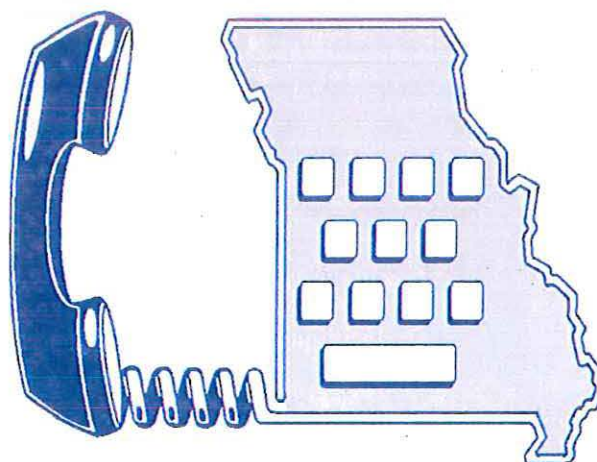


Missouri Relay Service



RELAY MISSOURI

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Annual Report



Table of Contents

Letter from Account Manager	2
Sprint TRS Report	4
Operational Report	6
Marketing/Outreach Report.....	8
Statistical Report	9-10
Customer Service Contact Data.....	11
Supporting Team Members	12
Relay Sprint Support Team	13
Missouri Relay Service Statistic Report	14-15

Letter from Account Manager

Dear Missouri Relay Advisory Board Members,

Sprint now celebrates its 8th year as a relay service provider for Relay Missouri. The relationship between Sprint, the Missouri Public Commission Service and the Relay Missouri Advisory Board altogether produced another banner year with new highs in call volume, development of new enhanced functional equivalent products and outstanding outreach efforts. Below are several examples of our successes for this reporting year, July 1998-June 1999.

- Total Relay Missouri call volumes had increased 5% over the past year.
- The service level, by which the time it takes to answer Relay Missouri calls are measured, continue to significantly exceed the minimum requirements of 85% of calls answered within 10 seconds. The service level for this reporting year was 92%.
- Utah and Illinois chose Sprint as their relay service provider, bringing the number of states served by Sprint to 25 plus the federal government.
- Nearly 73% of all Relay Missouri calls were initiated by people who use TTYs.

Based on longstanding experience and valuable feedback from the public, Sprint recognizes that quality of service means quality of life for Relay Missouri users. We view our position in the Telecommunications market place as a fast-paced environment, one of which we have made a business. Through excellence in technology, training, and attitude, the members of our team ensure that every customer, on every relay call we process, experience nothing short of a high quality service.

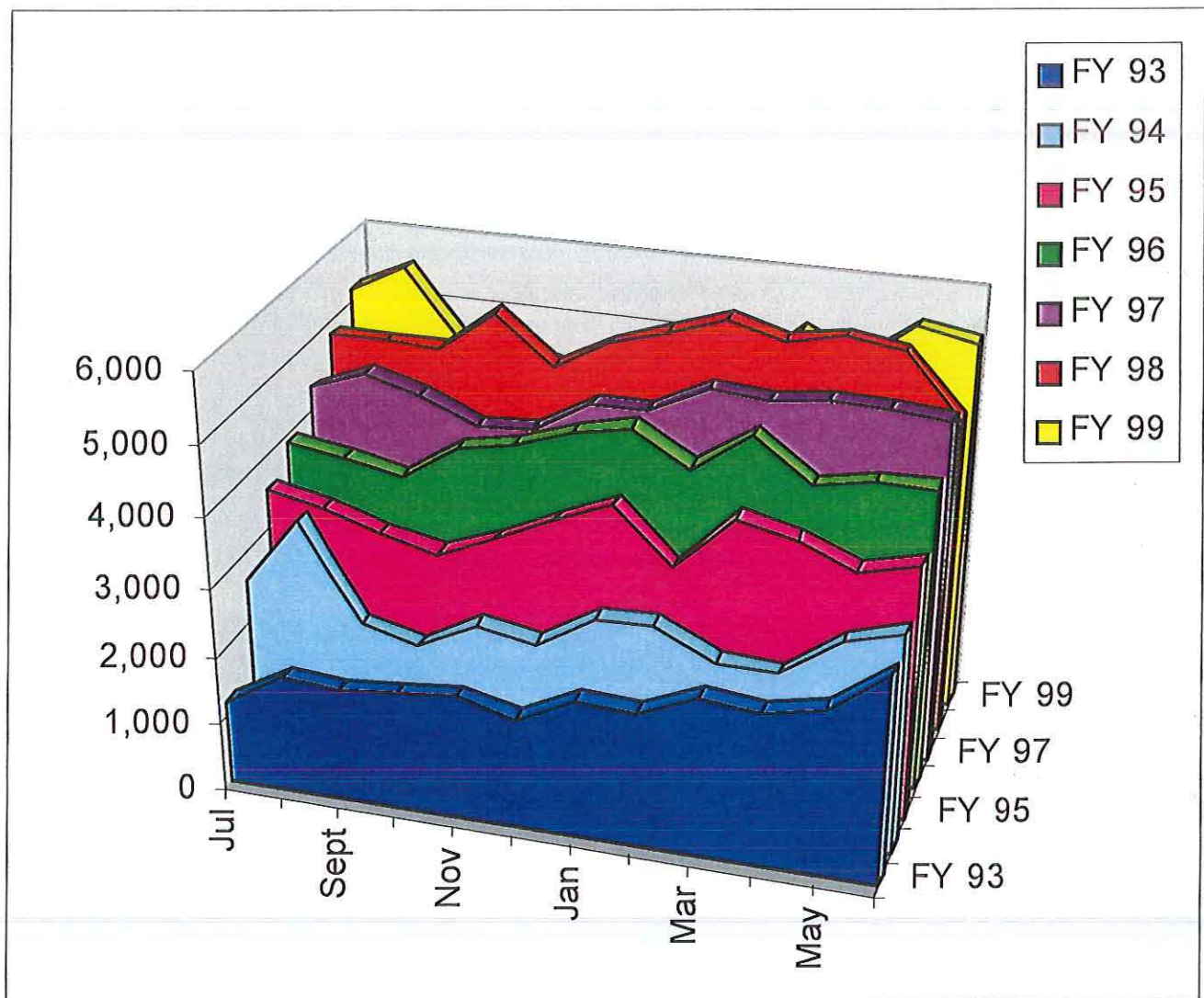
As we approach the new millennium, we look forward to continuing to provide the highest quality relay service that people of Missouri have come to expect of us.

Sincerely,

Matt Gwynn

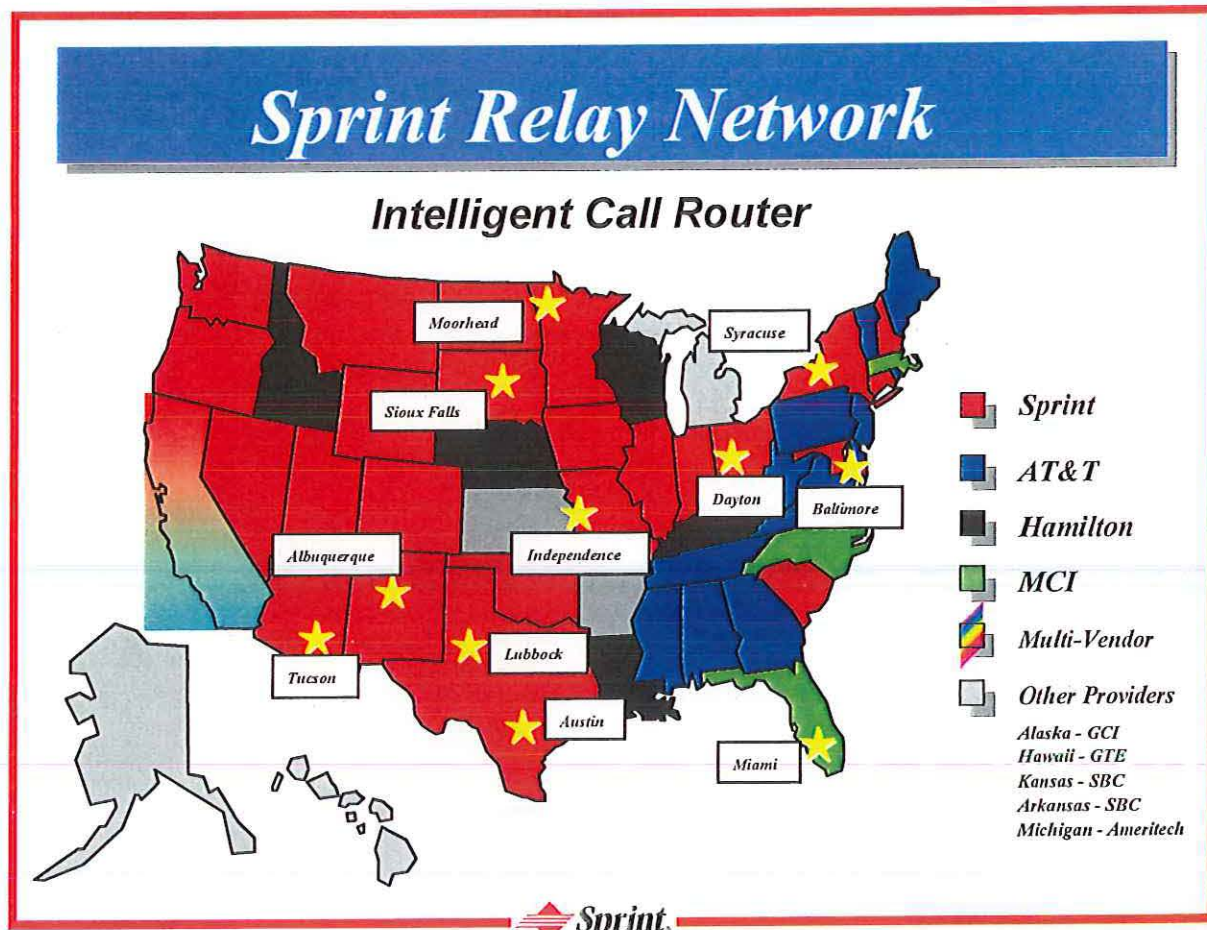
Relay Missouri Account Manager

History of Relay Missouri Outbound Calls



Sprint TRS Report

1. Enclosed is the USA map of current growth in Sprint Relay. More and more states are choosing Sprint to be their relay provider. Recent additions include Arizona and Washington, and 2 new pending states are Utah and Illinois. Also, the map shows the sites of our relay centers both with our partners and Sprint centers.



Sprint TRS Report

2. Sprint is the leader in developing Speech to Speech service. More and more states are purchasing the service from Sprint to serve the speech-disabled population. We take pride in this project since we started it with a trial in California in 1995-96. The first two states to trial this product were Missouri and California. With this experience under our belt, we now offer state-of-the-art service for the speech-disabled population.
3. Sprint became the first relay provider to implement a 7-1-1 service in the mainland. Maryland was the first state to have the service. Interesting statistics indicate that 46% of the MD relay users initiated the call by dialing 7-1-1 as opposed to the 1-800 number. Several states have requested 7-1-1 implementation.
4. Sprint is proud to offer the Turbo Code feature to our relay users. Turbo Code offers transmission speed up to 110 words per minute. This allows the consumers to have faster communication transmission in both sending and receiving a relay call. Turbo Code has an interrupt feature, which will allow our consumers to interrupt the agent. For example, when a call reaches a voice response unit, the TTY caller can interrupt the CA and have them make a selection from the menu. In the past, consumers with Ultratec equipment branded with the Turbo Code trademark were not able to interrupt the agent on a voice menu. Now, with the Turbo Code feature, the consumers can interrupt the agent by pressing CTRL + I to interrupt the agent and have them go ahead and press the menu number. That way, there is no need to wait until the end of the voice menu, nor have the agent redial and go through the entire procedure in order to press the menu number. We also offer our consumers the option of having their preference for Turbo Code placed in their permanent branding request. We, at Customer Service, offer help with the Turbo Code feature by calling 1-800-367-3777.
5. Sprint is proud to announce our new platform feature called Speech to Text trial service. This allows our agent to speak directly to the speaker equipment then, the it will convert the mechanism into text mode and types the text to consumers without having to type on keyboard. This will make our relay service go faster.

Operations Report

Operations play a very major vital role in this "Sprint Relay Success Story". Sprint Relay's communication assistants (CAs) are the backbone of our entire Sprint Relay product – without their commitment and dedication to providing high quality service and high customer satisfaction, there would not been this "Sprint Relay Success Story". There are more than 1300 CAs employed at the 11 relay centers on the Sprint Relay Network through which Relay Missouri calls are processed. Customer satisfaction is the number one objective in the training of Relay Missouri communication assistants. Ongoing training activities are provided to them and consistency checks are performed to reinforce their technical knowledge. Experienced CAs serve as mentors to newly initiated CAs. Operations at Relay Missouri also support innovative technology in its continuing quest to enhance relay service capabilities. Training activities, community service activities and technological advances include, but not limited, the following:

JULY 98: Implementation of new NXI modems center wide. Provided a Kelly Employee office space on site at Independence Relay Center to help with support of hiring and coaching activities for Kelly employees. Training was given to expanding and refreshing etiquette skills and keeping the customer informed on a voice to TTY pager call.

AUG 98: 12 Kelly temporary agents were converted to Sprint employees. Two training classes were provided to 28 Kelly employees and an interpreter was hired for one of the center's operation supervisors.

Training was given on monitoring quality calls through gender identification, progress of the call, typing accuracy, and caller control. The Independence Relay Center operations staff was involved in a community service event, "Back to School" drive in which they collected school supplies for needy children. These supplies were provided to the Rose Brooks Center for battered women and their children.

SEPT 98: The center promoted Joy Osborne as Training Supervisor and two classes were provided for 25 temporary Kelly employees. The Independence Relay Center operations staff did another community service, supporting the United Way campaign by holding activities in our center.

OCT 98: Further training concentrated on monitoring calls for quality: correct number dialed, recorded message, etiquette on a Voice to TTY pager call. Additional 26 temporary employees were hired. The center operations staff coordinated a Community service drive to obtain clothing and supplies in support of the local Red Cross and local flood victims.

Operations Report

NOV 98: 6 temporary employees were hired .

DEC 98: The center operations staff observed the holiday season by having a holiday dinner and exchanging appreciation gifts.

JAN 99: Because of several severe snowstorms on January 1st and January 8th, the center put in 1,662 additional hours overtime to keep service levels at satisfactory levels. Seven temporary employees were hired.

FEB 99: Other 7 temporary employees were hired and training was done on monitoring quality calls 2-Line VCO for proper call procedure and caller control. The center operations staff collected valentines and gifts and delivered them to a local nursing home for elderly residents as part of their ongoing community service.

MARCH 99: The Deaf Culture committee held a bake sale where all employees donated baked goods to raise funds for the Missouri School for the Deaf. Potato Day Event was provided for all employees to bring different toppings and it is for fund raising event. Sprint Relay Customer Service representatives received additional training to enhance communication efficiency with customers.

APRIL 99: Monitoring quality call was focused on TTY Pagers as part of its ongoing training activities.

MAY 99: Improved headsets were distributed to agents center wide to help reducing background noise level.

JUNE 99: The center celebration in recognition of eight years of service was held on 6-8-99. Agents were treated to a picnic celebration, games, activities and prize drawings. T- Shirts were given to each employee to commemorate the event. Pam Evans was transferred to an other department and Mary Ann Ingolia was assigned as temporary Location Manager. As part of its community service, the center operations staff sponsored a Harvesters Food Drive for homeless people.

Marketing/Outreach Report

The recent year, June 1998 - July 1999, was yet another exciting year for the marketing and outreach aspect of Relay Missouri. One of the main objectives of marketing for the year was to bring exposure of Relay Missouri to targeted populations. One specific population that had received attention was the elderly with varying degrees of progressive hearing loss, due to age. One of special marketing techniques employed was the development of a dedicated brochure on Voice Carryover (VCO) call information and distribution of those brochures to that specific population as well as the general relay community. This contributed to the increase of five percent in total call volumes this year over the past year. We had been improved our brochures include nationwide brochure.

A very important and vital part of Relay Missouri marketing efforts is the collaboration with different service providers and/or agencies in bringing higher awareness and exposure of the community to Relay Missouri. The development and maintenance of this collaborative effort with those agencies have always been one of Relay Missouri's highest priorities and is always part of ongoing efforts to promote Relay Missouri. Relay Missouri has been fortunate to have enlisted support services of agencies such as Independent Living Centers and Missouri Assistive Technology (MAP). Also, Sprint is doing administrative support to Missouri Department of Labor and Industry Relation for Adaptive Telephone Equipment Program (ATEP). While ATEP serves primarily people with disabilities, Relay Missouri outreach through ATEP has been beneficial to people who use ATEP equipment to make phone calls.

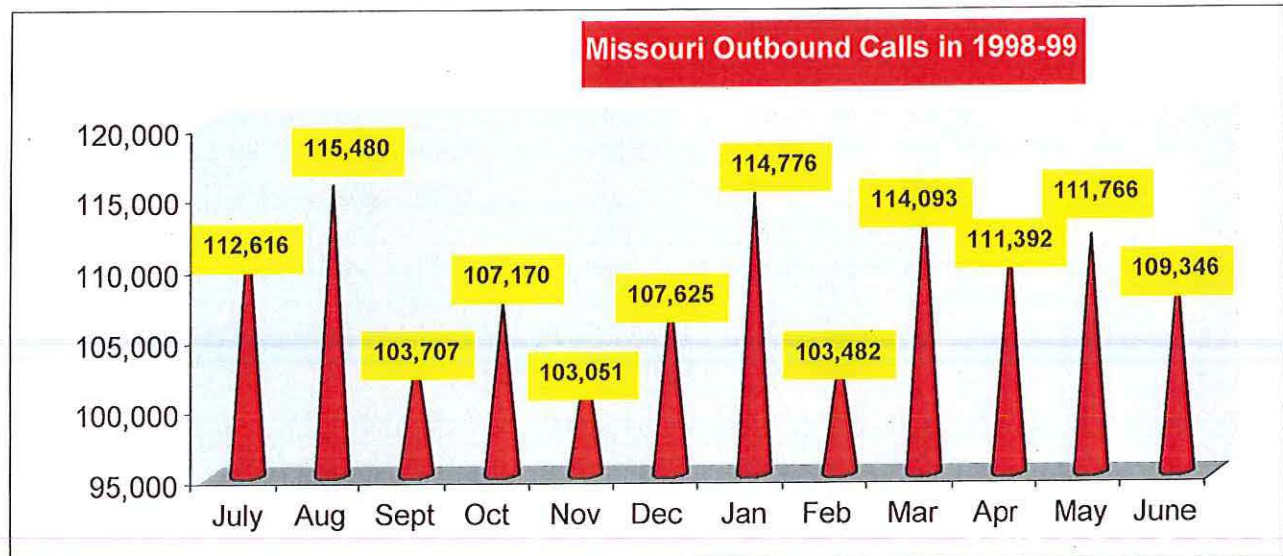
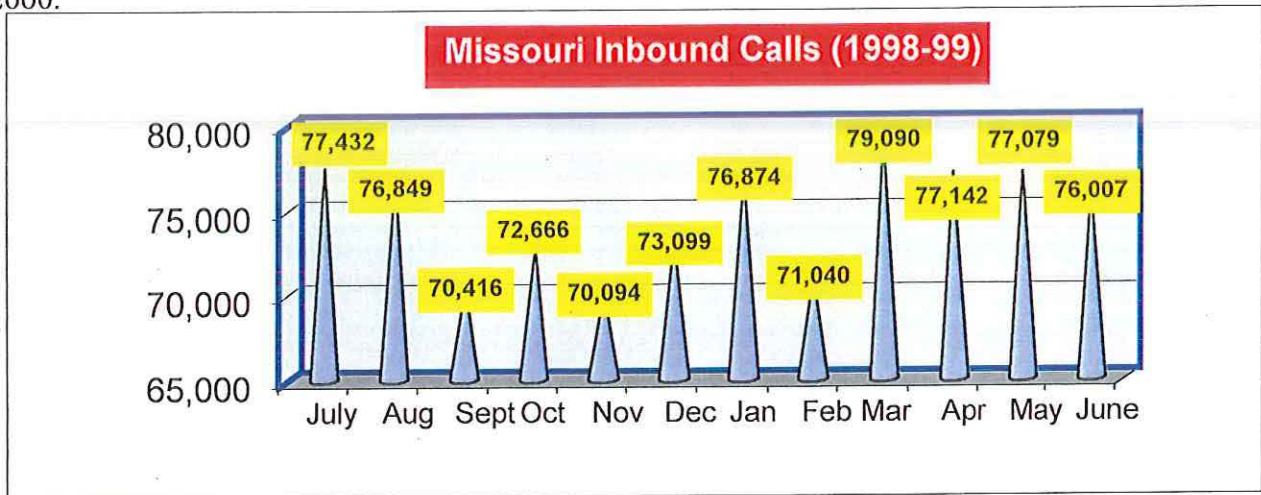
For the year, June 1998-July 1999, Relay Missouri was represented at 17 regional and local conferences where booths were set up to disseminate Relay Missouri information to conference participants. 68 presentations were given statewide and tours were conducted at the Independence Relay Center. Sprint contracted with the Better Business Bureau to do mass mailings of Relay Missouri information to at least 500 different businesses all over Missouri. This project resulted in 48 contacts with inquiries and request for more information on Relay Missouri. This effort will continue to be complemented with other marketing resources. Also, newspaper articles were written about Relay Missouri and its positive impact on the lives of Relay Missouri. They were published in the Kansas City Star and the St. Louis Dispatch.

Those outreach efforts for the year demonstrated the continuing and unwavering commitment of Sprint to working and informing the Missouri community about Relay Missouri service. They also define Sprint's complete dedication and leadership in the competitive business of relay service.

Missouri Statistical Report

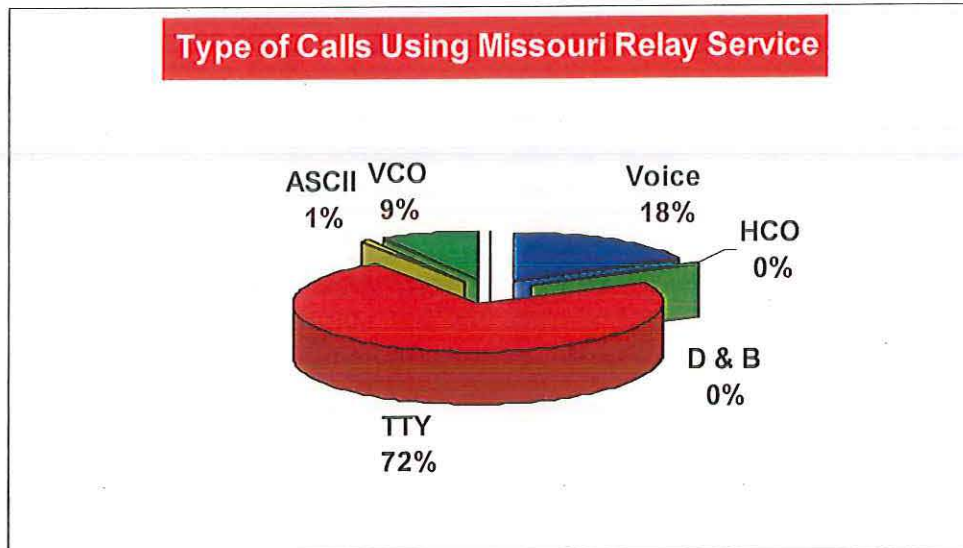
Overall Total Missouri Call Volume

The State of Missouri, with continued support of Sprint will continue to perform proactive outreach and educational activities throughout the state. These activities are expected to positively influence call volume growth. Sprint anticipates call volume growth in the year of 2000.



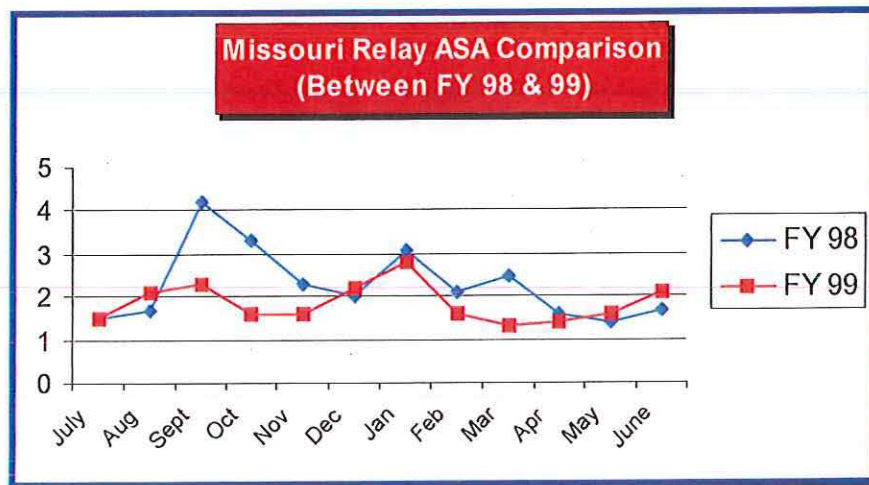
Missouri Call Origination

This chart indicates a clear picture that the majority of Missouri Relay Service calls are made by TTY users. However, in 2000, the State of Missouri with Sprint's support, will continue to implement new marketing strategy to reach non-TTY relay users such as Voice, Hearing Carry Over (HCO), and Voice Carry Over (VCO).



Speed of Answer

This chart indicates that Sprint exceeded the speed of answer requirement throughout the year. Speed of answer identifies the number of seconds within which calls are answered. The daily requirement is 90% of all calls must be answered within 10 seconds.



Customer Service Contact Data

Sprint Customer Service is responsible for handling customer requests such as registering Customer Database profiles, responding to reports of technical issues, sending requested relay information materials, or listening to and gathering customer suggestions, comments, and complaints. Each request from a relay user is given full attention and every effort is made to satisfy the user.

The following highlights show the breakdown of call types that were received through Sprint TRS Customer Service.

	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL
COMPLIMENTS	7	4	8	12	8	8	1	3	4	4	8	1	68
COMPLAINTS	5	5	8	11	11	11	13	3	6	6	3	10	92
Inquiries	187	334	320	299	281	281	248	179	307	366	291	334	3427
TOTAL	199	343	336	322	300	300	290	185	317	376	302	371	3541

Supporting Team Members

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Peter von der Linde
Acting Vice President &
General Manager Sprint GSD

Bill White
Director
TRS Sales

Business Service Operation

TRS Operation

Mike Reilly,
Director of TRS Operation

Ron Peay,
Manager Vendor Sub-contracts

David Lile,
Manager Force Management

Karma Dorman,
Manager Training

Billing

Amy Wagner,
Billing Analyst

Engineering

Roy Hall,
Manager
TRS Design & Development

Delwin Coleman,
Regional Manager, System
Maintenance

John Griffiths,
Network & Architecture

Government System Divisions

Marketing

Mark Seeger,
Customer Relations Manager

Matt Gwynn,
SR TRS Account Manager

Mike Baer,
Program Manager

Paul Ludwick,
Product Manager

Sales

Brandi Rarus,
Senior Government National
Account Manager

Contracts

Tracy Schmitz,
Senior Contract Administrator

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	TOTAL
MINUTES OF SERVICE													
Total Minutes	447,666	469,574	422,722	426,288	415,938	443,260	464,567	412,411	455,568	438,951	445,896	435,326	5,278,1
Less Interstate & International Asst.	26,404	32,519	28,295	27,606	28,854	28,389	26,213	22,622	27,794	27,229	28,286	25,188	329,3
Less Interstate Dir. Assistant	510	339	227	438	188	204	210	196	234	175	290	192	3,2
Less Toll Free Usage	29,686	31,457	28,342	27,823	27,868	28,870	28,175	28,383	30,917	30,228	31,033	33,101	355,8
Less Test Calls Minutes	-	-	-	-	-	-	-	-	8	-	-	-	-
Billable Minutes	391,066	405,259	365,858	370,421	359,028	385,757	409,969	361,210	396,615	381,319	386,287	376,845	4,589,6
TOTAL NUMBERS OF RELAYED CALLS													
Local	61,269	59,699	53,989	56,675	54,721	58,076	60,861	54,268	59,705	58,328	59,215	57,709	694,5
Intrastate	2,470	2,604	2,578	2,373	2,297	2,361	2,388	2,345	3,030	3,024	3,089	2,779	31,5
Interstate	3,352	3,809	3,317	3,358	3,314	3,442	3,179	2,795	3,214	3,379	3,580	3,346	40,0
General Assistance Calls	39,760	43,170	38,361	39,025	37,181	38,162	42,636	38,710	42,110	40,784	40,040	39,343	479,5
Toll-Free Calls	5,427	5,881	5,213	5,390	5,240	5,288	5,443	5,137	5,672	5,537	5,465	5,895	65,8
Directory Assistance Calls	279	269	216	326	271	262	234	187	302	299	326	240	3,3
900 NPA Access Calls	1	3	-	2	4	1	2	5	3	6	2	-	-
International Calls	58	45	33	21	23	33	33	35	47	35	49	34	-
TOTAL	112,616	115,480	103,707	107,170	103,051	107,625	114,776	103,482	114,083	111,392	111,766	109,346	1,314,
COMPLETED CALLS BY DEVICES													
TTY	82,545	83,573	74,865	76,944	74,673	78,727	84,224	76,372	84,409	82,692	82,596	80,478	962,
Spanish User TTY	7	11	11	16	24	20	13	10	11	14	18	6	-
Turbo Code Calls (temp)	-	-	-	-	-	-	-	-	-	-	-	-	-
ASCII	1,078	1,126	929	1,220	822	1,041	906	811	909	803	991	934	11,
Spanish User ASCII	4	-	2	-	-	-	-	-	2	-	-	-	-
Voice	19,828	20,080	18,417	19,495	18,275	18,918	20,441	18,893	20,776	20,074	20,015	19,982	235
Voice Spanish Users	4	3	2	-	1	1	2	1	2	-	-	-	-
VCO	9,029	10,341	9,245	9,271	9,031	8,778	9,034	7,241	7,706	7,625	7,990	7,895	103
VCO Spanish User	-	-	1	2	3	1	4	2	-	1	-	2	-
HCO	93	259	166	218	231	121	133	118	222	121	110	33	1
HCO Spanish Users	-	-	-	-	-	-	-	-	-	-	-	-	-
Deaf/ Blind ASCII Calls	29	2	-	-	-	-	-	-	-	-	-	-	-
Deaf/ blind Baudot Calls	1	92	85	19	19	32	38	47	61	77	64	24	-
TOTAL	112,618	115,487	103,723	107,185	103,079	107,639	114,795	103,495	114,098	111,407	111,784	109,354	1,314

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
% PERCENTAGE OF CALLS												
TTY	73.30%	72.37%	72.19%	71.80%	72.46%	73.15%	73.38%	73.80%	73.99%	74.24%	73.90%	73.60%
ASCII	0.96%	0.98%	0.90%	1.14%	0.80%	0.97%	0.79%	0.78%	0.80%	0.72%	0.89%	0.86%
Voice	17.61%	17.39%	17.76%	18.19%	17.73%	17.58%	17.81%	18.26%	18.21%	18.02%	17.91%	18.27%
VCO	8.02%	8.96%	8.91%	8.65%	8.76%	8.16%	8.01%	7.00%	6.76%	6.84%	7.14%	7.22%
HCO	0.08%	0.22%	0.16%	0.20%	0.23%	0.11%	0.12%	0.11%	0.19%	0.11%	0.10%	0.03%
Deaf Blind (Both)	0.03%	0.08%	0.08%	0.02%	0.02%	0.03%	0.03%	0.05%	0.05%	0.07%	0.06%	0.02%
AVERAGE LENGTH OF CALL BY DEVICE												
Average Length of Comp. Calls	5.78	6.11	6.00	5.87	5.93	6.06	6.04	5.81	5.76	5.69	5.78	5.72
Average Conversation Length	3.98	4.07	4.08	3.98	4.04	4.12	4.05	3.99	3.99	3.94	3.99	3.98
TTY	2.55	2.55	2.57	2.51	2.55	2.57	2.55	2.5	2.51	2.5	2.52	2.53
TTY Spanish	16.10	2.24	1.28	3.57	1.49	2.13	6.51	3.01	1.59	3.52	2.23	3.37
ASCII	2.74	4.41	4.21	3.9	3.53	4.11	4.45	4.85	5.13	3.81	3.71	4.00
ASCII Spanish	1.03	0	6.29	0	0	0	0	0	1.45	0	0	0
Voice	2.36	2.34	2.32	2.3	2.39	2.43	2.42	2.35	2.31	2.22	2.28	2.2
Voice Spanish	5.22	1.48	5.11	0	0	0	0	0	3.38	0	0	0
VCO	3.18	3.11	3.14	3.22	3.25	3.34	3.35	3.21	3.31	3.16	3.12	3.18
VCO Spanish	0	0	2.09	1.39	20.26	9.36	2.04	0.52	0	0	0	3.42
HCO	4.21	5.22	5.58	5.47	3.08	4.46	8.01	8.3	5.14	8.12	9.07	10.44
HCO Spanish	0	0	0	0	0	0	0	0	0	0	0	0
Deaf Blind ASCII	5.21	0.39	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	0	2.27	1.33	2.51	3.42	3.4	2.31	2.22	3.06	2.07	2.42	4.42
NUMBER OF CALLS TO RELAY												
Offered	79,839	79,839	73,188	74,495	71,851	77,616	82,634	71,935	80,183	78,055	78,411	79,427
Answered	77,432	76,849	70,416	72,666	70,094	73,099	76,874	71,040	79,090	77,142	77,079	76,007
In Queue	79,839	79,839	73,188	74,495	71,851	77,616	82,634	71,935	80,183	78,055	78,411	79,427
Abandoned in Queue	2,407	2,990	2,772	1,829	1,757	4,517	5,760	895	1,093	913	1,332	3,420
Inbound	77,432	76,849	70,416	72,666	70,094	73,099	76,874	71,040	79,090	77,142	77,079	76,007
Outbound	112,616	115,480	103,707	107,170	103,051	107,625	114,776	103,482	114,093	111,392	111,766	109,346
Blockage	-	-	-	-	-	-	-	-	-	-	-	-
SVL	93%	90%	91%	95%	94%	89%	86%	95%	96%	95%	94%	90%
Monthly Ave.	2.6	3.1	3.2	2.3	2.3	4.2	5.7	1.9	1.7	1.8	2.1	3.6