

MAINE STATE LEGISLATURE

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Telecommunications Relay Service Advisory Council

PROGRAM EVALUATION REPORT

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Telecommunications Relay Service Advisory Council

PROGRAM EVALUATION REPORT

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1. ENABLING LEGISLATION

35-A M.R.S.A. §8704

§ 8704. Advisory council

The Telecommunications Relay Services Advisory Council, as established by Title 5, section 12004-I, subsection 74-A-1, shall evaluate telecommunications relay services in this State and provide advice to providers of telecommunications relay services.

1. Membership. The advisory council consists of 12 members as follows:

- A. The Director of the Division of Deafness, Department of Education, or a designee;
- B. The Chair of the Advisory Committee to the Division of Deafness established by Title 5, section 12004-I, subsection 40, or a designee;
- C. One member from the Public Utilities Commission, appointed by the commissioners;
- D. One member from the Office of the Public Advocate, appointed by the Public Advocate; and
- E. Eight members appointed by the Governor as follows:
 - (1) One member from the Governor Baxter School for the Deaf;
 - (2) One member from a statewide association for the deaf;
 - (3) One member from a center on deafness;
 - (4) One member from a company providing telecommunications relay service in this State;
 - (5) One member from a telephone association in this State;
 - (6) Two members from the general public who must rely on TDD's for telecommunications; and
 - (7) One member representing a cellular or wireless service provider.

2. Compensation. Compensation is not authorized.

3. Technical assistance. The Commission shall provide technical assistance to the Advisory Council.

4. Appointment of Chair and Vice-Chair. The members shall annually elect a chair and a vice-chair from among the membership. The Vice-Chair shall serve as acting chair in the absence of the Chair. The Council shall meet at the

call of the Chair but no fewer than four (4) times during the calendar year. The Chair may delegate, as necessary, duties to members to carry out the functions of the Council.

5. Powers and duties. The Advisory Council shall evaluate telecommunications relay services in this State and shall advise providers of telecommunications relay services regarding telecommunications relay service matters, including, but not limited to, the development of training standards and an evaluation of the service being provided, including the quality and availability of that service.

1989, c. 851, § 7, eff. April 17, 1990; 1998, c. 708, § J-12, eff. April 15, 1994.

Historical and Statutory Notes

Amendments

1993 Amendment. Laws 1993, c. 708, § J-12; in subsec. 1, par. A, substituted "Department of Education" for "Department of Human Services."

2. PROGRAM DESCRIPTION

a. Purpose.

The Telecommunications Relay Service Advisory Council¹ is an advisory board established to evaluate the telecommunications relay services² in Maine and to provide advice to providers of telecommunications relay service. By statute, the providers of telecommunications relay services are required to consider any comments from the Advisory Council. See 35-A M.R.S.A. §8703(8).

i) Quality of Service. The Advisory Council also reviews the development of training standards for relay service personnel, and the quality and availability of relay services, including matters such as answer speed, directory listings, and the "outreach" program designed to inform Maine telephone users about the existence and operation of the Maine Relay Service.

¹ In Title 5, Section 12004, subsection 74-A-1, the Telecommunications Relay Service Advisory council is classified as an advisory board that provides advice in the field of "Public Utilities." Its members are not authorized to be compensated, or to be reimbursed for actual expenses.

² A "telecommunications relay service" is a telecommunications service that transmits messages and information between a person using standard telephone equipment for spoken communications and a deaf, hearing-impaired, or speech-impaired person who is using a telecommunications device (TTY) for the deaf.

The Advisory Council has signed a Memorandum of Understanding (MOU) with the Maine Center on Deafness. Under the terms of that MOU agreement, the Staff of the Maine Center on Deafness will carry out certain activities to “spread the word” about opportunities to use the Relay Service in Maine (A copy of the “Program Expectations” for the Maine Relay Outreach Program is attached as Appendix E).

ii. Selection of Relay Provider. Since 1999 the Advisory Council has played the lead role in selecting the telephone company that provides relay service in Maine. In the year 2000, the Advisory Council put out a request for proposals, and AT&T was again selected to be the relay provider in Maine. The selection of AT&T was approved by the Public Utilities Commission.

In 2003, the Advisory Council issued another request for proposals. After reviewing bids submitted by four different relay providers – including AT&T -- the Advisory Council selected Hamilton Communications to be Maine’s relay provider for the three-year period starting April 2004. (Based in Aurora, Nebraska, Hamilton Telecommunications is a holding company that operates an independent telephone company that serves towns in Nebraska. It also provides relay service to ten other states, the District of Columbia, and the Virgin Islands.)

iii. Meetings. The Advisory Council meets at the call of the Chair, but no fewer than four (4) times during the calendar year. Members of the Advisory Council serve without compensation. Committees of the Advisory Council meet between quarterly meetings

iv. Expenses. Since June 1997, the expenses of the Advisory Council (interpreter services, paper, postage, etc.) have been paid out of the proceeds provided by the relay provider -- currently Hamilton Relay.³ Prior to 1997, for first six years of its existence, Advisory Council expenses were either reimbursed by the Legislative Council, or paid out of the pockets of the individual members.

³In 1990 the Maine Legislature required that there be a statewide telecommunications relay system. See: 35-A M.R.S.A. §§ 8701-04. (Attached as Appendix A.)

After holding a bidding process in 1990, the Maine Public Utilities Commission selected AT&T Telecommunications to be the provider of telecommunication relay services in Maine. In 1991 AT&T signed a three-year contract to provide those services. After consulting with the Advisory Council in 1994 and 1997, the PUC has twice signed three-year extensions of the contract with AT&T. Please note that in both 1994 and 1997, the terms of the contract with AT&T were changed to incorporate recommendations made by the Advisory Council for improvements in service.

b. Priorities

The chief priority of the Advisory Council is that the relay services available to Maine's telephone customers be of the highest quality possible.

To put that priority into effect, the Advisory Council monitors and evaluates the performance of the Maine Relay Service, as it is provided by Hamilton Telecommunications. Once every three or four years, the Advisory Council performs an evaluation of the Relay Service, and then adopts recommendations for improvement of the Relay Service. Each recommendation is then sent to the entity that can act on it, whether that entity is the relay provider, Maine's local exchange telephone companies, or the Public Utilities Commission.

The Advisory Council also serves as an informal "complaint bureau" to which members of the deaf community can submit any complaints about the Relay Service.

Finally, as required by federal regulations, the Advisory Council files an annual report to the Federal Communications Commission, in which it collects and summarizes any complaints about the Maine Relay Service that have been received by the Maine Public Utilities Committee, the Maine Center on Deafness, and Hamilton Telecommunications.

c. Goals and Objective Performance Criteria

- i. **Goal.** The overall goal of the Advisory Council is to ensure that Maine's telephone customers are able to have the most reliable, up-to-date, and affordable telecommunications relay services.
- ii. **Objective Performance Criteria.** In order to meet its goal, the Advisory Council has created the following objective performance criteria for its operations.

3. PERFORMANCE CRITERIA

The Advisory council holds itself accountable for achieving five measurable performance criteria.

A. Monitor the operations and use of Maine's telecommunications relay services.

In order that the Advisory Council can monitor the use of the Maine Relay Service, each month the relay provider, Hamilton Telecommunications, provides

Council members with a report on the traffic and call volumes on the Relay Service. (A sample of the Call Volume Reports is attached as Appendix B.) (Hamilton Telecommunications has released this information from its proprietary protections.)

In addition, each quarter the Advisory Council meets in Maine with the Hamilton Telecommunications personnel who manage the call centers that process relay calls. At those quarterly meetings, Hamilton Telecommunications reports on current issues and changes in operations. In turn, the Advisory Council identifies and communicates to the relay provider any problems experienced by users of the Maine Relay Service. (As a sample, the Minutes of the 9/15/2005 meeting and of the 12/1/2005 meeting are attached as Appendix C.)

B. Survey the users of the Maine Telecommunications Relay Service to evaluate its performance and to identify areas for improvement.

In each of the years 1991, 1993, 1995, 1997, 2001 and 2005, through its Committee on Evaluation, the Advisory Council has performed an evaluation of the operations of Maine's telecommunications relay service. For each evaluation, the survey questionnaires have been distributed to a minimum of two hundred (200) members of the deaf community, the hearing population, and businesses. In addition, for at least two of the surveys, the Advisory Council has held forums (in Portland, Augusta and Bangor) at which users of the relay service were encouraged to comment on its workings, identify problems, and suggest improvements. In the more recent survey, the questionnaires were also distributed to members of the deaf community at various deaf events.

A Copy of the most recent survey form is attached as Appendix D to this Evaluation Report.

C. Formulate recommendations for improvement of the Maine Telecommunications Relay Service and communicate those recommendations to the providers of the relay services, to Maine's local exchange telephone companies and to the Maine Public Utilities Commission.

After completing each of its surveys, the Advisory Council, through its Committee on Evaluation, has formulated and adopted recommendations for the improvement of the Maine Telecommunications Relay Service. Once adopted, those recommendations have been communicated to the relay provider and to Maine's local exchange telephone companies.

As a sample, the set of Recommendations adopted in 2001 are attached as Appendix E. Those Recommendations served as the starting point for conversations and negotiations that have led to improvement in delivery of the Maine Relay Service.

D. Take actions to implement the Recommendations for improvements to the telecommunications relay services.

After adopting Recommendations, the Advisory Council has taken various kinds of actions to implement those Recommendations. As a sample, those actions have included the following:

- requesting enactment of legislation to extend the 70% discount on toll calls to; all users of the relay service, rather than just to hearing-impaired customers. (That amendment was enacted in 1996; ***see: 35-A M.R.S.A. § 7302.***)
- increasing the publicity and outreach work done to spread the words about the availability of the Maine Relay Service.
- improving the content of instructions in Maine's telephone directories for the use of the Maine Relay Service;
- requesting improvements in the training by the relay provider of the communication assistants (CAs) that provide relay service;
- requesting that Maine's twenty-four local exchange telephone companies improve their billing operations and bills so that they reflect the statutorily-mandated 70% discount on toll calls;
- requesting that the relay provider reduce the holding and waiting times on relay service calls;
- requesting that the relay provider take steps to make sure that users of the relay service are able to call in-state 800 numbers;
- requesting that the relay provider investigate the problem of frequent cut-offs (in 1991).

E. Negotiate the contract for provision of telecommunication relay services, incorporating any Recommendations.

In 1994 and 1997, 2000 and 2003, when deciding whether to renew the contract for relay services, the Maine Public Utilities Commission has consulted with the Advisory Council. In the first three instances, the Advisory Council suggested renewal of the contract, but only after first completing negotiations with AT&T for certain improvements.

For instance, at the start of the 1997 negotiations with the relay provider, the Advisory Council, through its Committee on Evaluation, assembled a list of recommendations for changes in the contract. After several negotiation meetings and conference calls, AT&T agreed to a number of additions to the contract, the most important being that AT&T agreed to pay certain expenses for the Advisory Council, including interpreter's fees and outreach expenses.

In 2004, the Advisory Council recommended that the Commission approve a change of relay provider

4. ORGANIZATION STRUCTURE, POSITION COUNT, JOB CLASSIFICATIONS

A. Organization Structure

The members of the Advisory Council elect a chair and vice-chair from among the membership. See 35-A M.R.S.A. § 8704(4).

The chair of the Advisory Council calls meeting of the Council, and appoints members of the Council to serve on its various committees, as follows:

Committee on Evaluation. This Committee carries out surveys of the users of Maine's telecommunications relay service. Based on the results of those surveys, and on the complaints it gathers informally, the Committee on Evaluation makes recommendations to the full Advisory Council as to improvements that should be made to the relay service.

The Committee on Evaluation plays a role in implementing recommendations adopted by the full Council. It has also negotiated with AT&T for improvements in relay services, and for changes in the three-year contract for provision of relay services.

Finally, the Committee on Evaluation serves as an informal "executive committee," making some of the decisions that need to be made between the Advisory Council's quarterly meetings.

Committee on Directories. This Committee has the responsibility for implementing the Council's recommendations with respect to the contents of the various Maine telephone directories. Specifically, the Committee has helped to re-write the instructions for the use of the relay service, and, working with the relay provider, has made recommendations as to the contents of directory listings for TTY users.

Committee on Billings. Under state law, in-state toll calls made through the Maine Relay service are entitled to a 70% discount. **See 35-A M.R.S.A. § 7302.** The Committee on Billings has had responsibility for implementing the Advisory Council's recommendations for improvements in the display of that information in the telephone companies' billing records. Its principal concerns have been that MERS users can identify in-state toll calls on bills and then confirm that the 70% discount has been applied.

Committee on Marketing and Outreach. As a result of past negotiations for the various three-year contracts with the relay provider, the Advisory Council also now makes recommendations for the expenditure of Hamilton Relay-provided funds for the outreach work that is done by the Maine Center for Deafness (MCD) in order to inform the public about the availability of the Maine Relay Service. Each year Hamilton Relay pays MCD a certain amount of funds for the 'outreach' activities that MCD carries out. (A sample of those outreach activities is described in a document that is entitled "Maine Relay Outreach Program Expectation," which is attached as Appendix G.)

B. Position Count and Job Classifications

The Advisory Council has no staff. Its members serve without compensation. Hence, there is no information with respect to "position count" and "job classifications."

5. COMPLIANCE WITH FEDERAL AND STATE SAFETY & HEALTH LAWS, ADA, ETC.

Issues regarding compliance by the Advisory Council with either safety or health laws are not applicable here because the Advisory Council has no employees and no work site.

However, the Advisory Council does participate in the implementation of ADA standards with respect to providing telecommunications relay services for the hearing-impaired and speech-impaired individuals. **See 47 U.S.C.A. § 225.**

The ADA requires that each telephone company that carries voice transmission services shall provide telecommunications relay services, either individually or in concert with other companies, or through a competitively selected vendor. See 47 U.S.C.A. § 225(c).

The Maine statute that requires telecommunications relay services (**35-A M.R.S.A. §§ 8701-04**) was enacted to satisfy the requirements of the ADA. See 47 U.S.C.A. § 225(f).

The Advisory Council reviews the performance of the Maine Relay Service to ensure its compliance with the minimum standards outlined in Title IV of the ADA.

6. SIX-YEAR FINANCIAL SUMMARY

The Advisory Council is an advisory board that consists of twelve members who serve without compensation. The Advisory Council has no staff, and no office. It also receives no monies from the State's general fund.

Revenues. The Advisory Council has no revenues that come from sources such as memberships, grants, fees, or a state appropriation from the general fund. Instead, the Advisory Council receives funds from the relay provider, Hamilton Communications. Those funds, in the amount of \$15,000 annually, are paid to the Advisory Council under the terms of a three-year Memorandum of Understanding (MOU) between the Advisory Council and Hamilton Telecommunications.

Expenses. The Advisory Council's expenses consist of expenses such as fees for interpreter services, stationary, envelopes, postage, photocopying, telephone calls and travel to two relay services conventions.

Until 1997, those expenses were either contributed in-kind by the members of the Advisory Council and their agencies, or by the Legislative Council, or were paid by the Legislative Council, after application for reimbursement by the Advisory Council. Starting in 1997, the relay provider – initially AT&T, and now Hamilton Telecommunications – has provided an annual amount of \$15,000 to Advisory Council to fund its activities. The Advisory Council's funds are held and paid out by the Maine Center on Deafness (MCD), a non-governmental entity located in Portland that serves the needs of Maine's deaf community.

The Advisory Council has also signed a memorandum of understanding with MCD under which MCD is paid for certain activities – including book-keeping, the payment of bills, the collecting of complaints, and the setting-up of meetings -- that it performs for the Advisory Council, over and above the outreach work that it does under a separate agreement with Hamilton Relay Service.

A six-year summary of the revenues and expenses of the Advisory Council is attached as Appendix F to this report

7. REGULATORY AGENDA & SUMMARY OF RULES ADOPTED

As the enabling statute suggests, the Advisory Council to the Maine Telecommunications Relay Service serves only as an advisory board. **See 35-A M.R.S.A. § 8704.** The Council has no regulatory powers, and therefore no regulatory agenda. The Advisory Council has no authority to adopt rules. Nor has it adopted any rules.

8. COORDINATION WITH OTHER AGENCIES

The Advisory Council acts in coordination principally with three state agencies: the Public Utilities Commission, the Public Advocate's Office, and the Division of Deafness.

Public Utilities Commission. Coordination with the Public Utilities Commission involves three areas. First, as required by the enabling statute, the Commission provides technical assistance to the Advisory Council. (A PUC staff member serves as a member of the Advisory Council.) That technical assistance comes in the form of summaries and updates of regulatory developments both at the MPUC and at the Federal Communications Commissions. Also, the Commission Staff explains the workings of existing relay service technology and the ways in which it can be coordinated with the public switched telephone network.

Second, the Public Utilities Commission has relied upon the Advisory Council's evaluation of the Relay Service when determining whether to re-negotiate a contract with the existing relay service provider, or whether to seek bids from other relay service providers such as MCI, Sprint, or Hamilton Telecommunications.

Third, when complaints about the Relay Service are made to the Council, the Council forwards those complaints to the Consumer Assistance Division at the Commission, which keeps records of all complaints about telephone services.

Public Advocate's Office. The Public Advocate coordinates with the Advisory Council by serving on its Committee on Evaluation, by helping to develop

recommendations, by explaining the operations of the public switched network, and by helping to re-negotiate the contract with the relay provider.

The Public Advocate also provides assistance in understanding the regulatory rules that govern telecommunications relay services.

Division of Deafness. The Division of Deafness provides assistance by helping the Advisory Council to contact members of Maine's deaf community, and with drafting legislation, when needed.

9. CONSTITUENCIES SERVED BY AGENCY

The Advisory Council serves a limited constituency. Its constituency consists of users of Maine's telecommunications relay services, both in the deaf community and among the hearing population. Moreover, the Advisory Council is doing whatever it can to make sure that telecommunications relay services are available statewide to all telephone customers.

10. EFFORTS AT ALTERNATIVE DELIVERY SYSTEMS

Prior to the enactment of **35-A M.R.S.A. §§ 8701-04**, the Ingraham Volunteers provided a limited relay system that allowed deaf people to communicate with hearing people over the telephone network.

The telecommunications relay work done by Ingraham Volunteers stopped in 1991. Presently the only other relay services available are the relay services that have been created to serve telephone users in other states. (Ingraham Volunteers does now provide a crisis hotline for TTY users.)

11. EMERGING ISSUES

Members of the Advisory Council are recommending to the Legislature that there be a limited amendment to the enabling statute that creates the Advisory Council. The change is needed because the Advisory Council does not presently have the power to sign contracts with the telephone company that is chosen to be Maine's relay provider. The Advisory Council respectfully suggests that its statute be amended so that the statute authorizes the Advisory Council both to select, and to sign contracts with, the entity that provides telecommunications relay service in Maine.

Another emerging issue involves the increasing use of video relay service. In the next year the Advisory Council will work with Hamilton Relay spread the word about using video relay service in Maine.

12. COMPARISON OF FEDERAL LAWS & REGULATIONS TO THE STATE LAWS GOVERNING THE AGENCY OR PROGRAM.

The ADA requires that each telephone company that carries voice transmission services shall provide telecommunications relay services, either individually or in concert with other companies, or through a competitively selected vendor. See 47 U.S.C.A. § 225(c).

The Maine statute that requires telecommunications relay services (**35-A M.R.S.A. §§ 8701-04**) was enacted to satisfy the requirements of the ADA. See 47 U.S.C.A. § 225(f).

13. AGENCY POLICIES FOR MANAGING PERSONAL INFORMATION, IMPLEMENTATION OF INFORMATION TECHNOLOGIES & EVALUATION OF AGENCY ADHERENCE TO THE FAIR INFORMATION PRACTICE PRINCIPLES.

The Advisory Council has not adopted policies for managing personal information (The policy of the Maine Relay Service and of Hamilton Relay Services is that the content of all telephone conversations made through the Maine Relay Service is confidential).

With respect to the implementation of information technologies, the Advisory Council can point to the websites of the two entities with which it has a "contractual" relationship -- i.e., Hamilton Relay Service and of the Maine Center on Deafness -- which provide information about the Relay Service.

To date, the Advisory Council has not performed an evaluation of its adherence to "Fair Information Practice Principles."

14. REPORTS & SIMILAR PAPERWORK REQUIRED TO BE FILED WITH AGENCY BY THE PUBLIC.

At present, there are no "reports" or other similar paperwork that is required to be filed with the Advisory Council by the public.

15. OTHER INFORMATION SPECIFICALLY REQUESTED BY THE COMMITTEE OF JURISDICTION

To the best of our knowledge, the Joint Standing Committee on Education has not made a specific request that any additional information be included in this Program Evaluation Report.

If the Evaluation Committee would like to have any additional information about the Advisory Council and its work, please contact either its Chair, William H. Nye (829-3051 TTY), or William Black, at the Public Advocate's Office (287-2445)[e-mail address: william.c.black@maine.gov].

Appendix A

Telecommunications Relay Services

Below are the sections of Title 35-A (Public Utilities) that establish the Maine Telecommunications Relay Service and list its requirements.

§8701. Findings

The Legislature finds and declares that it is in the public interest to establish an effective statewide system to provide continuous telecommunications relay services to facilitate communication between deaf, hearing impaired or speech impaired persons who must rely on telecommunications devices for the deaf and persons using standard telephone equipment.

§8702. Definitions

As used in this chapter, unless the context otherwise indicates, the following terms have the following meanings. [1989, c. 851, §7 (new).]

1. **Advisory council.** "Advisory council" means the Telecommunications Relay Services Advisory Council. [1989, c. 851, §7 (new).]

2. **Blockage level.** "Blockage level" means the proportion of placed calls that fail to reach a relay operator. [1989, c. 851, §7 (new).]

3. **Deaf person.** "Deaf person" means a person whose sense of hearing is nonfunctional for the purpose of ordinary communication. [1989, c. 851, §7 (new).]

4. **Hearing impaired person.** "Hearing impaired person" means a person whose sense of hearing is defective, but still functional, with or without amplification. [1989, c. 851, §7 (new).]

5. **Speech impaired person.** "Speech impaired person" means a person whose speech is nonfunctional or defective for the purpose of ordinary communication. [1989, c. 851, §7 (new).]

6. **Telecommunications device for the deaf or TDD.** "Telecommunications device for the deaf" or "TDD" means a teletypewriter or other telecommunication equipment used by deaf, hearing impaired or speech impaired people to conduct telephone communications. [1989, c. 851, §7 (new).]

7. Telecommunications relay service. "Telecommunications relay service" means a service transmitting messages and information between a person using standard telephone equipment for spoken communications and a deaf, hearing impaired or speech impaired person using a telecommunications device for the deaf. [1989, c. 851, §7 (new).]

Section History:

PL 1989, Ch. 851, §7 (NEW).

§8703. Requirements

Telecommunications relay services must conform to the following requirements. [1989, c. 851, §7 (new).]

1. Geographic availability. Services must be available on a statewide basis. [1989, c. 851, §7 (new).]

2. Temporal availability. Services must be available 24 hours a day for every calendar day of the year. [1989, c. 851, §7 (new).]

3. Accessibility. Relay service operators may not refuse calls or limit the length of calls. [1989, c. 851, §7 (new).]

4. Blockage level. The allowable blockage level for the telecommunications relay services must be reasonable. Complaints relating to the reasonableness of the blockage level may be brought to the commission by the advisory council or by 10 or more aggrieved persons pursuant to section 1302, subsection 1. [1989, c. 851, §7 (new).]

5. Confidentiality. Relay service communications must be confidential. [1989, c. 851, §7 (new).]

6. User fee prohibited. A separate fee for telecommunications relay services may not be assessed to users of the services. [1989, c. 851, §7 (new).]

7. Recovery of expenses and costs. The costs for telecommunications relay services must be recovered through the state universal service fund pursuant to section 7104, subsection 7. [2005, c. 305, §3 (amd).]

8. Advisory council. The providers of telecommunications relay services must take into consideration any comments from the advisory council. [1989, c. 851, §7 (new).]

9. Restrictions. Upon request, the providers of telecommunications relay services shall make known to users of the services any restrictions on the types of calls handled such as collect calls and automated information services. [1989, c. 851, §7 (new) .]

10. Notification of rates or charges. Upon request, the providers of telecommunications relay services shall make known to users any rates or charges for the services. [1989, c. 851, §7 (new) .]

Section History:

PL 1989, Ch. 851, §7 (NEW).

PL 2005, Ch. 305, §3 (AMD).

Maine TRS Call Traffic Report

Mitchell Levy

Regional Outreach Coordinator

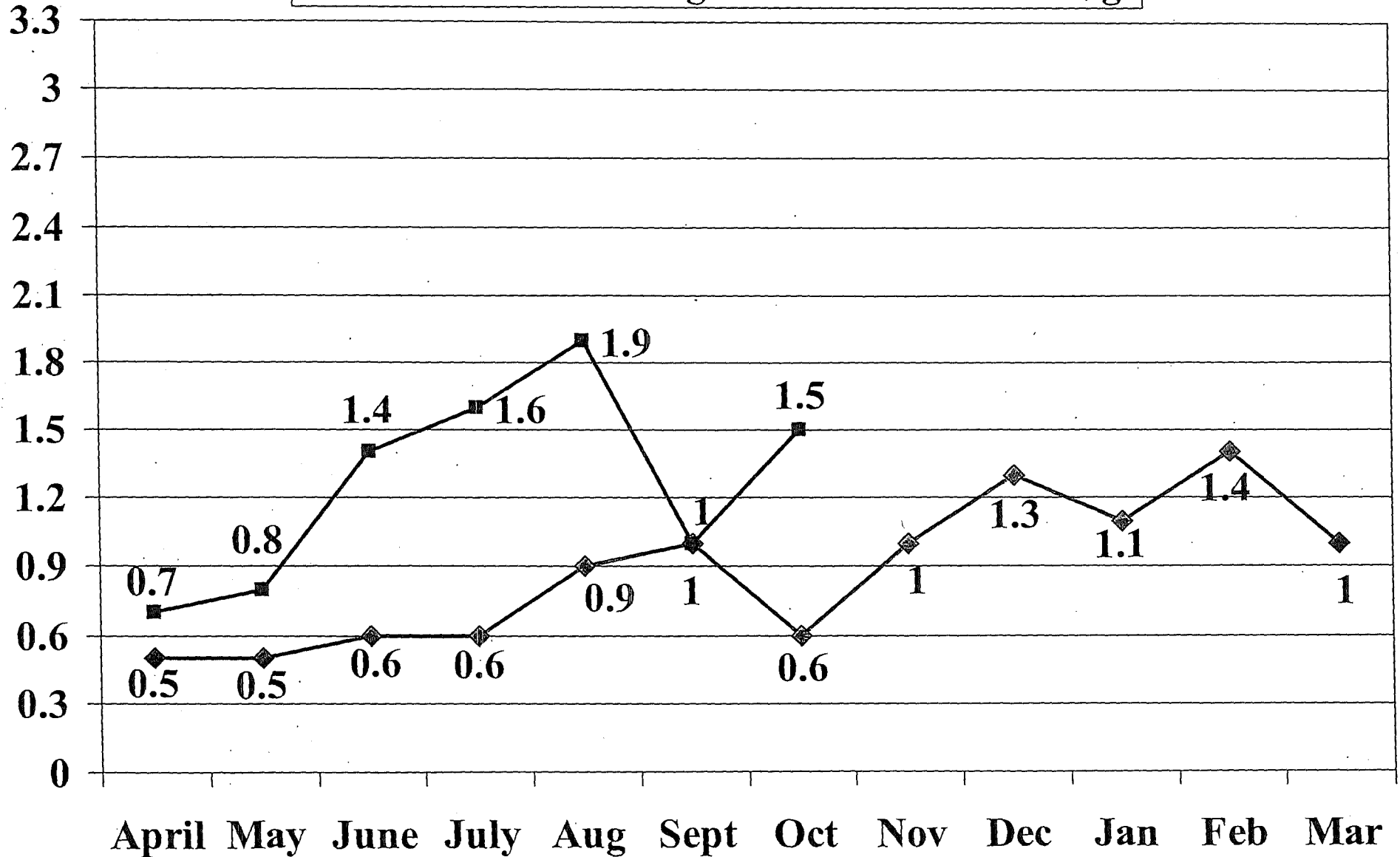
December 1, 2005

MERS Call Traffic Report

Appendix B

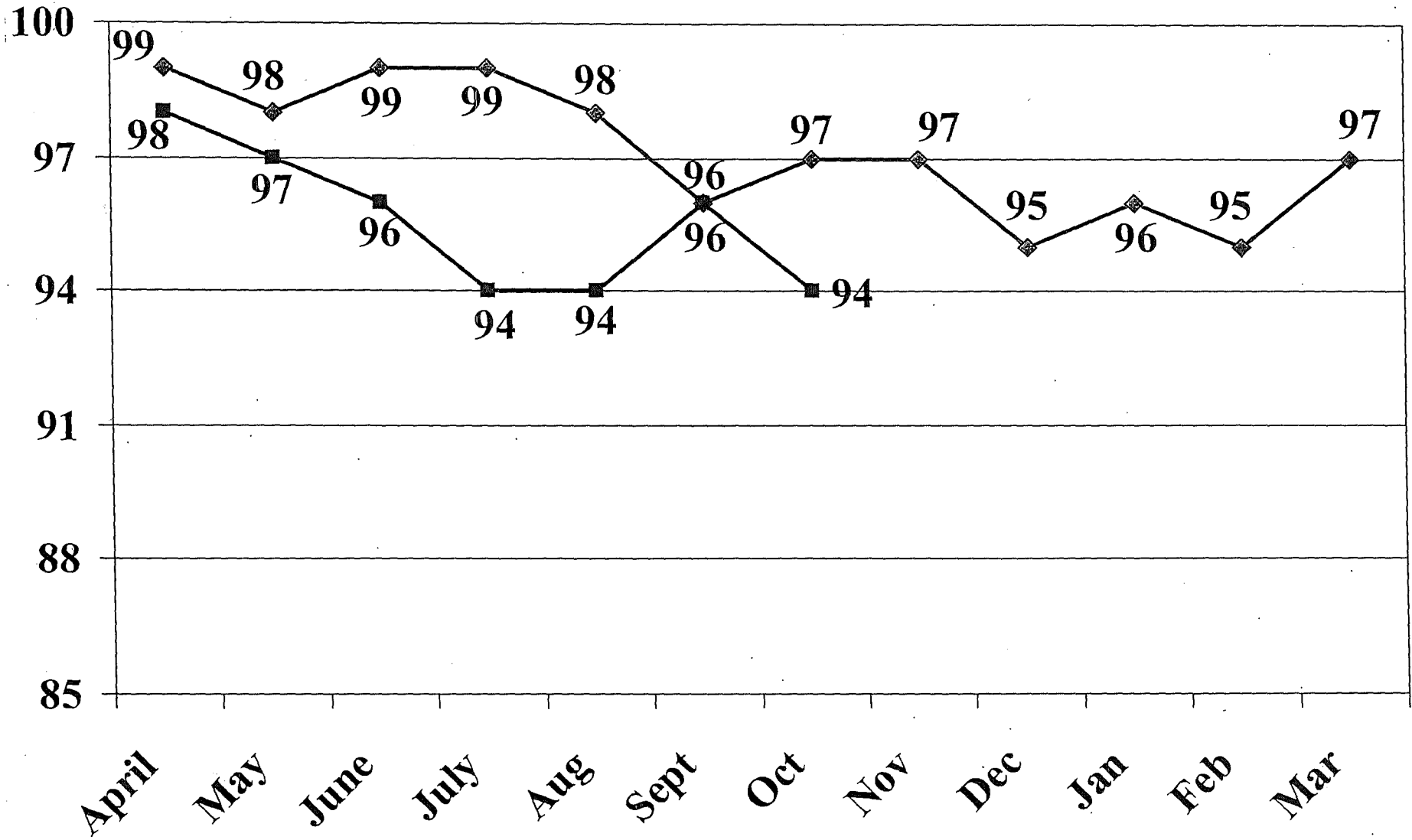
Maine TRS Average Answer Speed

◆ 2004-05 - 0.87 Avg ■ 2005-06 - 1.2 Avg

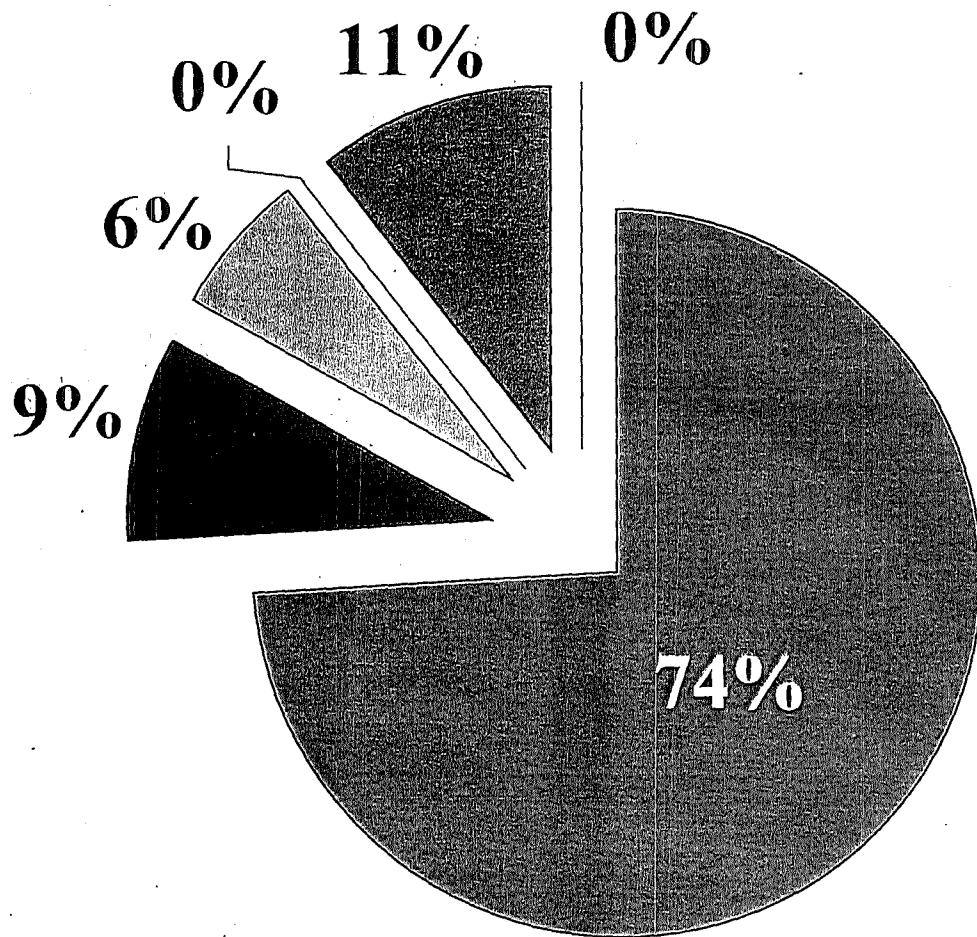


Maine TRS Percent Answered within 10 Seconds

◆ 2004-05 - 97.1% Avg ■ 2005-06 - 96% Avg



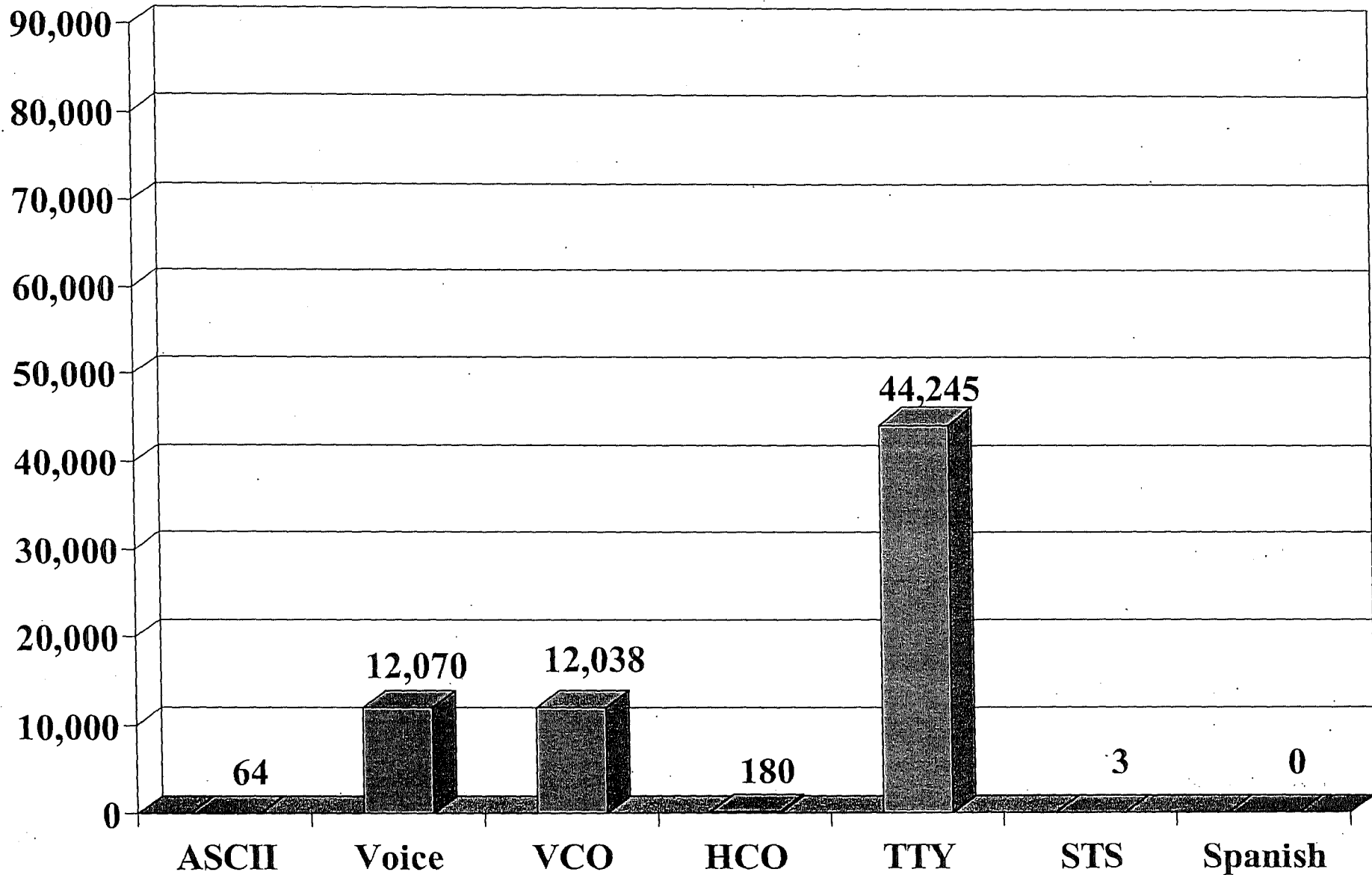
Maine TRS Completed Calls April 2005 - October 2005



Local	- 50,719 (74%)
Intrastate	- 6,209 (9%)
Interstate	- 4,395 (6%)
International	- 66 (0%)
Toll Free	- 7,211 (11%)
900 Info	- 0 (0%)

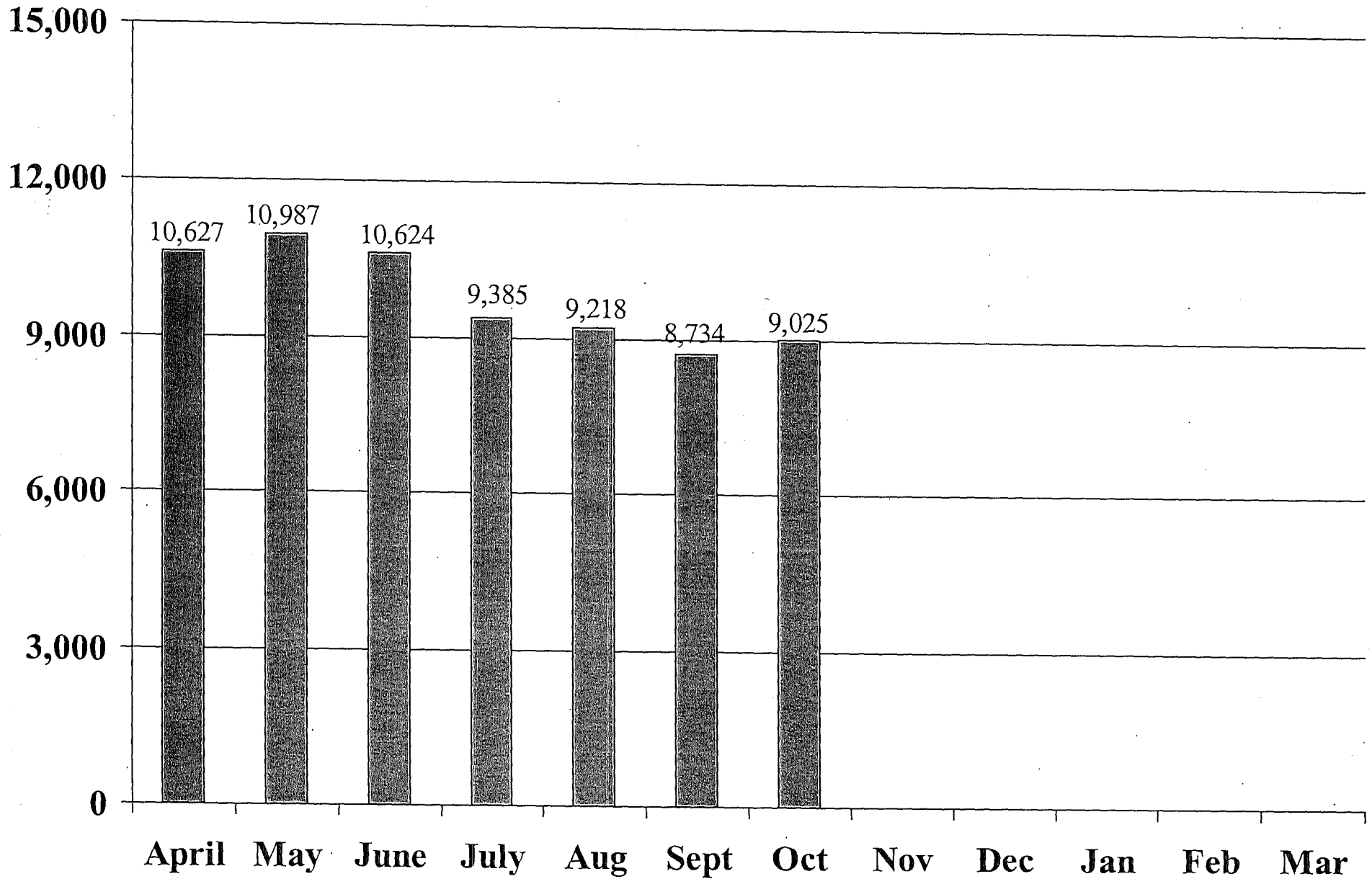
Maine TRS Workload by Call Method

April 2005 - October 2005



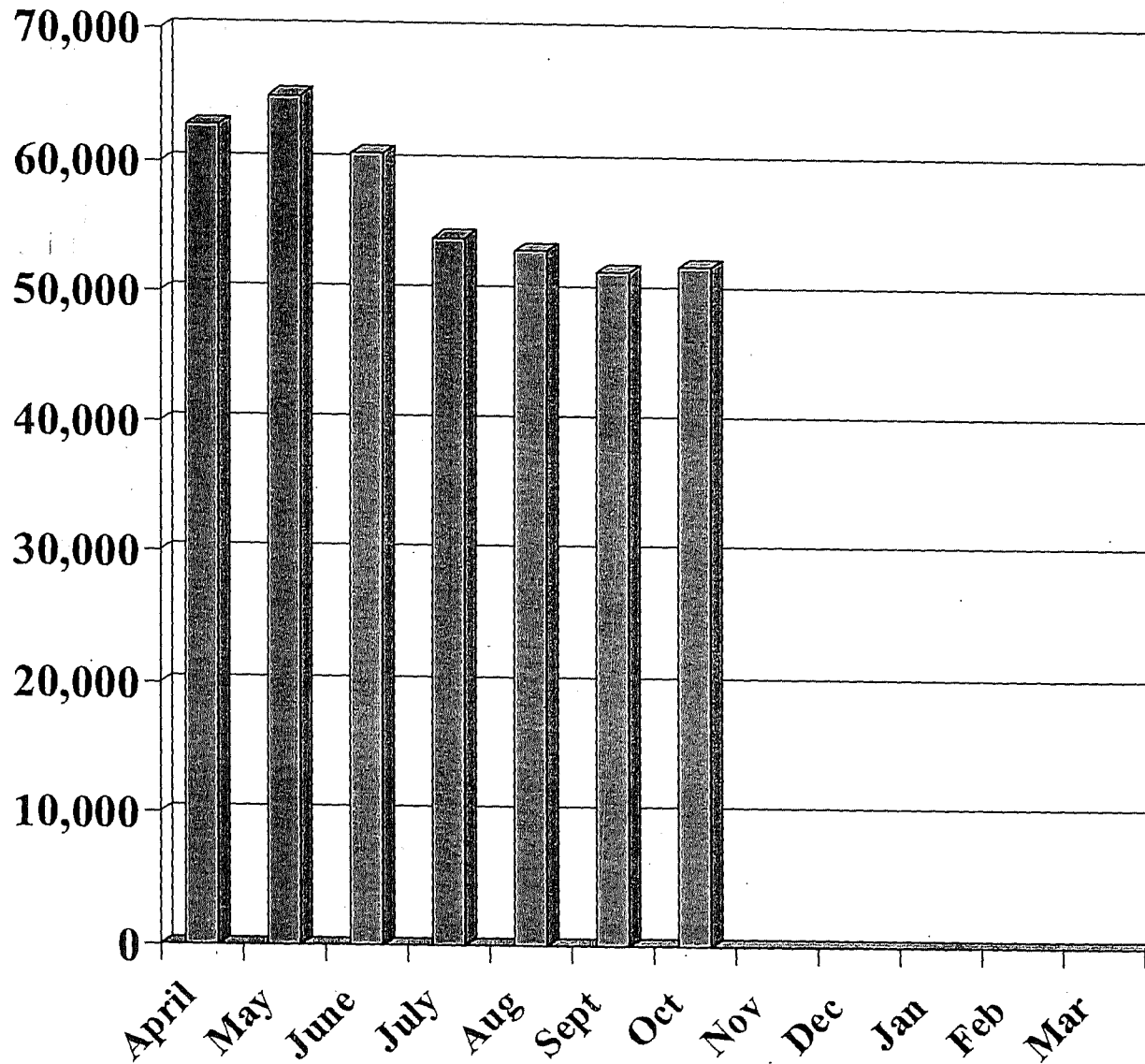
Total Number of Calls by Month

April 2005 - October 2005



Session Minutes

April 2005 - October 2005



- April - 62,746
- May - 65,004
- June - 60,707
- July - 54,334
- August - 53,389
- September - 51,820
- October - 52,193
- November -
- December -
- January -
- February -
- March -

Maine CapTel Call Traffic Report

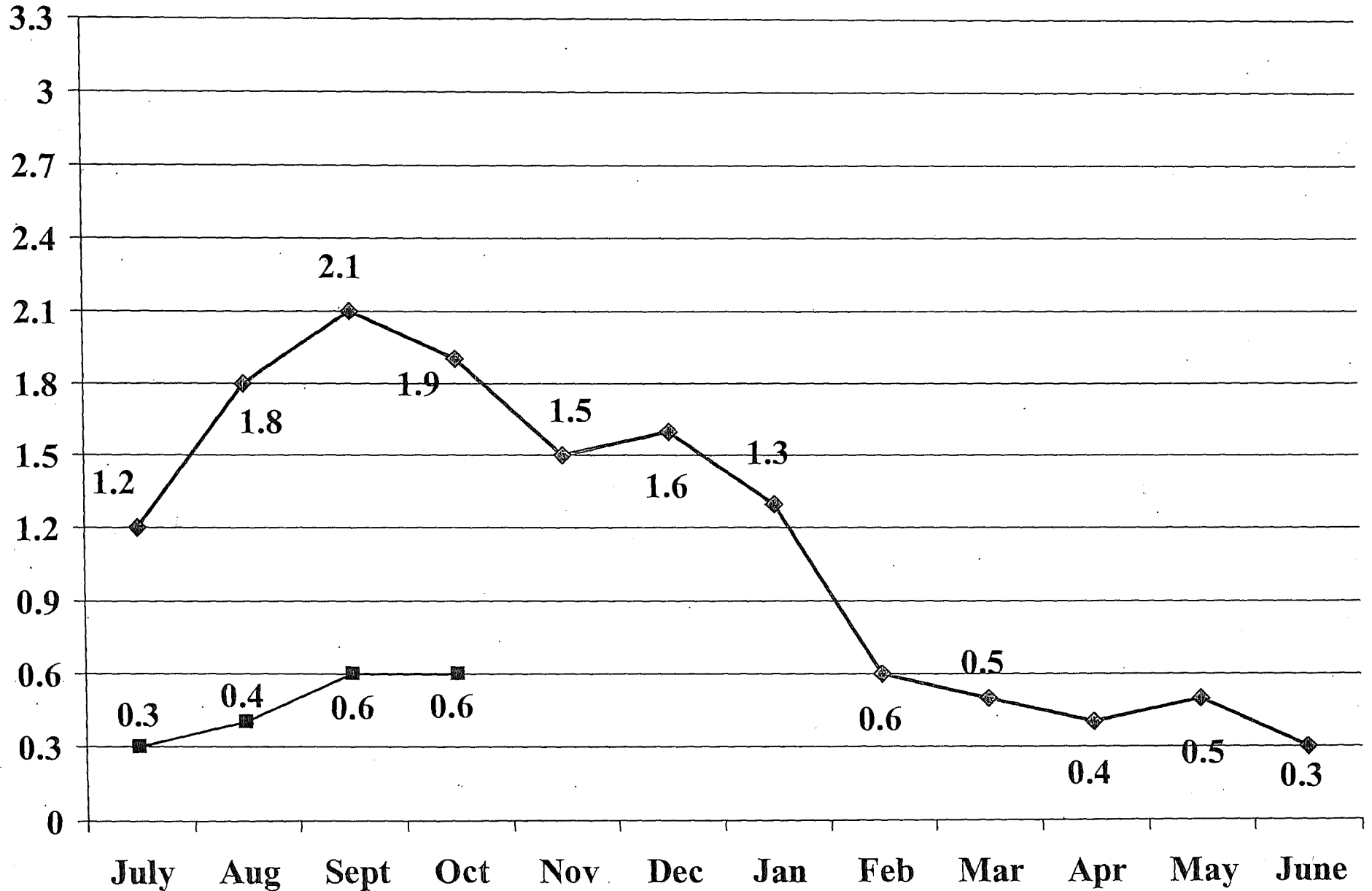
Mitchell Levy

Regional Outreach Coordinator

December 1, 2005

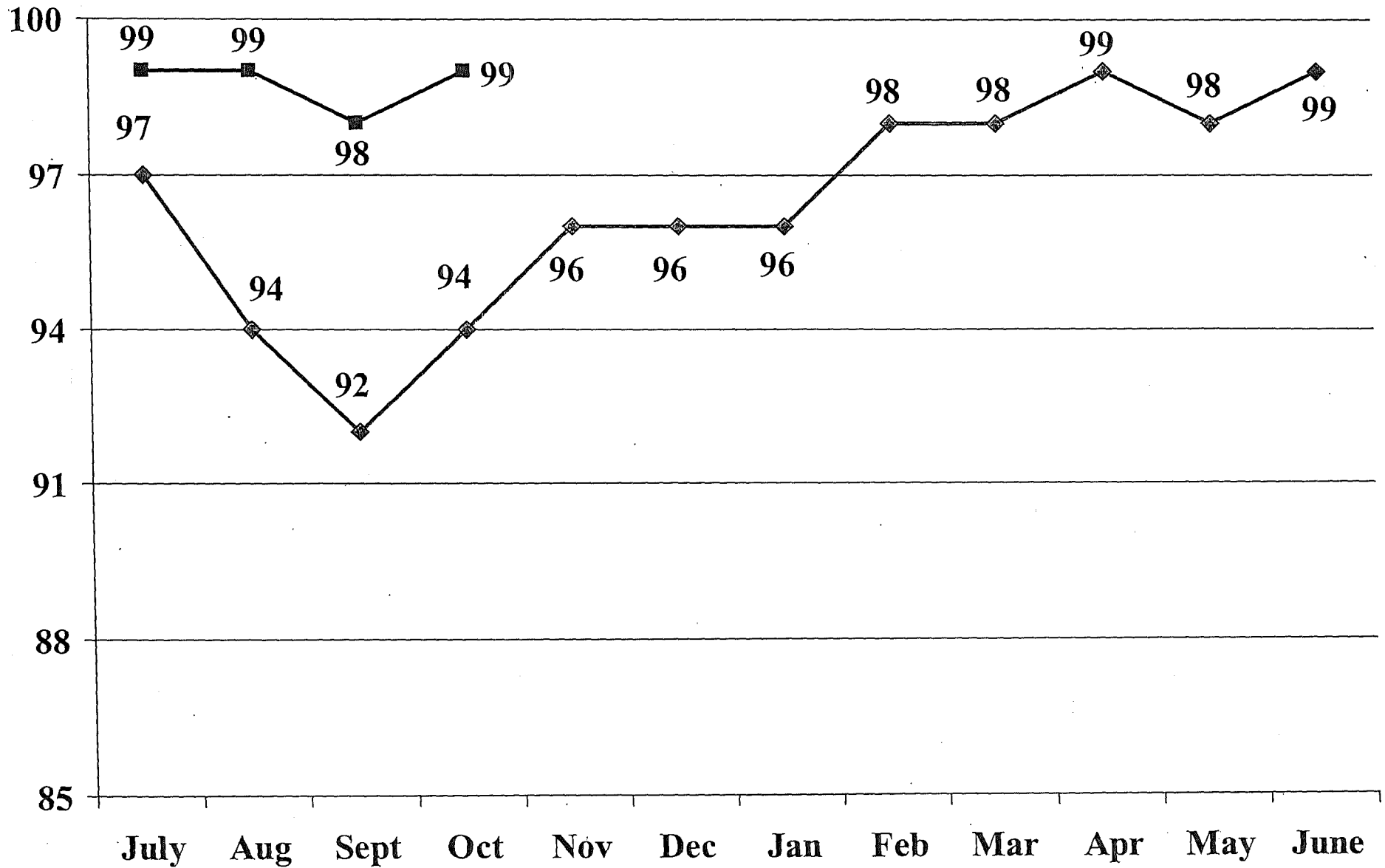
Maine CapTel Average Answer Seconds

◆ 2004-05 - 1.1 Avg ■ 2005-06 - 0.5 Avg

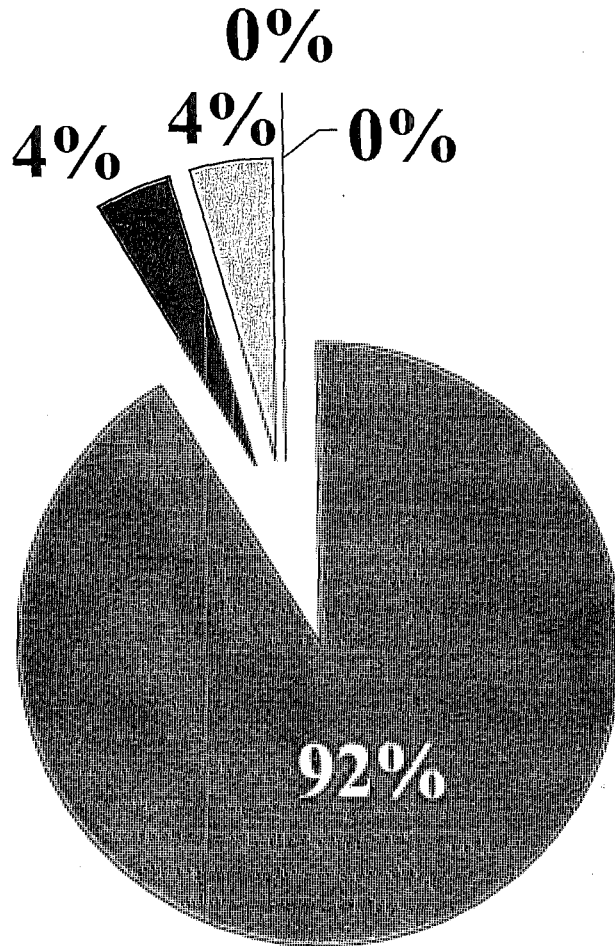







ME CapTel Percent Answered in 10 Seconds

◆ 2004-05 - 96.4% Avg ■ 2005-06 - 99% Avg

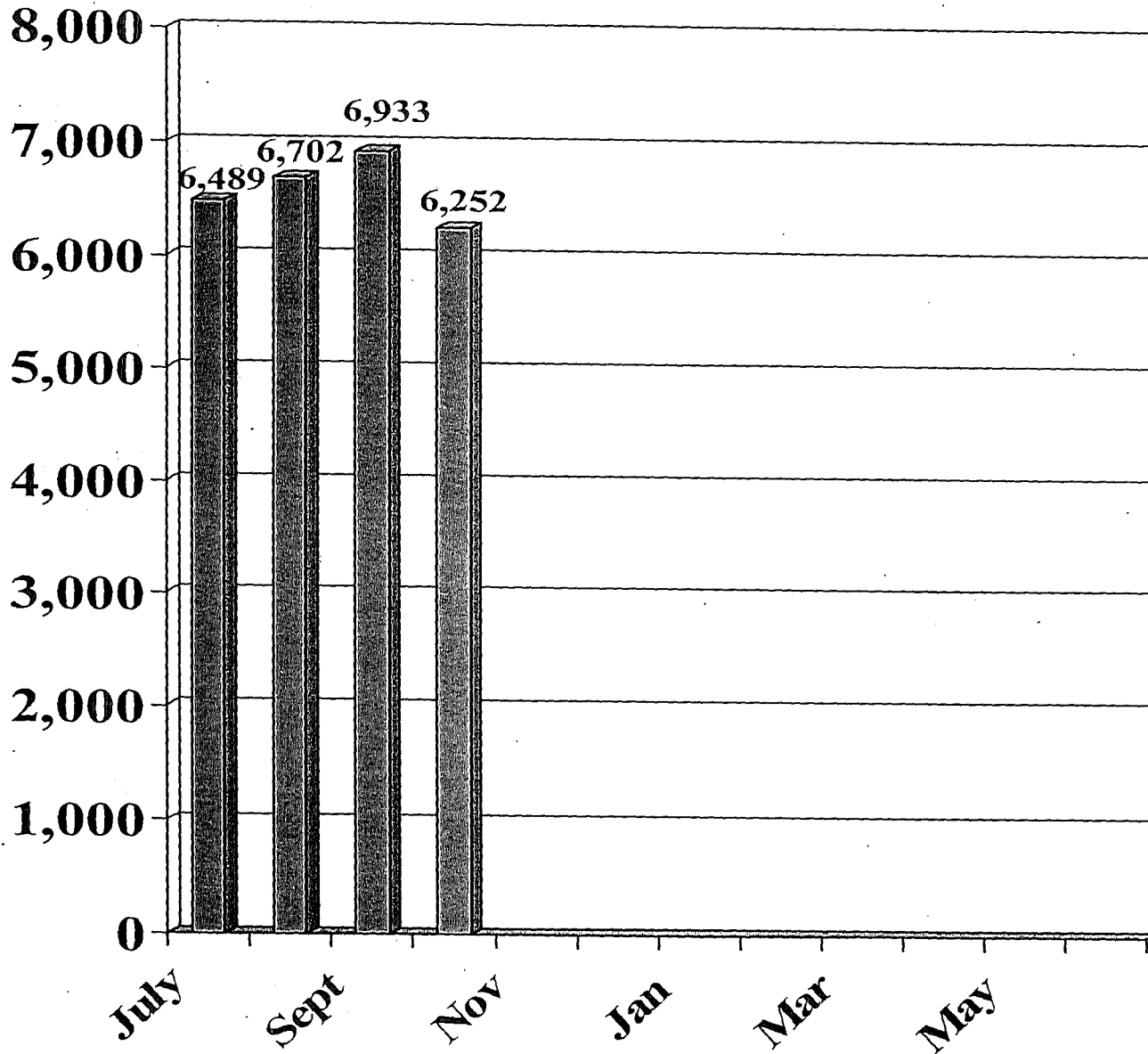


Maine CapTel Completed Calls July 2005 - October 2005



	Intrastate - 4,801 (92%)
	Interstate - 216 (4%)
	Toll Free - 231 (0%)
	International - 3 (0%)
	900 Info - 0 (0%)

Maine CapTel Session Minutes July 2005 - October 2005



- July - 6,489
- August - 6,702
- September - 6,933
- October - 6,252
- November -
- December -
- January -
- February -
- March -
- April -
- May -
- June -

As of October 2005...

- 57 CapTel phones are in use in Maine

- Average WPM: 155
- Average Rate of Accuracy: 98.85%
- Average Rate of Error: 1.15%

Call Volume Report & Traffic Report

APPENDIX B

Run Date: 01/11/06

MAINE RELAY SERVICE

Report A

Confidential & Proprietary

Jurisdiction Summary

Data Month: Dec 2005

All Calls Handled	Session Minutes	Conversation Minutes	Number of Calls	% of All Calls
General Assistance	1,581.12		3037	20.52
Local	33,754.03		8550	57.76
Intrastate	5,099.59		1086	7.34
Interstate	4,794.06		931	6.29
International	30.68		9	0.06
8xx Toll Free	9,685.40		1190	8.04
900 Info Service	0.00		0	0.00
Total Outbound Call Attempts	<u>53,363.76</u>		<u>11766</u>	<u>79.48</u>
Month Total	<u><u>54,944.88</u></u>		<u><u>14803</u></u>	<u><u>100.00</u></u>

Complete Calls

Local	31,669.95	23,447.89	6723	45.42
Intrastate	4,725.80	3,690.53	794	5.36
Interstate	4,431.14	3,333.74	680	4.59
International	23.72	18.52	4	0.03
8xx Toll Free	9,493.14	8,097.91	1015	6.86
900 Info Service	0.00	0.00	0	0.00
Month Total	<u><u>50,343.75</u></u>	<u><u>38,588.59</u></u>	<u><u>9216</u></u>	<u><u>62.26</u></u>

Total Minutes with Toll Free Allocation

Intrastate + 49% of TF & 900	45,180.59	31,106.40		
Interstate + 51% of TF & 900	<u>9,764.29</u>	<u>7,482.19</u>		
Month Total	<u><u>54,944.88</u></u>	<u><u>38,588.59</u></u>		

Run Date: 01/11/06
Confidential & Proprietary

MAINE RELAY SERVICE
Workload by Call Method

Report B
Data Month: Dec 2005

<u>Call Method</u>	<u>Inbound Calls</u>	<u>% of Total</u>	<u>Session Min</u>	<u>Avg SM per Call</u>
ASCII	11	0.09	5.63	0.51
HCO	7	0.06	29.23	4.18
Spanish	1	0.01	0.27	0.27
Speech	3	0.02	12.40	4.13
TTY	6343	52.77	34,442.72	5.43
VCO	1784	15.29	10,319.51	5.78
Voice	3705	31.76	10,135.12	2.74
Month total	<u>11854</u>		<u>54,944.88</u>	<u>4.64</u>

711 Calls

ASCII	2	0.02	3.46	1.73
HCO	7	0.08	29.23	4.18
TTY	4836	55.28	27,733.73	5.73
VCO	1097	12.92	6,981.96	6.36
Voice	2690	31.69	6,343.25	2.36
Month total	<u>8632</u>		<u>41,091.63</u>	<u>4.76</u>

Run Date: 01/11/06

MAINE RELAY SERVICE

Report C

Confidential & Proprietary

Monthly Usage Summary

Data Month: Dec 2005

<u>Day</u>	<u>Inbound</u>	<u>Answered</u>	<u>Outbound</u>	<u>Complete</u>	<u>Avg Ans Seconds</u>	<u>% Ans in 10 Sec</u>	<u>Avg SM per Inb</u>	<u>Avg CM per Inb</u>
01 Thu	425	417	405	306	1.6	93	4.81	3.45
02 Fri	444	434	404	334	2.2	92	4.71	3.28
03 Sat	297	294	275	198	1.1	96	4.36	3.12
04 Sun	262	257	224	187	1.4	95	4.02	2.82
05 Mon	406	399	483	348	1.3	96	5.16	3.71
06 Tue	454	447	457	349	2.3	92	4.66	3.22
07 Wed	359	357	342	289	0.5	97	4.65	3.42
08 Thu	437	433	452	369	1.0	96	4.52	3.18
09 Fri	528	514	541	390	2.9	90	4.82	3.61
10 Sat	285	279	297	243	1.3	95	4.50	2.95
11 Sun	245	243	268	186	1.8	96	4.31	2.90
12 Mon	385	385	413	327	1.0	97	5.29	3.71
13 Tue	413	410	393	307	1.0	96	4.74	3.43
14 Wed	472	461	509	393	3.1	89	4.69	3.33
15 Thu	393	389	398	325	1.0	96	4.82	3.22
16 Fri	501	491	520	419	2.4	91	4.77	3.31
17 Sat	264	261	218	194	2.6	92	4.46	3.19
18 Sun	257	255	261	188	0.7	98	3.89	2.38
19 Mon	445	444	499	398	0.9	97	5.40	3.87
20 Tue	456	444	469	349	2.4	91	5.30	3.83
21 Wed	447	443	477	388	1.4	96	5.09	3.67
22 Thu	416	411	446	365	1.1	95	5.66	4.22
23 Fri	382	373	297	250	1.4	95	3.55	2.41
24 Sat	272	266	272	214	1.9	93	3.85	2.48
25 Sun	239	228	214	174	3.5	88	4.19	2.96
26 Mon	326	319	269	204	0.6	97	3.41	2.20
27 Tue	407	406	424	338	0.7	98	4.51	3.12
28 Wed	353	348	379	293	1.6	94	4.66	3.25
29 Thu	526	513	491	351	1.6	92	4.36	2.97
30 Fri	428	422	363	293	1.5	95	4.58	3.27
31 Sat	330	324	306	247	2.5	92	4.10	2.73
	<u>11854</u>	<u>11667</u>	<u>11766</u>	<u>9216</u>	<u>1.6</u>	<u>94</u>	<u>4.64</u>	<u>3.26</u>
Wireless	338	2.85 %						

Run Date: 01/03/06

MAINE CAPTEL SERVICE

Report D

Confidential & Proprietary

Jurisdiction Summary

Data Month: Dec 2005

All Calls Handled	<u>Session Minutes</u>	<u>Conversation Minutes</u>	<u>Calls</u>	<u>% of All Calls</u>
General Assistance	80.27		304	12.88
Intrastate	6,128.51		1787	75.69
Interstate	753.92		133	5.63
International	0.00		0	0.00
Two line	0.00		0	0.00
Toll Free	884.02		137	5.80
900 Info Srvc	0.00		0	0.00
Total Outbound Call Attempts	<u>7,766.45</u>		<u>2057</u>	<u>87.12</u>
Month Total	<u><u>7,846.72</u></u>		<u><u>2361</u></u>	<u><u>100.00</u></u>

Complete Calls

Intrastate	5,786.76	5,276.98	1272	53.88
Interstate	708.63	679.72	76	3.22
International	0.00	0.00	0	0.00
Two line	0.00	0.00	0	0.00
Toll Free	879.48	840.25	130	5.51
900 Info Srvc	0.00	0.00	0	0.00
Month Total	<u><u>7,374.87</u></u>	<u><u>6,796.95</u></u>	<u><u>1478</u></u>	<u><u>62.60</u></u>

Total Minutes with Allocation

Tra + 49% TF,900 + 89% 2 line	6,641.95	5,688.70		
Ter + 51% TF,900 + 11% 2 line	1,204.77	1,108.25		
Month Total	<u><u>7,846.72</u></u>	<u><u>6,796.95</u></u>		

Run Date: 01/03/06

MAINE CAPTEL SERVICE

Report E

Confidential & Proprietary

Usage Summary

Data Month: Dec 2005

<u>Day</u>	<u>Answered</u>	<u>GA</u>	<u>Outbound</u>	<u>Complete</u>	<u>Session Min</u>	<u>Conv Min</u>
01 Thu	107	19	88	65	337.20	293.15
02 Fri	85	14	71	52	174.10	136.16
03 Sat	63	7	56	48	218.56	193.15
04 Sun	80	7	73	47	256.17	214.23
05 Mon	103	6	97	70	326.95	276.51
06 Tue	102	16	86	63	310.09	264.98
07 Wed	86	15	71	45	201.98	156.01
08 Thu	36	5	31	25	101.53	85.86
09 Fri	71	5	66	57	262.33	233.68
10 Sat	68	9	59	47	221.82	194.09
11 Sun	75	18	57	42	265.60	236.60
12 Mon	109	18	91	49	226.59	184.49
13 Tue	111	15	96	72	342.85	298.91
14 Wed	69	10	59	47	225.05	195.71
15 Thu	47	5	42	34	156.55	136.43
16 Fri	90	14	76	53	340.04	299.87
17 Sat	32	5	27	22	141.25	121.29
18 Sun	68	8	60	37	210.74	181.45
19 Mon	88	11	77	59	263.29	223.42
20 Tue	61	2	59	43	237.20	210.79
21 Wed	56	8	48	38	178.32	156.31
22 Thu	119	9	110	70	410.79	354.96
23 Fri	101	16	85	66	238.68	199.96
24 Sat	66	12	54	39	364.74	332.80
25 Sun	68	5	63	40	366.37	338.28
26 Mon	61	10	51	29	233.79	208.32
27 Tue	81	13	68	43	269.08	226.62
28 Wed	61	5	56	46	175.24	147.30
29 Thu	38	4	34	29	193.63	176.80
30 Fri	72	6	66	46	347.88	314.58
31 Sat	87	7	80	55	248.31	204.24
	<u>2361</u>	<u>304</u>	<u>2057</u>	<u>1478</u>	<u>7,846.72</u>	<u>6,796.95</u>

CapTel Project Report Maine

December 2005 Results

- Total Number of Valid CapTel Phones
- CapTel CA Statistics
- Call Statistics
- Customer Service Contacts
- Call Detail Record (electronically submitted separately)

Total Number of Valid CapTel Phones

As of December 31, 2005

- 67 – CapTel phones available for use (not all may have been distributed)

CapTel CA Statistics

- Average Word Per Minute (WPM) = 157 wpm
- Average Rate of Accuracy = 99.11%
- Average Rate of Error = .89%

Maine -- Call Statistics

Date	% of Calls w/in 10 sec. (w/Aban)	% Within Service Level w/o Aban	Average Second to Answer (ASA w/ Aban)	Average Second to Answer (ASA w/o Aban)	Blockage = P.01
Monthly Average & Totals	97.1%	98.33%	0.94	0.77	
12/1/2005	99	99	0.62	0.52	0.00
12/2/2005	97	98	0.98	0.81	0.00
12/3/2005	98	99	0.83	0.66	0.00
12/4/2005	98	99	0.75	0.64	0.00
12/5/2005	95	97	1.51	1.22	0.00
12/6/2005	97	98	1.01	0.79	0.00
12/7/2005	95	97	1.46	1.19	0.00
12/8/2005	97	98	1.1	0.9	0.00
12/9/2005	97	98	1.02	0.84	0.00
12/10/2005	99	100	0.47	0.43	0.00
12/11/2005	97	98	0.95	0.79	0.00
12/12/2005	97	98	1.01	0.79	0.00
12/13/2005	96	97	1.12	0.98	0.00
12/14/2005	92	95	2.06	1.71	0.00
12/15/2005	97	98	1.1	0.88	0.00
12/16/2005	95	97	1.47	1.2	0.00
12/17/2005	97	98	0.86	0.72	0.00
12/18/2005	97	98	1.09	0.86	0.00
12/19/2005	96	97	1.17	0.95	0.00
12/20/2005	98	99	0.7	0.53	0.00
12/21/2005	98	99	0.67	0.5	0.00
12/22/2005	97	99	0.92	0.73	0.00
12/23/2005	98	99	0.82	0.68	0.00
12/24/2005	98	99	0.69	0.62	0.00
12/25/2005	98	99	0.68	0.56	0.00
12/26/2005	99	100	0.4	0.34	0.00
12/27/2005	98	99	0.71	0.6	0.00
12/28/2005	100	100	0.39	0.35	0.00
12/29/2005	99	100	0.49	0.41	0.00
12/30/2005	98	99	0.81	0.63	0.00
12/31/2005	98	99	0.84	0.64	0.00

Customer Contact Log – December 2005

Tracking #	Date of Complaint	Time of Call	Call Type	Technical vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Time Resolved	Time completion	Re In

Summary Customer Service Information:

	<u>Number</u>	<u>Percent</u>
Total Number of calls =	0	
Voice Calls =	0	0%
CapTel Calls =	0	0%
TTY Calls =	0	0%
Email Contact =	0	0%
Service Support Calls =	0	0%
Technical Support Calls =	0	0%
Resolution		
Within 24 hours	0	0%
Within 48 hours	0	0%
Exceed 48 hours	0	0%



Customer Service Report – December, 2005

The Maine Relay Customer Service Department responded to 12 inquiries, concerns, complaints and compliments.

Call Breakdown:

- 03 – General Information
- 03 – Equipment
- 01 – Customer Profile
- 03 – Outreach
- 00 – Service Complaints
- 01 – Long Distance/Billing Issues
- 00 – Features
- 00 – Technical Issues
- 00 – Technical Complaints
- 00 – External Complaints
- 00 – Calling Card Issues
- 01 – Compliments
- 00 – CapTel

Total 12

General Information:

- 00 – Explanation of Relay/Phone Numbers
- 01 – Wrong Number/Hang Up
- 00 – Request Telephone Service
- 00 – Directory Assistance
- 00 – Relay Information/Brochures/Materials
- 00 – Deaf/HH Services
- 00 – Request Carrier Phone Number
- 02 – Miscellaneous
- 00 – Policy/Procedure
- 00 – Access Related
- 00 – Spanish Info/Brochures/Materials/Explanations
- 00 – Interpreter Requested
- 00 – International Access Number
- 00 – How to Place/Receive a Call
- 00 – STS/Information Brochures/Materials

Total 03

Equipment:

- 00 – Request Information on Equipment Resources
- 00 – Request Information on Equipment Procedures
- 02 – Test Customers Equipment or Devices
- 00 – Test HCO
- 01 – Miscellaneous
- 00 – Technical Issue with Customer Equipment

Total 03



Customer Profile:

00 – Update/Change
01 – Set up
00 – Clarification
00 – Miscellaneous
Total 01

Outreach:

01 – Presentation
00 – Exhibit
00 – Miscellaneous
02 – Home Visit
Total 03

Service Complaints:

00 – CA Typing
00 – Didn't Follow Policy/Procedure
00 – CA Hung up on Caller
00 – CA Did Not Follow Voice Mail/Recording Procedure
00 – CA Rude
00 – CA Typing
00 – CA Gave Wrong Information
00 – Fraudulent/Harassment Call
Total 00

Long Distance/Billing Issues

01 – Long Distance/Billing Issues
01

Calling Card Issues

00 – Purchasing
Total 00

CapTel

00 – Miscellaneous
00 – Equipment
00 – Other
Total 00

Features:

00 – VCO
00 – 2-Line VCO
00 – HCO
00 – Spanish
00 – Miscellaneous
Total 00

Maine Relay

Technical Issues:

00 – Miscellaneous
00 – 711 Issues
00 – Garbling
00 – VCO
Total 00

Technical Complaints:

00 – Line Disconnected
00 – Garbling
00 – 711 Problems
00 – Carrier of Choice not Available
00 – Relay Not Available 24 Hours a Day
00 – Miscellaneous
Total 00

External Complaints:

00 – External Complaints – Miscellaneous
00 – External Complaints – LEC Busy
00 – No Discount at Local LEC for TTY calls
Total 00

Compliments:

01 – CA Praise
Total 01

Actual Number of Calls:

TTY – 02
VOICE – 06
THROUGH RELAY - 00
IN PERSON CONTACT 00
Email - 01

Outreach Materials:

00 – Brochures
00 – VCO Brochures
00 – HCO Brochures
00 – Speech to Speech Brochures
00 – Newsletters
00 – Magnets
00 – “Call Me Cards”
00 – Pay phone cards
00 – Speech to Speech Videotapes
00 – Pens
00 – 711 flyers
00 – Internet Relay Brochures
Total 00

H A M I L T O N



January 12, 2006

Attn: Operations Manager

Telecommunications relay service (TRS) is a 24-hour service that provides telephone communication between people who are hearing or speech impaired, through the use of specialized equipment, and people who use a standard telephone. Hamilton Telecommunications is the new service provider for Montana Relay. To properly implement relay service for your Montana customers, we need PSAP information, local calling area definitions, and a local repair service ten digit number.

- PSAP INFORMATION

Hamilton must create a database that identifies the emergency center (PSAP) for every exchange in Montana. I am requesting the county name and the 10-digit emergency number that is manned 24 hours a day, 7 days a week for each NPA-NXX. The number I prefer is the 10-digit number used in your switch's 911 translation if that is available. Our relay centers are located outside of Montana; therefore, to properly handle an emergency situation, it is vital to have an accurate emergency number. We have a tentative list of emergency numbers and we are currently verifying the accuracy of the information but would appreciate your input.

- LOCAL CALLING AREA

Hamilton needs local calling area definitions to prevent billing toll charges on TRS calls that your customers consider local. There is no central database with this information, so I am requesting your assistance. Please send your company's current extended area service (EAS) lists by city, state and NPA-NXX. Include your standard EAS list and any other subscriber-based toll free calling areas. If this information is in your directory, just fax that page(s). Please include a contact person for any questions about your local calling areas. Additionally, mail or fax notification of any subsequent changes to your EAS structure using the address information above. You can also email any changes to joanne.lambert@hamiltontel.com.

- LOCAL REPAIR SERVICE

I need the number that is reached when your local customer dials 611.

Please feel free to email or call me at (800) 821-1831 with any questions. I need your information by January 31, 2006. Thank you for your prompt response to this request.

Sincerely,

JoAnne Lambert
Hamilton Telecommunications
Montana Relay Services

Complaints Report

12/1/05 to 12/31/05

There were no complaints for the State of Maine in the month of December.

Sample Minutes - Advisory Council Quarterly Meeting

JAN 19 2006

Telecommunications Relay Services Committee

State of Maine
c/o William H. Nye, Chair
Governor Baxter School for the Deaf
Mackworth Island
Falmouth, Maine 04105

RE: Minutes if the TRS Council Meeting – 9/15/05

The third quarterly meeting of the year began at 9:50 a.m. It was held in the Taxation Committee Hearing Room #127 in the State House in the State Capitol area in Augusta. William Nye chaired the meeting.

Roll Call:

William H. Nye, Member
William C. Black, Esq., Member
Barbara Keefe, Member
Jan DeVinney, Member
Jonathan Connick, Member
Joel Shifman, Member
Peter Reilly, Member
Barbara Handrup, Hamilton Relay Representative
Mitchell Levy, Hamilton Relay Representative
Anne Girard, Hamilton Relay Representative

Observers:

James F. Brown, President, Maine Association of the Deaf
Pat Nye

Interpreters:

Mary Jane Grant
Margaret Haberman

Absences:

Lois Morin, Member
Benjamin Sanborn, Esq., Telephone Association of Maine Representative

Review of the Agenda:

Approved as submitted.

Review of the Minutes of the 6/3/05 Meeting:

Approved as corrected.

Report from the Chair:

- a. The chair mentioned that there are still four current vacancies in the Council. Nominations need to be sent to the Governor's Office.

Position: Deaf Consumer who uses TTY

Position: Deaf or Hard of Hearing Consumer who uses TTY

(Ben Meyers and James Brown have expressed interest)

Position: Representative from the wireless industry

Position: Representative from the Telephone Association of Maine

Application forms are available in the Governor's Office. Andy Cashman, Director of Boards and Commissions is the contact person. He can be reached by e-mailing andy.cashman@maine.gov

- b. All gubernatorial appointed positions need to be updated and current through the Governor's Office.

- c. The Council position of Recorder remains vacant.

d. Chair Bill Nye reported on the National Association for State Relay Administration (NASRA) and the Telecommunications Equipment Distribution Program Association (TEDPA) Conferences held in Tucson, Arizona on September 7-14. It was a wonderful, busy and informative trip to a beautiful state; so different from Maine in its terrain, plant life, animals and climate. The configurations of the numerous and very tall saguaro cactuses in Saguaro National Park reminded him of sign language.

There were over 31 states represented and 25 vendors with exhibits tailoring their services to the deaf community and other disabilities.

Presenter Dr. Judy Harkins, Director of the Technology Access Program at Gallaudet University talked about Voice over Internet Protocol (VOIP), the increasing use of small wireless digital devices for communication and the move away from landline equipment. In fact, the Technology Lab at Gallaudet is no longer studying TTY. All this raises the issue of locating 911 Emergency calls originating from cell phones, computers and other devices not attached to a land based line. Continued research is needed to address this problem, of which the FCC is well aware.

Presenter K. Dane Snowden, Vice President of Strategic Relations with the Cellular Telecommunications & Internet Association (CTIA) talked about the need to review state statutes and alter the language that addresses digital technology vs. land line technology.

At the conference, vendor Hamilton Relay talked about the new 2-line CapTel service (see Report form Hamilton Relay Services, p. 5). Customers must pay for installation of a 2nd phone line but pay no additional per minute charges. The bugs are being worked on; i.e. the need for volume control and the ability to see two lines on screen. Vendor Krown announced new features to their TTY equipment that allows font, size of text and brightness to be changed or adjusted.

More and more states are assuming the cost of Emergency Notification Systems (ENS). Funding for the Communications Equipment Program comes from the Maine Universal Service Fund, which is financed by surcharge on telephone use in Maine.

Anne Girard announced that the FCC plans to shift funding for Video Relay Services (VRS) solely to states within 2 years or so; a point reiterated at the conference by Greg Hlibok an attorney for the FCC in his presentation on where the FCC is headed. He discussed the future possibility of partial cost being assumed by states. Bill Nye is uncomfortable with this prospect, as the money for VRS now comes from the National Exchange Carrier Association (NECA). Joel Shifman added that states are challenging this cost shift, citing the FCC's position of maintaining jurisdiction over VRS. Anne Girard also mentioned the need for the National Association for State Relay Administration to address the growing, problematic trend of relay centers being moved off shore. Bill Nye countered that many members in NASRA are opposed to this practice and that Ed Bosson of the Texas PUC will write new language that will prohibit the use of off shore relay service providers in the Texas contract with a current provider.

Bill Nye thanked Hamilton Relay for its hospitality during the NASRA conference.

Joel Shifman remarked on the problems of monopolizing VRS services that limit access to consumers. Sorenson VRS, being the sole provider, has built unfair limitations into their equipment. NASRA opposes these restrictions and the interoperability problem should be reported to the FCC. Joel also mentioned the major consideration of VOIP not working during a power outage, or working sporadically due to Internet congestion.

Committee Reports:

Legislative Committee –

William Black announced that by November 1, he and Bill Nye would prepare and submit a program evaluation document, reporting on the Telecommunications Relay Services Advisory Council's activities since 1998 to the Committee on Educational and Cultural Affairs Committee, pursuant to the

Government Evaluation Act (Maine revised statutes, Title 3, chapter 35). The report is intended to justify the continuance of the TRSAC for the next seven years. The report will be reviewed during the 2nd regular session and be completed by March 1, 2006

Another legislative initiative relating to the emergency notification system equipment distribution program will be heard in the short session in January or February of 2006.

Evaluation of MERS Committee –

William Black passed out draft copies of two revised survey forms. The 2005 MERS User Survey will be distributed to residential customers in copies of the TTY Directory (numbering approximately 500) and made available at other deaf forums. The 2005 Relay Service Business Survey will be distributed through local Chambers of Commerce. There will also be a bulk mailing of each survey to pertinent recipients. The most cost effective postage has yet to be determined.

Report from the Public Utilities Commission:

In an effort to determine single user rate adjustments in relation to total relay costs, which are now carried by local exchange carriers and covered through the universal service charge, Joel Shifman reported on the need to know how much each independent carrier pays Verizon for said relay costs. Each Telephone Association of Maine (TAM) company files with the PUC seeking to reduce their rates through reduction in the universal service charge. Joel asked Hamilton Relay representatives for product billing information (invoices) that would also help determine the break down of relay costs. Barb Handrup of Hamilton Relay said they would gladly comply and submit product billing information covering a time period from April 2004 to current, and would also include projected figures for the coming year.

Report from the Telephone Association of Maine:

Benjamin Sanborn was absent. There was no TAM report.

Report from Hamilton Relay Services:

Barb Handrup reported on Hamilton Relay's prepared response to Hurricane Katrina on the Gulf Coast. On the day of the hurricane, relay traffic was transferred to Nebraska and Wisconsin, resulting in a relatively short interruption in service. Service was back up and running 2 days later. Barbara Handrup asked

that fines be waived that were imposed for the August 30 down time for not meeting performance standards.

Motion: Bill Black moved to waive the fines. Passed unanimously.

Mitchell Levy and Barb Handrup presented the 12 month report on the Hamilton Relay service provided to the state of Maine. They offered a change in the memorandum of understanding that introduces the use of the new 2-line CapTel phones. With 2-line CapTel, the conversation is carried on one telephone line and the captions are provided on a second line. This gives 2-line CapTel users the ability to caption any phone call – incoming or outgoing – at any point in the conversation. Two-line CapTel also supports enhancements that users have purchased from their telephone service, including call waiting. The consumer is responsible for the cost of installing a second phone line, but there is no additional per minute charge. A new statute is needed to cover additional use costs now paid by ratepayers through the universal service charge. The PUC plans to review the universal service charge.

Motion: Barbara Keefe moved that the Maine Memorandum of Understanding be amended to include the 2-line CapTel service.

Motion: Bill Black moved to amend the motion to include informing Joel Shifman, the Public Utilities Representative who had to leave the meeting early, about the Telecommunications Relay Service Advisory Council's support of the 2-line CapTel service. Passed unanimously. Original motion passed unanimously.

Barb Handrup stated that Hamilton Relay would include 2-line CapTel use with the product billing information requested by Joel Shifman of the Maine PUC. Bill Nye added that it would be helpful to also provide Joel with pertinent information about the new 2-line CapTel service.

Jonathan Connick asked if Hamilton Relay was gathering relay equipment to send to the hurricane stricken Gulf Coast. Anne Gerard replied that Yes! They were sending people and equipment to help out.

No old business

No new business

Motion: Bill Black moved to adjourn at 12:30 p.m. Passed unanimously.

Page 6: Minutes of the 9/15/05 Meeting

The next quarterly meeting of the TRS Advisory Council will be held in the Board Conference Room in the K Building at the Governor Baxter School for the Deaf at Mackworth Island, Falmouth Foreside on December 1st, 2005 from 1:00 p.m. to 4:00 p.m.

Sample Minutes - Advisory Council Quarterly Meeting

Telecommunications Relay Services Advisory Council

State of Maine
c/o William H. Nye, Chair
Governor Baxter School for the Deaf
Mackworth Island
Falmouth Foreside, Maine 04105

RE: Minutes of the TRS Council Meeting – 12/1/05

The fourth quarterly meeting of 2005 began at 1:16 p.m. It was held in the Board Conference Room at the Keyes and Marion Sanders Building on Mackworth Island in Falmouth Foreside. William Nye chaired the meeting.

Roll Call:

William H. Nye, Member
Jonathan Connick, Member
William C. Black, Esq., Member
Jan DeVinney, Member
Peter Reilly, Member
Ben Sanborn, Esq., Member
Lois Morin, Member
Barbara Keefe, Member
Barbara Handrup, Hamilton Relay Representative
Mitchell Levy, Hamilton Relay Representative
Mary McKay, Director, Maine Communications Access Program, MCD
Michael P. Ralph, Observer

Absence:

Joel Shifman, Member
(Attending the conference in Kansas City, Missouri; presenting a talk on the inter-carrier compensation)

Interpreters:

Gayle Shaw (1:00 – 4:00 p.m.)
Stacey Bsullak (1:00 – 2:00 p.m.)
Mary Jane Grant (2:00 – 4:00 p.m.)

Review of the Agenda:

Moved up the report from the Hamilton Relay to 2:00 p.m. to allow Barb Handrup to speak and participate in the discussion before her departure at 2:40 p.m. for the 4:00 p.m. flight from the Portland International Jetport

Review of the Minutes of the 9/15/05 Meeting:

To be mailed the following week, after learning that no one received the minutes in the mail last September

Report from the Chair: Bill Nye

Presented a draft of the Schedule of the 2006 Council Meetings for review, changes and vote on the schedule as revised:

Friday, March 3rd, 2006

Board Conference Room, K Building, Gov. Baxter School for the Deaf, Mackworth Island, Falmouth Foreside, 9:30 a.m. – 12:30 p.m.

Friday, June 2nd, 2006

Conference Room, Alpha One, 104 Union Street, Bangor, 10:30 a.m. – 2:00 p.m., catered lunch included

Thursday, September 21st, 2006

Legislative Hearing Room (Room Number TBA), State Capitol, Augusta, 9:30 a.m. – 12:30 p.m.; Deaf Culture Week Program & Reception at the Blaine House at the invitation of the Department of labor, Bureau of Rehabilitation Services and Division of Deafness, State Street, Augusta, 2:00 – 3:30 p.m.

Friday, December 8th, 2006

Board Conference Room, K Building, Gov. Baxter School for the Deaf, Mackworth Island, Falmouth Foreside, 9:30 a.m. – 12:30 p.m.

Motion: On a motion by Bill Black, then seconded, the council approved the above revised schedule of four quarterly meetings in 2006.

The Chair updated the status of vacancies in the Council:

Vacancy, Representative from Telephone Association of Maine

Ben Sanborn informed the Council to expect a letter from Laurie Osgood, President of TAM nominating him for the position.

Vacancy, Representative from a Cellular or Wireless Service Provider

Ben Sanborn is hopeful that a local employee in Research In Motion, the Waterloo Ontario-based company that makes the Blackberry pagers may be interested.

Vacancies, Representatives from the General Public (2)

Two deaf individuals who use TTY have yet to complete the application form with resume. Bill Black mentioned receiving the name of a lady interested in serving on the Council and will look into it.

Application form pending –

Representative from a Center on Deafness:

Jonathan Connick, Executive Director, Maine Center on Deafness

Applications in the Governor's Office:

Barbara Keefe
Peter Reilly

Application forms are available in the Governor's Office. Andy Cashman, Director of the Boards and Commissions is the contact person. He can be reached by e-mailing andy.cashman@maine.gov

The Chair thanked the Committee on Survey and Evaluation of the Statewide Relay Service, Hamilton Relay and the Maine Center on Deafness staff for coordinating a recent statewide survey on the relay service:

Lois Morin
Bill Black, Esq.
Bill Nye
Ben Sanborn, Esq., Telephone Association of Maine Representative
Mitchell Levy, Hamilton Relay Representative
Susan Grasser, MCD Staff
Certified Interpreting for providing interpreters

Committee Reports:

Report to the Federal Communications Commission: Bill Black, Esq.

In filing with the Federal Communications Commission, a report with an attachment to the Memorandum on Understanding between Hamilton Relay and the TRS Advisory Council to authorize the distribution of the Two-line CapTel equipment in Maine was completed by Bill Black, Esq.

Survey on the Statewide Relay Service: Bill Black, Esq.

Bill Black presented a summary on the recent survey.

Total surveys sent:	626
Total Surveys Completed:	165, 26% return
Profile:	
Deaf	106 returns, 64%
Hard of Hearing	36 returns, 22%
Hearing	17, 10%
Other: Cochlear Imp.	1 return, 1%
Other: Quadriplegic	1 return, 1%
Speech Impaired	3 returns, 2%
No Answer:	1 return, 1%

The committee held a recent meeting at MCD to review the result of the survey. Responses in the survey pointed to the need for the outreach program to address issues, concerns and needs of the users of relay services.

It agreed to meet again next January to develop recommendations and present them at the Council meeting in March.

Bill Black commended the work of Susan Grasser, a MCD staff who did the typing and compilation of the survey.

Jan DeVinney raised her recent concern about the billing problem connected to the total cost of Nextalk-calls used by the Bureau of Rehabilitation Services and the Department of Labor were going to one staff person's individual account. It was recommended that she contact the department's telecommunications staff (Lisa Thompson). Hamilton Relay offered to meet and discuss the billing procedure with DOL staff.

Government Evaluation Act: Bill Black, Esq.

Bill Black will do the seven-year report on the Telecommunications Relay Service Advisory Council. He will work with Bill Nye, Chair to get the materials together and submit the report to the Legislative Committee on Educational and Cultural Affairs. The legislative committee will do the program evaluation next March.

Report from Hamilton Relay: Barb Handrup and Mitchell Levy, Representatives

Pleased with the preliminary survey on Hamilton Relay services.

Used a power point equipment to present the Hamilton Relay's quarterly/yearly statistics on the Maine Relay Service. Information on the Power Point will be shared with Advisory Council members.

Jonathan Connick raised a billing issue brought to his attention by a Maine telephone subscriber serviced by Time Warner. The customer pays a monthly package rate for unlimited telephone calls covering both intrastate and interstate long distance calls, but is billed for each long distance call by the long distance carrier. Efforts to resolve the billing problem with Time Warner and Hamilton Relay had not been successful. The council felt that the Federal Communications Commission should address this issue.

Members of the council requested monthly reports on the MERS to be mailed to them. Barb and Mitchell agreed to look into that.

Page 5: Minutes, 12/1/05

Report from Maine Center on Deafness: Jonathan Connick and Mary McKay

Jonathan Connick, Executive Director/MCD introduced Mary McKay as the key contact person on the outreach and telecommunications equipment distribution programs at the Maine Center on Deafness.

Jonathan Connick also commented on the recent survey compiled by his staff, Susan Grasser. He was delighted with the amount of written responses and looked forward to coordinate with Hamilton Relay and TRS Advisory Council to carry out the recommendations for the outreach program. He also looked forward to the meeting of the Committee on Marketing and Outreach. Barbara Keefe agreed to serve on the Committee.

Report from Public Utilities Commission: None

Report from Telephone Association of Maine: None

Ben Sanborn, Esq. mentioned the current comment period on CapTel at the Federal Communications Commission. For additional information, anyone can look into www.fcc.gov and send comments via e-mail.

Ben, Jan DeVinney and Mary McKay agreed to draft a letter to FCC expressing the Council's support for the CapTel service funded by the national exchange carrier association.

Old Business:

Motion: Bill Black moved that the Council shall consider the language that states its preference any state relay provider having an agreement with the State be a provider using a communication facility located in the United States for reason of clarity of communication. Seconded by Barbara Keefe.

Motion: Jan DeVinney, seconded by Barbara Keefe, moved to table the above motion. Passed.

Upon the request of Bill Black, the tabled motion shall be on agenda at the business meeting in March.

New Business: None

The meeting adjourned at 4:00 p.m.

Sample Survey Form - MERS Evaluation Survey

2005 MERS USERS' SURVEY

The Maine Telecommunication Relay Services Advisory Council is requesting your feedback about the Maine Relay Service (MERS).

Please complete this form and mail it within 5 days in the pre-paid envelope.

1. Your profile (check one)

- Deaf Hard of Hearing
Speech-Impaired Hearing
Other:

2. Your residence

City/Town
First three digits of your phone number:
207- -XXXX

3. Do you use any of the following services:

- Video Relay Service (VRS)
IP Relay (i.e., relay over the Internet)
Wireless Relay (i.e., access relay with pager)
CapTel

4. Which relay number do you use most? (check one)

- 711
800 numbers (800-437-1220 or 800-457-1220)

5. Do you have any problems dialing #711 or the 800 number to reach MERS? YES NO

If YES, which number did you dial, and what was wrong?

6. If you're not comfortable using MERS, please explain why:

7. We want to know if businesses are having problems with MERS calls. If you have recently had problems when using MERS to call a business, what business did you call, and what was wrong?

8. Since mid-2004, have you had any problems with the Communication Assistants (CAs)? YES NO

If yes, what was the problem(s):

9. Have you ever complained about MERS before?

YES NO

If yes, to whom did you complain to?

10. Did someone respond to your complaint?

YES NO

Did it help? YES NO

11. Do you have any ideas/suggestions to improve MERS service?

12. Since mid-2004 when you dial the number for MERS, do you always receive the following prompt [MERS CA # XXX NBR PLS GA]? Or have you needed to hang up and dial again?

Always receive prompt

Dial again

How often

13. When you call MERS, do you get a response, more than once, that says "Please hold for the next available CA?"

YES NO How many times in one call?

14. As a MERS user, do you have any problems with your local telephone company, e.g., billing, special discount, talking with telephone employees, directory instructions, and others? If yes, please explain.

15. If you have problems with the Relay Service, or questions, and if you want us to contact you, please give us your phone number: or e-mail address:

16. Please give name of your local telephone company.

Please mail your survey to:

MERS Evaluation Committee
C/O Maine Center on Deafness
68 Bishop Street, Suite 3
Portland, Maine 04103

2001 Survey Recommendations

Maine Telecommunication Relay Services Advisory Council Evaluation Committee Report and Recommendations

The Evaluation Committee met two times to review the information gleaned from the survey forms mailed to MERS users. Based on the survey data, the Committee has developed several recommendations to present to the full TRS Advisory Council.

The MERS users who received survey forms were selected on a random basis from the Maine TTY directory. Two hundred surveys were mailed out, including 100 to deaf individuals, 40 to hearing persons, 40 to businesses and government offices, and 20 to Voice Carryover Users.

The Evaluation Committee submits the following recommendations to the Advisory Council for approval, based on the survey results:

Recommendation One:

The Advisory Council recommends and requests that the Public Utilities Commission annually inform and remind each of the competitive local exchange carriers (CLECs) operating in Maine that its telephone system must be capable of directing 711 calls to the Maine Relay Service.

Recommendation Two:

Based on recent survey results, the Advisory Council recommends that AT&T continue to provide training to its Communication Assistants (CA's) in "people skills" and attitude.

Recommendation Three:

Information collected from a recent survey of MERS users indicates that a good number of callers experience a long waiting time before the call connects to the Relay Service and up-front automation (UFA) begins. The Advisory Council requests that AT&T condition or adjust its up-front automation so that phone calls to MERS are answered after no more than three rings.

Maine Telecommunication Relay Services Advisory Council
Evaluation Committee Report and Recommendations

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Recommendation Four:

The Federal Communications Commission requires that the TRS answer 85% of all calls within 10 seconds, so that each caller's call is immediately placed. According to the technical standards established by the Federal Communications Commission (FCC), the 10-second period begins when the call is delivered to the TRS center's network and ends when a CA answers and is prepared to place the call.

Information provided by AT&T indicates that its "speed of answer" data are developed by measuring the time from when UFA ends until the point when a CA answers the call. That time period appears to measure only a portion of the call process included in the FCC requirement.

The Advisory Council requests that AT&T verify that its "speed of answer" measurement and statistics are in accordance with FCC requirements. If the AT&T statistics do not measure the full time-frame required by the FCC, the Council requests that AT&T alter its measurement so that its answer performance reports will comply with FCC requirements.

Recommendations Five

Recent survey results and other input from TRS users in Maine indicate that relay calls placed by dialing 711 take a longer time to be answered than calls placed by dialing one of the 1-800 access numbers. The Advisory Council requests that AT&T investigate whether and why this is true. If so, we ask whether there are actions that AT&T can take to shorten the length of time that it takes for a 711 call to be connected to the relay service and start UFA.

Recommendation Six

Recent survey results indicate that MERS users may find it difficult to determine if their telephone bills reflect application of the 70% discount for intrastate long distance telephone calls. The Advisory Council recommends that the Telephone Association of Maine (TAM) investigate its members' billing processes to determine the feasibility of adopting a method to assure that customers receive information with each applicable billing statement that indicates that a 70 percent discount has been applied to qualified calls.

Recommendation Seven

Survey results indicated that approximately 50% of deaf MERS users are not using AT&T Profile successfully. MERS users either report that they are not satisfied with Profile or that they do not know what it is. The Advisory Council therefore recommends that the MERS Outreach Program provide additional information and assistance to the Deaf Community so that its members can benefit from the faster processing of relay calls made possible by using the Profile mechanism.

2001
MERS
USERS'
SURVEY

H

2001 MERS USERS' SURVEY

Responses

Contact group	# sent	# returned	% return
Deaf individuals	100	41	41%
Hearing individuals	40	12	30%
Business	40	9	23%
Voice Carryover Users	20	6	30%
Total	200	68	34%

Cities/Towns included in response group:

Alfred (1)	Etna (1)	Lewiston (2)	Scarborough (2)
Auburn (7)	Gardiner (1)	Limington (1)	Sebago (3)
Augusta (1)	Glenburn (1)	Minot (1)	Sidney (1)
Bangor (6)	Gorham (2)	Pittsfield (1)	South China (1)
Bridgton (1)	Gray (1)	Portland (11)	South Portland (2)
Bucksport (1)	Greene (1)	Pownal (1)	Van Buren (1)
Calais (1)	Hampden (1)	Presque Isle (1)	Westbrook (1)
Carmel (1)	Harpswell (1)	Saco (1)	Windham (2)
East Waterboro (1)	Hudson (1)	Sanford (1)	Yarmouth (1)
Embden (1)	Jay (1)		unknown (1)

2001 MERS USERS' SURVEY

Features & Relay #'s used

Question: What feature is most important to your use of MERS?

	TTY	Voice	VCO
Deaf responses	39	4	2
HOH responses	1	1	3
Hearing responses	6	7	0
Business responses*	4	3	0

* includes both hearing and deaf responses

Question: Which relay number do you use regularly?

	711	955 numbers	800 numbers
Deaf responses	25	1	18
Hearing responses	4	3	8
HOH responses	4	1	2
All responses	33*	5	28*

* some respondents listed both 711 and 800, in some cases with explanation that 711 doesn't work for cell phones or in specific locations

2001 MERS USERS' SURVEY
 Comfort w/ MERS & AT&T Profile

How Do You Feel About Using MERS? (59 responses)

	Comfortable w/ MERS	Don't Know: How to Use	Want More Experience	Not Comfortable
Deaf	32	2	3	1
Hard of Hearing	5	0	0	0
Hearing	15	0	0	1
All Responses	52	2	3	2

Are You Satisfied with ATT Profile via MERS? (58 responses)

	Yes	No	Don't Know What It Is
Deaf	19	5	15
Hard of Hearing	4	0	1
Hearing	7	0	7
All Responses	30	5	23

Among deaf respondents, 51% either don't know what ATT Profile is or are not satisfied with it.

2001 MERS USERS' SURVEY

Problems with 711

Question: Do you have any problems dialing #711 to reach MERS?

	Yes	No
Deaf	14	20
Hearing	3	13
Hard-of-Hearing	0	5
Total	17	38

Comments:

1. not try yet
2. sometimes I do not receive a response of any kind
3. my tty will not work with 711
4. too slow to answer, always busy
5. sometimes it takes a little longer to wait
6. they take forever to respond
7. at my work, it won't go thru so I use 1-800-#
8. when I use cell phone, can't reach 711
9. can't use on cell phone
10. slow answer
11. waiting too long
12. not connecting
13. long wait, sometimes no answer
14. no work about 4:30 a.m.
15. can't get thru
16. cell phone - doesn't work
17. at school phones don't work, have to use 1-800
18. had problem with cell phone

2001 MERS USERS' SURVEY

Problems with 1-800 #'s

Question: Do you have any problems dialing 800 numbers via MERS?

	Yes	No
Deaf	7	33
Hearing	0	14
Hard-of-Hearing	0	5
Total	7	52

Comments related to "Yes" answer

1. I have hard time to get thru.
2. because I type a long story one time
3. Get immediate answer
4. sometimes have to wait turn
5. often slow, did not answer sometimes
6. can't connect many times

2001 MERS USERS' SURVEY
Contacting MERS -- busy signal and wait time

Question: When you dial the number for MERS, do you ever get a busy signal and have to redial?

	Yes	No
Using 711	12	15
Using 955	2	3
Using 1-800	10	17
Total	24	35

Question: When you call MERS, do you get a response, more than once, that says "Please hold for the next available CA" ?

(58 responses)

	Yes	No
Total	34	24

Range of "yes" answers:

1 - 2 times	3
2 - 3 times	8
3 - 4 times	7
5 - 9 times	4
10 - 12 times	2
sometimes	2
few times	3
a lot	2

2001 MERS USERS' SURVEY

Problems with Communication Assistants

Question: Have you had any problems with the Communication Assistants (Cas) during this year (2001)?

	Yes	No
Deaf	10	28
Hearing	2	13
Hard-of-Hearing	2	3
Total	14	44

Explanations with "Yes" Answers.

some were very cold and monotonous

they hang up before I am done

problem w/ phone line or tty device, sometime CA doesn't know how to dial in local area with 800's

they bill me for what I didn't use - operator assisted calls

misspelled names

sometimes they are rather confusing. I think they make stuff up sometimes.

not enough respond, slow not move quick when communicate

dialed wrong number twice

they keep asking me to repeat from garbled msgs.

wait too long to relay what deaf person is typing, should speak as soon as deaf person begins typing

2001 MERS USERS' SURVEY
Problems with Local Phone Company

Question: As a MERS user, do you have any problems with your local telephone company, such as billing, special discount, talking with telephone employees, directory instructions, or other problem?

	Yes	No
Deaf	6	32
Hearing	0	14
Hard-of-Hearing	2	6
Total	8	52

Comments regarding problems:

Deaf person: double charge me for local calls for one LD call; charge me for operator assisted calls which were not.

Deaf person: sometimes I suspected that it wasn't honest bills; it is very hard to track with bills.

Deaf person: I thought my billing discount was 70%; I don't understand bills

Deaf person: discounts get taken off only some months; phone cards for portable ttys difficult to use.

Deaf person: 70 percent off not working

Deaf person: "they don't say much; not comfort with us much"

HOH person: it should cost much less because of time on TTY because of deafness

HOH person: wouldn't give discount

2001 MERS USERS' SURVEY

Suggestions

1. show that intonation is healthy & that they do not have to robotic.
2. need to understand how our feeling as response, be nice as listen and be patient as friendly, know as
3. experience w/ deaf people
4. Omit "Waiting for" I like to see faster response than waiting when I call someone & they have answering machine. I want to type msg as CA follow me what I say then hang up. Not wait for CA to re-do msg. -- waste my time, charge more money as every min
5. workshop on language communication
6. improve fast service!!
7. make sure the other line say the same thing
8. pls stop w/ pls hold for available CA -- I hate it!
9. I liked the ideaf of via internet for relay on computer
10. do more surveys, push MERS ATT to improve svcs. & faster respond to 711, and 711 doesn't work with cell phones
11. stubborn svcs.; they don't care
12. need to speed up response, like what if emergency
13. more outreach to public
14. better screening & training for CA's
15. better training in people skills for CA's & typing skills
16. does great job
17. need more of outreach & publicity. I regularly get calls from agencies/professionals w/ questions about relay.

APPENDIX F

Six-Year Financial Summary

NOTE: ANNUAL FISCAL YEAR FOR TRS IS April 15 to April 16

	<u>15-Apr</u> <u>2005</u>	<u>15-Apr</u> <u>2006</u>	<u>15-Apr</u> <u>2004</u>	<u>15-Apr</u> <u>2005</u>	<u>15-Apr</u> <u>2003</u>	<u>15-Apr</u> <u>2004</u>	<u>15-Apr</u> <u>2002</u>	<u>15-Apr</u> <u>2003</u>	<u>15-Apr</u> <u>2001</u>	<u>15-Apr</u> <u>2002</u>	<u>15-Apr</u> <u>2000</u>	<u>15-Apr</u> <u>2001</u>
Revenue	\$ 15,000.00	\$ 15,000.00		\$ 15,000.00		\$ 15,000.00		\$ 15,000		\$ 15,000.00		n/a
as of 10/15/05												
<u>Expenses</u>												
Interpreter services	\$ 1,046.00		\$ 4,255.00		\$ 4,254.00		\$ 2,346.50		\$ 2,643.25		\$ 2,751.00	
Support Service Fees	\$ 850.00		\$ 2,963.61		\$ 2,768.45		\$ 2,750.00		\$ 2,685.01		\$ 2,781.56	
Supplies	\$ 261.00		\$ 168.00		\$ 170.86		\$ 345.89		\$ 189.20		\$ 158.69	
Postage	Advertise \$ 299.00		\$ 285.00		\$ 184.50		\$ 199.40		\$ 210.25		\$ 110.52	
Phone	\$ 560.00		\$ 1,190.00		\$ 1,300.00		\$ 550.00		\$ 318.00		\$ 420.25	
Room Rental	recorder \$ 75.00		\$ 50.00		n/a		n/a		n/a		n/a	
Trainings	\$ 693.00		\$ 300.00		\$ 1,137.00		incl below		\$ 499.00		\$ 450.00	
Relay related conferences	\$ 2,807.00		\$ 3,900.00		\$ 5,230.30		\$ 3,052.62		\$ 2,791.21		\$ 2,036.16	
	including travel/food/room		including travel/food/room				including travel/food/room					
Total Expenses	\$ 7,029.00		\$ 13,111.61		\$ 15,045.11		\$ 9,244.41		\$ 9,335.92		\$ 8,708.18	
	(Partial year)											

MAINE CENTER ON DEAFNESS (MCD)

Maine Relay Outreach Program Expectation

Appendix G

December 2005 – March 2006

Hamilton Relay expects:

- MCD to complete 20 hours per week on Maine Relay Outreach Program
- Increase active outreach to all regions of Maine

RESEARCH:

- Research on possible conferences in 2006
 - Maine Hearing, Speech, and Language Association
 - Any type of disability technology access conference
 - Business
 - Major Deaf events
 - Hard of hearing events
- Provide a list of email listservs in Maine

Provide the information to Mitchell Levy by Friday, January 6, 2006

PUBLICATION:

- Require a minimum of three (3) relay articles to be published in newsletters
- Two (2) must be targeted to hearing people. Newsletter can be from a variety of business lines (such as newsletters for business professionals, hospital and medical staff, etc.)
- One (1) must be targeted to hard of hearing people.

PRESENTATION:

- Require performing a minimum of eight (8) group presentations. One on one meeting does not count as group presentations. One on one relay meeting with customers is strongly encouraged and will be recorded at part of your outreach activity
 - The following presentation to target the specific groups:
 - Two (2) presentation to Senior Citizen Centers
 - Two (2) presentation to Nursing homes
 - Two (2) presentation to Businesses
 - Two (2) presentation to general hearing group
- Require to coordinate one (1) Town Hall meeting in Portland area in late February/early March
 - The meeting cannot be held at MCD's office
 - Need to choose a date and location by January 13, 2006 (Friday)
 - Check with Mitchell Levy to be sure he is available to attend on the date of the Town Hall Meeting
 - Develop a flyer ad to be sent out 21 days in advance of the Town Hall meeting date
 - Use MCD mailing list to distribute the flyer ad
- MCD will coordinate three (3) other Town Hall meetings to reach the community for education, updates and feedback.
- Presentation to be focused on the different types of Maine Relay services and related equipment

MAINE CENTER ON DEAFNESS (MCD)
Maine Relay Outreach Program Expectation

December 2005 – March 2006

CAPTEL:

- Require distributing a minimum of five (5) CapTels per month. 25 CapTels are the maximum allow per month.
- Require performing a presentation to potential CapTel users. See “PRESENTATION” section above.

SIGNATURE:

Jonathan Connick, MCD Executive Director

Date

Mitchell Levy, Hamilton – Regional Outreach Coordinator

Date

Maine Relay – Reports Requirement

Maine Relay Customer Inquiry Form Report:

- Due: As soon as the information is completed.
- Attach the form via email; and send to Mitchell Levy (mitchell.levy@hamiltonrelay.com) and Barb Handrup (barb.handrup@hamiltonrelay.com).
- Based on FCC requirements – the following information is needed:
 - Date
 - Time
 - Description of the problem or question
 - How it was answered or resolved
 - Who took the call
 - Who responded to the inquiry/complaint
 - Contact information in case follow up is needed

This information is required when Hamilton Relay files the annual Consumer Complaint Summary Report.

Weekly Report:

- Due: Every Tuesday (for the previous week)
- Weekly report covers two sections: Outreach Planning and Outreach Activity
 - The Outreach Planning section covers what MCD has been working on during the week such as telephone calls to set up presentations, putting information packets together to be distributed at the next week's event, etc.
 - Outreach Activity section covers what events MCD attended on behalf of Maine Relay.
 - Include information such as:
 - Name of the Event
 - Name of the organization/agency
 - Date
 - Location
 - Number of attendees
 - Description of the attendees (i.e. Deaf, Hearing, Speech Disabled, Hard of Hearing, etc.)
 - Brief comments on the event (i.e., was very successful because... or it wasn't great becauseetc.)

This report will help Hamilton understand what future outreach is being planned as well as what outreach events were conducted that week. During the planning stage, the report will assist Hamilton with what is being planned so if there is an upcoming event where Hamilton might have some additional information, Hamilton is prepared to do so. Also if Hamilton is working on a project for ongoing improvement in service and new outreach materials, we can try to complete the project in time to benefit the upcoming event.

Monthly Report:

- No longer required. It is important that all Outreach Planning information is recorded on the weekly report.

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Sponsorship Tracking Report:

- Due: Monthly – the 5th of each month (for the previous month. For example, the December Sponsorship Tracking Report is due on January 5, 2006)
- Use the same Sponsorship Tracking report and add each sponsorship to the list
- If there is nothing to report, then email to Mitchell Levy and let him know.

Budget Report:

- Due: Quarterly – The 15th of the month following the end of the quarter (due: July, October, January, and April)
- Report must include a breakdown of expenses relate to Maine Relay Outreach
 - Sponsorship
 - Advertising
 - High Speed internet connection fee
 - Telephone line
 - Refreshments
 - Room Rental
 - Travel
 - Postage and Handling
 - Office Supplies

NOTE:

If the due date falls on a Saturday and Sunday, then the due date will be the following Monday. If it falls on a holiday, then the due day will be the day after the holiday.

SIGNATURE:

Jonathan Connick, MCD Executive Director

Date

Mitchell Levy, Hamilton – Regional Outreach Coordinator

Date