

Sprint Relay Services



Together with NEXTEL

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Agenda

- What is Relay?
- Product Overview
 - TRS
 - CapTel
 - VRS
 - Internet
 - RCC
- Relay Funding 101
- Issues
- Future Trends
- Q & A



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What is Relay?

- Relay is an operator service that allows Deaf, Hard of Hearing or Speech Disabled people to place calls to standard phone users via TTY or computer, or vice versa.
- Sold to state governments through a competitive bid process
- Rapidly changing to an FCC-funded market
- Historically wireline, but moving rapidly to wireless (an issue that impacts mostly state governments)
- Funded through surcharges on local and LD bills (some wireless bills)



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Traditional Relay - TRS



Traditional Relay - TRS

- Customers uses Teletype machine (TTY) to make telephone calls via relay operator
- Several features for use with TTY
 - 711 Relay Number
 - ASCII
 - Voice
 - Voice Carry Over
 - Hearing Carry Over
 - Speech-to-Speech
- Hearing people can call deaf or hard-of-hearing people using voice to TTY via 711



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Traditional Relay - TRS

- Minutes of Use (MOU)
 - Intrastate: Paid by the State
 - Interstate: Paid by the FCC



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Captioned Telephone - CapTel



CapTel

the latest innovation by
 Ultratec.



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Captioned Telephone – CapTel

Relay Operator



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Captioned Telephone - CapTel

- Looks and functions like a traditional telephone
- Has a significant difference
 - Live Captions are displayed on the phone
- Two methods of CapTel access
 - One-Line
 - Two-Line



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Captioned Telephone - CapTel

- Minutes of Use (MOU)
 - Intrastate: Paid by the State
 - Interstate: Paid by the FCC
- The only product targeted to the hard-of-hearing market.



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Video Relay - VRS



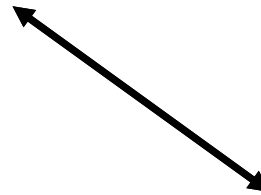
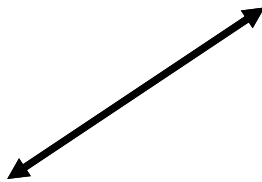
VRS User



Video Interpreter



Voice User



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Video Relay - VRS

- Customers use sign language to make relay calls
- Video standards:
 - h.320 (Integrated Services Digital Network - ISDN)
 - h.323 (Internet Protocol - IP)
- Web camera, videophone, or Video Tele-Conferencing (VTC via ISDN)



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Video Conferencing Products



- The generic products above are the most commonly used in the signing community.
- Web cameras are used with PCs or Macs via either a USB or a firewire connection. Bandwidth is a consideration.
- Videophones are used via a direct internet connection (usually a router or switch). Has minimal bandwidth issues.
- Both products can be used on a wired or wireless high-speed internet connection.



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Video Relay - VRS

- Intrastate and Interstate Minutes of Use (MOU) paid by the FCC
- The only product to focus on the signing community



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Internet & Wireless Relay – IP Relay



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Internet Relay

- Internet-based technology
- Alternative to TTY
- User-Friendly Features (Font Size, Style, and Color)
- Online Support and Customer Service



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Internet Relay

- Intrastate and Interstate Minutes of Use (MOU) paid by the FCC
- Focuses on the Internet-Savvy User who is Deaf or Hard-of-Hearing



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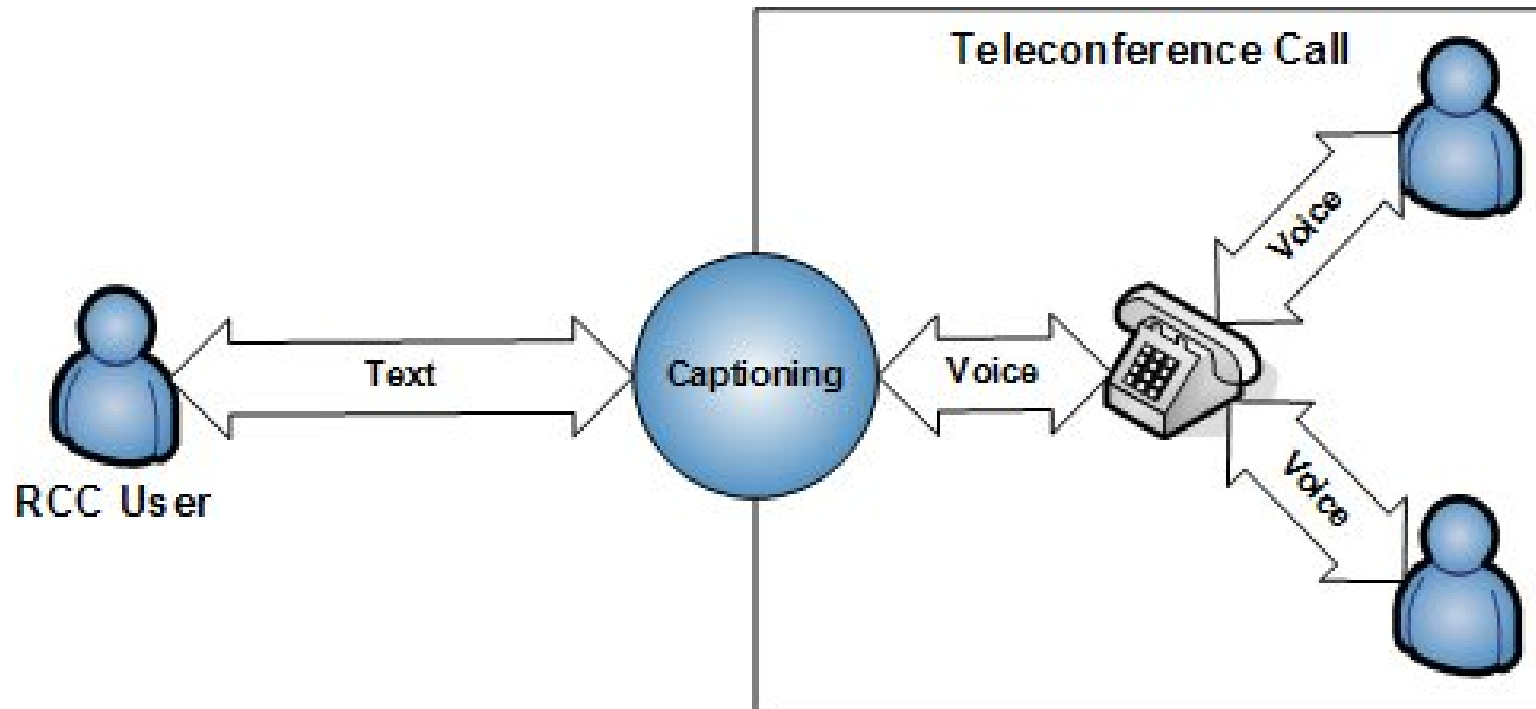
Wireless Internet Relay

- Very similar to IP Relay except that calls are processed wirelessly
- Intrastate and Interstate Minutes of Use (MOU) paid by the FCC
- Uses PDAs and Smartphones (i.e. Treos, Blackberries, Sidekicks, etc.) via:
 - Stand-alone Application
 - Instant Messaging
- Focuses on the Wireless User who is Deaf or Hard-of-Hearing



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Relay Conference Captioning - RCC



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Relay Conference Captioning - RCC

- Internet-based technology
- Uses Steno-captioners, similar to those who caption live television broadcasts
- Alternative to an interpreter
- No restrictions on internet speed
 - 56kbps (dial-up) to broadband
- Available in select states and the Federal Government



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Relay Conference Captioning - RCC

- Intrastate and Interstate Minutes of Use (MOU) paid by the State



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Relay Funding 101 – Two Funding Sources

- **State Government**
 - **Competitive Process for TRS and CapTel**
 - Pays for Intrastate MOUs.
 - Funded by surcharges via telecoms or wireless providers

- **Federal Government**
 - Known as the “The Interstate Telecommunications Relay Service (TRS) Fund”
 - Fund Size - \$400M
 - Funded by any carrier that has interstate revenue
 - **Compensation set by the FCC based on a formula using provider data**
 - Pays for Interstate MOUs and Internet-based services such as VRS and Internet Relay



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Current Issues in TRS

- Wireless Surcharges
- Relay Raids



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Future Trends in TRS

- TRS minutes will continue to decline
- CapTel minutes will continue to increase
- FCC may roll some costs for Internet and VRS to the States
- FCC may mandate CapTel
- New vendors will continue to enter the Internet and VRS industry
- Cost for State TRS will continue to rise



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Relay Flavors – A Summary

- **Traditional Relay (TRS)**
 - Intrastate Minutes of Use (MOU) paid by the State, Interstate MOU paid by FCC
- **Internet Relay (IP Relay)**
 - All MOU paid by the FCC
- **Video Relay Services (VRS)**
 - All MOU paid by the FCC
- **Captioned Telephone™ (CapTel)**
 - Intrastate Minutes of Use (MOU) paid by the State, Interstate MOU paid by FCC
- **Wireless Relay**
 - All MOU paid for by the FCC



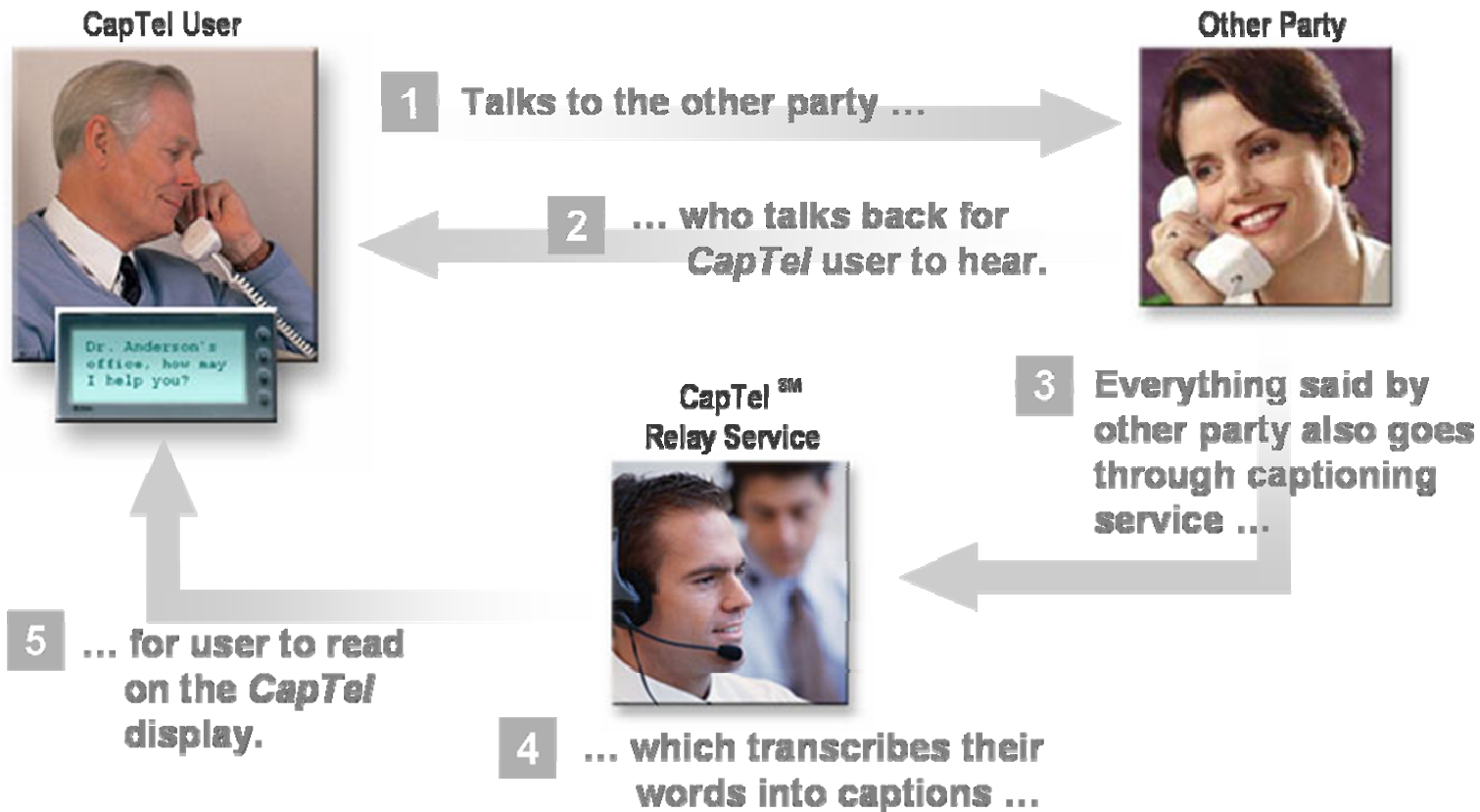
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Questions and Answers



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Captioned Telephone - CapTel



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