

Annual Report

Relay*MO*



Matt Gwynn



Dennis Selznick



April Mason

July 2005–June 2006

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Sprint 



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April Mason
Account Manager

Dear Mr. Cecil and Mr. Scheperle:

The fiscal year of July 2005 to June 2006 has demonstrated once again that Sprint Relay Missouri continues to deliver the highest quality and functionally equivalent services to meet our customers' communication needs. Sprint Relay Missouri has provided outstanding Telecommunications Relay Services (TRS), some of which include: TTY-to-Voice, Voice-to-TTY, Speech-to-Speech, and Voice Carry-Over. Sprint is proud of our ability to meet and exceed the requirements put forth by the state.

Relay Missouri continues to experience a decrease in TRS call volume, due to the rise in Internet-supported relay calls, video relay services (VRS), and wireless communications. There also has been a steady increase in the number of Captioned Telephone (CapTel) calls, which has contributed to the decrease in traditional Voice Carry-Over calls.

Missouri has completed its second year of CapTel services, and the demand for CapTel has gone above our expectations. Comments from CapTel users indicate that this new technology has had a tremendously positive influence in their overall quality of life. For some, the CapTel phone has even allowed them to maintain employment requiring telephone access.

Major TRS accomplishments from July 2005 to June 2006 include:

- Creation of three newsletter issues (summer, fall and winter),
- Promotion of "Don't Hang Up on Relay" video on four television stations, and
- Exhibition at the DeafNation Expo tradeshow, which attracted 2,500 participants.

In the Sprint field, we launched a brand-new identity, with a new logo and colors, after merging with Nextel to allow increased wireless capabilities.

Sprint is grateful to be given the opportunity to provide Missouri with superior telecommunication relay services. We would like to thank the Missouri Public Service Commission for their support during this fiscal year, and for having continued confidence in Sprint to renew our existing contract on June 6, 2006.

Can you continue to expect a future full of possibilities? Sprint and Nextel has come together to offer more choices and flexibility. We are the new Sprint, and YES, YOU CAN!

Sincerely,

April Mason
Account Manager
 Relay Missouri
 (April 2006 – present)

Matt Gwynn
Account Manager
 Relay Missouri
 (June 1994 – March 2007)

Dennis Selznick
Account Manager
 Relay Missouri
 (July 2003 – January 2006)

Relay Missouri Enhancements

Telecommunications Service Priority Program

Sprint announced on October 31, 2005, that it had completed all milestones in enrolling its Telecommunications Relay Service (TRS) in the FCC's Telecommunications Service Priority (TSP) program. On May 11, 2005, Sprint began implementing TSP throughout its network. On October 31, Sprint successfully activated all 14 call centers under the TSP program. Sprint's participation in the TSP Program strengthens our already robust reliability.

In 1988, the TSP program was established to prioritize the restoration of telephone service to critical facilities and agencies at times when telecommunications companies are typically overburdened with service requests, such as after a natural disaster. In the event of a regional or national crisis, the program restores telephone services most critical to national and homeland security on a priority basis.

The Sprint TRS network is designed to reroute traffic to other Sprint Relay centers across the country to provide uninterrupted service. However, if a national or regional emergency causes service to be disrupted and the relay call center is unable to receive or place calls, Sprint's participation in the TSP program means that Local Exchange Carriers (LECs) are required to restore service to the relay call center as rapidly as possible consistent with the priority status assigned to the relay call center. Unlike other TRS providers, when a disaster occurs, Sprint TRS has the ability to reroute calls immediately to unaffected relay call centers and continue processing calls with minimal customer impact.

The Sprint relay call centers participating in TSP are:

- Albuquerque Switch (Albuquerque, NM and Honolulu, HI)
- Austin Switch (Austin, TX and Lubbock, TX)
- Dayton Switch (Dayton, OH and Cayce, SC)
- Independence Switch (**Independence, MO**)
- Jacksonville Switch (Jacksonville, FL)
- Lemoore Switch (Lemoore, CA)
- Miami Switch (Miami, FL)

- Sioux Falls Switch (Sioux Falls, SD and Moorhead, MN)
- Syracuse Switch (Syracuse, NY and Holyoke, MA)

The TSP program ensures that the Sprint relay call centers are placed on a priority basis to re-establish telephone service for Relay Missouri users. Sprint is proud to voluntarily comply with the FCC's TSP program.

Customer Contacts Online Database

To further support the existing Sprint Relay complaint resolution process, we have developed a Customer Contacts Online Database (CCOD), which serves as a seamless and timesaving device for documenting customer contacts. The CCOD tracks customer contact information as required by the FCC, which assists the Sprint Relay-contracted states to obtain recertification from the FCC.

The CCOD will also automatically notify the account managers via e-mail of any complaint or commendation entry, ensuring that they receive timely notification of these responses. Sprint resolves all customer contacts and concerns within 30 days, and reports them to the Missouri Public Service Commission via monthly traffic reports. The account managers then ensure that community feedback is addressed expeditiously and are available to respond to all consumer concerns. Sprint exceeds the FCC guidelines regarding customer contacts.

Abbreviations at a Glance

CCOD: Customer Constacts Online Database

LEC: Local Exchange Carrier

FCC: Federal Communications Commission

PSC: Public Service Commission

TRS: Telecommunications Relay Service

TSP: Telecommunications Service Priority

What is CapTel?



CapTel is an assistive technology aimed at easing communications for the more than 24 million Americans who are hard of hearing, have experienced hearing loss later in life or are deaf with good vocalization skills.

CapTel with True Caller ID is available through

Sprint in 25 states, including Missouri. Active and retired hard of hearing federal government employees (civilian, military and federally recognized U.S. tribal members) also can take advantage of CapTel services through Federal Relay.

CapTel is leading-edge technology developed by Ultratec, Inc. of Madison, WI, that requires a special CapTel-equipped phone in order to place a call through the CapTel Relay Service. The CapTel phone works like any traditional phone with callers talking and listening to each other, but with one very significant difference: live captions are provided for every call.

The captions are displayed on the CapTel phone's built-in screen so the user can read the words while listening to the voice of the other party. This allows conversations to flow more naturally, allowing for normal interruptions and expressed emotions. CapTel services are available 24 hours a day, 7 days a week, 365 days a year.

For more information, visit www.sprintrelay.com.

CapTel with True Caller ID

As of August 29, 2005, True Caller ID is available to all CapTel customers of Sprint. CapTel customers do not need to make any changes to their equipment; users who subscribe to Caller ID through their local telephone company can now view the name and number of the person calling on their Caller ID box.

2-Line CapTel

If a CapTel user prefers to receive a CapTel call directly from the caller instead of the captioning service, the solution is called 2-Line CapTel. A CapTel phone is equipped for two-line capabilities, which allows a CapTel user to receive captions on every call, at any time in the call. With 2-Line CapTel enabled, a CapTel user can:

- Receive captions on all incoming calls (the caller dials you directly, instead of placing the call through the captioning service).
- Turn captions on at any point during a conversation.
- Give your callers one telephone number (there is no separate captioning service number for callers to remember).
- Get full captioning for every type of call, including emergency calls and calls through relay.
- Share a call without interrupting captions (others can also pick up an extension line).

Note: Using CapTel in 2-Line mode is optional, and requires a second analog telephone line.

Improving the Customer Experience

Sprint has begun a new and ambitious project called "Improving the Customer Experience, Voice and Signs of the Customer" (ICE). ICE is an ongoing and continuous project to improve the customer experience when using relay. This project began with focus groups and one-on-one interviews with TRS users, which were hosted during 2005 and 2006 in Rochester, NY, Denver, CO, Austin, TX, and Washington, DC. The focus groups have been a wonderful experience and Sprint is truly hearing the voice of the relay user.

Based on feedback and input received through the ICE program from both customers and internal staff, we are preparing to implement the first set of improvements to Sprint Relay that begins August 22, 2006. A few of these changes are internal, affecting the training and operations of Communication Assistants (CA) and some are external, improving the experience of the relay user.

Sprint Relay Product Enhancements (Available in Missouri)

Sprint Video Relay Service



*Videophone with
a television set*

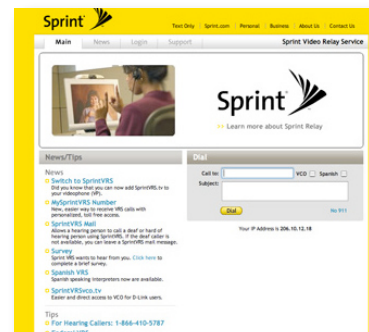
Sprint Video Relay Service (VRS), as of November 1, 2005, is available any time, 24 hours a day, 7 days a week, 365 days a year. Sprint VRS enables users who use sign language to communicate using videoconferencing technology, with an interpreter via the Internet. The interpreter relays the signed conversation over a standard phone in real time to the hearing caller. By using sign language over the full-motion video, the sign language user can communicate in their natural language and convey facial expression and cues to ensure

nothing gets lost in the translation. The sign language user needs a video-phone with a television or a Web cam with a computer.

Additionally, the Sprint VRS Web site was updated with a crisp and clean look, along with the new Sprint logo and colors.

Sprint Video Relay Service: Features

Sprint VRS provides additional features that enhance the service and make the experience convenient, beneficial and enriching for our users.



Sprint VRS Web site

- **Announcements:** Get the latest Sprint press releases, announcements and more.
- **Sprint VRS Mail:** Receive VRS Mail when you are unavailable to receive a call from a hearing caller. When you receive a VRS mail, play the video on your computer to view the recorded message in sign language.
- **Manage Your Account:** Your Sprint VRS profile allows you the flexibility of creating your own user settings to expedite your VRS calling needs.
- **New Member:** Sign up to customize your profile with your VRS preferences and to receive Sprint VRS mail.
- **Current Member:** Your user profile provides the video interpreter with preferences that state whether you are a Voice Carry Over user or Spanish user, if you have VRS mail, answering machine greetings, pager notification settings, and privacy settings.
- **Phonebook:** Save your frequently dialed numbers to access your VRS calls quickly and easily.
- **Wallet Cards:** Print, cut out and share your VRS number to friends, family and businesses so they can call you via VRS.
- **Customer Service Support:** Sprint VRS offers several choices to meet your customer service needs, such as: live chat on video, e-mail, TTY, voice or fax.

Additional information online includes operating hours, types of calls, call procedures, and frequently asked questions as well as technical requirements, troubleshooting tips and instructions.

Sprint Video Relay Service: VCO & Spanish

On November 1, 2005, Sprint launched two new VRS enhancements to support sign language users: Sprint VRS Voice Carry Over (VCO) and Spanish VRS. VRS hours were extended to 24 hours a day, seven days a week, 365 days a year.

VRS VCO

Sprint VRS VCO allows a deaf or hard of hearing user who prefers to voice for himself or herself to speak directly to the other party as a video interpreter signs what the hearing person is saying. Based on the VCO user's

communication preferences, the video interpreter will use American Sign Language, English-based sign language, or English-based sign language (close-up) option for those who benefit from speech reading.

To access VRS VCO:

Videophone users: Add SprintVRSVCO.tv to the videophone address book and click on it to dial.

Web cam users: Type SprintVRS.com in the browser and click on VCO.

Spanish VRS

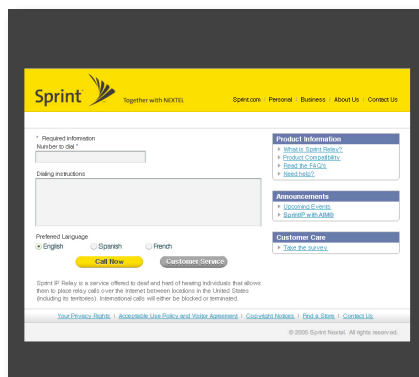
Through Spanish VRS, video interpreters will translate American Sign Language to spoken Spanish and vice versa. Spanish VRS operating hours are 7:00 a.m. to 8:00 p.m., Eastern Standard Time, Mondays through Fridays.

To access Spanish VRS:

Videophone users: Add Spanish.sprintvrs.tv to the videophone address book and click on it to dial.

Web cam users: Type SprintVRS.com in the browser and click on Spanish.

Sprint Internet Protocol Relay



Sprint IP Relay Web site

Sprint launched a major enhancement to its Internet relay service on November 22, 2005, providing a more user-friendly layout, a shorter Web site address and faster user connectivity.

SprintIP Relay is a free service that allows people who are deaf or hard of hearing to enjoy the ease of communicating with hearing individuals from any computer without having to use traditional TTY equipment. The new flash-enabled Web site offers convenient new features for customers as they use SprintIP Relay, such as:

- Clean and crisp new look.
- One-time set up for user preferences, such as font sizes and colors.

- Resizable windows to better manage multiple views on the computer screen.
- Simplified printing function.
- Available on several browsers, such as Internet Explorer, Netscape, Safari and Firefox.
- Compatible with various operating systems, including Apple/Macintosh.

SprintIP on AIM

Sprint IP Relay offers an access method for AIM® (AOL Instant Messenger) users on a PC, Macintosh and wireless devices.

- SprintIP is the screen name to connect with Sprint IP Relay.
- Add SprintIP to the AIM® Buddy List™ feature to place a relay call using a Sprint Operator. For Spanish relay service, type “Espanol” to connect with a Spanish speaking relay operator.
- ‘GA’ is not required when using AIM®. Users will not see ‘GA’ coming from the operator.

SprintIP Wireless via Blackberry Pagers

The free Sprint IP Wireless download application allows Blackberry users to access Sprint IP Wireless Relay and connect with a relay operator. The relay operator will connect to a standard telephone voice user and relay the conversation between the two callers.



The Sprint IP Wireless application may be downloaded to Blackberry devices (including 7250, 7290, 7520, 8700, and 7105) with an operating system of version 3.7 or higher, supported by Sprint and other wireless networks.

For more information about Sprint VRS, visit www.sprintvrs.com.

Relay Missouri Outreach and Marketing

Relay Missouri Web Site



Relay Missouri Web site

Nowadays, more and more people depend on the Internet to access information they need to learn about a particular product or service. To meet the needs of customers who use the Internet, Relay Missouri provides Relay information at their fingertips at www.relaymissouri.com. The Relay Missouri Web site contains links such as:

- Home
- About Relay Missouri
- Services
- Relay Numbers
- Don't Hang Up
- Calendar
- Customer Profile
- Customer Profile Form
- Newsletters
- Links
- Wireless Handsets for Sale

Relay Missouri Newsletters

For customers who may not have access to the Internet to learn about Relay Missouri products and services, Relay Missouri provides quarterly newsletters to keep them abreast of valuable news and happenings within Relay Missouri, the Missouri community, and telecommunications industry. *See appendix for a newsletter sample.*

Public Service Announcement

In March 2006, Relay Missouri launched a public service announcement (PSA) campaign that was aired on four television stations, bringing this information to approximately 10,000 people. This announcement was the result of creating a TRS script, practicing lines, going to the studio for filming, editing the film, adding open captions and the Relay Missouri Web site address, contacting television stations in Springfield and Columbia, and securing airtime – all which took a few months of preparation.

The PSA helped generate awareness of Relay Missouri services. It also had an additional benefit: promoting awareness of persons who are deaf, hard of hearing, deafblind, and/or have a speech difficulty.



Relay Missouri
Public Service Announcement

Training

Training on relay services and products is essential to ensure that administrators are knowledgeable about current technology. Sprint Relay provided Relay Missouri invoice training on May 24, 2006, to two PSC administrators. Sprint reviewed information from various reports generated for Missouri Relay services.

A PSC administrator participated in a Relay Missouri and relay statutes and regulations training on May 25, 2006. The training included a demonstration of equipment used by hearing-impaired and speech-impaired people to communicate over the telephone. The PSC explained how Relay Missouri works, discussed the current contract, discussed funding avenues, and how the PSC prepares its forecasts and recommendations regarding the surcharge and relay funds.

Relay Missouri Outreach and Marketing

(continued)

Outreach Efforts

Relay Missouri, in collaboration with outreach vendors, promoted relay service awareness by providing demonstrations, presentations and materials to various groups (see box below) between July 2005 and June 2006. Products included TRS, video relay, Internet relay and wireless relay.

Date	City	Event	Attendees	Relay (R), CapTel (C), or Both (B)
7/19/05	Columbia	MO Assoc. f/t Deaf Conf.	60	B
7/05	Newsletter	Relay MO Newsletter via CSD	1,070	B
8/13/05	St. Louis	Episcopal Conf. o/t Deaf	100	B
9/17/05	Branson	Silver Dollar City Deaf Awareness Day	500	B
9/05	Newsletter	Relay MO Newsletter via CSD	1,500	B
9/28/05	St. Louis	MO Sheriff Deputy Assoc. Conf.	300	B
10/4/05	Joplin	Southwestern Area Assoc. of MO	60	B
10/27- 10/30/05	St. Louis	Subcontractor Training	10	B
12/9/05	Fulton	MO School f/t Deaf	70	C
2/18/06	Kansas City	N. KS Commt. College ASL Club	150	B
3/06	Newsletter	Relay MO Newsletter via CSD	1,600	B
3/06	Springfield & Columbia	Promoted "Don't Hang Up on Relay" on four television stations	10,000	R
4/7- 4/11/06	St. Louis	USADB tournament	1,500	B
4/10- 4/11/06	Columbia	Power Up Conf. - CapTel & Relay	800	B
4/17/06	Kansas City	Jackson Reardon Civic Ctr.-CapTel	150	C
4/21/06	St. Louis	Relay MO Advisory Board Mtg.	15	B
4/22/06	St. Louis	DeafNation Expo	2,500	B
5/1/06	St. Louis	Emmis Communication Golf Tournament	200	B
5/4- 5/5/06	Jefferson City	Workforce presentation - CapTel/ VRS	30	B
5/17/06	Kansas City	Multicultural Festival - CapTel	500	B
6/10/06	Eureka	Six Flags Deaf Awareness Day	300	B
6/12/06	Clarence	Deaf Teen Institute - Presentation	75	B
6/28- 7/2/06	Orlando, FL	HLAA Conference	1,200	B
TOTAL			23,390	

Relay Missouri Outreach and Marketing (continued)

Relay Events and Presentations

The account managers supported the Sprint Relay exhibition booth at the DeafNation Expo in St. Louis on April 22, 2006. This event brought in 2,700 individuals from Missouri and surrounding states, and Relay Missouri was given opportunities to share our services to all of the people that came.

Public Education and Promotions

Sprint/Relay Missouri materials and giveaways were distributed at various events, depending upon requests. Some materials were distributed in person, and others were distributed through various non-profit agencies and organizations as well as via mail. These included:

- Sprint Relay DVDs and videotapes
- Speech-to-Speech videotapes
- Relay Missouri brochures outlining each relay service and product
- Relay Rabbit coloring books for children
- Relay Missouri pens
- Relay Missouri neon-colored pencils
- Relay Instruction Wallet Cards
- 800 toll-free numbers magnets
- 800 toll-free numbers stickers
- Relay Today newsletters
- Relay Missouri plastic bags
- Sprint plastic bags
- Video Relay Service flyers and posters
- Sprint IP flyers and postcards
- Enhanced Turbo Code Dial flyers
- Logitech 4000 Web cameras
- D-Link DVC-1000 videophones
- Relay Missouri LED-lighted bouncy balls

In addition to the television public service announcement mentioned earlier in this report, Relay Missouri also placed advertisements and articles in regional newsletters within the state and for sponsored organizations and/or events in exchange for an opportunity to exhibit, present or advertise Relay Missouri or Sprint Relay services.

Relay Missouri Call Center

Sprint operates a Relay call center to provide TRS services to connect calls through various groups and means such as TTY, Speech-to-Speech, Voice Carry Over, Hearing Carry-Over, Deafblind Pacing, ASCII, International, Directory Assistance, TTY Public Payphones, Spanish, and Voice calls.

Sprint Relay Call Center Report: July 2005-June 2006



Relay Missouri Call Center

The Sprint Relay Call Center is very proud to have provided relay services to Missourians for over 14 years, operating from our facility in Independence. Sprint call center staff supports every facet of the Center's 18-hour day, 7 days a week, and most importantly, the 75-plus Communication Assistants (CAs) who relay the calls for our customers.

The center provides services to the deaf and hard of hearing community within the state of Missouri and is also staffed to handle overflow traffic from other states on an as-needed basis. This quality measure ensures that FCC and state guidelines and contractual obligations are met in the event of any type of disaster.

During the last quarter of the fiscal year, Sprint Relay implemented a new Customer Service Initiative (CSI). This was an exciting process change that was the result of feedback received from both our customers and relay agents. CSI has impacted the way the CAs greet and close consumers' calls, and has improved consumers' experience when CAs out-dial and reach a recording. We believe this initiative will differentiate us from other relay providers and will enhance the consumers' overall relay experience and satisfaction with Relay Missouri.

Community Service

Sprint Relay believes strongly in community involvement. Some of the ways Sprint Relay gave back to the community during the fiscal year included:

- Participated in the United Way, March of Dimes WalkAmerica, Christmas in October, and several more within the Kansas City vicinity.
- Volunteers sorted/stocked canned goods at Harvesters, sorted clothes at the Hope House, and assisted with the Sprint Exhibit Reveal at the deaf museum in Kansas.
- Volunteers collected clothes, school supplies, and canned goods for Hope House; collected goods for Greenberg, Kansas (for victims of natural disasters); collected Yoplait lids for breast cancer research (to be distributed in 2007); and collected items for the HSGKC/Homeless Animal Shelter in Kansas City (to be distributed in Year 2007).
- Volunteers donated garage sale items throughout the year, which are then sold quarterly at a white elephant sale. These proceeds go towards our annual Adopt-a-Family. During the last quarter of each year, we adopt a family from within our community to help them have a better holiday season. We post their Holiday Wish List and our employees donate the new items. The monies collected throughout the year are used towards the purchase of food, gift cards, and any items not donated.

The employees of Sprint Relay are proud of the work they do here at the relay center and feel a true sense of satisfaction in providing relay service for the deaf and hard of hearing community.

Relay Missouri TRS Statistics

The charts on the next several pages indicate the trends of our annual call volume. The numbers reflect the availability and usage of the technology that is provided by Relay Missouri and Sprint. As indicated in the account manager's letter, session minutes continue to show a drop in calls over the past years. This is the result of consumers utilizing alternative modes of communication such as email, VRS, wireless pagers, Internet services, and faxes.

Total Call Volume

The following charts indicate the trends of our annual call volume. The numbers reflect the traditional relay services (e.g.: TTY, Voice, TTY and Voice Spanish, VCO, TeleBraille, STS, and a few others) that are currently provided by Relay Missouri. The billable session minutes continue to show a drop in calls over the past four years.

Total Billable TRS Session Minutes	
July 2002-June 2003	4,367,024
July 2003-June 2004	3,742,983
July 2004-June 2005	3,264,688
July 2005-June 2006	2,634,386

CapTel Statistics

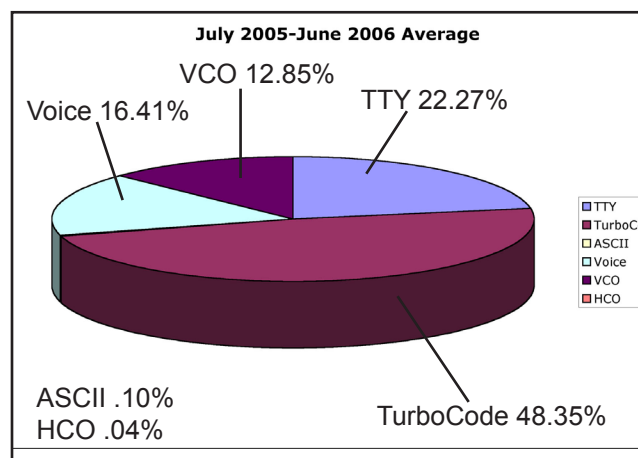
CapTel became a full service for Relay Missouri customers in July 2004. From July 2004 to June 30, 2005, a total of 288 CapTel phones were distributed to Relay Missouri customers. From July 1, 2005 to June 30, 2006, the total distributed was 83, bringing the grand total to 371 CapTel phones distributed in two years.

Total CapTel Session Minutes	
July 2004-June 2005	415,875
July 2005-June 2006	430,278

(See appendix for CapTel Traffic Report.)

Call Origination

The chart indicates that most of the Relay Missouri calls are originated by TurboCode TTY users. This follows a similar pattern in other states.



Relay Missouri TRS Statistics

(continued)

Speed of Answer

The charts below illustrate that Sprint has exceeded the speed of answer requirement throughout the year. "Speed of answer" identifies the number of seconds required to answer a call. The daily requirement is 85% of all calls being answered within 10 seconds.

The Average Speed of Answer (ASA) for July 2005 – June 2006 was 4.41 seconds and the Service Level (SVL) was that 90.75% of calls were answered within 10 seconds.

Speed of Answer	
Average Speed of Answer	4.41 seconds
Service Level (calls answered within 10 seconds)	90.75%

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 relay information materials
- Receiving customer suggestions, comments and complaints

Each request from a relay user is given full attention and every effort is made to satisfy the customer. The following chart illustrates the number and call types that were received from customer requests including complaints and commendations. The most common types of complaints were that the Communication Assistant (CA) did not follow customer instructions, technical problems, or the CA did not relay the calls properly. The most frequent commendations Relay Missouri users made about the relay was the CA did a great job relaying the call. Follow-up calls to the complainants often reveal the user's misunderstanding of the process involved during the call. This information is shared with the FCC on a yearly basis.

Call Types Received						
	July 2005	Aug. 2005	Sept. 2005	Oct. 2005	Nov. 2005	Dec. 2005
Commendations	0	2	1	2	0	1
Complaints	4	3	2	0	2	3
	Jan. 2006	Feb. 2006	March 2006	April 2006	May 2006	June 2006
Commendations	3	2	1	3	1	2
Complaints	0	6	4	5	0	2

Total Commendations: 18

Total Complaints: 31

The appendix includes the full Relay Missouri Traffic Report.

Sprint Industry Report

Sprint Relay Accounts

Sprint currently provides relay services to 31 states, the federal government, Puerto Rico and New Zealand. In 2005, Sprint was awarded two new state TRS contracts, to provide relay services for Delaware and New Jersey. The map below indicates which states are served by Sprint Relay.



Product Enhancements in 2005

Sprint implemented several key enhancements to the Telecommunications Services Priority Program, Caller ID Network, Customer Contact Online Database, Video Relay Service, Internet Relay and Relay Conference Captioning. The Sprint Relay outreach teams have gone above and beyond to increase awareness of these exciting new products across the country by offering extensive hands-on product training and demonstrations at trade shows, state events, and non-profit organizations, as well as with business associates and individuals. Our team strongly believes in keeping relay users informed of all new technologies.

Available Sprint Relay Product Enhancements (not yet available in Missouri)

Relay Conference Captioning

Sprint and Caption Colorado jointly developed Relay Conference Captioning (RCC), which combines real-time captioning with relay conference services to enable deaf and hard-of-hearing individuals to fully participate in conference calls. RCC is currently provided in Arkansas, North Carolina, and through the Federal Relay Service.

RCC uses the same high-quality stenocaptioners that provide closed-captioning for live news, sports and weather on television. Real-time text is streamed to an internet-connected computer anywhere in the world, and does not require a high-speed Internet connection; dial-up (56k) will work. RCC has user-friendly features, including:

- Language preferences (English or Spanish)
- Background color options
- Text color/size options
- Text transcript of teleconference conversation
- Online customer support
- New features under development

Supporting Team Members

Sprint Government Systems Division

Tony D'Agata
Vice-President & General Manager
 Sprint GSD

Mike Ligas
Assistant Vice President
 Sprint TRS

Business Service Operations | Sprint Business Solutions

Operations

Lori Lockhart
Director

Ron Peay
Vendor/Subcontractor Operations

Mary Cole
Curriculum and Training

Billing

Lisa Hernandez
Engineering

Roy Monica
Design & Development

Michael Haines
Engineering & Implementation

Delwin Coleman
System Maintenance

Sales

Mike Baer
Account Executive

Maggie Schoolar
Senior Account Executive

Mike Ellis
Senior Manager

Customer Service

Brian Adamson
Marketing

**Matt Gwynn, Dennis Selznick,
 and April Mason**
Account Managers

John Moore
Customer Relations Manager
Western Division

John Hogue
Program Manager

Business Development

Paul Ludwick
Manager of Business Development

Contracts

Don Rawlings
Contracting Officer

Appendices

Relay Missouri Traffic Report

Relay Missouri Traffic Report: Fiscal Year 2006 (July 2005–June 2006)

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
TOTAL CALL VOLUME													
TTY-Baudot	13,266	14,480	12,873	13,694	13,260	13,452	12,821	12,019	11,740	9,858	10,621	10,663	148,747
Turbo Code	28,463	30,984	28,659	29,143	28,367	28,646	27,880	25,140	26,327	23,352	23,848	21,953	322,762
ASCII	99	115	110	30	46	55	36	32	71	41	8	21	664
Voice	10,238	11,187	10,004	8,886	9,499	10,215	8,767	8,145	8,936	8,026	8,150	7,539	109,592
VCO	7,178	7,554	7,336	7,182	7,621	7,873	6,996	6,638	7,188	6,646	6,525	6,617	85,354
HCO	2	7	0	10	3	4	51	21	51	30	28	12	219
DeafBlind ASCII	0	0	0	0	0	0	0	0	0	1	0	0	1
DeafBlind Baudot	0	0	0	0	0	0	0	00	0	0	6	0	6
Speech-to-Speech	53	47	67	68	30	89	33	45	30	29	54	60	605
Spanish Calls	2	4	9	18	13	18	15	23	30	68	21	20	241
TOTAL	59,301	64,378	59,058	59,031	58,839	60,352	56,599	52,063	54,373	48,051	49,261	46,885	668,191
PERCENTAGE OF CALLS													Average
TTY	22.39%	22.51%	21.83%	23.23%	22.55%	22.33%	22.67%	23.12%	21.62%	20.56%	21.59%	22.78%	22.27%
Turbo Code	48.04%	48.17%	48.59%	49.44%	48.25%	47.55%	49.30%	48.35%	48.47%	48.70%	48.49%	46.90%	48.35%
ASCII	0.17%	0.18%	0.19%	0.05%	0.08%	0.09%	0.06%	0.06%	0.13%	0.09%	0.02%	0.04%	0.10%
Voice	17.28%	17.39%	16.96%	15.08%	16.16%	16.96%	15.50%	15.66%	16.45%	16.74%	16.57%	16.11%	16.14%
VCO	12.12%	11.74%	12.44%	12.18%	12.96%	13.07%	12.37%	12.77%	13.23%	13.86%	13.27%	14.14%	12.85%
HCO	0.00%	0.01%	0.00%	0.02%	0.01%	0.01%	0.09%	0.04%	0.09%	0.06%	0.06%	0.03%	0.04%
DeafBlind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
DeafBlind Baudot	0.00%	0.00%	0.00%	0.00%	0.05%	0.00%	0.00%	0.00%	0.01%	0.00%	0.01%	0.00%	0.01%
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOTAL NUMBER OF COMPLETED RELAYED CALLS													TOTAL
Local	38,003	40,182	36,855	37,984	37,198	37,944	35,480	32,219	33,742	30,611	31,201	29,775	421,194
Intrastate Intralata	512	498	590	516	548	513	444	606	515	522	768	640	6,672
Intrastate Interlata	1,358	1,232	1,028	960	886	912	899	1,039	1,000	1,020	690	797	11,821
Interstate	2,536	2,508	2,176	2,183	2,362	2,349	2,052	1,836	1,930	1,771	1,950	2,091	25,744
Toll-Free	4,158	4,704	4,439	4,363	4,420	4,507	4,789	4,059	4,291	3,581	3,823	3,677	50,811
Directory Asst.	216	242	204	203	197	214	186	220	183	176	223	271	3,535
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
International	3	16	12	14	84	51	52	20	24	21	11	15	323
Marine (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL COMPLETED	46,786	49,382	45,304	46,223	45,695	46,490	43,902	39,999	41,685	37,702	38,666	37,266	519,100
Busy/No Answer	12,460	14,945	13,678	12,722	13,101	13,755	12,649	11,996	12,628	10,252	10,520	9,539	148,245
TOTAL OUTBOUND	59,246	64,327	58,982	58,945	58,796	60,245	56,551	51,995	54,313	47,954	49,186	46,805	667,345
General Assistance	17,830	21,540	18,030	20,468	20,111	19,732	21,532	20,338	21,497	21,910	25,173	68,921	297,082
TOTAL	77,076	85,867	77,012	79,413	78,97	79,977	78,083	72,333	75,810	69,864	74,359	115,726	2,150,872
MINUTES OF SERVICE													
Total Conversation Min	197,645.68	212,411.93	199,677.59	194,156.74	196,454.62	199,885.29	192,955.34	175,388.45	181,004.32	157,612.54	166,402.38	160,852.43	2,234,447.31
Total Session Min	271,731.34	294,162.17	273,990.00	270,099.83	271,890.83	275,701.17	263,819.86	242,546.75	255,412.85	225,301.94	235,270.17	227,535.32	3,107,462.23
Less Interstate	16,603.81	18,924.78	15,794.15	17,287.57	19,594.17	19,232.43	15,868.37	13,978.69	15,663.96	14,037.08	15,062.65	16,386.50	198,434.16
Less International	33.25	127.32	81.80	211.06	487.93	408.16	318.45	280.11	376.02	226.51	236.42	63.35	2,950.38
Less 800 Toll-Free	22,839.91	24,089.99	24,505.38	22,292.75	24,353.20	23,492.37	25,289.45	22,228.88	23,337.50	18,992.09	22,040.47	20,527.46	273,989.45
Less Directory Session Min	48.02	63.02	101.78	48.63	32.89	20.77	18.23	36.77	27.80	75.22	62.03	81.11	616.27
Less 900 Asst. Min	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Billable Minutes	232,206.35	250,957.06	233,506.89	230,259.82	227,422.64	232,547.44	222,325.36	200,622.30	216,007.57	191,971.04	197,868.60	190,376.90	2,631,471.97
Billable Minutes (STS)	339.55	335.26	406.76	397.62	207.04	240.20	164.78	162.65	99.70	172.18	245.35	142.64	2,913.73
Total Billable Minutes	232,545.90	251,292.32	233,913.65	230,657.44	227,629.68	232,787.64	222,490.14	206,184.95	216,107.27	192,143.22	198,133.95	190,519.54	2,634,385.70

Relay Missouri Traffic Report: Fiscal Year 2006 (July 2005–June 2006)

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
NUMBER OF CALLS TO RELAY													
Offered	60,449	68,371	59,721	60,766	60,294	61,257	54,330	30,891	58,007	55,314	59,470	54,274	683,144
Answered	57,467	63,428	56,399	58,323	58,291	58,769	52,461	27,369	56,890	54,131	58,141	53,076	33,249
In Queue	60,449	68,371	59,721	60,766	60,294	61,257	54,330	30,891	58,007	55,314	59,470	54,274	683,144
Abandoned in Queue	2,982	4,943	3,322	2,443	2,003	2,488	1,869	3,522	1,117	1,183	1,329	1,198	28,399
AVERAGE NUMBER OF CALLS - STS not included													
Weekend	1,715	1,799	1,795	1,790	1,793	1,812	1,674	1,721	1,695	0	1,542	1,568	1,575
Weekday	2,854	3,108	2,848	2,929	2,935	2,488	2,864	2,928	2,707	0	2,697	2,563	2,577
AVERAGE NUMBER OF CALLS IN SESSION MINUTES													
Session Minutes	4.72	4.63	4.85	4.63	4.66	4.69	4.54	4.50	4.48	4.16	4.04	4.28	4.52
Conversation Minutes	3.43	3.34	3.54	3.32	3.37	3.40	3.32	3.26	3.18	2.91	2.86	3.03	3.25
Avg. Length of Completed Calls	5.80	5.95	6.04	5.84	5.95	5.93	6.00	6.06	6.12	5.97	6.08	6.10	5.99
AVERAGE SPEED OF ANSWER													
Service Level	93.0%	90.0%	90.0%	89.0%	91.0%	92.0%	92.0%	92.0%	90.0%	90.0%	89.0%	91.0%	90.75%
ASA	2.6	3.1	3.1	3.2	2.8	2.6	2.4	2.6	2.5	2.6	3.0	2.4	2.74
CUSTOMER CONTACTS (TRS)													
Complaints	4	3	2	0	2	3	0	6	4	5	0	2	31
Commendations	0	2	1	2	0	1	3	2	1	3	1	2	18
Inquiries	–	–	–	–	–	–	–	–	–	–	–	–	–
TOTAL	4	5	3	2	2	4	3	8	5	8	1	4	49

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
Fiscal Year 2005	4,077	8,558	14,857	22,460	26,817	28,842	35,737	31,444	34,743	35,133	33,556	30,632	25,571.34
Fiscal Year 2006	33,581	39,285	35,936	36,764	33,686	35,378	34,376	31,604	37,188	34,043	38,480	35,957	35,310.71

Relay Missouri CapTel Traffic Report

Missouri CapTel Service Patterns: Fiscal Year 2006 (July 2005–June 2006)

MISSOURI CONTRACT CALLS FOR SESSION MINUTES

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	AVERAGE
Billable Minutes	33,580.56	39,284.90	39,936.03	36,763.58	33,686.28	35,377.58	34,375.84	31,603.73	37,187.93	34,043.35	30,479.83	35,957.30	36,755
Spanish Billable Min	0	0	0	0	0	0	0	0	0	0	0	0	0
Avg. Per Min Per User	178	208	215	185	172	180	169	160	187	172	187	166	181
Avg. Per Min Per User Billed to State	178	208	193	185	172	180	169	160	187	172	187	166	180
# of CapTel Activated	288	288	304	304	325	325	348	348	368	368	368	390	335
# of CapTel Shipped	0	0	0	0	0	0	0	0	0	0	0	0	0
# of Users/Participants	189	189	186	199	196	197	203	198	199	198	206	216	198
Occupancy % User	66%	66%	61%	65%	60%	61%	58%	57%	54%	54%	56%	55%	59%
Avg. Per Call Length Per User	1.66	1.65	1.64	1.47	1.68	1.56	1.62	1.67	1.71	1.68	1.57	1.69	1.63

CAPTEL TRAFFIC PATTERNS

Call In	9,493	9,749	9,614	9,153	8,861	9,043	8,487	8,131	9,726	9,304	10,987	11,596	9,512
Voice In	10,745	13,994	14,706	15,831	11,216	13,569	12,731	10,754	12,038	11,010	13,566	9,638	12,483
TOTAL	20,238	23,743	24,320	24,984	20,077	22,612	21,218	18,885	21,764	20,314	24,553	21,234	21,995

TOTAL SESSION MIN

900 Calls	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Answer Machine	257.65	211.28	264.63	228.75	313.79	299.61	203.50	224.18	305.69	273.00	343.10	267.71	266.07
General Assistance	787.19	453.68	477.31	315.72	329.18	295.03	314.70	272.41	360.21	355.15	388.53	395.09	395.35
In 2-Line	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
International	9.85	4.53	11.50	0.95	36.33	4.42	27.03	10.04	1.75	4.00	17.84	7.21	11.29
Interstate	5,236.48	5,204.58	6,004.80	6,503.97	6,046.44	8,202.95	7,349.19	5,774.65	7,082.04	6,018.37	7,557.62	6,011.86	6,416.08
Intrastate	31,357.16	37,343.47	33,995.00	34,738.81	31,563.25	33,319.98	32,329.95	29,808.07	35,080.71	31,982.08	36,251.66	33,810.07	33,465.02
Others	0.00	0.40	0.45	0.00	0.00	1.00	0.00	0.00	4.28	2.23	0.90	3.95	1.10
Toll Free	2,405.23	2,604.23	2,446.20	3,021.03	3,020.53	2,983.59	3,117.74	2,651.16	2,932.74	2,920.19	3,052.32	3,021.38	2,848.03
TOTAL	40,053.56	45,822.17	43,199.89	44,809.23	41,309.52	45,106.58	43,342.11	38,740.51	45,757.42	41,555.02	47,611.97	43,517.27	43,402.94

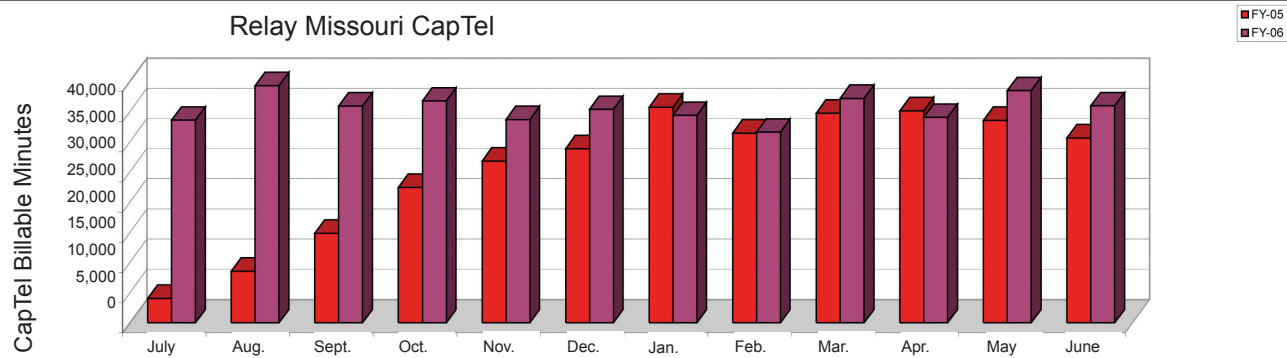
NUMBER OF CALLS BY EACH TRAFFIC PATTERN

900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Machine	180	165	195	170	213	227	185	187	260	231	267	220	2,500
General Assistance	2,011	1,245	1,346	1,036	1,072	957	934	841	1,066	1,135	1,263	1,271	14,177
2-Line	0	0	0	0	0	0	0	0	0	0	0	0	0
International	1	3	7	2	11	10	4	3	2	3	8	6	60
Interstate	1,584	1,961	2,527	2,664	2,580	4,019	3,682	3,079	3,590	3,086	4,602	3,349	36,723
Intrastate	15,950	19,802	19,739	20,502	15,626	16,916	15,898	14,319	16,311	15,336	17,846	15,806	204,051
Others	0	1	1	1	0	0	0	0	1	2	2	1	9
Toll Free	512	566	505	610	575	482	515	456	534	521	565	581	6422
TOTAL	20,238	23,743	24,320	24,984	20,077	22,612	21,218	18,885	21,764	20,314	24,553	21,234	263,942

DISTRIBUTION OF MINUTES

Interstate Billable Min	5,236.48	5,204.58	6,004.80	6,503.97	6,046.44	8,202.95	7,349.19	5,774.65	7,082.04	6,018.37	7,557.62	6,011.86	6,416.08
Less Intl. Session Min	9.85	4.53	11.50	0.95	36.33	4.42	27.03	10.04	1.75	4.00	17.84	7.21	11.29
Less Toll Free	1,226.67	1,328.16	1,247.56	1,540.73	1,540.47	1,521.63	1,590.05	1,352.09	1,495.70	1,489.30	1,556.68	1,540.90	1,452.49
2-Line Session Min (11%)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Billable to MO	33,580.56	39,284.90	35,936.03	36,763.58	33,686.28	35,377.58	34,375.84	31,603.73	37,187.93	34,043.35	38,479.83	35,957.30	35,523.08

Billable CapTel Minutes



Relay Missouri Newsletter



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RelayMO News

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Poker Tournament benefits deaf plane crash victims

by Thomas Russell

A Texas Hold 'Em poker tournament was held on December 3 at GSLAD's (Greater St. Louis Association of the Deaf) new center by the members of HIBASS (Hearing Impaired BASS fishing club) to help defray the medical expenses brought on by a plane crash involving Jeff and Jessica Willoughby on June 23*. Jessica is now 90% recovered from the ordeal, but Jeff still has to undergo some additional rehabilitation time. "I'm getting better each day and I'm about 75% now and I'm working on being able to walk without any pain," Willoughby said.

Fifty-eight players participated in the tournament, which lasted for seven grueling hours. Kevin Meyers and Katie Hahs were the last two players at the championship table and they duelled for an hour and half, which saw the blinds peaking at a staggering \$20,000 and \$40,000. The tournament finally ended at 1:15 in the morning with Kevin emerging as the champion.

Top eight players were given prizes and the tournament netted \$1,500 for the Willoughbys.

Steve Corbett, president of HIBASS, said "I am very proud of the HIBASS members and their spouses who made the effort to come out and serve for this fundraising event. I want to thank other non-members who also helped out. We wanted to host this tournament because Jeff is a member of HIBASS and he has fixed our boat problems in the past. He is our 'Mr. Fix-It' man. Many, many thanks to everyone who came to our fundraising!" Corbett's wife, Shirley, worked along with Eric Gjerdingen in helping set up videophones at the hospitals where the Willoughbys were recovering.

The members of HIBASS are Steve Corbett, Charles Farrel, Joey Herman, Rick Jansen, David Kenaith, Warren Kenaith, Aaron Lange, Chas LeCrone, Todd Malzahn, Mike Nicholson, Ron Smith, Ken Stehle, Doug Underdahl, Jeff Willoughby, Greg Zinn, and Daryl Zurawski.

** See the September, 2005 issue of Relay Missouri News for more information on the plane crash involving Jeff and Jessica Willoughby.*



Sprint Account Managers for Relay Missouri, Dennis Selznick (on left) and Matt Gwynn (on right) would like to wish you a happy holiday and new year! May the peace and joy of the holiday season be with you throughout the coming year.

Happy Holidays!



SANTA A BIG HIT ON VIDEOPHONE!

Once again this year, many deaf children told Santa what they wanted for Christmas by calling him on their videophones. You see, after learning that many deaf people have videophones, Santa decided to set up one at the North Pole. Now every year, he communicates with deaf people by videophone. It's a great solution for children, who do not have to wait in line to see Santa or write a letter to Santa anymore! Santa's favorite part of having a videophone is being able to see who he is talking to and enjoying face-to-face conversation.

Santa was available to take calls from 3 p.m. to 5 p.m. CST on Thursday, December 15 and from 10 am to 12 p.m. CST on Saturday, December 17. As you can imagine, Santa's schedule in December is very busy, but he made sure he had time on both those days, so that all the children who wanted to talk to him had the chance. Callers dialed either by videophone: SigningSanta.tv or by webcam: www.SigningSanta.com to be connected to Santa.

