole lines	20,110	20,110
Aerial cable	119,953	120,673
Buried cable	4,879,294	4,678,921
Furniture and office equipment	195,023	262,757
Motor vehicles and other work equipment	<u>125,748</u>	<u>134,218</u>
	8,240,765	8,018,083
Less accumulated depreciation	<u>5,249,143</u>	<u>4,943,597</u>
	<u>\$ 2,991,622</u>	<u>3,074,486</u>

The composite depreciation rate was 4.60% for 1998 and 7.93% for 1997.

Due to changes in technology, customer growth, and usage demand, the Company entered into a lease agreement for central office digital switching equipment in 1997 from Nedelco. The implementation of this system upgrade caused the early retirement of certain existing digital switching equipment prior to expiration of its anticipated useful life. As a result, the Company recognized an additional non-recurring depreciation charge of \$907,224 in 1997. The after-tax impact of this non-recurring, non-cash charge to earnings was approximately \$555,000.

(Continued)

# THE HAMILTON TELEPHONE COMPANY

## Notes to Financial Statements

### (7) Income Taxes

Components of income tax expense (benefit) are as follows:

	<u>1998</u>			<u>1997</u>
	<u>Operating</u>	<u>Nonoperating</u>	<u>Total</u>	<u>Total</u>
Currently payable:				
Federal	\$ 434,300	130,300	564,600	611,500
State	<u>99,800</u>	<u>29,900</u>	<u>129,700</u>	<u>140,606</u>
	<u>534,100</u>	<u>160,200</u>	<u>694,300</u>	<u>752,106</u>
Deferred:				
Federal	(400)	200	(200)	(373,500)
State	<u>(100)</u>	<u>-</u>	<u>(100)</u>	<u>(85,706)</u>
	<u>(500)</u>	<u>200</u>	<u>(300)</u>	<u>(459,206)</u>
	<u>\$ 533,600</u>	<u>160,400</u>	<u>694,000</u>	<u>292,900</u>

Income tax expense totaled \$694,000 in 1998 (an effective rate of 36.9%) and \$292,900 in 1997 (an effective rate of 30.5%). The actual tax expense for both 1998 and 1997 differs from the "expected" tax expense for those years (computed by applying the average U.S. federal corporate tax rate of 34% to earnings before income taxes) as shown below:

	<u>1998</u>	<u>1997</u>
Computed "expected" tax expense	\$ 639,959	326,658
Increases (reductions) in taxes resulting from:		
State income taxes, net of		
federal income tax benefits	85,536	36,234
Dividends received deduction	(36,810)	(33,562)
Intercompany capitalized profit	-	(39,227)
Other	<u>5,315</u>	<u>2,797</u>
	<u>\$ 694,000</u>	<u>292,900</u>

(Continued)

# THE HAMILTON TELEPHONE COMPANY

## Notes to Financial Statements

The sources of deferred tax liabilities and the income tax effect of each as of June 30, 1998 and 1997 are as follows:

	<u>1998</u>		<u>1997</u>	
	<u>Current</u>	<u>Long-term</u>	<u>Current</u>	<u>Long-term</u>
Deferred tax asset, financial statement allowance for doubtful accounts	\$ <u>7,500</u>	<u>-</u>	<u>11,000</u>	<u>-</u>
Deferred tax liabilities:				
Excess of bases of property and equipment for financial statement purposes over bases for income tax purposes	-	426,500	-	424,600
Unrealized gain on exchange of investments in merger	1,302,800	-	1,302,800	-
Unrealized holding gains on available-for-sale securities	<u>1,009,000</u>	<u>-</u>	<u>309,000</u>	<u>-</u>
Total deferred tax liabilities	<u>2,311,800</u>	<u>426,500</u>	<u>1,611,800</u>	<u>424,600</u>
Net deferred tax liabilities	<u>\$(2,304,300)</u>	<u>(426,500)</u>	<u>(1,600,800)</u>	<u>(424,600)</u>

### (8) Reclassifications

Certain reclassifications of amounts in the Company's 1997 financial statements have been made to conform with 1998 presentation.

# Dohman, Akerlund & Eddy, LLC

CERTIFIED PUBLIC ACCOUNTANTS

1117 Twelfth Street • P.O. Box 470

Aurora, Nebraska 68818-0470 • Telephone (402) 694-6404 • Fax (402) 694-6405

The Board of Directors  
Nedelco, Inc.:

We have compiled the accompanying consolidated balance sheets of Nedelco, Inc. and Subsidiaries as of June 30, 1999 and 1998, and the related consolidated statements of earnings, stockholders' equity, and cash flows for the years then ended, and the accompanying schedules 1 through 4, which are presented only for supplementary analysis purposes, in accordance with Statements on Standards for Accounting and Review Services issued by the American Institute of Certified Public Accountants.

A compilation is limited to presenting in the form of financial statements and supplementary schedules information that is the representation of management. We have not audited or reviewed the accompanying consolidated financial statements and supplementary schedules and, accordingly, do not express an opinion or any other form of assurance on them.

Management has elected to omit substantially all of the disclosures required by generally accepted accounting principles. If the omitted disclosures were included in the consolidated financial statements, they might influence the user's conclusions about the Company's financial position, results of operations, and cash flows. Accordingly, these consolidated financial statements are not designed for those who are not informed about such matters.

*Dohman, Akerlund & Eddy, LLC*

September 16, 1999



## NEDELCO, INC. AND SUBSIDIARIES

## Consolidated Balance Sheets

June 30, 1999 and 1998  
(See Accountants' Compilation Report)

<u>Assets</u>	<u>1999</u>	<u>1998</u>
Current assets:		
Cash and cash equivalents	\$ 3,072,997	800,148
Available-for-sale securities	10,505,301	6,240,632
Accounts receivable:		
Due from subscribers and agents, less allowance for doubtful accounts of \$22,000 in 1999 and \$20,000 in 1998	3,229,955	2,133,066
Due from officers and stockholders	<u>2,106</u>	<u>406</u>
Net accounts receivable	<u>3,232,061</u>	<u>2,133,472</u>
Current portion of installment contract receivable	8,391	1,040
Accrued interest receivable	-	28
Inventories, at cost	171,483	102,167
Due from affiliated companies	62,355	12,152
Deferred income tax charge	379,750	92,000
Recoverable income taxes	654,550	239,928
Prepaid expenses	<u>84,418</u>	<u>21,635</u>
Total current assets	<u>18,171,306</u>	<u>9,643,202</u>
Investments and other assets:		
Cash surrender value of life insurance	271,381	260,988
Other investments, at cost	149,734	1,550,562
Security deposits	<u>19,667</u>	<u>18,725</u>
Total investments and other assets	<u>440,782</u>	<u>1,830,275</u>
Property, plant and equipment, at cost:		
Land	83,675	83,725
Buildings	1,834,800	1,747,737
Telephone plant	10,397,016	10,058,473
Operator and dual relay equipment	3,591,487	3,158,928
Furniture and office equipment	1,713,088	1,515,736
Motor vehicles and other work equipment	<u>502,491</u>	<u>476,748</u>
	18,122,557	17,041,347
Less accumulated depreciation	<u>11,587,839</u>	<u>9,804,857</u>
Net property, plant and equipment	<u>6,534,718</u>	<u>7,236,490</u>
	<u>\$ 25,146,806</u>	<u>18,709,967</u>

<u>Liabilities and Stockholders' Equity</u>	<u>1999</u>	<u>1998</u>
Current liabilities:		
Current maturities of:		
Long-term debt	\$ 5,015	4,715
Obligations under capital lease	1,303	1,146
Cash overdraft	2,896	-
Accounts payable	1,481,878	829,741
Accrued expenses	861,255	687,211
Deferred income taxes	<u>3,957,300</u>	<u>2,304,300</u>
Total current liabilities	<u>6,309,647</u>	<u>3,827,113</u>
Other liabilities and deferred credits:		
Long-term debt, excluding current maturities	7,169	12,327
Obligations under capital, lease, excluding current maturities	2,017	3,320
Minority interest in subsidiary	569,991	440,951
Deferred income taxes	<u>386,000</u>	<u>387,000</u>
Total other liabilities and deferred credits	<u>965,177</u>	<u>843,598</u>
Total liabilities and deferred credits	<u>7,274,824</u>	<u>4,670,711</u>
Stockholders' equity:		
Preferred stock of \$5 par value per share.		
Authorized 130,000 shares: none issued	-	-
Common stock of \$5 par value per share.		
Authorized 30,000 shares: issued 1,500 shares	7,500	7,500
Accumulated other comprehensive income	4,066,779	1,540,793
Retained earnings	<u>13,797,703</u>	<u>12,490,963</u>
	17,871,982	14,039,256
	<u>\$ 25,146,806</u>	<u>18,709,967</u>

NEDELCO, INC. AND SUBSIDIARIES

Consolidated Statements of Earnings

Years Ended June 30, 1999 and 1998  
(See Accountants' Compilation Report)

	<u>1999</u>	<u>1998</u>
Operating revenue:		
Local service	\$ 1,065,591	920,025
Toll service and access charges	2,725,914	2,598,428
Billing and collection revenue	202,680	303,615
Directory advertising	120,371	111,796
Telephone equipment sales, leases, and maintenance contracts	370,053	354,294
Employee service contracts	121,442	113,048
Operator services	5,868	8
Vehicle and equipment service	12,284	10,688
Data processing service	3,060	3,150
Mobile and pager service	13,564	14,728
Telemarketing fees	6,262,206	4,595,574
Long distance revenue	370,373	255,630
Dual relay services	7,497,292	2,835,396
Other operating revenue	805,814	516,309
Estimated uncollectible revenue	<u>(47,218)</u>	<u>(11,582)</u>
Total operating revenue	19,529,294	12,621,107
Cost of sales	<u>10,126,079</u>	<u>6,626,273</u>
Net operating revenue	9,403,215	5,994,834
Operating expenses	7,319,648	5,527,278
Loss on disposition of operating investment	<u>1,000,000</u>	<u>-</u>
Total operating expenses	<u>8,319,648</u>	<u>5,527,278</u>
Operating income, carried forward	\$ <u>1,083,567</u>	<u>467,556</u>

(Continued)

NEDELCO, INC. AND SUBSIDIARIES

Consolidated Statements of Earnings  
(Continued)

Years Ended June 30, 1999 and 1998  
(See Accountants' Compilation Report)

	<u>1999</u>	<u>1998</u>
Operating income, brought forward	\$ <u>1,083,567</u>	<u>467,556</u>
Other income (deductions):		
Dividend income	163,763	154,665
Interest income	188,207	47,830
Rental income	24,626	2,250
Rental property expense	(11,937)	(12,136)
Depreciation, miscellaneous physical property	(33,846)	(34,038)
Interest expense	(911)	(5,341)
Gain on disposition of investment and equipment	234,549	46,446
Other, net	<u>(70,970)</u>	<u>(826)</u>
Total other income	<u>493,481</u>	<u>198,850</u>
Earnings before income taxes and minority interest in net earnings of subsidiary	<u>1,577,048</u>	<u>666,406</u>
Income taxes:		
Current	427,050	194,100
Deferred	<u>(289,750)</u>	<u>(8,850)</u>
Total income taxes	<u>137,300</u>	<u>185,250</u>
Earnings before minority interest in net earnings of subsidiary	1,439,748	481,156
Minority interest in net earnings of subsidiary	<u>(47,508)</u>	<u>(38,543)</u>
Net earnings	\$ <u>1,392,240</u>	<u>442,613</u>

NEDELCO, INC. AND SUBSIDIARIES

Consolidated Statements of Cash Flows

Years Ended June 30, 1999 and 1998  
(See Accountants' Compilation Report)

<u>Increase or Decrease in Cash and Cash Equivalents</u>	<u>1999</u>	<u>1998</u>
Cash flows from operating activities:		
Cash received from subscribers and agents	\$ 18,348,743	12,452,145
Cash paid to suppliers and employees	(14,995,991)	(9,599,911)
Dividends received	163,482	154,490
Interest received	188,235	52,233
Interest paid	(911)	(5,341)
Income taxes paid	(947,000)	(331,000)
Income taxes refunded	<u>105,328</u>	<u>128</u>
Net cash provided by operating activities	<u>2,861,886</u>	<u>2,722,744</u>
Cash flows from investing activities:		
Net (advances to) repayment of advances to officers and stockholders	(1,700)	671
Principal payments received on installment contracts and notes receivable	2,757	2,497
Net (advances to) repayment of advances to affiliated companies	(50,203)	13,990
Principal payments received on notes receivable from affiliated company	-	27,607
Proceeds from investment sold	734,469	-
Proceeds from assets sold	-	55,446
Expenditures for additions to property, plant and equipment	(1,173,739)	(3,305,328)
Expenditures for removal of telephone plant	<u>(5,967)</u>	<u>(13,017)</u>
Net cash used by investing activities	<u>(494,383)</u>	<u>(3,218,134)</u>
Cash flows from financing activities:		
Principal payments on long-term debt	(4,858)	(4,441)
Principal payments on obligations under capital lease	(1,146)	(718)
Dividends paid	(85,500)	(82,500)
Subsidiary dividends paid to minority interest	<u>(3,150)</u>	<u>(3,150)</u>
Net cash used by financing activities	<u>(94,654)</u>	<u>(90,809)</u>
Net increase (decrease) in cash and cash equivalents	2,272,849	(586,199)
Cash and cash equivalents at beginning of year	<u>800,148</u>	<u>1,386,347</u>
Cash and cash equivalents at end of year	\$ <u>3,072,997</u>	<u>800,148</u>

(Continued)

# NEDELCO, INC. AND SUBSIDIARIES

## Consolidated Statements of Cash Flows (Continued)

Years Ended June 30, 1999 and 1998  
(See Accountants' Compilation Report)

Reconciliation of Net Earnings to Net Cash Provided by Operating Activities	1999	1998
Net earnings	\$ <u>1,392,240</u>	<u>442,613</u>
Adjustments to reconcile net earnings to net cash provided by operating activities:		
Depreciation of property, plant and equipment	1,855,109	1,927,600
Provision for deferred income taxes	(289,750)	(8,850)
Gain on disposition of investment	(234,549)	(46,446)
Loss on disposition of operating investment	1,000,000	-
Net partnership earnings	(631)	(2,257)
Non-cash dividends	(281)	(175)
Minority interest in net earnings of subsidiary	47,508	38,543
Decrease (increase) in:		
Due from subscribers and agents	(1,096,889)	(165,087)
Installment contracts and notes receivable	(108,288)	(6,125)
Recoverable bid deposit	-	450,000
Accrued interest receivable	28	4,403
Inventories	(69,316)	10,436
Recoverable income taxes	(414,622)	(136,772)
Prepaid expenses	(62,783)	10,865
Cash surrender value of life insurance	(10,393)	(19,113)
Security deposits	(942)	(18,725)
Increase (decrease) in:		
Cash overdraft	2,896	-
Accounts payable	678,505	67,904
Accrued expenses	<u>174,044</u>	<u>173,930</u>
Total adjustments	<u>1,469,646</u>	<u>2,280,131</u>
Net cash provided by operating activities	\$ <u><u>2,861,886</u></u>	<u><u>2,722,744</u></u>

### Supplemental Disclosure of Cash Flows Information

Included in accounts payable at June 30, 1998 was \$26,368 for the acquisition of plant and equipment. Additionally, property, plant and equipment costing \$5,184 was acquired through a capital lease during 1998.

# Dohman, Akerlund & Eddy

CERTIFIED PUBLIC ACCOUNTANTS

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The Board of Directors  
Nedelco, Inc.:

We have compiled the accompanying consolidated balance sheets of Nedelco, Inc. and Subsidiaries as of June 30, 1998 and 1997, and the related consolidated statements of earnings, stockholders' equity, and cash flows for the years then ended, and the accompanying schedules 1 through 4, which are presented only for supplementary analysis purposes, in accordance with Statements on Standards for Accounting and Review Services issued by the American Institute of Certified Public Accountants.

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Management has elected to omit substantially all of the disclosures required by generally accepted accounting principles. If the omitted disclosures were included in the consolidated financial statements, they might influence the user's conclusions about the Company's financial position, results of operations, and cash flows. Accordingly, these consolidated financial statements are not designed for those who are not informed about such matters.

*Dohman, Akerlund & Eddy*

September 16, 1998

# NEDELCO, INC. AND SUBSIDIARIES

## Consolidated Balance Sheets

June 30, 1998 and 1997  
(See Accountants' Compilation Report)

<u>Assets</u>	<u>1998</u>	<u>1997</u>
Current assets:		
Cash and cash equivalents	\$ 800,148	1,386,347
Available-for-sale securities	6,240,632	4,435,256
Accounts receivable:		
Due from subscribers and agents, less allowance for doubtful accounts of \$20,000 in 1998 and \$28,000 in 1997	2,133,066	1,843,792
Due from officers and stockholders	<u>406</u>	<u>1,077</u>
Net accounts receivable	<u>2,133,472</u>	<u>1,844,869</u>
Current portion of installment contract receivable	1,040	1,794
Notes receivable from affiliated company	-	27,607
Recoverable bid deposit	-	450,000
Accrued interest receivable	28	4,431
Inventories, at cost	102,167	112,603
Due from affiliated companies	12,152	26,142
Deferred income tax charge	92,000	79,750
Recoverable income taxes	239,928	103,156
Prepaid expenses	<u>21,635</u>	<u>32,500</u>
Total current assets	<u>9,643,202</u>	<u>8,504,455</u>
Investments and other assets:		
Cash surrender value of life insurance	260,988	241,875
Security deposit	18,725	-
Other investments, at cost	<u>1,550,562</u>	<u>1,543,748</u>
Total investments and other assets	<u>1,830,275</u>	<u>1,785,623</u>
Property, plant and equipment, at cost:		
Land	83,725	83,877
Buildings	1,747,737	1,590,827
Telephone plant	10,058,473	9,558,742
Operator and dual relay equipment	3,158,928	1,653,145
Furniture and office equipment	1,515,736	1,539,567
Motor vehicles and other work equipment	<u>476,748</u>	<u>453,117</u>
	17,041,347	14,879,275
Less accumulated depreciation	<u>9,804,857</u>	<u>7,966,113</u>
Net property, plant and equipment	<u>7,236,490</u>	<u>6,913,162</u>
	<u>\$ 18,709,967</u>	<u>17,203,240</u>



<u>Liabilities and Stockholders' Equity</u>	<u>1998</u>	<u>1997</u>
Current liabilities:		
Current maturities of:		
Long-term debt	\$ 4,715	4,441
Obligations under capital lease	1,146	-
Accounts payable	829,741	1,701,251
Accrued expenses	687,211	513,281
Deferred income taxes	<u>2,304,300</u>	<u>1,291,800</u>
Total current liabilities	<u>3,827,113</u>	<u>3,510,773</u>
Other liabilities and deferred credits:		
Long-term debt, excluding current maturities	12,327	17,042
Obligations under capital, lease, excluding current maturities	3,320	-
Minority interest in subsidiary	440,951	369,702
Deferred income taxes	<u>387,000</u>	<u>696,100</u>
Total other liabilities and deferred credits	<u>843,598</u>	<u>1,082,844</u>
Total liabilities and deferred credits	<u>4,670,711</u>	<u>4,593,617</u>
Stockholders' equity:		
Preferred stock of \$5 par value per share.		
Authorized 130,000 shares: none issued	-	-
Common stock of \$5 par value per share.		
Authorized 30,000 shares: issued 1,500 shares	7,500	7,500
Net unrealized holding gains on available-for-sale securities	1,540,793	471,273
Retained earnings	<u>12,490,963</u>	<u>12,130,850</u>
	14,039,256	12,609,623
	<u>\$ 18,709,967</u>	<u>17,203,240</u>

## NEDELCO, INC. AND SUBSIDIARIES

## Consolidated Statements of Earnings

Years Ended June 30, 1998 and 1997  
(See Accountants' Compilation Report)

	<u>1998</u>	<u>1997</u>
Operating revenue:		
Local service	\$ 920,025	781,091
Toll service and access charges	2,598,428	2,216,497
Billing and collection revenue	303,615	861,491
Directory advertising	111,796	99,777
Telephone equipment sales, leases, and maintenance contracts	354,294	326,952
Employee service contracts	113,048	21,384
Operator services	8	169,810
Vehicle and equipment service	10,688	15,808
Data processing service	3,150	3,075
Mobile and pager service	14,728	15,198
Telemarketing fees	4,595,574	3,166,727
Long distance revenue	255,630	-
Dual relay services	2,835,396	1,933,548
Other operating revenue	516,309	391,633
Estimated uncollectible revenue	<u>(11,582)</u>	<u>(20,474)</u>
Total operating revenue	12,621,107	9,982,517
Cost of sales	<u>6,626,273</u>	<u>3,937,234</u>
Net operating revenue	5,994,834	6,045,283
Operating expenses	<u>5,527,278</u>	<u>5,177,755</u>
Operating income	<u>467,556</u>	<u>867,528</u>
Other income (deductions):		
Dividend income	154,665	141,033
Interest income	47,830	94,364
Rental income	2,250	2,250
Rental property expense	(12,136)	(11,534)
Depreciation, miscellaneous physical property	(34,038)	(34,375)
Interest expense	(5,341)	(1,948)
Gain (loss) on disposition of equipment	46,446	(72,582)
Other, net	<u>(826)</u>	<u>(3,377)</u>
Total other income	<u>198,850</u>	<u>113,831</u>
Earnings before income taxes and minority interest in net earnings of subsidiary	<u>666,406</u>	<u>981,359</u>
Balances carried forward	\$ <u>666,406</u>	<u>981,359</u>

(Continued)

NEDELCO, INC. AND SUBSIDIARIES

Consolidated Statements of Earnings  
(Continued)

Years Ended June 30, 1998 and 1997  
(See Accountants' Compilation Report)

	<u>1998</u>	<u>1997</u>
Balances brought forward	\$ <u>666,406</u>	<u>981,359</u>
Income taxes:		
Current	194,100	762,939
Deferred	<u>(8,850)</u>	<u>(465,256)</u>
Total income taxes	<u>185,250</u>	<u>297,683</u>
Earnings before minority interest in net earnings of subsidiary	481,156	683,676
Minority interest in net earnings of subsidiary	<u>(38,543)</u>	<u>(22,495)</u>
Net earnings	\$ <u><u>442,613</u></u>	<u><u>661,181</u></u>

# NEDELCO, INC. AND SUBSIDIARIES

## Consolidated Statements of Cash Flows

Years Ended June 30, 1998 and 1997  
(See Accountants' Compilation Report)

<u>Decrease in Cash and Cash Equivalents</u>	<u>1998</u>	<u>1997</u>
Cash flows from operating activities:		
Cash received from subscribers and agents	\$ 12,452,145	9,694,433
Cash paid to suppliers and employees	(9,599,911)	(7,304,426)
Dividends received	154,490	141,033
Interest received	52,233	96,277
Interest paid	(5,341)	(1,948)
Income taxes paid	(331,000)	(823,380)
Income taxes refunded	<u>128</u>	<u>-</u>
Net cash provided by operating activities	<u>2,722,744</u>	<u>1,801,989</u>
Cash flows from investing activities:		
Net repayment of advances to officers and stockholders	671	512
Principal payments received		
on installment contracts receivable	2,497	2,101
Net repayment of advances to affiliated companies	13,990	2,539
Principal payments received on		
notes receivable from affiliated company	27,607	66,597
Expenditures for other investments	-	(1,000,000)
Proceeds from assets sold	55,446	104,037
Expenditures for additions to property, plant and equipment	(3,305,328)	(2,005,486)
Expenditures for removal of telephone plant	<u>(13,017)</u>	<u>(2,777)</u>
Net cash used by investing activities	<u>(3,218,134)</u>	<u>(2,832,477)</u>
Cash flows from financing activities:		
Proceeds from long-term debt	-	24,300
Principal payments on long-term debt	(4,441)	(2,817)
Principal payments on obligations under capital lease	(718)	-
Dividends paid	(82,500)	-
Subsidiary dividends paid to minority interest	(3,150)	(3,210)
Purchase of Treasury stock	<u>-</u>	<u>(2,000)</u>
Net cash provided (used) by financing activities	<u>(90,809)</u>	<u>16,273</u>
Net decrease in cash and cash equivalents	(586,199)	(1,014,215)
Cash and cash equivalents at beginning of year	<u>1,386,347</u>	<u>2,400,562</u>
Cash and cash equivalents at end of year	\$ <u>800,148</u>	<u>1,386,347</u>

(Continued)

# NEDELCO, INC. AND SUBSIDIARIES

## Consolidated Statements of Cash Flows (Continued) Years Ended June 30, 1998 and 1997 (See Accountants' Compilation Report)

Reconciliation of Net Earnings to Net Cash Provided by Operating Activities		1998	1997
Net earnings		\$ <u>442,613</u>	<u>661,181</u>
Adjustments to reconcile net earnings to net cash provided by operating activities:			
Depreciation of property, plant and equipment		1,927,600	2,172,349
Provision for deferred income taxes		(8,850)	(465,256)
Loss (gain) on disposition of equipment		(46,446)	72,582
Net partnership (earnings) loss		(2,257)	108
Non-cash dividends		(175)	(201)
Minority interest in net earnings of subsidiary		38,543	22,495
Decrease (increase) in:			
Due from subscribers and agents		(165,087)	(290,334)
Installment contracts receivable		(6,125)	-
Recoverable bid deposit		450,000	(450,000)
Accrued interest receivable		4,403	1,913
Inventories		10,436	(6,809)
Recoverable income taxes		(136,772)	(60,441)
Prepaid expenses		10,865	3,483
Cash surrender value of life insurance		(19,113)	(18,473)
Security deposit		(18,725)	-
Increase (decrease) in:			
Accounts payable		67,904	66,188
Accrued expenses		<u>173,930</u>	<u>93,204</u>
Total adjustments		<u>2,280,131</u>	<u>1,140,808</u>
Net cash provided by operating activities		\$ <u>2,722,744</u>	<u>1,801,989</u>

### Supplemental Disclosure of Cash Flows Information

Included in accounts payable at June 30, 1998 and 1997 was \$26,368 and \$965,782, respectively, associated with acquisition of plant and equipment. Additionally, property, plant and equipment costing \$5,184 was acquired through a capital lease during 1998.

**SOCIETY'S ASSETS, INC.  
AND ITS SUBSIDIARY  
Racine, Wisconsin**

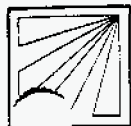
**CONSOLIDATED  
FINANCIAL STATEMENTS  
June 30, 1998 and 1997**



**Clifton  
Gunderson L.L.C.**  
Certified Public Accountants & Consultants

## TABLE OF CONTENTS

	PAGE
INDEPENDENT AUDITOR'S REPORT .....	1
FINANCIAL STATEMENTS	
Consolidated Statements of Financial Position .....	2
Consolidated Statements of Activities .....	3
Consolidated Statements of Cash Flows .....	4
Consolidated Statement of Program Services .....	5
Summary of Significant Accounting Policies .....	6
Notes to Consolidated Financial Statements .....	8
SUPPLEMENTAL INFORMATION .....	9
Consolidating Statement of Financial Position .....	10
Consolidating Statement of Activities .....	11



**Clifton  
Gunderson L.L.C.**  
Certified Public Accountants & Consultants

### **Independent Auditor's Report**

Board of Directors  
Society's Assets, Inc.  
Racine, Wisconsin

We have audited the accompanying consolidated statements of financial position of Society's Assets, Inc. and its subsidiary as of June 30, 1998 and 1997, and the related consolidated statements of activities and cash flows for the years then ended, and the related consolidated statement of program services for the year ended June 30, 1998. These consolidated financial statements are the responsibility of the organization's management. Our responsibility is to express an opinion on these consolidated financial statements based on our audits.

We conducted our audits in accordance with generally accepted auditing standards. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of Society's Assets, Inc. and its subsidiary as of June 30, 1998 and 1997, and the changes in its net assets and its cash flows for the years then ended in conformity with generally accepted accounting principles.

Our audits were made for the purpose of forming an opinion on the basic consolidated financial statements taken as a whole. The accompanying supplemental information is presented for purposes of additional analysis and is not a required part of the basic consolidated financial statements. Such information has been subjected to the auditing procedures applied in the audits of the basic consolidated financial statements and, in our opinion, is presented fairly, in all material respects, in relation to the basic consolidated financial statements taken as a whole.

*Clifton Gunderson L.L.C.*

Racine, Wisconsin  
September 17, 1998

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ACCOUNTANTS



**SOCIETY'S ASSETS, INC. AND ITS SUBSIDIARY**  
**CONSOLIDATED STATEMENTS OF FINANCIAL POSITION**  
**June 30, 1998 and 1997**

**ASSETS**

	<u>1998</u>	<u>1997</u>
Cash and equivalents	\$ 858,153	\$ 2,392,077
Certificate of deposit	-	62,858
Investments	1,045,608	-
Accounts receivable		
Private pay	42,318	30,139
Medical assistance	255,890	253,418
Medicare	121,743	66,100
Other	21,875	239
Grants receivable	531,324	176,629
Inventory	891	3,452
Prepaid expenses	79,697	58,355
Equipment, net of accumulated depreciation	<u>63,031</u>	<u>62,329</u>
<b>TOTAL ASSETS</b>	<b><u>\$ 3,020,530</u></b>	<b><u>\$ 3,105,596</u></b>

**LIABILITIES AND NET ASSETS**

Accounts payable		
Trade	\$ 66,887	\$ 48,003
Private pay	815	1,704
Medicare	42,170	55,012
Deferred grant revenue	262,243	809,173
Accrued liabilities	<u>586,291</u>	<u>574,574</u>
Total liabilities	<u>958,406</u>	<u>1,488,466</u>
Net assets		
Unrestricted		
Designated	10,614	4,614
General	<u>2,051,510</u>	<u>1,612,516</u>
Total net assets	<u>2,062,124</u>	<u>1,617,130</u>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b><u>\$ 3,020,530</u></b>	<b><u>\$ 3,105,596</u></b>

These consolidated financial statements should be read only in connection with  
the accompanying summary of significant accounting policies  
and notes to consolidated financial statements.

**SOCIETY'S ASSETS, INC. AND ITS SUBSIDIARY**  
**CONSOLIDATED STATEMENTS OF ACTIVITIES**  
**Years Ended June 30, 1998 and 1997**

	<u>1998</u>	<u>1997</u>
<b>PUBLIC SUPPORT AND REVENUE</b>		
Public support		
Government grants	\$ 6,689,379	\$ 7,081,880
Contributions	<u>7,831</u>	<u>7,010</u>
Total public support	<u>6,697,210</u>	<u>7,088,890</u>
Revenue		
Private pay	231,561	232,698
Medical assistance	3,603,940	3,073,633
Medicare	455,378	359,969
Fund raising	25,228	42,664
Investment income	51,155	32,242
Net appreciation of investments	33,616	-
Miscellaneous	<u>2,895</u>	<u>755</u>
Total revenue	<u>4,403,773</u>	<u>3,741,961</u>
Total public support and revenue	<u>11,100,983</u>	<u>10,830,851</u>
<b>EXPENSES</b>		
Program services	10,590,689	10,112,497
Depreciation	21,227	23,397
Transportation	7,498	6,412
Fund raising	20,871	25,686
Other	<u>15,704</u>	<u>15,642</u>
Total expenses	<u>10,655,989</u>	<u>10,183,634</u>
Changes in net assets	444,994	647,217
<b>NET ASSETS, BEGINNING OF YEAR</b>	<u>1,617,130</u>	<u>969,913</u>
<b>NET ASSETS, END OF YEAR</b>	<u>\$ 2,062,124</u>	<u>\$ 1,617,130</u>

These consolidated financial statements should be read only in connection with  
the accompanying summary of significant accounting policies  
and notes to consolidated financial statements.

**SOCIETY'S ASSETS, INC. AND ITS SUBSIDIARY**  
**CONSOLIDATED STATEMENTS OF CASH FLOWS**  
**Years Ended June 30, 1998 and 1997**

	<u>1998</u>	<u>1997</u>
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Changes in net assets	\$ 444,994	\$ 647,217
Adjustments to reconcile changes in net assets to net cash provided by (used in) operating activities:		
Depreciation	21,227	23,397
Investment income reinvested	(13,627)	-
Net appreciation of investments	(33,616)	-
Effects of changes in operating assets and liabilities:		
Accounts receivable	(91,930)	(123,596)
Grants receivable	(354,695)	162,925
Inventory	2,561	(3,452)
Prepaid expenses	(21,342)	(24,254)
Accounts payable	5,153	3,753
Deferred grant revenue	(546,930)	651,607
Accrued liabilities	11,717	108,157
Other deferred revenue	<u>-</u>	<u>(12,082)</u>
Net cash provided by (used in) operations	<u>(576,488)</u>	<u>1,433,672</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Proceeds from sale of investments	64,493	-
Purchase of investments	(1,000,000)	(3,065)
Purchase of equipment	<u>(21,929)</u>	<u>(19,181)</u>
Net cash used in investing activities	<u>(957,436)</u>	<u>(22,246)</u>
<b>NET INCREASE (DECREASE) IN CASH AND EQUIVALENTS</b>	(1,533,924)	1,411,426
<b>CASH AND EQUIVALENTS, BEGINNING OF YEAR</b>	<u>2,392,077</u>	<u>980,651</u>
<b>CASH AND EQUIVALENTS, END OF YEAR</b>	<u><u>\$ 858,153</u></u>	<u><u>\$ 2,392,077</u></u>

These consolidated financial statements should be read only in connection with  
the accompanying summary of significant accounting policies  
and notes to consolidated financial statements.

**SOCIETY'S ASSETS, INC. AND ITS SUBSIDIARY**  
**CONSOLIDATED STATEMENT OF PROGRAM SERVICES**  
**Year Ended June 30, 1998**  
**With Comparative Totals for 1997**

	Home Health Care	Private Pay	Medical Assistance	Supportive Home Care Service	Telecommunications Relay Services	Independent Living Services	1998 Total	1997 Total
Salaries	\$ 412,118	\$ 147,134	\$ 2,647,062	\$ 1,806,887	\$ 2,976,907	\$ 207,762	\$ 8,197,870	\$ 7,741,853
Payroll taxes and employee benefits	79,223	25,968	435,201	307,730	547,511	49,705	1,445,338	1,460,895
Total salaries and related expenses	491,341	173,102	3,082,263	2,114,617	3,524,418	257,467	9,643,208	9,202,748
Membership and dues	2,890	-	5,442	2,420	334	1,000	12,086	8,409
Insurance	5,180	620	3,306	3,120	3,907	876	17,009	15,015
Travel	31,722	2,058	12,753	13,155	8,312	11,482	79,482	69,449
Office space	34,267	5,631	59,066	44,247	9,449	15,589	168,249	150,519
Postage	3,285	473	4,244	6,469	4,154	1,573	20,198	20,071
Office supplies	4,778	1,727	28,531	23,301	-	13,965	72,302	86,948
Telephone	11,484	1,277	21,362	13,451	1,920	6,411	55,905	63,986
Equipment maintenance	3,590	16	520	886	3,000	413	8,425	14,843
Printing	5,655	1,325	15,102	14,571	704	610	37,967	29,228
Photocopying	1,843	294	3,350	4,340	-	1,532	11,359	8,801
Professional services	7,558	1,256	9,963	10,430	20,286	3,289	52,782	48,823
Outside services	1,924	457	7,058	7,470	17,064	6,333	40,306	31,994
Publications	2,109	-	1,964	1,795	2,157	455	8,480	9,281
Training	10,242	1,038	6,110	4,433	10,810	3,557	36,190	38,718
Subcontract services	59,524	256	-	-	-	161,520	221,300	192,910
Uncollectible charge	491	-	-	38	-	-	529	3,240
Recruitment	6,245	512	15,032	10,468	15,577	-	47,834	55,274
Assistive tech. equipment	-	-	-	-	-	2,515	2,515	-
Education and outreach	5,474	-	-	-	27,547	-	33,021	42,202
Medical supplies	8,885	-	-	-	-	-	8,885	4,719
Medical waste	66	-	-	-	-	-	66	-
Miscellaneous	1,867	-	-	-	9,924	800	12,591	15,319
Total other expenses	209,079	16,940	193,803	160,594	135,145	231,920	947,481	909,749
Total program services	\$ 700,420	\$ 190,042	\$ 3,276,066	\$ 2,275,211	\$ 3,659,563	\$ 489,387	\$ 10,590,689	\$ 10,112,497

These consolidated financial statements should be read only in connection with  
the accompanying summary of significant accounting policies  
and notes to consolidated financial statements.

**SOCIETY'S ASSETS, INC. AND ITS SUBSIDIARY**  
**SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**  
**June 30, 1998 and 1997**

Society's Assets, Inc. was incorporated on July 18, 1974 in the State of Wisconsin to help persons with disabilities in the field of housing, transportation, telecommunications, personal care, independent living skills, barrier-free architecture and to help such persons with disabilities to function as independently as possible in society. On September 28, 1995, Society's Assets, Inc. formed a separate corporation, SAI Home Health Care, Inc., to provide home health care services primarily to elderly and disadvantaged individuals. The fiscal year-end of both organizations is June 30. Significant accounting policies followed by the organization are presented below:

**PRINCIPLES OF CONSOLIDATION**

The accompanying consolidated financial statements include the accounts of Society's Assets, Inc. and its subsidiary, SAI Home Health Care, Inc. Intercompany transactions and balances have been eliminated in consolidation.

**NOT-FOR-PROFIT**

The organization was formed under Wisconsin statutes as a Wisconsin not-for-profit corporation, without stock, is exempt from Wisconsin income tax and Federal income tax under Section 501(c)3 of the Internal Revenue Code and is not a private foundation.

**NET ASSETS**

Net assets are classified into one of three classes of net assets based on the existence or absence of donor-imposed restrictions. The following is a description of each class:

**Unrestricted**

Unrestricted net assets include all net assets which are neither temporarily or permanently restricted.

**Temporarily Restricted**

Temporarily restricted net assets includes contributed net assets for which donor imposed time and purpose restrictions have not been met and the ultimate purpose of the contribution is not permanently restricted.

**Permanently Restricted**

Permanently restricted net assets includes contributed net assets which require, by donor restriction, that the corpus be invested in perpetuity and only the income be made available for program operations in accordance with donor restrictions.

**USE OF ESTIMATES IN PREPARING FINANCIAL STATEMENTS**

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues, expenses, gains, losses, and other changes in net assets during the reporting period. Actual results could differ from those estimates.

**CASH EQUIVALENTS**

The organization considers all highly liquid investments with a maturity of three months or less when purchased to be cash equivalents.

**SOCIETY'S ASSETS, INC. AND ITS SUBSIDIARY**  
**SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**  
**June 30, 1998 and 1997**

**GRANTS RECEIVABLE AND DEFERRED REVENUE**

The organization has recognized grants receivable for program expenses incurred that exceeded program revenues received and deferred grant revenue for program revenues received that exceeded program expenses incurred. Profits or loss on contracts are recognized at the end of each contract. Contracts are generally for a one year period.

**INVENTORY**

Medical supply inventory is valued at the lower of cost or market and the first-in, first-out method.

**EQUIPMENT AND DEPRECIATION**

Equipment is stated at cost and depreciation is provided on the straight-line basis over the estimated useful lives of the assets.

**CONTRIBUTIONS**

All contributions are considered to be available for unrestricted use unless specifically restricted by the donor.

**FUNCTIONAL ALLOCATION OF EXPENSES**

The organization allocates its expenses on a functional basis among its various programs as summarized on the statement of program services. Expenses that can be identified with a specific program are allocated directly according to their natural expenditure classification.

**INVESTMENTS**

Marketable securities are stated at fair market value. For the purposes of the statement of cash flows, the organization considers its money market fund to be short-term investments rather than cash equivalents.

This information is an integral part of the accompanying consolidated financial statements.

**SOCIETY'S ASSETS, INC. AND ITS SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**June 30, 1998 and 1997**

**NOTE 1 - INVESTMENTS**

	<u>1998</u>		<u>1997</u>	
	<u>Cost</u>	<u>Fair Value</u>	<u>Cost</u>	<u>Fair Value</u>
Money market fund	\$ 200,153	\$ 200,153	\$ -	\$ -
Equity securities	499,348	530,848	-	-
Fixed income securities	314,011	314,604	-	-
	<u>\$1,013,512</u>	<u>\$1,045,608</u>	<u>\$ -</u>	<u>\$ -</u>

**NOTE 2 - EQUIPMENT**

	<u>1998</u>	<u>1997</u>
Equipment - at cost	\$ 190,334	\$ 168,405
Less accumulated depreciation	<u>127,303</u>	<u>106,076</u>
Net value	<u>\$ 63,031</u>	<u>\$ 62,329</u>

**NOTE 3 - LONG-TERM LEASES**

The organization has operating leases for office space with terms ranging from a month-to-month basis to five years and has a funding-out clause with respect to the office space leases that provides for cancellation of the lease if the organization's funding was reduced by 50% or more. Total rental expense under operating leases was \$150,805 in 1998 and \$139,456 in 1997.

Estimated minimum future obligations on operating leases in effect at June 30, 1998 are:

1999	\$ 134,030
2000	134,030
2001	52,367

**NOTE 4 - NOTES PAYABLE**

The organization entered into an unsecured business note agreement which provides a demand loan not to exceed \$250,000 with interest payable at prime plus 1% floating (9.50% at June 30, 1998 and 1997). At June 30, 1998 and 1997, the organization had no outstanding obligation with respect to this agreement.

**NOTE 5 - RETIREMENT PLAN**

The organization provides an employer funded IRA for employees who meet certain eligibility requirements. Contributions to the plan totaled \$93,534 in 1998 and \$86,060 in 1997.

**NOTE 6 - DESIGNATED NET ASSETS**

During the year, the Board of Directors approved a plan to use the net proceeds from the annual golf outing towards future scholarships. The net proceeds from the annual golf outings were \$6,000 in 1998 and \$4,614 in 1997.

This information is an integral part of the accompanying consolidated financial statements.

## **SUPPLEMENTAL INFORMATION**



**SOCIETY'S ASSETS, INC. AND ITS SUBSIDIARY**  
**CONSOLIDATING STATEMENT OF FINANCIAL POSITION**  
**June 30, 1998**

ASSETS	Society's Assets, Inc.	SAI Home Health Care, Inc.	Eliminations	Total
Cash and equivalents	\$ 847,292	\$ 10,861	\$ -	\$ 858,153
Investments	1,045,608	-	-	1,045,608
Accounts receivable				
Private pay	16,522	25,796	-	42,318
Medical assistance	215,745	40,145	-	255,890
Medicare	-	121,743	-	121,743
Other	21,875	-	-	21,875
Intercompany	179,523	-	(179,523)	-
Grants receivable	531,324	-	-	531,324
Inventory	-	891	-	891
Prepaid expenses	78,569	1,128	-	79,697
Notes receivable - intercompany	227,348	-	(227,348)	-
Equipment, net of accumulated depreciation	33,728	29,303	-	63,031
<b>TOTAL ASSETS</b>	<b><u>\$ 3,197,534</u></b>	<b><u>\$ 229,867</u></b>	<b><u>\$ (406,871)</u></b>	<b><u>\$ 3,020,530</u></b>
<b>LIABILITIES AND NET ASSETS</b>				
Accounts payable				
Trade	\$ 37,512	\$ 29,375	\$ -	\$ 66,887
Private pay	815	-	-	815
Medicare	-	42,170	-	42,170
Intercompany	-	179,523	(179,523)	-
Deferred grant revenue	262,243	-	-	262,243
Accrued liabilities	572,047	14,244	-	586,291
Notes payable - intercompany	-	227,348	(227,348)	-
Total liabilities	<u>872,617</u>	<u>492,660</u>	<u>(406,871)</u>	<u>958,406</u>
Net assets				
Unrestricted				
Designated	10,614	-	-	10,614
General	2,314,303	(262,793)	-	2,051,510
Total net assets	<u>2,324,917</u>	<u>(262,793)</u>	<u>-</u>	<u>2,062,124</u>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b><u>\$ 3,197,534</u></b>	<b><u>\$ 229,867</u></b>	<b><u>\$ (406,871)</u></b>	<b><u>\$ 3,020,530</u></b>

**SOCIETY'S ASSETS, INC. AND ITS SUBSIDIARY**  
**CONSOLIDATING STATEMENT OF ACTIVITIES**  
**Year Ended June 30, 1998**

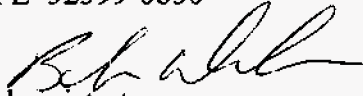
	Society's Assets, Inc.	SAI Home Health Care, Inc.	Eliminations	Total
<b>PUBLIC SUPPORT AND REVENUE</b>				
Public support				
Government grants	\$ 6,689,379	\$ -	\$ -	\$ 6,689,379
Contributions	<u>7,831</u>	<u>-</u>	<u>-</u>	<u>7,831</u>
Total public support	<u>6,697,210</u>	<u>-</u>	<u>-</u>	<u>6,697,210</u>
Revenue				
Private pay	195,167	36,394	-	231,561
Medical assistance	3,482,413	121,527	-	3,603,940
Medicare	-	455,378	-	455,378
Fund raising	25,228	-	-	25,228
Investment income	67,595	643	(17,083)	51,155
Net appreciation of investments	33,616	-	-	33,616
Miscellaneous	2,895	-	-	2,895
Management services	<u>76,008</u>	<u>-</u>	<u>(76,008)</u>	<u>-</u>
Total revenue	<u>3,882,922</u>	<u>613,942</u>	<u>(93,091)</u>	<u>4,403,773</u>
Total public support and revenue	<u>10,580,132</u>	<u>613,942</u>	<u>(93,091)</u>	<u>11,100,983</u>
<b>EXPENSES</b>				
Program services	\$ 9,966,276	\$ 624,413	\$ -	\$ 10,590,689
Depreciation	18,627	2,600	-	21,227
Transportation	7,498	-	-	7,498
Fund raising	20,871	-	-	20,871
Other	15,704	-	-	15,704
Interest	-	17,083	(17,083)	-
Management services	<u>-</u>	<u>76,008</u>	<u>(76,008)</u>	<u>-</u>
Total expenses	<u>10,028,976</u>	<u>720,104</u>	<u>(93,091)</u>	<u>10,655,989</u>
Change in net assets	551,156	(106,162)	-	444,994
NET ASSETS, BEGINNING OF YEAR	<u>1,773,761</u>	<u>(156,631)</u>	<u>-</u>	<u>1,617,130</u>
NET ASSETS, END OF YEAR	<u>\$ 2,324,917</u>	<u>\$ (262,793)</u>	<u>\$ -</u>	<u>\$ 2,062,124</u>

**5**  
~

# REFERENCE LETTERS

November 4, 1999

To: Richard Tudor  
Division of Records and Reporting  
The Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

From: Bob Dunbar   
Idaho TRS Administrator  
P.O. Box 775  
Donnelly, ID 83615  
208-325-8308

Subject: Hamilton Telecommunications

Having worked with Hamilton Telecommunications for more than six years, I have been asked to share with you my thoughts concerning their level of performance. The Idaho Telecommunications Relay Service is quite comfortable in stating our complete satisfaction with our Hamilton relationship.

Our community has grown accustomed to the superior service provided to Idaho by Hamilton. This is a company of dedicated employees who are proud of the service they provide and are always looking for further ways to improve upon current conditions. They are flexible in their approach to providing service and are quick to respond to inquiries or to initiate changes in service or reporting matters.

The technology provided has proved to be quite satisfactory. Flexibility of service, dedicated CA's and supervisors, knowledgeable technical personnel, an active and growing outreach program, plus accessible management have proved to be a successful combination for Idaho.

I have no hesitation in recommending to you Hamilton Communications. They have a history of providing customized, flexible, quality service and I am confident they will continue to do so.

Should you have any questions for me, please do not hesitate to call.

Louisiana Relay Administration Board  
MERILYN CRAIN, Executive Director  
315 South College Road • Lafayette, Louisiana 70503  
(318) 266-9620 • 1-888-296-1995 • Fax: (318) 266-9618

November 8, 1999

RE: Hamilton Telecommunications Relay Service

Mr. Richard Tudor  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Dear Mr. Tudor:

I understand that Hamilton Telecommunications is bidding for the contract to serve as the vendor for telecommunications relay service in Florida.

I consider it a pleasure to recommend Hamilton Telecommunications.

Hamilton began providing service in the state of Louisiana on January 15 of last year. Prior to their service, our traffic was handled by another vendor through an out of state center. The change was, therefore, undertaken with no small trepidation. During the course of the time in which we have interacted with Hamilton, I have found them to be a company who does not only give lip service to the provision of a quality service but also has a real commitment to actually providing it. During the bid process, I found that they paid a great deal of attention to detail and addressed the needs of our state individually. Indeed, their bid was customized to reflect the individual components which we felt important in this state. We encountered a number of difficulties in the transition process of changing both vendors and from an out of state to an in state center, but they met each of the difficulties as a challenge and worked to resolve them efficiently.

Our new center involved not just a change of location of centers, but a totally new staff and operating platform. Additionally, we were offering services which had not been previously offered. I would be dishonest not to admit they we have not had some difficulties in such a dramatic changeover. However, I can say, without hesitation, that in each instance in which we had a problem, Hamilton addressed the problem immediately and aggressively and brought about a satisfactory resolution. They did so without pressure on our part which I believe to be a dramatic and forceful illustration of the corporate policy which they operate under. My experience in this business has taught me that the failure is not in falling, but in failing to get up. Hamilton has seldom faltered but when they have they have immediately gotten up!

Hamilton has put in place a technological platform which is adaptive to changes. This flexibility ensures that as new and different demands are put on the vendor by technological advances and consumer demand, they will be able to efficiently address such changes. Their personnel have been extremely responsive to our needs. Their reporting formats are customized and reflect all of the data which we have requested and are submitted in a timely fashion. The company has committed to a controlled growth policy which will ensure that all of the states served will continue to receive the quality of service expected as new states are added. Their bids are designed, I believe, not simply to garner a portion of the market but to reflect the cost at which they can effectively provide a quality service. The relay component of their total business constitutes a substantial portion of their business, and, as such, it receives a great deal of attention and direction from the head of the company down to the communications assistants. Indeed, the president of the company was on site personally the night of the cut over in Louisiana staying up through the night to ensure that things went well. Such personal attention and commitment is reflected throughout the company.

In conclusion, I would recommend Hamilton Telecommunications to Florida as a provider of their relay service and would be pleased to answer any further questions you may have at any time.

Sincerely,

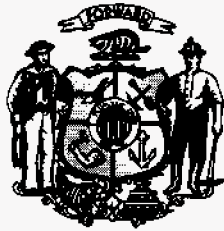


Merilyn Crain  
Executive Director

STATE OF WISCONSIN  
DEPARTMENT OF ADMINISTRATION  
101 East Wilson Street, Madison, Wisconsin

TOMMY G. THOMPSON  
GOVERNOR

MARK D. BUGHER  
SECRETARY



Division of Technology Management  
101 East Wilson St., 8<sup>th</sup> Floor  
Post Office Box 7844  
Madison, WI 53707-7844  
Voice (608) 267-0627  
Fax (608) 267-0626  
TTY (608) 267-9629

Web Site: [www.doa.state.wi.us/dtm/dtm.htm](http://www.doa.state.wi.us/dtm/dtm.htm)

November 5, 1999

Mr. Richard Tudor  
C/o Ms. Blanca Bayo, Div of Records & Reporting  
The Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Recently, Hamilton Telecommunications informed me of their intent to respond to the current RFP from Florida for the provision of Telecommunication Relay Services (TRS).

Hamilton began providing TRS for WI in February of this year. For the first 6 years another vendor was used. Needless to say, changing vendors after having become accustomed to another for such an extended time was challenging. In addition, the TRS Contract Administrator position was in a state of transition. I started as the Contract Administrator after Hamilton had been operational in WI for only 15 days. Due to this internal transition, there were some ambiguities of expectations for the state as well as for Hamilton. I am pleased to inform you that we have been able to successfully work as a team to resolve these areas while continuing to provide quality relay in WI.

At the State's request, Hamilton located and leased a new facility, set up, trained staff on a new operating platform and implemented service within very a limited time. This was accomplished by hiring additional personnel and working 80 hour weeks - something that not every vendor is willing to undertake. In fact, I have worked directly with two other TRS vendors, and can tell you that Hamilton has been by far the most grounded in the desire to provide what their customer desires within a reasonable time frame for a reasonable cost. I would only expect the same speedy, yet quality driven set up in FL. In WI that guiding principle is highly regarded and appreciated.

I have also found Hamilton quick to cooperate and respond to requests for technical or procedural changes as well as alternate reporting formats. I have made numerous requests for changes to reports in order to make them more user friendly. Hamilton has consistently researched the issue and then implemented the changes within the next billing cycle.

Technically, Hamilton's hardware and software provide a good range of options and flexibility for customers and operations personnel. We have noticed a substantial reduction in the amount of time it takes to receive and process calls in WI. The result is having more CAs available to handle more calls! Hamilton is continuously fine tuning these technical aspects too.

It has been refreshing to work with the straight forward people at Hamilton and I'm sure you will find the same. I would be happy to discuss more specific information regarding the WI Relay at your request and have enclosed my business card for your quick reference.

Sincerely,

A handwritten signature in cursive script, reading 'Stephanie Buell'.

Stephanie Buell, WI Relay Contract Administrator

**HAMILTON**  
TELECOMMUNICATIONS



John Cantlin  
HC62 Box 1090  
Ellis, Id 83235  
November 2, 1999

Mr. Richard Tudor  
Division of Records & Reporting  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee FL 32399

Dear Sirs:

As a totally deaf telephone user, I highly recommend Hamilton Telecommunications for your TTY Relay.

For many years I could not use the telephone at all, becoming totally dependent on others to do any telephoning. When Hamilton Communications began the Idaho Relay it just opened up a whole new world for me. I now talk to family and friends all over the U.S. on a regular basis. Too, since we live 45 miles from the nearest town, it is very important to be able to telephone ahead to see where and when things are available.

The people at Hamilton Communications dba Idaho Relay are always friendly and helpful at any hour of the day or night and it sure does mean a lot to me.

I think you would be doing the people of your state a good turn to choose Hamilton to handle your relay service.

If I can provide any further information, do not hesitate to write or call me at (208) 876 4424.

Yours truly,



John Cantlin

**HAMILTON**  
TELECOMMUNICATIONS



# *Florida Relay Service Proposal*

## **Experience and Capabilities**

With a well-established record of success, Hamilton will meet and exceed the FPSC expectations for relay service. Below is a check-list of Hamilton Telecommunications' qualifications that it brings to the Florida Relay Service.

1. Hamilton is operating FCC certified telecommunications relay services in the States of Nebraska, Idaho, Louisiana, Kentucky, and Wisconsin. Hamilton also encourages the Evaluation Committee to contact the references in Attachment 5 for any necessary verification.
2. Hamilton has been providing telecommunication relay service for 9+ years.
3. Hamilton is a facility-based telecommunications relay provider. The types of equipment used by Hamilton and its network and switching configuration are thoroughly explained in Tab B. Hamilton owns and operates all of its own relay equipment.

Following in this section is detailed information about when Hamilton began operating the relay service for each State and the total duration of each contract.

Hamilton's most pertinent experience in the relay operation is its current operation of the Wisconsin Relay System under contract with the Wisconsin Department of Administration. Hamilton began operating the Wisconsin Relay Center on February 1 of this year. Hamilton was selected over Sprint to provide an in-state center. Hamilton orchestrated a smooth transition in a very timely manner. Hamilton was notified of award of the contract in late October of 1998 and was able to begin providing service from a new center on February 1. Hamilton's contract with the Wisconsin Department of Administration is a three year contract with two one year automatic renewals.

Hamilton is operating the Louisiana Relay Service under contract with the Relay Administration Board of the State of Louisiana. Hamilton recently began operating the Louisiana Relay Center in Baton Rouge, Louisiana. Hamilton was the successful bidder as a result of a bidding process that took place in the summer of 1997. The other bidder in this process was Sprint. Actual signing of the contract took place in October of 1997 and service start-up for an entire new center and new technology took place on schedule, January 15, 1998. **Hamilton was able to implement this service within 120 days – implementing new technology and hiring enough people to exceed the standards set by the RAB.** Hamilton's contract with the Louisiana Relay Administration Board is a three year contract with two one year optional renewals. Hamilton added the State of Kentucky to this center in the fall of 1998 (under contract with the PSC). Hamilton's contract with the Kentucky Public Service Commission expires September of 2000.

Hamilton also has a great deal of experience from its current operation of the Nebraska and Idaho Relay Services under contract with the Public Service Commission of the State of Nebraska and the Public Utilities Commission of the State of Idaho. In Nebraska, Hamilton was the successful bidder as a result of a bidding process that took place in mid 1990. The other bidders in that process were AT&T, Lincoln Telephone, Arapahoe Telephone Company and



## Florida Relay Service Proposal

the Tulsa Center of the Speech and Hearing Impaired. Actual signing of the contract took place on September 30, 1990, and service start-up took place on schedule, January 1, 1991. That service start-up was accomplished in 90 days and at a time when Hamilton did not have any of the hardware and software developed or in place or any Communication Assistant on staff or any experience in relay. Hamilton has successfully operated the Nebraska Relay Service for nine years now, with call volumes and minutes continuing to grow. In Idaho the other bidder was Sprint. Actual signing of the Idaho contract took place in the fall of 1992 and service start-up took place on December 1, 1992. The Idaho Relay Service start-up was accomplished in less than 90 days from date of award. That traffic also continues to grow.

Hamilton re-bid the state of Nebraska three years ago. Hamilton was awarded the three-year contract with a two-year renewal option. Other bidders included Sprint and MCI. Hamilton was awarded the bid even though they did not submit the lowest bid, which suggests that the innovation and level and quality of service provided by Hamilton was worth the extra investment. In addition, Hamilton was recently awarded the "renewal" for the relay contract in Nebraska. Hamilton will continue to operate the Nebraska Relay Service through June 30, 2002.

Hamilton recently underwent another RFP process with the State of Idaho as well and most recently was granted a renewal. Hamilton will continue to operate the Idaho Relay Service through November of 2000. Hamilton was awarded both contracts even though it did not submit the lowest bid in either State. By winning the contracts again, Hamilton has reinforced its position as a very high quality relay provider with the ability to respond to the needs of customers, state administrators and other relay-related organizations efficiently and effectively.

Hamilton is more than qualified to provide Telecommunication Relay Services to the State of Florida. As stated above, Hamilton has more than nine years of relay experience.

On the following page you will find the requested statistical information in Section C, number 5 – the total number of outgoing calls and the total number of completed calls for each state Hamilton provides relay service.



## *Florida Relay Service Proposal*

State	Completed Calls Total	Outgoing Calls Total
JULY		
LA	52,932	80,337
KY	33,376	52,740
NE	22,914	16,843
ID	7,393	10,494
WI	49,383	62,219
AUGUST		
LA	52,353	79,217
KY	33,709	52,421
NE	17,555	24,098
ID	6,738	9881
WI	48,401	61,353
SEPT.		
LA	47,383	66,445
KY	31,324	44,260
NE	15,345	19,637
ID	8,413	11,016
WI	45,920	28,080



## *Florida Relay Service Proposal*

### **Testing Information**

In all of the States that Hamilton is providing relay service, any caller located in any state can place an interstate call. This means that all of the states listed above are available for testing as long as the person making the test calls makes an interstate call. This means that the person making the relay test calls from Florida, needs to call a person in another state. Please see the next page for those telephone numbers.



## *Florida Relay Service Proposal*

### **Nebraska Relay Service**

TTY Number = 1-800-833-7352

Voice Number = 1-800-833-0920

### **Idaho Relay Service**

TTY Number = 1-800-377-3529

Voice Number = 1-800-377-1363

### **Hamilton Relay Service**

TTY Number = 1-800-833-5833

Voice Number = 1-800-833-7833

### **Louisiana Relay Service**

TTY Number = 1-800-846-5277

Voice Number = 1-800-947-5277

### **Kentucky Relay Service**

TTY Number = 1-800-648-6056

Voice Number = 1-800-648-6057

### **Wisconsin Relay System**

TTY Number = 1-800-947-3529

Voice Number = 1-800-947-6644



# *Florida Relay Service Proposal*

## **List of References**

### Nebraska

Hamilton has provided the State of Nebraska Telecommunications Relay Services since January 1, 1991 from an in-state center located in Aurora, Nebraska. Names and phone numbers of persons within the area that could respond to requests for the quality of services rendered in compliance with contractual obligations are:

Mr. Gene Hand  
Director of Telecommunications  
Nebraska Public Service Commission  
300 The Atrium, 1200 N Street  
P.O. Box 94927  
Lincoln, NE 68509-4927  
Voice (402)471-3101  
TTY (402)471-0213

(Primary staff person responsible  
for relay, member of NASRA)

Mr. Frank Landis  
Nebr. Public Service Commission  
300 The Atrium, 1200 N Street  
Lincoln, NE 68509-4927  
Voice (402)471-3101

(Nebraska Public Service  
Commissioner and its first  
representative on Nebraska's  
relay advisory committee)

Mr. Lowell Johnson  
Nebr. Public Service Commission  
300 The Atrium, 1200 N Street  
Lincoln, NE 68509-4927  
Voice (402)471-3101

(Nebraska Public Service  
Commissioner and its current  
representative on Nebraska's relay  
advisory committee)

Mr. Rod Johnson  
Nebr. Public Service Commission  
300 The Atrium, 1200 N Street  
Lincoln, NE 68509-3101  
Voice (402)471-3101

(Nebraska Public Service Commissioner)

Jim E. Karnas  
1208 Mulder Dr.  
Lincoln, NE 68510  
Voice (402)488-5111

(A Nebraska Relay Advisory  
Board member when contract  
was awarded and service started  
in Nebraska)

Mr. Chuck Leach  
Goodwill Industries  
1804 South Eddy Street  
Grand Island, NE 68801  
TTY (308)384-7896

(active in SHHH in the area -  
user of relay)



## *Florida Relay Service Proposal*

Ms. Phyllis Gabler  
1939 No. 67  
Lincoln, NE 68505  
TTY (402)466-6350

(A Nebraska Relay Advisory  
Board member when contract  
was awarded and service started  
in Nebraska - user of relay)

Ms. Tanya Wendel  
Executive Director of the Nebraska  
Commission for the Hearing Impaired  
4600 Valley Road  
Lincoln, NE 68510  
TTY/Voice (402)471-3593

(Key participant in development  
of relay legislation, prior experience  
in relay, participates in almost all  
relay related meetings)

Mr. Eric Carstenson  
Nebr. Telephone Association  
121 South 13<sup>th</sup> Street  
Lincoln, NE 68508  
Voice (402)476-2423

(Member of Nebraska's Relay  
Advisory Committee and President  
of the Nebraska Telephone Association)

### Idaho

Hamilton has provided the State of Idaho Telecommunications Relay Services since December 1, 1992. Names and phone numbers of persons within the area that could respond to requests for the quality of services rendered in compliance with contractual obligations are:

Mr. Bob Dunbar  
Idaho TRS Administrator  
12963 Sandy Drive  
P.O. Box 775  
Donnelly, Idaho 83615  
Voice/Fax (208)325-8308

(Primary interface between state  
and relay provider, continues  
to monitor all phases of relay  
for state of Idaho, member of NASRA)

Mr. Ralph Nelson  
President and Commissioner  
Idaho Public Utilities Commission  
472 West Washington  
Boise, ID 83702  
Voice (208)334-0300

(Oversees relay in Idaho)

Ms. Pennie Cooper  
Executive Director  
Idaho State Council for the Deaf  
and Hearing Impaired  
1720 Westgate Drive  
Boise, ID 83704  
TTY/Voice (208)334-0828

(Provides interface between state  
council and relay provider)





## *Florida Relay Service Proposal*

Mr. John Centa  
11303 Hayden Bluff Lane  
Hayden Lake, ID 83535  
TTY/Voice (208) 772-3033

(Active in SHHH in the area, also  
Co-Chairman for the Idaho State  
Council - user of relay)

Mr. Jonas (Sonny) Cabbage  
668 W. Waterbury Dr.  
Meridian, ID 83642  
TTY (208) 888-2385

(Relay user)

Mr. William H. Andrew  
P.O. Box 112  
Gooding, ID 83330  
Voice/TTY (208) 934-4457

(Superintendent, School for the Deaf,  
also, Co-Chairman for the Idaho  
State Council)

### Louisiana

Hamilton has provided the State of Louisiana Telecommunications Relay Services since January 15, 1998, from an in-state center located in Baton Rouge. Names and phone numbers of persons within the area that could respond to requests for the quality of services rendered in compliance with contractual obligations are:

Mrs. Marilyn Crain  
Executive Director  
Louisiana Relay Administration Board  
315 South College Rd., Suite 208  
Lafayette, LA 70503  
Phone (318) 266-9620

(Primary administrative person responsible for  
relay, member of NASRA)

Mr. Bill Prickett  
Louisiana Relay Administration Board  
P.O. Box 3074  
Baton Rouge, LA 70821  
Phone (504) 769-8160

(President of the Relay Administration Board,  
Superintendent at Louisiana School for the  
Deaf)

Ms. Carolyn Devitis  
Louisiana Relay Administration Board  
P.O. Box 91154  
Baton Rouge, LA 70821-9154  
Phone (504) 342-3157

(Secretary of the Relay Administration Board  
and Public Service Commission Judge)

Mr. Ron Delvisco  
Louisiana Association of the Deaf  
4854 Constitution Ave., Suite 1-D  
Baton Rouge, LA 70808  
Phone (504) 923-1266

(Executive Director of the Louisiana  
Association of the Deaf)



## *Florida Relay Service Proposal*

Ms. Peggy Thompson  
L.A. Self Help for Hard of Hearing  
Louisiana State Coordinator  
517 Oriole Lane  
Shreveport, LA 71105  
Phone (318)868-2983

(State Coordinator for the L.A. Self Help for  
Hard of Hearing and primary contact for  
public relations)

### *Kentucky*

Hamilton has provided the State of Kentucky Telecommunications Relay Services since September 20, 1998. The service is provided from an out-state center located in Baton Rouge, Louisiana, -- the same facility from which Hamilton provides the Louisiana Relay Service to Louisiana state users. The name and phone number within the area that could respond to a request for reference include:

Jim Stevens  
Staff Member  
Kentucky Public Service Commission  
730 Schenkel Lane  
P. O. Box 615  
Frankfort, KY 40602  
Phone 502-564-3940  
Fax 502-564-7279

(Primary staff person responsible for relay)

Betty Timon  
630 Truman Lane #512  
Bellvue, KY 41073  
Phone 606-261-2221

(Board member of the Kentucky PSC's TRS  
Advisory Board)

### *Wisconsin*

Hamilton has provided the State of Wisconsin Telecommunications Relay Services since February 1, 1999. The service is provided from an in-state center located in Madison, Wisconsin,-- the same facility from which Hamilton proposes to provide the Florida Relay Service from. The name and phone number within the area that could respond to a request for reference include:

Stephanie Buell  
Contract Administrator  
Department of Administration  
101 E. Wilson, 8<sup>th</sup> Floor  
Madison, WI 53707  
Phone 608-267-0613  
TTY 608-267-6934  
Fax 608-266-2164

(Primary administrative person responsible for  
relay)



## *Florida Relay Service Proposal*

Tom Sanew  
Previous Contract Administrator  
Department of Administration  
101 E. Wilson, 8<sup>th</sup> Floor  
Madison, WI 53707  
Phone 608-267-0613

(Reference for Society's Assets, Inc.)



# DISASTER RECOVERY PLAN

TYPE OF DISASTER:

- ◆ One of the centers is destroyed by fire or any other type of disaster.

PERSON RESPONSIBLE FOR PLAN:

- ◆ Barb Handrup  
512 Matson St.  
Aurora, NE 68818  
Phone (402)694-3976

**PREVENTION:** (Action steps that can be taken to prevent or assist in the prevention of the disaster; name who is responsible for taking that action step and when or how frequently it should be done).

**ACTION STEP ONE:**

Have facilities in place to handle overflow and to provide back-up capabilities so that calls can be rerouted to the centers still in operation. Hamilton will have 4 centers and at least two switching sites.

**PERSON RESPONSIBLE:**

- |  |  |
|--|--|
| ◆ Wayne Hahn<br>216 13th St.<br>Aurora, NE<br>Phone (402)694-4246<br>Cellular (402)694-8437    | Pat Shaw<br>815 15th St.<br>Aurora, NE<br>Phone (402)694-2828<br>Cellular (402)694-8449                        |
| Wayne Hinerman<br>914 Waynoka<br>Hastings, NE<br>Phone (402)461-4712<br>Cellular (402)694-1111 | John Nelson<br>8008 Bluebonnet #1619<br>Baton Rouge, LA 70810<br>Phone (225)819-0075<br>Cellular (504)933-0791 |

**WHEN OR HOW OFTEN:**

- ◆ Test every 3rd month:  
(January/April/July/October)

**ACTION STEP TWO:**

Review the disaster recovery plan monthly.

**PERSON RESPONSIBLE:**

- |   |  |
|---|--|
| ◆ Barb Handrup<br>512 Matson St.<br>Aurora, NE 68818<br>Phone (402)694-3976                                     | Wayne Hinerman<br>914 Waynoka<br>Hastings, NE 68901<br>Phone (402)461-4712<br>Cellular (402)694-1111             |
| Paula Rodriguez<br>1609 Southland Court<br>Baton Rouge, LA 70810<br>Phone (225)753-9084<br>Pager (225) 332-9928 | John Nelson<br>8008 Bluebonnet #1619<br>Baton Rouge, LA 70810<br>Phone (225) 819-0075<br>Cellular (504) 933-0791 |

**WHEN OR HOW OFTEN:**

- 15th of each month.

PREPARATION: (Following are the action steps to be taken to prepare us for this type of disaster; persons responsible for taking each action step, when or how frequently it should be done and how the plan is going to be reviewed and tested for validity).

**ACTION STEP ONE:**

- ♦ Check service provider's 800 number to call to reroute traffic to other centers. (Incoming lines)

**PERSON RESPONSIBLE:**

- |                     |                        |
|---------------------|------------------------|
| ♦ Barb Handrup      | John Nelson            |
| 512 Matson St.      | 8008 Bluebonnet #1619  |
| Aurora, NE 68818    | Baton Rouge, LA 70810  |
| Phone (402)694-3976 | Phone (225)819-0075    |
|                     | Cellular (504)933-0791 |

**WHEN OR HOW OFTEN:**

- ♦ Monthly

**HOW REVIEWED OR TESTED:**

- ♦ Review switching procedures for overflow and back-up.

**ACTION STEP TWO:**

- ♦ Be sure all names/numbers are correct in plan.

**PERSON RESPONSIBLE:**

- |                     |                        |
|---------------------|------------------------|
| ♦ Barb Handrup      | John Nelson            |
| 512 Matson St.      | 8008 Bluebonnet #1619  |
| Aurora, NE 68818    | Baton Rouge, LA 70810  |
| Phone (402)694-3976 | Phone (225)819-0075    |
|                     | Cellular (504)933-0791 |

**WHEN OR HOW OFTEN:**

- ♦ Monthly

**HOW REVIEWED OR TESTED:**

- ♦ Plan on file. Be sure all testing is up to date.



**ACTION STEP THREE:**

- ◆ Test overflow and back-up.

**PERSON RESPONSIBLE:**

◆ Wayne Hahn 216 13th St. Aurora, NE Phone (402)694-4246 Cellular (402)694-8437	Pat Shaw 815 15th St. Aurora, NE Phone (402)694-2828 Cellular (402)694-8449	John Nelson 8008 Bluebonnet #1619 Baton Rouge, LA 70810 Phone (225)819-0075 Cellular (504)933-0791
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**WHEN OR HOW OFTEN:**

- ◆ Monthly

**HOW REVIEWED OR TESTED:**

- Place calls - cause overflow.

## DURING THE DISASTER:

- ◆ Following is a list of names and numbers who should be notified during the disaster:

### WHO IS IN CHARGE:

Barb Handrup  
512 Matson St.  
Aurora, NE 68818  
Phone (402)694-3976

John Nelson  
8008 Bluebonnet #1619  
Baton Rouge, LA 70810  
Phone (225)819-0075  
Cellular (504)933-0791

Paula Rodriguez  
1609 Southland Court  
Baton Rouge, LA 70810  
Phone (225)753-9084  
Pager (225) 332-9928

Wayne Hahn  
216 13th St.  
Aurora, NE 68818  
Cellular (402)694-8437

Dixie Ziegler  
204 South 15<sup>th</sup> Street  
Aurora, NE 68818  
Phone (402)694-2770  
Cellular (402)694-9192

### INTERNAL PERSONNEL WHO SHOULD BE IMMEDIATELY NOTIFIED:

Name:	Address:	Phone Number(s)
Pat Shaw	815 15th - Aurora, NE	(402)694-2828
Barb Handrup	512 Matson - Aurora, NE	(402)694-3976
Christa Cervantes	1414 10th - Aurora, NE	(402)694-6439
Gary Warren	1910 "O" - Aurora, NE	(402)694-6241
Phil Nelson	1920 "N" - Aurora, NE	(402)694-5555
Keith Penner	1709 Birch - Aurora, NE	(402)694-5710
Wayne Hinerman	914 Waynoka - Hastings, NE	(402)461-4712
John Nelson	8008 Bluebonnet - Baton Rouge, LA	(504)293-3133
Paula Rodriguez	1609 Southland Ct.- Baton Rouge, LA	(225)753-9084
Michelle Berg	38021 Morris Dr. - Prairieville, LA	(504)673-3480
Dixie Ziegler	204 So. 15th St. - Aurora, NE	(402)694-2770
Lana Erickson	775 Bader Ave. - Seward, NE	(402)643-6966
Wayne Hahn	216 13 <sup>th</sup> Street - Aurora, NE	(402)694-4246

### PERSON RESPONSIBLE FOR NOTIFICATION:

- ◆ Supervisor on duty.

**EXTERNAL PERSONS/ENTITIES THAT SHOULD BE NOTIFIED:**

<b>Name:</b>	<b>Address:</b>	<b>Phone Number(s):</b>
Richard Tudor The Florida PSC	Address	Phone
Stephanie Buell Contract Administrator	101 E. Wilson 8th Floor Dept. of Administration P.O. Box 7869 Madison, WI 53707	Phone (608) 267-0613 TTY (608) 267-6934 Fax (608) 266-2164
Jim Stevens	Kentucky PSC 730 Schenkel Lane P. O. Box 615 Frankfort, KY 40602	Phone (502)564-3940
Merilyn Crain RAB - Executive Director	315 South College Rd. Suite 208 Lafayette, LA 70503	Phone (318)266-9620
Gene Hand Nebraska Public Service Commission	300 The Atrium 1200 N St. P.O. Box 94927 Lincoln, NE 68509-4927	Phone (402)471-3101 TTY (402)471-4927 Fax (402)471-0254
Bob Dunbar Idaho TRS Administrator	12963 Sandy Drive Donnelly, Idaho 83615	Phone/Fax (208)325-8308
FCC	Washington, DC	Network Services Division Phone (202)418-2320 Fax (202)418-2345

**WHEN SHOULD EXTERNAL PERSON/ENTITIES BE NOTIFIED:**

- As soon as service is back on-line or determined it will be out 30 minutes or more.

**PERSON RESPONSIBLE FOR NOTIFICATION:**

Dixie Ziegler  
204 So. 15<sup>th</sup> St.  
Aurora, NE 68818

Phone (402)694-2770

## ACTIONS TO BE TAKEN DURING THE DISASTER:

(1) Do overflow procedure - sending incoming calls to Centers in operation.

(2) Call in additional CAs to work at Centers that is still operating.

(3) Contact FCC within 90 minutes about initial outage.

- ◆ Network Services Division  
Phone (202)418-2320  
Fax (202)418-2345

(4) Make calls to internal and external contacts not yet notified.

(5) Do outage report to:

◆ Contact:

- ◆ Richard Tudor  
The Florida PSC
- ◆ Stephanie Buell  
Contract Administrator  
8th Floor  
Dept. of Administration  
P.O. Box 7869  
Madison, WI 53707  
Phone (608) 267-0613  
TTY (608) 267-6934  
Fax (608) 266-2164
- ◆ Marilyn Crain  
RAB Executive Director  
315 South College Rd., Suite 208  
Lafayette, LA 70503  
Phone (318)266-9620
- ◆ Bob Dunbar, Idaho TRS Administrator  
12963 Sandy Dr.  
P.O. Box 775  
Donnelly, ID 83615  
Phone/Fax (208)325-8308

- ◆ Gene Hand, Nebraska Public Service Commission  
300 The Atrium 1200 N St.  
P.O. Box 94927  
Lincoln, NE 68509-4927  
Phone (402)471-3101  
TTY (402)471-0213  
Fax (402)471-0254
- ◆ Jim Stevens  
Kentucky PSC  
730 Schenkel Lane  
P. O. Box 615  
Frankfort, KY 40602  
Phone (502)564-3940

**FOLLOWING THE DISASTER:** (Any action steps that need to be taken, who is responsible for taking those action steps and when the action step should be taken).

**ACTION STEP ONE:**

- ◆ Determine extent of equipment damage.
- Order replacement equipment.

**WHO:**

- |                        |                        |                        |
|------------------------|------------------------|------------------------|
| ◆ Wayne Hahn           | Wayne Hinerman         | John Nelson            |
| 216 13th St.           | 914 Waynoka            | 8008 Bluebonnet #1619  |
| Aurora, NE             | Hastings, NE           | Baton Rouge, LA 70810  |
| Phone (402)694-4246    | Phone (402)461-4712    | Phone (225)819-0075    |
| Cellular (402)694-8437 | Cellular (402)694-1111 | Cellular (504)933-0791 |

**WHEN:**

- ◆ Immediately after operational.

**ACTION STEP TWO:**

- ◆ Determine new location for switch or arrange temporary set-up.

**WHO:**

Dixie Ziegler  
204 So. 15<sup>th</sup> St.  
Aurora, NE  
Ph (402)694-2770

Gary Warren  
1910 O St.  
Aurora, NE  
Ph (402)694-6241

Phil Nelson  
1920 N St.  
Aurora, NE  
Ph (402)694-5555

**WHEN:**

- ◆ Within 72 hours after disaster.



# TRAINING OUTLINE and TRAINING MANUAL

**HAMILTON**<sup>®</sup>  
TELECOMMUNICATIONS



# COMMUNICATION ASSISTANT (CA) TRAINING MANUAL

## TECHNICAL TRAINING ISSUES – 19.5 HOURS TOTAL CONSISTING OF:

Basic Call Processing	Policies/procedures for relaying basic calls.	8.5 hours
VCO	VCO call handling.	2 hours
Miscellaneous Calls	911, answering machines, dtmf, recordings.	2.5 hours
Technical Aspects	Technical aspects of relay.	30 minutes
Billing	COC, Third Party, Calling & Credit cards.	1.75 hours
HCO	HCO call handling.	1 hour
Two-Line VCO	Two Line VCO call handling.	1 hour
TTY to VCO / VCO to TTY	VCO to TTY and TTY to VCO	1.75 hours
Questions on all call types	Open discussion.	30 minutes

## CULTURAL/SENSITIVITY TRAINING ISSUES – 18 HOURS TOTAL CONSISTING OF:

Customer Service / TTY Etiquette	CSD info/relay history; TTY use protocol.	30 minutes
Deaf Culture	Language, behaviors, social norms and attitudes.	1 hour
Personnel Handbook	Internal policies.	1.75 hours
Confidentiality / Code of Ethics	Meaning, importance / practical applications.	3 hours
ASL Breakaways	ASL awareness / vocabulary.	2 hours
Language Acquisition	Awareness of communication options / sensitivity.	1.5 hours
ASL Voicing	View various registers of conversation.	1 hour
Dealing with Customers	Tips & coping skills.	2 hours
Deaf Panel	Develop comfortable rapport w/ deaf staff, customers.	1 hour
General Relay Voicing	Voice tone, inflection to be used on relay calls.	1.75 hours
Who are Our Customers?	Understanding customer perspectives & their origins	1 hour
Relay User Panel	Customer perspectives.	1.5 hours

## HANDS ON TRAINING – 16.25 HOURS TOTAL CONSISTING OF:

Mentoring	Observing calls / coaching	15.25 hours
Ergonomics	Correct physical & equipment adjustments / behavior	1 hour

**Internal Matters** Total of 6.25 hours consisting of Ice Breakers; Administrative paperwork; Scheduling; Settling in time; Lunches and Breaks.

## TECHNICAL TRAINING UNITS

**Basic Call Processing** - This unit is designed to familiarize new CAs with policy and procedures for relaying basic calls (with no special features requested by consumers). Emphasis is placed on breaking down the processing of basic calls into individual steps, so new CAs can begin to learn the procedures. Another large portion of this training focuses on having new CAs participate in placing simulated calls so they understand the different perspectives when one is a CA, a TTY user or a voice user. 8.5 hours.

**Voice Carry Over** - This unit teaches new CAs how to set up a VCO call on the keyboard and how to apply the current SAI/TRS policy and procedures. The bulk of this training session concentrates on the two basic types of VCO calls (i.e., originators requesting VCO and terminators requesting VCO). CA Supervisors present this 2-hour unit with two CA Training Facilitators assisting as TTY and Voice Users.

**Miscellaneous Call Processing** - This unit is intended to familiarize new CAs with the technical set ups, as well as the policies and procedures for call types which are not typical, everyday relay calls. New CAs are shown how to handle various situations (e.g. emergency calls, answering machines, recordings, automated systems, pagers) with emphasis on what the CA role is, and clarification regarding which situations require guidance/assistance from a Supervisor. A CA Supervisor leads this 2.5-hour session.

**Technical Aspects** - This unit shows new CAs the technical information involved with relaying calls. Emphasis is on showing new CAs how to fill out technical report forms, giving examples of when the CA must call a Supervisor, how to use the Supervisor key and giving various tips on how the CA console and equipment works. A CA Supervisor provides this 30-minute unit.

**Billing** - This unit provides instruction which familiarizes new CAs with all the different billing options, and correct policy and procedures for each option (e.g., collect, person-to-person, third party, credit card, carrier of choice, calling cards). Major emphasis is placed on how to set up each billing procedure. A CA Supervisor leads this 1.75-hour training unit with the assistance of the CA Training Facilitators.

**Hearing Carry Over** - This unit provides training which familiarizes new CAs with the "how's" of HCO set up on the keyboard, as well as the correct policies and procedures for conducting a successful HCO relay call. Emphasis is placed on the two basic types of HCO calls, and special tips are given regarding specific aspects of HCO calls. One CA Supervisor is assisted by two CA Facilitators to provide this 1-hour unit. CA's are given an opportunity to experience receiving and placing a number of practice HCO relay calls.

**Two-Line VCO** - This unit instructs new CAs in two-line VCO technical set up, as well as the correct policy and call handling procedures. Emphasis is given to understanding the concept of Two-Line VCO and what the CA's role is. One CA Supervisor teaches this 1-hour session using an experienced CA to assist with the technical set up and one of the CA Training Facilitators to play the role of the Two-Line VCO Call Originator.

**TTY to VCO and VCO to TTY** - This unit instructs CAs on how to do TTY to VCO, VCO to TTY and VCO to VCO calls. CAs are given the opportunity to do calls and to be the end users. Supervisors and seasoned CAs teach this 1.75-hour unit.

#### **CULTURAL SENSITIVITY TRAINING UNITS:**

**Customer Service and TTY Etiquette** - This unit introduces new CAs to the Customer Service Department's responsibilities and basic TTY etiquette. General information about TRS is provided. Basic TTY etiquette is introduced to give new CAs and an understanding of this type of telecommunications equipment and its standard rules of use. One Customer Service Representative leads this 30-minute session.

**Deaf Culture** - This unit has the primary goal of familiarizing new CAs with Deaf culture and the Deaf community, in particular the language, behaviors, social norms and attitudes and how these are viewed by and/or directed towards Hearing people or people outside of the Deaf culture. An emphasis is placed upon exposing new CAs to the culture of a large portion of TRS's customers, and to assist in the understanding of differences (both real and perceived) between Deaf and Hearing cultures. A Customer Service Representative, who is Deaf, presents this 1-hour session.

**Confidentiality/Code of Ethics** - These units inform new CAs of the importance on confidentiality and how the code of ethics in relay evolved from the original sign language interpreter's code of ethics. Detailed illustrations demonstrating why confidentiality is imperative are provided, along with many hypothetical situations for discussion in order to familiarize new CAs with TRS policies regarding these areas. The thought process behind discussing ANY relay call and the best ways to avoid breaching confidentiality are discussed.

The administrative staff person providing these sessions uses a range of materials, including copies of the CA Code of Ethics (adapted from RID Code of Ethics); Pledge of Confidentiality; and a videotape developed by CAs that provides skits are correct and incorrect behavior.

**ASL Breakaways** - These sessions are designed with the primary goal of introducing new CAs to the visual language of sign, along with teaching some basic sign vocabulary to assist new CAs in communication with signing staff members. ASL Breakaways are provided by signing staff members and last 15 minutes.

**Language Acquisition** - This unit utilizes group discussion of a powerful documentary, entitled "For a Deaf Son", to begin to instill sensitivity towards language/intellectual differences in persons who are Deaf or Hard of Hearing, reinforcing SAI's belief in not judging customers. This film follows the struggles of a family faced with the realization that their son is deaf and the decisions they then encounter regarding his upbringing. An SAI Staff Interpreter facilitates this 1.5 hour-session.

**ASL Voicing** - This unit focuses on providing new CAs a sample of the variety of calls relayed through TRS, in terms of language register and mode (e.g., English, PSE, ASL-gloss,

MLS). This exposure assists new CAs in better understanding the diverse language used of the TRS customer base. Trainees are provided an opportunity to practice voicing calls with varying registers and then given constructive feed back on ways to make the conversation flow more smoothly. One of the Staff Interpreters is used to present this 1-hour session. An overhead projector is used to display transparencies containing language samples.

**Dealing with Customers** - This is a unit in which new CAs are given general guidelines for a wide variety of situations dealing with people of different personalities and styles, as well as varying levels of relay experience. Emphasis is given to dealing with difficult situations, putting new relay users at ease, staying in a polite, professional and pleasant role as a CA and how to maintain control of the professional role without controlling callers. A CA Supervisor presents this 2-hour session.

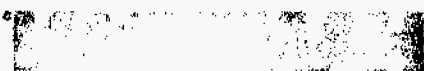
**The Deaf Panel** - The goal of this unit is to introduce new CAs to in-house Deaf TRS staff members, allow them to become more acquainted with their differing individual backgrounds and to become generally more familiar with some perspectives of Deaf culture. The format is of a casual and conversational nature, with the majority of time spent as a question and answer period.

**General Call Voicing** - This unit focuses on teaching new CAs the basics of using the appropriate tone of voice in order to successfully facilitate a relay call. The CA Team that shares the responsibility for teaching this unit stresses the importance of maintaining a professional demeanor as a CA while processing the call in a natural, conversation manner. During this 1.75-hour training, a variety of techniques including cartoons, relay scripts and hands on experiences are used to accomplish this.

**Who Are Our Customers?** - This unit is presented just prior to the Relay User Panel. The primary goal in this session is to enlighten new CAs with regard to the many different types of people the relay system serves. The focus is one of exploring customers' varied backgrounds and differing perspective, and becoming more familiar with functional equivalence and customer expectations.

Physical causes of speech disabilities are discussed as well as the implications these have regarding relay use (e.g., a person with cerebral palsy may have limited hand use which would make typing slow, in addition to the inability to speak.) One presenter from the administrative staff leads this one hour session and then continues as the facilitator for the **Relay User Panel**

**Relay Users Panel** - The panel is composed of one person who has a speech disability, one person who is hard of hearing and one person who is Deaf, all members of the relay using community recruited from around the State of Wisconsin. New CAs often comment that this 1.5-hour panel is one of the most valuable portions of the training, due to the fact that they are able to see and hear first hand the experiences of these relay users. It is very helpful for the CAs to notice that what is very important to one customer may be annoying to another, thereby emphasizing the importance of never assuming anything about callers or what they want in a relay call.



## **HANDS ON TRAINING UNITS:**

**Mentoring** - These sessions are provided by CAs that have worked as CAs for at least 6 months and have:

- satisfactorily completed their last performance review
- been recommended by their primary Supervisor based on their ability to relay calls independently, to teach others those skills, and their positive attitude toward customers and co-workers
- the approval of the entire Supervisory Team
- willingness to be flexible with their schedule and adjust to accommodate training time
  - no written warnings.

Mentors spend approximately 12 hours of one-on-one time with each new CA during the first week of training. During this first week, mentors handle actual calls while walking new CAs through each process and procedure being followed. During the second week of training when the classroom time is completed, Mentors spend an additional 12–20 hours per new trainee watching as they do first portions of calls and then entire calls themselves, offering tips and constructive feedback.

# Introduction to Relay

What is Relay? .....	2
Relay Centers.....	3
Relay Numbers.....	4
Pledge of Confidentiality.....	7
Employee Responsibilities.....	8
Attendance Policy.....	9
Scheduling.....	20
Lockers.....	21
CA Decorum.....	22
Dress Code.....	23-24
Supervisor Contact Numbers.....	25
Leave On Time Notes.....	27-28
Drug Free Workplace Policy.....	32

# What is Relay?

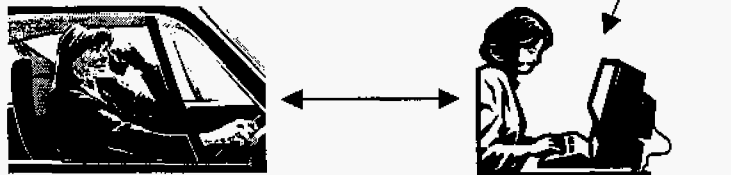
“Relay” is a service that provides the vital link for telephone communication between people who are unable to hear or speak and those who can hear. Many people who are unable to use a conventional telephone because of hearing or speech impairment can utilize a text telephone (also called a TTY or a TDD). A text telephone is a device that allows a person to type and read their telephone conversations instead of listening and speaking. However, if a text telephone user wishes to “talk” on the phone with a conventional (hearing) telephone user, they must use the relay. Hamilton employs skilled Communication Assistants (CAs) who act as the “invisible link” between TTY and conventional phone users. Communication Assistants “connect” relay users by speaking everything typed by the TTY user and typing everything spoken by a conventional telephone user. By using the relay, text telephone users can call anyone they want, even if the person does not have special equipment.

(Excerpt from <http://www.hamilton.net>)

Hamilton Telecommunications provides relay service to the residents of Nebraska and Idaho through a center in Aurora, NE; to the residents of Kentucky and Louisiana through a center in Baton Rouge, LA; and to residents of Wisconsin through a center in Middleton, WI.

- Relay service is open 24 hours a day, seven days a week
- No time limit on calls
- No charge for making relay call

(long distance charges do apply)



# Relay Centers

## Mission Statement

Our mission is to provide our customers with the latest in quality telecommunications services at competitive prices, our people with rewarding career opportunities and our investors with a reasonable rate of return.

## Louisiana Relay Center

9107 Bluebonnet Centre Blvd.  
Baton Rouge, LA 70809  
Phone: 225-291 4500  
Fax: 225-293-3583



## Nebraska Relay Center

1001 12th St  
Aurora, NE 68818  
Phone: 402-694-5101, 800-821-1831  
Fax: 402-694-5037, 2848



## Wisconsin Relay Center

8383 Greenway Blvd.  
Suite 90  
Middleton, WI 53562  
Phone: 608-827-0401, 800-947-6644  
Fax: 608-827-0402





## Relay Numbers

### **Louisiana Relay Service (318, 225, 504)**

TTY users: 800-846-5277

Voice users: 800-947-5277

ASCII users: 800-550-5277

Customer Service (TTY/Voice): 888-699-6869

### **Kentucky Relay Service (502, 606)**

TTY users: 800-648-6056

Voice users: 800-648-6057

Customer Service (TTY/Voice): 888-662-2406

### **Nebraska Relay Service (402, 308)**

TTY users: 800-833-5833

Voice users: 800-833-7833

Customer Service (TTY/Voice): 800-322-5299

### **Idaho Relay Service (208)**

TTY/ASCII users: 800-377-3529

Voice users: 800-377-1363

Customer Service (TTY/Voice): 800-368-6185

### **Wisconsin Relay Service (715, 608, 414)**

TTY users: 800-947-3529

Voice users: 800-947-6644

ASCII users: 800-272-1773

Spanish to Spanish: 800-833-7813

Speech to Speech: 800-833-7637

Customer Service (Voice): 800-947-6644

Customer Service (TTY): 800-283-9877

CONFIDENTIAL

# Hamilton Relay Personnel

**Paula Rodriguez**  
Operations Manager  
Ext. 204  
Pager: 332-9928  
Home: 753-9084  
Email: [prodriguez@hamilton.net](mailto:prodriguez@hamilton.net)

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Ext. 212  
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Home: 291-6732  
Email: [sroberts@hamilton.net](mailto:sroberts@hamilton.net)

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Trainer/ QA Coordinator  
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Email: [cmprater@hamilton.net](mailto:cmprater@hamilton.net)

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QA Coordinator  
Ext: TBD  
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Home: 344-3713  
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Ext. 214  
Pager: 346-9884  
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Program Manager  
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**John Nelson**  
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Specialist  
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Home: 293-3133  
Cell: 933-0791  
Email: [johnnelson@hamilton.net](mailto:johnnelson@hamilton.net)

**CONFIDENTIAL**

# Hamilton Relay Personnel

**Hamilton Telecommunications**

1001 12th St  
Aurora, NE 68818  
TTY/Voice: 402-694-5101  
TTY/Voice: 800-821-1831  
FAX: 402-694-5037 Administrative  
FAX: 402-694-2848 General

**Nebraska Relay**

TTY: 800-833-5833  
Voice: 800-833-7833  
Customer Service: 800-322-5299

**Phillip Nelson**

President  
Ext: 236  
Cellular: 402-694-9225  
Email: [phil@hamilton.net](mailto:phil@hamilton.net)

**Gary Warren**

Vice President  
Ext. 237  
Cellular: 402-694-9241  
Email: [gwarren@hamilton.net](mailto:gwarren@hamilton.net)

**Dixie Whitlow**

Director of Relay  
Ext: 261  
Cellular: 402-694-9192  
Email: [dwhitlow@hamilton.net](mailto:dwhitlow@hamilton.net)

## Pledge of Confidentiality

I, the undersigned Relay System Communications Assistant for the Relay Center, do hereby recognize the serious and confidential nature of this position and therefore promise in all good faith and conscience to abide by the following guidelines.

1. Under no circumstances will I disclose to an individual the identity of any caller or information I may learn about the caller while relaying his/her messages.
2. Under no circumstances will I act upon any information that I may learn while relaying.
3. Under no circumstances will I disclose to anyone the names, schedules or personal information of any fellow Relay System Communications Assistant or supervisor working here at the Relay Center.
4. I will not share any information about a caller with any person with the exception of relay center supervisory personnel and then only to the extent necessary to resolve complaints, collect or clarify personal information necessary to provide and bill for relay services, such general information as may be necessary for the supervisor to assist in clarifying how to process a particular type of relay call, and such specific information as may be necessary for the supervisor to assist in clarifying how to process a particular type of relay call, and such specific information as may be necessary for a supervisor to assist in expeditiously addressing an emergency situation.
5. In the event of my resignation or termination of employment, I will continue to hold in strictest confidence all information related to the work I have performed as a Relay System Communications Assistant.

Name (print): \_\_\_\_\_

Name (sign): \_\_\_\_\_

Date: \_\_\_\_\_

# Employee Responsibilities

- Always be on time! We need you here. Have your headset on and be signed on by the time your shift starts.
- Full attention should be on the call as soon as you hear the "beep beep" in your headset. No talking while on a call.
- Remove all reading material from the area around your key board while on a call.
- Clean your work station when you leave for the day.
- No discussing calls unless it is with a supervisor for the purpose of clarifying procedures.
- If you perceive a conflict of interest or know either of the parties on a call, raise your flag and ask a supervisor to take over the call.

## Dress Code:

Maintain a respectable appearance:

Daytime M-F - business casual (no jeans)

Evenings M-F – (after 1:00) (neat jeans accepted)

Weekends and Holidays-Shorts are okay and jogging suits are acceptable as a set.

- Keep headsets in lockers when not in use.
- Sleeping on the job is not acceptable on any shift.
- Sit upright in your chair at all times.
- No talking to your neighbor while any evidence of a call is on your screen.
- No food, candy or gum allowed on the relay floor. Throat lozenges are allowed, but should be taken out of your mouth when on a call.

- Keep your feet off of the computer stations, tables, chairs and partitions.
- Pagers and/or cell phones are not allowed on the relay floor.

## Above all:

- ☺ Enjoy and have fun!
- ☺ Take it to the source.
- ☺ Reach for maximum performance.

## Ask for help immediately when:

- You sense the customer is becoming frustrated.
- You become frustrated.
- You need anything.

## Top Ten

### Call Language/Procedure Reminders:

- ☒Keep both users informed.
- ☒Dial the right number.
- ☒Use the correct language.
- ☒Immediately respond to calls.
- ☒Pay attention to your customer profile information. (ie. NE, NI, interpret)
- ☒Be polite.
- ☒Type carefully with minimal to no mistakes.
- ☒Keep updated on technical issues.
- ☒Read articles about Deaf Culture.
- ☒Smile.

# Attendance Policy

Revised June 2, 1999

Hamilton Telecommunications is strongly committed to meeting and exceeding our customers' expectations in both service and quality. You are important to the overall success of this commitment. When you are not here, someone else must do your job, and in that situation, meeting our goals becomes more difficult. Your company believes that it is entitled to the regular attendance of all its employees.

Your company views your attendance and punctuality as a reflection of your commitment to your job. Each employee's attendance record is taken into consideration when opportunities for advancement arise, individual pay increases are considered, or awards given.

Hamilton has built a great deal of flexibility into this policy. This policy is designed to be a "no fault attendance policy." This means that the employee controls all circumstances. No "excuses" or "extra consideration" will be given. Hamilton is not going to ask why you were absent; you are responsible for managing your absences so that you do not reach more than 4 absences within any 90-day period. Employees have an opportunity to "make-up" a portion of absences and will be rewarded for perfect attendance. Hamilton understands that circumstances arise over which an employee has no control. The policy is designed so that if you have benefits (available paid time off), no absences will be accrued unless you are tardy. This policy covers those employees who do not have benefits or have used all available paid time off.

If an employee has benefits and is absent from work for whatever reason, benefit time will be paid. There is no "unpaid" time if you are a benefited employee. If you have benefits, you will be paid and you will not receive an absence. If you use all of your benefits or do not receive benefits, you will receive an absence.

## CONFIDENTIAL

Hamilton's expectation is that you will demonstrate your positive commitment to your job with consistent attendance and punctuality. Fulfilling that expectation will have a positive effect on your wage rate as well as additional consideration in promotions and performance rewards.

If you have any questions about this policy, please see your supervisor.

### Attendance Policy

Within this policy, there are two classifications; leave **with** advanced notice, and leave **without** advanced notice.

•Leave **with** advanced notice is defined as any absence from scheduled work hours, which has been **approved**. To qualify for this classification, the employee must complete a time-off request form 3 weeks prior to the start time of the scheduled shift. This type of leave covers requested **paid vacation and floating holiday time** for eligible employees. If an emergency arises that requires time-off, eligible employees can take paid time off without being pre-approved. Excessive abuse (**more than 2 per month**) of giving short notice for vacation/floating holiday time will result in an absence for each additional occurrence. However, if benefits are available you will be compensated with available paid time off even though an absence was recorded.

When an employee requests time off under this category, he or she is responsible for the completion of the "request for time off" form and the collection of the supervisor's approval signature stating that vacation time is available. If each of the above conditions is met, no absence will be recorded except when it is considered excessive abuse.

Schedule changes must be requested in writing and approved by the scheduler. Approval will be based on scheduling needs and whether or not others have requested similar changes. In most cases, scheduled changes will be granted on a first come, first serve basis.

## CONFIDENTIAL

•Leave **without** advanced notice is defined as any absence from scheduled work hours that **does not** fall into the leave **with** advanced notice category. There are three different types of leave without advanced notice:

**1. Tardy/Leave Early:** For any employee (benefited and non-benefited employee) who shows up less than two hours late without having the time off pre-approved will receive one-half of an absence (more than 2 hours will result in a full absence). Benefited employees will also receive benefit pay for any missed time.

Non-benefited employees who leave two hours early from his/her scheduled end time will receive one-half of an absence (more than 2 hours will result in a full absence). Benefited employees will not receive one-half absence and will receive benefited pay for any missed time. Benefited employees who excessively abuse this (**more than 2 per month**) will receive one-half absence for each additional occurrence.

In extreme cases of illness, Hamilton reserves the right to request employees to leave early. In this event, no absence will be recorded.

**Tardy Allowance:** Each employee (benefited and non-benefited) will receive "free" 10 minutes each month. These ten minutes can be used to cover being late to work, from break, or from lunch. Once an employee exceeds ten minutes, one half absence will be recorded for each tardy as result of being late to work, from breaks, or lunch. Hamilton will no longer track the difference between a minor and major tardy.

**2. Absence:** For any employee who misses more than two hours of their scheduled shift, but notifies his or her supervisor at the earliest possible time (at least one hour before the shift), one full absence will be recorded for each day missed. If vacation time is available, no absence will be recorded and the employee will receive available vacation pay. Excessive abuse (**more than 2 per month**) of giving short notice for vacation and floating holiday time will



## CONFIDENTIAL

result in an absence for each additional occurrence. Employees without benefits or employees who have used all applicable paid time off, will receive an absence for each incident. An employee **must call every day** when absent to avoid being counted as a no call/no show. In extreme cases of illness, Hamilton reserves the right to request employees to go home. In this event, no absence will be recorded.

**3. No call / no show:** Any employee who is unable to attend their scheduled work hours and does not notify his or her supervisor at the earliest possible time, will be considered a voluntary resignation. Employees who call in during their scheduled shift will receive two absences. A “no call” at any time during a scheduled shift will be considered a voluntary resignation.

Regardless of the reason for your absence, always notify a Supervisor as soon as you know you will be absent, ideally, no later than one (1) hour before your scheduled shift. If you are unable to call a Supervisor, you are responsible for having someone do so for you and,

1. Notifying a Supervisor when you expect to return;
2. Making up missed time, if hours are available, within the same pay week in order to remain eligible for company sponsored benefit programs.

**It is imperative that you call and notify a supervisor of your absence.** If a supervisor is not available it is your responsibility to leave a message AND continue to call until you successfully contacted a supervisor.

### Rolling Quarter

Absences will be recorded for each employee on the basis of a rolling quarter.

Four full absences in a rolling quarter will result in termination. Once the fourth absence is recorded, no make-up will be allowed nor can a month of perfect attendance be used to remove ½ absence.

## CONFIDENTIAL

A rolling quarter will be defined as “a three month period that keeps moving.” For example, an infraction on Sept. 1<sup>st</sup> will stay on the record until Dec. 1<sup>st</sup>. The slate is not wiped completely clean every 3 months - it changes daily.

The absence total is calculated based on the total number of absences that have occurred within the rolling quarter or any given 90-day period.

### Make-ups

Employees without benefits or those employees who have used all their benefits, have the opportunity to “make-up” half an absence by working make-up hours in the same week that the infraction took place. The number of hours worked during the make-up shift should equal the number of hours scheduled when the absence occurred. **The maximum that can be made up is ½ an absence per absence - employees can never completely make up the absence.** If the infraction happens on a weekday, hours can be made up during the week at the discretion of a supervisor. All make-up hours will only be scheduled for times when the company needs your assistance. To continue to be eligible for benefits, full-time employees must work 40 hours each week. Absences or one-half absences as a result of lates or early leaves cannot be made-up.

### Weekend and Holiday Absences

Make-ups are not allowed for absences accrued on a weekend and/or holiday in which an employee is scheduled to work. Employees who miss their scheduled weekend and/or holiday to work, whether the employee has benefits or not, will be required to work the following weekend or the next holiday (whichever is applicable). If the employee does not have benefits, he/she will receive an absence and be required to work the following weekend or holiday (whichever is applicable). If the employee has benefits, he/she will receive paid sick or vacation time (whichever is applicable) and be required to work the following weekend or holiday (whichever is applicable).

## Absences for Illnesses

1 Day Illness – 1 absence (if no paid time off is available)

2 Day Illness – 1 absence (if no paid time off is available)

3 or More Days Absent Due to Illness – 1 absence (doctor's note is required releasing employee for return to work). This would be considered a serious medical condition that effectively keeps an employee from carrying out his/her normal job functions. The company reserves the right to use discretion in cases such as this. Leaves of this duration will impact benefit eligibility.

A three-day illness may be defined as an illness that requires an employee to be absent from work three consecutive scheduled shifts. It is also defined as an illness that requires an employee to be absent from work two days with regularly scheduled days off between the two.

Individuals who do qualify for (have worked continuously for 12 months leading up to the leave and have worked at least 1250 hours during those 12 months) under the strict requirements of the Family Medical Leave Act (FMLA) will not be charged for any absences during the leave period. The employee must formally notify the HR department of their need for leave and must provide qualifying medical certification. Please refer to your handbook, posted employment related material and the HR department for additional information related to FMLA. Individuals who do not qualify for FMLA that are absent for 2 consecutive weeks due to illness **will be separated from employment**. These employees may re-apply for available positions when ready to return to work.

## CONFIDENTIAL

Employees must call in at least **one hour** ahead of their scheduled shift to notify a Supervisor of an illness for **every day** that they are going to be absent. If paid time off is available, no absences will be recorded and sick time will be deducted. If paid time off is not available, an absence will be accrued. If an employee does not call in, the no call/ no show policy will be enforced. Excessive use or abuse of sick time will be evaluated during performance evaluations.

Make-ups are available at the discretion of the supervisor for absences related to illnesses as well. Please see the previous page for more information.

### Related Absences

A related absence is defined as an absence that requires more than one day off. For example, if your children are sick, this would be considered a related absence if more than one day off is required. As stated earlier, this policy covers employees who do not have paid time off available. Benefited employees will receive paid-time off for these types of absences.

1 Day Absent – 1 absence (if no paid time off available)

2 Days Absent – 1 absence (if no paid time off available)

3 or More Days Absent – 1 absence (formal proof for leave required)  
The company reserves the right to use discretion in cases such as this.

If time is used for a death in the family, the policy in the handbook applies, but without pay (non-benefited employees). This means that an employee can take one day with one absence for non-immediate family members and can take three days with one absence for immediate family members.

## CONFIDENTIAL

A three-day absence may be defined as an absence that requires an employee to be absent from work three consecutive scheduled shifts. It is also defined as an absence that requires an employee to be absent from work two days with regularly scheduled days off between the two absences.

Individuals **who do not qualify** for the Family Medical Leave Act (FMLA) that are absent for 2 consecutive weeks **will be separated from employment**. These employees may re-apply for available positions when ready to return to work. Application for employment for these individuals will be considered with the same criteria used during the standard hiring process.

Employees must call in at least one hour ahead of their scheduled shift to notify a Supervisor of an absence for **every day** that they are going to absent. If vacation time is available, no absences will be recorded. If vacation time is not available, an absence will be accrued. If an employee does not call in, the no call/ no show policy will be enforced. From time to time this type of absence will be necessary for our employees. However, Hamilton expects this to be a rare occurrence. If a Supervisor believes that this has become excessive, additional absences may be recorded.

Make-ups are available for absences at the discretion of the supervisor.

## Perfect Attendance Program

Employees with perfect attendance for the entire calendar month will each receive both a ½ of a make-up toward an **existing** absence and will be entered into a drawing for \$100.00. There will be a day shift drawing and an evening/overnight shift drawing. The evening/overnight shift includes all employees who normally begin work at 1:00 p.m. or later. Employees who have changed their regular shift within the month and who are eligible to participate in the drawing will take part in the drawing coinciding with their new shift. **The first day of each month offers each employee the opportunity to win \$100.00!!!!**

Employees with perfect attendance for three consecutive months will receive a gift certificate for dinner and a movie. Employees with perfect attendance for six consecutive months will receive a gift certificate for dinner and a movie and \$50.00 in cash. Employees with perfect attendance for nine consecutive months will receive a gift certificate for dinner and a movie and \$75.00 in cash. Employees with perfect attendance for 12 consecutive months will receive a gift certificate for dinner and a movie and \$100.00 in cash.

New employees will be eligible to participate in the Perfect Attendance Program the first full calendar month of employment. For example, if an employee starts September 20, they are eligible to participate in the month of October drawing (held in November).

If an employee (benefited or non-benefited) has any Tardies/Leave Earlys, he/she will not be eligible for any perfect attendance awards. If Hamilton requests an employee to leave early or go home due to extreme illness, the employee is still eligible for perfect attendance.

Benefited employees who have earned paid vacation hours/floating holidays and use those paid benefits during the month will be considered eligible (only when those times were pre-approved). Absence for illness will make you ineligible for the program.

## CONFIDENTIAL

### Volunteer Time

The same rules above apply to all volunteer time with the following exceptions. \*An employee who has benefits and calls in sick for volunteer hours at least one hour prior to the shift, **will not receive an absence** for the first time during a given quarter. The employee will **not** receive compensation for paid time off. Additional call-ins for volunteer hours during the same quarter will be recorded as an absence.

\*Employees without benefits who call in sick will not receive an absence for the first time during a given quarter if they call and notify their supervisor at least one hour prior to the shift. Additional call-ins during the same quarter will be recorded as an absence.

Employees with or without benefits who are tardy or late for volunteer hours follow the same policy as outlined above (your monthly 10-minute window applies to volunteer hours).

If you are late one time in a quarter, but still make the shift within two hours, you will not accrue  $\frac{1}{2}$  an absence (benefited and non-benefited employees) if you call at the earliest possible time to notify a supervisor. Each additional tardy (less than two hours) in the same quarter will count as one-half an absence.

Vacation or sick time will not be paid for missed volunteer hours.

A no show or no call will be considered a voluntary resignation.

Missing volunteer hours for whatever reason, makes an employee ineligible to participate in additional volunteer hours and the perfect attendance program for the remainder of the quarter.

\*Absences are recorded for all call-ins if the volunteer hours also pay a bonus amount.

## **CONFIDENTIAL**

### **Switching Shifts**

Switching shifts is permissible. Employees who switch shifts must complete the proper form and have the approval of a Supervisor. If an employee who has switched shifts does not work the appropriate shift, the employee will be suspended from switching for 30 days and will receive an absence unless benefits are available. There are no make-ups available when absent for a "switched" shift. All procedures in this policy apply to switched shifts.

### **Resignation without Notice**

Employees who give less than a two-week notice when ending employment with Hamilton, will not be eligible to work again at Hamilton nor will they receive a reference from Hamilton unless other arrangements have been made with the Operations Manager prior to ending employment.



## Scheduling Information

Because all Hamilton centers will be set up to handle overflow for other sites, scheduling for all sites is currently handled through Nebraska.

### **Schedule Change Requests**

Forms are available in a box outside the supervisors' office. Fill out the forms and return them to the accompanying box. Schedules are prepared up to three weeks in advance so the forms must be turned in no later than three weeks prior to the time the schedule change is desired.

If the desired shift is available, notification will be sent to the CA through a supervisor. If the desired shift is not available, the request will be held until it is available.

Requests are taken on a "first come, first serve" basis.

### **Full-time and Part-time Requests**

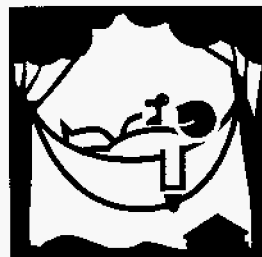
If someone requests a change in status from full-time to part-time or vice versa, these requests will be responded to within a week. These are handled on a case-by-case basis and will depend on need.

### **Vacation and Days Off**

Vacation requests will be dealt with immediately to allow employees to make plans. These requests are handled on a "first come, first serve" basis. Up to two people during the day shift and two people for the night shift will be granted vacation time for a specific day. If a third person requests vacation on the same day, the request may or may not be granted. Vacation requests can be put in months in advance.

Requests for Days Off (days when vacation is not used) will be approved when the schedule is completed.

Forms must be in at least three weeks prior to the day that the schedule is made. These requests are filled on a "first come, first serve" basis.

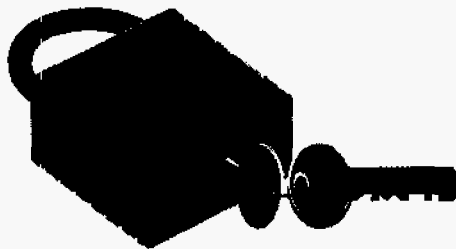


## Lockers

All CAs will be assigned a personal locker and provided a combination padlock for the locker. Keep the locker combination private.

The purpose of these lockers is two-fold.

1. A safe place for belongings (purses, back packs, etc.) while working.
2. A place to store headsets while away from work. Do not bring headsets home or take them in your car. If a headset is forgotten at home, the CA will be sent home to retrieve it and this will count as a tardy.



# CA Decorum

## Code of Ethics:

Relay operators shall:

- Maintain all calls relayed in strict confidence.
- Repeat conversations relayed exactly, word for word, without rephrasing any words in any way and without interjecting comments or opinions of your own or offering any advice. (Exception--At the request of the TTY and Voice user, the relay operator shall interpret the conversation when necessary for clarity between parties.)
- Handle all calls in a courteous and professional manner.
- Respect a relay user's request to not identify and/or explain the relay service to the party they are calling.

## Confidentiality

Absolutely no discussing of the calls will be allowed unless it is with a supervisor for the purpose of clarifying procedures. If discussion with your supervisor is NECESSARY, please keep it general. Confidentiality is the backbone of service to our customers. There are moral, ethical and legal ramifications to any breach of trust. Therefore, any variance from this procedure will result in immediate termination.

## Voice Level

Never talk over the top of a CA on a call. Always keep your voice level down! When you are on a call, concentrate on your call. All other activities must stop! You must put reading material aside. Cover your microphone and put it on mute when seeking assistance. Absolutely no visiting, reading and/or personal writing until your call has cleared the screen.





### Dress Code

When selecting what to wear to work, please keep in mind that you are representing yourself and the company in many ways. Maintaining a respectable appearance can have a strong positive influence on your organization.

**WEEKDAYS: Dresses, skirts, and skorts** must be no shorter than **2 inches above the kneecap**. Nylons or socks must be worn before 1:00pm. Skirts and skorts must be worn with a nice sweater, dressy blouse, or coordinating jacket. Skorts must look like a skirt when standing and flair out towards the bottom. Straight or cuffed legs are shorts and are not appropriate.

**Slacks, dress pants, stirrup pants, and stretch pants** must be ankle length and be loose fitting or worn with a long shirt or sweater that goes over your hips. **No spandex or leggings** are to be worn. **No blue jeans before 1:00 pm** (including dark, light, stone washed or any shade of blue) and they should not be faded, worn, or torn. Colored jeans are acceptable if worn with a nice sweater, dressy blouse, nice shirt, or coordinating jacket and must not be worn, torn, or faded.

**Tank tops** must be worn under another shirt, blouse, or jacket. Plain **T-shirts** worn during the day must be worn with another shirt, jacket, sweater, or vest. Clothing with advertising pictures or words cannot be worn before 1:00 pm (except on weekends or holidays).

**Shoes** must be clean and without holes. They must also look appropriate with the outfit you are wearing.

**WEEKENDS/HOLIDAYS: Sweat pants and jogging suits** are acceptable if they are a matched set. Sweat pants and a T-shirt are not acceptable.

**Dress shorts** are allowed if they are no shorter than 2 inches above the kneecap. **No denim shorts**.

Clothes must be without holes, cleaned and pressed, and not tight fitting (i.e.no panty-line, buttons on blouses should not gap).

*(continued on next page)*

## CONFIDENTIAL

The following items are unacceptable: T-shirts with offensive pictures or words, clothing worn inside out, clothing designed with holes or cut-outs, uncovered midriff, and bra showing through the arm holes on shirt.

If you are in violation of the dress code, you can expect to be sent home to change.

### Headsets - Boundaries

Keep headsets on at all times. Do not stretch the headsets out of the stations. If you need to get something outside your station, please ask the charge person to get it for you. You need to remain at your station and in the call rotation.

### No Sleeping

Sleeping on the job is not acceptable on any shift. You must be sitting upright in your chair at all times. Resting your head on any part of your workstation including the partition is not acceptable under any circumstance.

### Charge Person

Lead CAs are assigned various responsibilities that assist the supervisors. Charge person is one of these duties. A charge person will be walking the floor from 6:00 am till 1:00 am to help you with questions or problems that may arise. If you have a question or problem while you are on a call, put your help flag up to call for the charge person. Whoever is in charge will come to help you. When the supervisor is not on the floor, the charge person will handle any problems that arise and/or call the supervisor as needed. Designated stations are reserved for Lead CAs. You may sit there if all other stations are busy or a Lead CA is not on duty.

### Relay 800 Numbers

**NEVER** use the Relay's 800 number for personal calls. If someone would call you on that number they should never know it's you because you answer with your CA number. Direct them to call 291-4500 to reach an employee of the Relay. The 800 numbers are for RELAY USERS ONLY. For abusing those lines you will be **IMMEDIATELY TERMINATED!!**

## CONFIDENTIAL



### Punctuality

Always be on time! We need you here. You should have your headset on and be signed on by the time your shift starts.

If you are late or unable to come to work call ASAP to: WEEKDAYS: Call 291-4500 and talk to: Supervisors - Linda Griffen, Sheryl Westbrook, , Lateacha Berger, or Claudell Johnson or Operations Manager - Paula Rodriguez, or Assistant Operations Manager - Sue Roberts. If **none** of these people are at work, please observe the following procedure.

### Supervisor on Call Weekdays

The supervisors working the day shift are on call from 4:00 a.m. to 4:00 p.m. The supervisors working the evening shift are on call from 4:00 p.m. to 4:00 a.m.

#### SUPERVISORS:

LATEACHA BERGER	Home 265-8493	Pager 332-9931
LINDA GRIFFEN	Home 355-9212	Pager 407-4719
CLAUDELL JOHNSON	Home 358-0422	Pager 346-9884
SHERYL WESTBROOK	Home 751-7079	Pager 339-8188

#### OPERATIONS MANAGER:

PAULA RODRIGUEZ	Home 753-9084	Pager 332-9928
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#### ASSISTANT OPERATIONS MANAGER:

SUE ROBERTS	Home 291-6732	Pager 332-9240
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### Weekends

The supervisors working the weekend are on call from 4:00 a.m. Saturday until 4:00 a.m. Monday. When calling in sick or late **YOU MUST SPEAK TO A SUPERVISOR**, not a lead CA or other relay employee.

Remember: You need to call at least one hour before your shift starts, as explained in the employee handbook.

## CONFIDENTIAL

### Answering the Business Phone

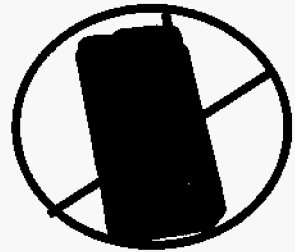
If you have to answer the business phone, answer by saying, "LOUISIANA RELAY CUSTOMER SERVICE, THIS IS \_\_\_\_\_. MAY I HELP YOU?" If you have to answer the phone and it is a TT call, the correct wording is programmed on the TT at the platform. The TT on the supervisor's desk in the office has pre-programmed buttons to use when answering the phone.

### Phone Calls

Place personal calls on your break time. If you receive a phone call on the customer service line a message will be taken, so that you can return the call on your break.

### Pagers and/or Cellular Phones

Pagers and/or cellular phones are not allowed on the relay floor. If someone needs to reach you for an emergency they need to call (225) 291-4500.



### Emergency Calls

Only call from the relay room if it is an emergency. The customer service line is a business phone - if you receive a call on that line, a message will be taken for you. You can return the call on your next break. All emergency phone calls will be handled on a case by case basis.

### Attendance Board

For all 15 min. or longer breaks, please stamp out and stamp in when you return. There is a sign in board behind the platform. When you come to work your name will already be on the board in the proper order. Please remember to stamp in and out for breaks and indicate whether you will be in the break room or out of the building. Please make sure your name is on the board at the start of your shift. The board is used by the supervisors and Lead CA's or anyone else answering the phone to see if you are at work. Your caller is told you are not here if your name is not on the board. The Lead CA's will take your name off the board at the end of the shift



## **Breaks**

Please do not leave your station for break until you have received permission from the charge person.

It is understood that calls may delay the break rotation.

Please let the charge person know when you are back from break. You will have a 15-minute break after every two hours of work time if call traffic permits. This includes volunteer time and regular time. EX: Volunteering 2 hours before or after your regular shift, you will have a 15-minute break at the start or end of your shift.

## **Door Monitor**

The employee entrance and the break room entrance have a coded entry system. There is a camera located at the employee entrance door so anyone who does not have an entry code can push a signal button that will activate several flashing white lights on the center ceiling. When you notice the lights flashing, you can look at the monitor to see who is at the door. The monitor in the relay room is located on the wall behind the platform. You can press the button on the intercom box and speak with whomever is there. Everyone who contacts us with this monitor should be directed to the front office during business hours. Please do not let people in this door. If someone buzzes this door please call the charge person and let them handle the situation.

## **Call Back**

An intercom is located in the break room. The intercom system is used to call CAs back when calls are in queue.

## **Leave On Time Notes**

You may hand in a note at the beginning of your shift, requesting to leave on time for an appointment or other specific reasons. Leave On Time notes should only be used during special circumstances and not on a day-to-day basis. These notes must be turned in at the beginning of your shift and the same day as the request. If something comes up during the day requiring you to leave on time, please discuss your needs with the supervisor on duty.



## CONFIDENTIAL

If a Leave on Time Note has been submitted, a lead or supervisor will place your station on Standby 5 minutes prior to the end of your shift. If a call goes in queue during this 5 minutes, you should come off of Standby and take the call. If you are on a call at the end of the shift and another CA is available, the call will be taken over by that CA with the assistance of a lead or supervisor.

**You must let the charge person or supervisor know that you have to leave on time for an appointment at the beginning of your shift. This includes the evening shifts.** If an emergency comes up during the day, please discuss it with the supervisor on duty.

### Calls at the End of Your Shift

If you are on a call at the end of your shift, please stay with the call. You will be paid for the overtime. If you are still on a call **one hour** after your shift is over and there are **no calls in queue**, raise your orange flag to have a supervisor come release you from the call.

Any time you need to leave right on time and you have handed a written note in at the beginning of your shift for that day, call the charge person so they can help with the change. **YOU MUST** contact the supervisor or charge person before changing CAs during a call.



### Volunteer Hours

Volunteer hours are posted in a binder on the platform. When you sign up for volunteer hours, please sign your own name in pen for the hours you will be working. If a mistake is made, please contact the supervisor immediately. Any changes or white out used but not initialed by the supervisor will be considered scheduled hours.

### Standby

A CA may ask to go on STANDBY 5 minutes before their shift ends, if they wish. If a call queues up, the CA must take it. Going on STANDBY for breaks and lunch is not allowed.

## CONFIDENTIAL

### Colored Flags

We have different colored flags that are to be used to show the charge person when you need help, when you need to go home, etc. PLEASE use these flags whenever you are leaving your station, in order to keep the charge person informed of who is in the room and who is gone.

**Yellow** - Break

**Red** - Restroom

**Orange** - Need Immediate Help

**Green** - Time to go home

**Blue** - Non-urgent Question

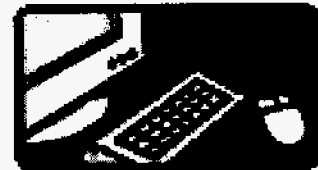
**Pink** - Empty Station

**Purple** - Disconnect



### Keyboard Cleaning

At the end of your shift, place the keyboard on the desktop and push the keyboard tray under the desktop. Clean the keyboard and mouse with the alcohol pads provided at each desk. Make sure that you are logged off and that your headset is unplugged before you clean off your keyboard. Also, please clean around the keyboard and not the keyboard itself when you first take out the pad. The pad is very wet and the excess moisture may damage the keyboard.



### Night Time Duty List

The CAs working the night shift (regular and part time) are to do the cleaning in the relay room. This is part of the job description when working this shift.

This is a checklist that should be followed:

1. Dust each station.

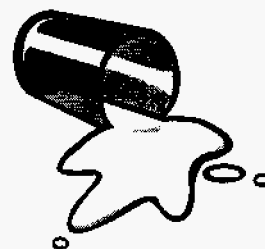
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2. Make sure station is equipped with:
  - a) The correct notebooks
  - b) Scratch paper
  - c) At least one sharp pencil
  - d) One each of the colored flags
  - e) One box of Kleenex
3. Empty the trash can.
4. Vacuum the room and under each station.
5. Special projects: Sometimes projects may be left for you to do during this shift. Specific instructions will be left with each project.

### **Food and Beverage at Workstations**

No food, candy or gum should be consumed in the relay room. Throat lozenges are allowed, but should be taken out of your mouth when on a call.

**Water is allowed in approved cups only.**



### **Seating & Foot Apparel**

Keep your feet off of the computer stations, tables, chairs, partitions, etc. If you sit with your legs crossed under you or on one leg, your shoes must not be on the fabric of the chair.

Keep your shoes on at all times. Remember shoes need to look appropriate with what you are wearing.

### **Memos**

A message will be put on the board if there is a new memo added to the memo book. Please read it promptly.

### **Past Memos**

Refer to the memos which are placed in a memo notebook at each station.

## CA Meetings

CA meetings will be held every other month. The meeting time will be announced each month. Clock in and out for these meetings. The place for the meeting will be posted the day before.



**Respect the Office Culture.** Take time to learn and follow the unwritten as well as the written rules. For instance, in this office, everyone pitches in to meet a deadline or deal with a crisis. It doesn't matter what your job is. If your hands or mind are needed, it's an unwritten rule that you'll help. That might mean working late or coming in on Saturday.

**Never Gossip.** It's never a good idea to fan emotional fires.

**Let the Boss Know About Anything That Could Be A Problem.** Bosses don't usually get upset about mistakes, but they always get upset when they find out about them from a customer who's canceled an order. In any office, information is power. When the boss knows what's going on, he or she can do damage control.

**Be Inclusive.** Maybe you don't have much in common with the other employees. But if you're going to work there, get to know them and respect their ways. Ask about their interests, family and friends. Never isolate yourself.

**Finally, and Probably Most Important, Keep Your Commitments.** If you say you'll do something, do it. If you're not sure you'll be done in the time required, let the person who asked you to do it know so they can have alternate plans. And if for some reason you don't get done, be sure to make it known.

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### **Drug Free Workplace Policy**

Hamilton Telecommunications is committed to providing an employment environment that is safe and provides appropriate motivation to ensure a creative and productive work force. To this end, Hamilton Telecommunications unequivocally endorses the philosophy that the work place should be free from detrimental effects of illicit drugs. To ensure workers safety and workplace integrity, Hamilton Telecommunications prohibits the illegal manufacture, possession, distribution or use of controlled substances in the workplace by its employees.

In an effort to bring about a "DRUG FREE WORKPLACE" and to assure employees of a workplace free from illegal drugs and their effect, Hamilton Telecommunications will implement the following DRUG FREE WORKPLACE Policies.

- A. SCOPE: Applicable to all employees.
- B. POLICY: Our policy is to prohibit the illegal manufacture, possession, distribution or use of controlled substances in the workplace.
- C. PROCEDURES:
  - I. All employees will receive a copy of this policy.
  - II. If an employee violates the drug free workplace policy, disciplinary action may be imposed.
  - III. If an employee is convicted of violating any criminal drug statute while in the workplace, he or she will be subject to discipline up to and including termination. Alternatively, Hamilton Telecommunications may require the employee to successfully finish a drug abuse program sponsored by an approved private or governmental institution.

# Deaf Culture

Service Agencies and Support Groups.....	2
Introduction to ASL.....	7
When do I Fingerspell?.....	8
Keeping Each Other Informed.....	9
Meeting Others.....	10
Name Signs.....	11
How do Deaf People? .....	13
Cross-Cultural Communication.....	14
Maintaining Continuity in Relationships.....	15
Brief History of Deaf America.....	16
ASL Alphabet and Numbers.....	21

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# Service Agencies and Support Groups

**Louisiana Association for the Deaf**

3112 Valley Creek, Suite C  
Baton Rouge, LA 70808  
225-923-1235 (fax)  
225-923-1266 (voice/tty)

**Louisiana Commission for the Deaf**

c/o Director Jan Faulkner  
8225 Florida Blvd  
Baton Rouge, LA 70806-4834  
Local: 225-925-4175  
Voice: 800-256-1523  
TDD: 225-925-4179  
Interpreters Service (BR) 225-925-4178

**Louisiana School for the Deaf**

c/o Bill Prickett or Vicki Kelly  
P O Box 3074  
Baton Rouge, LA 70821-3074  
225-769-8160 (voice/tty)

**Telephone Access Program Board**

c/o Vice Chair Carolyn De Vitas  
Public Service Commission  
One American Place, Suite 1630  
Baton Rouge, LA 70821  
225-342-3157

**LA Self Help for Hard of Hearing (SHH)**

Peggy Thompson,  
Louisiana State Coordinator  
517 Oriole Lane  
Shreveport, LA 71105  
318-868-2983

**LA Self Help for Hard of Hearing (SHHH)**

Janet Meyer,  
President NW Chapter  
6436 Creswell  
Shreveport, LA 71106  
318-868-1969

**LA Self Help for Hard of Hearing (SHHH)**

Jane Campbell,  
President Care and Share SHHH  
6886 Bostwick Rd  
Shreveport, LA 71107  
318-929-0244

**LA Self Help for Hard of Hearing**

Catherine Good,  
Leader B.R. SHHH  
5055 Nicholson Dr. Apt #303  
Baton Rouge, LA 70820

**LA Self Help for Hard of Hearing**

John Rullman,  
President Crescent City SHHH  
33 Woodvine Ct  
Covington, LA 70433  
504-893-2318

**DAC of Louisiana-Shreveport**

David Hylan  
601 Jordan St  
Shreveport, LA 71101  
318-425-7781 (voice/tty)

~Continued on next page~

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**DAC of Northeast-Monroe**

1900 N 18th St Suite 424  
Monroe, LA 71201  
318-324-0607 (voice/tty)

**DAC of Lake Charles**

3820 Legoin St  
Lake Charles, LA 70601  
318-433-5606 (tty)  
318-433-5600 (voice)

**DAC New Horizon-Central LA**

1758 Elliot St Suite 1 & 2  
Alexandria, LA 71301  
318-487-4322 (voice/tty)

**DAC of Lafayette**

Myra Mouton  
1408 Carmel Ave  
Lafayette, LA 70501  
318-232-3463

**DAC of Greater New Orleans**

Kathy Treubig  
1231 Prytania St. 2nd floor  
New Orleans, LA 70130  
504-525-0700 (voice)  
504-525-3323 (tty)

**DAC of North Shore**

Val Patterson  
19352 N Second St, Suite 3  
Covington, LA 70433  
504-892-2581

**Catholic Deaf Center**

Bill Dugas  
2585 Brightside Lane  
Baton Rouge, LA 70821  
225-766-9320 (voice/tty/fax)  
225-769-0223 (answering machine)



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# Telephone Access Program Board

Mary Smith, Chair  
Louisiana Commission for the Deaf  
P O Box 3074  
Baton Rouge, LA 70821  
225-769-8160 (voice/tty)

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10248 Ridgely Dr  
Baton Rouge, LA 70809  
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Huey Barbin  
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290 Kenwood Ave  
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LA Acadiana Deaf-Blind Citizen Rep.  
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Metairie, LA 70006  
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25-927-1377

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P O Box 94094 Capitol Station  
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Speaker, House of Reps.  
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225-381-0024 (fax)

Dr. Michael Walsh, Designee  
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Sen. Ron Landry, Designee  
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# LA Commission for the Deaf

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Vacant Seat  
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Vacant Seat  
LAD Rep

## Introduction to ASL

Many people mistakenly believe that American Sign Language (ASL) is English conveyed through signs. Some think that it is a manual code for English, that it can express only concrete information, or that there is one universal sign language used by Deaf people around the world.

Linguistic research demonstrates, however, that ASL is comparable in complexity and expressiveness to spoken languages. It is not a form of English. It has its own distinct grammatical structure, which must be mastered in the same way as the grammar of any other language. ASL differs from spoken languages in that it is visual rather than auditory, and is composed of precise handshapes and movements.

ASL is capable of conveying subtle, complex, abstract ideas. Signers can discuss philosophy, literature or politics as well as football, cars, or income taxes. Sign Language can express poetry as poignantly as can any spoken language, and can communicate humor, wit, and satire just as biting. As in other languages, new vocabulary items are constantly being introduced by the community in response to cultural and technological change.

ASL was developed by American Deaf people to communicate with each other and has existed, as long as there have been Deaf Americans. Standardization began in 1817 when Laurent Clerc and Thomas H. Gallaudet established the first School for the Deaf in the U. S. Students afterwards spread the use of ASL to other parts of the U.S. and Canada. Traditionally, the language has been passed from one generation to the next in the residential school environment, especially through dormitory life. Even when signs were not permitted in the classroom, the children of Deaf parents, as well as Deaf teachers and staff, would secretly pass on the language to their students. Approximately one-half million Deaf people in the U.S. and Canada now use ASL.

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Since the late 1800's, Deaf people have been discouraged from using ASL. Many well-meaning but misguided educators, believing that the only way for deaf people to fit into the hearing world is through speech and lip-reading, insisted that the deaf children try to learn to speak English. Some have even gone so far as to tie down deaf children's hands to prevent them from signing. Despite these and other attempts to discourage signing, ASL continues to be the preferred language of the Deaf community. Far from seeing the use of sign as a handicap, Deaf people regard ASL as their natural language, which reflects their cultural values and keeps their traditions and heritage alive.

### **WHEN DO I FINGERSPELL?**

When two languages co-exist in any community, the language of the majority culture may influence the language of the minority culture. One of the ways that ASL is influenced by English is in the incorporation of certain fingerspelled English words.

In general, fingerspelling is used to give:

- Names of people
- Names of cities and states
- Titles of movies or books
- Brand names

Fingerspelling is also used for "fingerspelled loan signs." These are two-to five-letter, commonly used words that have their own unique patterns of movement. These movement patterns are different from ordinary fingerspelling: the words have become ASL signs rather than fingerspelled words. Some of these you may already know, I.E. OK, car, bus.

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### Strategies for Fingerspelling

When you see a fingerspelled word, try to see the shape and movement pattern of the word rather than trying to see each letter. Read the whole word as it is spelled just as you would read a printed word. (Also try to keep your eyes on the signer's face while doing this.)

When you yourself fingerspell words, be sure to keep your hand slightly to the right of your face and below your chin (or to the left if you are left-handed). Keep your elbow down, close to your body, and your arm relaxed.

When you fingerspell, work on the flow of movement and the blend of handshapes in the whole word, rather than focusing on articulating each letter. Avoid "bouncing" each letter.

Remember that the fingerspelling is not a substitute for signing. Do not spell a word as your first alternative for expressing an idea for which you don't know a sign. Instead, point, describe, act out, gesture, draw – anything but fingerspell.

### KEEPING EACH OTHER INFORMED

If you were late for a history class, what would you do when you entered the classroom? Most people would quietly take their seat. That would be considered courteous behavior.

In a sign Language class, however, that would not be appropriate. In addition to entering quietly you would be expected to take a moment to explain why you were late. You might say as briefly as possible, "Sorry for being late. I was talking to my friend Sarah." Sharing information is the norm in the Deaf community; especially when there is a change in the routine or expectations, an explanation is warranted. These are not to be viewed as giving excuses but rather viewed as a way of talking.

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### Why is this?

Deaf people have formed cohesive and mutually supportive community. As one would expect, this close-knit community encourages a greater sense of familiarity. This is evidence in the kinds of information shared. Deaf people in everyday conversations share a great deal of information about their day-to-day lives—talking about family, friends, what they've been doing, community news and events.

You will need to teach yourself to share more information about yourself when talking with Deaf people than you normally would with hearing people who are not close friends. This may seem like a small difference between hearing and Deaf cultures, but it is not. As you become more proficient in ASL, you will begin to appreciate how keeping others informed with affect how well you get to know Deaf people and how much of the Deaf community you will experience.

Begin by developing the following habits of informing others:

- If you are late or need to leave early, inform the other people and include an explanation.
- Let people know when you are leaving a group situation, not just one person or the host, but most people that you know.
- If you're leaving for a short while, tell someone where you're going and when you'll be back.

If you get up and leave a casual conversation, even if you were not directly involved, someone is likely to ask the group where you went. If you've told someone, that person will inform the group and the conversation will continue normally. In this way the expected level of information sharing is maintained.

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### MEETING OTHERS

In a classroom situation, a hearing student would introduce himself/herself to a Deaf person. The Deaf person would ask the student key questions that have a definite cultural function. She/ He may ask where the student was learning ASL whether or not her teacher was deaf, and the first and last name of the teacher.

This is a typical interaction strongly rooted in Deaf culture. The information exchanged explains how a person is connected to or affiliated with the Deaf community; in this case her affiliation is as a Sign Language student.

When Deaf people meet each other for the first time, the information exchanged is used to establish each other's community ties. In an introduction, the following information is shared:

- Where they are from
- Which residential school they attended
- Including the year they entered and the year they graduated
- Whether they attended Gallaudet University, if yes what class. (i.e. Class of 1975).

Based on this information they will begin to talk about people they might know in common, and share personal information. In the Deaf community, almost everyone's connection can be established either directly or indirectly. How is this? Most deaf children attend residential schools. They live at these schools throughout the school year, from kindergarten through high school. Most students view the school as their home, and their fellow students as part of their extended family. After completing school, Deaf people continue to strengthen their social bonds by participating in various Deaf community activities, (i.e., athletic tournaments, clubs, churches, picnics and other social events). Former classmates, co-workers, friends and acquaintances drive for miles to attend these events, maintaining contact with each other and sharing news about themselves, mutual friends, and the community at large.



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Deaf people you meet for the first time will be interested in finding out about your connection to the Deaf community. When introducing yourself be prepared to share the following information:

- Your first and last name
- Whether you are deaf, hard of hearing or hearing
- Who is teaching you the language and culture
- Where you are studying
- Why are you learning the language

### NAME SIGNS

When a deaf child first enters residential school, a dorm counselor will often assign a name sign using the first letter of the child's name.

In the cases where children have Deaf parents, name signs are given at birth. Not everyone has a name sign. Three- and four-letter names are often just fingerspelled.

Name signs are used for identifying and referring to people both present and not present. Name signs are not used in direct addresses, that is when you're signing to Mary you would not use her name sign to say, "I don't think so, Mary."

There are two kinds of name signs: arbitrary and descriptive. The examples above are arbitrary: They use the first letter of the person's name, and their location and movement are governed by linguistic rules. Descriptive name signs are derived from distinctive physical features, (i.e. a description of someone's hairstyle, a mole on the cheek, cleft chin). These are similar to descriptions used in identifying people. Descriptive name signs are often given by peers (i.e., other children in residential school) and are almost always replaced in adulthood by an arbitrary name sign.

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Descriptive name signs are sometimes given to hearing Sign Language students for use in the classroom. These differ from the descriptive name signs given by deaf peers in that they often use the first letter of the student's name in conjunction with some descriptive feature. These should not be used as a way of identifying oneself outside of class. It is not until hearing people are involved in the community, either through work or social relationships that an arbitrary name sign may be given. Name signs should be given by a Deaf person; hearing people should not invent their own name signs. Even if you have an arbitrary name sign, when asked your name, you must first spell your full name.

### HOW DO DEAF PEOPLE.....???

Know when a baby is crying or the phone is ringing? How do deaf people know when there's someone at the door, or if a smoke detector is going off? For all of these sounds, there are flashing-light signaling devices. When the baby cries a light flashes and the Deaf person knows to check on the baby. The light will also flash when the telephone rings. Doorbell and smoke detectors can be attached to similar devices. The lights flash in a distinctive rhythm so the deaf person knows what to respond to.

Wake up in the morning? For the people who don't wake up on their own, there are special alarm clocks attached to either a flashing light or a bed vibrator that is activated when the alarm goes off.

Understand TV? Many television shows are captioned. To be able to see these captions on screen, deaf people must have a device called a "decoder" attached to the TV. According to the ADA (American with Disabilities Act), all televisions that are made after July 1993, must have the caption chips in them. You may turn the caption on by using the menu on your remote control. This does not only benefit people with hearing loss, but also for those who are learning English as their second language. Captions appear like subtitles on the bottom of the screen so that deaf people can read

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what's being said. These captions also mention sounds that are off-screen, such as applause or a telephone ringing. Many newer models of televisions have a built-in caption.

Talk on the phone? There is a special telecommunication device that enables deaf people to use the telephone. In the Deaf community this device is called a TTY (short for teletypewriter), while hearing businesses use the term TDD (Telecommunications Device for the Deaf). When the telephone rings, the deaf person places the receiver on a coupler attached to the TTY device. The device has a small keyboard and the conversation takes place by typing back and forth.

In order for a conversation to take place, there must be a TTY at both ends. However, some community agencies or businesses provide relay services to mediate communication between TTY and voice calls. A relay service operator types what the hearing person says, and then reads aloud what the deaf person types.

## CROSS-CULTURAL COMMUNICATION

Ninety percent of all deaf children have hearing parents. A small percentage of these parents learn sign language. Consequently Deaf people at a very early age develop strategies for communication with people who do not sign. Some of the most common strategies are described below:

- Pen and Paper are used for seeking information, conducting business (i.e., getting directions, and placing orders), or having conversations. This is most common strategy for cross-cultural communication.
- Gesturing is usually used with people seen regularly and in situations where the interaction is predictable. This form of communication is used to manage limited social contact with people like the regular waitress at the local coffee shop, relatives, co-workers, and neighbors. If the interaction continues, other strategies such as pen and paper are usually used.

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• Lipreading and speech are among the least preferred strategies for most Deaf people. Approximately thirty percent of spoken English can be understood by lipreading, which leaves the Deaf person in an untenable position. This percentage can increase if the hearing person or the subject is familiar or if the content is predictable (i.e., "how are you?" in a greeting). Lipreading leaves considerable room for misunderstanding, and because of this, it is held to a minimum. The use of speech varies with each individual. Few Deaf people feel comfortable using speech with strangers.

• Adapting signs to others (or modifying Sign Language for communicative purposes) is used with hearing people with varying degrees of signing ability. Deaf people will vary their signs to match the language skills of the other person. This might mean the inclusion of more fingerspelled words, more mouthing of words, gesturing, simple sentences, slower pace, and more English-like word order. The goal is to communicate so Deaf people will use whatever combination of methods is most effective. This is similar to what you would do with a person who is obviously foreign born and not fluent in the English language.

• Using a third person to interpret is another strategy to help make conversations between Deaf and hearing person flow more smoothly. The third person would sign what was said and voice what was signed. In many situations such as medical, legal, educational and professional, Deaf people prefer to use certified Sign Language interpreters who not only know the language fluently, but are sensitive to Deaf and hearing cultures as well.

### Strategies for Sign Language students:

- Let the Deaf person know you can sign
- Let the Deaf person set the communication pattern to be used.
- Avoid talking (using voice) in the presence of a Deaf person without relaying the information in signs. It is considered rude not to keep the Deaf person informed.
- If you see other people signing, avoid watching their conversation unless you intend to introduce yourself.

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### MAINTAINING CONTINUITY IN RELATIONSHIPS

One day, a Deaf woman was invited to a beginning ASL class. The instructor introduced the woman by giving information about her community ties and her personal life. The students were asked to introduce themselves, and include information such as marital status, number of children, line of work, and any other personal comments. The visitor chatted briefly about these things with each student. (There were about twenty students in the class.) After the last student introduced herself, she jokingly said to the visitor, "That's a lot to remember." The visitor replied, "I remember most of it," and proceeded to amaze the class by going around the room restating information about each student, pointing out similarities between students' lives, and recalling personal comments.

The students thought the visitor had an exceptional memory. The instructor explained, however, that she possessed no extraordinary talent but rather reflected a learned cultural behavior. She has done what most Deaf persons do naturally—she attended to information that established a person's community ties, that assists her in identifying that person to others in the community and that helps her maintain continuity in the relationship (or in this case the "acquaintanceship").

Deaf culture is called a "high-context" culture. Deaf people have an extensive information-sharing network among families, friends, and community members, and are involved in a host of familiar relationships. Among Deaf people, there is a great deal of shared knowledge, common experiences, goals and beliefs, common friends and acquaintances, a common way of talking; that is, their lives share a common context.

When two Deaf people meet for the first time, they establish this context by giving information about their community ties. They attend to specific information and retain it. When they meet again, they expect each other to remember their previous exchange and will begin to talk from that basis. Each will learn a little more about the other, which in turn will be remembered.

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This maintains continuity not only in that relationship; the information is fed back into the information-sharing network to help contextualize each person in relationship to the overall fabric of the community.

As you begin to meet Deaf people in the community, you should volunteer information about yourself and make a point of retaining relevant information about others. The next time you meet you should be able to recall the information exchanged in the first meeting, and from that context begin to build a relationship. Your ability to maintain continuity in relationships depends on your ability to remember relevant information about people. This developed skill will allow you to understand and participate in conversational patterns common in the Deaf community.

### **BRIEF HISTORY OF DEAF AMERICA**

In 1817 Laurent Clerc, a Deaf teacher from the National Royal Institution for the Deaf in Paris, came to the United States to help Thomas H. Gallaudet, a hearing American, start American's first School for the Deaf in Hartford, Connecticut. Clerc brought from the Paris school a highly effective teaching method using Sign Language, the language of Deaf people.

Graduates of the Hartford School went on to establish similar residential Schools for the Deaf in other states. Many Deaf people became teachers of the Deaf and Sign Language was the language of instruction in the classroom. Then in 1864, a charter signed by President Lincoln established the First University of the Deaf (now called Gallaudet University).

Late in the 19<sup>th</sup> century the tide began to turn against Deaf people and their language. In 1880, the International Congress on Education of the Deaf in Milan, Italy adopted a resolution banning the use of Sign Language in teaching deaf children. The "oral method" of teaching gained momentum; speech and lip-reading became the primary educational goal. Deaf people were discouraged from entering the teaching profession and Sign Language was no longer permitted in the classroom.

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Also in 1880 the National Association of the Deaf (NAD) was founded in Cincinnati, Ohio. This organization brought Deaf people together from around the country to work for their common interests and fight discrimination in school and workplaces. Around the turn of the century, because of a growing concern that American Sign Language would be lost, the NAD established a fund used to make a series of films in Sign Language. One of these films is George Veditza's Preservation of Sign Language. Over the years, the NAD has fought public ignorance of deafness, underemployment of Deaf people, discrimination against Deaf people who were denied driver's licenses, discrimination against Deaf teachers, double tax exemption for Deaf people and the strictly oral method in education of the Deaf.

The years from 1900 to 1960 could be considered the "Dark Ages" of Deaf history. What sustained the community during this period of strong oralism and lack of social understanding was the Deaf clubs. Local clubs provided a place where Deaf people could congregate to socialize, share the latest news, organize around political issues, plan events and outings, and in later years, watch captioned films. The clubs nourished the sense of group loyalty and community, maintained the culture and preserved the cherished language.

The 1960's ushered in an era of change, as evidenced by the following milestones:

- Teletypewriters for the Deaf (TTYs) were invented by a deaf man in 1964, and began to take hold during the 1970's. Later, with the invention of telcaption decoders, television too became accessible to Deaf people.
- The National Registry of Interpreters for the Deaf was founded in 1864, leading to increased respect for, and greater proficiency within, the profession.
- The first linguistic study of American Sign Language was published in 1965. The study was made by William Stokoe at Gallaudet, and had great impact on continued research and recognition of ASL.

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- The educational philosophy of "Total Communication" began to gain acceptance, and signs were again permitted in the schools.
- In 1966, the NAD fought for the right of a Deaf couple in California to adopt a foster child. The judge had said that the child would not have a normal home environment with Deaf parents. After an outpouring of support from the Deaf community all over the U.S., the couple was awarded custody of the child.
- The National theatre of the Deaf first toured in 1967, spreading awareness and appreciation of ASL throughout the world.
- Section 504 of the Rehabilitation Act of 1973 (often called the civil rights act for disabled people) was finally signed into law in 1976. This law requires that any institution receiving federal funds be accessible to all disabled people. Sign Language interpreting services began to be provided at many colleges around the country, as well as in hospitals, courtrooms, government agencies and various workplaces.
- In 1979, when the movie "Voices" was produced featuring a hearing performer in the role of a Deaf character, Deaf people staged a successful boycott of the movie in several cities, forcing the distributor to withdraw the film from the market. Since then, Deaf performers have become more visible on television, stage and film, and Deaf people are more often hired to perform in Deaf roles.

In recent years, there has been increased academic acceptance of American Sign Language in colleges and universities. There has also been a growing recognition of Deaf culture by the general public. Deaf individuals are beginning to attain decision-making positions where they can make a difference in the lives of Deaf people. The "Deaf President Now" rally at Gallaudet University in the spring of 1988 drew widespread support not only from the members of the Deaf community, but from many people in all walks of life. What happened at Gallaudet that fateful week was the

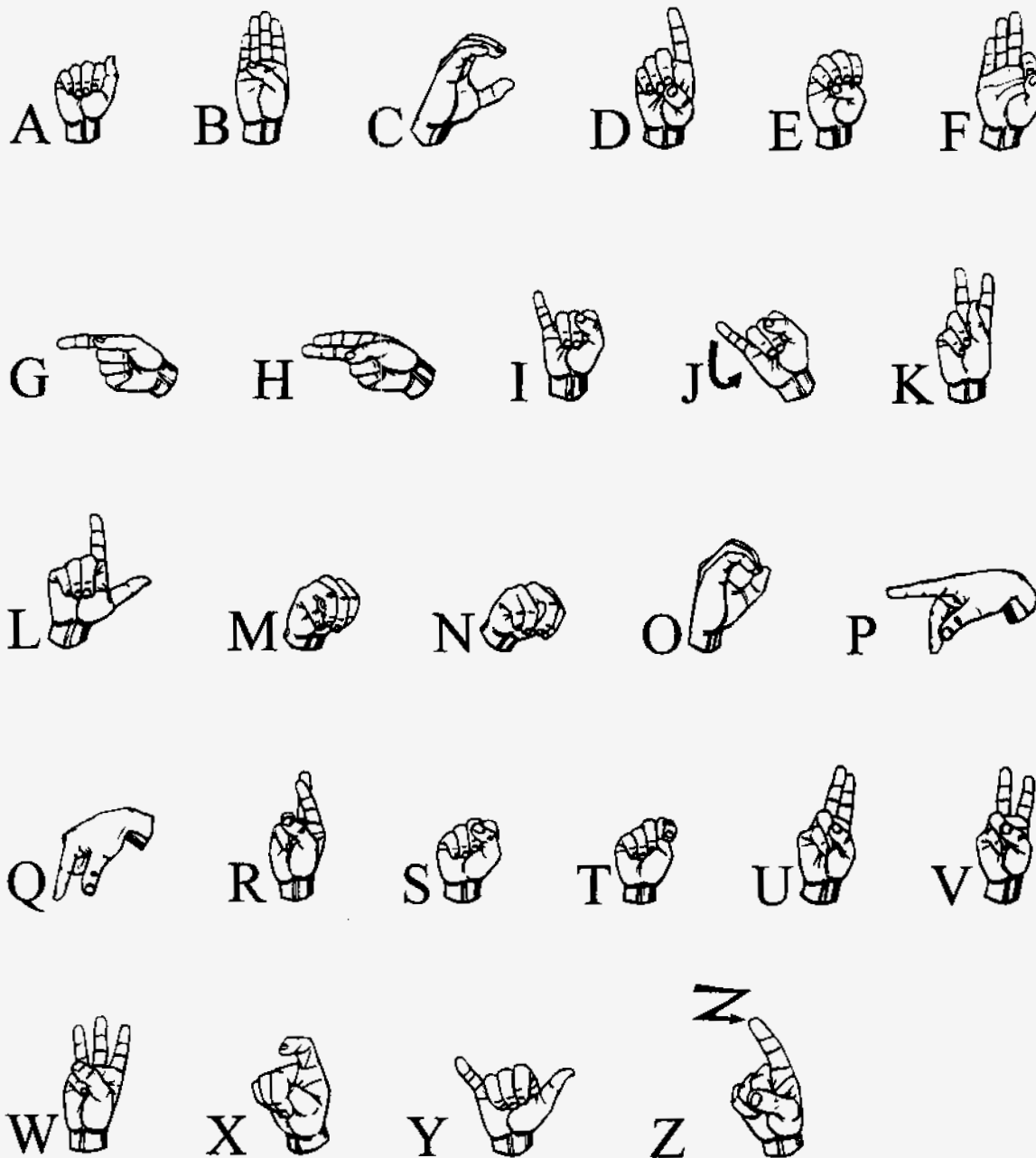


## CONFIDENTIAL

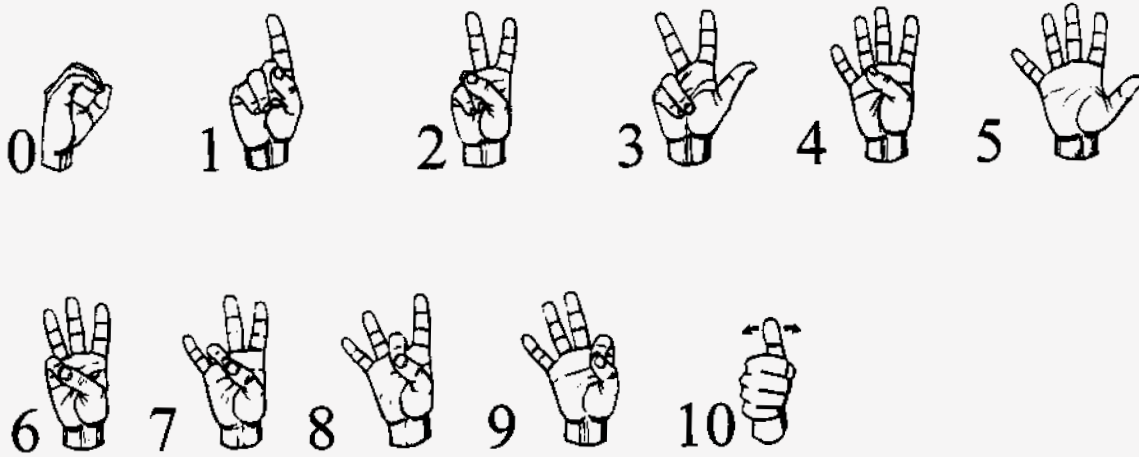
culmination of a people's struggle to break the chains of paternalism. This struggle for Deaf rights and self-determination continues. The protest at Gallaudet is seen by many as the beginning of a new chapter in the life of Deaf America.

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Jack R. Gannon, Deaf Heritage: A Narrative History of Deaf America. National Association of the Deaf. Silver Spring, Maryland. 1981. P. 222. Form more information on the history of Deaf American see Gannon's book and other NAD publications, as well as Harlan Lane, When The Mind Hears: A History of the Deaf. Random House, NY. 1984.

CONFIDENTIAL



**CONFIDENTIAL**





# SAI COMMUNICATION ASSISTANT HANDBOOK

*Society's Assets, Inc.*

***PERSONNEL POLICIES &  
EMPLOYEE HANDBOOK***

**This Agency is an Affirmative Action/Equal Opportunity Employer**

DISTRIBUTED TO: Wisconsin Relay System

**Welcome new employee!**

On behalf of your colleagues, I welcome you as a new SAI employee and wish you every success here.

We believe that each employee contributes directly to SAI's growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with SAI.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

Bruce Nelsen  
Executive Director

**TABLE OF CONTENTS**

**NO.            POLICY TITLE**

---

***INTRODUCTION***

- 25 Employee Acknowledgement Form
- 30 Organization Description
- 40 Introductory Statement
- 41 Open Door Policy

***EMPLOYMENT***

- 101 Nature of Employment
- 102 Recruitment
- 103 Equal Employment Opportunity
- 104 Immigration Law Compliance

***EMPLOYMENT STATUS & RECORDS***

- 201 Employment Categories
- 202 Access to Personnel Files
- 203 Employment Reference Checks
- 204 Personnel Data Changes
- 205 Introductory Period
- 206 Employment Applications
- 207 Performance Evaluation
- 208 Licensure Renewal/Updates

***EMPLOYEE BENEFIT PROGRAMS***

- 301 Wage Increases
- 302 Employee Benefits
- 303 Vacation Benefits
- 304 Group Medical/Hospital & Dental Insurance
- 305 Holidays
- 306 Workers' Compensation Insurance
- 307 Return to Work Policy
- 308 Sick Leave Benefits
- 309 Bereavement Leave
- 310 Retirement
- 311 Jury Duty
- 312 Educational & Professional Leave
- 313 Conference, Institute & Workshop Leaves
- 314 Professional Growth
- 315 Benefits Continuation (COBRA)
- 316 Compensatory Time



317 Personal Time/Floating Days

***TIMEKEEPING/PAYROLL***

- 401 Timekeeping
- 402 Paydays
- 403 Employment Termination
- 404 Pay Advances
- 405 Administrative Pay Corrections
- 406 Pay Deductions
- 407 Garnishments

***WORK CONDITIONS & HOURS***

- 501 Safety
- 502 Work Schedules
- 504 Use of Phone and Mail Systems
- 505 Smoking
- 506 Rest and Meal Periods
- 507 Overtime
- 508 Business Travel Expenses
- 509 Visitors in the Workplace
- 510 Severe Weather
- 511 Mail Boxes
- 512 Fire Safety
- 513 Personal Appearance/Dress Code
- 514 Locker Policy

***LEAVES OF ABSENCE***

- 601 Medical Leave
- 602 Family Leave
- 603 Personal Leave
- 604 Military Leave
- 605 Pregnancy-Related Absences

***EMPLOYEE CONDUCT & DISCIPLINARY ACTION***

- 701 Employee Conduct & Work Rules
- 702 Confidentiality
- 703 Drug & Alcohol Use
- 704 Sexual & Other Unlawful Harassment
- 705 Attendance & Punctuality

- 707 Return of Property
- 708 Resignation
- 709 Progressive Discipline
- 710 Problem Resolution (Grievance Procedures)
- 712 Ethical Behavior Policy
- 714 Electronic Mail (e-mail)
- 715 Internet Code of Conduct
- 720 Use of Equipment

***MISCELLANEOUS***

- 800 Life-Threatening Illnesses
- 801 Americans with Disabilities Act Compliance
- 803 Rights of Employees Under COBRA & HIPAA

***AFFIRMATIVE ACTION POLICY***

- 900 Affirmative Action/Equal Opportunity Policy

**Amendments**

**25 EMPLOYEE ACKNOWLEDGEMENT FORM  
FOR RECEIVING EMPLOYEE HANDBOOK AND OPERATION GUIDELINES**

The employee handbook and operation guidelines describe important information about SAI, and I understand that I should consult the Human Resources Department regarding any questions not answered in the handbook and/or guidelines. I have entered into my employment relationship with SAI voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or SAI can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook and/or guidelines may occur, except to SAI's policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Executive Director of SAI has the ability to adopt any revisions to the policies in the employee handbook. Only the Program Director has the ability to adopt any revisions to policies in the operation guidelines.

Furthermore, I acknowledge that this handbook and guidelines are not a contract of employment, a legal document, nor does it provide employees with any guarantee of employment. I have received the handbook and guidelines, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and guidelines and any revisions made to it.

\_\_\_\_\_  
EMPLOYEE'S SIGNATURE

Please write/sign clearly or print

\_\_\_\_\_  
DATE

\*This page must be returned to the Human Resources Manager.

## 30 ORGANIZATION DESCRIPTION

### I. Services Provided

SAI is one of eight Centers for Independent Living in the State of Wisconsin. The purpose of SAI is to foster an environment which affords every person, regardless of disability, the opportunity to lead a self-sufficient and independent life.

### II. Facilities and Location(s): SAI has four offices:

***Racine:***

Washington Square Suite 225  
5200 Washington Avenue  
Racine, WI 53406

***Kenosha:***

1202 60th Street Suite 116  
Kenosha, WI 53140

***Elkhorn:***

35 S. Wisconsin Street  
Elkhorn, WI 53121

***Madison:***

Wisconsin Relay System  
8383 Greenway Blvd. Suite 90  
Middleton, WI 53562

### III. SAI's History

SAI was established in 1974 by a group of persons with disabilities who had a vision of a different life for themselves, a life free of barriers they encountered in daily living which led to dependency. With the release of Title VII, Part B monies by the Federal government, SAI, in 1979, became one of five centers for Independent Living to be sponsored by the State of Wisconsin. Since its inception SAI has grown to over 550 employees, our service area includes five southeastern Wisconsin counties, Rock, Jefferson, Walworth, Racine and Kenosha. Today SAI offers a wide array of services aimed at promoting self sufficient lifestyles for persons with disabilities. Services include independent living skills training, information and referral, peer support, advocacy, supportive home care services, home health services adaptive equipment and home modifications, Americans with Disabilities Act (ADA) services, financial and medical benefits consultation, housing and transportation information and telecommunication relay system.

### IV. Organizational Structure

SAI is governed by a Board of Directors. All offices are the under the direct responsibility of the Executive Director, with management staff reporting directly to the Executive Director.

### V. Role of Human Resources

The role of the Human Resources Department is to make sure that all new personnel are processed correctly and that each individual is aware of their benefits with Society's Assets.

#### **40 INTRODUCTORY STATEMENT**

This handbook is designed to acquaint you with SAI and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by SAI to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As SAI continues to grow, the need may arise and SAI reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting you or SAI to end our relationship for any reason at any time. Employees will, of course, be notified of such changes to the handbook as they occur.

This employee handbook is not a contract and the employer does not guarantee employment for any employee.

#### **41 OPEN DOOR POLICY**

Because of the nature of the business SAI does, good communication is of the utmost importance. Communication is a joint responsibility shared by the agency and you. If you have any questions about the information contained in this handbook or about any aspect of your job, we welcome your questions. Feel free to talk to any member of management about issues that concern you. Your opinions, concerns and questions are important to us.

Generally, if you are having a problem with another employee, we encourage you to communicate your concerns to the individual and attempt to resolve the conflict. If the problem is not resolved go to your immediate supervisor next. You and your supervisor may decide it is necessary to discuss the problem with the next higher level of management personnel. We encourage you to talk to SAI management staff to prevent a small conflict from escalating to a larger one.

## ***EMPLOYMENT***

### **101 NATURE OF EMPLOYMENT**

Employment with SAI is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, SAI may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between SAI and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at SAI's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Executive Director of SAI.

### **102 RECRUITMENT**

Whenever the need arises to fill a new or vacant position, the Program Director will insure that:

- A. In all cases positions will be posted internally and, if desired by Program Director, simultaneously listed for open competition with local job information and placement centers and with advertisements in major area newspapers.
- B. In all cases the job posting shall contain the job title, the job description, minimum qualifications and/or requirements, wage and benefit statement, an indication of where, when and how applications will be accepted and a statement that SAI is an Affirmative Action/Equal Opportunity Employer.

### **103 EQUAL EMPLOYMENT OPPORTUNITY**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at SAI will be based on merit, qualifications, and abilities. SAI does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, or any other characteristic protected by law.

SAI will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

In addition to a commitment to provide equal employment opportunities to all qualified individuals, SAI has established an affirmative action program to promote opportunities for individuals in certain protected classes throughout the organization.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Human Resources Department. The agency's Affirmative Action Officer is available to handle any questions or concerns. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

### **104 IMMIGRATION LAW COMPLIANCE**

SAI is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with SAI within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Human Resources Department. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

## **EMPLOYMENT STATUS & RECORDS**

### **201 EMPLOYMENT CATEGORIES**

It is the intent of SAI to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and SAI.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by SAI management.

*WRS specific:*

**REGULAR FULL-TIME** (Non-Exempt/Exempt) employees are those who are not in a temporary or introductory status and who are regularly scheduled to work SAI/WRS's full-time schedule. Generally, they are eligible for SAI's benefit package, subject to the terms, conditions, and limitations of each benefit program.

**REGULAR PART-TIME (PTA)** (Non-Exempt) employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than the full-time work schedule, but at least 25 hours per week. Regular part-time employees are eligible for some benefits sponsored by SAI, subject to the terms, conditions, and limitations of each benefit program.

**PART-TIME (PTB Non-Exempt)** employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work between 20-24 hours a week. Regular part-time employees are eligible for some benefits sponsored by SAI, subject to terms, conditions, and limitations of each benefit program.

**PART-TIME (PTC)** (Non-Exempt) employees are those who are not in a temporary or introductory status and who are regularly scheduled to work less than 20 hours a week. While they do receive all legally mandated benefits such as Social Security and worker's compensation insurance, they are ineligible for all SAI's other benefit programs.

**CASUAL** employees are those who have established an employment relationship with SAI but who are assigned to work on an intermittent and/or unpredictable basis. While they receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of SAI's other benefit programs.

**INTRODUCTORY** employees are those whose performance is being evaluated to determine whether further employment in a specific position or with SAI is appropriate. Employees who satisfactorily complete the introductory period (90 days) will be notified of their new employment classification.

**TEMPORARY** employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. While temporary employees do receive all legally mandated benefits such as Social Security and workers' compensation insurance, they are ineligible for all SAI's other benefit programs.



## **202 ACCESS TO PERSONNEL FILES**

SAI maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of SAI, and access to the information they contain is restricted and confidential.

Generally, only supervisors and management personnel of SAI who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the Human Resources Manager. With reasonable advance notice, employees may review their own personnel files a maximum of 2 times per year in SAI's offices and in the presence of an individual appointed by SAI to maintain the files. Employees have the right to copy their personnel files but SAI may charge a reasonable fee for the copies.

## **203 EMPLOYMENT REFERENCE CHECKS**

To ensure that individuals who join SAI are well qualified and have a strong potential to be productive and successful, it is the policy of SAI to check the employment references of all applicants.

SAI will respond to all reference check inquiries from other employers. Responses to such inquiries will confirm only dates of employment, wage rates, and position(s) held.

## **204 PERSONNEL DATA CHANGES**

It is the responsibility of each employee to promptly notify SAI of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed notify the Human Resources Manager.

## **205 INTRODUCTORY PERIOD**

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. SAI uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or SAI may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first 90 calendar days after their start date. Employees who are promoted or transferred within SAI must complete a secondary introductory period of the same length with each reassignment to a new position. Any approved leave will automatically extend an introductory period by the length of the absence. If SAI determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

In cases of promotions or transfers within SAI, an employee who, in the sole judgement of management, is not successful in the new position can be removed from that position at any time during the secondary introductory period. If this occurs, the employee may be allowed to return to his or her former job or to a comparable job for which the employee is qualified, depending on the availability of such positions and SAI's needs.

Upon satisfactory completion of the initial introductory period, employees may enter the "regular" employment classification.

During the initial introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. After becoming regular employees, they may also be eligible for other SAI-provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

Benefits eligibility and employment status are not changed during the secondary introductory period that results from a promotion or transfer within SAI.

## **206 EMPLOYMENT APPLICATIONS**

SAI relies upon the accuracy of information contained in the employment application/resume, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in SAI's exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

## 207 PERFORMANCE EVALUATION

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Formal performance evaluations are conducted at the end of an employee's initial period in any new position. This period, known as the introductory period, allows the supervisor and the employee to discuss the job responsibilities, standards, and performance requirements of the new position. Additional formal performance evaluations (usually annual) are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. Some of the job factors that are reviewed are: quality of work, dependability, thoroughness, job knowledge, judgement, initiative, ability to get along with other staff, attitude and attendance.

*WRS specific:*

Performance evaluations for Communication Assistants are scheduled at their first 3 and 6 month of employment then annually coinciding generally with the anniversary of the employee's date of hire.

Performance evaluations for Administrative staff occur every July coinciding generally with the fiscal-year end.

Merit-based pay adjustments are awarded by SAI/WRS in an effort to recognize truly superior employee performance. The decision to award such an adjustment is dependent upon numerous factors, including the information documented by this formal performance evaluation process. All increases are dependent on the availability of funds and SAI Board of Directors action. General wage increases may be given to reflect changing economic conditions. Individual wage increases are given only when supported by a performance review.

## 208 LICENSURE RENEWAL/UPDATES

Employees are required to maintain proper licensure if applicable to job qualifications. The maintaining of proper licensure must include proper renewal and updates as required by laws/codes/statutes. If licensure is withdrawn or expires, employee must notify Department Director and/or Human Resources Department. This policy also applies to any job qualification which includes drivers license requirements.

## EMPLOYMENT BENEFIT PROGRAMS

### 301 WAGE INCREASES

All increases are dependent on the availability of funds and SAI Board of Directors action. General wage increases may be given to reflect changing economic conditions. Individual wage increases are given only when supported by a performance review. Advancement is and shall be based entirely on your achievements, performance, ability and potential. Employees who are the subject of a written warning are not eligible for a scheduled increase until the conditions for the disciplinary action are met.

#### *WRS specific:*

Administrative Staff that have satisfactorily completed their introductory period but have been with the agency and/or in their current position less than 12 months are not eligible for a full annual raise. However, they are eligible to receive a pro-rated annual raise as follows: All raises are on a Merit Raise Scale, the maximum percentage will be designated by SAI's Board of Directors on a yearly basis. All raises are to be based on a scale of 0% to the maximum allowed by the Board.

- 7 months of employment* = 0 - 57% of maximum percentage of annual merit rate
- 8 months of employment* = 0 - 64% of maximum percentage of annual merit rate
- 9 months of employment* = 0 - 75% of maximum percentage of annual merit rate
- 10 months of employment* = 0 - 82% of maximum percentage of annual merit rate
- 11 months of employment* = 0 - 89% of maximum percentage of annual merit rate
- 12 months of employment* = 0 - 100% of maximum percentage of annual merit rate

### 302 EMPLOYEE BENEFITS

Eligible employees at SAI are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. The Human Resources Department can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

The following benefit programs are available to eligible employees:

- Auto Mileage
- Bereavement Leave
- Dental Insurance
- Disability Insurance
- Family Leave
- Holidays
- Jury Duty Leave
- Life Insurance
- Major Medical Insurance
- Medical Leave
- Membership Dues
- Military Leave
- Personal Days
- Personal Leave
- Retirement Benefits\Tax-Sheltered Annuities
- Sick Leave Benefits
- Vacation Benefits

Some benefit programs require contributions from the employee, but most are fully paid by SAI.

**After a 60 calendar day waiting period an employee may be eligible (depending on classification) for the following benefits: vacation/sick/holiday pay and health/dental insurance. An employee with a start date on or before the 15th of the month will be considered a '1st of the month' start date; an employee starting after the 15th of the month is considered a '1st of the next month' start date.**

### 303 VACATION BENEFITS

Vacation time off with pay is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. Employees in the following employment classification(s) are eligible to earn and use vacation time as described in this policy:

Regular full-time employees

Regular part-time employees (*at least 25 hours per week*) \*\*

The amount of paid vacation time employees receive increases over time based on the length of their employment as shown in the following schedule:

#### VACATION EARNING SCHEDULE

YEARS OF ELIGIBLE SERVICE	RATE OF ACCRUAL PER MONTH	TOTAL VACATION DAYS EACH YEAR
First Year, Upon initial eligibility	1.000 day	10 days
After 1 year	1.250 days	15 days
After 5 years	1.667 days	20 days

**\*\* Regular part-time employees will receive pro-rated vacation time based on a 40 hour work week.**

The length of eligible service is calculated on the basis of a "benefit year." This is the 12-month period that begins when the employee starts to earn vacation time. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation. (See individual leave of absence policies for more information). Once employees enter an eligible employment classification, they begin to earn paid vacation time according to the schedule. They can request use of vacation time after it is earned.

Vacation requests will be reviewed and then approved or denied based on a number of factors, including the date of your request, if there are others requesting the same time off, business needs and staffing requirements.

Vacation time off is paid at the employee's base pay rate at the time of vacation. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

As stated above, employees are encouraged to use available paid vacation time for rest, relaxation, and personal pursuits. During the first year of employment the maximum amount of accrual is 10 days. On your anniversary date this time is available to be used over the next year, which is known as the 'benefit year'. The maximum amount of accrued vacation time that can be carried over from one benefit year to another is one week. It is SAI's policy that vacation time is available to be used as it is accrued.

Upon termination of employment, employees will be paid for unused vacation time that has been earned through the last day of work. Accrued vacation time will not be paid to any employees that terminate their employment with SAI without giving two weeks notice.

### **304 GROUP MEDICAL/HOSPITAL & DENTAL INSURANCE**

Employees in the following employment classification(s) are eligible to receive health and/or dental insurance as described in this policy:

Exempt Regular full-time employees  
Non-Exempt Regular full-time employees  
Non-Exempt Regular part-time employees (30 hrs/wk)

**Exempt Regular full-time employees:**

Single or family health and dental coverage is available and paid for by SAI upon approval of insurance company, providing family coverage is not available from another insurance company for exempt regular full-time employees. A minimal employee participation contribution is required.

**Non-Exempt Regular full-time employees:**

Single health and dental coverage is available and paid for by SAI upon approval of insurance company for non-exempt regular full-time employees. A minimal employee participation contribution is required. In addition, if a non-exempt, regular employee purchases into an additional medical/hospital insurance plan (i.e.: employee & spouse, employee & children, employee and full-family) SAI will contribute 25% of the cost difference between plans.

**Regular Part-time Employees (30 hrs/wk):**

Any regular employee scheduled and working at least 30 hours per week is entitled to purchase into any medical/hospital health plan. SAI will contribute 25% of any purchased medical/hospital plan.

**Part-time employees:**

Any part-time employee that regularly works at least 20 hours per week is entitled to purchase into any health plan at full employee purchase cost.

\* Health and dental insurance can be converted to an individual plan at time of termination.

### 305 HOLIDAYS

*WRS specific:*

New Year's Day (January 1)  
Martin Luther King, Jr. Day (3<sup>rd</sup> Monday in January)  
Memorial Day (last Monday in May)  
Independence Day (July 4)  
Labor Day (first Monday in September)  
Thanksgiving (fourth Thursday in November)  
Christmas Eve (December 24)  
Christmas Day (December 25)

SAI will grant paid holiday time off to all eligible employees who have completed the introductory period of service in an eligible employment classification. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day for all regular full-time employees.

#### Regular full-time employees

To be eligible for holiday pay, employees must work the last scheduled day preceding and the first scheduled day following the holiday.

A recognized holiday that falls on a Saturday or Sunday will be observed on a workday designated by the Program Director.

If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

If eligible nonexempt employees work on a recognized holiday, they will receive holiday pay plus wages at one and one-half times their straight-time rate for the hours worked on the holiday.

Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime. (WRS Specific: Regular part-time (at least 25 hrs. week) salaried employees will be compensated at a rate of one and a half times the regular rate worked on a holiday. In addition, employee will accrue pro-rated holiday time based on a 40 hour work week).



### **306 WORKERS' COMPENSATION INSURANCE**

SAI provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately. Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible. Any work restrictions must be reported to your supervisor immediately upon return to work.

### **307 RETURN TO WORK POLICY**

This agency takes an active approach to workers' compensation claims in an attempt to return employees to work as soon as possible. It is our policy to investigate and follow-up on all claims and to report any suspicious claims to the authorities as it is a crime to report a fraudulent workers' compensation claim.

It is the intention of SAI to provide a safe working environment to all employees and to prevent work related injuries in every way possible. However, work related injuries do occur and it is our experience that a "RETURN TO WORK PROGRAM" is the fastest means available to return employees to full earning capacity and to maximize efforts to control insurance costs.

Studies have shown that a "RETURN TO WORK/MODIFIED DUTY PROGRAM" is therapeutic, helps to speed the recovery process and prevents the employee from becoming dependent upon a disability system. By returning employees to work as soon as is possible, the employee stays in touch with the work environment, fellow employees and consumers. The agency benefits by maintaining an experienced work force.

Within 24 hours of any injury requiring an employee to stay home, SAI will maintain contact with the employee, usually via the telephone. Our personnel staff will investigate the facts surrounding the accident/incident and find out what the medical provider's prognosis is particularly as it relates to when the employee will return to work and what, if any, restrictions the employee will have.

SAI will attempt to find the employee work that he/she is able to perform with medical restrictions. Our staff will follow-up with the employee's medical provider(s) on a weekly basis and will inform the provider(s) that light/modified duty exists with our agency. Since modified/light duty jobs are temporary in nature, each return to work case will be re-examined on a week-to-week or month-to-month basis, depending on the circumstances.

All employees are required to maintain phone contact or have face-to-face contact with our personnel staff on a weekly basis or as required when a workers' compensation claim is pending or in existence.

Neither SAI nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by SAI.

### 308 SICK LEAVE BENEFITS

SAL provides paid sick leave benefits to all eligible employees for periods of temporary absence due to illnesses or injuries. Eligible employee classification(s):

Regular full-time employees

Regular part-time employees (*WRS specific*: PTA)\*\*

Eligible employees will accrue sick leave benefits at the rate of 10 days during the first year of employment and 12 days per year thereafter (1 day for every full month of service). Sick leave benefits are calculated on the basis of a "benefit year," the 12-month period that begins when the employee starts to earn sick leave benefits.

\*\* Sick pay for regular part-time employees will be pro-rated based on a 40 hour work week.

Eligible employees may use sick leave benefits for an absence due to their own illness or injury or that of a family member who resides in the employee's household and the presence of the employee is absolutely necessary because of the severity of the situation. Sick pay can be used for a dentist or doctor appointment. At no time is a sick day to be granted or used as vacation time or for personal reasons other than outlined. Employees who are unable to report to work due to illness or injury should notify their direct supervisor (*WRS specific*: at least two hours prior to the scheduled time). The direct supervisor must also be contacted on each additional day of absence.

Before returning to work from a sick leave absence of five calendar days or more, an employee may be required to provide a physician's verification that he or she may safely return to work.

Any work restrictions need to be reported to your supervisor immediately upon return to work.

Sick leave benefits will be calculated based on the employee's base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

In the event that a full-time or regular part time (at least 25 hours per week) employee has accumulated sick time and changes status to less than 25 hours per week, the accumulated sick time is removed/eliminated.

Sick pay must be earned by the employee before being granted.

Unused sick leave benefits will be allowed to accumulate until the employee has accrued a total of 60 work days (480 hours) worth of sick leave benefits. If the employee's benefits reach this maximum, further accrual of sick leave benefits will be suspended until the employee has reduced the balance below the limit.

Sick leave benefits are intended solely to provide income protection in the event of illness or injury, and may not be used for any other absence. Unused sick leave benefits will not be paid to employees while they are employed or upon termination of employment.

### 309 BEREAVEMENT LEAVE

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately.

Up to a maximum of three days of paid bereavement leave will be provided to eligible employees in the following classification(s):

Regular full-time employees  
Regular part-time employees (*WRS specific: PTA*)\*\*

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials. \*\*Bereavement pay for regular part-time employees will be pro-rated based on a 40 hr. work week.

Approval of bereavement leave will occur in the absence of unusual operating requirements. Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

SAI defines "immediate family" as the employee's spouse, parent, child, sibling, step-parents; the employee's spouse's parent, child, or sibling; the employee's child's spouse; grandparents or grandchildren.

SAI will allow time off of work to attend the funeral of other relatives, a friend, or another staff member's immediate family but the employee will not be compensated in the form of bereavement pay or sick pay. To receive compensation for time away from work in this instance, vacation time would have to be used. Bereavement pay will also be allowed if the Executive Director requests a specific agency representative to attend the funeral of a consumer or a staff member's immediate family.

### 310 RETIREMENT

Eligible classification: Regular Full-time Employees

After one full year of employment SAI will contribute an amount equal to 3% of the employee's annual gross salary based on a 40 hour work week, to an IRA account established with Mutual of America in employee's name. After 3 years the contribution will increase to 4% and after 5 years the contribution will increase to 5% of the employee's gross annual wage. This contribution is made on a quarterly basis.

### **311 JURY DUTY**

SAI encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees in an eligible classification may request up to two weeks of paid jury duty leave over any one year period.

Jury duty pay will be calculated on the employee's base pay rate times the number of hours the employee would otherwise have worked on the day of absence. All compensation received for jury duty must be reported to SAI payroll department and the amount received for duty will be deducted from gross wages on the next available payroll check. Employee classifications that qualify for paid jury duty leave are:

- Regular full-time employees
- Regular part-time employees (*WRS specific: PTA*)

If employees are required to serve jury duty beyond the period of paid jury duty leave, they may use any available paid time off (for example, vacation benefits) or may request an unpaid jury duty leave of absence. Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

Either SAI or the employee may request an excuse from jury duty if, in SAI's judgment, the employee's absence would create serious operational difficulties. SAI will continue to provide health insurance benefits for the full term of the jury duty absence.

Vacation, sick leave, and holiday benefits, will continue to accrue during unpaid jury duty leave.

### **312 EDUCATIONAL & PROFESSIONAL LEAVE**

Leaves of absence for professional study may be granted to staff members when such leaves will serve to enhance the individual and services of the agency as and when determined by the Program Director. At the discretion of the Program Director, short leaves with payment for periods of not more than three working days may be granted under the following circumstances:

- A. Approval received by the Executive Director
- B. Staff member has at least six months service time,
- C. When special educational opportunities arise,
- D. When conditions in the agency permit such leave.

A request for leave of absence form must be completed.

### **313 CONFERENCE, INSTITUTE & WORKSHOP LEAVES**

Conference expenses must be assumed by the individual staff member unless the agency finances permit reimbursement. Determination will be made by the Program Director through the Executive Director. Certification and/or documentation that verifies "proof of attendance" should be received and submitted to the Human Resources Department.

### **314 PROFESSIONAL GROWTH**

SAI encourages and supports professional growth and development for all of its staff. Opportunities are made available by the administration and individuals are encouraged, upon their initiative to seek out programs relevant to their professional function. In house training opportunities are posted at each location site.

### **315 BENEFITS CONTINUATION (COBRA)**

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under SAI's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at SAI's group rates plus an administration fee. SAI provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under SAI's health insurance plan. The notice contains important information about the employee's rights and obligations (see "Rights of Employees under COBRA and HIPAA" #803).



### 316 COMPENSATORY TIME

#### NON-EXEMPT (HOURLY) EMPLOYEES

Non-exempt employees are not eligible for compensatory time. Non-exempt employees will be paid straight time up to 40 hours each week. Unless employment classification is exempt from overtime pay (see #507 – Overtime), employees will be compensated time and one-half their hourly rate of pay for all hours worked in excess of 40 each week.

#### FULL-TIME EXEMPT (SALARIED EXEMPT) EMPLOYEES

Full-time, exempt employees are eligible for compensatory time. If a full-time, exempt employee works over their regular hours, compensatory time may be given. Both the accrual and utilization of compensatory time must be approved in advance by the employee's immediate supervisor and/or Program Director and must be earned before being used. Compensatory time should be expended within 30 days of the time in which it is accrued, as opposed to accumulated and carried over indefinitely for use at some later date. Furthermore, compensatory time will only be allowed under special circumstances (i.e: evening or week-end meetings; not for catching up on regular responsibilities, but for events or appointments which could not take place during regular business hours, Mon. – Fri. 8:00 am to 5:00 pm).

### 317 PERSONAL TIME/FLOATING DAYS

#### *WRS specific:*

SAI provides personal days also called "floating days" per calendar year. Eligible employee classification(s): Regular full-time employees  
Regular part-time A employees (work at least 25 hours a week)

Full-time employees will accrue one personal day three times per year (every 4 months worked). The first time/period of the year ending on April 30<sup>th</sup>, the second time/period ending on August 31<sup>st</sup>, and the third time/period ending on December 31<sup>st</sup>. Employees must work the full 4 month time/period to accrue a personal day. The personal day that is accrued in the third time/period (December 31<sup>st</sup>) may be used anytime the following year – all other personal days must be used in the calendar year that they are accrued.

Personal time off is paid at the employee's base pay rate at the time of personal time use. It does not include overtime or any special forms of compensation such as incentive, commissions, bonuses, or shift differentials.

Part-time A employees accrue pro-rated hours of personal time which will be considered "one" personal day per year (12 months). PTA employees must maintain at least 25 hours a week for a full year to be eligible and will receive "one" personal day on their anniversary date. The one personal day must be used prior to their next anniversary date.

Upon termination of employment, employees will be paid for unused personal time that has been earned through the last day of work. Accrued personal time will not be paid out to any employees that terminate their employment with SAI without giving two weeks notice. Employees must note on their time sheet or payroll exception form specifically which type of time they use.

## TIMEKEEPING/PAYROLL

### 401 TIMEKEEPING

Accurately recording time worked is the responsibility of every employee. Federal and state laws require SAI to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Overtime work must always be approved before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

*WRS specific:*

Non-exempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. This is done by punching in and out their time card on a time clock. They should also record the beginning and ending time of any split shift or departure from work for personal reasons.

Non-exempt employees should report to work no more than seven minutes prior to their scheduled starting time nor stay more than seven minutes after their scheduled stop time without expressed prior authorization from their supervisor.

For Communication Assistants, the time clock is located in the Operations Area. Time cards are provided to ensure an accurate record of your work hours. Hourly employees are required to punch in and out each day to reflect the starting and ending times including lunch period and any time when leaving the building for personal reasons. Do not punch other employees' time cards, have someone else punch yours or falsify a time card or time record for any reason.

If a Communication Assistant uses any of accumulated time such as vacation, sick, personal or holiday time, the CA needs to complete a payroll exception form and have it signed by the CA and the primary supervisor prior to the end of the pay period.

#### **402 PAYDAYS**

All employees are paid biweekly on every other Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a day off such as a holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

If a regular payday falls during an employee's vacation, the employee's paycheck will be available upon his or her return from vacation.

Employees may have pay directly deposited into their bank accounts if they provide advance written authorization to SAI. Employees will receive an itemized statement of wages when SAI makes direct deposits. Employees should refer to their location site policy regarding availability/times for paycheck distribution.

#### **403 EMPLOYMENT TERMINATION**

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

*RESIGNATION* - voluntary employment termination initiated by an employee.

*DISCHARGE* - involuntary employment termination initiated by the organization.

*LAYOFF* - involuntary employment termination initiated by the organization for nondisciplinary reasons.

Since employment with SAI is based on mutual consent, both the employee and SAI have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.



#### **404 PAY ADVANCES**

SAI does not provide pay advances.

#### **405 ADMINISTRATIVE PAY CORRECTIONS**

SAI takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Payroll Department so that corrections can be made as quickly as possible.

#### **406 PAY DEDUCTIONS**

The law requires that SAI make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. SAI also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." SAI matches the amount of Social Security taxes paid by each employee.

SAI offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their pay checks to cover the costs of participation in these programs.

If you have questions concerning why deductions were made from your pay check or how they were calculated, your supervisor can assist in having your questions answered.

#### **407 GARNISHMENTS**

In certain situations, creditors may take court action to force the employer to withhold funds from employee wages for personal debts, including whatever court costs the creditor incurred. The company will withhold funds from an employee's pay only where required by law. Due to the cost of processing garnishments, Society's Assets will charge a minimal "processing fee" for each garnishment. The "processing fee" will automatically be deducted from the payroll check along with the required garnishment.

## ***WORK CONDITIONS & HOURS***

### **501 SAFETY**

To assist in providing a safe and healthful work environment for employees, customers, and visitors, SAI has established a workplace safety policy. This policy is a top priority for SAI. Its success depends on the alertness and personal commitment of all.

SAI provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

### **502 WORK SCHEDULES**

Work schedules for employees vary throughout our organization. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

### **504 USE OF PHONE AND MAIL SYSTEMS**

Employees may be required to reimburse SAI for any charges resulting from their personal use of the telephone. Public pay phone information and other relevant information regarding phone usage will be given to you at your location site.

The use of SAI-paid postage for personal correspondence is not permitted.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

## **505 SMOKING**

In keeping with SAI's intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace.

This policy applies equally to all employees, customers, and visitors.

## **506 REST AND MEAL PERIODS**

All full-time employees are provided with one meal period each workday. Supervisors will schedule meal periods to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time.

Refer to your location site for information regarding specific breaks and lunch time policy and procedures.

## **507 OVERTIME**

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity for overtime work assignments. All overtime work must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Certain employment classifications, under specific circumstances, are exempt from overtime premium pay.

Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Employees who work overtime without receiving prior authorization from the supervisor may be subject to disciplinary action, up to and including possible termination of employment.

## 508 BUSINESS TRAVEL EXPENSES

SAI will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the Program Director. Staff members must maintain the minimum car insurance coverage of \$1,000,000/\$300,000 liability.

Employees whose travel plans have been approved are responsible for making their own travel arrangements.

When approved by the Program Director, the actual costs (within pre-set limits established by SAI) of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by SAI. Employees are expected to limit expenses to reasonable amounts, and within the cost limits set by the State of Wisconsin.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor.

With prior approval, employees on business travel may be accompanied by a family member or friend, when the presence of a companion will not interfere with successful completion of business objectives. Generally, employees are also permitted to combine personal travel with business travel, as long as time away from work is approved. Additional expenses arising from such nonbusiness travel are the responsibility of the employee.

When travel is completed, employees should submit completed travel expense reports within 14 days. Reports should be accompanied by receipts for all individual expenses. Mileage must be reported on the mileage log giving the date, mileage and the purpose for each separate trip. When stopping off for work related business on your way in to the office from home, or on your way home from the office, you should only claim the number of miles you were taken out of your way (not the round trip distance between where you stopped off and the office). All monthly travel logs must be turned into the employee's supervisor for approval by the 15th of the following month.

Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

## 509 VISITORS IN THE WORKPLACE

To provide for the safety and security of employees and the facilities at SAI, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All visitors should enter SAI at the reception area. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

*WRS specific:*

All visitors should enter WRS at the reception area. Authorized visitors will be escorted to their destination. Employees are responsible for the conduct and safety of their visitors. Under no circumstances may a visitor be taken to the Operation Area without the specific permission of the Program Director or the Human Resources Manager. This also includes children and previous employees. Any visitor approved to enter the Operations Area must read and sign the Pledge of Confidentiality.

If an unauthorized individual is observed on SAI's premises, employees should immediately notify their supervisor and/or management, and if necessary, direct the individual to the reception area.

## 510 SEVERE WEATHER

Because it is necessary for our agency to stay open for service regardless of weather conditions, employees are expected to report to work. However, weather conditions may cause employees to be late to work. If you expect to arrive to work late or if you are unable to get to work, contact the office and your supervisor as soon as possible. Time missed from work due to inclement weather conditions will not be paid. Any employee wishing to receive compensation for this time off may use any accrued vacation time. If the agency closes early on a severe weather day, only those employees who reported for work that day or who were previously excused for the day will be compensated for the time the agency is closed.

## 511 MAIL BOXES

All staff will have his/her own mail box/receptacle located in a designated area. Please be sure to check your box/receptacle on a regular basis. All information in mail boxes is confidential.

## 512 FIRE SAFETY

It is every employee's responsibility to know the fire safety plan for your office. If you discover a fire, please follow the specific policy and procedure at your location site.

At some point in your employment, you may be called upon to participate in a fire drill.

## 513 PERSONAL APPEARANCE/DRESS CODE

Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the business image of SAI presents to customers and visitors.

Employees are expected to present a clean and neat appearance and to dress according to the requirements of their positions.

### *WRS specific:*

The following are not considered proper office attire for the Administrative staff: jeans, sweatshirts or sweatpants, casual shorts and T-shirts. Nice shorts may be only worn if they are professional type and worn with nylons and work shoes.

Communication Assistants are allowed to wear jeans, sweatpants, casual shorts, T-shirts, sweatshirts and running sneakers.

Moderation and good taste in dress and grooming are expected of all employees.

Employees who appear for work inappropriately dressed will be sent home and directed to return to work in proper attire. Under such circumstances, employees will not be compensated for the time away from work.

All staff may observe "casual dress" excluding sweatpants and casual shorts on: third shift, Fridays, weekends and holidays, if so desired.

Consult with the Human Resources Manager if you have questions as to what constitutes appropriate attire.

## 514 LOCKER POLICY

*WRS specific:*

Wisconsin Relay System provides lockers, locks, and keys to employees of SAI. In an effort to provide the highest level of protection for our agency and employees, a "controlled locker program" has been developed.

The Controlled Locker Program ensures the employer's right to inspect lockers. The Human Resources Director must deem any search "reasonable". In the absence of the HR Director, the Program Director and/or Assistant or Human Resources Manager will make a determination. The "reasonable" search will include having a legitimate business objective. Any search will include at least two agency representatives present during the search. One representative will be responsible to log or record any/all items in locker. A copy of log/record will be sent to the Human Resources Manager.

## LEAVES OF ABSENCE

### 601 MEDICAL LEAVE

SAI provides medical leaves of absence without pay to eligible employees who are temporarily unable to work due to a serious health condition. The policy of SAI is to provide the same leave as required by state and federal law. For purposes of this policy, serious health conditions include inpatient care in a hospital, hospice, or residential medical care facility; continuing treatment by a health care provider; and temporary conditions associated with pregnancy, childbirth, and related medical concerns.

Employees in the following employment classifications are eligible to request medical leave as described in this policy:

- Regular full-time employees
- Regular part-time employees

Eligible employees should make requests for medical leave to their supervisors and/or Human Resources Manager at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events. To be eligible for medical leave you must have worked for SAI at least 1,000 hours in the preceding 52 weeks and for at least 52 weeks.

A health care provider's statement must be submitted verifying the need for medical leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to SAI. Employees returning from medical leave must submit a health care provider's verification of their fitness to return to work.

Eligible employees are normally granted leave for the period of the serious health condition, up to a maximum of 12 weeks within any 12 month period. Any combination of medical leave and family leave may not exceed this maximum limit. If the initial period of approved absence proves insufficient, consideration will be given to a request for an extension. Employees will be allowed to first use any accrued paid leave time before taking unpaid medical leave.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disabilities.

Subject to the terms, conditions, and limitations of the applicable plans, SAI will continue to provide health insurance benefits for the full period of the approved medical leave. If at the end of the medical leave the employee does not come back to work on a full time basis (40 hours per week), the employee is then responsible for all health and dental premium payments since the beginning of the leave. The employee will be offered insurance through COBRA.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment. So that an employee's return to work can be properly scheduled, an employee on medical leave is required to provide SAI with at least two weeks advance notice of the date the employee intends to return to work. When a medical leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to report to work promptly at the end of the medical leave, SAI will assume that the employee has resigned.

*All Medical leaves will be considered under both FMLA and WFMLA, running concurrently.*



## 602 FAMILY LEAVE

SAI provides family leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption, or placement of a foster child; or to care for a child, spouse, or parent with a serious health condition. The policy of SAI is to provide the same leave as required by state and federal law. A serious health condition means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility; or continuing treatment by a health care provider.

Employees in the following employment classifications are eligible to request family leave as described in this policy:

- Regular full-time employees
- Regular part-time employees

Eligible employees should make requests for family leave to their supervisor and/or Human Resources Manager at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events. To be eligible for family leave you must have worked for SAI at least 1,000 hours in the preceding 52 weeks and for at least 52 weeks.

Employees requesting family leave related to the serious health condition of a child, spouse, or parent may be required to submit a health care provider's statement verifying the need for a family leave to provide care, its beginning and expected ending dates, and the estimated time required.

Eligible employees may request up to a maximum of 12 weeks of family leave within any 12 month period. Any combination of family leave and medical leave may not exceed this maximum limit. If this initial period of absence proves insufficient, consideration will be given to a request for an extension. Employees will be allowed to first use any accrued paid leave time before taking unpaid family leave. Married employee couples may be restricted to a combined total of 12 weeks leave within any 12 month period for childbirth, adoption, or placement of a foster child; or to care for a parent with a serious health condition.

Subject to the terms, conditions, and limitations of the applicable plans, SAI will continue to provide health insurance benefits for the full period of the approved family leave. If at the end of the family leave the employee does not come back to work on a full time basis (40 hours per week), the employee is then responsible for all health and dental premium payments since the beginning of the leave. The employee will be offered insurance through COBRA.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

So that an employee's return to work can be properly scheduled, an employee on family leave is required to provide SAI with at least two weeks advance notice of the date the employee intends to return to work.

When a family leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to report to work promptly at the end of the approved leave period, SAI will assume that the employee has resigned. The employee will also be responsible for all insurance benefits paid for him/her since the beginning of the family leave.

*All Family Leaves will be considered under both FMLA and WFMLA, running concurrently.*

### 603 PERSONAL LEAVE

SAI provides leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill relevant/pertinent personal obligations. These obligations should be of a serious nature. Employees in the following employment classification(s) are eligible to request personal leave as described in this policy:

- Regular full-time employees
- Regular part-time employees
- Part-time employees

As soon as eligible employees become aware of the need for a personal leave of absence, they should request a leave from their supervisor and/or Human Resources Manager.

Personal leave may be granted by the Human Resources Manager for a period of up to 30 calendar days every one year. If this initial period of absence proves insufficient, consideration will be given to a written request for a single extension of no more than ten calendar days. With prior approval from the Human Resources Director, an employee may take any available sick leave or vacation leave as part of the approved period of leave.

Requests for personal leave will be evaluated based on a number of factors, including anticipated work load requirements and staffing considerations during the proposed period of absence and nature of the obligation for the employee.

Subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits will be provided by SAI until the end of the month in which the approved personal leave begins. At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. When the employee returns from personal leave, benefits will again be provided by SAI according to the applicable plans.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

When a personal leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, SAI cannot guarantee reinstatement in all cases.

If an employee fails to report to work promptly at the expiration of the approved leave period, SAI will assume the employee has resigned.

#### **604 MILITARY LEAVE**

A military leave of absence will be granted to employees, except those occupying temporary positions, to attend scheduled drills or training or if called to active duty with the U.S. armed services.

Employees will receive partial pay for two-week training assignments and shorter absences (if training falls on employees scheduled days of work). Upon presentation of satisfactory military pay verification data, employees will be paid the difference between their normal base compensation and the pay (excluding expense pay) received while on military duty. The portion of any military leaves of absence in excess of two weeks will be unpaid. However, employees may use any available paid time off for the absence.

Subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible, health insurance benefits will be provided by SAI for the full term of the military leave of absence.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.

Employees on two-week active duty training assignments or inactive duty training drills are required to return to work for the first regularly scheduled shift after the end of training, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with all applicable state and federal laws.

Every reasonable effort will be made to return eligible employees to their previous position or a comparable one. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service, such as the rate of vacation accrual and job seniority rights.

#### **605 PREGNANCY-RELATED ABSENCES**

SAI will not discriminate against any employee who requests an excused absence for medical disabilities associated with a pregnancy. Such leave requests will be made and evaluated in accordance with the medical leave policy provisions outlined in this handbook.

Requests for time off associated with pregnancy and/or childbirth (apart from medical disabilities associated with these conditions) will be considered in the same manner as any other request for an unpaid personal or family leave.

## ***EMPLOYEE CONDUCT & DISCIPLINARY ACTION***

### **701 EMPLOYEE CONDUCT AND WORK RULES**

To ensure orderly operations and provide the best possible work environment, SAI expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of agency property
- Dishonesty or falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism
- Unsatisfactory performance or of conduct
- Unauthorized solicitations or distributions
- Failure to report injury or accident immediately
- Discourteous treatment of customers
- Unauthorized disclosure of "secrets" or confidential information
- Fighting, unethical/unprofessional conduct, threats, intimidation, or harassment of consumers or employees
- Violation of personnel policies
- Sleeping on the job
- Not showing up for work and not contacting the office without good cause (x2)
- Discrimination on the basis of color, creed, national origin, political affiliation, disability, ancestry sexual preference, marital status, sex or age

## 702 CONFIDENTIALITY

Employees/staff have access to confidential consumer and agency information. Discussion of consumer, services or agency information is to remain confidential.

*WRS specific:*

Discussion of consumer or agency information (i.e. employee records or identify calls that were relayed) is to remain confidential and not to be disclosed to or discussed with any persons inside or outside the agency. Discussion of confidential information is permissible only within agency guidelines and to the extent necessary to carry out your job responsibilities.

Intentional or unintentional violation of confidential information will be regarded as a breach of professional ethics and a direct violation of Society's Assets, Inc., Confidential Information Policy. Breach of confidentiality is grounds to immediate termination.

## 703 DRUG AND ALCOHOL USE

It is Society's Assets, Inc. desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on Society's Assets, Inc. premises and while conducting business-related activities off Society's Assets, Inc. premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace. Any employee who is taking any prescribed medications which he/she feels may affect his/her behavior, performance, or ability to work should report such medication to their supervisor.

Society's Assets, Inc. has established a drug-free policy which reads as follows:

1. It is the intention of Society's Assets, Inc. to maintain a drug free work place. This agency will make a "good faith" effort to maintain a drug-free work place by meeting the requirements of The Drug-Free Work Place Act of 1988.
2. This policy serves notice to all employees that the unlawful manufacture, distribution, possession, or use of a controlled substance in the work place is prohibited. Criminal conviction of any of the above mentioned actions in the work place will result in disciplinary action that could include required participation in an approved drug rehabilitation program or termination from employment.
3. It is a requirement that all employees of this agency abide by this policy statement and notify his/her supervisor if he/she is convicted of a criminal drug offense occurring in the work place within five days after the conviction.
4. Society's Assets, Inc. will provide information on drug awareness, drug counseling, and rehabilitation programs to any employee who requires and/or requests such information.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program.

Employees with questions or concerns about substance dependency or abuse are encouraged to discuss these matters with their supervisor to receive information regarding assistance for drug counseling, rehabilitation and employee assistance programs or referrals to appropriate resources in the community.

#### **704 SEXUAL AND OTHER UNLAWFUL HARASSMENT**

SAI is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship, and is strictly prohibited.

Any employee who wants to report an incident of sexual or other unlawful harassment should promptly report the matter to his or her supervisor. If the supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee should immediately contact the Human Resources Manager or any other member of management. Employees can raise concerns and make reports without fear of reprisal.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment should promptly advise their immediate supervisor or the Human Resources Manager who will handle the matter in a timely and confidential manner.

Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

#### **705 ATTENDANCE AND PUNCTUALITY**

Regular attendance is expected of each employee.

To maintain a safe and productive work environment, SAI expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on SAI. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence. Each day of absence is considered an incident.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment. Our counseling and discipline procedures are based on your entire attendance record and the individual policy on reporting absences and tardiness at each agency location.

Two unexcused absences from work without calling in or notifying the office will be considered a voluntary resignation.

Any level of absence within introductory period is unacceptable and may result in disciplinary action and/or immediate termination.

Sick pay benefits are intended to provide income protection in the event of self illness or injury. Further sick leave benefits are found under #308 Sick Leave Benefits.

## 707 RETURN OF PROPERTY

Employees are responsible for all property, materials, or written information issued to them or in their possession or control. Employees must return all SAI property immediately upon request or upon termination of employment. Where permitted by applicable laws, SAI may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. SAI may also take all action deemed appropriate to recover or protect its property.

## 708 RESIGNATION

Resignation is a voluntary act initiated by the employee to terminate employment with SAI. Although advance notice is not required, SAI requests at least two weeks written resignation notice submitted to the Human Resources Manager from all employees. In order to receive accrued vacation and/or holiday pay, the resigning employee must work their regular two week schedule prior to the last day of employment. Refer to your location *Resignation Guidelines* for specific information regarding exit interview.

## 709 PROGRESSIVE DISCIPLINE

The purpose of this policy is to state SAI's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

SAI's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with SAI is based on mutual consent and both the employee and SAI have the right to terminate employment at will, with or without cause or advance notice, SAI may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.



Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

SAI recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the EMPLOYEE CONDUCT AND WORK RULES policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and SAI.

## 710 PROBLEM RESOLUTION (GRIEVANCE PROCEDURES)

SAI is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from SAI supervisors and management. Supervisory personnel shall report to the Program Director all complaints, grievances and settlements reached.

SAI strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with SAI in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to immediate supervisor after incident occurs. The supervisor will make careful inquiries into the facts and circumstances of the employee's complaints and who will attempt to resolve the problem fairly and promptly. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to the Human Resources Manager.
2. Supervisor responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion. An employee, who is dissatisfied with the decision of his/her supervisor may request a meeting with the Human Resources Manager, who shall assist in resolving the problem fairly and promptly.
3. Any employee who is dissatisfied with the decision of Human Resources Manager shall submit the grievance, in writing, to the Program Director. The grievance must give a full explanation and details of the grievance.
4. The Program Director will:
  - a. Immediately arrange a conference with the employee.
  - b. Notify the Human Resources Director and Executive Director.
  - c. Within five working days, give a written resolution of the grievance to the employee, the employee's immediate supervisor and the Human Resources Director and Executive Director.
5. Any employee who is dissatisfied with the decision of the Program Director shall request, in writing, that the Program Director submit the written grievance to the Human Resources Director and Executive Director. Both the Human Resources Director and Executive Director will review all facts and circumstances of the employee's complaint. The Executive Director shall, within ten working days, inform, in writing, the employee, the employee's immediate supervisor and the Program Director of the disposition of the grievance.

6. Any employee who is dissatisfied with the decision of the Executive Director may present his/her grievance to the Equal Employment Opportunity Commission or the Dept. of Industry, Labor and Human Relations.

7. There will be no direct communication with the Board of Directors or Executive Director. All communications in the grievance procedure must pass through the Program Director. The Executive Director may request a conference with the employee filing a grievance through the Program Director at any time.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security.

## **712 ETHICAL BEHAVIOR POLICY**

We expect staff to relate to the consumer, families, visitors, service agencies/providers and employees in the kindest and most understanding manner possible. Society's Assets, Inc., basic rules of ethics are as follows:

- Confidentiality policy applies at all times to consumers, families, visitors, and fellow employees.
- Regardless of the situation, consumers, families, visitors and all employees are to be treated with dignity and respect at all times.
- Conduct yourself in a professional manner in all aspects of your relationship with consumer, family members, and fellow employees.
- Stealing is prohibited. Consuming/taking/borrowing of any items is prohibited and will be treated as theft.
- Society's Assets, Inc. property may not be used for personal reasons.
- If any employee becomes involved in a conflict of interest, an ethical responsibility to resolve conflict will be expected.

## 714 E-MAIL POLICY

SAI has established a policy with regard to access and disclosure of electronic mail messages (e-mail) created, sent or received by SAI employees using the electronic mail system.

*WRS specific:*

The electronic mail system hardware is SAI and/or Hamilton property. Additionally, all messages composed, sent, or received on the electronic mail system are and remain the property of SAI and/or Hamilton. They are not the private property of any employee. The use of the electronic mail system is reserved solely for the conduct of business at SAI/Hamilton. It may not be used for personal usage. The electronic mail system is not to be used to create any offensive or disruptive messages. Fraudulent, harassing or obscene messages are prohibited.

All messages communicated on the electronic mail should have your name attached. No messages will be transmitted under an assumed name.

SAI and/or Hamilton reserves the right to review, audit, intercept, access and disclose all messages created, received or sent over the electronic mail system for any purpose.

SAI employees are not authorized to retrieve or read any e-mail messages that are not sent to them, such messages should be treated as confidential by other employees and accessed only by the intended recipient. Any exceptions to this policy must receive prior approval by the employer. Any SAI employee who violates this policy or uses the electronic mail system for improper purposes shall be subject to discipline, up to and including termination.

## **715 INTERNET CODE OF CONDUCT POLICY**

Access to the Internet has been provided to SAI employees for the benefit of the organization and its customers. It allows employees to connect to information resources around the world. Every SAI employee has a responsibility to maintain and enhance SAI's public image, and to use the Internet in a productive manner. To ensure that all employees are responsible, productive Internet users and are protecting SAI's public image, the following guidelines have been established for using the Internet.

SAI employees accessing the Internet are representing the company. All communications should be for the conduct of business at SAI. SAI employees are responsible for seeing that the Internet is used in an effective, ethical and lawful manner. Use of the Internet must not disrupt the operation of the company network or the networks of other users.

Each SAI employee is responsible for the content of all text, audio or images that they place or send over the Internet. Fraudulent, harassing or obscene messages are prohibited. All messages communicated on the Internet should have your name attached. No messages will be transmitted under an assumed name.

To prevent computer viruses from being transmitted through the system there will be no unauthorized downloading of any software. All software downloads will be done through the System Manager.

All messages created, sent or retrieved over the Internet are the property of SAI, and should be considered public information. SAI reserves the right to access and monitor all messages and files on the computer system as deemed necessary and appropriate. Internet messages are public communication and are not private. All communications including text and images can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver.

Violations of any guidelines listed above may result in disciplinary action up to and including termination.

## 720 USE OF EQUIPMENT

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance and follow all operating instructions, safety standards and guidelines.

Please notify the supervisor if any equipment, machines or tools appear to be damaged, defective or in need of repair. Prompt reporting of damages, defects and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.

*WRS specific:*

All staff will be issued specific equipment relevant to employment at WRS.

Upon termination of employment, properties of Hamilton and SAI/WRS must be returned prior to receiving the final paycheck.

The improper, careless, negligent, destructive or unsafe use of operation of equipment can result in disciplinary action, up to and including termination of employment.

## ***MISCELLANEOUS***

### **800 LIFE-THREATENING ILLNESSES IN THE WORKPLACE**

Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. SAI supports these endeavors as long as employees are able to meet acceptable performance standards. As in the case of other disabilities, SAI will make reasonable accommodations in accordance with all legal requirements, to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs.

Medical information on individual employees is treated confidentially. SAI will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

### **801 AMERICANS WITH DISABILITIES ACT COMPLIANCE**

SAI is committed to all provision of the Americans with Disabilities Act (ADA). Any employee requiring reasonable accommodation consideration(s) should contact their supervisor or Personnel Manager.

### **AMENDMENTS**

Society's Assets, Inc. reserves the right to amend, alter, revoke and/or make changes in these provisions when it is deemed to be in the best interests of the agency.

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**900 AFFIRMATIVE ACTION POLICY**

# **AFFIRMATIVE ACTION PLAN**

**SOCIETY'S ASSETS, INC.  
5200 WASHINGTON AVENUE  
RACINE, WISCONSIN 53406**

**Revised: 6/99**

**CONFIDENTIAL**



**SOCIETY'S ASSETS, INC.**

**AFFIRMATIVE ACTION AND EQUAL OPPORTUNITY  
POLICY STATEMENT**

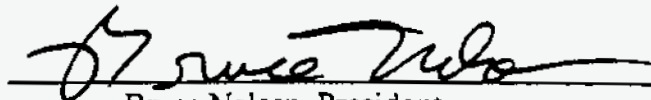
SAI is in compliance with the equal opportunity policy and standards of the Wisconsin Department of Health and Social Services and all applicable state and federal statutes and regulations relating to nondiscrimination in **employment and service delivery**.

It is the policy of SAI not to discriminate against any employee or any applicant for employment because of age, race, creed, marital status, political affiliation, religion, color, handicap, sex, physical condition, developmental disability, sexual orientation, national origin, veteran's status, or any other protected status. This policy shall include, but not be limited to, the following: recruitment, interviewing and employment, evaluation, promotion, demotion, transfer, compensation, training, discharge and termination. In order to ensure equal access to employment, SAI provides reasonable accommodations for persons with disabilities. This company further agrees to take affirmative action to ensure equal employment opportunities.

No other qualified applicant for services or service recipient shall be excluded from participation, be denied benefits, or otherwise be subject to discrimination in any manner on the basis of race, color, national origin, sex, religion, age or disability. This policy covers eligibility for and access to service delivery, and treatment in all of our agency programs and activities.

Until such time as said statutes, regulations and laws are replaced or amended, SAI shall comply with s.16.765, Wis. Stats., state regulations and federal laws relating to equal employment opportunities and affirmative action. This agency shall continue to work cooperatively with government and community organizations to take affirmative action to insure equal employment and advancement opportunities. SAI reaffirms its commitment to equal opportunity and affirmative action for all persons and in all agency programs and facilities.

To assist us in complying with all applicable equal opportunity rules, regulations and guidelines and compliance with Section 504 of the Rehabilitation Act of 1973 (nondiscrimination against the handicapped), I have appointed Carol Wolf, Human Resources Director, as Equal Opportunity Coordinator. You are encouraged to discuss any perceived discrimination problems in employment or service delivery with this employee. Ms. Wolf may be reached on Monday - Friday from 8:00AM - 5:00PM at (414)637-9128. Information about our discrimination complaint resolution process is available to you upon request.

  
Bruce Nelsen, President

6-19-99  
Date

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## SAI HOME HEALTH CARE, INC.

AFFIRMATIVE ACTION AND EQUAL OPPORTUNITY  
POLICY STATEMENT

SAI is in compliance with the equal opportunity policy and standards of the Wisconsin Department of Health and Social Services and all applicable state and federal statutes and regulations relating to nondiscrimination in **employment** and **service delivery**.

It is the policy of SAI not to discriminate against any employee or any applicant for employment because of age, race, creed, marital status, political affiliation, religion, color, handicap, sex, physical condition, developmental disability, sexual orientation, national origin, veteran's status, or any other protected status. This policy shall include, but not be limited to, the following: recruitment, interviewing and employment, evaluation, promotion, demotion, transfer, compensation, training, discharge and termination. In order to ensure equal access to employment, SAI provides reasonable accommodations for persons with disabilities. This company further agrees to take affirmative action to ensure equal employment opportunities.

No other qualified applicant for services or service recipient shall be excluded from participation, be denied benefits, or otherwise be subject to discrimination in any manner on the basis of race, color, national origin, sex, religion, age or disability. This policy covers eligibility for and access to service delivery, and treatment in all of our agency programs and activities.

Until such time as said statutes, regulations and laws are replaced or amended, SAI shall comply with s.16.765, Wis. Stats., state regulations and federal laws relating to equal employment opportunities and affirmative action. This agency shall continue to work cooperatively with government and community organizations to take affirmative action to insure equal employment and advancement opportunities. SAI reaffirms its commitment to equal opportunity and affirmative action for all persons and in all agency programs and facilities.

To assist us in complying with all applicable equal opportunity rules, regulations and guidelines and compliance with Section 504 of the Rehabilitation Act of 1973 (nondiscrimination against the handicapped), I have appointed Carol Wolf, Human Resources Director, as Equal Opportunity Coordinator. You are encouraged to discuss any perceived discrimination problems in employment or service delivery with this employee. Ms. Wolf may be reached on Monday - Friday from 8:00AM - 5:00PM at (414)637-9128. Information about our discrimination complaint resolution process is available to you upon request.

  
Bruce Nelsen, President

6-1999  
Date

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## II. EQUAL OPPORTUNITY POLICY STATEMENT/PERSONNEL POLICIES

This will serve to reiterate the policy of SAI and the management of its facilities to work continually toward improving recruitment, employment, development, training, compensation, and promotional opportunities for minority employees and for women.

Certainly, one of the most complex and tragic problems which confronts our agency and our nation today is the absence of true equal opportunity for all people without regard to race, color, religion, sex, age, national origin, political belief and affiliation, disabilities and sexual orientation.

While there have been civil rights laws enacted during the past decades to assure such equality, many individuals and institutions have been negligent in meeting the requirements of these laws to the extent that equal opportunity for all people, in fact, is not a reality.

Consequently, the denial of equal access to opportunities for development and growth has permitted discrimination to continue in a variety of forms. This means that proposed remedies must go beyond the mere announcement of equal opportunity policy. We, at SAI, must recognize and accept our responsibility to design and implement programs which strike at the total problem rather than simply overt manifestations.

In a similar manner, women have found themselves locked into sexual role stereotypes which have acted to exclude their full participation in the mainstream of the working world. Attitudes towards women have prevented women from realizing their full potential and achieving equality within the institutions of society.

We must, therefore, strive aggressively to insure the entry and growth of minorities, women, persons with disabilities in our workforce until it is emphatically clear that equality of opportunity in the agency is a fact as well as an ideal. To achieve ultimate effectiveness in this matter, our efforts toward equal opportunity for all people in our employment and to recipients of SAI's program of services must extend above and beyond the letter of the law - that is, total commitment to this goal on the part of every SAI employee.

The staff's cooperation and support in Affirmative Action is essential in assuring equal employment opportunities in all agency operating facilities.

**III.**

**RECRUITMENT/PERSONNEL POLICIES**

Whenever the need arises to fill a new or vacant position, the Executive Director of SAI will insure that:

- A. In all cases positions will be posted internally and simultaneously listed for open competition with local job information and placement centers and with advertisements in local and regional newspapers, eg., the Racine Journal Times, the Kenosha News and the Milwaukee Journal/Sentinel.
- B. In all cases the job posting shall contain the job title, the job description, minimum qualifications and/or requirements, wage/benefit statement, and indication of where, when and how applications will be accepted and a statement that SAI is an Equal Opportunity/Affirmative Action Employer.
- C. Reasons for rejection of an application shall include, but are not limited to the following:
  - 1. Applicant does not possess the minimum qualifications or requirements for the position applied for.
  - 2. Applicant has established an unsatisfactory employment or personnel record, as evidenced by reference of such a nature as to demonstrate job related unsuitability for employment.
  - 3. Applicant has made false statements or practiced deception in the application.
  - 4. Applicant is not a "qualified individual with a disability" as defined in the Americans with Disabilities Act (ADA), Section 1630.2(g).
  - 5. Applicant does not respond to mail inquiry within ten (10) days or does not return a telephone inquire within five (5) days.
  - 6. Applicant fails to accept appointment or report for duty within two (2) days of the start date.
  - 7. Applicant is a member of an organization which advocates violent overthrow of the government of the United States.
  - 8. Application form (when applicable) is not filled out completely.

IV.

SELECTION/PERSONNEL POLICIES

- A. The selection process shall maximize reliability, objectivity and validity through a practical and job-related assessment of applicant attributes necessary for successful job performance and career potential.

The Executive Director of SAI shall be responsible for determining when and if formal selection devices are to be used to screen applicants for job vacancies which may include, but are not limited to: a review of training and experience, work sample and performance tests, practical written tests and reference inquiries.

The Executive Director or his designee shall determine the most qualified applicants. These applicants shall be interviewed by the Executive Director or the head of the department and one or more other person of the Executive Director's choice (if deemed appropriate) and rated on a set of standardized questions developed for the specific position.

- B. If an applicant feels that he has been discriminated against on any basis during the selection process, he may appeal, in writing, to the Executive Director within ten (10) calendar days of receiving notice of non selection. The Executive Director will meet with the applicant within ten (10) calendar days of the receipt of the appeal, notify the Executive Committee of the Board of Directors of that appeal and issue a written response to the appeal to the applicant, which shall include an outline of the appeal process, within ten (10) calendar days of his meeting with that applicant.

If the applicant is not satisfied with the response of the Executive Director, he/she may request, in writing, within ten (10) calendar days of the Executive Director's response that the appeal be presented to the Executive Committee, the Executive Director shall do so immediately. The Executive Committee shall, within twenty (20) calendar days, issue a written decision to the applicant and the Executive Director.

If the applicant is not satisfied with the decision of the Executive Committee, a complaint may be filed with:

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION  
310 West Wisconsin Ave., Suite 800  
Milwaukee, WI 53203-2292

DEPARTMENT OF INDUSTRY, LABOR AND HUMAN RELATIONS  
819 N. Sixth Street  
Milwaukee, WI

- C. Promotion will be based on performance and capability. Current employees from any level of operation are encouraged to apply for any opening in the SAI organization for which they meet the basic requirements and believe they have the potential to perform.

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**WORK FORCE ANALYSIS**

V.

See Form DOA - 3022 (C 2/89)

Based on our Work Force Analysis and the Labor Market Data received from Job Service, SAI achieves a balanced work force for total employees. SAI is committed to the achievement of a balanced work force in each of the job categories we have identified as applicable to our agency, particularly minority representation in the job categories of "Officials & Managers" and "Professionals".

SAI has identified any/all minority representation in the job categories of "Officials and Managers" and "Professionals" and has incorporated appropriate/applicable goals under # IV, "Affirmative Action Goals".

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**VI.****AFFIRMATIVE ACTION GOALS**

SAI is committed to equitable representation of minorities, women and persons with disabilities in all of the job categories as specified on the Work Analysis by immediate implementation of the following goals:

- A. SAI will broaden recruitment and position vacancies to include community organizations, agencies and leaders promoting the interests of minorities, women and handicapped persons.
- B. All job descriptions will be reviewed yearly to ensure that job descriptions accurately reflect the necessary job duties/essential functions being performed.
- C. SAI will determine for transfer and promotion, the qualifications of the employees in relation to the particular requirements of the job position for which an employee is being considered. Employees will be selected for promotion or transfers without regard to race, color, sex, religion, national origin, age, disability, and sexual orientation except where they are essential occupational requirements. This policy shall be communicated to all employees engaged in recruitment, hiring, and training activities.
- D. SAI will continue to advise all of its recruitment sources of the agency's policy of Equal Employment Opportunity/Affirmative Action. All advertisements will state that SAI is an Equal Employment Opportunity/Affirmative Action Employer.
- E. SAI will continue to provide reasonable accommodations to all persons with disabilities according to the Americans with Disabilities Act, Section 1630.2 (o).

1999-00 New Goals include:

- Expand effort(s) to refer minorities and people with disabilities – Job Categories: “Officials and Managers: and “Professionals”:
  - (1) Will continue to receive the greatest effort and continued strategic planning will be developed to recruit minorities and persons with disabilities.
  - (2) Coordinated efforts with Wisconsin Workforce Development, Universities, and Technical Colleges will be implemented in an effort to place minority and persons with disabilities into available positions.
  - (3) Equal Opportunity Coordinator will actively participate in continued education/training that includes an emphasis in “recruitment and retention in relationship to minorities and persons with disabilities:.. Equal Opportunity Coordinator will also seek out education/training in “mentoring programs” for minorities and persons with disabilities, to comply with Equal Opportunity Coordination recommendations.
  - (4) Equal Opportunity Coordinator will actively participate in continued education/training in the area of ADA, with primary focus: “providing reasonable accommodations”.

**VII.**

**DISSEMINATION OF AFFIRMATIVE ACTION PLAN**

- A. A copy of this plan will be given to all employees (current and new) of SAI and will be incorporated in SAI's personnel policies. This will begin 7/94 and be an on-going process.
- B. The agency's commitment to this plan and the implementation of this plan will be communicated to staff at staff meetings and staff training sessions. Staff meetings are held monthly. Communication with staff will begin immediately and be on-going.
- C. SAI will affirmatively market its programs and services to organizations, agencies and the media.
- D. A copy of this plan will be given to the Board of Directors, the governing body of SAI at the next monthly meeting of the Board and on a yearly basis thereafter.
- E. A copy of this plan will be provided to all agency advisory committee members.
- F. All advertisements for employment/recruitment will include a statement that this agency is "an equal employment opportunity/affirmative action employer."
- G. SAI will incorporate an equal opportunity/affirmative action policy statement in purchase orders, contracts, annual reports, and brochures.
- H. Applications for employment and any other staff recruitment forms will include an equal opportunity and affirmative action policy statement.
- I. Any and all suggestions and complaints regarding the Affirmative Action Plan may be presented to the agency's appointed Equal Employment Opportunity Officer, Carol Wolf, Human Resources Director, phone (414) 637-9128,

and/or the

State Equal Employment Opportunity Commission  
310 West Wisconsin Ave., Suite 800  
Milwaukee, WI 53203-2292

and/or the

Equal Rights Division,  
Wisconsin Dept. of Workforce Development  
201 East Washington Ave., Room #403  
P.O. Box 8928  
Madison WI 53715

and/or

Office of Federal Contract Compliance  
US Dept. of Labor  
230 South Dearborn Street  
Chicago IL 60603



**VIII.**

**Internal Monitoring**

The Equal Employment Opportunity Officer, the Executive Director and the Board of Directors of SAI are responsible for implementing, monitoring, and evaluating the effectiveness of the Affirmative Action Plan.

The Executive Director shall be accountable to the Board of Directors for:

- A. Assuring and enforcing equal opportunities for employment, promotion, training and staff development for all staff on an on-going basis.
- B. Developing and marketing the programs and services of the agency in compliance and adherence to the Affirmative Action Plan on an on-going basis.

The Equal Employment Opportunity Officer is responsible to the Executive Director for the design and implementation of reporting, monitoring, and evaluating procedures to measure the effectiveness of and continuous conformity to the Affirmative Action Plan. The Equal Employment Opportunity Officer and the Executive Director will meet twice per year to review the effectiveness of the Affirmative Action Plan and to identify the consequences of this review. New strategies and goals to enhance and enforce the affirmative action commitment of this agency will be identified in writing at least on a yearly basis.

The Executive Director will require all supervisory and management personnel to be responsible for the implementation of affirmative action initiatives within their designated areas of responsibility. Supervisory and management personnel are required to adhere to affirmative action principles when completing six-month probationary and yearly employee performance appraisals and compensation reviews. Supervisory and management personnel will meet with the Executive Director at least on a quarterly basis to discuss review and accomplishment of affirmative action initiatives.

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**Service Delivery and Employment Discrimination Complaint Form**

Name of Complainant:

Address:

City, State, Zip:

Telephone Number:

Basis for Discrimination Complaint:

(Such as Age, Race, Religion, Color, Disability, Sex, National Origin)

Name of the Agency and/or Employee Against Whom the Complaint is Filed:

DESCRIPTION of the action or treatment which you think was discriminatory. Include information about who, what, when where, how, why and the names, addresses, and phone numbers of any witnesses, if you know them. You may write this on another sheet of paper if you need more room. In the space below, please say how many pages are attached if you need to add pages.

There is more on the back of this page, including the place to date and sign your complaint. The information below the double lines on the next page is to be completed by the person at the agency who receives your complaint, must look into it and respond to you.

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**Society's Assets, Inc.  
Compliance with Section 504  
of the Rehabilitation Act**

**SECTION 504 GRIEVANCE INFORMATION**

Section 504 of the Rehabilitation Act prohibits discrimination based on handicap. In accordance with Section 504 Regulation, any program participant, participant representative, prospective participant, or staff member who has reason to believe that she/he has been mistreated, denied services or discriminated against in any aspect of services or employment because of handicap may file a grievance. In order to implement this policy, this agency has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Health and Human Services regulation (45 CFR part 84) implementing Section 504 of the Rehabilitation Act of 1973 as amended (29 U.S.C. 794). Section 504 states, in part, that "no otherwise qualified handicapped individual . . . shall, solely by reason of his handicap, be excluded from the participation in, be denied the benefits, of or be subjected to discrimination under any program or activity receiving Federal financial assistance. . . ." The law and regulations may be examined in the office of Carol Ann Wolf, Human Resources Director

5200 Washington Avenue Suite 225, Racine WI 53406, (414)637-9128 who has been designated to coordinate the efforts of Society's Assets, Inc. to comply with the regulations.

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**DESCRIPTION OF THE RELIEF OR SATISFACTION YOU WANT:**

SIGNATURE: \_\_\_\_\_ Date: \_\_\_\_\_  
(Complainant or Complainant's Representative)

NOTE: You may call our Equal Opportunity Coordinator, Carol Ann Wolf @  
(414)637-9128 or same #, TDD if you would like help in filling out this  
form.

**Informal Complaint**

Date Received \_\_\_\_\_  
By (Name) \_\_\_\_\_  
Title \_\_\_\_\_  
Agency \_\_\_\_\_

**Formal Complaint**

Date Received \_\_\_\_\_  
By (Name) \_\_\_\_\_  
Title \_\_\_\_\_  
Agency \_\_\_\_\_

Program and Individual(s) to be investigated

\_\_\_\_\_  
\_\_\_\_\_

Program and Individual(s) to be investigated

\_\_\_\_\_  
\_\_\_\_\_

Findings \_\_\_\_\_

\_\_\_\_\_

(Complete within 30 days)

Action Taken \_\_\_\_\_

\_\_\_\_\_

Further Action Required

\_\_\_\_ Yes \_\_\_\_ No

If yes, what action is recommended?

\_\_\_\_\_

\_\_\_\_\_

Written Response sent to Complainant on

\_\_\_\_\_

Signed by: \_\_\_\_\_

Findings \_\_\_\_\_

\_\_\_\_\_

(Complete within 30 days)

Action Taken \_\_\_\_\_

\_\_\_\_\_

Further Action Required

\_\_\_\_ Yes \_\_\_\_ No

If yes, what action is recommended?

\_\_\_\_\_

\_\_\_\_\_

Written Response sent to Complainant on

\_\_\_\_\_

Signed by: \_\_\_\_\_

**CONFIDENTIAL**

Society's Assets, Inc. (SAI)

**Consumer Grievance Mechanism**

1. **The types of complaints/grievances accepted by SAI** – Because SAI is concerned about providing consumer focused and directed, quality services, SAI will accept all types of complaints relating to Independent Living and/or all Home Care Services, eg., complaints about personal care workers/aides, the type and frequency/schedule of/job performance, etc..
2. **How complaints are received by SAI** – Complaints are accepted through:

- Telephone Calls . . . . .
- Letters/written communication
- In person contacts

The numbers to call are:  
Racine Office – (414)637-9128  
Kenosha Office – (414)657-3999  
Elkhorn Office – (414)723-8181

Complaints are received from consumers, and other service providers, relatives, friends and neighbors of the consumer, as well as other interested individuals.

While complaints may be received at any time, in the case of home care services, they are routinely solicited as part of SAI Home Care Supervisors' monthly contact with each consumer.

Copies of Society's Assets, Inc., "*Service Delivery Discrimination Complaint Form*" will be provided/available to any individual requesting such information. All forms are available upon immediate request from the agency's Equal Opportunity Coordinator, Carol Ann Wolf at (414)637-9128.

3. **Which position(s) or person(s) accept and process such complaints** – Most consumer complaints are initially received by Home Care Supervisors. All complaints must be forwarded to SAI's Director of Home Care Services or Director of Independent Living. The overriding emphasis is always on resolving the problem at the lowest level possible. However, if the Home Care Supervisor or Independent Living Coordinator is unable to resolve the matter, it must then be directed to the Director of Home Care or Director of Independent Living.
4. **The types and levels of appeals available to recipients receiving services from SAI** – SAI's personnel policies, with regard to formally established grievance procedures read as follows:

A. Policy:

1. The most effective accomplishment of the work of SAI requires prompt consideration and equitable adjustment of employee(s) or consumer(s) grievances.
2. It is the desire of SAI to adjust complaints and grievances informally and both supervisory personnel and employees or consumers are expected to make every effort to resolve problems as they arise.
3. It is recognized that there will be grievances which will be resolved only after formal review and appeal: thus, procedures for such resolvment are provided herein.
4. Supervisory personnel shall report to the Executive Director all complaints, grievances, and settlements reached.

B. Procedures – A grievance is a wrong, real or believed to be real, considered by an employee or consumer as grounds for complaint.

1. Step 1 - An employee or consumer shall first orally present his/her grievance to his/her immediate supervisor/assigned Independent Living Coordinator or Home Care Supervisor who shall make careful inquiry into the facts and circumstances of the employee's or consumers' complaints, and who shall attempt to resolve the problem fairly and promptly. Independent Living Coordinators or Home Care Supervisors shall notify their Program Director of all grievances. Consumers have the right to address any grievance directly to the Director of Independent Living or the Director of Home Care.
2. Step 2 – Any employee or consumer who is dissatisfied with the decision of his/her supervisor/assigned Independent Living Coordinator or Home Care Supervisor or Program Director (Step 1) shall submit the grievance in writing to the Executive Director. The grievance must give a full explanation and details of the grievance.  
The Executive Director shall:
  - a. Immediately arrange a conference with the employee or consumer.
  - b. Notify the Executive Committee of the Board of Directors of the grievance.



- c. Within five (5) working days, give a written resolution of the grievance to the employee or consumer, the employee's or consumer's immediate supervisor/assigned Independent Living Coordinator or Home Care Supervisor, the Director of Independent Living or the Director of Home Care Services and the Executive Committee.
3. Step 3 – Any employee or consumer who is dissatisfied with the decision of the Executive Director (Step 2) shall request, in writing, that the Executive Director submit the written grievance to the Executive Committee of the Board of Directors. The Executive Director shall do so immediately.

The Executive Committee shall, within ten (10) working days, inform, in writing, the employee or consumer, the employee's or consumer's immediate supervisor/Independent Living Coordinator or Home Care Supervisor, the Director of Independent Living or the Director of Home Care Services, and the Executive Director of the disposition of the grievance.

4. Step 4 – Any employee who is dissatisfied with the decision of the Executive Committee (Step 3) may present his/her grievance to:

Equal Employment Opportunity Commission  
342 N. Water Street  
Milwaukee, WI 53202

Department of Workforce Development  
819 North Sixth Street  
Milwaukee WI 53203

Consumers receiving services funded through the Wisconsin Medical Assistance Program who are dissatisfied with the decision of the Executive Committee (Step 3) may present his/her grievance to:

Wisconsin Medical Assistance Program  
Bureau of Health Care Financing  
P.O. Box 309  
Madison, WI 53701

Consumers receiving services through the Independent Living Services have the right to file an appeal through CAP (Client Assistance Program).

Client Assistance Program  
1 W. Wilson St., Room 558  
P.O. Box 7852  
Madison, WI 53707  
1-800-362-1290 Voice/TDD

5. An employee or consumer may use documented written material and/or legal witnesses when filing or carrying out a grievance.
6. There shall be no direct communication with the Board of Directors. All communications in the grievance procedure must pass through the Executive Director. The Executive Committee may request a conference with the employee or consumer filing a grievance through the Executive Director at any time.
5. **The system by which SAI acts upon recommendations following the complaint** – Both the “written resolution” or “disposition of the grievance,” cited in the “Grievance Procedures” presented above under #3, specify what corrective action if any, is required, how it is to be carried out, when (or by what date – typically ranging from immediately to within thirty days) and by whom. The person, or persons, charged with carrying out the corrective action must provide documentation of actions taken to the Executive and/or the Executive Committee of the Board of Directors.
6. **The measures taken to ensure the confidentiality of the complainant, including the protection of the complainant against any retribution during and following the complaint investigation.** Great care is always taken to safeguard confidentiality. However, some consumer specific complaints cannot be investigated or corrected without releasing the consumer’s name. In such cases, the consumers must sign a written release in order for the investigation to proceed.

Complaints involving a personal care worker in many instances may require an immediate change in personal care workers (removal from the home of whomever; is accused of wrong doing), depending on the nature of the complaint. Consumers are then given the option of re-securing the worker if the complaint is resolved to everyone’s satisfaction.



I have received and reviewed (or someone has reviewed with me) this  
"ConsumerGrievance Mechanism" and I have received a copy for my records.

\_\_\_\_\_  
Consumer Signature or Responsible Party

\_\_\_\_\_  
Date

**APPLICANT & EMPLOYEE AFFIRMATIVE ACTION DATA RECORD**

It is the policy of Society's Assets, Inc. (SAI) to maintain and promote equal employment opportunity. Candidates will be selected for employment on the basis of their qualifications for the job. Decisions regarding compensation, opportunity for training, advancement, upgrading and promotion and all aspects of employment will be made without regard to age, sex, race, creed, physical condition, sexual orientation, political affiliation, martial status, religion or national origin, Vietnam area & disabled veterans.

This data is for analysis and affirmative action only. Completion of this form is voluntary and will not jeopardize your employment in any way. All information will remain confidential and will not be included in your personnel file if you are hired for a position with SAI.

Your cooperation in completing this survey is optional. Thank you.

Date: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Position Applied For: \_\_\_\_\_

Referral Source: \_\_\_\_\_

Please check below where appropriate:

Sex

☐ Male

☐ Female

Race/Ethnic Group

☐ Caucasian

☐ American Indian/Alaskan Native

☐ African American ☐ Hispanic

☐ Asian/Pacific Islander

Vietnam Era Veteran

☐

Disabled Veteran

☐

Disabled Individual

☐

Please explain the type of disability in reasonable detail and what type of accommodations (if any) you believe would be necessary to assist you in performing the job.

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COMPLIANCE WITH TITLE VI OF  
THE CIVIL RIGHTS ACT OF 1964**

**COMMUNICATION WITH HARD OF HEARING/DEAF CLIENTS/APPLICANTS**

**POLICY:**

One of the primary goals of SAI, a Center for Independent Living, is to ensure the rights of all persons with disabilities to live and function as independently as possible in their community. SAI provides qualified sign-language interpreters to afford such persons equal opportunity to benefit from the services provided by the agency and to apply for employment with the agency. Interpreters and auxiliary aids will be provided at no cost to the client or applicant. All SAI offices have TTY's for immediate access to services and communication with staff personnel.

It is the policy for SAI to employ Independent Living Coordinators who are proficient at communicating with deaf/hard of hearing persons who receive services from SAI. Currently, there are five (5) Independent Living Coordinators (in-house staff) who are proficient at communicating with the deaf/hard of hearing (signing).

SAI also operates the Wisconsin Relay System (WRS) 24 hours a day, seven days a week. WRS is a worldwide, comprehensive dual party relay system which enables people who use a TTY for their telecommunications needs to talk to people who access the standard telephone network without specialized equipment.

**PROCEDURES:**

1. SAI staff must contact Racine office Receptionist/Secretary to arrange for interpreters (through interpreter request form/procedure). Interpreters are available through the statewide Interpreters' Coordination Service, Milwaukee, WI.

Advance notice (at least two weeks) of the need for an interpreter is required unless there is an emergency situation.

2. All heard of hearing or deaf clients or applicants for employment are asked how to most effectively meet their communication needs, in order to provide the best accommodation.
3. SAI is not required to pay for services volunteered by the client or applicant.
4. Any request to use family or friends by the hard of hearing/deaf person

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THE CIVIL RIGHTS ACT OF 1964**

following the offer by the facility to provide an interpreter will be documented in the client's file or the applicant's file and will be honored unless SAI feels the person selected is not sufficiently qualified and elects to provide another interpreter. Documentation will include a written statement signed by the client, applicant, or responsible party.

5. SAI may exercise discretion as to when an interpreter is necessary as routine visits may not require extensive communication.

**SOCIETY'S ASSETS, INC. (SAI)  
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THE CIVIL RIGHTS ACT OF 1964**

**COMMUNICATION WITH LIMITED-ENGLISH-PROFICIENT PERSONS**

**POLICY:**

SAI shall provide for communication with limited-English-proficient persons, including current and prospective clients, family, interested persons, etc., to ensure them an equal opportunity to benefit from services. The procedures outlined below will ensure that information about obligations, etc. are communicated to limited-English-proficient persons in a language which they understand. Also, it provides for an effective exchange of information between staff/employees and clients and/or the families while services are being provided.

**PROCEDURE:**

Whenever a translator is needed, SAI supervisory staff personnel are authorized to contact the agencies listed below to obtain the translator. The supervisor must notify the agency Equal Opportunity Coordinator (EOC), Carol Ann Wolf, that a translator has been contacted.

For a Spanish-speaking translator – For Kenosha, Racine, Walworth, Jefferson or Rock Counties, please contact the following agencies for assistance:

- (1.) Dora Mendez, Outreach Case Manager  
The Spanish Center of Racine, Kenosha and Walworth  
5900 – 11th Ave.  
Kenosha, WI 53140  
Ph: (414)657-2160
- (2.) Dino Arestegi – Director Social Services  
The Spanish Center of Milwaukee  
614 W. National Ave.  
Milwaukee, WI  
Ph: (414)384-3700 Ext. #228

**Note:**

Family members or friends of the limited-English-proficient person may not be used as translators unless specifically requested by that individual after an offer of a translator has been made by SAI. Such an offer and the response must be documented in the person's file. Other clients may not be used to translate. These restrictions are to ensure confidentiality of information and accurate communication.

The need for translators for other languages besides Spanish should be presented to the EOC, Carol Ann Wolf.

**SOCIETY'S ASSETS, INC. (SAI)  
COMPLIANCE WITH TITLE VI OF  
THE CIVIL RIGHTS ACT OF 1964**

**INTERPRETER REQUEST PROCEDURE**

**Policy:**

One of the primary goals of SAI, is to ensure the rights of all persons with physical and sensory disabilities to live and function as independently as possible in their community. Interpreters and auxiliary aids will be provide at no cost to the client/applicant/employee.

**Procedure:**

When staff need to request an interpreter, proceed as follows;

1. Complete the Interpreter Request Form.
2. Submit completed form to your supervisor for approval.
3. Upon approval, the completed request will be given to Secretary/ Receptionist in the Racine office, who will make the request to Independence First. Secretary will keep all original requests.
4. If Independence First cannot fulfill request, Secretary/Receptionist will utilize P.I.E. (Professional Interpreter List.
5. Upon confirmation, the Secretary/Receptionist will inform the staff who initiated request.
6. Try to submit requests 2 weeks in advance, if possible.
7. When bill is received, it will be routed to Supervisor for "approval for payment" then routed to accounts payable.

**Interpreter Request Form**

Person using Interpreter: \_\_\_\_\_

Person requesting Interpreter: \_\_\_\_\_

Date of Appointment: \_\_\_\_\_ Time: \_\_\_\_\_

Address of Appointment: \_\_\_\_\_

Length of Appointment: \_\_\_\_\_

Names of Participants  
in Appointment: \_\_\_\_\_Details of  
Appointment: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Client Interp.  
Preference: \_\_\_\_\_Client Communication  
Mode: \_\_\_\_\_

Supervisor Approval: \_\_\_\_\_

Date Called: \_\_\_\_\_ Time: \_\_\_\_\_ Contact Person: \_\_\_\_\_

Date and Time Confirmed: \_\_\_\_\_ Date &amp; Time Denied: \_\_\_\_\_

Interpreters Assigned: \_\_\_\_\_





HAMILTON  
COMMUNICATION  
ASSISTANT  
POLICIES and PROCEDURES

# Hamilton System Procedures

Communicating with TTY Users.....	2
Hot Keys.....	5
Abbreviations.....	6
Log In Procedure.....	7
Call Types.....	8
TTY to Voice.....	9
Closing a Call.....	12
Voice to TTY.....	15
Answering Machines (TRS In).....	17
Answering Machines (TRS Out).....	19
VCO to Voice.....	20
Voice to VCO.....	26
HCO to Voice.....	28
Voice to HCO.....	32
HCO to TTY.....	34
TTY to VCO.....	36
VCO to TTY.....	38
VCO to VCO.....	40
Two Line VCO.....	41
Language.....	44-45
Long Distance Calls.....	46
Customer Profile.....	54
Recording.....	56
Single Line Answering Machine.....	57
Emergency Calls .....	58
NE & NI.....	59
Fast Busy/ Reorder.....	60
Observation Sheets.....	61

# Communicating Effectively with TTY Users

## •Spell Check

The System has a Spell Check feature that is on for each call.

If a CA types "teh" instead of "the," the system will automatically correct it. The CA will see "teh (C) the" however the TTY user will only see the corrected word. There will be times when you need to turn this feature off. These special cases will be discussed later in this manual.



## •Don't Use Punctuation

In most cases, commas, periods, colons, and apostrophes are not necessary when typing a call to a TTY. Leave spaces in place of punctuation for added readability. The phrase "I went to Joe's store. I bought 5 bananas." would be typed as "I WENT TO JOE S STORE I BOUGHT 5 BANANAS"

Times may also be typed without a colon or period. The time 4:00 can be typed as "4 00" or "4" depending on the context.

A dollar amount, such as \$5.99 should be typed as "5.99" or "5 dollars and 99 cents" depending on the context.

Questions should be noted by typing a "Q" at the end of the sentence rather than a (?) question mark. The sentence, "Where is he now?" would be typed, "WHERE IS HE NOW Q"

## •Space after typing to the TTY

After typing to a TTY, a space must be left after the last word in order for it to register. This is especially important after typing GA (Go ahead) or SKSK which indicates it is the TTY user's turn to talk.

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### •Keep the Users Informed

Calls should be relayed using the callers' intent. Proper inflection should be used to relay the user's meaning and intent, such as raising voice pitch to indicate a question has been asked and using proper voice tone to relay anger, sadness, happiness, etc.

When relaying to TTY users, use adjectives that will help convey what the Voice user sounds like, what is happening in the background, and how the call is progressing. These words are considered comments therefore they should be set apart from dialogue by using parentheses. Examples:

Caller: (YAWNING) (COUGHING) (SNEEZING) (CHUCKLING)  
(LAUGHING) (YELLING) (HUMMING) (MUMBLING)  
(SIGHING) (CRYING) (SNIFFING) (HA HA) (WHISPERING)

Background: (CAR HONKING) (WATER RUNNING) (MUSIC) (BABY CRYING)

Progress of Call: (TRANSFERRING) (HOLDING) (RINGING)

### •Provide Gender Designation

The gender of the CA is provided each time the CA number is provided. For example: LRS CA\_\_\_\_F NBR PLS GA

The gender of the voice party should be provided in parentheses after a greeting and any time the voice party changes. Use the following abbreviations: M = Male; F = Female; C = Child; ?? = Unsure of gender.

Examples:

LRS CA\_\_\_\_(g) WITH A RELAY CALL (F) GA

HELLO THIS IS MIKE (M) GA

### •Dial the Right Number

If the relay user does not give the area code, assume that it is the same as the area code they are calling from. \*Always verify the number with your voice party as customers are billed for wrong numbers.

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### •Wait for GA

Do not type a response until the TTY user types "GA." If both parties type at the same time, garble will appear. When this happens, say to the Voice party, "I'm sorry, part of the conversation came across garbled, it continues with..."

### •Watch for a Specified Called Party

If a TTY user specifies a name, extension, or department, ask for the party as soon as the relay has been identified. It is not necessary to explain the relay to the person answering the phone, unless they are the desired party. Greet and identify the relay by saying:

"This is {state} Relay with a relay call for {extension/ person/ department}."

### •Verify Information

Verifying numbers, such as prices, addresses, account numbers, etc., is a judgement call. If a voice person is speaking too fast, repeat the information back before giving the GA to the TTY user. If there have been transmission problems or garble, it may be necessary to have the TTY party repeat. Example:

(CA HERE WAS THE ACCOUNT NBR \_\_\_\_\_ Q) GA

### •Use Hot Keys

### •Use Abbreviations

**CONFIDENTIAL**

## Hot Keys

<CTRL> A	(ANS MACHINE LEAVE MSG Q) GA
<CTRL> B	CA____(G) NUMBER BUSY GA
<CTRL> C	LRS/KRS/CA____(G)WITH A RELAY CALL
<CTRL> D	DIALING
<CTRL> E	(EXPLAINING RELAY)
<CTRL> F	CA____(G) ANOTHER CALL Q GA
<CTRL> G	(RECORDING)
<CTRL> I	(HLD FOR INTERPRETER)
<CTRL> J	CA____(G) NO ANSWER GA
<CTRL> K	CA____(G) CONTINUING UR CALL
<CTRL> L	(ANS MACHINE LEAVING UR MSG PLS HLD)
<CTRL> N	LRS/KRS CA____(G) NBR PLS GA
<CTRL> O	(ONE MOMENT PLS)
<CTRL> P	(PERSON HUNG UP)
<CTRL> R	RINGING
<CTRL> T	PLS HLD TRANSFERRING UR CALL FOR_____
<CTRL> U	(UR MSG HAS BEEN LEFT)
<CTRL> V	(VCO ON)
<CTRL> W	(CA HERE U NEED TO CALL THEM BACK DIRECTLY W/OUT THE RELAY)
<CTRL> X	THK U BYE CA____(G) SKSK
<CTRL> Y	(REDIALING PLS STAY ON THE LINE)
<CTRL> Z	(HOLDING)

## CONFIDENTIAL

# Abbreviations

AM	Morning	THOT	Thought
ANS MACH	Answering Machine	THRU	Through
ANS SERVICE	Answering Service	TMW	Tomorrow
CLD	Called	TTY	Teletypewriter
CLG	Calling	TT	Text Telephone
CCC	Credit Card Call	U	You
CUZ	Because	UR	You are
DDD	Direct Distance Dialing	XOXOXO	Hugs & Kisses
DR	Doctor	XXX	Mistake
GA	Go ahead		
HAHA	Laughing		
HD	Hold		
HOSP	Hospital		
ILY	I love you		
IRLY	I really love you		
MIN PLS	One moment please		
MSG	Message		
MTG	Meeting		
NE	Do Not Explain Relay		
NI	Do Not Identify Relay		
OFC	Office		
OIC	Oh I see		
OPR	Operator		
PLS	Please		
PM	Evening or Afternoon		
Q	Question		
R	Are		
S	Speech Impaired		
SK	Stop Keying		
TDD	Telecommunications Device for the Deaf		

Days of the week months of the year are abbreviated as:

MON TUE WED THU FRI SAT SUN

JAN FEB MAR APR MAY JUNE JULY AUG SEP OCT NOV DEC

CAs may also use an abbreviation within the same call after the TTY party uses it.

# Log In Procedure

**GRAPHIC OMITTED**

⇒ Plug in headset

⇒ Press “#” on key pad until tone stops



⇒ Enter CA number (4 digits) in “Login ID”

⇒ Enter Pass Code (4 letters) in ALL CAPS

⇒ \*Enter state abbreviation in “Skills” ONLY if instructed to do so by a Supervisor or Lead.

⇒ Press <ENTER>



## Call Types

CAs will encounter different combinations of callers. Such as:

- TTY to Voice
- Voice to TTY
- Answering Machines (TRS In)
- Answering Machines (TRS Out)
- VCO to Voice
- Voice to VCO
- HCO to Voice
- Voice to HCO
- HCO to TTY
- TTY to HCO
- VCO to TTY
- TTY to VCO
- VCO to VCO
- 2LVCO

Notes:

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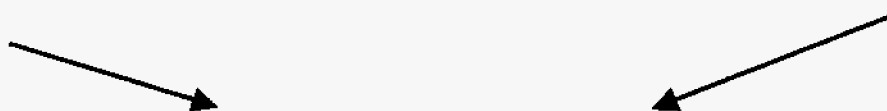
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## TTY to Voice (TRS In)



⇒ Listen for **BEEP-BEEP** in headset to indicate an incoming call

⇒ Look for **State and Call Type (Baudot)**



**GRAPHIC OMITTED**

⇒ Wait for **Connect TTY** to appear in the TRS Window

⇒ Press the **Space Bar**  
twice

⇒ Send Hot Key  
<CTRL> N

**GRAPHIC  
OMITTED**

[LRS/KRS CA \_ \_ \_ \_ \_  
(G) NBR PLS GA]

LRS CA1001 (FT) NBR PLS GA

**CONFIDENTIAL**

**GRAPHIC  
OMITTED**

2252954501

⇒Press **F5** for Billing  
Options

⇒Enter **area code and  
phone number**

⇒Press **F9** to Dial  
Forward

⇒Send Hot Key **<CTRL> D**  
[DIALING TOLL/LOCAL XXXXXXXXXXXX]

⇒If there is no answer after 10 rings, send Hot Key  
**<CTRL> J**  
[CA\_\_\_\_(G) NO ANSWER GA

⇒If the line is busy, send Hot Key **<CTRL> B**  
[CA\_\_\_\_(G)NUMBER BUSY GA

⇒Send Hot Key **<CTRL> R**, then count out each ring  
[RINGING 1 2 3]

**CONFIDENTIAL**

**~At the same time~**

⇒ When called party answers, say:  
"This is {state} Relay  
CA \_ \_ \_ . Are you familiar  
with the relay?"

⇒ If the party says "Yes," say:  
"One moment for your  
conversation to begin."

⇒ If the party says "No,"  
➤ Send Hot Key <CTRL> E  
[EXPLAINING RELAY]  
  
➤ Say: "The person calling you  
is using a text telephone.  
As their conversation is  
typed it will be voiced to  
you. Everything heard will  
be typed to them. Please  
direct your conversation  
to the caller and say 'Go  
Ahead' when you are  
finished speaking. One  
moment for your  
conversation to begin."

⇒ Type the called party's  
**greeting** and the **gender** of the  
called party

[THANK YOU FOR  
CALLING JIM'S HOUSE OF  
BARBECUE THIS IS JENNY  
(F)]

-OR-

[HELLO (M)]

⇒ Type **GA** to allow TTY to  
begin typing

**~CONVERSATION BEGINS~**

Note: The conversation will be in ALL CAPS.

CONFIDENTIAL

## Closing a Call



The end of the call may be initiated by either party. If the TTY user is the first party to say good-bye, they will type "GA to SK" at the end of the sentence. The CA reads this as **"Go ahead and your party is ready to close."** If the TTY initiates the closure by only typing "SKSK," treat it like "GA to SK."

If the Voice party is the first to say good-bye, they may or may not know to say "GA to SK." The CA will need to notice the closure of call (i.e. voice party says "Good-bye. Go ahead.") and type "GA to SK."

Once the initial GA to SK is sent the following "good-bye" should be followed with SKSK. The CA reads "SKSK" as **"...And your party has closed."**

The following are examples of how a call may end.

☺Initiated by Voice party:

Voice says: "Okay talk to you later. Bye. Go ahead."

CA types: OKAY TALK TO U LATER BYE GA TO SK

TTY types: BYE BYE SKSK

CA voices: "Bye Bye and your party has closed."

## CONFIDENTIAL

 Initiated by TTY party:

TTY types: OKAY CALL ME BACK TMW GA TO SK


CA reads: "Okay, call me back tomorrow. Go ahead and your party is ready to close."

Voice says: "Sounds good. Bye."

CA types: SOUNDS GOOD BYE SKSK

CA says: "And your party has closed."

After the conversation has ended, the called party should hang up. If they do not, state that the other party has closed, then press **<TERM RLS>** to hang up the called party. Always give some indication that the other party has closed before hanging up the outbound call!!

 To notify a TTY user (Term) that the other party has closed, send Hot Key **<CTRL> P** and Hot Key **<CTRL> X**.

[PERSON HUNG UP] THK U BYE CA\_\_\_(G) SKSK

☺ To notify a Voice user that the other party has closed, say:  
"Your party has closed."

## CONFIDENTIAL

After releasing the outbound call, **ask the calling party** if they want to make another call.

- ☞ To ask a TTY caller if they would like to make another call, send Hot Key <CTRL> F.

[CA\_ \_ \_ \_ (G) ANOTHER CALL Q GA]

If the TTY party replies, “no” send Hot Key <CTRL> X.

[THK U BYE CA\_ \_ \_ \_ (G) SKSK]

- ☺ To ask a Voice caller if they would like to make another call, say: “This is CA\_ \_ \_ \_ your party has closed.  
Would you like to make another call?”

If the calling party gives an “SKSK” but does not hang up or respond to the offer to make another call, verify that the caller has left the phone by typing:

[CA HERE HELLO ARE U THERE Q GA]

Do not send a message asking the party to hang up.

If there is still no response after 60 seconds, raise the disconnect flag for a supervisor/lead to release the call and document it.

### Questions

If, at the end of a call, the called party does not hang up, but starts asking questions of the CA, it is okay to answer the questions **only** if the call was **local**. If the call was long distance, the call will continue to bill even though the calling party has disconnected. If the call was long distance, refer the party to the appropriate customer service number or take a message including name, phone number, and whether the customer is a TTY or Voice user.

## Voice to TTY (TRS Out)



⇒ Listen for **BEEP-BEEP** in headset to indicate an incoming call

⇒ Look for **State and Call Type (Voice)**



**GRAPHIC OMITTED**

⇒ Say "{State} Relay CA \_ \_ \_ \_  
Area code and number to  
call please."

⇒ Press **F5** for Billing Options

⇒ Enter area code and phone  
number

⇒ Say "That number  
is {repeat number}"

⇒ Press **F9** to Dial Forward

⇒ Say "That number is  
being dialed."

**GRAPHIC  
OMITTED**



**CONFIDENTIAL**

- ⇒If a **voice party answers**, say "{State} Relay CA\_ \_ \_ \_  
with a relay call for the text telephone. Please  
connect the TTY" If they do not use a TTY, say "I'm  
sorry you will need to call them back directly  
without the relay."
- ⇒If the line is **busy**, press <TERM RLS> and say  
"I'm sorry that line is busy. This is CA\_ \_ \_ \_  
would you like to make another call?"
- ⇒If there is **no answer after 10 rings**, press <TERM RLS>  
and say,  
"I'm sorry there is no answer. This is CA\_ \_ \_ \_  
would you like to make another call?"
- ⇒If the call connects, listen for **TTY tones** indicating that a TTY  
user has answered. Press **F7** to connect Baudot (if F7 does not  
work, press F8, T, and B)  
or **F6** to connect ASCII  
(if F6 does not work,  
press F8, T, A).
- ⇒Wait for **Connect TTY**  
in TRS Window
- ⇒Press **Space Bar** twice
- ⇒Send Hot Key <CTRL> C, then type the **gender** of the voice  
person and **GA**  
[lrs/krs ca\_ \_ \_ \_ (g) with a relay call (g) ga]

**GRAPHIC  
OMITTED**

Note: Typed text will be in lower case when TTY is on the TERM side.

**~CONVERSATION BEGINS~**

## Answering Machines-TRS In

Call begins as a TRS In (TTY to Voice) call, however a voice answering machine answers and plays a message.

⇒Type the **Answering Machine** message, then the **gender** of the person speaking on the machine

[U HAVE REACHED 555 4567 WE CAN T COME TO THE PHONE SO PLS LEAVE A MSG (F)]

⇒Press **<TERM RLS>** to hang up the outbound call when the “beep” sounds

⇒Send Hot Key **<CTRL> A**

[ANS MACHINE LEAVE MSG Q) GA]

⇒If the TTY user states they do not want to leave a message. Send Hot Key **<CTRL> F**

[CA\_ \_ \_ \_ (G) ANOTHER CALL Q GA]

⇒If the TTY user types a message to be left, wait for the complete message to be typed, send Hot Key **<CTRL> Y**

[(REDIALING PLS STAY ON THE LINE)]

⇒ Press **F5**, **<ALT> S**, and **N** to redial the call without charge.

⇒Check that the telephone number has not changed in the dial box, then press **F9**.



**GRAPHIC  
OMITTED**

**CONFIDENTIAL**

⇒ Send Hot Key <CTRL> D

[DIALING TOLL/LOCAL XXXXXXXXXXXX]

⇒ Send Hot Key <CTRL> R, then count out each ring

[RINGING 1 2 3]

⇒ \*When Answering Machine picks up the second time, send Hot Key <CTRL> L

[ANS MACHINE LEAVING UR MSG PLS HLD]

⇒ After the machine beeps (or gives other indication to leave message) say "{State} Relay CA\_ \_ \_ \_ the caller's message is..." then read the message as typed (do not say "GA to SK" or "Your party is ready to close.")

⇒ Press <TERM RLS>

⇒ Send Hot Key <CTRL> U

[UR MSG HAS BEEN LEFT]

⇒ Send Hot Key <CTRL> F

[CA\_ \_ \_ \_ (G) ANOTHER CALL Q GA]

\*Note: If a Voice party answers on the redial, say "This is Louisiana Relay CA\_ \_ \_ \_ I'm sorry, the party wants this call billed differently. They will call you back."

☎ If the TTY user states "If it is an answering machine, please leave this message..." ask them "DO YOU WANT ME TO TYPE THE ANSWERING MACHINE MSG Q GA"

**CONFIDENTIAL**

## **Answering Machines-TRS Out**

Call begins as a TRS Out (Voice to TTY) call, then a TTY answering machine answers the call and types a message on the CA's screen.

⇒ Say to the Voice party:

"You have reached an Answering Machine. The message is... (read message)... Would you like to leave a message?"

⇒ If the Voice party says "No" press <TERM RLS> and say: "CA\_ \_ \_ \_ would you like to make another call?"

⇒ If the Voice party says "Yes" send Hot Key <CTRL> C, then type the gender of the voice party, the message from the voice party, and SKSK

[LRS/KRS CA\_ \_ \_ \_ WITH A RELAY CALL (g)  
{message}SKSK]

⇒ Say "Your message has been left. CA\_ \_ \_ \_ would you like to make another call?"

⇒ Press <TERM RLS>

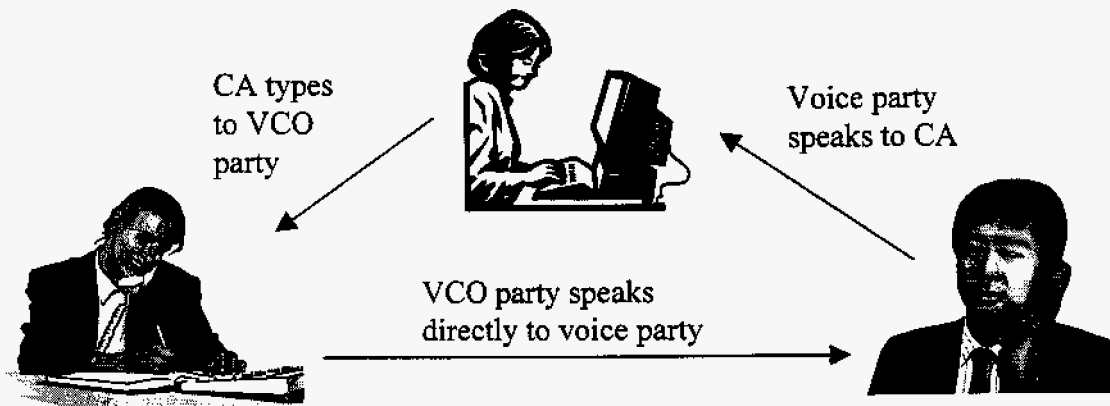
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If a voice answering machine picks up on a TRS Out call:

⇒ Say "I'm sorry you have reached a voice answering machine. If you want to leave a message you will need to call them back directly. This is CA\_ \_ \_ \_ would you like to make another call?"

**CONFIDENTIAL**

## VCO to Voice



Call begins as a TRS In call. TTY user requests VCO when asked for phone number to call.

⇒ Listen for **BEEP-BEEP** in headset to indicate an incoming call

⇒ Look for **State and Call Type (Baudot)**

⇒ Wait for **Connect TTY** to appear in the TRS Window


⇒ Press the **Space Bar** twice

⇒ Send Hot Key **<CTRL> N**

[LRS/KRS CA\_\_\_\_ (G) NBR PLS GA]

⇒ TTY party's response may be to only request VCO or to request VCO and give the telephone number to dial.

 VCO ON PLS GA

 VCO ON PLS DIAL  
225-295-4100 GA

**GRAPHIC  
OMITTED**

**CONFIDENTIAL**

TTY requests VCO only

TTY requests VCO and  
gives phone number to call

⇒Press **F8** for Connect Modes

⇒Press **"O"** for Originator

⇒Press **"C"** for VCO

⇒Press **<ENTER>** (turns screen red)

⇒Inform the VCO user that VCO is on by sending Hot Key **<CTRL> V, GA, and <ENTER>** (screen blue)

[VCO ON GA]

⇒Press **F5** for Billing Options

⇒Enter **area code and phone number** as VCO Party voices it

⇒Press **F9** to Dial Forward, then **<ENTER>** (screen red)

⇒Press **F8** for Connect Modes

⇒Press **"O"** for Originator

⇒Press **"C"** for VCO

⇒Press **<ENTER>** (turns screen red)

⇒Inform the VCO user that VCO is on by sending Hot Key **<CTRL> V**

[VCO ON]

⇒Press **F5** for Billing Options

⇒Enter **area code and phone number**

⇒Press **F9** to Dial Forward

⇒Send Hot Key **<CTRL> D**

⇒If there is no answer after 10 rings, send Hot Key **<CTRL> J**

⇒If the line is busy, send Hot Key **<CTRL> B**

⇒ Send Hot Key **<CTRL> R**, then count out each ring

**CONFIDENTIAL**

- ⇒ When called party answers,
  - ⇒ Say, "This is {State} Relay CA\_ \_ \_ \_ .  
Are you familiar with the relay?"
  - ⇒ At the same time, type the called party's **greeting** and **gender**  
[HELLO (M)]
- ⇒ If the party answers "Yes," say:
  - "Are you familiar with Voice Carry Over?"
  - ⇒ If the party answers "Yes,"
    - Say: "One moment for your conversation to begin."
  - ⇒ If the party answers "No," send Hot Key <CTRL> E and  
Say: "The person calling you has requested voice  
carry over, they will be speaking directly to you,  
but everything heard will be typed to them. Please  
direct your conversation to the caller and say "Go  
ahead" when you are finished speaking. One moment  
for your conversation to begin"
- ⇒ If the party answers "No," send Hot Key <CTRL> E and say:
  - "The person calling you is using a text telephone and has  
requested voice carry over. They will be speaking  
directly to you, but everything heard will be typed to them.  
Please direct your conversation to the caller and say "Go  
Ahead" when you are finished speaking. One moment for  
your conversation to begin."
- ⇒ **After** you deliver the explanation, type **GA** and press <ENTER> to  
instruct the VCO user to begin speaking.

## Auto VCO to Voice

Call connects as VCO

⇒ Listen for **BEEP-BEEP** in headset to indicate an incoming call

⇒ Look for **State and Call Type (VCO)**

**GRAPHIC OMITTED**

⇒ Wait for **Connect TTY** to appear in the TRS Window

⇒ Press <ENTER> (screen now red)

⇒ Press the **Space Bar** twice

⇒ Inform the VCO user that VCO is on by sending Hot Key <CTRL> V

[VCO ON]



**CONFIDENTIAL**

⇒ Send Hot Key <CTRL> N

[LRS/KRS CA\_ \_ \_ \_ (G) NBR PLS GA]

⇒ Press <ENTER> (screen now blue)

⇒ Press **F5** for Billing Options, enter **area code and phone number**, and press **F9** to Dial Forward and <ENTER>

⇒ Send Hot Key <CTRL> D

⇒ If there is no answer, send Hot Key <CTRL> J, <ENTER>

⇒ If the line is busy, send Hot Key <CTRL> B, <ENTER>

⇒ Send Hot Key <CTRL> R, then count out each ring

⇒ When called party answers,

⇒ Say: "This is {state} Relay CA\_ \_ \_ \_ . Are you familiar with the relay?"

⇒ At the same time, type the called party's **greeting** and **gender**

[HELLO (M)]

⇒ If the party answers "**Yes**," say:

"Are you familiar with Voice Carry Over?"

⇒ If the party answers "**Yes**,"

Say: "One moment for your conversation to begin."

## CONFIDENTIAL

⇒ If the party answers "No," send Hot Key <CTRL> E and Say: "The person calling you has requested voice carry over, they will be speaking directly to you, but everything heard will be typed to them. Please direct your conversation to the caller and say "Go ahead" when you are finished speaking. One moment for your conversation to begin"

⇒ If the party answers "No," send Hot Key <CTRL> E and say:  
"The person calling you is using a text telephone and has requested voice carry over. They will be speaking directly to you, but everything heard will be typed to them. Please direct your conversation to the caller and say "Go Ahead" when you are finished speaking. One moment for your conversation to begin."

⇒ Type: GA and <ENTER> to instruct the VCO user to begin speaking

### ~CONVERSATION BEGINS~

#### IMPORTANT TO REMEMBER

CA Typing = Screen Red

VCO Speaking = Screen Blue

Note: If VCO connects automatically on the terminating side, it is important NOT to press F7 or F6 if TTY tones sound. This will override the auto-connect feature and delay the call.

CONFIDENTIAL

## Voice to VCO

Call begins as a TRS Out call. Voice user calls TTY. TTY answers and requests VCO.

⇒ Listen for **BEEP-BEEP** in headset to indicate an incoming call

⇒ Look for **State and Call Type (Voice)**

⇒ Say "{State} Relay CA \_ \_ \_ \_ Area code and number to call please."

⇒ Press **F5** for Billing Options and enter **area code and phone number**, and Press **F9** to Dial Forward

⇒ Say, "That number is {Repeat Number}"

⇒ Say "That number is being dialed."

⇒ TTY tones will sound when the phone is answered by a TTY.  
Press **F7** to connect Baudot (if **F7** does not work press **F8**, **T**, **B**) or **F6** for ASCII.

⇒ Wait for **Connect TTY** in TRS Window

⇒ Press **Space Bar** twice

⇒ Send Hot Key **<CTRL> C**, then type the **gender** of the voice person and **GA**  
[lrs/krs ca \_ \_ \_ \_ (g) with a relay call (g) ga]

## CONFIDENTIAL

⇒TTY party requests VCO\*

⇒Press **F8** for Connect Modes\*

⇒Press **"T"** for Terminator\*

⇒Press **"C"** for VCO\*

⇒Press **<ENTER>** (screen should now be red)

⇒ Inform the VCO user that VCO is on by sending Hot  
Key **<CTRL> V**  
[VCO ON]

⇒Type **GA**

⇒Press **<Enter>** (screen should now be blue so VCO party may  
speak)

### ~CONVERSATION BEGINS~

NOTE: For Auto VCO on the TERM side after TTY connects:

⇒Press **Space Bar** twice

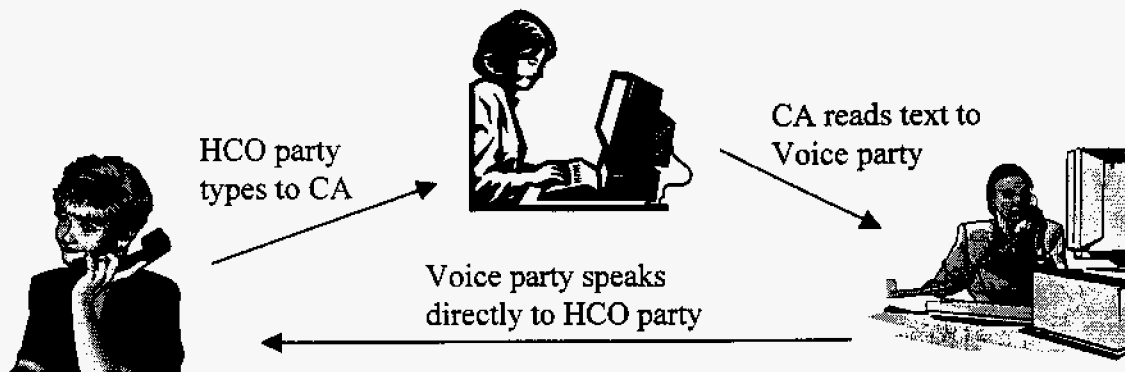
⇒Press **<CTRL>V** [VCO ON]

⇒Press **<CTRL> C** then type (G) **gender** and **GA**

[lrs/krs ca \_ \_ \_ \_ (g) with a relay call (g) ga]

CONFIDENTIAL

## HCO to Voice



Call begins as a TRS In call. TTY User requests HCO, then calls a Voice party.

⇒ Listen for **BEEP-BEEP** in headset to indicate an incoming call

⇒ Look for **State and Call Type (Baudot)**

⇒ Wait for **Connect TTY** to appear in the TRS Window

⇒ Press the **Space Bar** twice

⇒ Send Hot Key **<CTRL> N**

[LRS/KRS CA \_ \_ \_ \_ (G) NBR PLS GA]

⇒ TTY party states number to dial and requests HCO

⇒ Inform the HCO user that HCO is on by typing:

[**HCO ON**]

⇒ Press **F8** for Connect Modes

⇒ Press **"O"** for Originator

⇒ Press **"H"** for HCO

⇒ Say: "HCO on. That number is being dialed."

**GRAPHIC  
OMITTED**

## CONFIDENTIAL

- ⇒ Press **F5** for Billing Options and enter **area code and phone number**, and Press **F9** to Dial Forward
- ⇒ When called party answers, say: "This is {state} Relay CA\_ \_ \_ \_ . Are you familiar with the relay?"
- ⇒ If the party answers "Yes," say:  
"Are you familiar with Hearing Carry Over?"
  - If the party answers "Yes,"  
Say: "One moment for your conversation to begin."
  - If the party answers "No,"  
Say: "The person calling you has requested hearing carry over. As their conversation is typed it will be voiced to you, but they will hear you speaking to them. Please direct your conversation to the caller and say "Go ahead" when you are finished speaking. One moment for your conversation to begin."
- ⇒ If the party answers "No" say:  
"The person calling you is using a text telephone and has requested hearing carry over. As their conversation is typed it will be voiced to you, but they will hear you speaking to them. Please direct your conversation to the caller and say "Go Ahead" when you are finished speaking. One moment for your conversation to begin."
- ⇒ Say: "TDD Caller go ahead" to instruct the HCO user to begin typing.

~CONVERSATION BEGINS~

## Auto HCO to Voice

Call Connects as HCO

⇒ Listen for **BEEP-BEEP** in headset to indicate an incoming call

⇒ Look at System Status for **State and Call Type (HCO)**

⇒ Say: "HCO on. {State} Relay CA\_ \_ \_ \_Area code and number to call please"

⇒ Press **F5** for Billing Options and enter **area code and phone number**, and Press **F9** to Dial Forward

⇒ Say: "That number is being dialed."

⇒ When called party answers, say: "This is {State} Relay CA\_ \_ \_ \_ . Are you familiar with the relay?"

⇒ If the party answers "Yes," say:  
"Are you familiar with Hearing Carry Over?"

→ If the party answers "Yes,"  
Say: "One moment for your conversation to begin."

**CONFIDENTIAL**

→ If the party answers "*No*"

Say: "The person calling you has requested hearing carry over. As their conversation is typed it will be voiced to you, but they will hear you speaking to them. Please direct your conversation to the caller and say "Go ahead" when you are finished speaking."

⇒ If the party answers "*No*," say:

"The person calling you is using a text telephone and has requested hearing carry over. As their conversation is typed it will be voiced to you, but they will hear you speaking to them. Please direct your conversation to the caller and say "Go Ahead" when you are finished speaking. One moment for your conversation to begin."

⇒ Say: "TDD Caller go ahead" to instruct the HCO user to begin typing.

**~CONVERSATION BEGINS~**



## Voice to HCO

Call begins as a TRS Out call. Voice user calls TTY. TTY answers and requests HCO.

⇒ Listen for **BEEP-BEEP** in headset to indicate an incoming call

⇒ Look for **State and Call Type (Voice)**

⇒ Say "{State} Relay CA \_ \_ \_ Area code and number to call please."

⇒ Say "That number is {repeat number}"

⇒ Press **F5** for Billing Options and enter **area code and phone number**, and Press **F9** to Dial Forward

⇒ Say "That number is being dialed."

⇒ Listen for TTY tones indicating that a TTY user has answered.  
Press **F7** to connect Baudot (If **F7** does not work, press **F8**, T, B)

⇒ Wait for **Connect TTY** in TRS Window

⇒ Press **Space Bar** twice

## CONFIDENTIAL

⇒ Send Hot Key <CTRL> C, then type the **gender** of the voice person and **GA\***

[lrs/krs ca \_ \_ \_ \_ (g) with a relay call (g) ga]

⇒ TTY party requests HCO  
Type [**HCO ON**] \*

⇒ Press **F8** for Connect Modes\*

⇒ Press "**T**" for Terminator\*

⇒ Press "**H**" for HCO\*

⇒ Say: "TDD Caller, Go ahead."

### ~CONVERSATION BEGINS~

\*Note: If the called party connects as an Auto HCO user, these steps are deleted and the CA will announce the call and identify the relay by voice.

⇒ Say, "{State} Relay CA \_ \_ \_ \_ with a relay call. HCO is on. TDD user , Go ahead."

CONFIDENTIAL

## HCO to TTY

Call begins as a TRS In call. TTY User requests HCO, then calls a TTY party.

⇒ Listen for **BEEP-BEEP** in headset to indicate an incoming call

⇒ Look for **State and Call Type (Baudot)**

⇒ Wait for **Connect TTY** to appear in the TRS Window

⇒ Press the **Space Bar** twice

⇒ Send Hot Key **<CTRL> N**

[LRS/KRS CA\_\_\_ (G) NBR PLS GA]

.....  
⇒ TTY party states number to dial and requests HCO

⇒ Inform the HCO user that HCO is on by typing:

[HCO ON]

**GRAPHIC  
OMITTED**

⇒ Press **F8** for Connect Modes

⇒ Press **"O"** for Originator

⇒ Press **"H"** for HCO

⇒ Say: "HCO on. That number is being dialed."\*

## CONFIDENTIAL

⇒ Press **F5** for Billing Options and enter **area code and phone number**, and Press **F9** to Dial Forward

⇒ If the line is busy, press **<TERM RLS>** and say  
"I'm sorry that line is busy. This is CA\_ \_ \_ \_  
would you like to make another call?"

⇒ If there is no answer, press **<TERM RLS>** and say,  
"I'm sorry there is no answer. This is CA\_ \_ \_ \_  
would you like to make another call?"

⇒ Listen for TTY tones indicating that a TTY user has answered.  
Press **F7** to connect Baudot (If **F7** does not work, press **F8**, **T**,  
and **B** one at a time)

⇒ Wait for **Connect TTY** in TRS Window

⇒ Press **Space Bar** twice

⇒ Send Hot Key **<CTRL> C**, then **GA**.  
[lrs/krs ca\_ \_ \_ \_ (g) with a relay call (HCO) ga]

### ~CONVERSATION BEGINS~

---

Note: The conversation typed by the TTY user will be in lower case. The CA will voice to the HCO user. The HCO user's typed message will automatically be sent to the TTY user.

\*If the HCO party does not give telephone number when requesting HCO, the correct phrase here would be, "HCO on. Go ahead."

**CONFIDENTIAL**

## **TTY to VCO**

Call begins as a TRS In call. TTY user calls TTY user who requests VCO.

⇒ Listen for **BEEP-BEEP** in headset to indicate an incoming call

⇒ Look for **State and Call Type (Baudot)**

⇒ Wait for **Connect TTY** to appear in the TRS Window

⇒ Press the **Space Bar** twice

⇒ Send Hot Key **<CTRL> N**  
[LRS/KRS CA\_\_\_\_ (G) NBR PLS GA]

⇒ Press **F5** for Billing Options, enter **area code and phone number**, then press **F9** to Dial Forward

⇒ Send Hot Key **<CTRL> D**  
[DIALING TOLL/LOCAL XXXXXXXXXXXX]

⇒ Send Hot Key **<CTRL> R**, then count out each ring  
[RINGING 1 2 3]

⇒ TTY tones will sound when the phone is answered by a TTY.  
Press **F7** to connect Baudot. (If F7 does not work, press F8, T, and B one at a time.)

⇒ Press the **Space Bar** twice

⇒ Send Hot Key **<CTRL> C**, then type **TTY call** and **GA**  
[lrs/krs ca\_\_\_\_ (g) with a relay call (TTY) ga]

## CONFIDENTIAL

- ⇒ TTY party requests VCO\*
- ⇒ Press **F8** for Connect Modes, **"T"** for Terminator, and **"C"** for VCO\*
- ⇒ Press **<ENTER>** (screen should now be red)
- ⇒ Inform the VCO user that VCO is on by sending Hot Key **<CTRL> V** and **GA**  
[VCO ON GA]
- ⇒ Press **<Enter>** and **<ORIG SEL>** (screen should now be blue for VCO to begin speaking)
- ⇒ Type what VCO party voices (will be in ALL CAPS)
- ⇒ When TTY user begins typing response (hear TTY tones), press **<ENTER>** (TTY user's conversation will transfer directly to VCO user and will be in lower case.)
- ⇒ Remember immediately after the GA press **<Enter>** and **<ORIG SEL>** and begin typing what VCO party voices.

\*Note: If the called party connects as a VCO user, these steps are deleted. If the terminating party does not request VCO or connect as a VCO, press **<TERM RLS>** and send Hot Key **<CTRL> W** and **<CTRL> F**.

[(CA HERE U NEED TO CALL THEM BACK DIRECTLY W/OUT RELAY) CA \_ \_ \_ \_ (G) ANOTHER CALL Q GA

**CONFIDENTIAL**

## VCO to TTY

Call begins as a TRS In call. TTY user requests VCO, then calls a TTY user.

⇒ Listen for **BEEP-BEEP** in headset to indicate an incoming call

⇒ Look for **State and Call Type (Baudot)**

⇒ Wait for **Connect TTY** to appear in the TRS Window

⇒ Press the **Space Bar** twice

⇒ Send Hot Key <**CTRL**> N

[LRS/KRS CA\_ \_ \_ \_ (G) NBR PLS GA]

⇒ TTY party requests VCO\*\*

⇒ Press **F8** for Connect Modes, “**O**” for Originator, and “**C**” for VCO

⇒ Press <**ENTER**> (screen now red)

⇒ Inform the VCO user that VCO is on by sending Hot Key <**CTRL**> V

[VCO ON]

⇒ Press **F5** for Billing Options, enter **area code and phone number**, then press **F9** to Dial Forward

## CONFIDENTIAL

⇒ Listen for TTY tones indicating that a TTY user has answered.  
Press **F7** to connect Baudot (If F7 does not work, press F8, T, and B one at a time)

⇒ Send Hot Key <CTRL> C, then type **VCO call**, and **GA**

[lrs/krs ca \_ \_ \_ \_ (g) with a relay call (vco call) ga]

⇒ When TTY user begins typing a response (hear TTY tones),  
press <ENTER> (screen turns red)

⇒ When TTY types "ga," press <ENTER> and <TERM SEL> and  
type everything VCO party says



**CONFIDENTIAL**

**VCO to VCO**

Currently this call type cannot be placed through the Louisiana Relay Service so customers must be referred to our Nebraska office.

Type to Originating party:

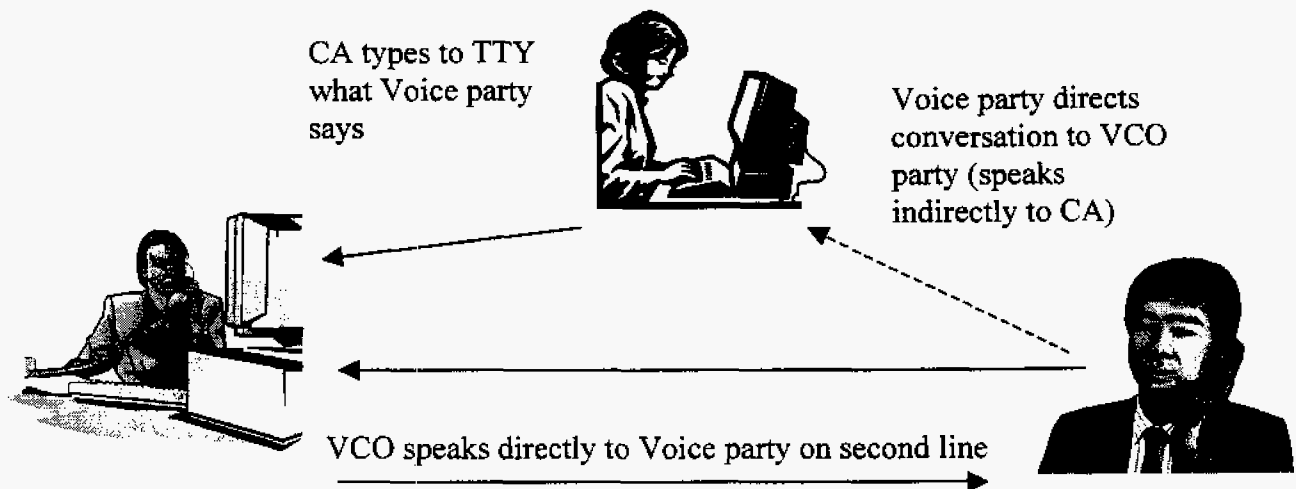
TO PLACE THIS CALL PLS CALL 1 800 833 5833  
AND A CA WILL BE HAPPY TO HELP YOU GA TO  
SK

**CONFIDENTIAL**

## Two Line VCO

This call appears like a TTY to Voice call, but is actually a VCO to Voice call. The VCO user must have special equipment including: two telephone lines, a conferencing feature, a TTY or a computer with TTY software.

The VCO user will call in on the TTY, then have the CA call to the VCO user's voice line, hence making the call appear as a TTY to Voice. The VCO user will then place the CA on hold while dialing to the desired party through a conferencing feature. The CA will type the Voice party's conversation, while the VCO party will speak directly to the Voice party. The set up of this call lends itself well to the NI (do not identify relay) option.



## CONFIDENTIAL

- ⇒ Listen for **BEEP-BEEP** in headset to indicate an incoming call
- ⇒ Look for **State and Call Type (Baudot)**
- ⇒ Wait for **Connect TTY** to appear in the TRS Window
- ⇒ Press the **Space Bar** twice
- ⇒ Send Hot Key **<CTRL> N**  
[LRS/KRS CA\_ \_ \_ \_ (G) NBR PLS GA]
- ⇒ TTY user will type number to call and may say that it will be a two line VCO call or a conference call.
- ⇒ Press **F5** for Billing Options
- ⇒ Enter **area code and phone number**
- ⇒ Press **F9** to Dial Forward
- ⇒ Send Hot Key **<CTRL> D**  
[DIALING TOLL/LOCAL XXXXXXXXXXXXX]
- ⇒ Send Hot Key **<CTRL> R**, then count out each ring  
[RINGING 1 2 3]
- ⇒ The TTY user will answer  
“CA, can you hear me?”
- ⇒ Respond to TTY user by typing,  
[YES]

## CONFIDENTIAL

- ⇒ Press "MUTE" button, as there will be no need to talk during this call
- ⇒ The TTY (now VCO) user will place the CA on hold while dialing to the desired party.
- ⇒ Send Hot Key <CTRL> R, then count out each ring  
[RINGING 1 2 3]
- ⇒ When voice party answers, type their greeting and gender.  
[HELLO (M)]
- ⇒ Continue typing everything voice party says during the conversation. There is no need to use "GA" or to wait for "GA" during the conversation as the VCO user will be reading from one line and speaking on the other.
- ⇒ Do NOT press <TERM RLS> at the end of the conversation. The VCO user will disconnect the Voice party.

**Note:** This call type requires the CA to type rapidly, as there is no opportunity to ask the Voice party to speak slower.

# CONFIDENTIAL

## Language

WHEN TO USE	WHAT TO SAY
Voice Caller—Reach Voice Answering Machine	<i>I'm sorry you have reached a voice answering machine. If you want to leave a message you will need to call them directly. This is CA _____ would you like to make another call?</i>
Voice caller—Reach Voice party	<i>{State} Relay CA _____ with a call for the text telephone. Please connect the TTY.</i>
Not a TTY User	<i>I'm sorry you will need to call them back directly without the relay.</i>
Fast Busy/ Reorder (see page 60)	<i>I'm sorry, that call did not go through. One moment please.</i>  <i>I'm sorry, your call did not go through. I'm hearing a signal that indicates there may be trouble on the line.</i>
Abusive Callers	CA HERE IM SORRY U R UPSET I CAN CALL MY SUPERVISOR
TTY is visually impaired	<i>The person calling you is also visually impaired and has requested that you speak slower so I am able to type slower than usual.</i>
Fall Behind in Typing	<i>I'm sorry please repeat after...</i>
Voice Person Speaking too Fast	<i>I'm sorry please speak slower as everything heard is typed to them. Please repeat after...</i>
Voice Person Speaking to CA	<i>I'm sorry, everything you say will be typed to them.</i> -OR- <i>I'm sorry I am required to type everything you say.</i>
Voice Person Asking Questions of CA	<i>I'm sorry you will need to direct that to the person calling.</i>
Voice GA Jumpers	<i>I'm sorry please wait for the "Go Ahead" so your party can finish typing.</i>
TTY GA Jumpers	(CA HERE PLS WAIT FOR THE GA SO YOUR PARTY CAN FINISH SPEAKING)
No GA	<i>Is that a Go Ahead?</i> -OR- <i>Please say "Go Ahead" when you are finished speaking?</i>
TTY User Reach Pager	PAGER LEAVE NBR Q GA
Voice User Reach Pager (*The exception would be a TTY pager)	<i>I'm sorry you will need to call them back directly without the relay.</i>
No Response From TTY	[CA HERE HELLO ARE U THERE Q GA

# CONFIDENTIAL

WHEN TO USE	WHAT TO SAY
Three Way Calls	<i>I'm sorry please speak one at a time and identify yourself before speaking so that the TT user will know who is talking. Please say "Go ahead" and the person's name when you are finished speaking. This will help everyone know who is talking and when it is their turn.</i> (CA HERE PLEASE TYPE ONE AT A TIME AND IDENTIFY YOURSELF BEFORE U BEGIN TYPING SO EVERYONE KNOWS WHO IS SPEAKING PLS USE GA AND THE PERSON'S NAME WHEN U R FINISHED SPEAKING THIS WILL HELP EVERYONE KNOW WHO IS TALKING AND WHEN IT IS THEIR TURN)
Garbled or Missing type	<i>I'm sorry part of your conversation came across garbled. It continues with...</i>
Necessary Information Missing/Garbled	(CA HERE, PLS REPEAT THE ACCT NUMBER/ ADDRESS/ PHONE NUMBER) GA -OR- (CA HERE SOME TYPE GARBLED)
Did not understand Voice Greeting	<i>Louisiana/Kentucky Relay CA _ _ _ _ please repeat how you answered the phone. Then Are you familiar with the Relay?</i>
Voice User calling from a restricted number	<i>How would you like this call billed?</i> -OR- <i>I'm sorry the number you are calling from is a restricted number. Do you have another number to bill to?</i>
Voice Person Asks CA to Hold	<i>That is being directed to the person calling.</i> If they say "I am putting you on hold" then, <i>That is up to you. The party will be informed that you want them to hold.</i>
TTY user asks CA to hold while getting telephone number	CA HERE, I CANNOT HOLD YOU NEED TO HAVE YOUR NUMBERS READY WHEN YOU CALL IN GA TO SK
TTY User calling from a restricted number	HOW WOULD YOU LIKE THIS CALL BILLED? GA
TTY Has NE in Profile or Requests NE	{State} Relay CA _ _ _ _ with a Relay call online. GA
Voice Answers on Answering Machine Redial	<i>This is {State} Relay CA _ _ _ _ I'm sorry, the party wants this call billed differently. They will call you back.</i>
Voice to TTY and You Reach Voice Answering Machine	<i>I'm sorry you have reached a voice answering machine. If you want to leave a message you will need to call them back directly. This is CA _ _ _ _ would you like to make another call?</i>
TTY User Gives Msg at the Beginning of Call in Case it is an Ans Mach	DO YOU WANT ME TO TYPE THE ANSWERING MACHINE MSG Q GA

## Long Distance Calls

Customers may bill long distance calls directly to the ANI (Automatic Number Identifier), collect to the party called, or to a third party. Customers also have the option of Station to Station or Person to Person calling.

### •No Bill

No Bill is used to place a call for a customer without charge. This feature is only used when redialing to leave a message on an answering machine or voice mail. The call must be set to "No Bill" prior to dialing (F9).

To set a call to "No Bill," press F5, <ALT> S, and "N"

**GRAPHIC  
OMITTED**

### •Long Distance Carriers

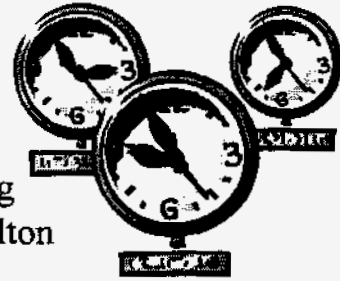
Hamilton allows customers to choose a long distance carrier (Interstate Exchange Carrier) from the list of carriers that have expressed a desire to be available. The list of available carriers can be viewed by pressing F7.

Customers can request that a specific IEC be used for all direct dial long distance calls by calling Hamilton's Customer Service 800 number and having it entered into the customer's profile. Customers may also change the carrier for specific calls.

If no carrier is requested the call will be placed through AT & T.

**GRAPHIC  
OMITTED**

## CONFIDENTIAL



### •International Calls

Before dialing an international number, ask the caller if they will be reaching an English speaking person. If not, the call cannot be placed as Hamilton does not have foreign language interpreters.

When calling from the United States to an international number without the relay, one must dial 011 first. This is not the case with the relay. After pressing F5, enter the telephone number without 011, press F12 to mark the call international, then press F9 to dial.

Keep in mind that international numbers vary in length.

### •Restricted Calls

If the party is calling from a restricted line, ask "How would you like this call billed?" If they don't understand, explain as "I'm sorry the number you are calling from is a restricted number. Do you have another number to bill to?"

### •Hotel/Motel Calls

If a relay user calls from a hotel or motel, long distance calls must be billed Third Party, Collect, Calling Card, or Pre-Paid Calling Card. Local calls can proceed normally.

### •Directory Assistance

If a TTY user needs to get a telephone number from directory assistance, ask in which area code the desired party lives. Place the call as a regular relay call, by dialing the area code + 555-1212.

Directory Assistance calls cannot be placed from restricted numbers or phone booths.



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## Collect Calls

### TTY to Voice

⇒ Press F5, <ALT> S, C

⇒ Enter the number to call to and the caller's name. The field titled "DI" should be left blank.

⇒ Press F9 to dial

○ An operator will come on the line and get acceptance for the charges from the Voice person.

**GRAPHIC  
OMITTED**

## CONFIDENTIAL

### Voice to TTY

⇒ Press F5

⇒ Enter the number for the MCI Deaf  
Operator Services at 1-800-688-4486

⇒ Press F9 to dial

⇒ Press F7 when TTY tones sound

⇒ Type to Operator:

THIS IS {CALLER} AND I WOULD  
LIKE TO CALL COLLECT TO  
{PHONE NUMBER} GA

○ The Operator will gain acceptance  
from the TTY party and connect you.

○ Do not identify the relay or give the  
AT&T operator your CA number.

**GRAPHIC  
OMITTED**

**CONFIDENTIAL**

## Person to Person

### TTY to Voice

Person to Person calls do not begin billing until the Called Party comes to the phone. Person to Person collect calls are billed at a higher rate than regular collect calls.

⇒ Press F5, <ALT> P, P, B

⇒ Enter Number to Call, Called Person, and Caller's Name

⇒ Press F9 to dial

⇒ Say to Operator:  
"This is {state} relay CA\_ \_ \_ \_  
with a Person to Person call to  
{person}.

**GRAPHIC  
OMITTED**

### Voice to TTY

⇒ Call Deaf Operator Services at  
800 688 4486

⇒ Type to Operator:  
I WOULD LIKE TO MAKE A PERSON  
TO PERSON CALL TO {PERSON} AT  
{PHONE NUMBER} GA

## Third Party Calls

### TTY to Voice

Third party calls allow the caller to place a long distance call and bill it to a number different from the calling and called numbers.

⇒Press F5, <ALT> S, T

⇒Enter the number to call to and the number to bill to. The field titled "DI" should be left blank.

⇒Press F9 to dial

⇒Say to Operator: "This is {state} relay CA\_ \_ \_ \_ with a third party call to bill to {number to bill}."

**GRAPHIC  
OMITTED**

### Voice to TTY (Billed to TTY)

⇒Press F5

⇒Enter 800 688 4486

⇒Press F9

⇒Press F7 when TTY tones sound

⇒ Say to Operator: "I would like to make a third party call to {number to call} billed to {number to bill}."

**GRAPHIC  
OMITTED**

**CONFIDENTIAL**

## **Credit Card Calls**

Customers may also bill calls to a long distance calling card (minimum of 14 digits) or a major credit card (minimum of 16 digits) through the relay.

⇒ Press F5, <ALT> S, D

⇒ Enter the number to call to in the  
"1st Called Number" field

⇒ Enter the Card Number

⇒ Enter the Expiration Date

⇒ The field titled "DI" should be left  
blank.

⇒ Press F9 to dial

**GRAPHIC  
OMITTED**

## CONFIDENTIAL

# Other Long Distance Calls

### Prepaid Calling Cards Using 800 Access

⇒ Press F5, enter 800 access number (FYI: This information is usually found on the back of the prepaid card), press F9

⇒ Follow instructions to enter account number and phone number on dial box keypad.

### 800 Numbers

Customers can call to all toll-free numbers beginning with 1+800, 1+888, or 1+877. If a recording plays stating "the toll-free number cannot be dialed from your area," use the re-originating dial-tone access number.

#### Louisiana

⇒ Press F5, <ALT> S, N, enter **318-332-0541**, and press F9 (Do Not send <CTRL> D) instead **type** [DIALING]

⇒ When dial tone sounds, enter toll-free number on metal key pad box.

#### Kentucky

⇒ Press F5, <ALT> S, N, enter **502-858-5556**, and press F9 (Do Not send <CTRL> D) instead **type** [DIALING]

⇒ When dial tone sounds, enter toll-free number on the dial box keypad.

### 557 Numbers RE: Bell South

Area code (557) cannot be dialed from a workstation to reach Bell South. For Kentucky, first change to no bill, then dial 502-858-5556 for the re-originating dial tone. Then dial one of the following 800#s.

Bell South KY Residential: 800-477-4459

Business: 800-766-9115

For Louisiana

Bell South LA Main: 800 982 2891

### 10-10-XXX

Relay users cannot access discount lines which require the user to dial a PIC code in front of long distance numbers, such as 10-10-321.

## Customer Profile

**GRAPHIC OMITTED**

The window that appears to the left of the computer screen when a call arrives to a workstation contains customer specific information.

**All changes must be requested by the customer through customer service.** The only exception is the carrier preference which can be changed by the CA on a per call basis. To change the carrier:

1. Bring up the IEC box and make the necessary change for the current call. (see page 46)

For a permanent change of carrier or for any other changes to their profile, direct the customer to call customer service at **1-888-699-6869** (Louisiana) or **1-888-662-2406** (Kentucky).

## CONFIDENTIAL



Connect Mode	Indicates Baudot, ASCII, VCO, Text or HCO and will be an automatic connection when the call arrives.
IntraCIC/InterCIC	Automatically selects the customer's carrier of choice
Spell Check	If spell check is set to yes, it will automatically be turned on.
Explain/Identify	Watch for "NO" in these blanks to indicate that the customer does not want the relay explained or identified.
ASL	If the caller uses ASL and wants a translator for their calls.
Frequently Called	Customer can provide Hamilton with up to 10 numbers and names they frequently dial. The customer may simply give the CA a name to dial. To dial numbers in this list, press F5, enter * and the speed dial digit(s), then press F9 to dial.
Call Restrictions	Customers may restrict call types or specific phone numbers. The system will automatically block an attempt to make restricted calls.
Notes	Other notes may be listed here. i.e. Watch for notations that the customer is a frequent VCO user.



## Recording

Due to confidentiality issues, Hamilton does not record any conversations between customers. This includes recordings for training or quality assurance.

There are occasions when a customer is calling to a recorded message that plays faster than it can be typed so that a temporary recording of the message is made to aid in providing the customer with a complete transcription. After the call ends, the recording is deleted and cannot be retrieved. These types of recording are helpful in situations like calling movie theaters and retrieving voice mail.

⇒ Press **F11** to enter Recording Mode

⇒ Press <`> to begin recording

⇒ Send Hot Key <CTRL> G  
(RECORDING)

⇒ Type (CA HERE COLLECTING  
INFO PLS HLD)

⇒ When recording is finished, press  
<TERM RLS>

**GRAPHIC  
OMITTED**

↓ To stop recording or playback

↑ To play back the recording

← To rewind 1/10 of recording

→ To fast forward 1/10 of recording

<SHIFT> ← To rewind to beginning

<SHIFT> → To fast forward to end

## Single Line Answering Machines

This service allows Kentucky customers to call into the relay with a voice answering machine, play the messages to the CA, and have the messages typed back to them on the TTY. There will not be a Terminator or Called party, only an Originator.

This service is only offered to Kentucky customers.

⇒Customer calls in on TTY and requests Answering Machine Retrieval or "AMR"

⇒Type to the customer:

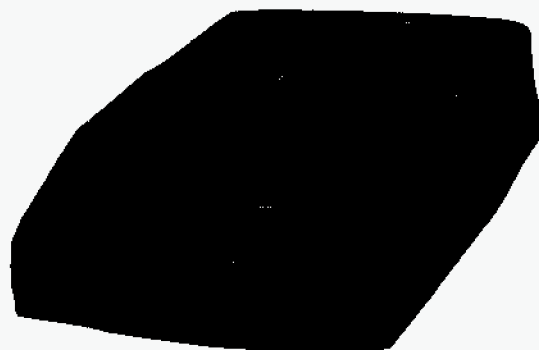
(CA HERE PLS PLACE HANDSET NEXT TO UR ANS MACHINE AND TURN ON) GA

⇒Press <F11> for the Recording Tab

⇒Press <RECORD>

⇒Press <STOP> when recording finishes

⇒Press <PLAY> and type messages to customer



## Emergency 911 Calls

We encourage users to dial directly as all emergency numbers should be equipped with TTY equipment, however if a TTY customer calls in stating they have an emergency or 911 call place the call.



⇒ Press **F4**, and immediately raise your flag

⇒ Ask the caller what **parish/county** they live in and select the corresponding number.

If the parish/county is not on the list, click in the County Search field and type the parish/county name.

⇒ Find the correct parish/county, press the corresponding number (F5 screen will appear with the number in the "Called Number" box)

⇒ Press **F9**

**GRAPHIC  
OMITTED**

## NE & NI

TTY users may give the instructions "NE" and/or "NI" when placing a call. The customer's profile may also have "Explain" and "Identify" marked "NO" to indicate that these instructions should be followed for all calls.



**GRAPHIC  
OMITTED**

### NE

"NE" means the TTY user does not want the CA to explain the relay. When the voice party is called, the correct greeting to use would be "{State} Relay CA \_ \_ \_ \_ With a relay call on line."

### NI

"NI" means the TTY user does not want the CA to explain or identify the relay. TTY users should provide a greeting to use when the voice party answers. If not, type the greeting as quickly as possible so that the TTY may reply.

When "NI" is requested the CA must give no indication that the relay is being used. Do not use the conventional scripted language including:

- "Go ahead"
- "Your party is ready to close"
- "Please repeat after..."

If the voice party realizes that the relay is being used begins saying "Go ahead," it is acceptable for the CA to begin saying "Go ahead."

## Fast Busy/ Reorder

A fast busy or reorder signal means that the prefix and area code combination does not exist or that there is trouble on the line.

⇒Type to the TTY:

**CA HERE THAT CALL DID NOT GO THRU ONE  
MOMENT PLS**

⇒Verify that the number dialed matches what the TTY user gave.

⇒Redial the number and watch for a city and state designation.

⇒ If none appears, then the prefix does not exist in that area code.  
Inform the user by typing:

**OUR RECORDS INDICATE THAT THERE IS NO \_\_\_  
PREFIX IN THE \_\_\_ AREA CODE**

If the party insists the number is correct, respond:

**THEN THERE IS PROBABLY TROUBLE ON THE LINE  
YOU MAY WANT TO TRY UR CALL LATER**

⇒ If the city and state appear, but the call does not go through  
again, type:

**CA HERE UR CALL DID NOT GO THRU I M HEARING  
A SIGNAL THAT INDICATES THERE MAY BE  
TROUBLE ON THE LINE**

⇒Send Hot Key <CTRL> F

## CA Station Observations

### Required Information

Date:

Time: \_\_\_\_\_ ☐ a.m. ☐ p.m.

Station #: \_\_\_\_\_

CA# Name:

Calling Number: \_\_\_\_\_

Called Number: \_\_\_\_\_

Call Type:

IN

- ☐ Voice
- ☐ Baudot
- ☐ Turbo
- ☐ ASCII
- ☐ VCO
- ☐ HCO
- ☐ NONE

OUT

- ☐ Voice
- ☐ Baudot
- ☐ Turbo
- ☐ ASCII
- ☐ VCO
- ☐ HCO
- ☐ NONE

☐ Technical

☐ Procedural

☐ John ☐ Michelle ☐ Amy ☐ Paula

Explain in detail what happened:

**HAMILTON**  
TELECOMMUNICATIONS

What attempts were made to correct the problem?:

What was the result?:



# JOB DESCRIPTIONS



**Position title:** Florida Outreach Coordinator

**Department:** Florida Relay

**Reports to:** Florida Contract Manager

**Position summary:** Position is responsible for providing and gathering information which will help improve the quality of the relay service and the number of customers served by Florida Relay Services. Individual will be required to travel throughout the state of Florida as needed.

**Essential functions:**

- Coordinates the outreach activities of the Florida Relay Service.
- Responsible for all communication and interface with relay users from the Florida office, including newsletter development, profile completion, and all other communication with relay users. Performs related office duties.
- Communicates with relay users on new development and service enhancements.
- Designs, coordinates, and conducts programs on how to access and use the relay service all across the State of Florida.
- Coordinates convention reservations including completing forms, reservations, and shipping arrangements as necessary for state events.
- Attends conventions, association meetings and meetings as assigned which are open for attendance to the TTY user community as well as all other relay using communities in representation of Hamilton's interest as a relay provider across the State of Florida.
- Designs and coordinates training programs in Florida about relay services for businesses, residents, and any other relevant organizations. This includes the development of general program outlines, materials, and other similar information regarding Hamilton's relay service.
- Organizes and facilitates focus / user groups for discussion of the relay services quality and effectiveness.
- Assesses focus / user group input and makes recommendations for modifications and improvements based on that input. Gathers information and conveys the relay users needs to

Hamilton to assist them in the development of new features for the relay and overall improvement of the relay services.

- Monitors and assesses reports on relay service quality from users.
- Stays abreast of technological changes occurring in the relay industry.
- Increases outreach activities and effectiveness to the end goal of increasing the number of relay minutes for the State of Florida.
- Implements marketing services and promotions designed to increase the awareness and use of the Florida Relay Service.
- Delivers presentations to prospective clients using presentation skills, visual aids, and written proposals.
- Recommends topics for the training of Communication Assistants.
- Assists with the training of Communications Assistants as it relates to the translation of American Sign Language to spoken English and the reverse.
- Provides input for the design of program materials such as videos, brochures, etc.
- Plans and organizes effective meetings with an agenda, minutes and appropriate follow up.
- Interfaces with current users and user groups on a continual basis to determine their current and future Relay needs.
- Assesses quality and customer service in the Relay Services area.
- Stresses quality in all work situations.

**Other responsibilities:**

- Performs other work related duties as assigned.
- Travels to current and potential customer locations.
- Possesses an ability, willingness and desire to obtain schooling and attend seminars related to enhancing marketing skills.

**Preferred education, experience and skills:**

- Communicates fluently through the use of American Sign Language.
- Associate or Bachelor's Degree or comparable work experience along with a minimum of three years public relations experience.
- Experience in public relations activities.
- Direct work experience with a Telecommunications Relay Service preferred.
- Deaf and hard of hearing individuals are encouraged to apply.
- Ability to organize and prioritize work and meet deadlines.
- Strong written, analytical and interpersonal skills.
- Hold a Florida driver's license and ability to travel alone.

**Position title:** Contract Manager

**Department:** Florida Relay

**Reports to:** Director of Relay Services

**Position summary:** Manages the contract between Hamilton Telecommunications and Society Assets, Inc. (SAI) and the contract between Hamilton Telecommunications and the State of Florida. Oversees the actions of all parties involved to ensure contract compliance in both contracts. Responsible for determining that each party successfully completes all assigned duties and responsibilities. Will also assist with Hamilton's marketing efforts for relay services.

**Essential functions:**

- Carries out or enforces, as may be applicable, the policies and procedures for the statewide relay service established by the Florida Relay Advisory Board, the State Contract Administrator and as contained in the contract and RFP.
- Responsible for representing Hamilton Telecommunications at regulatory meetings with Advisory Boards and the Contract Administrator, SAI staff meetings as needed and at other outreach functions across the State of Florida that may be applicable.
- Responsible for managing the contract between Society's Assets, Inc. and Hamilton Telecommunications to determine that SAI is carrying out all assigned responsibilities and duties.
- Oversees the monitoring and compliance of federal and state requirements related to relay system performance and develops corrective action in areas that require improvement.
- Responsible for managing all other Hamilton personnel located at the Florida Center.
- Attends conventions, association meetings and meetings as assigned which are open for attendance to the TTY user community as well as all other relay using communities in representation of Hamilton's interest as a relay provider across the State of Florida.
- Assesses focus / user group input and makes recommendations for modifications and improvements based on that input. Gathers information and conveys the relay users needs to Hamilton to assist them in the development of new features for the relay and overall improvement of the relay services.

- Organizes and facilitates focus / user groups for discussion of the relay services quality and effectiveness.
- Responsible for monitoring the Florida financial statement for Hamilton and adhering to budgetary constraints as it relates to the management of the contracts identified above.
- Responsible for monitoring SAI's scheduling and staffing process to ensure contract compliance requirements.
- Responsible for tracking quality within the center (i.e. Communication Assistant procedures, consistent language, typing, spelling, etc.) to determine that Hamilton's internal quality standards and all contract requirements are being met.
- Responsible for determining how to improve the overall quality of relay services by making suggestions that improve call procedures and call processing for relay users.
- Responsible for tracking differences in call processing between the Hamilton Centers. Responsible for communicating these differences with Hamilton's operation's managers and determining if there are any customer affecting issues as result of these differences.
- Responsible for determining that the needs of the user community are being met and for managing the overall effectiveness of Hamilton's outreach activity as well as for calculating a direct link between outreach activities and a growth in number of minutes.
- Will assist Hamilton technical personnel in assessing problems, finding solutions, and setting priorities. Will act as a liaison between Hamilton technical personnel and SAI.
- Responsible for identifying any potential conflicts or other needs within the Florida Center and reporting those concerns or ideas to the Director of Relay Services.
- Responsible for developing and recommending to the Director of Relay new features, enhancements and services desired within the relay community based through involvement in user organizations in Florida. Responsible for assisting Hamilton to become a leader in the development of new relay features in the relay industry.
- Monitors the competition within the relay industry by reading trade publications, attending meetings, etc. and keeps the Director of Relay informed of new features

within the industry, the strengths and weaknesses of Hamilton as compared to its competition, and other similar competitive information.

- Will assist the Director of Relay in marketing Hamilton Telecommunications to other states. This includes coordinating the bid process, writing bids, developing presentations, etc.
- Will participate in national marketing efforts, including tradeshow, etc.
- Will assist in the development of materials, newsletters, give-aways, etc. for Hamilton.

**Other responsibilities:**

- Maintains strict confidentiality of all relay calls.
- Effectively organizes and prioritizes multiple deadlines and projects.
- Continue to obtain schooling and attend seminars that relate directly to job responsibilities.
- Performs similar work related duties as assigned.

**Preferred education, experience and skills:**

- Associate or Bachelor's Degree in Business Administration and or Public Relations or two to three year's management related work experience in a relay center or comparable work experience.
- Ability to access center operations and call processing using visual and audio queues.
- Strong knowledge and or experience working with individuals or organizations within the deaf and/or speech impaired community, is helpful.
- Strong written, analytical and interpersonal skills.
- Experience and knowledge of American Sign Language.

**TRS JOB DESCRIPTION  
PROGRAM DIRECTOR****Job Summary:**

Directs the activities of the TRS center, ensuring quality services for the customer base, while creating an environment for employees to carry out TRS' values and mission statement. Promotes community involvement that demonstrates our corporate citizenship, while contributing to the agency's financial stability.

**Essential Job Functions:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Financial: Responsible for all expenses incurred by the TRS to ensure that projected budgets are not exceeded. Responsible for obtaining gross margins by maintaining cost per minute targets. Analyzes actual work time versus projections. Completes analysis of monthly expenditures.
- Quality: Develops and fosters the agency philosophy creating an environment that lives up to SAI's values and mission statement. This is accomplished through the selection of qualified personnel, ensuring quality training, and conducting periodic feedback meetings with all employee levels. Relay quality is monitored through random sampling of customer service reports to ensure that the highest quality of service is maintained.
- Development: Responsible for monitoring service levels and projecting trends over time in order to both adjust and forecast staffing, equipment and facility needs. Retains overall responsibility for recruitment, hiring and evaluation of qualified personnel necessary to ensure the relay center maintains consistently high standards of performance. Ensures adherence to policies and procedures established for the center, while directing their ongoing refinement as needed.
- Supervisory: Acts as primary supervisor of Assistant Program Director, Customer Service Manager, Human Resources Manager and Administrative Services Coordinator. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance and providing positive and negative feedback; addressing complaints and resolving problems.
- Sign and abide by the TRS Oath of Confidentiality, even after employment is terminated.

**Non-Essential Job Functions:**

Other duties as assigned by the SAI Executive Director

**Accountability:**

The TRS Program Director is directly accountable to the SAI Executive Director.

**Employee Status:**

The positions of TRS Program Director is designated as an exempt position.

**Requirements:**

Bachelor's degree in business, human services administration or related field. Master's degree preferred. Previous administrative or supervisory experience, preferably in Telecommunications Relay or related field. Knowledge of Deaf Culture. Strong organizational, planning and program development skills. Strong written and oral communication skills. Ability to communicate via text telephone using ASL gloss or English as appropriate. Ability to work in a fast-paced and sometimes stressful work environment. American Sign Language fluency preferred or willingness to learn.

## **TRS ASSISTANT PROGRAM DIRECTOR**

### **Job Summary:**

Under the supervision of the TRS Program Director, provides coordination of relay services and provides primary supervision of all RO supervisors. Helps to ensure quality services for our customer base, while creating an environment in which employees can carry out the TRS values and mission statement.

### **Essential Job Functions:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Supervisory:** Acts as direct supervisor of all Relay Operator Supervisors. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning, and directing work; appraising performance and providing positive and negative feedback; and addressing complaints and resolving problems. Acts as a resource and support person for supervisory staff.

**Quality Assurance:** Fosters an environment that lives up to the TRS mission statement and values. Assists in decision-making related to internal policies and procedures and shares changes and new information with appropriate staff. Facilitates or attends regular meetings to promote open communication on all staff levels in all departments.

**Training and Development:** Evaluates and coordinates changes for monitoring performance evaluation of Relay Operators. Discipline procedure for ROs.

**Administration:** Assists with monitoring service levels and projecting trends over time in order to both adjust and forecast staffing, equipment and facility needs.

Attend job appropriate TRS meetings.

Sign and abide by the TRS Oath of Confidentiality even after employment is terminated.

### **Non-Essential Job Functions:**

Act as a Relay Operator when needed.

### **Accountability:**

The Assistant Program Director is directly accountable to the TRS Program Director.

### **Employee Status:**

The position of Assistant Program Director is designated as an exempt position.

### **Requirements:**

Minimum of four years supervisory experience. Two years post-high school education in business, management, related field or equivalent. Experience in telecommunications relay operations. Experience interviewing and hiring employees. Experience writing and presenting formal performance evaluations of RO supervisors. Ability to effectively monitor relay calls and provide objective feedback to staff on their performance. Experience scheduling staff for 24 hours a day operation. Experience using Excel and word-processing programs. Ability to work in a fast-paced and sometimes stressful work environment.

Strong receptive/expressive communication skills. Organizational planning and problem-solving skills.

Work schedule flexibility (including weekends and holiday hours) in order to maintain effective supervisory coverage in the Operations Center. Be available for all 24-hour-shift supervisors.

American Sign Language fluency preferred or willingness to learn. Comprehensive knowledge of ASL in gloss form as well as English grammatical structure preferred.



## **TRS RELAY OPERATOR SUPERVISOR**

### **Job Summary:**

Supervises and coordinates activities of Relay Operators (ROs), carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

### **Essential Job Functions:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Supervise, monitor and formally evaluate RO's job performance.
- Maintain a positive work environment by providing daily support and assistance to ROs.
- Provide continuous feedback to ROs regarding job performance.
- Maintain personnel files for primary ROs.
- Assist with monitoring call demand and making the necessary RO schedule adjustments.
- Perform portions of initial RO training as well as assisting with on-going training of ROs.
- Update and train ROs regarding new policy and/or procedure changes when necessary.
- Provide Customer Service Line coverage as needed.
- Support and direct ROs experiencing difficulty with ASL gloss calls.
- Develop technical understanding of the telecommunications relay system and communicate this information to ROs. This includes, but is not limited to, daily technical updates resulting in procedural changes.
- Organize and facilitate meetings of ROs on a monthly basis.
- Act as primary person of responsibility for the entire relay facility when appropriate.
- Attend job appropriate TRS meetings.
- Sign and abide by the TRS Oath of Confidentiality, even after employment is terminated.
- Flexible with schedule, rotating weekends and covering for other supervisors as needed.

### **Non-essential Job Functions:**

- Act as a Relay Operator when needed.
- Interpret calls from ASL gloss to spoken English and vice versa when requested - if qualified to interpret.
- Perform any additional duties as assigned by the Assistant Program Director or the Program Director.

### **Accountability:**

The Relay Operator Supervisors are directly accountable to the Assistant Program Director.

### **Employee Status:**

The position of Relay Operator Supervisor is designated as an exempt position.

### **Requirements:**

High School diploma or equivalent; at least two years business-related undergraduate study preferred. At least two years previous supervisory experience. Experience conducting formal performance evaluations with subordinate staff. Ability to effectively monitor relay calls and provide objective feedback to staff on their performance. Strong receptive and expressive communication skills. Ability to communicate via text telephone using ASL gloss or English as appropriate. Ability to work in a fast-paced and sometimes stressful work environment. Work schedule flexibility (including weekend and holiday hours) in order to maintain effective supervisory coverage in the Operations Center, including being "on-call" as needed. American Sign Language fluency preferred or willingness to learn.

## **TRS RELAY OPERATOR SCHEDULING SUPERVISOR**

### **Job Summary:**

Coordinates and schedules Relay Operators (ROs), and carries out supervisory responsibilities in accordance with the organization's policies and applicable laws when needed.

### **Essential Job Functions:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Maintain a positive work environment by providing daily support and assistance to employees.
- Define goals for staffing based on call volume and desired occupancy for the entire staff at TRS.
- Process and authorize absence requests for operations staff.
- Process and authorize changes in availability for the operations staff. Balance RO availability and preference with staffing goals. Process status changes with the exception of granting Full Time status and leaves.
- Provide periodic reports on recruiting goals and current staffing to the Human Resources Manager and the Assistant Program Director.
- Process and distribute operations schedules. Provide RO staff with their schedules, supervisors with daily rosters and graphs of staffing levels for the TRS staff.
- Analyze Automatic Call Distribution (ACD) and staffing reports. Initiate and produce other reports that will enhance our ability to cover traffic and absence tracking and other lost time reports to the Assistant Program Director and the Program Director as requested.
- Assist with monitoring call demand and making the necessary RO schedule adjustments.
- Provide technical support to all SAI personnel.
- Develop technical understanding of the telecommunications relay system and communicate this information to ROs. This includes, but is not limited to, daily technical updates resulting in procedural changes and documentation needs.
- Act as a RO supervisor when needed.
- Act as primary person responsible for the entire relay facility when appropriate.
- Attend job appropriate TRS meetings.
- Train new employees on scheduling policies and procedures as well as other development of training materials. Update and train ROs regarding new policy and/or procedure changes when necessary.
- Sign and abide by the TRS Oath of Confidentiality, even after employment is terminated.

### **Non-Essential Job Functions:**

- Act as a Relay Operator when needed.
- Provide Customer Service Line coverage as needed.
- Support and direct ROs experiencing difficulty with ASL gloss calls when qualified.
- Interpret calls from ASL gloss to spoken English and vice versa when requested - only if qualified to interpret.
- Perform any additional duties as assigned by the Assistant Program Director or the Program Director.

### **Accountability:**

The Relay Operator Scheduling Supervisor is directly accountable to the Assistant Program Director.

### **Employee Status:**

The position of Relay Operator Scheduling Supervisor is designated as an exempt position.

### **Requirements:**

High School diploma or equivalent; at least two years business-related undergraduate study preferred. At least two years previous supervisory experience with the addition of fluency in DOS, Windows and UNIX operating systems, Microsoft Excel, workforce manager system, communication and word processing software. Familiarity with network setups and troubleshooting is a plus. Ability to communicate via text telephone using ASL gloss or English as appropriate. Strong receptive and expressive communication skills. Ability to work in a fast-paced and sometimes stressful work environment. Work schedule flexibility (including weekend and holiday hours) in order to maintain effective supervisory coverage in the Operations Center; including being "on-call" as needed. American Sign Language fluency preferred or willingness to learn.

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## **TRS RELAY OPERATOR (RO)**

### **Job Summary:**

Responsible for providing the means for equal access to telecommunications services and systems for four groups of people: deaf, hard of hearing, speech disabled and hearing who use a text telephone (TTY). Performs, with supervision, a variety of tasks concerned with relaying calls between text telephone users and users of a standard phone. This includes Voice Carry Over (VCO) and Hearing Carry Over (HCO) users as well.

### **Essential Job Functions:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Professionally and courteously relay a variety of call types distributed to their work station using a computer and special software.
- Type at a rate of 50+ words per minute. Use accurate spelling when relaying calls.
- Sufficient hearing skills to process phone calls.
- Ability to speak clearly with a variety of tones and inflections from typed words.
- Abide by the Oath of Confidentiality and Code of Ethics, even after employment has been terminated.
- Participates in all assigned meetings and training sessions.
- Monitor technical issues on relay calls and report to appropriate staff.
- Other duties as assigned.

### **Non-essential Job Functions:**

- Translate calls from English to ASL and ASL to English when qualified.
- Other duties as assigned

### **Work Environment and Physical Demands:**

- While performing the duties of this job, the employee is frequently required to sit; and use hands to work on a computer

### **Accountability:**

- The Relay Operators are directly accountable to their assigned primary supervisor.

### **Employee Status:**

The position of the Relay Operator is designated as a non-exempt position.

### **Requirements:**

- Must have the ability to type 50+ words per minute.
- Ability to type from voice dictation with accuracy and correct spelling.
- Ability to perceive the nature of sounds on relay calls.
- Ability to speak clearly when voicing typed words using the appropriate tone and inflection.
- Ability to deal with customers in a professional and courteous manner.

## **TRS TRAINER**

### **Job Summary:**

Responsible for coordinating all Relay Operator job training and assisting with Administrative staff training. Participates in training by providing call handling policy and procedure training on site and off site. Organizes and provides on-going technical and policy training as needed.

Provides coverage on the RO floor as a Supervisor when necessary.

### **Essential Job Functions:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Coordinate RO training sessions with the management team.
- Implement training programs with the assistance, if needed, of the Assistant Program Director or Program Director and schedule all segments. Notify all staff of training schedule(s).
- Perform segments of initial RO training as necessary.
- Choose and train RO facilitators prior to RO trainings. Coach and evaluate new trainees performance during and after training.
- Schedule supplementary training staff. Act as a resource and advisor for training segments and the technical set-up required.
- Evaluate and maintain training quality standards with the assistance of the Assistant Program Director and the Program Director.
- Implement and direct assessment of ROs within two weeks after training for quality assurance. Provide follow-up training for those who do not meet assessment goals.
- Oversee on-going quality assurance of ROs each month through scripted calls and other assessment instruments.
- Provide on-going training for ROs and Administrative staff as needed, including technical, procedural and policy updates for informational meetings.
- Act as a liaison with Hamilton to assure standardization of relay procedures and training issues.
- Attend job appropriate TRS meetings.
- Sign and abide by the TRS Oath of Confidentiality, even after employment is terminated.
- Maintain a positive work environment by providing daily support and assistance to TRS staff.
- Act as a primary person of responsibility for the entire Operations Center when appropriate.

### **Non-Essential Job Functions:**

- Act as a Relay Operator when needed.
- Provide Customer Service Line coverage as needed.
- Perform any additional duties as assigned by the Assistant Program Director.

### **Accountability:**

The Trainer is directly accountable to the Assistant Program Director.

### **Employee Status:**

The position of Trainer is designated as an exempt position.

### **Requirements:**

High School Diploma or equivalent; at least two years experience business-related undergraduate study preferred. At least two years previous training and presentation experience. Ability to communicate via text telephone using ASL gloss or English as appropriate. Experience and ability to effectively implement, monitor and assess training programs for quality assurance. Excellent leadership, interpersonal and public relations skills. Strong receptive and expressive communication skills. American Sign Language fluency preferred or willingness to learn. Work schedule flexibility, including weekend and holiday hours, in order to maintain effective coverage in the Operations Center and to train when necessary. That includes being "on-call" as needed. Flexible with work schedule, rotating weekends and covering for other RO Supervisors when needed.

## TRS CUSTOMER SERVICE MANAGER

### **Job Summary:**

Responsible for the activities of the Customer Service Department at TRS including coverage of the North Carolina Customer Service Line. The CSM is the principal point of contact for TRS customers and represents customers on the TRS administrative level. Helps to ensure quality services for our customer base, while creating an environment in which employees can carry out the TRS values and mission statement.

### **Essential Job Functions:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Supervisory responsibilities: Directly supervise employees in the Customer Service Department including Customer Service Representatives and Staff Interpreters/ Associate Customer Services Representatives. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance and providing positive and negative feedback; and addressing complaints and resolving problems.

- Act as the primary representative of TRS customers on the management team.
- Responsible for scheduling coverage of TRS Customer Service Line. Recommend corrective services to address customer complaints.
- Oversee Customer Service Tracking system, review pertinent information on calls received on Customer Service Line and ensure quick and appropriate follow-up.
- Produce monthly reports for state contract administrator on customer service activities.
- Responsible for providing TTY customer perspectives for CA training, including Deaf Culture, Deaf Panel, and TTY etiquette.
- Attend job appropriate TRS meetings.
- Sign and abide by the TRS Oath of Confidentiality, even after employment is terminated.

### **Non-essential Job Functions:**

Other duties as assigned by the Program Director

### **Accountability:**

The Customer Service Manager is directly accountable to the Program Director.

### **Employee Status:**

The position of Customer Service Manager is designated as an exempt position.

### **Requirements:**

Bachelor's Degree in Business Administration or other related field from four-year college or university. Two or more years supervisory experience. Five or more years exposure to the culture and communication needs of persons who are deaf, hard of hearing, and/or speech disabled. Strong communication skills. Fluency in American Sign Language required. Familiarity with a variety of computer programs including Microsoft Excel, WordPerfect and Microsoft word. Basic working knowledge of spreadsheets and managing a database of information. Familiarity with publisher software as well as e-mail programs preferred.

## **TRS CUSTOMER SERVICE REPRESENTATIVE**

**Job Summary:** Serves as the principal point of contact for TRS consumers. Performs a variety of job functions in order to provide an optimum level of relay customer service.

### **Essential Job Functions:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Answer the Customer Service line for TRS, enter all calls into customer service tracking system, and keep Customer Service Manager informed of developments among relay customers.
- Maintain contact with relay customers, enter issues into tracking system, and ensure appropriate follow-up. Work with Program Manager and Customer Service Manager to resolve any problems and complaints.
- Upon request, assist Relay Operators and supervisors with any problems that may arise during the course of a relay call.
- Attend job appropriate TRS meetings.
- Sign and abide by the TRS Oath of Confidentiality, even after employment is terminated.

### **Non-Essential Job Functions:**

Teach American Sign Language to TRS staff.

Perform other job-related duties as assigned by the Customer Service Manager.

### **Accountability:**

The Customer Service Representatives report directly to the Customer Service Manager.

### **Employee Status:**

The position of Customer Service Representative is designated as an exempt position.

### **Requirements:**

Bachelor's degree. Preference for studies in Communications or Social Sciences. Three or more years exposure to the culture and communication needs of people who are deaf, hard of hearing and/or speech impaired. Ability to communicate on the phone and in person with relay consumers. Effective time management skills. Flexibility in schedule. Fluency in American Sign Language. Basic data entry skills and knowledge of word-processing programs including Publisher.



## **TRS HUMAN RESOURCES MANAGER**

### **Job Summary:**

Plans and carries out policies relating to all phases of human resources activity. Helps to ensure quality services for our customer base, while creating an environment in which employees can carry out the TRS values and mission statement.

### **Essential Job Functions:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Assist employees with employment related issues.
- Monitor current staffing numbers (based on FTE and scheduling goals) to determine hiring needs and guide in approval or denial of RO status changes.
- Recruit, screen, interview and recommend qualified applicants for TRS positions as needed.
- Plan and conduct new employee orientation to foster a positive attitude towards company goals.
- Keep current records of all personnel changes. Prepare monthly personnel reports for Executive Director, Program Director and Assistant Program Director.
- Prepare monthly and quarterly personnel reports for Hamilton Program Manager.
- Maintain employee handbook. Revise/update as needed. Review entire handbook and recommends changes annually.
- Develop/update TRS job descriptions as necessary, (including the physical dimensions of jobs), in accordance with current law.
- Maintain integrity of wage administration and act as payroll liaison with SAI headquarters.
- Monitor staffing needs and approve employee requests for family/medical/personal leave of absence.
- Act as a liaison between worker's compensation insurance carrier and employees for work-related injuries.
- Prepare employee separation notices and related documentation and conduct employee exit interviews.
- Represent the organization at personnel related hearings and investigations.
- Assist Supervisors and other appropriate staff in maintaining a fair and equitable employee performance review system which meets criteria set forth in SAI's contractual agreement.
- Provide training, coaching and creative problem solving assistance related to supervisory and administrative issues.
- Maintain employee personnel files, in accordance with current law.
- Attend job appropriate TRS meetings.
- Sign and abide by the TRS Oath of Confidentiality, even after employment is terminated.

### **Non-Essential Job Functions:**

Act as a Relay Operator when needed.

### **Accountability:**

The Human Resources Manager is directly accountable to the TRS Program Director.

### **Employee Status:**

The position of Human Resources Manager is designated as an exempt position.

### **Requirements:**

Bachelors degree from 4 yr. accredited college or university; at least 2 years previous Human Resources or related job experience and/or equivalent combination of education and experience. Strong receptive and expressive communication skills. American Sign Language fluency preferred or willingness to learn.

## **TRS STAFF INTERPRETER/ASSOCIATE CUSTOMER SERVICE REPRESENTATIVE**

### **Job Summary:**

The primary function of a Staff Interpreter is to interpret between TRS staff members and to interpret during education/outreach activities of TRS.

The secondary function of an Associate Customer Service Representative is to provide customer service related support to the Customer Service Department.

### **Essential Job Functions:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Interpret on-site when necessary for interaction between TRS staff.
- Interpret TRS business & staff meetings.
- Interpret relay calls when interpretation has been requested.
- Teach conceptually accurate ASL and vocabulary in classroom setting when requested.
- Assist ROs in voicing ASL like/MLS calls.
- Train new ROs in the areas of Language Acquisition, Voicing ASL, Confidentiality, and Code of Ethics.
- Provide assistance to ROs who are processing difficult calls due to language issues.
- Answer Customer Service Line, provide answers, information and referral and keep Customer Service Department informed of pertinent situations.
- Enter Customer Service calls into the computer for tracking purposes.
- Perform other duties including office maintenance duties as assigned by the Customer Service Manager.
- Attend job appropriate TRS meetings when sufficient interpreting service/support is provided.
- Sign and abide by the TRS Oath of Confidentiality, even after employment is terminated.

### **Non-Essential Job Functions:**

- Act as a Relay Operator when needed.
- Act as a Relay Operator Supervisor when needed.
- Answer supervisor and emergency calls, answer supervisor desk phone, assist ROs with processing relay calls, share feedback with ROs, direct ROs within TRS for resolution of problems and concerns.

### **Accountability:**

The Staff Interpreters are directly accountable to the Customer Service Manager.

### **Employee Status:**

The position of Staff Interpreter is designated as an exempt position.

### **Requirements:**

Three or more years experience interpreting/exposure to Deaf Culture. Strict adherence to Confidentiality and Code of Ethics. Ability to interpret between ASL and English effectively. Ability to perceive the nature of sound and tone of voice and to express the appropriate tone of voice and inflection while interpreting. Membership in any Association of the Deaf and immersion or past immersion in the "Deaf Community" is preferred.



## **TRS OFFICE ASSISTANT**

### **Job Summary:**

The primary function of the Office Assistant is to offer professional and courteous support in operating the Administrative Area with the primary focus in Human Resources Department.

### **Essential Job Functions:**

To perform this job effectively, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Assist HRM in performing recruiting tasks e.g. responding to requests for employment applications, providing typing & spelling tests to applicants and doing reference checks of applicants and typing hire letters.
- Conduct interviews with Relay Operator applicants.
- Provide training to new employees on HR aspects.
- Oversee with producing and maintaining training materials for new employees.
- Create and organize personnel files of new employees. File all paperwork in personnel files on daily basis.
- Update personnel information of employees in Access/ALMAS on monthly basis.
- Handle and distribute paychecks to employees on paydays.
- Maintain and track employees for insurance enrollments.
- Manage a variety of other projects requiring clerical skills as assigned by the HR Manager.
- Perform Human Resources tasks e.g. answering phones and refer to HRM with an interpreter when appropriate.
- Oversee the operation of the Front Desk and oversee staffing coverage at Front Desk.
- Handle any problems with office equipment to the appropriate representative.
- Handle incoming and outgoing mail including postage calculation. Maintain sufficient supplies for postage and mailing.
- Handle and send monthly expense reports to SAI Main Office.
- Maintain inventory of office supplies and order new supplies with the approval of the Program Director. Dispense supplies when they arrive.
- Serve as contact person for vending machines and coffee service, maintain vending refund moneys and purchase paper goods and general kitchen supplies.
- Attend job appropriate TRS meetings.
- Sign and abide by the TRS Oath of Confidentiality, even after employment is terminated.

### **Non-Essential Job Functions:**

- Answer phones, direct callers to destination and take messages at front desk when necessary. Greet guests - assist with directing them in the appropriate manner.
- Act as a Relay Operator when needed.
- Other projects as assigned by the Human Resources Manager.

### **Accountability:**

The Office Assistant is directly accountable to the TRS Human Resources Manager.

### **Employee Status:**

The position of the Office Assistant is designated as a non-exempt position.

### **Requirements:**

Ability to type 45 wpm, clerical skills, knowledge of Word Perfect, Word for Windows, Microsoft Works, Access and Excel, strong organizational skills, strict adherence to confidentiality, strong interpersonal skills.



# Florida Relay Service Proposal

## Key Personnel and Staff

Hamilton Relay Services is managed to insure that every employee has the skills needed to perform his/her job in a manner that exceeds both the Florida Public Service Commission's and the FCC's requirements, and meets the high quality standards set by Hamilton. All employees of Hamilton are committed to providing a relay service that satisfies every relay user. The Florida Relay Service will receive this same commitment to excellence in relay service from Hamilton.

Following is a list of the key personnel who will be involved with the operation of the Florida Relay Service upon award of the contract.

<i>Person</i>	<i>Position</i>	<i>Area of Responsibility</i>
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Phillip C. Nelson	President	General Manager.
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Phil Nelson is the president and one of the owners of Hamilton Telecommunications. He has been closely involved in the development of the Nebraska, Idaho, Louisiana and Kentucky and Wisconsin Relay Services and continues to monitor their operations. Phil perpetuates an open channel of communication with these states' regulatory bodies concerning the ongoing operation of each relay service. Phil, a graduate of the University of Nebraska, has been with Hamilton Telecommunications for 31 years, serving the last several years as Hamilton's President.

Gary Warren	Executive Vice President	Planning and coordination for relay service.
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Gary Warren assists in the general management of Hamilton Telecommunications with a particular emphasis in development of new projects, including relay. Gary, a University of Nebraska Law School graduate, has been at Hamilton for 10 years. He has served and continues to serve on several relay industry teams on a national basis, including the TRS Coin-Sent-Paid board, and currently is serving as chairman of the NECA Relay Advisory Board. Gary holds overall responsibility for relay at the senior management level.

Dixie Whitlow	Director of Relay Services	Oversees all aspects of relay services and manages relay operations. Primary contact throughout the relay contract.
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Dixie Whitlow is Hamilton's Director of Relay Services. With the Company since 1994, Dixie is responsible for overseeing all aspects of relay service in the states where Hamilton currently holds contracts. Dixie also is responsible for the start up of relay service and contract management. Dixie is a Dana College graduate with a Bachelor of Science degree in marketing and communications.



## *Florida Relay Service Proposal*

**Barbara Handrup**

Nebraska Relay  
Center Manager

Oversees daily operations of  
all aspects of relay operations in  
Nebraska and Idaho.

Barbara Handrup, an employee of Hamilton for 20 years, has been managing Hamilton's relay division since its birth in 1990. Barbara has played a key role in the advancement of relay communications technology and growth at Hamilton.

**Paula Rodriguez**

Louisiana Relay  
Center Operations  
Manager

Oversees daily operations of all  
aspects of relay operations in  
Louisiana and Kentucky.

Paula Rodriguez has a great deal of experience in the deaf and hard of hearing culture. Paula is a certified interpreter and has experience in managing people in a variety of organizations and institutions. Paula's leadership skills have proven to be very valuable to Hamilton. Paula is directly responsible for all internal operations of the Louisiana Relay Center.

**Henry Brinkmann**

Relay Program  
Manager

Oversees outreach programs and  
all extended functions for the  
states of Louisiana and Kentucky.

Henry has been involved in the telecommunications relay industry for more than five years and has been a driving force in Hamilton's Louisiana Relay Center from the onset. In addition to his relay experience, Henry is an active member in several deaf organizations.

**Dee Evans**

Louisiana Relay  
Training Coordinator

Prepares and teaches  
comprehensive training programs  
designed to maximize the  
effectiveness of new and existing  
Communication Assistants.

**Lana Erickson**

Relay Account  
Manager

Improves and maintains relay  
service quality by facilitating  
information exchange between  
Hamilton and relay user  
communities.

Lana Erickson joined Hamilton Telecommunications in August 1997 after graduating with a Bachelor of Arts degree from the University of Nebraska-Lincoln. Lana acts as an information hub and support system for all of Hamilton's state relay outreach programs. Her duties include accompanying state outreach personnel at various outreach events to



## *Florida Relay Service Proposal*

obtain feedback from relay users, developing and implementing outreach and marketing programs and materials to increase relay user minutes and coordinating all national outreach activities.

<b>Jerry Petermann</b>	<b>Accounting Manager</b>	Provides support services to relay in the areas of reports and data processing.
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Jerry Petermann joined Hamilton Telecommunications in 1995 with 16 years of experience in high growth companies. He was recruited by Hamilton to provide accounting leadership and to take the company to the next level of revenue growth. Jerry holds a B.S. in Business Administration with an accounting emphasis from Kearney State College.

<b>Ann Ford</b>	<b>Billing &amp; CABS Administrator</b>	Provides support services to relay in the areas of reports and data processing.
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Ann Ford prepares the monthly relay billing and statistical information provided to the various state relay commissions and NECA. Ann also works closely with the LAN administrators and the Director of Relay in developing and maintaining procedures for TRS reporting.

<b>Wayne Hinerman &amp; Wayne Hahn</b>	<b>LAN Administrator LAN Administrator</b>	Perform all the implementation and support of switching technology at the Nebraska and Louisiana Relay Centers.
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Wayne Hinerman and Wayne Hahn provide Hamilton Telecommunications with extensive experience in computer system networking, switch management, software development and maintenance and telecommunications technology management. They are responsible for implementing new relay technology at both of Hamilton's relay centers.

<b>John Nelson</b>	<b>Computer Telephony Systems Specialist</b>	Provides on-site support for all equipment and software related to the Louisiana Relay Center.
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John Nelson recently returned to Hamilton Telecommunications from a position as System Administrator at a Breckenridge, Colorado, resort. John has extensive experience in the support and maintenance of telecommunications equipment, along with strong skills in software development and troubleshooting. In addition to being the technical



## *Florida Relay Service Proposal*

backbone of the Louisiana Relay Center, John is an active board member for Hamilton's parent company.

<b>Gary Berner</b>	<b>Plant Manager</b>	Oversees plant facilities and switching for Hamilton's LEC.
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Gary Berner contributes 23 years of experience in telecommunications engineering and planning to Hamilton Telecommunications. A member of Hamilton since 1995, Gary holds a Bachelor of Science degree in business Administration from Doane College and an Associates degree in electronics from Central Community College.

<b>Keith Penner</b>	<b>Central Office Manager</b>	Oversees Central Office switch system for Hamilton's LEC.
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<b>Shirley Strotman</b> <b>Brad Snyder</b> <b>Pat Shaw</b>	<b>Technicians</b>	Install equipment and provide technical support for software and hardware for both relay and Central Office equipment.
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Keith Penner, a Hamilton Telecommunication's employee for 20 years, supervises Hamilton's Central Office and switching functions. Central Office and switching technicians, Shirley Strotman, Brad Snyder and Pat Shaw have worked as a team to install and maintain equipment for relay, including back-up power systems.



# *Florida Relay Service Proposal*

## **Hiring Procedures**

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

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

After the advertising is in place, applications are accepted for a specified period of time, usually two weeks. During this time, a Human Resource Representative evaluates each and every application for general skills, work history, education and work consistency and compiles a list of applicants which our company may be interested in pursuing. Testing also is completed during this phase.

After the application phase has been completed and a sufficient pool of qualified applicants has been received, the Human Resource Representative sets up an interview with each of the chosen applicants. During the interview, the Human Resource Representative conducts a comprehensive interview with the applicant covering all bona fide occupational qualifications as well as any points of interest on the application, and any questions the applicant may have. Additionally, the Human Resource Representative will take this opportunity to explain the expectations and demands of the position as well as supply the applicant with information about the deaf culture. This interview consists of an in-depth look at the applicants qualifications including: Typing speed (40 w.p.m. minimum), attitude, communications abilities as well as a discussion that covers confidentiality issues, wage rates, attendance expectations and the special considerations that come with a position that requires such commitment, sensitivity and professionalism. If all relevant questions have been asked and answered by both parties, the interview ends with information pertaining to hiring time frame, how the applicant will be notified and an open offer to call if they have any additional questions.

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

When a final candidate is selected and hired, a start date is set and a new employee orientation takes place. This orientation consists of the completion of the I-9 form, W-4 form and our own employee information form. After the completion of these forms, the employee is familiarized with his or her employee manual and any questions are answered. After brief tour of the facilities are given to help the new employee feel more at home, he or she is then brought to their supervisor and the new employee training program discussed later in this section begins.



# RELAY FEATURES LIST



# Florida Relay Services Package:

## CUSTOMER SERVICE/OUTREACH/PERSONNEL:

- ♦ Customer Service
  - User Assistance
- ♦ Customer Service via the Internet
- ♦ Florida Relay Service Web Pages
- ♦ Complete Confidentiality
- ♦ Person-to-Person Outreach Program/In-State Liaison - if purchased by the State
- ♦ Advanced CA Training
- ♦ Remote Monitoring of CAs
- ♦ CA Counseling Services
- ♦ Emergency Call Handling/Emergency Database

## ENHANCED FEATURES:

- ♦ Customer Profile Database (see the following):
  - Answer Mode Preference - VCO, HCO, TTY, ASCII, Voice, etc.
  - Long Distance Carrier
  - Billing Preferences - Direct, Collect, Calling Card, etc.
  - Call Restrictions - 1+, 0+, International, 900/976, etc.
  - Blocked Telephone Numbers
  - Commonly Called Numbers - Speed Dialing
  - Spell Check
  - Customized Calling - Interpretation, Customized Greeting, etc.
  - Notes for Special Instructions
- ♦ Voice Carryover
- ♦ Hearing Carryover
- ♦ Two-Line VCO, Reverse Two-Line VCO
- ♦ Connect VCO without tones
- ♦ VCO and HCO with enhancements
  - A variety of Call Types using VCO and HCO:
    - VCO to TTY - TTY to VCO
    - VCO to ASCII - ASCII to VCO
    - HCO to TTY - TTY to HCO
    - HCO to ASCII - ASCII to HCO
    - TTY to ASCII - ASCII to TTY
    - VCO to VCO
    - HCO to HCO
    - VCO to HCO and HCO to VCO

# Florida Relay Services Package Cont'd:

- ♦ Carrier of Choice Long Distance Calls for both Intralata and Interlata Calls
- ♦ Access to Enhanced LEC Features
- ♦ Access to Restricted 800 or 888 Numbers and 900 and 976 Numbers
- ♦ Error Correction Software
- ♦ Variable Time Stamp Macro
- ♦ Answer Machine Recording Capabilities
- ♦ Identify and Inform Relay User if Placing a Local or Long Distance Call
- ♦ Speech to Speech (if purchased by the State from Hamilton)
- ♦ Spanish to Spanish
- ♦ SS7 Functionality (pending)
- ♦ Video Relay (if purchased by the State from Hamilton)
- ♦ Turbo Code

## NETWORK and REPORTING:

- ♦ Self-Learning Database
  - Automatic Branding of Call Speed
- ♦ Automatic Number Identification
- ♦ Complete Switching and Network Redundancy
- ♦ Enhanced Back-up Power
- ♦ Automatic Rerouting of Calls to Prevent Service Interruptions
- ♦ Technical Flexibility
- ♦ Flexible Reporting System
- ♦ Year 2000 Compliant

## DISASTER RECOVERY PLAN:

- ♦ Detailed Disaster Recovery Plan

All features listed above are included in Hamilton's basic per minute rate unless otherwise stated. As you can see, Hamilton provides a whole range of advanced Relay features at no additional cost to the State of Florida.

# Louisiana Relay Service Customer Profile Application

## Return to:

Louisiana Relay Service  
9107 Bluebonnet Centre Blvd.  
Baton Rouge, LA 70809

## Customer Service:

1-888-699-6869 TTY/Voice

## Relay Numbers:

1-800-846-5277 TTY  
1-888-550-5277 ASCII  
1-800-947-5277 Voice

To set up your relay Customer Profile, you must provide this personal identification information.  
All information on this Profile is CONFIDENTIAL.

Phone Number: ( ) -

A new Profile must be completed for each phone number you have.

Last Name: \_\_\_\_\_

First Name, Middle Initial: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

*Invent a password between 4 and 10 characters (letters or numbers) that is easy for you to remember. This will protect your Profile so that you are the only person who can change it. You will not have to say it on every call, but will need to know it if you wish to make changes to your Profile.*

## Directions

Every option you mark on this Customer Profile application will be used for all relay calls made from your telephone. Only fill out the sections you want to be used on every relay call. You may leave a section blank if it is something you do not want to use.

**If there is an option you only want occasionally, do not mark it on this form.**

### Section 1: Making Relay Calls

Every time I call relay, I use .... (check only one).

- ☐ TTY
- ☐ Voice Phone\*
- ☐ TTY with ASCII code
- ☐ Personal Computer
- ☐ Voice Carry Over (VCO)\*
  - ☐ with keyboard ☐ w/out keyboard
- ☐ Hearing Carry Over (HCO)
- ☐ Telebraille

\*Voice Carry Over (VCO) users should select VCO not Voice.

### Section 3: Long Distance Company

When I make long distance relay calls, I want this company to bill me.... (check only one).

- |   |  |
|---|--|
| <input type="checkbox"/> Allied Frontier    | <input type="checkbox"/> Sprint          |
| <input type="checkbox"/> American Telecom   | <input type="checkbox"/> Telehub         |
| <input type="checkbox"/> AT&T               | <input type="checkbox"/> Qwest/LCI       |
| <input type="checkbox"/> Cable & Wireless   | <input type="checkbox"/> World Com       |
| <input type="checkbox"/> MCI                | <input type="checkbox"/> Eclipse Telecom |
| <input type="checkbox"/> Ixc Communications |  |

For information about long distance rates, you should call each company directly.

### Section 2: Answering Relay Calls

When I answer a relay call, I use .... (check only one).

- ☐ TTY
- ☐ Voice Phone
- ☐ TTY with ASCII code
- ☐ Personal computer
- ☐ Voice Carry Over (VCO)
  - ☐ with keyboard ☐ w/out keyboard
- ☐ Hearing Carry Over (HCO)
- ☐ Telebraille

If your phone is sometimes answered in a different way, please leave this section blank. (VCO users with TTY answering machine should leave this section blank).

### Section 4: Mailing List

I would like to be included on the Louisiana Relay mailing list.

☐ Yes

☐ No

You will receive a free newsletter 4 times a year plus other important relay notices. All information on our mailing list is confidential and will not be used for any purpose other than the Louisiana Relay Service.

## Section 5: General Restrictions

There are some kinds of calls you may never want made from your telephone\*. If you check any of the following options, you will never be able to make that kind of call through the relay.

- ☐ Long Distance calls
- ☐ 900/976 calls
- ☐ International calls
- ☐ Directory Assistance calls (for assistance in finding a person's phone number)
- ☐ Operator Assistance calls (for assistance in making collect, calling card, and other kinds of calls)

\*Relay can not prevent anyone from calling your number.

## Section 6: Specific Restrictions

If there are specific telephone numbers that you do not want to be able to call from your telephone, you can include them here\*. Any number you list here can not be called through the relay from your phone. Limit five.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

## Section 7: Customized Calling Options

Use these options to help personalize your relay calls. Remember, any options checked will be used for every relay call you make. If you do not want an option for every call or do not understand the options below, leave this section blank.

- ☐ **Call Interpretation:** Check this if you are an ASL user and you want an interpreter to voice what you have typed in grammatically correct English, then type what the hearing person says in ASL. *If you choose this option, your call may take longer to process.*
- ☐ **No Explanation of Relay:** If you choose this option, the CA will not explain how the relay works to the people you call. If you choose "No Explanation", it may be helpful for you to type your own greeting before you place a call to hearing people who do not know how to use the relay.
- ☐ **Do Not Identify Relay:** When you check this, the CA will not tell the person you call that you are using the relay. The CA will not type "GA" or "SK" unless the person you call uses those terms. This option can be confusing. It is helpful if you type a greeting or explanation for the person you are calling before the CA dials the phone number.
- ☐ **Customized Greeting:** If you want the CA to begin conversations to people that you are calling with a special greeting, please write your greeting below (limit 50 characters including spaces). This is not a greeting for an answering machine. It will be used only when you are making relay calls.

\_\_\_\_\_  
\_\_\_\_\_

## Section 8: Commonly Called Numbers

List the names and numbers of people you call the most (no more than 10 names). When you want to call a person on the list, tell the CA the name and the CA will automatically dial their number. You must tell the CA exactly the same name to call as you wrote on this form. The relay can not read your list to you during a relay call due to confidentiality. If you forget or want to change a name on your list, contact Customer Service.

<u>Name</u>	<u>Number</u>
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____
5. _____	_____
6. _____	_____
7. _____	_____
8. _____	_____
9. _____	_____
10. _____	_____

Louisiana Relay Service is provided to you by  
Hamilton Telecommunications

# BUSINESS LINES

**HAMILTON<sup>®</sup>**  
TELECOMMUNICATIONS

# TELEPHONE COMMUNICATIONS

*From Your Telecommunications Partner*

## Answering the Call Since 1901

Representing the core business of Hamilton Telecommunications, our Telephone Communications Division has been serving our local telephone company customers since 1901. Whether our customers need plain old telephone service or an advanced communications network, Hamilton Telecommunications has the people, technology and experience to answer the "call".

The telecommunications industry has seen many changes throughout history. As new technology develops, telephone companies have the choice of riding the current "wave" of technology, or staying ahead of it. Hamilton Telecommunications has taken the innovative approach by remaining ahead and continuously implementing new technologies. This progressive approach has allowed Hamilton Telecommunications to become an experienced leader in the local telephone industry, and most importantly, to better serve our customers.

## Technology

Hamilton Telecommunications began burying fiber optic cable in the early 1980s. In the 1990s, our Telephone Communications

Division cut-over to a new, digital switch with Signaling Seven (SS7) technology. By using many fiber rings and operating a digital switch, our customers receive the highest quality telephone service available. These advancements

have led to the development and growth of our other Company divisions. Our progressive approach has allowed us to build our data transmission services for customers in our exchanges and beyond.

## Service Offerings

Hamilton's Telephone Communications Division has a variety of products and services available to customers in the exchange communities we serve, as well as for customers outside

of our serving area. Some of these products and services are:

- Hamilton Telephone Company Local Telephone Service for nine communities in Nebraska (Aurora, Marquette, Doniphan, Phillips, Giftner, Stockham, Hampton, Trumbull and Hordville)
- Hamilton Long Distance Service
- Hamilton.net Internet Service (Dial-up and Dedicated Internet Connections)
- Cellular Services
- Calling Features and Services
- Paging Systems

(over)

- Personal 800 Numbers
- Telephones in many styles with enhanced features available
- Calling Cards
- Data Transmission Services
- Telephone Systems for Business and Residential Use
- Inside Wiring Plans for Business and Residential Customers

The list of products and services grows and changes as new technology is developed and the needs of our customers change.

Hamilton Telecommunications continues to explore and implement new technologies in order to provide our customers with the latest communication and information services.

## Communication Consultants with Commitment

Our Telephone Communications Division stands ready to assist you with all of your telecommunications needs. Whether you are looking for a telephone system to connect 250 people within your business or just want to make sure that you never miss a call at home, let Hamilton Telecommunications develop a solution that matches your demanding schedule and personal needs.

Our people represent years of experience and dedication. Many of our associates "grew up" within the telephone industry. Our willingness to exceed your expectations in a timely fashion has been our trademark of service. When you are looking for quality telecommunications products and services, look to Hamilton Telecommunications, leading the way in Central Nebraska.

Call Hamilton Telecommunications' Telephone Communications Division at 402-694-5101 or 800-821-1831 for all of your telecommunications needs. We are *"Your Telecommunications Partner"*.

**HAMILTON**  
TELECOMMUNICATIONS  
*Your Telecommunications Partner*

Telephone Communications/Relay Services/Telemarketing/Internet Services/Hamilton Long Distance

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