



**Solicitation Information  
July 5, 2016  
Addendum #2**

**RFP# 7550663**

**TITLE: Statewide Telecommunications Relay Services**

**SUBMISSION DEADLINE: July 27, 2016 at 1:30 PM (ET)**

**PLEASE NOTE:  
SUBMISSION DEADLINE HAS BEEN EXTENDED FROM JULY 13, 2016 TO  
WEDNESDAY, JULY 27, 2016 AT 1:30 PM (ET).**

ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES. NO FURTHER QUESTIONS WILL BE ANSWERED.

ALSO ATTACHED ARE THE FOLLOWING DOCUMENTS:

1. Rhode Island Consumer Input Semi-Annual Report Fall-Winter 2015
2. Number of Outbound Calls by Session Minutes – March 2016

GAIL WALSH  
CHIEF BUYER

## 1. Submission Deadline, Page 1

The submission deadline is June 29, 2016. Will the State extend the due date to July 27, 2016 to grant Vendors with additional time to prepare competitive, quality proposals as multiple relay bids are currently in house? This will allow Vendors to have additional time to submit competitive proposals.

Response: In view of the RIPUC's late response to Vendor's data request, the Division of Purchasing has commented that it will be extending the submission deadline.

## 2. Section I. General Information B. Purpose/Term, Page 7

- This section states that, "The successful bidder will be required to meet all current and future FCC requirements and standards after the awarding of this contract at no additional cost to the State of Rhode Island through the contractual period." Will the State please modify this section to confirm that it will negotiate with Vendor if the FCC mandates changes to the service that materially change the services provided?

Response: The RIPUC will accept proposed new pricing that is directly attributed to new FCC requirements and standards after the contract has been awarded and will not accept proposed pricing for new or increased technologies unrelated to FCC requirements. A final acceptance or rejection of the proposed new pricing will be decided by the RIPUC after the successful bidder has explained the increased costs in writing and its recovery is deemed significant and justifiable through increased relay rates.

- Likewise, in the last paragraph of this section, will the State agree to modify the language to reflect that Bidders shall make reasonable efforts to timely notify the State of future dates for implementation required by the FCC? There are scenarios where the FCC may mandate changes to the service with less than three months' notice.

Response: The RIPUC finds the proposal that the successful bidder will make a reasonable effort to notify the State (RIPUC) as soon as possible, however in conjunction with accepting the proposed requirement, the successful bidder will be required to attest to the acknowledged date when the new FCC requirement(s) was known by its company.

## 3. Section I General Information. P. Definitions – Blocked Call, Page 10

Will the State revise the "blocked call" definition to comply with the industry and federal P.01 standard of calls reaching the TRS platform and receiving a busy signal? The existing language in the RFP requires calls holding longer than 90 seconds to be classified as a "blocked" call which presents a problem as calls cannot be classified as both blocked and answered.

Response: The RIPUC understands the classification contradiction that is presented and will strike the requirements associated with the 90 seconds from the definition. The language to be struck will be "or any call with a continuous ring and/or in queue (or any other form of holding a call that has reached the provider's network) for more than 90 seconds".

**4. Section I General Information Q. Oral Presentation/Site Visit, Page 14**

This Section requires Bidders to make their facilities available for site inspection by the RIPUC. Would the State provide more detail as to what facilities the State is referring to in this Section?

**Response:** At the advent of the bid process for relay service, the RIPUC was contemplating reviewing bidder's CA facilities that were located either in Rhode Island or possibly in a neighboring state. This provision of the RFP has never been exercised by the RIPUC because the bidders' CA facilities are not located close to Rhode Island.

**5. Section II Administrative Requirements, B. Addenda or Supplements to RFP, Page 14**

This section provides a minimum of five (5) days for Bidders to respond to addenda revisions (in the event it becomes necessary for the State to modify its requirements.) Vendor respectfully requests that the State allow a minimum of fourteen (14) business days for revisions to allow adequate time to address any modifications.

**Response:** The RIPUC does not contemplate any addenda revisions other than the modifications stated in this instant inquiry and if they are addenda revisions at a later date, bidders can make an argument for a needed extension of time to make the needed modifications.

**6. Section I General Information. P. Definitions – Relay Conference Captioning, Page 12 and Section IV. Operational Requirements, B. Mandatory Requirement Item 18. Relay Conference Captioning (RCC), Page 26**

- Will the State revise the definition of RCC in Section I.P to be more in line with industry solutions, e.g., “RCC (Relay Conference Captioning) – is a conference calling service when making a relay call. The service provides the users with the capability to participate in a multi-party calls by phone ~~or video~~ conferencing.”? RCC, as provided by the two TRS providers in the industry, involves the use of a phone connection and/or voice conference call.

**Response:** Yes, the requested RFP revision to exclude video conferencing is appropriate and the modification is acceptable.

- Will the State confirm if it is currently offering RCC service as a part of RIR? If so, will the State provide the current RCC reimbursement rate, average monthly number of calls and the average monthly minutes-of-use for 2016?

**Response:** Yes, RCC service is currently offered as part of the relay service in Rhode Island with the relay user scheduling the service in advance and is billed at a minimum of one hour. The current reimbursement rate is considered confidential and will not be provided.

- Will the State entertain a separate reimbursement rate for RCC, as a separate platform and staff is used for this service?

**Response:** The current reimbursement rate for RCC is billed as a separate rate and your proposal would conform that current pricing.

- Will the State revise the mandatory requirements in Section IV.B.18 to match the solutions offered in the industry (e.g., “Mandatory. The relay provider will offer ~~conference and multi-party calling capability to its end users through~~ Relay Conference Captioning service. The service enable ~~text relay~~ users to participate in conference calling. The RCC service may be requested by advance notice to the selected Vendor on a per occasion basis. ~~Conference features can be utilized whether the customer is using traditional relay, CTS service, VCO, internet relay or video relay.~~ **RCC delivers captions over the internet. Bidders shall describe RCC features offered.**”)?

**Response:** The revisions to this mandatory provision are appropriate and acceptable. All bid proposal should include a complete description if its RCC service.

## **Section II Administrative requirements. I Financial History, Page 16**

As a publicly traded company, our audited financial statements, quarterly earnings and other financial information are extremely voluminous (i.e., several hundreds of pages) and available online. To reduce cost of paper waste, would the State consider accepting links to online sources or electronic versions on CDs for this information?

**Response:** The review of the successful bidding company’s financial information electronically is acceptable.

### **7. Section IV. Operational Requirements B. Mandatory Requirement Item 8 Handling of Emergency Calls, Page 22**

The telephone number for the Rhode Island Emergency 911 Authority (administrative telephone number 401-354-0911) appears to be outdated. Will the State please update this section with the current number (401-459-0986)?

**Response:** There are two Rhode Island telephone numbers (401-353-6766 or 401-353-6776) associated with the 911 Authority that have replaced the 401-354-0911 which are dedicated to the receipt of emergency calls from either an out-of-state relay center or directly from deaf, hard of hearing, or speech-impaired callers.

### **8. Section IV. Operational Requirements B. Mandatory Requirement Item 17 Caption Telephone Service (CTS), Page 25**

Will the State please clarify the second sentence of the second paragraph of this requirement to reflect the industry standard solution whereas CapTel 1-line CTS users dial the number directly of the person they wish to call and to receive calls voice users may dial either 711 or the toll-free CapTel access number?

**Response:** In order to receive captions on your incoming calls with a 1-line CapTel phone, the person calling you must first dial the toll free number for the captioning Service and then enter your phone number. You will get captions during any call that is placed through the captioning service. If the caller dials you directly, the call will not be captioned on your CapTel phone.

**9. Section IV. Operational Requirements B. Mandatory Requirement Item 19 Mobile Captioning Service, Page 26**

Vendor understands that Mobile Captioning Service was a branded product, which has been discontinued in the State and industry. Will the State please remove this requirement and/or modify this requirement to address general mobile access to relay services, which may be reimbursed through the State contract and/or the TRS Interstate Fund?

Response: The original intent was to encourage the successful bidder to offer captioning services to Rhode Island users through wireless devices with the ability to recover the cost associated with the call transactions and to not be provided by a specific branded captioning service.

**10. Section IV. Operational Requirements, B. Mandatory Requirement Item 22. Answer Time, Page 27**

Will the State please clarify the intent of the last sentence of this requirement is to track compliance with the speed-of-answer standard that 85% of calls be answered within 10 seconds in line with industry standards? It could be interpreted with the way the requirement is currently written that Vendors would be required to provide compliance reporting not currently available with other portions of the requirement (i.e., “no more than 10 seconds shall elapse between receipt of dialing information or receipt of billing verification and the dialing of the requested number.)

Response: This RFP reporting provision can be clarified by the RIPUC with the successful bidder through further discussion after the contract is awarded and before the relay service becomes operational on November 1, 2016.

**11. Section IV. Operational Requirements, B. Mandatory Requirement Item 23. Full-Time Relay Manager, Page 27**

Will the State please clarify if 100% of the Relay Manager’s time must be spent on activities directly related to the provision of RIR in Rhode Island? Also, will the State allow Vendors to hire an in-state contractor?

Response: RIPUC expects the full-time relay outreach manager to devote 100% of his work time to Rhode Island Relay service with a few exceptions such as attending infrequent out-of-state seminars and/or educational courses associated with outreach and promotions of relay services. The employment of an independent in-state contractor would be permissible and would be required to meet all the employee qualifications, reporting requirements, and work obligations described in the manager’s primary functions.

**12. Section IV. Operational Requirements, B. Mandatory Requirement Item 33. Annual Reports to TRS Fund Administrator and to the FCC, Page 32**

Will the State please modify the required date for State and Federal annual consumer complaints from in the first week of June until no later than June 15th to match industry standards?

Response: The annual consumer complaint information with other relay traffic information must be filed with the FCC by the State of Rhode Island before July 1<sup>st</sup> of each year. If the date for submission is moved from the first week of June to the latest June 15<sup>th</sup>, the shorter time span to compile and file the RIPUC report with the FCC would be significantly abbreviated with the potential for a late submission. With that said, we would not want to modify the submission date to our agency.

**13. Section IV. Operational Requirements, C. Scope of Service, Item 1. System Design, Page 33**

In order for bidder to provide a competitive pricing package, would the State provide the most recent 12 months of intrastate and interstate minutes for each service such as TRS, CapTel and RCC?

Response: The RIPUC provided in the RFP in section C.1. Scope of Service-System Design the monthly average statistics for calendar year 2015 which included total monthly billable minutes and average number of calls, interstate month billable minutes, net monthly intrastate billable minutes, and the CTS intrastate session minutes. We believe that is sufficient information for a bidder to provide a bid quote and it has been sufficient in past relay RFPs.

**14. Section IV. Operational Requirements, D. System Standards, Item 5. Consumer Input, Page 42**

This section states that, “The results of these periodic evaluations shall be reported to the RIDPUC on a semi-annual basis for public review.” Will the State please provide the public copies of the most recent Customer Input results for Rhode Island Relay?

Response: Please see the seven page attachment entitled, “Rhode Island Consumer Input Semi-Annual Report Fall-Winter 2015”.

**15. Section IV. Operational Requirements E. Communication Assistant (CA) Standards, Item 3. Procedures for Relaying Communications, subsections a-t, Pages 44-48**

It appears the numbering in this section is in error with duplicates and missing numbers. Will the State please confirm if it would prefer Vendors to follow the listed numbering or if it will address in an Addendum?

Response: The section numbers are not consecutive for two items from a to t. The second “e” section would be changed to “f” and the second “l” section would be changed to “m” and the Vendors can reporting on those sections accordingly.

**16. Section IV. Operational Requirements E. Communication Assistant (CA) Standards, Item 3. Procedures for Relaying Communications, subsection e, Page 45**

Will the State please revise the last sentence of this requirement, (e.g., “The CA shall ~~not~~ announce a call as a relay call unless upon request by the TTY user, permitting the caller to provide explanation, if any.”)? In our experience, the majority of relay users prefer to have the call announced by the CA, while still providing flexibility to those users who prefer to announce the services themselves.

**Response:** The purpose of this calling procedure is to allow the relay user to decide if the placed call should be announce as a relay call by the CA or the user would rather provide his or her own explanation of the call. Your proposal does not provide both alternatives to the relay user. The CA can request at the inception of the call whether it is permissible to announce the call as a relay call.

**17. Section IV. Operational Requirements E. Communication Assistant (CA) Standards, Item 3. Procedures for Relaying Communications, subsection g, Page 45**

Will the State update this section to reflect the updated FCC requirement that Speech-to-Speech Communication Assistants stay with a call at least 20 minutes, rather than 15 minutes as previously required?

**Response:** The RIPUC will allow the extended time period for STS CAs to stay with the call for a minimum 20 minutes which is five additional minutes from the prescribed 15 minutes.

**18. Section IV. Operational Requirements E. Communication Assistant (CA) Standards, Item 3. Procedures for Relaying Communications, subsection o, Page 46**

Since the FCC has mandated Speech-to-Speech Service for people with speech loss, the convention of using an “s” to identify users with a speech disability is outdated and no longer used. Will the State consider removing this requirement?

**Response:** The RIPUC will remove the outdated identification requirement (Item 3.o.) of a TTY user typing an “s” signifying the user is speech-disabled along with the requirement to publicize such in the bidder’s informational material.

**19. Section IV. Operational Requirements F. Service Provider Reporting Requirements, Item 1. a. Required. Reported by NPA/NXX or other acceptable method; total daily and monthly subsection vi number of abandon calls, Page 50**

As not all abandon calls have an NPA/NXX associated, will the State remove subsection vi of this requirement?

**Response:** I believe this inquiry is referring to subsection iv and not vi of the F.1.Traffic Reports requirements. As included in this a. section, the number of abandon calls must be reported by NPA/NXX or “other acceptable methods”. If not all abandon calls have a NPA/NXX associated with it, the bidder is permitted to report such calls by some other alternative identification means which would be included with the NPA/NXX identified abandon calls to establish daily and monthly totals for this categorization.

**20. Section IV. Operational Requirements F. Service Provider Reporting Requirements 1. e. Required. Total daily and monthly number of calls in minute stratification data, Page 51**

It is unclear from the description for this section the type of information being requested by the State in this subsection. Will the State please provide additional details and/or an example of a report that uses minute stratification?

**Response:** The RIPUC has attached a monthly report displaying the number of outbound calls stratified by session minutes for your review. The RIPUC staff has found satisfactory solutions on reporting issues with relay vendors in the past that has been mutually amenable.

**21. Section V. Evaluation Criteria and Price Proposal, C. Evaluation of Price Proposals, Item 1. Pricing and Reimbursement Basis, Page 53**

- Will the State please provide the current reimbursement rates for TRS, CapTel, RCC and any additional services or fees?

**Response:** The RIPUC will not disclose the current reimbursement rates because they are being treated as confidential.

- Will the State allow bidders to submit alternate pricing options such as a monthly recurring charge (MRC) instead of a price-per-minute?

**Response:** With the required minute pricing in the RFP, all proposal are uniform and simpler to evaluate. As a minimum threshold, the bid submission must include minute pricing. However, the vendor can chose to submit an additional bid that is a different format than minute pricing.

- Traditionally, two types of options for billable minutes are offered in the industry and recognized by the FCC: a) Session minutes where the State reimburses the provider for all Communication Assistant work time (which includes call set-up and wrap-up) and b) Conversation minutes where the State reimburses the provider only for the time spent actively relaying a conversation. Will the State please confirm its preference as the existing language is not clear as call set-up and wrap-up are allowed; however, time between calls for callers to wrap-up one conversation and begin the next is expressly prohibited?

**Response:** The billable minutes are based on session minutes which includes call set-up and wrap up.

**22. Section VI. Bidder Response Requirements 2. Financial Resources, Page 55**

This section implies that Bidder's subcontractors must also submit documents listed in Section II under Financial History as attachments to Bidder's response. Since the Bidder is ultimately responsible for its subcontractors in the performance of a resulting contract, would the State be willing to remove this Financial History documentation requirement from the RFP applicable to Bidder's subcontractors?

Response: This provision has been established for primary subcontractors and not ancillary subcontractors. The Vendor is responsible to explanation any services provided by primary subcontractor(s) such as an independent vendor providing CapTel service. The RIPUC will agree with the proposal to remove the requirement that a primary subcontractor must demonstrate fthe company's inancial resources are adequate to perform the contractual work with the successful vendor.

**23. Section VI. Bidder Response Requirements, A. Proposal Narrative, B. Price Proposal, Page 57**

Will the State confirm if bidders are allowed to propose different rates on an annual basis for the five-year contract period?

Response: Relay bidders are allowed to proposed variable minute rates annually. They may also provide fixed minute rates for the entire five years period or both.

**24. Section VI. Bidder response requirements C. Attachments, Page 58**

It appears the reference information for item 11, Insurance Coverage, wrapped to the next line creating an item #12. Will the State please confirm there are only 11 attachments required for Section VI.C?

Response: There are 11 required attachments.

**25. Appendix 1. Terms and Conditions. Item 9. Audits and Inspections, Page 61**

Bidder understands that the State may elect to conduct an audit over the term of this contract. This expense, up to \$30,000, can significantly increase the cost of the overall program and the per-minute rates charged to the State. As the State has control and will determine if an audit occurs, will the State agree to pay for audits directly and/or reimburse the Vendor separately for the independent auditing expenses? This will allow Bidders to submit more competitive bids and allow the State to pay for actual expenses rather than the maximum allowable expense.

Response: The RIPUC has had this \$30,000 maximum auditing expense requirement incorporated into its relay RFP for decades. The RIPUC is fully cognizant that it will have an effect on the proposed per-minute rate and we continue to support its necessity to be included in a bidder's contractual commitment. If it is of any consolation to the bidders in establishing its rate proposals, the State of Rhode Island has not exercised this auditing provision of the RFP.

**26. Appendix 1 TERMS AND CONDITIONS, Section 16 CONFLICT OF INTEREST, Page 63**

This section does not define what constitutes a conflict of interest and is referred to broadly as it relates to Bidder and its subcontractors. Will the State please describe in more detail what type of relationship constitutes a conflict of interest?

**Response:** The RIPUC has not experienced any impropriety between the relay vendor and its subcontractors to date, so we are unable to provide you with an example.

**27. Appendix 1 TERMS AND CONDITIONS Section 19 FORCE MAJEURE, Page 64**

There appears to be a typo in this section. Does the State really mean “The Contactor shall not be considered in default...”?

**Response:** Correct. The word “not” was implied but not included in the RFP text.

## **Rhode Island Consumer Input Semi-Annual Report Fall-Winter 2015**

### **Customer Care Report**

Every call that comes into Rhode Island Relay Customer Care, as well as comments sent via fax, letter or e-mail, are logged into Hamilton's Customer Service database. After removal of wrong number calls and harassing calls/messages to Customer Care, the review of the Customer Care reports revealed the following trends:

- The majority (43%) of the inquiries were either requests for information on equipment resources, all of which were referred to The Rhode Island Adaptive Telephone Equipment Loan Program (ATEL). This continues to show the value of continued marketing and education about The Rhode Island Adaptive Telephone Equipment Loan Program (ATEL) to the general public as well as to the Deaf and Hard of Hearing communities.
- Another 29% were calls on how to place and receive relay calls. In every instance, the Customer Care representative explained how to make and receive a relay call and all customers were satisfied.
- The remaining calls, showing no distinct pattern, were inquiries over a wide range of subjects including:
  - Customer Profiles
  - Removal from the mailing list
  - 711 Education
  - Test Calls

### **Survey Report**

Hamilton Relay produced and gathered results from annual survey of relay users throughout the states that Hamilton serves. Following are the results of that survey:

#### **2015 Relay Survey Results Summary**

The number of respondents from the 2015 Survey was slightly higher than last year with a total of 43 respondents; compared to 26 last year.

There were 7 respondents that listed NA to every question. We therefore dismissed these responses, leaving us with a total of 36 usable survey responses. One of the "NA" respondents did provide comments however, which are included at the end of this summary.

As with previous years, it is not useful to break down the data by State due to the number of respondents.

### **General Observations**

- There were 18 respondents that listed themselves as a Relay user, either TTY, VCO, Standard phone, STS or a combination of connect modes, including CapTel.
- There were 29 respondents that listed themselves as a CapTel user, often times listing themselves as a Relay user as well (TTY, STS, Standard phone or VP)

### **Questions**

1. In which state do you reside?

- California – 6
- Iowa – 1
- Idaho – 1
- Louisiana – 10
- Maine – 11
- Montana – 1
- Ohio – 1
- Pennsylvania – 1
- Rhode Island – 3
- Vermont – 1

2. I use the following services and/or equipment (select all that apply):

- TTY – 9
- VCO – 6
- HCO – 0
- STS – 5
- CapTel – 29
- Standard Phone – 4

### **TRS Only Questions**

3. In the past 30 days, I have used Relay service to make a telephone call:

- 0 times – 1
- 1-10 – 9
- 11-20 – 6
- 21-30 – 4
- More than 30 – 0
- NA – 16

4. Relay Communication Assistants (CAs) connect me correctly to the number I provide:

- Always – 8
- Most of the time – 10
- Half of the time – 0
- Less than half – 0
- Never – 1 (this person responded that she had a “phone with a screen”)
- N/A – 17

**Action Item** – None; no respondents made any comments as to their connections so we do not know any particulars as to any of the calls that were not connected correctly.

5. Relay CAs have good spelling skills:

- Always – 2
- Most of the time – 13
- Half of the time – 5
- Less than half – 0
- Never – 0
- N/A – 16

**Note** – All five of those listing “half the time” were CapTel users responding to a Relay question.

**Action Item** – None – very positive results

6. Relay CAs are courteous and professional:

- Always – 7
- Most of the time – 10
- Half of the time – 1 (CapTel respondent)
- Less than half – 0
- Never – 0
- N/A – 18

**Action Item** – None – very positive results

7. When I call Relay, the CA answers my call within:

- 0-2 rings – 4
- 3-5 rings – 11
- 6-8 rings – 2
- Over 8 rings –
- N/A – 18

**Comment** – 5 of the “3-5” ring respondents were CapTel/Standard Phone users with 3 others identifying themselves as using multiple equipment including CapTel and Video Phone.

**Action Item** – None – very positive results

8. The speed at which Relay CAs type to me is:

- Just right – 15
- Too fast – 1
- Too slow – 4
- N/A – 15
- One respondent left this blank

**Comment** – all four of those responding as “too slow” were CapTel users responding to a TRS question.

**Customer Comment** – Just right, too fast when numbers have to be copied to paper (VCO-Smartphone user)

**Action Item** – None – very positive results

9. Overall, I would rate the skills of Relay CAs as:

- Excellent – 4
- Very Good – 9
- Good – 5 (3 of these respondents were CapTel only users)
- Fair – 2 (Both CapTel only users)
- Poor – 1 (VCO-Smartphone user)
  - Hamilton was unable to follow up with this customer as no contact information was listed.
- N/A – 15

**Action Item** – None –positive results

10. I am familiar with the availability of a profile to customize the telephone calls I make through Relay:

- Yes – 14
- No – 4 ( all of which are CapTel users)
- N/A – 18

**Comment** – It appears we are doing a good job marketing our Customer Profile.

**Action Item** – None – very positive results

11. I would rate my level of satisfaction with Relay Customer Service as being:

- Very satisfied – 6
- Satisfied – 9
- Somewhat satisfied – 3
- Somewhat dissatisfied – 2
- Dissatisfied – 0
- N/A – 16

**Customer Comment** – “Depends”

**Action Item** –

- Hamilton was unable to follow up with customers who were less than satisfied as no contact information was listed.

### CapTel Only Questions

12. In the past 30 days, I have used CapTel to make a telephone call:

- 0 times – 1
- 1-10 times – 12
- 11-20 times – 3
- 21-30 times – 6
- More than 30 times – 7
- N/A – 6
- One respondent did not answer

13. I use the following type of CapTel equipment/service from Hamilton:

- 800 – 3
- 800i – 3
- 840 – 6

- 840i – 6
- 880i – 1
- Smartphone – 3
- PC/Mac – 2
- Tablet – 2
- N/A – 5
- Other – 57T, unknown, 2-line and 7 did not respond

14. I am a CapTel user and would rate my satisfaction with captions during calls as being:

- Very satisfied – 7
- Satisfied – 7
- Somewhat satisfied – 9
- Somewhat dissatisfied – 3
- Dissatisfied – 4
- N/A – 5
- 1 no response

**Comment** – of those respondents that chose “Dissatisfied”, 2 made comments: 1) delay too long and 2) captions 5-6 sentences behind. Neither gave contact information.

15. Is CapTel meeting your needs to make placing and receiving telephone calls more accessible?

- Yes – 24
- No – 6
- N/A – 5
- Somewhat – 1

16. I would rate my level of satisfaction with CapTel Customer Service as being:

- Very satisfied – 9
- Satisfied – 9
- Somewhat satisfied – 6
- Somewhat dissatisfied – 2
- Dissatisfied – 4
- N/A – 5
- Other – 1 (do not yet have equipment)

17. I would like to see more outreach and education about Relay and CapTel services provided to these kinds of businesses:

- Financial Institutions – 14
- Educational Settings - 11
- Retailers – 11
- Government – 11
- Health Facilities – 18
- Others
  - General Public – 1
  - Audiologists – 1

- Articles in Newspapers and online
- On TV

### **Customer Comments**

- Need outreach to Central Valley about CapTel as well as Relay (California)

### **ADDITIONAL COMMENTS**

#### **CapTel Users**

(some users listed multiple equipment/services)

- Sometimes the spelling on some words are not correct but I am able to make out with the person is talking me.
- Great product. Would appreciate updates on new products periodically. Product has helped me tremendously.
  - This individual's contact information was shared with our outreach personnel.
- It was very good relay. I love them because I ask them go slow for me so I can get information.
- I have been telling your company for over 8 years what you need to fix. This paper isn't going to help.
  - This individual's contact information was shared with our Customer Care Department and we have followed up. Customer was satisfied with follow-up and there have been no additional complaints.
- "CapTel is so slow. Sometimes it takes like 5-6 sentences behind. Words get mixed up all the time. Sometimes nothing makes sense." We were unable to follow-up with this customer as they did not provide contact information.
- Sometimes caption are very slow and people think you're not there, but I understand it can't be helped.
- I frequently must share personal financial info (cards/Banks, Social Security, etc). How secure is this system?
  - Customer Care followed up with this individual.
- "I have a CapTel 840i and every time I make a call the words "speaker unclear" come up all through the conversation. I'm missing part of the conversation. I'm also having problems with what's being typed for me to read. The person who I'm talking to say that they did not say what I saw on the screen. It's really irritating. I hope that something can be done about this. Thank you." We were unable to follow-up with this customer as they did not provide contact information.
- "No doubt CapTel helps me but I find that I don't like to use the phone because of the awkwardness of delay between the caller and the time it takes for captionist to type and me to read." We were unable to follow-up with this customer as they did not provide contact information.
- CAs do have a problem understanding other callers due to the low voices, fast talkers or noisy environments. Also, spelling is another problem.
- I'm so glad I have it or I wouldn't be able to talk to anyone.
- When we lose power, I lose my CapTel. Sometimes I have to decipher the words. Sometimes I lose the captions and can't get them back during a call. But overall, love my CapTel 840i.
- I can still hear but seeing it written sure helps.

### **Relay Users**

- Excellent Service
- I love use the TTY because of my English! I don't know ASL or use ASL.
- Last night I used Relay Iowa with VCO. The person I was talking to was talking too fast for the CA. She typed this a couple of times. I would rather have her do the best she can instead of wasting time typing "Talking too fast."
- I will be trained in VP calls soon but love using TTY only with paper printout for proof assistance when necessary. There have been mistakes with a relay CA a few times.

### **Overall Conclusion/Comments**

Again, the limited number of respondents does not give us a large enough sample to provide valid statistical analysis. That being said, based on the information provided, the following generalized action items might be indicated:

- TRS users display a high level of satisfaction with relay services.
- CapTel users would like their captions to be faster.
- 2 respondents mentioned a need for battery back-up because of power outages.
- 77% of respondents say that CapTel makes placing and receiving phone calls more accessible.
- Respondents continue to indicate a continuing need for outreach across the spectrum with respondents indicating health facilities as having the greatest need for outreach.
- Education about how CapTel works might also be a solution to some respondents' dissatisfaction with spelling/captioning and delays.
- While the overall results from the survey were positive, there were a few surveys with some negative results. Unfortunately these respondents did not provide contact information so Hamilton was unable to follow-up individually with those consumers to address their concerns.

### **Follow-up/Action Items**

- Continue outreach focus with
  - Relay Friendly Business
  - Education on CapTel services and how it works.

Day	0 to 10.00	10.01 to 20.00	20.01 to 30.00	30.01 to 40.00	40.01 to 50.00	50.01 to 60.00	60.01 and Over	Total Outbound
3/1 Tue	31	1	0	0	0	0	3	35
3/2 Wed	10	4	1	0	0	0	0	15
3/3 Thu	38	4	0	0	0	0	0	42
3/4 Fri	58	6	1	0	1	0	1	67
3/5 Sat	19	2	1	0	0	0	0	22
3/6 Sun	19	0	0	0	0	0	0	19
3/7 Mon	43	3	1	3	0	0	0	50
3/8 Tue	30	2	0	1	0	0	0	33
3/9 Wed	8	0	0	0	0	0	0	8
3/10 Thu	16	0	0	0	0	0	0	16
3/11 Fri	23	0	0	0	0	0	0	23
3/12 Sat	18	1	0	0	0	0	0	19
3/13 Sun	13	0	0	0	0	0	0	13
3/14 Mon	50	5	0	0	0	0	0	55
3/15 Tue	32	5	0	0	0	0	0	37
3/16 Wed	19	2	1	0	0	0	0	22
3/17 Thu	25	3	1	0	0	0	0	29
3/18 Fri	20	0	0	0	0	0	0	20
3/19 Sat	19	0	0	2	0	0	0	21
3/20 Sun	22	3	0	0	0	0	0	25
3/21 Mon	28	0	0	1	0	0	0	29
3/22 Tue	29	1	0	0	0	0	0	30
3/23 Wed	15	2	0	0	0	0	0	17
3/24 Thu	34	1	0	0	0	0	0	35
3/25 Fri	19	1	0	0	0	0	0	20
3/26 Sat	19	1	0	0	0	0	0	20
3/27 Sun	12	0	0	0	0	0	0	12
3/28 Mon	28	3	0	0	1	0	1	33
3/29 Tue	12	3	1	0	1	0	0	17
3/30 Wed	21	3	0	0	0	0	0	24
3/31 Thu	7	1	0	0	0	0	0	8
<b>Total</b>	<b>737</b>	<b>57</b>	<b>7</b>	<b>7</b>	<b>3</b>	<b>0</b>	<b>5</b>	<b>816</b>