

Her Majesty The Queen
and
Sprint International New Zealand

Telecommunications Service Obligations (TSO) Deed For Telecommunications Relay Services (TRS)

Ministry of Economic Development
Wellington

2 JULY 2011

BETWEEN **HER MAJESTY THE QUEEN**, in right of New Zealand acting by and through the Minister for Communications and Information Technology, (“the Crown”);

AND **SPRINT INTERNATIONAL NEW ZEALAND**, having its registered office at C/- Hesketh Henry, Level 11, 41 Shortland Street, Auckland, New Zealand (“the TRS Provider”).

Background

- a. The Crown requires the TRS Provider to provide Telecommunications Relay Services ("TRS").
- b. The TRS Provider agrees to provide the TRS on the terms and conditions set out in this Deed. The TRS Provider shall make the TRS available on a nation-wide basis to all end users of fixed and mobile public switched telephone networks (PSTN) in New Zealand ("Users").
- c. The Parties intend that this Deed be declared a Telecommunications Service Obligations ("TSO") instrument under section 70 of the Telecommunications Act 2001 ("the Act"). The TRS Provider shall be a telecommunications service provider under the Act for the purposes of the TSO instrument.
- d. The Crown and TRS Provider entered into an extended term of the Telecommunications Service Obligations (TSO) Deed for Telecommunications Relay Service on 6 April 2011. Upon expiration of the extended term of the Deed on 30 September 2011, the terms of this Deed will be in full force and effect.

The Parties Agree As Follows:

1. Definitions

1.1 In this Deed the following expressions have the following meanings:

Expression	Meaning
"Business Day"	Any day not being a Saturday or Sunday or public holiday within the meaning of section 44(1) of the Holidays Act 2003;
"Confidential Information" includes:	<p>(a) Any information,:</p> <p>(including information that is in electronic form) relating to the business or financial affairs of the Crown and any organisations associated with the Crown; or</p> <p>Information that is proprietary, commercially sensitive or otherwise confidential to the TRS Provider;</p> <p>(b) Any working papers, reports, Cabinet papers or other papers; and</p> <p>(c) Any information designated by either Party as "Confidential" and labelled as such;</p> <p>produced or acquired during the</p>

performance of the TRS (other than information that is in the public domain prior to it being divulged or communicated or information divulged or communicated with the consent of the Crown or the TRS Provider as applicable);

“Conflict of Interest”

Any situation which might compromise the Crown’s standing or integrity, or reflect adversely on the Crown, including, but not limited to, any transaction in which the TRS Provider, or any person used by the TRS Provider in the performance of the TRS, or any parent, child or spouse of that person, will or may derive a financial benefit through an unlawful, illegal or unethical act or omission;

“Contract Coordinator”

Manager, Communications and IT Policy, Energy and Communications Branch, Ministry of Economic Development or his or her successor or delegate;

“Financial Year”

A financial year or part financial year during which this Deed is in force based on a year beginning on 1 July and ending on 30 June;

“GST”

Goods and services tax within the meaning of the Goods and Services Tax Act 1985;

“Intellectual Property”

Patents, registered designs, petty patents, utility models, plant variety rights, trade marks (including logos and trade dress), domain names, copyright, circuit layouts, rights in computer software and databases, rights in inventions, confidential information, know-how and trade secrets and all other intellectual property, in each case whether registered or unregistered (including applications for the grant of any of the foregoing) and all rights or forms of protection having equivalent or similar effect to any of the foregoing which may subsist anywhere in the world;

“Launch”

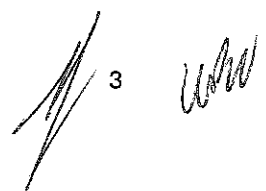
The time when the TRS services are made available nation-wide by the TRS Provider;

“Launch Date”

Means 30 September 2011;

“Ministry”

Means the Ministry of Economic Development, the Ministry responsible for the administration of this Deed on behalf of the Crown.



"Parties"	The parties to this Deed and their respective successors and permitted assigns;
"Telecommunications Relay Services (TRS)"	The services to be supplied and performed by the TRS Provider, as identified and described under the heading "Services Description" in the body of this Deed; and
"Telecommunications Relay Services System (TRS System)"	The facilities operated by the TRS Provider for supplying the TRS. The TRS system includes the TRS platform together with the consoles and workstations of Relay Assistants (RAs).

- 1.2 References to Clauses and Schedules are to Clauses and Schedules of this Deed and references to persons include bodies corporate, unincorporated associations or partnerships.
- 1.3 The headings in this Deed are for convenience only and have no legal effect.
- 1.4 The singular includes the plural and vice versa.
- 1.5 The Schedules to this Deed form part of this Deed.
- 1.6 If there is any conflict of meaning between the Schedules and the body of this Deed, the body of this Deed will prevail.
- 1.7 All dollar amounts specified in this Deed are New Zealand Dollars and are GST exclusive.

2. Engagement

- 2.1 The Crown engages and the TRS Provider accepts engagement by the Crown to provide the TRS on the terms and conditions set out in this Deed.
- 2.2 The TRS Provider agrees to this Deed being declared a TSO instrument under section 70 of the Act. Accordingly, provisions of the Act relating to TSO instruments will apply to this Deed, including payment and enforcement provisions.

3. TRS System and Services

- 3.1 The TRS Provider will provide the range of services described under the heading "Services Description" in Schedule 1 – Telecommunications Relay Service: The Sprint Proposal ("the Services"). The paragraph numbers under the heading "Services Description" in Schedule 1 relates to the paragraph references in the Ministry's Request for Proposal (RFP) and the TRS Provider's proposal in response to the RFP.
- 3.2 All services except CapTel, WebCapTel and Instant Messaging to and from cellphones will be available from the Launch Date.
- 3.3 CapTel and WebCapTel will be provided within 6 months after 200 Users have committed to use the services by paying 50% of the price of a model 800i CapTel telephone into a trust account administered by Communications Service for the Deaf

(CSD). Instant Messaging to and from cellphones will be available at mutually agreed dates following consultation with the User communities.

- 3.4 The Crown reserves the right to request the TRS Provider to conduct trials for other services the Crown may identify in writing to the TRS Provider. The TRS Provider will respond to such requests within 30 Business Days with a trial brief indicating the feasibility of a trial and the parameters under which the trial would be conducted.
- 3.5 The TRS Provider shall investigate and deliver a report on the feasibility and costs of delivering a captioned telephony service in Te Reo Maori at a date to be mutually agreed but at a date within 18 months following the introduction of the service in English.
- 3.6 The TRS Provider will provide the TRS according to the performance standards identified in the Service Quality Measures in Schedule 3 ("Service Quality Measures").
- 3.7 The TRS Provider will site the TRS system within New Zealand and ensure the system is in full compliance with all applicable standards for network connection, electromagnetic compatibility and electrical safety.
- 3.8 The TRS Provider will ensure the TRS system can interface with the terminal equipment of Users, including the Textlink 9100, according to any of the technical protocols identified in Schedule 1, including without limitation, ITU V.18, Baudot 45.45, Baudot 50 and standards based text connectivity over New Zealand mobile cellular telecommunications networks including Cellular Text Modem functionality.
- 3.9 The TRS Provider will obtain approval in writing from the Crown before publishing to Users and the public any information or other material relating to the provision of the TRS (including without limitation, such things as the publications for the public awareness campaign, advertisements, websites, and public statements) and before using or incorporating any logos, slogans or branding owned by the Crown pursuant to the Deed. The approval of the Crown will not be unreasonably withheld.

4. TRS Provider Compensation

- 4.1 This Deed specifies the total amount payable to the TRS Provider for each year that the TRS Provider provides the TRS in accordance with the Deed ("Specified Amount"). The Specified Amount is calculated based on the Crown's Financial Year.
- 4.2 The Specified Amount is the sum of the total Annual Fixed Charge and total Annual Variable Charge calculated in the manner set out in Schedule 2. The total amount payable by the Crown to the TRS Provider shall be calculated as the Specified Amount less any Performance Rebate as defined in Schedule 2 and determined under the Act ("TSO Charge").
- 4.3 If the Crown does not pay the TSO Charge to the TRS Provider within the timeframe set out in the Act, interest will be payable by the Crown on the unpaid amounts as set out in the Act.
- 4.4 The TRS Provider will comply at its own expense with all applicable statutes, regulations, and rules applicable to the provision of the TRS under this Deed.

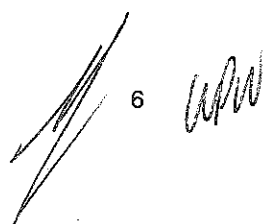


5. Term

- 5.1 Subject to Clauses 6.1 and 6.3, this Deed will be binding on the Parties upon signature by Parties.
- 5.2 The term of this Deed will begin on 30 September 2011 and continue until 30 June 2016 (the "Term"), subject to Clauses 5.3 and 5.4.
- 5.3 The Ministry may decide at any time to extend the Term of the Deed to 30 June 2019 ("Extended Term"). If the Ministry chooses to do this, the Ministry will communicate this in writing to the TRS Provider by 30 April 2016. Notice in writing in accordance with this Clause will constitute notice of the Ministry's decision to extend the Deed for the Extended Term and is binding on the TRS Provider.
- 5.4 If the Extended Term is elected by the Ministry in accordance with Clause 5.3, the Parties may extend the Extended Term, at any time by mutual agreement in writing.
- 5.5 If an extension to the Extended Term is agreed to in accordance with Clause 5.4, the Parties will renegotiate the Charge for the period beyond 30 June 2019.

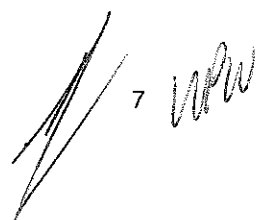
6. Termination

- 6.1 Subject to Clause 6.2, the Crown may terminate this Deed by giving a notice of termination in writing to the TRS Provider if the TRS Provider commits a serious breach of its obligations under this Deed and fails to cure such a breach within thirty (30) Business Days after being notified. For the purpose of this Clause 6.1, a serious breach includes a failure to meet the Service Quality Measures for two (2) consecutive quarters of the Financial Year.
- 6.2 Termination of this Deed in accordance with Clause 6.1 will be effective from the date of service of the notice of termination on the TRS Provider.
- 6.3 Subject to Clause 6.4, the TRS Provider may terminate this Deed if five percent (5%) or more of undisputed TSO Charges remain unpaid ninety (90) Business Days after the payments are due under the Act.
- 6.4 If the TRS Provider wishes to terminate this Deed under Clause 6.3, the TRS Provider will notify the Crown of its intention in writing and will allow thirty (30) Business Days after such notification for the Crown to submit to the TRS Provider for approval a plan for the payment of the unpaid Crown Payment ("Payment Plan"). The approval of the Payment Plan will not be unreasonably withheld by the TRS Provider.
- 6.5 Subject to Clause 7, if the TRS Provider does not approve the Payment Plan, the TRS Provider may terminate the Deed by serving notice of termination on the Crown.
- 6.6 The provisions of this Deed relating to transition (Clause 7), intellectual property (Clause 10), confidentiality (Clause 11), and limitation of liability (Clause 15) will continue after the termination of this Deed.

Handwritten signature and initials in the bottom right corner of the page.

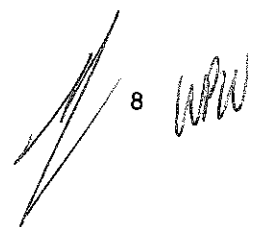
7. Transition to Successor

- 7.1 The TRS Provider will do all things necessary and reasonable to cooperate fully with any successor telecommunications relay service provider ("Successor") for a transition period of not less than sixty (60) Business Days before the end of the Term or the Extended Term of this Deed or for a transition period of not less than sixty (60) Business Days after the termination in accordance with Clause 6.1 or 6.3 of this Deed ("Transition Period").
- 7.2 The TRS Provider will make reasonable efforts to ensure there is no interruption to the TRS System during the Transition Period. The TRS Provider's cooperation includes without limitation:
- 7.2.1 Exchange of information in relation to the provision of the TRS;
 - 7.2.2 Transfer of TRS User information including without limitation, databases containing registration, service configuration, accounts and billing information;
 - 7.2.3 Re-allocation of TRS call traffic between the TRS Provider and the Successor; and
 - 7.2.4 Phasing out of the equipment and systems used by the TRS Provider to provide the TRS (including without limitation, the TRS system) and phasing in of the equipment and systems of the Successor.
- 7.3 The TRS Provider will prepare a plan for the purpose of providing a seamless transition for Users when the provision of TRS changes from the TRS Provider to the Successor ("Transition Plan"). The Transition Plan will include without limitation, a timeline of critical implementation dates for the areas of cooperation set out in Clause 7.2.
- 7.4 Except for termination in accordance with Clause 6.1 or 6.3, the Transition Plan will be finalised six (6) months before the end of the Term of this Deed and will be submitted for written approval from the Contract Coordinator. The approval of the Contract Coordinator will not be unreasonably withheld.
- 7.5 The TRS Provider will work in good faith to implement the Transition Plan before the end of the Transition Period.
- 7.6 The compensation due to the TRS Provider for activities undertaken to implement the Transition Plan or to transition the TRS pursuant to termination in accordance with Clause 6.1 or 6.3 ("Transition Charge") will be an Activity Charge to be included in the calculation of the relevant Annual Variable Charge according to Schedule 2.
- 7.7 The Transition Charge will be the amount of the actual and reasonable costs incurred by the TRS Provider to implement the Transition Plan or to transition the TRS pursuant to termination in accordance with Clause 6.1 or 6.3, that are additional costs incurred by the TRS Provider which are above and beyond the costs the TRS Provider would normally incur to transition a TRS system.



8. Reporting Requirements

- 8.1 The TRS Provider will report monthly to the Ministry within 20 Business Days from the end of each month of the Financial Year on the quantity and quality of the TRS provided ("Monthly Report"). The information provided will include without limitation:
- 8.1.1 Reporting against the Service Quality Measures, including a discussion of any differences between actual and required performance with proposed actions to remedy any performance not meeting the standards;
 - 8.1.2 Call volumes by call type excluding calls to the Helpdesk giving the proportion of total relay calls, call count, and call minutes;
 - 8.1.3 Relay call volume by calling mode giving the proportion of total relay calls, call count, and call minutes;
 - 8.1.4 Financial summary of fixed and variable charges for the month; and
 - 8.1.5 A report on outreach activities required under Schedule 1 of this Deed undertaken during the month.
- 8.2 The TRS Provider will report quarterly to the Ministry within 20 Business Days from the end of each quarter of the Financial Year on the quantity and quality of the TRS provided ("Quarterly Report"). The Quarterly Report will provide such information as may be reasonably necessary for the Ministry to track and assess the delivery and use of the TRS. The information provided will include without limitation:
- 8.2.1 A summary for each month of the quarter of call volumes and performance statistics for the various services provided; and
 - 8.2.2 The calculation of the quarterly averages identified in the performance standards set out in Schedule 3 with an explanation of the statistics and information used in the calculations;
- 8.3 The TRS Provider will report annually on each Financial Year ("Annual Report") to the Ministry and to the Commerce Commission ("the Commission") within 40 Business Days of the end of the Financial Year.
- 8.4 The TRS Provider's Annual Report will provide such information as may be reasonably necessary for the Commission to assess the TRS Provider's compliance with the performance standards in the Service Quality Measures set out in Schedule 3. The information provided will include without limitation:
- 8.4.1 A summary of the quarterly reports set out in Clause 8.1 and 8.2 including annual totals of the various monthly and quarterly statistics (telephone traffic call statistics, numbers of Users, actual service quality performance, statistical information on the usage of the service including usage patterns across days and weeks, duration of call type and quantity of calls by call type);
 - 8.4.2 A calculation of the Specified Amount for the Financial Year showing the Annual Fixed Charges and the individual components of the annual variable charges as set out in Schedule 2;



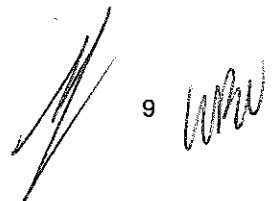
- 8.4.3 The TRS Provider's own assessment of its compliance with the performance standards identified in each of the 4 Service Quality Measures ("TRS Provider's Assessment");
- 8.4.4 The methodology used in the TRS Provider's Assessment of its performance;
- 8.4.5 Any sampling undertaken in the TRS Provider's Assessment, including sampling methods and results;
- 8.4.6 Relevant supporting information for any calculations in the TRS Provider's Assessment and the calculation results; and
- 8.4.7 An independent professional auditor's report on whether the methodology and results in the TRS Provider's Assessment are appropriate to achieve a robust analysis of compliance with each of the Service Quality Measures.
- 8.4.8 The TRS Provider will provide such other reports and information to the Crown, and in such formats, as the Contract Coordinator may reasonably require.

9. Outreach Manager

- 9.1 The TRS Provider shall recruit an Outreach Manager acceptable to the Ministry within 3 months of the date of this Deed.
- 9.2 The Outreach Manager shall have a tertiary marketing qualification or an agreed equivalent qualification and requisite experience to develop and deliver a successful outreach programme to all User communities.
- 9.3 The Outreach Manager shall be resident in New Zealand and be an employee of the TRS Provider.
- 9.4 The Outreach Manager will oversee the activities of appropriate subcontracted outreach staff who may be resident in different areas of New Zealand and who have specialist knowledge of, and empathy with, one or more of the following User communities:
 - 9.4.1 Deaf
 - 9.4.2 Deafblind
 - 9.4.3 Hard of hearing
 - 9.4.4 Speech impaired
- 9.5 The Outreach Manager shall submit an annual outreach plan to the Ministry each year for review and input by the Ministry and NZ Relay Advisory Group. The final annual outreach plan shall be agreed with the Ministry.

10. Warranty and Representation

- 10.1 The TRS Provider warrants that the TRS provided to the Crown under this Deed will be performed in accordance with the generally accepted principles and practices applicable to its field of expertise.

Handwritten signature and initials in the bottom right corner of the page.

10.2 The TRS Provider represents that the TRS system is designed to meet the specifications for performance of the TRS set out in this Deed.

11. Intellectual Property

11.1 All names and addresses (including licences for toll free and other telephone numbers, allocated Internet domain names identifying web sites and email addresses), logos, and brands that are developed by the Crown or the TRS Provider and are used for the purpose of identifying the TRS for Users will be owned solely by the Crown. No rights are granted to or in the TRS Provider's name or logo for any Internet domain names that include in any part, the TRS Provider's name.

11.2 Subject to Clause 11.1, all Intellectual Property in and relating to the TRS System and the TRS and developments by the TRS Provider to either of them, and literature, documentation, working papers, User guides, training materials, reports or other papers and all other information (including without limitation, information that is in electronic form, except for third party proprietary software), produced and provided by the TRS Provider to the Crown in connection with the TRS System or for the purpose of providing the TRS, will be owned solely by the TRS Provider. For the avoidance of doubt, this Clause 11.2 is an "agreement to the contrary" for the purposes of section 26(6) of the Copyright Act 1994.

11.3 The TRS Provider grants the Crown a non exclusive, royalty free, irrevocable licence to use and reproduce all information in print, video or other media form that is specifically developed by the TRS Provider to publicly promote the TRS (including brochures, pamphlets, User guide booklets, fact sheets, advertising, posters, stickers, banners, website content, and other outreach materials) ("the License"). The Licence may not be sold, assigned, sub-licensed or otherwise transferred or divested by the Crown without first obtaining approval in writing from the TRS Provider. The TRS Provider's approval will not be unreasonably withheld. The Crown must ensure that all copyright and other proprietary notices contained in any such material are included without change in any reproductions of the information and materials.

11.4 Notwithstanding Clause 11.3, the Crown may authorise entities to use and reproduce the Intellectual Property under licence to the Crown provided the authorisation by the Crown allows the use of such material only in connection with promoting the TRS.

11.5 Not more than thirty (30) Business Days following the date of termination or completion of the TRS, the TRS Provider will deliver to the Crown all information (including information that is in electronic form), working papers, reports or other papers that are the property of the Crown, in accordance with this Deed.

12. Confidentiality and Conflicts of Interest

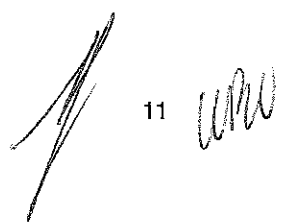
12.1 The TRS Provider accepts that in performing the TRS it, or any person used by it to perform the TRS, may acquire Confidential Information, or may enter into a situation which gives rise to a Conflict of Interest. Therefore, the TRS Provider warrants that it will:



- 12.1.1 Maintain a high standard of honesty and integrity at all times in the providing of the TRS and avoid situations which might give rise to such a Conflict of Interest or compromise the TRS Provider's or the Crown's integrity;
 - 12.1.2 Avoid any financial or other interest or undertaking that might interfere with or compromise the performance of the TRS Provider's obligations under this Deed, or the integrity or standing of the Crown during the Term and Extended Term of this Deed;
 - 12.1.3 Advise the Crown in writing of any actual or potential Conflicts of Interest that might arise in the performance of the TRS;
 - 12.1.4 Assist the Crown to address or avoid any actual or potential Conflicts of Interest notified to the Crown under Clause 12.1.3 above;
 - 12.1.5 Neither use, nor communicate, nor divulge, to any person, either before or after the completion of the TRS, any Confidential Information without the prior written permission of the Crown, except where the use or communication of the Confidential Information is reasonably necessary to enable the TRS Provider to perform its obligations under this Deed; and
 - 12.1.6 Ensure all of its employees, or any other person used by the TRS Provider to perform the TRS, are aware of, and comply with, the warranties given by the TRS Provider under Clause 12.1.
- 12.2 The Crown undertakes that it will maintain confidentiality in and will not disclose any Confidential Information supplied to the Crown by the TRS Provider in connection with this Deed to any person not directly concerned in the operation of this Deed other than:
- 12.2.1 The Crown's Ministers; and
 - 12.2.2 Officers, employees, contractors, agents and professional advisers of or to the Crown, each of whom is under an express or implied obligation of confidence;
- 12.3 Without the prior written consent of the TRS Provider, unless (and then only to the extent) such information is:
- 12.3.1 Publicly available at the time of receipt by the Crown or has since become publicly available other than by breach by the Crown of this Clause;
 - 12.3.2 Required to be released under any applicable law or any Standing Orders of the House of Representatives; or
 - 12.3.3 Used by the Crown in legal proceedings in connection with this Deed.

13. Waiver

- 13.1 A waiver by either Party of any rights arising from any breach of any term of this Deed must be in writing and will not be a continuing waiver of any other rights arising from any other breaches of the same or other terms or conditions of this Deed.

Handwritten signature and initials in the bottom right corner of the page.

13.2 No failure or delay on the part of either Party in the exercise of any right or remedy in this Deed will operate as a waiver. No single or partial exercise of any such right or remedy will preclude any other or further exercise of that or any other right or remedy.

14. Assignment, Delegation or Transfer

14.1 The rights and obligations of the TRS Provider under this Deed are personal to it and may only be assigned, delegated or subcontracted with the prior approval in writing of the Crown (which may be given, declined, or given subject to conditions, in the Crown's sole discretion). The TRS Provider remains liable for performance of its obligations under this Deed despite any approved assignment, subcontracting or delegation.

14.2 The TRS Provider must notify the Ministry of any transfer of shares, or any other arrangement affecting the TRS Provider or its holding company, which results in a change in the effective control of the TRS Provider.

14.3 Despite Clause 14.1 of this Deed, the TRS Provider may assign its rights and obligations under this Deed, after prior written notice (to the Crown), to a parent company, controlled affiliate, or affiliate under common control.

15. Variations

15.1 This Deed cannot be varied in any manner except by way of Deed in writing signed by the Parties. A variation of this Deed in writing will form part of this Deed.

16. Limitation of Liability

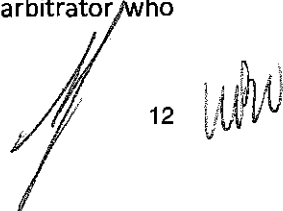
16.1 The Parties will not be liable for indirect, consequential or incidental loss or damages as a result of a breach of this Deed, even if they are advised of the possibility of such damages.

16.2 The liability of the TRS Provider for any non-performance in the areas of service quality and service availability is limited to the annual Performance Rebate set out in Schedule 2. The TRS Provider's liabilities under or related to this Deed will not exceed \$150,000 during the Term or \$90,000 during the Extended Term.

17. Dispute Resolution

17.1 The Parties agree to use their good faith to resolve any dispute which may arise under this Deed through good faith negotiations and informal dispute resolution techniques such as mediation, expert determination or similar techniques agreed by them. Except as provided in Clause 17.5, no Party shall commence any arbitration or litigation in relation to this Deed unless it has first fulfilled its obligations under this sub-clause.

17.2 Any dispute arising under this Deed which cannot be settled by negotiation or mediation between the Parties or their respective representatives within 20 Business Days of a party asserting a dispute in writing to the other party shall be submitted to arbitration under the Arbitration Act 1996 by a party before a sole arbitrator who



will decide the dispute according to the substantive law of New Zealand. The decision of the arbitrator will be final.

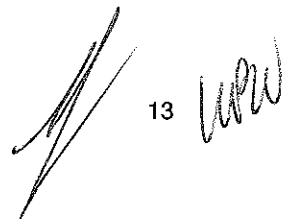
- 17.3 In the absence of agreement concerning the appointment of an arbitrator, either Party may request the President of the New Zealand Law Society to appoint a suitably qualified independent arbitrator to hear and determine the dispute.
- 17.4 The TRS Provider shall continue to perform its obligations under this Deed as far as reasonably possible as if no dispute had arisen pending the final settlement of any matter referred to arbitration.
- 17.5 Nothing in Clauses 17.1 to 17.4 shall preclude either Party from taking immediate steps to seek urgent equitable relief before a New Zealand Court.

18. Severability

- 18.1 If any part or provision of this Deed is invalid, unenforceable or in conflict with the law, the invalid or unenforceable part or provision will be replaced with a provision which, as far as possible, accomplishes the original purpose of the part or provision. The remainder of the Deed will be binding on the Parties.

19. Notices

- 19.1 Any notice to be given under this Deed will be in writing and will be hand delivered, sent by registered fast post, or faxed to the Parties' respective addresses or facsimile numbers as set out in Clause 19.3 and Clause 19.4 (or such other addresses or facsimile numbers that the Parties may notify to the other by notice).
- 19.2 Any notice will be deemed to be served:
- 19.2.1 As soon as the notice is hand delivered; or
 - 19.2.2 Five (5) Business Days following the date of posting the notice by registered post; or
 - 19.2.3 As soon as the notice is transmitted by facsimile.
- 19.3 The address for the service of notices on the Crown is:
- Ministry of Economic Development
33 Bowen Street
PO Box 1473
Wellington
NEW ZEALAND
Facsimile: (04) 499 0969
Attention: Manager Communications and IT Policy
- 19.4 The address for the service of notices on the TRS Provider is:
- Sprint
C/Hesketh Henry,
Level 11, 41 Shortland Street,
Auckland,
NEW ZEALAND, 13221



20. Entire Deed

20.1 The Parties acknowledge that this Deed sets out the entire agreement and understanding of the Parties and supersedes all prior oral or written agreements, understandings or arrangements relating to its subject matter.

21. Independent Contractor

TRS Provider provides the Services as an independent contractor under this Deed. The Parties' relationship and this Deed will not constitute or create an association, joint venture, or other form of legal entity or business enterprise between the Parties, their agents, employees or affiliates.

22. Use of Name, Service Marks, Trademarks or Trade Secrets.

Except as set forth in this Deed, neither Party will use nor will have any license to the name, service marks, or Intellectual Property of the other Party or any of its affiliated entities for any purpose, including but not limited to, resale of the TRS or press releases, without the other Party's prior written consent.

21. Time of the Essence

21.1 Any time, date or period mentioned in this Deed, or any subsequent Deed, may be extended by mutual agreement in writing between the Parties but as regards any time, date or period originally fixed or any time, date or period so extended, time will be of the essence.

22. Force Majeure

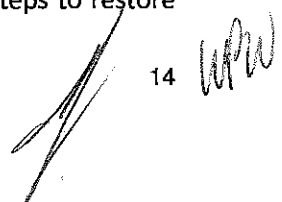
22.1 Neither Party will be liable to the other for any failure to perform its obligations under this Agreement by reason of any cause or circumstance beyond the Party's reasonable control including acts of God, communication line failures, power failures, riots, strikes, lock-outs, labour disputes, fires, war, flood, earthquake or other disaster, or governmental action after the date of this Deed ("Force Majeure Event"). The Party affected must:

(a) notify the other Party as soon as practicable after the Force Majeure Event occurs and provide full information concerning the Force Majeure Event including an estimate of the time likely to be required to overcome it;

(b) use its best endeavours to overcome the Force Majeure Event and minimise the loss to the other Party; and

(c) continue to perform its obligations as far as practicable.

22.2 During the continuance of Force Majeure the TRS Provider's obligations under this Deed will be suspended. The TRS Provider shall take all reasonable steps to restore

Handwritten signature and initials in the bottom right corner of the page.

the TRS system and shall resume delivery of TRS as soon as possible after the Force Majeure Event ceased to have effect.

23. Counterparts

23.1 This Deed may be signed in any number of counterparts (including facsimile copies) and provided that each party has signed a counterpart, the counterparts, when taken together, will constitute a binding and enforceable agreement between the Parties.

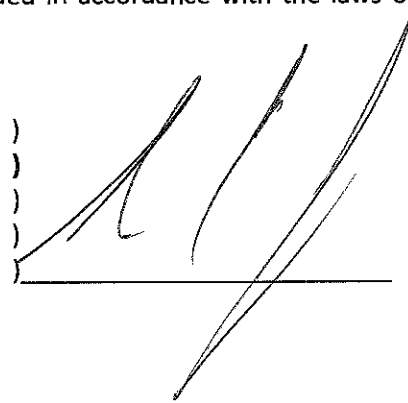
24. Enforceability

24.1 This Deed is not intended to create any obligations enforceable at the suit of any persons other than the Parties.

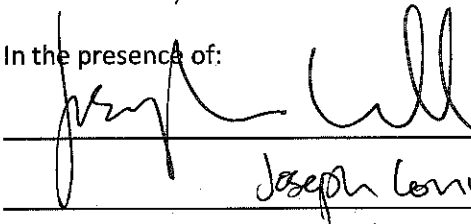
25. New Zealand Law

25.1 This Deed will be governed by and construed in accordance with the laws of New Zealand.

Signed for and on behalf of
HER MAJESTY THE QUEEN
in right of New Zealand by the
Minister for Communications and Information
Technology

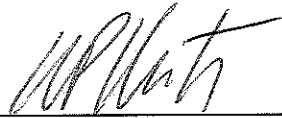


Date: 7/7/11

In the presence of:


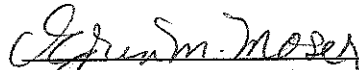

Joseph Connell,
Private Secretary

Signed for an on behalf of)
SPRINT INTERNATIONAL NEW ZEALAND)

By: 

Date: _____

In the presence of:

**SCHEDULE 1 – THE TELECOMMUNICATIONS RELAY SERVICE:
THE SPRINT PROPOSAL**

1. This Schedule comprises a revision of the TRS Provider's original proposal of 8 December 2010 to incorporate supplementary information supplied on 7 January 2011, 13 January 2011 and agreed modifications. The numbering under the heading "Services Description" in Schedule 1 follows that of the Ministry's in the RFP document and TRS Provider's clause by clause response in its proposal to those RFP specifications.

EXECUTIVE SUMMARY

2. Six and a half years ago, the Ministry took a historical step in launching the Telecommunications Relay Services (TRS) in New Zealand. Sprint is honoured to be a part of this history. This proposal is designed to demonstrate our continued desire and commitment to partner with the Ministry to serve the people of New Zealand.

SINGLE COORDINATED RESPONSE

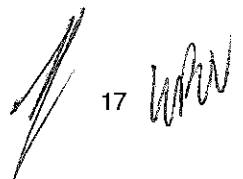
3. Sprint furnishes all of the necessary facilities, equipment, software, circuits, staff, training setup, testing, reporting and other program elements necessary to operate New Zealand Relay as a turn-key solution (with the exception of customer premise equipment).

4. To accomplish this, Sprint will utilise an experienced and long-time subcontractor to support the new contract. Communication Services for the Deaf (CSD), a non-profit organisation with a mission of providing communication access, will provide the contact centre operations for Sprint. CSD is celebrating thirty-five years of service to the Deaf and Hearing Impaired communities this year and has provided relay services since 1975 and collaborated with Sprint since 1993.

5. In addition, Sprint will coordinate with technology providers such as Captioned Telephone International, LTD. This Ultratec Company provides captioned telephony technology which may be integrated with the Sprint's contact centre technology, if the Ministry selects this optional enhanced service and this approach is determined to be the most effective. As additional voice-to-text products and services emerge in the marketplace, Sprint is dedicated to investigating all options and bringing the most fitting and cost-effective captioned telephony technology to the New Zealand contact centre.

RELEVANT EXPERIENCE

6. Sprint was privileged to be involved in this historical launching of New Zealand Relay six and a half years ago. During the past five years, Sprint has gained invaluable experience in working with New Zealand residents who are Deaf, Hearing Impaired or Speech Impaired to design, develop and deliver custom communication solutions. Sprint's TRS and IP platform works seamlessly with the New Zealand telephony system and was designed specifically for New Zealand that meets the international standards of Voice over IP, V. 18 and CTM. V.18 technology provides automatic inter-working with textphones worldwide and CTM provides global access to the GSM Mobile network.



7. Sprint's history of providing services for people who are Deaf, Hearing Impaired or Speech Impaired is among the longest and the most successful in the industry. In 1990, in response to the passage of the United States' American with Disabilities Act, Sprint established its first Relay service for the state of Texas. Over the past 20 years, Sprint has grown to be the largest and most sophisticated TRS provider, processing more TRS calls and serving more governments than any other provider. This is evidenced by the fact that Sprint provides TRS services for an unprecedented 35 government entities including the following:

Alabama	Federal Govt.	Mississippi	New York	Oregon	Virginia
Alaska	Florida	Missouri	New Zealand	Puerto Rico	Washington
Arkansas	Hawaii	Nebraska	North Carolina	South Carolina	West Virginia
Colorado	Illinois	Nevada	North Dakota	South Dakota	Wisconsin
Connecticut	Indiana	New Hampshire	Ohio	Texas	
Delaware	Minnesota	New Jersey	Oklahoma	Vermont	

Figure 1 - Sprint TRS and/or CapTel Customers

8. Sprint has also had additional experience in developing other international relay services. Sprint was proud to partner with ACC Zentrum, a not for profit organisation in Germany, to provide the Sprint Speech-to-Speech trial in Berlin. The three month trial, held from September to November 2003, provided the German government with visibility as to the benefits and necessity of providing equal access communication for this segment of the German population. The User community in Berlin embraced the service and is currently working to launch a permanent program. Sprint provided the technical experience, the training and partial funding to ensure the trial's success.

PROJECT AND ACCOUNT MANAGEMENT

9. The Sprint TRS team is comprised of highly skilled individuals who support all aspects of the TRS process. The Sprint Management team that helped launch the initial New Zealand Relay Service, comprised of Mike Ellis, Maggie Schoolar, John Moore and Dottie Cartrite, is the same team that heads up this bid opportunity. On different occasions, members of this team have travelled the country and worked to educate and advocate for New Zealand Relay. They have met not only with New Zealand Deaf, Haring Impaired and Speed Impaired community members, but also with high-ranking government officials. This team offers a continuity of care for New Zealand Relay Service.

10. Sprint's success has come about because, from the inception of Sprint Relay, Deaf and Hearing Impaired people are an integral part of our team. These employees have greatly influenced the development and quality of Sprint's products and services. Please review the "Key Staff CVs" Section for an overview of the Sprint TRS Organisation Structure. Sprint recognizes that to be truly successful in the Relay industry, one must not only serve our customers, but also be our customer. This is why key stakeholders and decision-makers at Sprint Relay are Deaf or Hearing Impaired.

11. Additionally, Sprint developed the concept of TRS Outreach Management in the United States, and continues to provide this same successful formula in New Zealand. Sprint will utilise a member of the local New Zealand Deaf or Hearing Impaired community to provide Outreach and Education. The New Zealand Relay Outreach Manager ("the Outreach

Manager”) will also locate and contract New Zealanders from each of New Zealand’s regions to work directly with people from the respective local communities. Sprint attributes much of the success of New Zealand Relay to the commitment by the Ministry, New Zealand Relay Advisory Group (NZRAG) and Sprint to use members of the community in the promotion of the service.

QUALITY ASSURANCE

12. Sprint’s clear mission is to serve the Ministry and NZ Relay Users by providing simple, instant, enriching and productive relay experiences. Customer satisfaction is a top priority at Sprint, and we demonstrate considerable effort working toward and measuring our success in this area. We create a culture focused on providing our customers exceptional service and improving the overall customer experience at every touch point. We conduct several studies to obtain information from our customers. Data from the studies is analyzed and presented to employees for review. From the studies, we develop and implement improvements throughout the organisation. We monitor customer satisfaction through a combination of the following:

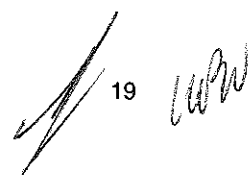
- Listening to what our customers, as well as prospective and previous customers, indicate is most important to them in terms of customer experience,
- Providing simple methods for our customers to provide direct input on our performance,
- Tracking Sprint employees’ efforts to deliver an exceptional customer experience, and
- Implementing various techniques to measure customers’ satisfaction with Sprint.

13. Customers are the backbone of any business, and Sprint’s customer service philosophy is based on this fact. We listen closely to what NZ Relay Users tell us and work with to resolve any issues in a timely fashion. This includes working with a business which does not understand Relay and may hang up on a Relay User or offering a new product such as speech-to-speech (STS) Email pre-call setup. In short, each member of Sprint does what is within his or her power to make each NZ Relay User’s experience as good as possible.

RISK MINIMISATION

14. Sprint will provide a seamless transition from the current contract to the new contract. Sprint will take all steps possible to minimise risks while providing a cost-effective service including the following:

- Sprint will use the same TRS and IP platforms utilised today to ensure a seamless customer experience.
- Sprint’s new location in Auckland will provide greater access to skilled labour to support and staff the contact centre. The lease will be secured upon contract award.
- The contact centre will be located on a Hospital Grid to ensure redundant and priority technology support.
- Sprint’s contact centre will be supported by a back-up generator.

Handwritten signature and initials in the bottom right corner of the page.

- Sprint supplies redundant DSPG servers.

15. Sprint realises natural disasters or pandemic situations could impact the service as contact centre employees would be jointly located. While it is not cost-effective to create a second full-time contact centre or to process these calls from a different country, Sprint is willing to explore additional options with the Ministry after contract award. Potential solutions may include leasing computer workstations in a separate contact centre which would remain unstaffed, except in times of disaster or developing a subcontracting relationship with a company to provide basic text (V.18) to voice capabilities on a per-subscriber basis for disaster situations. In the U.S., TRS providers have worked together to ensure seamless service in times of crisis. With the support of the Ministry, Sprint would recommend working with the Australian Government to establish a similar solution during emergency situations to share TRS traffic.

16. Costs for these types of enhanced risk minimisation services have not yet been included in Sprint's proposal but would be designed to meet the specific concerns of the Ministry.

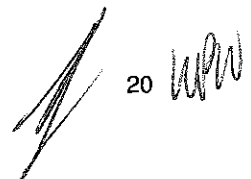
COMPETITIVE PRICING

17. Sprint's proposal builds on the systems and services offered today ensuring the best overall value. Sprint understands that the two largest cost components for NZ Relay are personnel and technology. Sprint is committed to providing to the best of both. Sprint's Relay Agents and Video Interpreters will continue to meet stringent hiring, training and ongoing performance requirements. All NZ Relay employees will continue to be dedicated to meeting the needs of Deaf, Hearing Impaired and Speech Impaired Users. In addition, Sprint will continue to utilise the same New Zealand TRS/IP Platform, a state-of-the-art system designed specifically for New Zealand that meets the international standards of Voice over IP, V.18 and CTM. V.18 technology provides automatic inter-working with textphones worldwide and CTM provides global access to the GSM Mobile network. Built into Sprint's platform are efficiencies such as automated answer, which eliminates seconds from each call. **Sprint's cost-effective approach ensures that Users of New Zealand Relay will not experience any degradation of service.**

18. Sprint anticipates that over the upcoming years, New Zealand's PSTN will be replaced by an IP-based digital network. This means that the legacy technology teletypewriters (TTYs) will become obsolete and newer technology will emerge. It is Sprint's experience many customers may be reluctant to migrate. Sprint will work closely with the Ministry to ensure that trends are carefully monitored, cost-effective changes are implemented and New Zealand Relay Users are informed, as applicable.

19. As mobility becomes a growing concern, Sprint stands ready to bring wireless access to New Zealand Relay. Sprint's proposal includes access via Instant Messaging or a dedicated NZ Relay application. As described in Section in Section 5.4.8., Sprint will work with the Ministry, NZRAG and the community to determine which of these solutions would be well-received. Based on that input, Sprint stands ready to implement either solution.

20. Sprint's operation's subcontractor, CSD has submitted a bid for the Asset Management of Textphone Equipment Pool. In order to minimise costs for the Ministry, Sprint and CSD will share technology, contact centre and personnel for these two bids if



contracts are awarded to Sprint and CSD. This ensures that the Ministry receives the best value.

FLEXIBILITY

21. At Sprint, part of our corporate culture is making sure that customers are pleased with service deliverables. We feel this has been demonstrated in the past and it is our intent to carry that forward. Whether we're working with our government customers or the Users, we believe our business is only sustainable through customer satisfaction. We work to make sure we live up to our commitments. Sprint has demonstrated this flexibility through the current contract by agreeing to the following:

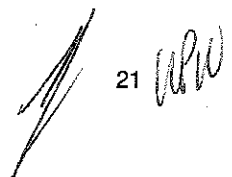
- During contract negotiations, Sprint added Cellular Text Modem (CTM) functionality to the platform at no extra cost,
- During service start-up, Sprint reduced the variable charge which is based on tiered usage model to reflect the partial month, thus saving the Crown approx \$80,000.00
- Sprint added STS email pre call set-up service at no charge,
- Sprint introduced a downloadable client for MAC Users at no charge during the VRS trial
- Sprint supported H.323 during the VRS trial, and
- Sprint created a private trial of Video Assisted STS with a minimal and limited number of Users.

22. Throughout the current contract, Sprint has worked diligently to establish a cooperative working relationship with the Ministry, NZRAG and Users of the service. If awarded the contract, Sprint will continue to foster these relationships by demonstrating flexibility, whenever possible.

SUPPORT AND MAINTENANCE

23. Sprint subscribes to the belief that support and maintenance are ongoing efforts. Sprint's leadership with marketing over the years has helped the team gain insight into the most effective tools for reaching out to consumers and providing them with support. We frequently use focus groups to ensure that our products are meeting the needs of the target population and exceed our expectations for high-quality services. We work with different consumers to evaluate our products before we release them in order to make sure that the product works. Since many of the Sprint team members are consumers of our products, we also expend considerable effort to use, test and evaluate the products before they are released. The more we understand and use our products, the better we can market them to consumers. Sprint's Outreach proposal contains the following:

- *Customized:* Sprint's programs for New Zealand Relay are designed with the specific needs of the Country and its citizens. Sprint is the incumbent provider and understands and appreciates the distinctive needs of the New Zealand consumers. Sprint will incorporate a new tagline for the upcoming contract, if approved by the Advisory Group: **New Zealand Relay. Connecting People to People...One Call at a Time!**



- *Visible Presence:* Through workshops, tradeshow and sponsorship, Sprint's Outreach Manager and Outreach Specialists will be visible and serve the Deaf, Hearing Impaired and Speech Impaired communities.
- *Mass Media Options:* Sprint's proposal includes the use of Public Service Announcements (PSAs) to reach more potential Relay Users as well as to educate the general public.

24. Customer Feedback on the quality of services offered and suggestions for improvement have been the cornerstone of our success. In addition to soliciting feedback from Relay Users, Sprint proudly sponsors an annual conference for the Relay Contract Administrators. During this conference, Sprint shares industry trends, emerging products and solicits feedback from our customers. This feedback is utilised to help shape future Relay products and services.

25. Sprint also offers a New Zealand Relay Help Desk, which is operated a 24/7, and is made available to New Zealand Relay customers, Outreach workers and anyone else seeking information about the service. The Help Desk offers three primary services for those contacting us:

- Equipment Related Issues
- Customer Service Issues
- Promotional Opportunities

OVERALL COMPLETENESS AND UNDERSTANDING OF REQUIREMENTS

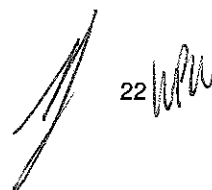
26. Sprint proposes a Relay system that continues to cultivate the latest in technology and quality. Sprint will ensure that the New Zealand Relay Service is designed and delivered to meet the specific directives of the Ministry.

27. New Zealand Relay Users will have access to a sophisticated Relay service offering products and services designed to help Deaf, Hearing Impaired and Speech Impaired Users to communicate in the most effective manner possible. Sprint's proposal includes a comprehensive package of Relay products and services including the following:

- Text Relay (including Carryover options)
- Internet Relay
- Speech to Speech (including STS Email pre-call setup)
- Video Relay Service (including Sign Carry Over)
- Captioned Telephony

28. The location of the call centre in Auckland is significantly advantageous in terms of employing and contracting from the greatest available pool of relay operators and community interpreters in New Zealand. Sprint intends to work closely with Auckland University of Technology's Sign Language Interpreter Training Program located less than a four-minute drive (1.4 KM) or 15-minute walk away from the proposed TRS/VRS facility.

29. As recognised by the Ministry, the limited number of qualified and certified VIs in-country is a concern. Sprint proposes to create an Interpreter Journey program to assist in quickly expanding the pool of qualified VIs. Through this program, the Journey VI would



observe a fully qualified VI. The Journey VI would progress and, when capable, would begin taking VRS calls under the guidance of a fully-qualified VI.

30. Sprint will work with Auckland University of Technology to recruit Journey Interpreters and allow for a seamless introduction of additional VIs to the service. Also proposed is an integrated Video Remote Interpreting solution to address the shortage of available interpreters and to make alternative communications via remote video interpreting so that expanded VRS will not have an adverse impact on access to communications for the residents of New Zealand. Additionally, the expanded hours of service will allow employment of full time, part time and contract interpreters and provide consumers with a more consistent communication solution.

REFERENCES

31. As directed, Sprint has provided a list of two references from clients who currently receive relay services as those proposed by Sprint. The Ministry is more than welcome to contact these references and/or any Sprint Relay customers for information regarding our ability to comply with the requirements of the Ministry's RFP and the quality of Relay services or personnel provided.

32. In addition, Sprint encourages the Ministry to consider the numerous letters of support included in Sprint's bid from New Zealand Relay Users. Excerpts from these letters include:

"Sprint/NZ Relay has consistently provided excellent service to those in our community who are unable to use a telephone in the usual manner." Pauline Marshall, Manager, Hearing Association Christchurch Inc.

"With such a wide variety of services and support Sprint Relay will go to endless trouble to sort out a problem."

Lois Waters, NZ Relay User

"I have used this valuable service on several occasions and found it to be very professional."

Katy Hart, Hearing Advisor, *Hearing Association (Gisborne Branch)*

TIMETABLE

33. Sprint guarantees quality, timely, and efficient management of the migration from the current contract to the new contract. Sprint Relay has a very successful track-record of transitioning both new or returning customers.

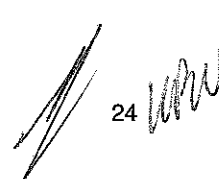
34. Sprint has a dedicated and fully experienced implementation team ready to begin the service migration process. The Sprint internal transition team will be led by Elizabeth D'Anna, Sprint Relay Senior Program Manager. Ms. D'Anna possesses over 18 years of Project Management experience. She has successfully implemented and/or transitioned dozens of accounts, services and products during her tenure at Sprint including the implementation of the recent NZ Video Relay trial.

35. Sprint's Program Manager will lead the team of Sprint planners, engineers, technicians and will bring the service migration of NZ Relay to fruition, ensuring the exceptional service that is the trademark of Sprint. She will work from a comprehensive,

time-proven project plan clearly laying out responsibilities and timeframes while allowing the flexibility for your unique requirements.

SUMMARY

36. Sprint understands the Ministry's goal to consistently provide functionally-equivalent service with the highest performance standards for Relay at the best value. Sprint shares that goal. As you will find in Sprint's proposal, no other relay provider understands the NZ Relay User communities as well as Sprint or will work harder to ensure uninterrupted services. We are dedicated to offering a solution that will give the Crown more value per dollar and energize the Deaf, Hearing Impaired and Speech Impaired communities with new and exciting service opportunities.

A handwritten signature in black ink, appearing to be 'W. W. W.', is written over the page number '24'.

Services Description

5.1. Background

The services and functions of the required services reflect:

- a. experience gained from more than 5 years of operation of the conventional relay services listed in 5.3 and more than 10 months of experience of a nation-wide VRS trial;
- b. input from the NZRAG;
- c. input from interested parties to the Ministry Discussion Paper: The Future of the Telecommunications Relay Service in New Zealand on which 89 submissions were received;
- d. input and comment from other government agencies;
- e. decisions made by Cabinet.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

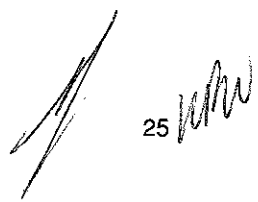
Sprint has been honoured to be a part of the establishment New Zealand Relay and the rapid expansion of services since that time. During the past six years, in coordination with the Ministry and consumers, Sprint continues to develop and add cost effective and progressive services including the following:

- Launch of TTY-based services
- Design of a unique brand and Outreach effort
- Trial and full launch of New Zealand's Internet Protocol (IP) relay service
- Trial and full launch of Speech to Speech service
- Trial of Video Relay Service

The Sprint Management team that helped launch the initial New Zealand Relay Service, comprised of Mike Ellis, Maggie Schoolar, John Moore and Dottie Cartrite, is the same team that heads up this bid opportunity. On different occasions, members of this team have travelled the country and worked to educate and advocate for New Zealand Relay. They have met not only with New Zealand Deaf, Haring Impaired and Speed Impaired community members, but also with high-ranking government officials. This team offers a continuity of care for New Zealand Relay Service.

Sprint's experience, as the incumbent provider, in developing new services and trials for New Zealand Relay Users gives it a distinct advantage over other relay providers. This proven history of performance also provides the additional benefit to the Crown.

Since 2004, Sprint has been honoured to provide relay services in New Zealand and accomplished many successes including the following:



Year	Milestone
2004	Launch of Phase I TRS and IP Relay Service
2005	Finalist in TUANZ Contact Centre of the Year Awards
2005	New Zealand Phase II Implementation (with hybrid call types)
2005	Successful Speech to Speech Trial leading to establishment of permanent service.
2009	<i>Liz Dengate-Thrush Foundation</i> Internet Industry Awards: Finalist in "Positive Societal Impact"
2009	Enterprise Franklin Business Excellence Awards: Finalist in two categories: Excellence in Service Delivery Innovation
2009	Ongoing Video Relay Trial

Sprint and NZ Relay History of Success

Sprint was one of the earliest providers of Relay services following the passage of the Americans with Disabilities Act (ADA) in 1990. This year, Sprint is celebrating its 20th anniversary in the industry. Sprint has been steadfast in its commitment to both Relay customers and its government customers during the past twenty years.

Below is a summary of Sprint's qualifications for providing relay services in New Zealand

- Sprint was one of the earliest providers of TRS following the passage of the Americans with Disabilities Act (ADA) in 1990.
- Sprint Relay has since grown to become one of the largest TRS providers in the world.
- Sprint is a facility-based TRS provider who offers the very latest in switching technology.
- Sprint provides all internet-based relay services including Video Relay Services (VRS), Sprint Internet Relay (Sprint IP), Sprint IP through AOL Instant Messaging, Sprint IP through GoogleTalk, Web CapTel, and Sign Carry Over.

5.2. General requirements

5.2.1. Purpose

The primary purpose of the TRS is to facilitate telephone communications between severely hearing and speech impaired people, including Deaf¹ people, people who have difficulty hearing or speaking on the telephone and anyone who is able to use a standard telephone.

To use the TRS, it is expected that:

- the person who has difficulty hearing or speaking on the telephone will communicate with the TRS by a means of text communications²; and
- the person who is able to use a standard telephone will need no equipment other than a standard telephone³ to communicate with the TRS.

¹ The use of a capital D for Deaf denotes a group of people who consider themselves a distinct cultural and linguistic minority.

² Text communications' is left deliberately undefined in this sentence, but text based technologies proposed to be supported by the TRS are defined in 5.3.

³ Standard telephones' as used here as no implications as to its technology other than it conforms to New Zealand network connection standards, typically as defined by Telecom New Zealand Telepermits.

- the person who is Deaf and uses NZ Sign Language will optionally communicate visually using a videophone or webcam equipped PC or Mac as set out in 5.4.
- the person with a speech disability and will utilise Speech-to-Speech does not require any specialised equipment

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint fully meets all requirements for conventional TRS and VRS services. Sprint will provide all requested call types including Text to Speech, Speech to Text, Hearing Carry Over, Voice Carry Over, Two-line Voice Carry Over, Speech to Speech and Internet Relay on a 24/7/365 basis. Sprint listens to customers (both government customers and Users) to continually improve the service by offering new enhancements and operational procedures.

Sprint has offered standard TTY relay services (Text to Speech and Speech to Text) for over 20 years. During this time, Sprint has refined the methods and procedures to ensure that each caller's experience is as simple, instant, enriching and productive as possible. It is important to note that the caller's experience has been optimized for New Zealand Relay Users based on local language, culture and etiquette.

In 1996, Sprint began offering Carry Over services to its relay customers. Since that time, Sprint has expanded the offerings for Carry Over customers by adding unique access lines to the service and privacy options. In 2004, Sprint began offering this service in New Zealand.

Sprint was also the first Relay service provider to offer STS trials in the United States. Speech to Speech does not require any specialized equipment. This TRS enhancement enables a Speech-Disabled person to use his/her voice or voice synthesizer, rather than a TTY, to communicate on the telephone. Specially trained RAs function as voice facilitators for Relay Users with speech disabilities who have trouble being understood over the telephone. In 2005, Sprint began offering a Speech to Speech trial in New Zealand. Since that time, New Zealand STS Users have benefitted from Sprint's flexibility and dedication to improvement. New features, such as an option to email call set-up instructions to the relay assistants ("RA"), have been implemented quickly to address customer requests.



Since 2004, when New Zealand's Internet Relay was introduced, the service has continued to be extremely popular. Today approximately 51% of incoming calls are originated through the New Zealand Internet Relay.

5.2.2. Scope

The TRS operation will need to employ contact centre staff that are trained and skilled in dealing with hearing and speech impaired people, as RAs, to provide the services described in sections 5.3 and 5.4 of this document. In general, the RA will act as an intermediary to assist in telephone based communication between a hearing impaired or speech impaired person and a hearing person.

The TRS Provider will be required to promote and raise awareness of its services and to maintain a reasonable level of awareness.

With the agreement of the Ministry, the TRS service Provider may wish to provide additional optional services outside the scope of this service description. Such additional services would be

 27 

expected to operate outside the funding framework of the Telecommunications Service Obligation, a Crown funded VRS being one such service.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint will continue to furnish all of the necessary facilities, equipment, software, circuits, staff, training setup, testing, reporting and other program elements necessary for a turn-key New Zealand Relay Service. All call centre facilities and components conform to our demand for leading-edge technology and operational effectiveness, and comply with all standards that affect the provision of the Relay service in New Zealand.

Contract Centre Location

At the time of this submission, Sprint has identified several locations to support a joint TRS, VRS and Textphone Pool operation. We have enclosed our preferred location in Auckland that rest on the Hospital Grid and has a Standby Generator on site for back-up Power Supply. This type of location will give us immediate access to skilled labour that will support our proposed solution within this RFP. Space will be allocated to accommodate larger than normal cubicles for sound considerations with CapTel, VRS and Visual Speech to Speech, as well as accommodate the administrative and traditional TRS functions of NZ Relay Service in its entirety.

Photographs of the facility that has been targeted for our TRS/VRS location in Auckland, New Zealand can be seen below. The building is called Qantas House located at 191 Queen Street, Auckland Central.

There are three spaces with adequate square meters in a superior configuration in this building that meet our criteria including locations on levels seven (7), twelve (12) and seventeen (17). All spaces have Fibre (on the Hospital Grid) and a Standby Generator (Back-Up Power Supply on site). These spaces represent Sprint's preferred location and availability will be contingent upon date of contract award.

The proposed NZ Relay Centre premises are installed with new carpet and equipped with modern facilities such as CAT 5 network cabling and floor-to-ceiling glass windows, which offer natural lighting and a kitchenette. Sprint selected this location for its advantageous position, just off the busiest streets of Auckland Central. Queen Street is centrally situated close to amenities and essentials including easy access to bus stops and short distances to Britomart Transport Centre, Ferry Terminal, motorways and cafes.

Risk Minimisation

Sprint intends to take all steps possible to minimise risks while providing a cost-effective service including the following:

- Sprint will use the same TRS and IP platforms utilised today to ensure a seamless customer experience.
- Sprint's new location in Auckland will provide greater access to skilled labour to support to staff the contact centre. The lease will be secured upon contract award.
- The contact centre will be located on a Hospital Grid to ensure redundant and priority technology support.

- Sprint's contact centre will be supported by a back-up generator.
- Sprint supplies redundant DSPG servers.

Sprint realises natural disasters or pandemic situations could impact the service as contact centre employees would be jointly located. While it is not cost-effective to create a second full-time contact centre or to process these calls from a different country, Sprint is willing to explore additional options with the Ministry after contract award. Potential solutions may include leasing computer workstations in a separate contact centre which would remain unstaffed, except in times of disaster or developing a subcontracting relationship with a company to provide basic text (V.18) to voice capabilities on a per-subscriber basis for disaster situations. Costs for these types of enhanced risk minimisation services have not yet been included in Sprint's proposal but would be designed to meet the specific concerns of the Crown.

Staffing

Sprint's hiring process and staffing requirements are the beginning steps in ensuring the appropriateness and qualifications of Sprint Relay RAs. All Sprint RAs are at least 18 years of age, have completed a secondary school, have the ability to type 60 wpm on an auditory-based test, have adequate spelling and grammar skills, and possess clear articulation with an intelligible, pleasant speaking voice. RA applicants who do not speak in a clear, concise, understandable manner are not considered for employment.

Sprint is committed to providing quality service to all customers. To meet this goal, Sprint has very strict requirements and testing for all call centre employees which begins with our hiring process.

- Preference is given to RA applicants with TRS experience, knowledge of New Zealand Sign Language, or experience working with Deaf and Hard-of-Hearing or Speech-Challenged individuals.
- All applicants for RA positions are required to submit an employment application that details the applicant's educational and employment history.
- After an applicant's educational history, employment history and typing test results are reviewed; a determination is made as to whether the applicant meets the minimum RA requirements.
- A Human Resources representative will then screen potential candidates through face-to-face and telephone interviews to evaluate the applicant's communication skills, including English grammar, diction and speech clarity, sensitivity to issues of Customer Service, integrity and confidentiality, and overall suitability for the job. Those applicants who do not pass the HR screening interview will not be considered for employment.
- Once the applicant passes the HR screening interview, he/she is interviewed in person by an Operations Supervisor for specific job dimensions that relate to the success of a RA. These dimensions include sensitivity to customers and issues of confidentiality.
- If the Supervisor recommends the applicant for employment, the applicant must pass a drug screen and a background investigation of educational, work and criminal histories.

This process ensures that only qualified applicants are hired to work at Sprint Relay Centres as a RA.

Outreach and Awareness

As described in Section 5.8.6, Sprint will provide a comprehensive Public Awareness Campaign which builds on the current momentum. Sprint will select an Outreach Manager to be located in New Zealand to support this effort.

Handwritten signature and initials in the bottom right corner of the page.

Additional Products and Services

Sprint understands that in order to make the products of tomorrow a reality, providers must invest today. Sprint Relay has a dedicated Product Innovation team which focuses solely on emerging technologies and products related to relay consumers.

Sprint is actively monitoring advancements in telecommunications and technology to continuously investigate and validate alternate protocols and emerging technologies. New Zealand Relay will benefit from Sprint's involvement utilizing the following strategies:

- Sprint partners with leading hardware and software providers to develop innovative telecommunications solutions.
- Sprint participates in, and sponsors various telecommunication technology trade shows.
- Sprint maintains a significant presence and influence on national boards that address industry issues, such as the TRS Interstate Fund Advisory Council.
- Sprint conducts periodic surveys and focus groups. Companies such as Cambridge Research help to gather information regarding the features desired by our TRS customers.
- Sprint supports research and funding of new technologies. Sprint is able to share the latest advances in assistive technology with students who are Deaf or Hard-of-Hearing. Sprint recently made a generous donation to Gallaudet University to fund a multipurpose room in its new student activities Centre; as well as providing Video Conferencing facilities at both Gallaudet University and the National Technical Institute for the Deaf (NTID) at the Rochester Institute of Technology.

Technologies or protocols believed to have potential for incorporation into Relay are evaluated to determine feasibility, cost, and benefit to the service. Once targeted, technologies are developed, tested, and incorporated into the Sprint TRS product line through software upgrades and supporting hardware upgrades. These enhancements help to improve the overall quality of Relay Services while focusing on lowering Relay Service costs.

5.2.3. Principles of Operation

The TRS will operate under the following basic principles:

- a. **Telecommunications Services Obligation.** The core text based TRS including Internet Relay and Speech to Speech is funded as a Telecommunications Services Obligation under the Telecommunications Act 2001.

SPRINT RESPONSE: AGREED.

- b. **Language:** The TRS must support the English language in providing text-to-speech, speech-to-text, hearing carry over or voice carry over conversions.

SPRINT RESPONSE: COMPLIES.

- c. **24 x 7 access:** The core TRS will operate 24 hours per day, 365 days a year.

SPRINT RESPONSE: COMPLIES.

- d. **Privacy:** The TRS is required to be provided in a way that complies with the Privacy Act 1993 and the Telecommunications Information Privacy Code 2002. The provider of the TRS will need to safeguard the privacy of people using the service.

This will include the protection of messages passing through the TRS system and any subscriber information for Users of the service.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint has strict policies in place to enforce confidentiality of Relay Services. Sprint's procedure to safeguard such information is detailed below.

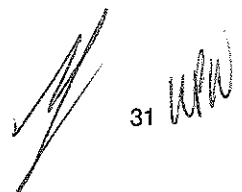
All Relay Centre personnel are required to sign and abide by a pledge of confidentiality that promises not to disclose the identity of any caller or any content of a call as a result of relaying calls. In addition to Sprint's confidentiality policies; as a part of training, RAs role-play various scenarios which demonstrate the correct way to ask for assistance from a Supervisor without divulging call-specifics. Examples of potential confidentiality breaches are reviewed and discussed with RAs.

Sprint strictly enforces confidentiality policies in the Centre, which include the following:

- Prospective RAs are screened during the interview process on issues regarding ethics and confidentiality.
- During initial training, RAs are presented with examples of potential breaches of confidentiality.
- Stress can be a factor in maintaining confidentiality. RAs receive three hours of training on healthy detachment.
- Each RA must sign the Sprint Relay Code of Ethical Behaviour pledge.
- Visitors are not allowed in RA work areas.
- All employees attend annual confidentiality meetings where the confidentiality agreement is reviewed and re-signed.
- Supervisors are present in the work area to observe RA conduct.
- Breaches of confidentiality will result in the termination of the employee.

Sprint believes that measures to ensure confidentiality are crucial to the success of TRS operations, and has implemented procedural and environmental measures to safeguard all customers, and call information. For example, all information obtained for call set-up, including Customer Database information, remains confidential and cannot be used for any other purpose. Access to this billing information by a law enforcement agency, requires a court order from the appropriate judicial branch.

- Sprint prohibits the use of any information obtained during the processing of a call.
- After the inbound party disconnects, RAs lose the ability to view or access any information pertaining to that call.
- No written or taped information regarding the call is kept once the call is released from the RA position.
- After the call has been terminated, billing information is transferred to billing files and is no longer accessible, except for billing purposes.
- Call records may not be retained, other than that required to generate invoices and for the User's billing.

Handwritten signature and initials in the bottom right corner of the page.

- e. **Emergency Services access: Continued use of the existing emergency service numbers is favoured⁴. However, RAs must be able to act as an intermediary to the emergency service call centre.**

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint has a great deal of experience in the provision of emergency telephone services to individuals with communication impairments. An emergency call is considered to be one in which the User of the Relay Service indicates that they need the police, fire department, paramedics or ambulance. Textphone (TTY) Users will use the existing emergency service access number.

Like the Ministry, Sprint favours the continued use of existing emergency service numbers to provide immediate access in cases of emergency. However, when required, Sprint RAs will act as intermediaries to relay the emergency call to the emergency service Centre.

- f. **TRS service pricing: Where Users pay for a TRS service the objective is to ensure that the TRS service pricing is broadly similar to the prices of equivalent services not involving the TRS.⁵**

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint continuously works to provide greater functional equivalency for Relay Users. All standard services and features are provided at no additional cost to the User, other than those charged by telephone companies to standard telephone Users.

- g. **Ease of access and use: Where possible, barriers to use of the service should be minimised. To this end, non-impaired telephone services Users should be able to use a standard telephone to communicate via the TRS with a hearing or speech-impaired telephone services User.**

The TRS should be easy to use whether on a casual or a regular basis. In general, a requirement for Users to register before being able to use the service is not favoured, as it is likely to be a barrier to the service's uptake and use.

TRS service pricing should balance the benefits of pricing equity with the relative costs of implementing a billing structure that can achieve equity.⁶

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint supports making TRS easy to access and use. Sprint understands the Users of NZ Relay hold the greatest wealth of information as to how to improve access to the service. Sprint routinely

⁴ Text (0800 16 16 16) and fax (0800 16 16 10) access to the NZ Police emergency services call centre is currently available.

⁵ To achieve absolute uniformity of charging between standard and TRS calls would be expected to add significant overhead to the TRS operation and hence the costs to TSO Liable Persons. This is because a number of additional systems and network components are involved in a TRS call as compared to a standard call.

⁶ This assumes that, where required, a User of the TRS already has an account structure in place, through which any TRS call charges can be billed.

solicits feedback from customers, which is used to customise the service and develop new products and services.

To the greatest extent possible, Sprint will not require registration. In some instances, it may be helpful to require registration in order to support the goals of the Ministry. For example, during trials of new services, Sprint will use this information to gather feedback from Users and to modify the service, as needed.

h. TRS telephone numbers, Internet relay and Video Relay Service URLs:

The 0800 access numbers (local and national) used are:

0800 4 711 711 TTY

0800 4 712 712 Voice

0800 4 715 715 Speech to Speech

0800 4 711 711 VCO

Calls from cellular/mobile and international:

+64 9 237 8897 TTY

+64 9 237 8898 Voice

Help Desk:

0800 4 713 713 TTY

0800 4 715 715 Voice

Internet relay:

www.internet.nzrelay.co.nz

Website:

www.nzrelay.co.nz

SPRINT RESPONSE: COMPLIES.

i. Cost effectiveness. The TRS should provide its services in a cost effective manner.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint's proposal also builds on the systems and services offered today ensuring the best overall value. Sprint understands that the two largest cost components for NZ Relay are personnel and technology. Sprint is committed to providing to the best of both. Sprint's Relay Agents and Video Interpreters will continue to meet stringent hiring, training and ongoing performance requirements. All NZ Relay employees will continue to be dedicated to meeting the needs of Deaf, Hearing Impaired and Speech Impaired Users. In addition, Sprint will continue to utilise the same New Zealand TRS/IP Platform, a state-of-the-art system designed specifically for New Zealand that meets the international standards of Voice over IP, V.18 and CTM. V.18 technology provides automatic

inter-working with textphones worldwide and CTM provides global access to the GSM Mobile network. Built into Sprint's platform are efficiencies such as automated answer, which eliminates seconds from each call. **Sprint's cost-effective approach ensures that Users of New Zealand Relay will not experience any degradation of service.**

Sprint anticipates that over the upcoming years, New Zealand's PSTN will be replaced by an IP-based digital network. This means that the legacy technology (TTYs) will become obsolete and newer technology will emerge. It is Sprint's experience many customers may be reluctant to migrate. Sprint will work closely with the Ministry to ensure that trends are carefully monitored, cost-effective changes are implemented and New Zealand Relay Users are informed, as applicable.

5.3. Conventional Telecommunications Relay Services

For the purposes of this specification the following services are deemed to be conventional or core relay services, all of which are provided as a TSO:

5.3.1. Hearing Carry Over

Hearing Carry Over (HCO) allows people who are speech impaired to use their hearing abilities to listen directly to the Standard Phone User. The RA voices the typed responses from the HCO User to the hearing person, who then speaks directly to the HCO User without RA interaction.

SPRINT RESPONSE: ADDITIONAL BENEFIT.

ADDITIONAL EXPLANATORY INFORMATION

Hearing-Carry-Over (HCO) allows a person to listen directly to the person they are calling and provide their responses by text through the RA (and vice-versa). This advancement eliminates the HCO User's need for reading text and allows him/her to hear the call set-up, ringing and the called party answering the telephone.

HCO-to-TTY

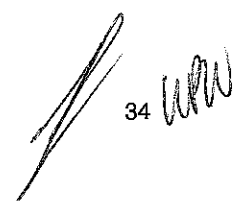
HCO and TTY Users can communicate with each other through Relay. The HCO User's message is typed to the TTY User. The RA voices the TTY User's typed messages to the HCO User.

HCO to HCO

HCO Users can communicate with other HCO Users through New Zealand Relay. The RA voices the typed message from the HCO User and voices to the other HCO User who listens and then types his or her response back in the same manner, and vice versa.

Two-Line HCO (2LHCO)

2LHCO provides close to real-time conversations between a Speech-Disabled person and the hearing person. Two telephone lines and three-way calling is needed for this type of Relay. The Two-Line HCO (2LHCO) User listens to the hearing person on one (Voice) line and uses the second (TTY) telephone line to type their responses to the RA who then voices to the hearing person. There is no need to give the Go-Ahead ("GA") or wait a turn, allowing for a smoother and more natural conversation flow

Handwritten signature and initials in the bottom right corner of the page.

Reverse Two-Line HCO (R2LHCO)

R2LHCO provides close to real-time conversations between a Speech-Disabled person and the hearing person. Two telephone lines and three-way calling is needed for this type of Relay call as well. A hearing person using a standard telephone initiates a call to the R2LHCO User. The R2LHCO User receives the call and connects to the RA via the standard telephone, using three-way calling. The RA dials the second (TTY) telephone at the R2LHCO User's location. The Reverse Two-Line HCO (R2LHCO) User listens to the hearing person on one (Voice) line and uses the second (TTY) telephone to type their responses to the RA, who then voices to the hearing person. There is no need to give the "GA" or wait a turn.

5.3.2. Internet Relay

New Zealand Internet Relay (NZIR) service is offered to deaf and hard of hearing individuals. This service allows them to place relay calls over the internet via their computer or laptop. NZ Relay is a free service.

Proponents must describe how they will maintain the security of their Internet Relay service with regard to:

- a. **limiting access to New Zealand IP addresses;**
- b. **maintaining a block list; and**
- c. **methods of identification of potentially fraudulent calls, capture of the IP address and addition to the blocked address list.**

SPRINT RESPONSE: ADDITIONAL BENEFIT.

ADDITIONAL EXPLANATORY INFORMATION

Sprint processes Internet Relay calls with the same intense focus on quality, customer input and innovative technology. Sprint offers Internet technology for Deaf and Hearing Impaired consumers via a web-based application. New Zealand Internet Relay functions are similar to those of the traditional TTY-to-Voice Relay Call, with the one major difference the call is initiated from a Personal Computer (PC) via an Internet connection to a voice telephone User.

For best results in using New Zealand Internet Relay the following applications are recommended:

- Operating Systems: Windows 98, Windows NT, Windows 2000, Windows XP
- Browsers: Microsoft Internet Explorer, Version 5.0 and higher.
- Video Players: Windows Media Player Version 7.1 and higher.
- Java Plug-ins: Microsoft Corporation, Version 1.1 and higher

The initial screen contains a simple, easy-to-use interface. Callers can simply enter the number to be called and press "Call Now", view instructions in NZ sign language or contact Customer Service for assistance. This initial screen also clearly states that international calling is not permitted through New Zealand Internet Relay.

Inbound NZIP International Identified

If the New Zealand IP caller states to the RA (during call set up) they are calling from an international point and wish to place a call, Sprint takes the following steps to avoid processing international calls.

- RA will transmit <ALT-K> (ONE MOMENT PLS) and call a supervisor to begin the disconnect process.
- Supervisor types the following response:
"I AM SORRY WE DO NOT PROCESS INTERNATIONAL CALLS SKSK"
- Supervisor will release inbound call.
- If the inbound NZIP caller requests a domestic number to call the supervisor will respond with "I AM SORRY WE DO NOT PROCESS INTERNATIONAL CALLS SKSK"
- **Note:** Since this caller is identified as inbound international no calls will be processed through NZIP.

Inbound NZIP Location Not Identified.

If the NZIP caller provides an international number to call, the RA will follow these standard procedures:

- RA types the following response:
"I AM SORRY BUT WE DO NOT PROCESS INTERNATIONAL CALLS GA SK"
- If the inbound insists on placing an international call,
- RA will transmit <ALT-K> (ONE MOMENT PLS) and call a supervisor to begin the disconnect process.
- Supervisor types the following response:
"I AM SORRY WE DO NOT PROCESS INTERNATIONAL CALLS SKSK"
- Supervisor will release inbound call.

Note: If the inbound NZIP caller has not been identified as an international point and a domestic number is given the RA will process the call.

Automatic Blocking of International Calls.

The Sprint Internet Relay solution identifies the registered geographic location of IP addresses for Internet Relay callers. It automatically prevents the making of calls through the Internet Relay from those IP addresses registered against international locations.

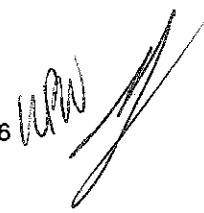
Sprint's system uses IP filtering of the IP address data to implement the blocking feature. This filter is implemented in a two-phase blocking process. The application first checks the international subnets to make sure that the inbound IP address does not reside in one of the IP subnets that have been identified to have international origins. The second phase of the process checks IP addresses that have been identified to be of international origin. If the inbound IP address is found in either of these two lists, it is not allowed to make a call through the application.

The Sprint solution also regularly checks Call Detail Records (CDR) to monitor the level of usage on each IP address and identify any unusual usage levels. Any IP addresses identified as having abnormal call volume will be researched in detail. This may involve contacting the network provider to determine the origin of the calls. If necessary, the IP addresses will be added to the database to be blocked.

IP Blocking System Business Process:

The Sprint solution currently facilitates frequent updates from several IP database sources using the following procedures:

- Review of CDR for unusual patterns of call volume from each IP address
- Identification of IP address as suspected foreign IP address

36 

- Perform research on IP address by doing IP address search and/or contacting network provider.
- If IP address is determined to be foreign IP address, request submitted to update the database.
- Database is updated and actively blocks this IP address.

Operational Practices

Sprint takes proactive steps to minimise inappropriate use by implementing robust operational screening solutions. This approach has proven to be successful in ensuring that Deaf, Hearing Impaired and Speech Impaired individuals who rely on New Zealand Internet Relay will continue to enjoy the ease of use in connecting and placing confidential calls to hearing friends, family and businesses. RAs are made aware of the tactics employed by individuals attempting to inappropriately use the New Zealand IR service. If specific behaviour is observed, an advisory may be issued to the called-party. For security reasons and to protect the effectiveness of this solution, Sprint does not disclose the specifics of this operational screening practice.

Future Developments

Sprint currently offers cutting-edge technology using Sprint IP using Instant Messaging applications including (AIM™ and GoogleTalk™) in the United States and looks forward to bringing wireless technology to New Zealand.

One option, Instant Messaging (IM), blends the easy-to-use capabilities of Sprint IP Relay with the power of wireless devices and equipment that run IM (IM) applications.

Additional details on Sprint's IP through Instant Messaging products can be viewed in Section 5.4.8.

5.3.3. Speech to Speech

STS allows a person with a speech impairment to have support when using the telephone to ensure clear understanding. A specially trained RA will listen and will repeat as needed the speech impaired person's conversation to the Standard Phone User.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint intends to expand the hours of the Speech to Speech service to 24/7/365 to meet the requirements of this RFP. These expanded hours will provide greater access to Speech Impaired Users. Access will continue to be provided through a dedicated number. Sprint was the first TRS provider to offer STS services beginning in 1994. STS is a TRS enhancement that enables a person with a speech disability to use their own voice or voice synthesizer, rather than a TTY to communicate by telephone. Specially trained RAs function as voice facilitators for Users who have trouble being understood on the telephone. As the person with the speech disability talks the STS RA repeats what is said to the called party, as needed or requested.

STS Call Processing

Sprint STS RAs will retain information from one inbound call for use in a subsequent outbound call, with the caller's permission. Such information will only be retained for the duration of the inbound call. All information provided for the call set-up, including customer database records remain

confidential and cannot be used for any other purpose. Once the inbound party disconnects, RAs lose the ability to view or access any information pertaining to that call. No written or taped information regarding the call is kept once the call is released from the RA position.

5.3.4. Speech to Speech email pre-call setup

This service allows an STS User to email NZ Relay with pre-call information such as the number to call, the person's name or other information that the STS may have particular difficulty articulating verbally.

NZ Relay sends an email acknowledgement.

The STS User dials 0800 8 715 715 and informs the RA that they have sent an STS email and gives the RA their name. The RA uses the information in the STS pre-call setup email to facilitate the call.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

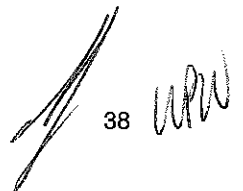
Sprint launched a STS enhancement for its STS customers in New Zealand as a direct result of customer request. Providing information to the STS RA prior to the call can be very beneficial and time-saving for STS Users. With this new feature STS customers can send an email to New Zealand Relay STS before making their call. This email can be sent 15 minutes to 24 hours before the call and can include information such as:

- The number they wish to call.
- Who they want to speak to.
- Any special instructions.
- Details of the subject of the call, or anything that makes it easier for them to use the service.

These pre-call setup instructions can make the STS customer feel more comfortable as well as give greater context for the STS RA. After sending the email, the STS customer can call anytime within the allotted time to complete the STS call. After connecting to the relay service, the STS Customer simply informs the RA a pre-call setup email was sent and the caller will give their username to the RA. The STS RA accesses and reviews the emailed information and then processes the call according to the instructions provided.

STS Email Rules

- When the RA places the call the STS customer must also be on the call. STS callers may not request that the RA complete telephone calls for the caller when the caller is not on the line.
- Sprint cannot accommodate requests for a specific RA
- STS Email is not a reservation service; callers may not book a time for call. All calls are answered on a first-come first served basis.
- STS Email is not a message service. While callers may include the message they wish to leave on a voice mail or answering machine in the pre-call setup email, the caller must be online with ITRS when the call is completed.
- When the call is completed, all pre-call set up instructions will be deleted.
- If a customer does not complete the call within the 24 hour period the pre-call set up instructions are deleted.



5.3.5. Text to voice or voice to text

A TTY User dials a toll free number to NZ Relay and types his/her conversation to a RA who then reads the types message to a voice User (hearing person). The RA relays the hearing person's spoken words by typing them back to the textphone (TTY) User.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint has offered standard TTY services, including text to voice and voice to text conversion for over 20 years. Sprint will continue to offer these services to New Zealand Relay Users using the proven system in place.

5.3.6. Voice Carry Over

Voice Carry Over (VCO) allows Deaf or hearing impaired people who prefer to use their own voice to speak directly to the party they are calling.

The RA will type the voice responses back to the VCO User who reads the typed message on the TTY screen.

SPRINT RESPONSE: ADDITIONAL BENEFIT.

ADDITIONAL EXPLANATORY INFORMATION

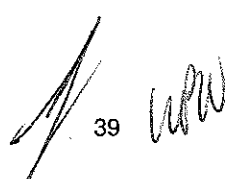
Voice-Carry-Over (VCO) allows a User to speak directly to the person they are calling. VCO Users have the ability to request VCO with Privacy. This is an enhancement to Sprint's VCO product, requested by many VCO Users. This feature provides the TTY caller added privacy during their call. The RA does not hear the VCO User's voiced messages. When Privacy is activated the RA headset earphone and microphone is removed from the conversation. The RA will not hear the VCO or standard telephone User speak. The VCO User controls the privacy mode. When the VCO User is ready to return the RA to the conversation, the User will type "GA," and the RA headset will be activated.

VCO-to-HCO (Hearing-Carry-Over)

This feature allows a VCO User to communicate with a Hearing-Carry-Over (HCO) User who is unable to hear but able to voice. The VCO User speaks directly to the HCO User. The HCO User's typing is sent to the VCO User's TTY device.

VCO-to-TTY

VCO and TTY Users may also communicate with each other through Relay. The VCO User voices her/his own messages, which are typed/transmitted by the RA to the TTY User's device. The TTY User types directly back to the VCO User's device, who reads the typed message across their TTY LCD display.

Handwritten signature and initials in the bottom right corner of the page.

5.3.7. VCO to VCO

VCO to VCO allow two Deaf or hearing impaired people who prefer to use their own voices to speak directly to the party they are calling. The RA will type the responses back to the VCO User who reads the types message on the TTY screen.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint provides the ability for two VCO Users to communicate through Relay. This is done through a single RA who listens to each VCO User's spoken messages and types for both parties. See Figure 12 below.

5.3.8. Two line Voice Carry Over

Two line voice carry over is a service for hearing impaired people who wish to be able to use their residual hearing ability to detect the natural or emotion elements and pauses in the speaking party's voice even though they may not be able to understand all of the words. This is provided by using Internet relay as described in 5.3.2 and a standard telephone. The hearing impaired consumer requires a telephone, 3-way conference calling service and a broadband Internet connection.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint provides two line voice carry over (2LVCO) which provides close to real-time conversations between the Hearing Impaired persons and the hearing person. In order to access this service, New Zealand Relay Users must have the following equipment:

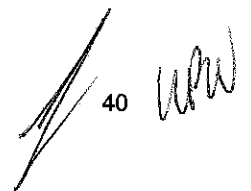
- Standard telephone
- Three-way conference calling service
- Either a second telephone line (with TTY) or internet connection and access NZ Internet Relay

The Two-Line VCO (2LVCO) User speaks directly to the hearing person on one (Voice) line and uses the three-way text line to receive the RAs typed responses voiced by the hearing person. There is no need to give the "GA" or wait a turn, allowing for a smoother and more natural flow of conversation.

Reverse Two-Line VCO

Reverse Two-Line VCO (R2LVCO) provides close to real-time conversations between the Deaf and Hard-of-Hearing person and the hearing person. Two telephone lines and three-way calling is needed for this type of Relay. A hearing person using a standard telephone initiates a call to the R2LVCO User. The R2LVCO User receives the call and connects to the RA via the standard phone with three-way calling. The RA dials the second (TTY) telephone at the R2LVCO User's location. The Reverse Two-Line VCO (R2LVCO) User speaks directly to the hearing person on one (Voice) line and uses the second (TTY) telephone to receive the RAs typed responses voiced by the hearing person. There is no need to give the "GA" or wait a turn, allowing for a smoother and more natural flow of conversation.

5.3.9. Calls to international, mobile and premium numbers



The Relay Service Provider shall allow calls to all wire-line local and national numbers within its charges schedule.

TRS calls to international, mobile and premium (0900) numbers shall be payable by the caller using a calling card, the details of which must be registered with the TRS Provider. Proponents shall describe the process for Users to acquire and use calling cards.

SPRINT RESPONSE: COMPLIES

ADDITIONAL EXPLANATORY INFORMATION

Sprint allows callers accessing New Zealand Relay services by way of the free phone access numbers to place calls to wire-line local and national numbers. Local and national calls are completed at no cost to wire-line caller. Fixed line calls placed to international, mobile and premium (0900) numbers while permitted shall be payable by calling card, the details of which must be registered with the TRS Provider. The billing options are post-paid and prepaid calling cards. Cellular calls placed to cellular, fixed line, international and premium (0900) numbers while permitted shall be payable by calling card.

Callers utilizing calling cards will be required to register card details in the New Zealand Relay Customer Registration / Account Profile. The billing options are post-paid and prepaid calling cards. Post-paid cards provide an easy way for callers to make calls and charge them direct to a phone company account. Prepaid cards can be purchased by callers throughout New Zealand from a number of retail outlets. Pre-paid card recharging can be accomplished over the phone or online using a credit card. To place a chargeable call, the caller will provide their username and/or password. The username and/or password will be "validated" by RAs when processing NZ chargeable calls. The caller's calling card charging arrangement details are maintained within a chargeable call registration database.

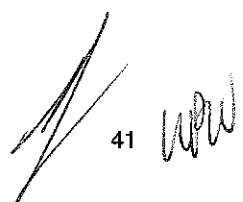
For Premium Calls (0900), currently Users must register and obtain a calling card which is prepaid by the User. Also, presently New Zealand Internet Relay (NZIR) service is restricted to national and mobile calls only. Internet relay calls placed to mobile numbers while permitted shall be payable by calling card, the details of which must be registered with the TRS Provider. The billing options are post-paid and prepaid calling cards. The internet relay caller requesting an international or 0900 number, is advised "I AM SORRY WE DO NOT PROCESS [INTERNATIONAL] [0900 PREMIUM] CALLS THRU INTERNET RELAY CHARGEABLE CALLS ARE AVAILABLE THRU THE NZ RELAY FREE PHONE NUMBER."

Challenge

The obligation to register and maintain calling card details is sometimes seen as an inconvenience by callers who have difficulty recalling username/password information or do not remember to recharge a calling card when the details are maintained on the relay service database.

Future Options

Going forward, Sprint will investigate the possibility of expanding chargeable call opportunities to allow fixed line and cellular callers whose CLI is passed to the relay workstation to provide calling card details directly to the RA. Callers who block or do not pass CLI shall be required to maintain calling card details within the chargeable call database.

Handwritten signature and initials in the bottom right corner of the page.

Sprint will provide both the impaired and non-impaired Users an opportunity to present calling card details directly to the RA which minimises the barrier and favours accessibility that is more equal to that of non-impaired Users choosing a calling card payment opportunity.

Sprint will also permit the NZIR Users to place calls to local, national and free phone (toll free) numbers at no charge and restrict calls to mobile/cellular networks, international and 0900 numbers to Users with prepaid calling cards.

5.4. Functionally equivalent services

5.4.1 – 5.4.5 inclusive concern video Relay Service, Video Assisted Speech to Speech and Video Remote Interpreting and are the subject of a separate Services Agreement with the Ministry.

5.4.6. Captioned Telephony

Captioned telephony is a service that enables the User to speak directly to the other party on the telephone. The other party speaks directly to the Captioned Telephone User at normal conversational speed compared to conventional VCO service. The Captioned Telephone RA transcribes the other party's spoken message into text (captions) using voice-recognition technology. The Captioned Telephone User listens to the other party on the telephone while reading captions of the conversation in near realtime (typically 1-2 seconds delay) on a display screen.

Proponents shall offer a captioned telephony service, describe and price captioned telephones that require:

- A standard analogue telephone line; and
- A standard analogue telephone line and a broadband Internet connection.

The supply and marketing of captioned telephone devices that meet NZ Telepermit requirements is not included in this RFP and the price information is sought to inform government policy and allow consultation with the hearing impaired community on how the service may be funded. Proponents offering captioned telephone service are expected to source, market and support captioned telephones directly or via distribution channels as a separate commercial activity.

The specified Service Quality Measures in Schedule 3 apply to this service.

SPRINT RESPONSE: COMPLIES/ALTERNATE SOLUTION.

ADDITIONAL EXPLANATORY INFORMATION

Sprint will provide a captioned telephony product for New Zealand using state-of-the-art voice-to-text technology. At this time, Sprint currently offers this service in the United States through a subcontracting agreement with Captioned Telephone, Inc. (CTI). As additional voice-to-text products and services continue to emerge in the marketplace, Sprint is dedicated to investigating all options and bringing the most fitting and cost-effective captioned telephony technology to the New Zealand contact centre including wireless access, as available.

Captioned telephony is a service that Sprint has incorporated in the complete portfolio of Relay products to meet a specific demand by a growing segment of a population that has a hearing loss and does not benefit from traditional Relay services. This population generally has understandable speech, with some residual hearing, and may be losing their hearing gradually. This functionally equivalent service provides the following user friendly features:



- No call set-up
- Natural conversational flow with invisible/transparent RA
- High speed of transcription
- High Accuracy Rate

Proposed Solution

In order to provide the Ministry with costs, Sprint's proposal includes provisions for including the CapTel™ technology developed by Captioned Telephone, Inc., an Ultratec company. Sprint has a long and successful business relationship with Ultratec, thus bringing the value of experience to the Ministry. Sprint will partner with Captioned Telephone International (CTI) using the latest CapTel phone model 800i which incorporates a standard analogue telephone line and a broadband Internet Connection. It should be noted that this service, along with WebCapTel continues to grow in the United States while strictly landline CapTel is decreasing.

The CapTel® 800i works like a telephone, but it also connects to the Internet to display captions during the telephone conversation. Sprint anticipates that over the upcoming years, New Zealand's PSTN will be replaced by an IP-based digital network. As other legacy technology may become obsolete, Sprint expects that this newer captioned telephony technology will continue to increase in usage.

By combining a telephone with captions via a phone line and the Internet, the CapTel® 800i is easy for callers to use. Captions appear automatically on all calls – incoming and outgoing. There is no need for callers to dial the Captioning Service. In addition, the phone offers the following benefits:

- Captions can be turned on or off at any point during a call.
- Display screen tilts for comfortable reading or lies flat to mount the phone on a wall.
- Adjustable volume control (up to 40dB) for captioned calls. Volume button is easy to see and adjust during a call.
- One-touch access to CapTel® Customer Service during standard business hours.
- Easy-to-follow menu with Yes/No questions.
- Phone Book allows Users to easily store and dial more than 95 names/phone numbers.
- Speeds dial keys for one-touch dialling of frequently called numbers.

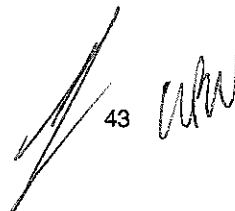
Required Equipment

In order to use the CapTel 800i, callers will need the following access methods:

- Internet access
- high-speed Internet or
- broadband service
- Router may be required*
- Telephone line**
- Analogue
- VoIP
- DSL or
- Digital cable phone service
- Standard electrical power outlet

* Depending on how many devices are connected to the Internet, Users may require a router to connect their CapTel® 800i phone.

** Not compatible with PBX systems.



CapTel Vendor Information

CapTel technology and equipment was developed by Ultratec, Inc., a leader in the development of telecommunication solutions to enable individuals with a hearing loss to communicate over the telephone.

Weitbrecht Communications is responsible for distribution of CapTel equipment and controls all aspects of this service, including equipment manufacturing to equipment distribution. Ultratec has chosen to focus their efforts on equipment design and development as opposed to selling CapTel services. Thus CapTel service is not available directly through Ultratec but instead, must be purchased through a third-party vendor such as Sprint Relay.

Sprint's relationship with Ultratec and its companies is integral to the service quality, and as such has on staff a full-time CapTel Business Development Manager whose sole responsibility is to develop, manage, and implement enhancements to the CapTel product. Sprint hosts weekly conference calls with its counterparts at Ultratec's companies to address any service issues which may arise.

CapTel Experience

Sprint was the first relay provider to provide CapTel that was fully in compliance with all US federal regulations on January 1, 2004. As a long time partner of Ultratec, Sprint has a rich history in the provision of CapTel service including the following:

- 1999 – Sprint conducted a six-month technology trial in which Sprint's TRS customers participated in a beta test of Ultratec's new voice recognition technology (FASTRAN). FASTRAN was developed to improve the quality of communications for all Relay customers (Deaf and Hard-of-Hearing) to communicate by telephone, paving the way for the launch of CapTel technology.
- 2002 – Sprint led the effort in introducing and launching the CapTel service. Sprint provided the service on a trial basis in eight States and the Federal Government.
- Sprint worked closely with CapTel Trial customers to collect feedback and make recommendations, in preparation for the launch of CapTel as a full product offering.
- The Sprint Relay Account Management team served as primary points-of-contact for CapTel Trial customers and Sprint's marketing team developed the first CapTel marketing materials.
- 2003 – In August the FCC formally recognized that there was a segment of the population for whom telecommunication services were not adequately accessible.
- CapTel technology was approved by the FCC, enabling States to offer CapTel as part of their Relay service offering and receive Interstate reimbursement from NECA. In announcing the decision, FCC Chairman Michael Powell stated that "CapTel brings important innovation and additional choice to Americans with hearing disabilities."
- Sprint began offering 2-line CapTel, as an enhancement to standard CapTel services.
- States began to contract with Sprint for permanent service.
- Several States released RFPs with a requirement to provide CapTel as a part of the TRS offering.
- 2004 – On January 1, Sprint was the first Relay provider to begin providing full FCC compliant CapTel Relay Service nationwide which qualified for compensation through the TRS Interstate fund.
- Sprint was the first vendor authorized to provide Two-Line CapTel, an enhancement to the single line service.
- Hawaii became the first State to offer full service CapTel.
- Throughout the one-year trials, a number of Sprint States converted from consumer trials to full service CapTel.



- Non-trial States began offering CapTel services.
- Sprint successfully launched full service CapTel in 20 States and the Federal Government.
- 2006 – Sprint began intensive internal monthly performance testing of CapTel Operators, making test calls each month to measure speed, delay and accuracy.
- 2007 – Sprint launched its first ever award winning CapTel Public Service Announcement. This PSA features a real CapTel User and is now playing in 18 states
- 2008 – Sprint created a Marketing Team dedicated to CapTel.
- Sprint launched WebCapTel and WebCapTel On the Go.
- 2010 – Sprint announces availability of the CapTel 800i
- Sprint announces upcoming launch of Android CapTel application.

Performance Measurements

Sprint is committed to meeting all Service Quality Measures as identified in Schedule 3. Sprint works closely with our captioned telephony partners on the performance, operational measures and new product offerings. Sprint focuses on the following key performance indicators:

- **Corrected Accuracy:** This measurement includes system, process or RA errors and is calculated by dividing the number of errors by the total number of words. Note: This measurement does not include errors that the RA is able to correct or proper names that may be misspelled.
- **Raw Accuracy:** (Applies to Sprint internal testing only.) This measurement is calculated in the same manner as above with the exception that errors are counted, even if they are corrected shortly after transmission.

Average Transcription Rate: The average words per minute. The average transcription rate is applied to testing levels, not live traffic, and is to be measured on a quarterly basis commencing in the quarter following the first 12 months of operation.

- **Performance Standard** – minimum 125 words per minute.
- **Average Delay:** The measurement of “lag” time between the word being spoken and the word appearing on the captioning device.

Evaluation Criteria	2006	2007	2008	2009
Corrected Accuracy	98%	98%	98%	99%
Raw Accuracy	94%	94%	93%	94%
Average Transcription Rate	161	175	175	162
Average Delay	5.5	4.7	5.1	5.8

Captioned Telephony Quality Results

Sprint will report Corrected Accuracy and Average Transcription Rate from its testing to the Ministry on a monthly basis from the commencement of the CapTel Service to give the Ministry visibility of the TRS quality during the start-up phase. For the purpose of the Commerce Commission calculating rebates, this data will only be used commencing in the quarter following the first 12 months of the provision of CapTel service and only that data will be reflected in Sprint’s Annual Report.

5.4.7. Web-based Captioned Telephony

For the PC or Mac literate Users, Proponents shall offer a web based captioned telephony service premised on the User's having available:

- Internet connection (Dial-up, DSL, Cable, E1, etc.);
- Laptop or desktop computer with an Internet browser (Proponents to specify which browsers and versions are supported);
- Cell, desk, cordless or amplified phone that can receive calls.

The specified service quality measures in Schedule 3 apply to this service.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint has experience in designing, developing and implementing web-based captioned telephony products. If selected by the Ministry for implementation, Sprint will provide a web-based captioned telephony product which is available for Relay Users in New Zealand. As additional web-based voice-to-text products and services are emerging in the marketplace, Sprint is dedicated to investigating all options and bringing the most fitting and cost-effective captioned telephony technology to the New Zealand contact centre. Sprint's included price estimates are based on partnering with Captioned Telephony International, and using the same type of technology implemented in the United States, as described below.

WebCapTel is a free, revolutionary new web-based service implemented in the United States that allows a person who can speak, but has difficulty hearing over the telephone, to read word-for-word captions on a computer monitor. Sprint WebCapTel allows individuals of all ages who prefer to use their own voice the opportunity to supplement their hearing ability with text captions. Text captions can be read word-for-word on their laptop or PC.

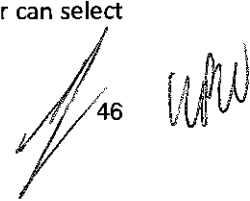
A Sprint WebCapTel caller is able to make or receive calls while logged into the dedicated WebCapTel website. The caller can use their residual hearing and listen to the other person speaking through the telephone, not through the internet or web browser. Sprint WebCapTel customers can make calls using any telephone, whether it is a landline, wireless phone or cell phone. Sprint WebCapTel enables individuals to place calls and receive calls in remote locations, as long as they have access to a telephone and the Internet.

Sprint WebCapTel captures the audio of the person speaking to the caller and converts the spoken sounds into words on their computer or laptop. In addition to being able to read captions of the conversation, the caller also has the ability to save the conversation and customize the screen to their preference i.e. background, font size and colour. When a call is completed, the caller can save the captioned conversation for later review, allowing the caller to concentrate on the conversation.

In order to use the service, the Hearing Impaired User follows simple steps:

Prior to making a call, the Sprint WebCapTel User will log onto the CapTel website and provide both the 'calling to' number as well as the number to call the User back.

While the service is free, Users must register to use the service. To sign up, a User can simply go to the Sprint WebCapTel registration page, shown in the WebCapTel Registration Website Page, and click on the link for 'First Time Users' and enter all of the required information; the caller can select their username and password.



There are security measures in place to prevent unauthorized Users from signing up.

Each Sprint WebCapTel User will be e-mailed a link on which to click to verify that their email is valid and to activate their account, after which they will be able to make and receive calls on Sprint WebCapTel.

5.4.8. Cellular Relay Services

Deaf consumers wish to be able to access TTY equivalent relay services from cellphones. At present NZ has three 3G network providers:

- 2 degrees
- Telecom XT
- Vodafone

Proponents are to describe how they propose to introduce TTY equivalent services to and from cellphones in NZ using applications such as Instant Messaging over IP.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Wireless technology plays a major role in communications today. Sprint is widely recognized for developing, engineering and deploying innovative technologies. Sprint's vast Relay experience coupled with innovative wireless technologies give Sprint a clear advantage as relay services become more mobile. Sprint is working to ensure that Relay Users have access to all Relay products and services.

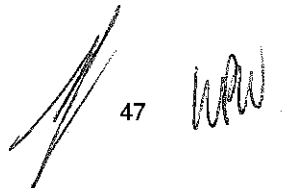
Sprint's proposal for New Zealand includes adding wireless access to NZ Relay Users. Sprint's price for TRS includes adding access through either an Instant Message application or a dedicated New Zealand IR application. Once the basic TRS services are implemented under the new contract, Sprint will work with the Ministry, NZRAG and Users to evaluate which is preferable. Both approaches have key benefits. Instant Messaging offers a platform-neutral solution. However, NZ Relay Users may be more comfortable with an intuitive Blackberry or Android-based application which provides detailed instructions.

Instant Messaging Applications

Sprint currently provides Instant Messaging access through AOL™ and GoogleTalk™ to U.S. customers. This solution allows Users to add the relay service as "buddy" and establish calls by sending an instant message. Sprint provides access through AOL™ and GoogleTalk™ and processes both text to voice calls and voice to text calls.

Voice to IM

Sprint understands that it is critical for Deaf and Hearing Impaired persons to be able to not only make calls, but to also receive them. If the instant messaging solution is selected, Sprint will investigate the feasibility of offering a dedicated free phone number for calling wireless Users. The hearing caller would simply provide the screen name of the Hearing Impaired individual to be connected.



5.5. Notes to services

The following points shall be noted:

- The TRS provider will be able to offer additional services outside the scope of those required under the TSO, but not in conflict with the TRS's primary purpose. Such services would not be funded by the TSO and may or may not be partially or fully funded by the Crown.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint will make its standard features and services available to New Zealand TRS Users, which in some cases exceeds the Ministry's requirements, but are in line with the primary purpose of this RFP. Please see Sprint's Standard Features, in Sprint Appendix 3. In the future, if Sprint provides services outside the scope of this RFP, but not in conflict with it, such service will be provided at no cost to TSO, or at a mutually agreed-upon price.

Wireless CapTel by Sprint®

At the recent National Association of State Relay Administrators (NASRA), Sprint announced the upcoming a new product for the United States "Wireless CapTel® by Sprint." This service for mobile phones will provide word-for-word captions on Android smart phones.

The application has been designed to be carrier-neutral, user-friendly and easy to navigate. CapTel Users simply pick up the phone and dial using the application, just like a traditional wireless call. Each CapTel User will be assigned a "CapTel phone number." Any calls to the CapTel phone number are captioned through the application. As the hearing party speaks text captions are displayed on the phone screen. CapTel Users, with residual hearing, will be able to listen to the caller's voice on the phone

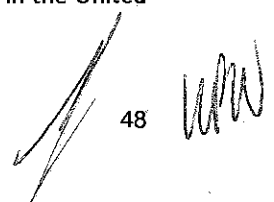
In addition, Sprint's application offers the following benefits to CapTel Users:

- Customize the screen by changing the font (size and colour) of conversations,
- Quickly access contacts using the phone address book.
- Make 1-1-1 calls with captioning (Please note: Although 1-1-1 calls made through the application are captioned, it is strongly recommended that dialling 1-1-1 using the non-captioned dialler so that your location can be automatically determined),
- Use headphones and Bluetooth earpieces to easily listen while viewing captions,
- Accessible in more places (captions can be transmitted over 3G, 4G, or Wi-Fi wireless connections).

Wireless CapTel by Sprint® will be available in the United States for download for any Android 2.2+ devices from the Android Market. Sprint will also be offering a QR barcode to easily locate the application. CapTel Users with a QR barcode application can go to www.sprint800.com and look for the Wireless CapTel by Sprint barcode and scan it on your phone. This will immediately locate the application for the CapTel Users.

Wireless Captioned Telephony for New Zealand

After such time that captioned telephony has been incorporated into the NZ Relay products and services, Sprint will begin investigation if the same wireless approach being developed in the United States is feasible for the Hearing Impaired in New Zealand.



Summary

For over 100 years, Sprint has been a game-changing force in creating and delivering groundbreaking IP and wireless technologies and mobility solutions. Sprint embraces the bold approach Sprint founder Cleyson Brown showed in 1899, when the Brown Telephone Company successfully went toe-to-toe with the Bell monopoly in Abilene, Kansas. The company is focused on developing innovative products while caring, serving and creating value for our customers. Sprint has consistently pushed technology; achieving many "firsts" in the Relay and telecommunication industry. Our business strategy is built upon forward looking, advanced technologies.

As wireless networks and handset technology continues to advance, Sprint commits to bringing mobility to New Zealand Relay Users and keeping the Ministry and NZRAG informed of other future wireless products and services.

- **Where it is presented, the TRS will be able to use the caller's calling line identification (CLI) to assist the TRS operation.**

SPRINT RESPONSE: AGREED

ADDITIONAL EXPLANATORY INFORMATION

When received, Sprint will utilise Calling Line Information (CLI) to assist in processing Relay calls. Receiving the CLI is dependant upon the originating Carrier's ability to pass the CLI to the TRS provider.

- **It is desirable that the TRS be capable of acquiring the calling party number even where the caller has blocked its CLI. However, this could add significant set up costs to the TRS and may not therefore be an essential requirement if the TRS can otherwise identify the type of the incoming calls (i.e. whether from a fixed network or a cellular network). Tenderers will be required to identify the costs of alternative approaches to resolving this issue.**

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint connects to the TCNZ (Telecom New Zealand) as a peer carrier on a C7 basis. This allows Sprint to copy the incoming caller's Calling Line Identifier (CLI) and pass that number to the called party.

5.6. Accessibility

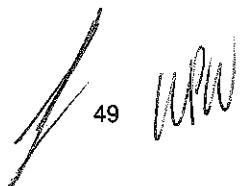
As mentioned in section 5.2.3, barriers to accessibility of the service should be minimised.

5.6.1. Registration of Users

A requirement to register with the TRS in order to use it to place local or national calls would be a barrier to its use, as described in Principles of Operation (section 5.2.3, g). For example, a non-impaired person is likely to be discouraged from using the TRS if registration is required, thus reducing the value of the service to its Users than would otherwise be the case.

The call service charging arrangements require Users to register to make a small proportion of chargeable calls but do not require a User to register to make local or national calls.

SPRINT RESPONSE: COMPLIES.



ADDITIONAL EXPLANATORY INFORMATION

Sprint provides local and national calls without charge or required registration. As described in Section 5.3.9, Sprint currently has procedures in place to allow callers to use post and prepaid calling cards for any chargeable calls and is currently investigating additional steps to improve the ease of this process for customers.

5.6.2. Interface Standards

Standards that are relevant to the text based TRS, its Users and equipment and service providers include:

- **AS/NZ5 4277:1995. Text Telecommunications- User interface requirements - For Deaf people and people with hearing and speech disabilities.**
- **ITU-T Recommendation V.18. (11/2000). Operational and interworking requirements for DCEs operating in the text telephone mode.**
- **V. 18 specifies an interoperating mechanism such that a V.18 compatible device will be able to communicate with a number of other standard devices including 50 bit/s Baudot devices.**
- **Text telephones that directly connect to a public telecommunications network must comply with the terminal equipment standards specified by the network provider, such as Telecom New Zealand Access Standards. Equipment meeting these standards is issued a Telepermit. In general, text telephones that connect by acoustic coupling⁷ will not need to comply with a network connection standard. However, the use of acoustically coupled textphones has been actively discouraged due to poor performance and consequential increased call handling costs to the TRS Provider.**

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint's leading-edge platform system seamlessly integrates V.18, V.21, and Baudot (50 and 45.5 bit) communication protocols.

5.6.3. Access Technologies

The following TRS methods of access shall be supported as a minimum:

- **Voice: Voice telephone access shall be the primary means for non-impaired Users to access the TRS. Voice access is also required for hearing impaired or speech impaired people to use VCO, HCO.**
- **Text⁸: Text access using text phones or computers with appropriate software and hardware is required to allow Deaf, hearing impaired or speech impaired people to access the TRS. The service shall be designed to operate with textphones generally and is not to be tied to a particular proprietary model.**
- **The TRS' text over fixed line interfaces should conform to ITU-T V.18 (2000) to allow interoperability with commonly available fixed line text devices. The Crown textphone**

⁷ For example, by inserting a voice telephone handset on microphone and speaker cradle cups on a text telephone.

⁸ It is recognised that there are other text based communications technologies such as Short Message Service, and Internet text chat. These are excluded from the TSO funded TRS services because of the difficulty of controlling access to the TRS system from these text modes and the consequent risk of use by anyone and the likely resulting cost escalations. The TRS provider will be free to consider the case for providing access to the relay service by these modes on a purely commercial basis.



pool contains the following textphone types, all of which have been adapted to obtain NZ Telepermits:

Textphone	Access Standard
Ultratec Uniphone 1150	Baudot 50 and 45.45, V.21 and EDT
Ultratec Superprint 4425	Baudot 50 and 45.45, V.21 and EDT
Ultratec Superprint 4425L	Baudot 50 and 45.45, V.21 and EDT
DSPG Textlink 9100M	ITU-T V.18 and Amendment 1
Krown KBTT20 telebrailer	Baudot 50 and 45.45
PacMate telebrailer	Baudot 50 and 45.45

SPRINT RESPONSE: COMPLIES.

5.7. User Costs

TRS Users will not incur extra charges for calls to the following number ranges, via the TRS.

- a. Calls via the TRS from a residential or business fixed line telephone by a Deaf, hearing impaired or speech impaired person to a local or national geographic number will not incur any charge. (Note: they will pay for the residential telephone service rental option they have elected to use).

SPRINT RESPONSE: COMPLIES.

- b. Calls via the TRS from a residential or business fixed line telephone from a nonimpaired User's fixed line telephone to a Deaf person's local or national geographic number will not incur any charge.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint does not levy a charge on residential or business telephone lines used by Deaf, Hearing-Impaired or Speech-Impaired persons to make local or national (free phone) calls through the Relay.

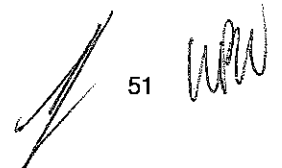
- c. Calls from a fixed line telephone by Deaf, hearing impaired or speech impaired person to an 0800, 0508 or other toll-free number or to an assistance or enquiry number that is normally not charged for⁹ will incur no extra charge.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint does not impose additional charges for individuals to make telephone calls through the Relay to 0800 or 0508 (free phone) numbers, than that normally charged to standard telephone Users, as documented in the Ministry's footnote # 10 of this RFP.

⁹ Such as 111, 120, 123 etc.



- d. Calls from a cellular telephone by a Deaf, hearing impaired or speech impaired person to a cellular assistance or enquiry number that is normally not charged for will incur no extra charge.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint does not impose additional charges for individuals to make wireless telephone calls to a cellular assistance or enquiry number that is normally not charged to standard telephone Users.

- e. Cellular phone calls by a Deaf, hearing impaired or speech impaired person placed via the TRS to 0800 or 0508 numbers are to be supported¹⁰ at no extra charge.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint does not impose additional charges for individuals to make wireless telephone calls to a cellular assistance or enquiry number that is normally not charged to standard telephone Users.

TRS Users will incur charges for calls to the following number ranges, via the TRS.

- a. Calls from a fixed line telephone by a Deaf, hearing impaired or speech impaired person:
 - i. to a cellular telephone number should pay an amount that is comparable to the cost the same call would cost if made directly;

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

TRS Users calling from a fixed line to a cellular telephone number will incur only those charges that would be charged to those who placed the call directly, circumventing the TRS.

- ii. to an international telephone number should pay a rate that is comparable to the rate the same call would be charged at if made directly¹¹;

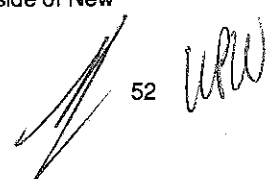
SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

TRS Users calling from a fixed line to an international telephone number will incur only those charges that would be charged to those who placed the call directly, circumventing the TRS. Sprint will not allow international outdials by hearing individuals through the TRS, as noted in footnote #12 in the Ministry's RFP.

¹⁰ Cellular access to some 0800 and 0508 numbers is barred (by the called party to control cost). It is likely that the TRS will not be able to easily recognise such barring in providing this service to its users and in general would provide access to otherwise barred cellular numbers.

¹¹ Hearing people who want to call a Deaf, hearing impaired or speech impaired person outside of New Zealand will be expected to make use of relay services in the other country



- iii. to an 0900 type charged information service number or equivalent (if access to these types of services are supported by the TRS) would be charged the published tariff for the service(s) that they access.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

TRS Users calling from a fixed line to a 0900 telephone number, or other charged information service number, will be billed at the standard published tariff for those services.

- iv. Calls from a cellular phone to a telephone number in New Zealand should pay an amount that is comparable to the cost the same call would cost if made directly.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

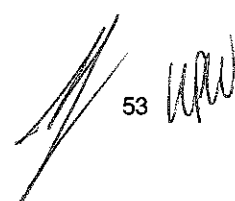
TRS Users calling from a cellular number in New Zealand will be charged a per-minute rate that is comparable as to those who placed the call directly, circumventing the TRS.

Callers outside New Zealand will be able to use the TRS to make a call to Deaf, hearing impaired or speech impaired person, but only by dialling a direct dial number (i.e., at the caller's cost).

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

International callers will be able to access the TRS to contact Deaf, Hearing and Speech-Impaired individuals by dialling a dedicated toll number.

Handwritten signature and initials in the bottom right corner of the page.

5.8. TRS User issues

The TRS Provider will be required to provide or support the provision of the following services and functions:

5.8.1. Co-ordination with textphone providers

The Ministry has established a textphone pool to assist in ensuring the availability of affordable textphones in New Zealand. This will require a contract for the administration of textphones in the pool and is the subject of a separate Request for Tender.

The TRS provider will be required to work with the pool administrator to ensure that textphones include an introduction to the TRS and other useful documents¹². For example, the TRS provider will be required to work with Ministry and the textphone administrator to ensure that simple customer documentation is provided with textphones and associated visual or tactile alert devices. Such documentation should guide the User through the steps necessary to unpack, setup and connect the textphone (to the line), dialup and make a range of calls using the TRS including accessing the TRS Help number.

The requirements for the textphone administrator will be defined in a separate service description. It is possible that there would be economies and increased efficiency for a single supplier to provide both the TRS and to distribute and repair textphones.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint TRS will be responsible for coordination between the TRS and the Equipment Distribution Program. Sprint will provide seamless support that will ensure the successful launch of both programs.

Sprint's Outreach Manager will coordinate services with the Textphone pool program administrator. Training and Outreach materials developed for the Relay service will reference the Textphone pool program. The Outreach Manager will assure that Relay training materials are made available to the pool program administrator, to be included with distributed text phones.

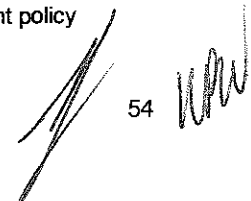
5.8.2. TRS & textphone User guides

An easily understood User guide on how to use the current TRS to make calls is made freely available. The TRS User guide is designed to enable the majority of prospective Users to easily call the TRS to make basic telephone calls including inquiry calls (basic TRS telephone calls include local, national, international, cellular, emergency service, directory inquiry and help-desk calls). Easy to read and pictorial format components have been incorporated into the guide. The TRS Provider is required to update this material as and when required to reflect new or changed services.

The textphone pool administrator currently makes available suitable User guides that clearly explain how to use any textphones included in the pool.

The TRS provider will be required to work with the textphone pool administrator and any textphone supplier/s who wants to participate, to ensure that good quality TRS and textphone User guides continue to be provided with all textphones.

¹² The textphone pool will be required to be administered in accordance with any government policy decisions.



An introductory video explaining the purpose of the TRS and how to access it to make basic calls shall be freely available from the TRS provider on an as required basis. The introductory video is to include captioning and NZ Sign Language. The TRS provider may need to periodically update the video to accurately reflect any TRS developments.

User guides and videos on how to use the TRS should be made available through a range of channels. For example, a TRS User guide should be available with all textphones supplied by the textphone pool administrator and other textphone supplier/s who want to participate, and from other channels as appropriate, such as via the NZ Relay web-site.

The TRS provider will be responsible for providing the necessary resources including finance to ensure that TRS User guides meet User needs. Proposals must clearly demonstrate how they intend to meet these requirements.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint has a great deal of experience in the development of User guide materials which explains Relay, how to access the service, and how to complete various types of calls through the Relay. Sprint utilises pictorial formats as well as text for service explanation. In addition, Sprint offers captioned videos featuring New Zealand Sign Language (NZSL). Sprint will continue to work with the community and textphone pool administrator to ensure all User guides are accurate, easily understood and available through a range of channels including the NZ Relay website, Outreach events, and social network sites.

5.8.3. TRS help desk service

A help-desk service is to be provided by the TRS provider to provide Users with access to expert assistance in order to explain any of the functions and features of the TRS.

A TRS textphone User or an able bodied User shall be able to readily access the help desk facility. Help-desk assistants are to be capable of providing immediate, easily accessible advice or assistance in explaining or using any of the functions and features of the TRS.

Proposals must clearly demonstrate how they intend to meet these requirements and include a detailed list of the functions and features of the TRS that they consider would need to be supported via the help desk feature.

SPRINT RESPONSE: COMPLIES.

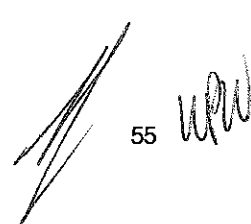
ADDITIONAL EXPLANATORY INFORMATION

The New Zealand Relay Help Desk provides 24 hour, 7 days a week support to customers, outreach workers and the general public seeking information about the service. The primary goals of the Help Desk include:

- Equipment Related Issues
- Customer Service Issues
- Promotional Opportunities

Equipment inquiries include, but aren't limited to the following:

- Queries about obtaining a TTY.
- Information regarding the Ministry Applications process.



- Seek advice about the different types of equipment available.
- To arrange purchase of equipment.

Customer Service Inquiries include, but aren't limited to.

- To ask for advice about how to use a TTY for all services (VCO, HCO etc.)
- Information on the services offered by NZ Relay
- To request an in home Outreach visit.
- Assistance if issues arising with TTY.
- The registration of those customers who would like to make chargeable calls via a pre-paid calling card and explaining how the chargeable call process works.
- Assisting NZIR Users who need to download updated java software or have their IP address unblocked.

Promotional Opportunities

- Respond to requests for promotional material.
- Requests for one of our team to host a presentation.
- Record every request for information and where the caller read/heard about NZ Relay in Help Desk book.
- To receive feedback about the service, record and pass on the feedback to senior team member.

Sprint has specially trained RAs who are available to answer Help Desk queries at any time. There is always somebody available to take a call from one of our 0800 number either by TTY or Voice.

In addition our aim is to offer as many contact streams as possible to suit as many people as possible therefore our customers and inquirers can contact us in several different ways. These include:

- Calls from either TTY or standard phone to one of a New Zealand Relay phone numbers.
- By fax to the New Zealand Relay fax number
- By e-mail, either direct to the e-mail address, help@nzrelay.co.nz or via a link on the website, www.nzrelay.co.nz.

Newsletters

The NZ Relay team has been producing an 'in house' newsletter regularly since 2005. Our aim is to keep our customers informed of any new service developments or equipment available as well as offer short, helpful suggestions that may help a call to progress more smoothly. Human interest articles have also been included generally consisting of an interview with one of our customers.

A recent development is the ability to keep our customers informed by e-letter. This allows any new information to be forwarded quickly by e-mail. This has proved very popular.

5.8.4. Provision of special assistance

A plain language User guide will not be sufficient for some first-time TRS User (an example could be a prospective deafblind TRS User). Special assistance for potential TRS Users who are unable to use the standard User guide to access or connect to the TRS, is to be made available by the TRS provider on an on request basis. To meet special assistance needs the TRS provider must describe how it proposes to provide special support to help in assisting TRS Users who cannot read and follow the standard TRS User guide.

A possible approach to providing special assistance could be to contract the outreach assistance of people who have an interest and experience in providing support to Deaf, deafblind, hearing

impaired and speech impaired people, to help in assisting first-time TRS Users who cannot read and follow the User guides. For example such assistance could comprise hands on guidance on connecting the textphone to the telephone line, making a textphone call to the TRS, answering a call to the textphone, and reading and responding to the textphone display.

The TRS provider will be responsible for negotiating adequate special support provision arrangements, providing the necessary finance to support such assistance including onsite as the User's premises, and handling the request for special assistance.

Proposals must clearly demonstrate how they intend to meet these requirements.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

The Outreach Manager will provide direct training or coordinate specialized TRS training upon request. The Outreach Manager will draw upon the combined experience of the entire Sprint Outreach Management Team to develop appropriate training approaches for individuals with special needs. The Outreach Manager's required expertise in NZSL will be used to communicate and translate from written English or other media. These strategies may include high visual "contact language" sign communication, or the use of a tactile interpreter for the Deafblind, or other competent professionals. Sprint has experience in such specialized User guides. For example, User guides are already available in NZSL on Sprint's New Zealand Relay website.

Outreach Specialists

Specialized training will be funded from the budget assigned for Outreach and training. Sprint recommends continuing the current Outreach Specialist program to include special assistance to current and potential TRS Users who are unable to use the standard outreach materials and guides to access TRS services. Additional assistance includes:

- Braille/Large Print
- Large print
- Captions on DVDs
- Home visits/One-on-One Training

Braille/Large Print

In most cases, Deaf-Blind Users would benefit from the use of Telebraille services as well as Video Relay Services (sometimes with a Support Service Provider (SSP) or a Certified Deaf Interpreter (CDI) present in the same room). Sprint will offer one-to-one customer care (usually at the home or work location of the Deaf-Blind User) to address individual needs of Deafblind Users. In ensuring that Deaf-Blind Users will be receiving information on New Zealand Relay services in Large Print/Braille, Sprint through its Outreach Specialists or partnerships will work with local organizations and agencies to reach Deaf Blind Users.

Captions on DVDs

Sprint recognizes that not all audiences have the same communication needs. As a majority of the Deaf population communicates with some form of signed language, the Hearing Impaired community relies on their residual hearing and lip reading. Because of those needs, Sprint will accommodate those Users by adding captions to any DVDs that are produced for New Zealand Relay.



Home Visits (One-on-One training)

Sprint acknowledges that some Users need special assistance with setting up, becoming familiar with and using New Zealand Relay services. In the event that such a request is made, New Zealand Relay Outreach Specialists are available for home visits and one-on-one training with the customer that needs special assistance. Materials have been developed in Braille, in sign language, pictorial format, and in written English for those who may have difficulty using the standard Relay User guide.

5.8.5. RA training

The TRS Provider will be required to train TRS RAs to an adequate skill level in communication, language proficiency and disability issues in order to meet service quality measures in its TSO agreement. In particular developing proficient skills in understanding the language patterns of Deaf people will be important. To meet the requirements of the STS, some RAs will require adequate skill levels in understanding and supporting speech impaired people.¹³

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint provides a comprehensive Quality Assurance program, which starts a rigorous 80 hour training programme. Over a ten day period trainees are trained on all basic call types including call details and variations for handling and processing TTY, Voice, VCO, HCO and Internet-originated calls.

From the first day of initial training for New Zealand Relay, Sprint wants each RA trainee to know what is expected from them. Training begins with an orientation and introduction to Sprint's history, goals and values relative to providing relay services. Sprint's Diversified Culture training represents a commitment to ensuring that employees develop a sensitivity and understanding to relay customers. This training sets in motion an understanding of what the service means for the hearing and Speech Impaired citizens of New Zealand. During the Deaf Culture segment, trainees develop commitment, enthusiasm and a passion for satisfying the relay customer.

RAs are trained to fully understand the operation of the call processing system and equipment. This allows them to quickly and efficiently meet customer requests. Training focuses on learning to use correct procedures to process each basic call-type, understanding of chargeable call billing methods, stress management, transparency and confidentiality. Basic Call Processing Procedures for TTY Originated Calls, Voice Originated Calls, VCO Originated Calls, HCO Originated Calls, Internet Originated Calls. For each call type trainees will be provided with details and procedures for answering calls, dialling, relaying and closing calls.

Since not every call follows an exact predictable pattern, trainees are presented with over a hundred variations for handling different situations for TTY, Voice, VCO and HCO relay Users, including but not limited to, procedures include specific person, department and extension requests, no answers, engaged signals, redialling, answering machines, audio text, voice mail systems, recognizing destinations, including chargeable calls, billing, customer requests, sensitive topics, transparency, confidentiality and customer service skills and how to handle emergency procedures. Role play and practice are an integral part of training.

¹³ Proponents may be required to supply the Ministry with a hard copy of their RA training manual as a part of the evaluation documentation. This manual, if requested, will be returned by the Ministry to the Proponent on completion of the RFP evaluation.



In order to become more proficient in the RA role, Sprint dedicates training time for trainees to receive both simulated and on-line call processing experience. This time is spent reinforcing call policies and procedures, as well as ensuring that each RA has mastered all objectives to process calls in accordance with contractual guidelines. Prior to graduating from initial training each RA was required to demonstrate their proficiency in basic call processing by passing performance survey review.

Diversified Culture

All RAs are familiar with hearing and speech disability cultures, language and etiquette. Hiring preference for RAs, managerial and administrative support positions is given for applicants with experience in the Deaf and Hard-of-Hearing community, and knowledge of Sign Language.

In addition, all Sprint Relay Centre employees, including management, participate in eight hours of Diversified Culture training during the initial training period. Sprint's Diversified Culture training represents Sprint's commitment to ensuring our employees develop sensitivity to and understanding of the customers we serve. Sprint will work with the Deaf community and local agencies in New Zealand to ensure employees develop a sensitivity and understanding of the customer to be served.

Sprint is committed to providing quality service to all customers regardless of their level of English proficiency skills. Sprint RAs are able to translate the typed languages of Relay Users whose primary language may be Sign Language, or whose written English language skills are limited to conversational English. Sign Language Translation training is a section of Sprint's Diversified Culture training.

Training is provided on various levels of Sign Language during initial training, as well as throughout a RA's employment. In order to successfully complete initial training, the RA must demonstrate competent skills to translate calls as requested.

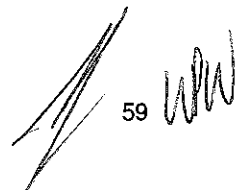
STS Training

Sprint's STS training is delivered by individuals with professional experience related to Speech-Disabilities and/or consumer experts and is based on adult learning theories. Tools available to STS RAs and STS RA applicants include:

- Audiotapes and videotapes featuring a variety of STS Users with speech disabilities, (It is important to note that these STS Users have voluntarily provided recordings in order to promote the ongoing training of STS RAs and represent a broad range of levels of speech disability and include augmentative devices.)
- RA training guide, which details the history of STS, the role of the STS RA, comprehension strategies and confidentiality concerns.

To complete training, RAs must demonstrate all procedures by successfully passing a performance-based proficiency exam. Sprint's proficiency exam incorporates all facets of RA proficiency including:

- RA Knowledge
- Typing and Accuracy
- Voicing
- Transparency (Caller Control)
- Professional Phone Image
- Ergonomics



Written tests are changed periodically in an attempt to ensure that they adequately test RA qualifications.

In order to insure the proficiency of RAs, Sprint tests and evaluates RA skills on an on-going basis throughout their employment. Four distinct testing and evaluation phases are as follows:

- Pre-employment
- Training
- Monthly evaluations
- Performance Reviews

Training Schedule

The initial training for TRS RAs consists of 80 hours of curriculum, workshops and exercises. These are used to train RAs to effectively meet the specialized communications needs of Relay Users that are Deaf, Hard-of-Hearing, late Deafened and Speech-Disabled. Training in the operation of TRS telecommunications equipment includes both simulated and live assisted on-line call handling. On-going training is provided to update RAs on software changes, revised call handling procedures, refresher training, disability awareness, and other areas.

Because Sprint trainees do not process live calls unassisted until they have graduated from training, these trainees are not identified. Only RAs who successfully complete the training program and pass required tests are allowed to independently process live calls.

All applicants for the RA position are tested, screened, and interviewed to determine if they meet the basic requirements of the job. During the RAs initial training, he/she will be trained and evaluated on accurately reflecting the TTY User's intent and on what the RAs role is in the Relay process. New hires also receive training in Deaf Culture, Sign Language translation, and sensitivity to the needs of persons with speech disabilities by a qualified person who, if not Deaf or Hearing-Impaired, possesses extensive knowledge in this area.

Sprint understands that a positive phone image is an important aspect of the RA job. As a part of initial training, Sprint RAs are trained to always use clear articulation and enunciation

5.8.6. TRS public awareness campaign

The TRS provider will be required to organise an effective public awareness campaign. The primary objective of the campaign will be to raise awareness and uptake of the service among the Deaf, deafblind, hearing impaired and speech impaired communities. The secondary objective will be to raise awareness of the service among standard telephone Users who may be called through the TRS or who may need to use the TRS to call a Deaf, deafblind, hearing impaired or speech impaired User. Appropriate communication channels and publicity mechanisms should be used to achieve cost effective coverage of the respective audiences.

Proponents are to describe how they intend to raise awareness in each User community.

To date there has been no mass media awareness campaign. However, the Ministry is aware that targeted mass media campaigns can be affective, particularly to the hearing impaired community and seeks Proponent comment and costing on this aspect.

The TRS should have TRS introductory material available on the NZ Relay website or on request from the help desk. Other measures may be necessary to maintain public awareness. Should awareness of the TRS be a concern in future, the NZRAG's advice should be sought.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Over the past 20 years, Sprint has learned that each User community is unique. In New Zealand, feedback from Users, the Advisory Group and the Ministry drives our Outreach efforts. Sprint understands that effective Outreach in large urban areas such as Auckland may be conducted using existing community networks and media and may rely upon Organisations such as the Deaf Association of New Zealand and Deafblind New Zealand. Effective Outreach in rural areas with low population densities may require "word-of-hand" Outreach. Outreach to the Maori Deaf community will require a separate approach based upon linguistic and cultural diversity.

Recently, Sprint transitioned its Outreach Manager to the contact centre provider. As this approach was not more effective, as a part of Sprint's proposal, Sprint will hire a new, local Outreach Manager to develop cooperative relationships with community-based service Organisations to maximize the effectiveness of Outreach expenditures.

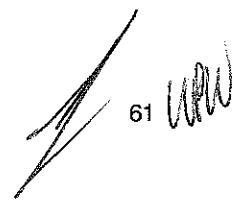
The Sprint Outreach Manager for New Zealand will be available to ensure that all contractual requirements are accomplished to the NZRAG's satisfaction. The duties will include, but not be limited to:

- Performing outreach activities
- Serving as the primary contact to the Ministry
- Complying with TRS Deed reporting requirements
- Maintaining the complaint log
- Submitting monthly and annual reports
- Ensuring contractual compliance
- Organising and attend educational and community events
- Continuing the Outreach Specialists program
- Providing community support and information necessary to ensure consumer satisfaction with Sprint's TRS products and services
- Continuing to monitor the Outreach and Advertising budget with input from the Ministry.

Until the new Outreach Manager is hired, Sprint will assign a seasoned Outreach Manager to support the account. Ms. Michelle Sangster received her Bachelors of Science degree in Marketing with a minor in Psychology from Rochester Institute of Technology in Rochester, New York. She started her career with Sprint in 2003 as an intern in Denver, Colorado. Upon graduating from college, she moved back to Denver to work as a Contemporary Marketing Representative at Anheuser-Busch, Inc. and at the same time working as a subcontractor for Sprint Relay. Securing a full time position with Sprint Relay in February of 2009, Ms. Sangster is the Outreach Manager for the state of Connecticut and Vermont as well as CapTel® Marketing Manager for Massachusetts, Maryland, Pennsylvania, Connecticut, New Hampshire and Vermont.

In addition to her duties as an Outreach Manager and Marketing Manager for her designated states, Ms. Sangster also manages all social media outlets for Sprint Relay and Sprint CapTel; namely Facebook, Twitter, You Tube and LinkedIn. She has been the first employee on the Sprint Relay team to be named a "Social Media Ninja" and educates her team how to conduct itself in the virtual world in a professional manner.

Ms. Sangster is well-known within her community. She maintains visibility in Deaf and Hearing Impaired organizations such as Deaf Women of Connecticut, Deaf Women of New England,



Connecticut Association for the Deaf and on the Relay Connecticut and Vermont Relay Advisory Boards.

Current Outreach

Sprint believes in engaging the community whenever possible. In 2005, a NZ Relay logo was selected by a group of representatives from various organizations who use relay services in one way or another. The design selected is a visual icon using the colours of dark aqua, maroon and white. This icon is the visual New Zealand Sign Language icon of Relay Services in the form of two handshapes portraying text-type phone communication in conjunction with the Kiwi symbol (NZ's national icon). The kiwi symbol is representative of all New Zealanders who use this mode of communication. The icons were selected by those involved in our recent logo competition and considered the best by the group of representatives.

In addition, Sprint has held "Taste of Technology" events, attended and sponsored community presentations, developed uniquely branded marketing materials and informational brochures, and developed a comprehensive Outreach Specialist program.

New Outreach Objectives

Like the Ministry, Sprint is focused on ensuring that the general public and potential Relay Users are aware of the service. Sprint will incorporate a new tagline for the upcoming contract, if approved by the Advisory Group: **New Zealand Relay. Connecting People to People...One Call at a Time!**

This new approach will mirror Sprint's Outreach Plan, which will focus on the following objectives.

	Goal of NZ Relay Outreach	Tasks
#	Increase the general public awareness of NZ Relay	<ul style="list-style-type: none"> • Mass Media Campaign • Events and Demonstrations • Business to Business Advertising • Internet Advertising
#	Provide and educate underserved NZ Relay users (including NZFL, deaf, disabled, and hearing impaired users)	<ul style="list-style-type: none"> • Outreach Specialist Program • Partnering with Specialized Agencies
#	Provide and educate NZ Relay users on products and technology	<ul style="list-style-type: none"> • Taste of Technology Events • One-on-One training • Home visits • Workshops • Presentations • Internet Advertising • Educational Materials
#	Obtain consumer satisfaction level and user feedback to improve the service and products.	<ul style="list-style-type: none"> • Advisory Groups and Consumer Input • Customer Surveys
#	Evaluate the effectiveness of Outreach methods	<ul style="list-style-type: none"> • Track and Report • Report to Ministry/Minister and Public

NZ Relay Outreach Goals

MASS MEDIA ADVERTISING

Sprint has a great deal of experience in Mass Media campaigns and believes it is critical for maximum awareness. Sprint will utilize every opportunity to educate the public about Relay services through print, radio, and television media. A significant portion of Sprint's Outreach budget will be dedicated to Mass Media advertising including the following:

- News Releases

62 *[Handwritten signature]*

- New Zealand Relay newsletter
- Newspaper/Print Media
- Public Service Announcements (PSAs)
- Television spots
- Press Release

News Releases and Press Releases

Sprint distributes New Zealand Relay announcements, product information and instructions through the Ministry and other government agency and associations. Sprint will work with the Ministry and the NZ Relay Advisory Group to ensure all materials are appropriate and all relevant topics covered. Sprint will also maintain the customer mailing database.

During the current contract, Sprint has distributed News Releases and Press Releases to celebrate new and exciting products or enhancements/changes made available to New Zealand Relay.

New Zealand Relay Newsletter

Sprint will continue to distribute at least one newsletter issues per year in print and online at www.NZRelay.com to keep the New Zealand community informed of new products, service offerings and Outreach activities. This newsletter will be sent to potential and current Relay Users and their families as well as organizations serving Relay Users to include with their newsletters. Sprint will work with the Ministry and the NZRAG ensure all materials are appropriate and all relevant topics covered.

Television Campaign for New Zealand Relay

The goal of our paid TV media placements is to promote that New Zealand Relay offers telecommunications services that benefit communication between people who Deaf, Hearing Impaired, Speech Impaired or Deafblind, and the hearing population.

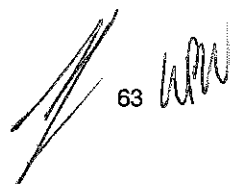
The plan is to create a television commercial which will reach all of these populations, either with the video and audio of the commercial or with the video and open captioning. Our specific desire is to increase the number of people who are aware of the services offered and educating the hearing public that there is a significant population that wants to communicate with them for social and business reasons.

Our target market is females 35-64 years of age, since they are the primary "gatekeepers" at businesses and are the generally accepted information gatherers for many families.

Timing & Timeframes

A good media schedule for this message is to advertise at a reach of 50% - 70% of the target audience (Female 35-64, and the broader demo of Adults 35-64), with a frequency of three (3). This means that in whatever market we advertise, about half of the average 35-64 year females should be exposed to our commercial at least three times. Many of the people in our target market will see it many more times, and a much larger percentage will see it at least once.

Our best results have been to utilize television schedules that run two weeks in a row, followed by a two week hiatus, then come back on for two more weeks, take a two-week break, then come back on for two final weeks. This pattern can be repeated as often as budgets allow. This strategy is more effective than running four or six weeks in a row, because it allows for recall of the message



after each break and psychologically urges them to act on the call-to-action that is made within the commercial. The call-to-action will be "Go to NZRelay.co.nz today!" We will use NZ actors for this.

The least expensive, most cost-effective time to purchase television airtime is after any major holiday, and not leading up to it.

Market Strategies

Although New Zealand covers a large geographical area, our focus of TV stations is pretty simple – TV ONE. All other options are either non-commercial or reach a different demographic group, like TV2, with targets a younger audience. If the budget expands and can include this station, it would be worthwhile, but in the short run, it makes better economic sense to focus advertising money on just TV ONE. This station will reach the majority of the population.

Our tactical plan of attack is to buy enough "gross rating points" (GRPs) to penetrate our target market with our message. These GRPs are calculated by the factors of cost-efficient buying of commercial time and effective reach and frequency of our message. In other words, we want to reach as many people in our target demographic as possible, and with enough frequency of that message. We set a target GRP to achieve in each market, along with a desired cost efficiency level. We can also request some no-charge airtime for our commercial, since NZ Relay is a not-for-profit entity. Sometimes the television stations not-for-profit policy includes "buy two, get one free spots" or even "one for one", but there is almost always some consideration made because of the not-for-profit status.

Budget for Media Outreach

To do an acceptable job on TV ONE, we need to allocate a minimum amount per week in our aforementioned two-on, two-off flight pattern. There are fluctuations that can affect us positively or negatively regarding rates, however the rates below would make sense to air on TV ONE each week. The schedule shown is based on an overall budget of \$49,545 NZD, leaving about \$16,935 NZD for the production of the commercial.

Weeks 1, 5 & 9 (off weeks are 3, 4, 7 & 8) – Prices based on Q1 of 2011			
TV Program	Time of Day	Rate	# per week
"Breakfast"	0630-0700	\$1200	3x
"Midday"	1200-1230	\$1065	2x
"News at 4:30"	1630-1700	\$865	3x
Weeks 2, 6 & 10 (off weeks are 3, 4, 7 & 8) – Prices based on Q1 of 2011			
"Breakfast"	0630-0700	\$1200	W2x
"Midday"	1200-1230	\$1065	2x
"News at 4:30"	1630-1700	\$865	3x

Figure 1 – Sample PSA Schedule with Rates

Ideally, Sprint would add several more of each of these shows and some other inexpensive shows during the later afternoon to the weekly schedule, if dollars are available or alternatively, the schedule could be condensed into a four or five-week plan, thereby increasing the frequency of a message.

Creative Content for Commercials

Sprint will develop a script and produce a commercial that is educational in nature. The simple goal is to let people in New Zealand know what services New Zealand Relay offers. Conceptually, within

64 *WPN*

the allotted 30-second commercial, Sprint will show how the RA makes a Relay phone call work successfully. To include all relevant information, it is recommended that the commercial shows the various types of calls. Other than a brief comment from a RA, the commercial is voiced by an announcer. The entire commercial will be open captioned. The commercial can be bright, fast-paced and upbeat. It starts with the following words from the announcer:

“New Zealand Relay. Connecting People to People...One Call at a Time!”

(Throughout the middle of the commercial, the announcer will introduce TTY to Voice, VCO, HCO, STS and VCO to VCO. These will be demonstrated in a broad sense with happy people. The key will be to provide an educational overview and drive viewers to the website to learn more. This is to get the viewers' attention and urge them to learn more about NZ Relay.)

And ends with this line: “New Zealand Relay. Making a telephone connection for hearing, Deaf, Hearing Impaired, Deafblind, Speech Impaired and late-deafened individuals. Just dial 0800 4 712 712.”

EVENTS AND DEMONSTRATIONS

Sprint networks with various agencies and organizations to provide community presentations. In addition to one-on-one training to individual Users, Sprint will provide general information presentations, product demonstrations and training to the following groups.

- Businesses
- State and local agencies
- Hospitals
- Audiologists
- Hard-of-Hearing organizations
- Deaf organizations
- Disability organizations
- Independent Living Centres
- Schools
- Colleges and Universities
- Forum and Town Hall meetings
- Taste of Technology Events

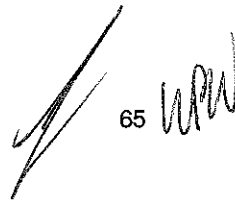
Workshops, Tradeshows and Sponsorships

Sprint will continue to maintain high visibility at tradeshows across New Zealand. Sprint sponsorship of community events enhances customer relations and increases awareness of Relay Services. Sprint has conducted workshops, tradeshows or sponsored the following during the recent contract.

Town Hall Meetings

The NZ Outreach Manager will conduct forums or “town hall” meetings for the purpose of soliciting input and to share information with the NZ Relay User community. This effort is a vital part of Sprint's Outreach program, as it bridges the community with Sprint and the Outreach Manager. Sprint will collaborate with the Ministry, and local Deaf and Hearing Impaired organizations to host Town Hall meetings in the following areas:

- Christchurch
- Auckland
- Wellington

Handwritten signature and initials in the bottom right corner of the page.

- Dunedin
- Hamilton

The Outreach Manager attends various community meetings, gatherings, and events to network with the Users not only for the sole purpose of relay but to show that the Outreach Manager is available.

Taste of Technology

Sprint has found that "Taste of Technology" events are a very successful way to communicate with the community about Relay services including technology demonstrations of all Sprint Relay Products and services. This is a great opportunity for professionals working with Deaf, Hearing Impaired and Speech Impaired clients and excellent for any agency that works with people with hearing loss who may be experiencing difficulty hearing on the phone. Sprint will continue to host the Taste of Technology event to keep the relay Users informed of the latest advancements in technology.

As always, Sprint is sensitive to the variety of communication needs of attendees and provides accommodations such as: Sign Language Interpreters, Assistive Listening Devices, Deaf-Blind Interpreters and Real-Time Captioners.

Supplies for Trade Shows and Workshops/Presentations

The New Zealand team has completed the design of the NZ Relay display booth and tradeshow supplies such as table top booths, sets of panels, business cards, posters, brochures, banner stands, promotional giveaways and ordered LCD projectors. They will be continued in use for the future tradeshow, workshops and presentations.

OUTREACH SPECIALISTS PROGRAM

Sprint recommends continuing the current Outreach Specialist Program with a total of five (5) Outreach Specialists to include additional focus on traditionally underserved Relay User groups including Speech Impaired, Deafblind and professionals. The NZ Outreach Specialists program is made up of a team of subcontractors who work with potential or current consumers of NZ Relay. The specialists will continue to provide demonstrations and training for consumers. Outreach Specialists contact new consumers on an ongoing basis. Some of the duties for Outreach Specialists include:

- Providing hands on experience with the Relay products
- Assisting consumers in making calls to ensure they understand how the equipment and service works
- Explaining how to make calls to Customer Service
- Increasing the self esteem of the customer
- Referring consumers to other resources
- Providing outreach to organizations and groups
- Assist at exhibits and booths

Speech-to-Speech Outreach

Sprint recognizes the importance of publicity campaigns to educate the community on the unique telecommunication needs of the Speech-Impaired community. Of the five (5) contractors Sprint will hire, one (1) will be focused on STS to increase public awareness on this valuable service. Sprint will



develop a dedicated STS brochure and set up a dedicated New Zealand STS website dedicated solely to educating the public and potential Users of the benefits of the service.

This STS Outreach Specialist will support the following organizations, associations, community functions and activities related to STS:

- Assistive Technology and New Product Expos
- Disability Expos
- Helen Keller Day at Christchurch
- Rehabilitation Association Conferences
- Independent Living Conferences
- Association of Higher Education Forums
- Tourism and Hospitality Expos
- NZ Speech Language Therapist Association
- Disabled Persons Assembly
- Centres for Independent Living
- Brain Trauma Organizations
- Lung Cancer Organizations
- Stroke Associations
- Amyotrophic Lateral Sclerosis Association

Deafblind Relay Users

Sprint recognizes the importance of publicity campaigns to educate Deafblind Users about the availability of New Zealand Relay services and products. In most cases, the Deafblind person could benefit from the use of a Telebraille device as well as Video Relay Services (sometimes with a Support Service Provider (SSP) or a Certified Deaf Interpreter (CDI) present in the same room). Sprint will offer one-to-one customer care (usually at the home or work location of the Deafblind person) to address individual needs. Sprint will provide information in large print and/or Braille to support visually impaired individuals. Sprint and its Outreach Specialists and partnerships will also work with the following local organizations and agencies to reach Deafblind Users.

- Deaf Blind Schools
- Blind and Low Vision Education Network - NZ

Seniors Outreach

Sprint recognizes the importance of publicity campaigns to educate senior citizens about the availability of Relay services and products. In most cases, senior citizens would benefit from the use of VCO and CapTel services (if CapTel is implemented in the future).

As one of Sprint's many successful marketing campaign projects in the United States, Sprint intends to emulate an effective direct mail campaign targeted to New Zealand senior citizens. Sprint will develop a direct mail piece as shown below and work with local vendors including Audiologists and Division of Aging services that specialize in senior citizen mailings to maximize reaching out to as many potential senior citizens who reside in senior communities all around New Zealand.

As a follow up to the NZ Senior Citizens direct mail campaign, Sprint's Outreach Specialist will follow up with customers expressing an interest by mailing in the direct mail request for more information. Outreach Specialists will conduct one-to-one home visits or provide workshops at the centres for Senior Citizens, as requested. This provides Senior Citizens with a smooth and satisfying transition to becoming independent in making their own calls.



The Making a Difference Program

The Making a Difference Program will support the purpose of combining feedback and sponsorship that are benefitted greatly by Sprint's program to ensure that quality of relay service is enhanced. Sprint believes in teamwork and our successful outreach is a result of the strong relationships that have been formed with the grassroots community, community leaders, and agencies. Sprint will continue a strong partnership with the Crown by making a difference in everyone's daily communication access, maintaining open communication through face to face meetings and providing periodic updates on all New Zealand Relay programs.

Business to Business Marketing

As a part of the new contract, Sprint intends to expand NZ Relay Outreach with a focus on businesses. Sprint will encourage businesses to become certified as "Friends of NZ Relay." In exchange for learning more about Relay and obligations, businesses will be listed on the New Zealand website and receive a sticker which can be displayed in the store.

Sprint will target businesses that have been reported by Relay Users as having hung up on them. Sprint will offer the "Friends of NZ Relay" program along with the following information.

- General Information on New Zealand Relay
- New Zealand Disability Strategy
- Confidentiality
- Distribution of relay brochures
- Customer Service Information
- Answer consumer questions

Audiologist Outreach

Sprint will network with audiologists and hearing aid dealers to educate them on services for the Hearing Impaired and the benefits of sharing information with their consumers. This has become a significant resource to identify potential Users. Sprint has expanded the customer database list for the mailings and has completed developing an informational kit which includes a letter explaining our services, a brochure stand with brochures for the waiting lobby/room.

Educational Outreach

To target New Zealand's mainstreamed Deaf and Hearing Impaired students, Sprint will capitalize on a new and innovative "scavenger hunt" event which was popular in one of Sprint's TRS accounts in the United States. Sprint will implement an annual "Safari Deaf and Hard of Hearing Awareness Day" at one of the major Safari attractions in New Zealand. This event will encompass a "scavenger hunt" program for any Deaf or Hearing Impaired student and families to learn all about NZ Relay and the benefits of its services. This program involves an interactive scavenger hunt on various Relay elements to enhance one's learning about relay service while going through the scavenger hunt at this event.

As shown in the flyer, Sprint will work with various organisations, businesses and the education communities to hold activities to celebrate Deaf and Hearing Impaired awareness and conduct public information campaigns to educate the general population about hearing loss and share the benefits of NZ Relay.

Agencies, Associations and Schools

Sprint builds relationships with community leaders to serve as spokespersons to endorse NZ Relay products. Sprint, as the provider of NZ Relay, has established relationships with the following groups.

- Auckland Parents of Deaf Children (APODC)
- Deaf Mental Health Service
- Waikato Hospital Speech Therapists
- Department of Labour
- Deaf Mental Health
- Assistive Technology Alliance of NZ

INTERNET MARKETING

Sprint understands that people are migrating to the Internet to seek information. While Relay customers still attend tradeshows, talk to friends and family to gather product information, an ever-increasing number of Relay Users are turning to the Internet as the primary source of information. Sprint intends to take advantage of this trend to ensure that these individuals receive information regarding NZ Relay.

New Zealand Relay Website

Sprint's website supporting New Zealand has been extremely well-received. From this site, consumers have immediate access to New Zealand Relay Services including information on all Relay products ranging from VCO, HCO, 2LVCO, and Customer Service are available on this site. All costs associated with modifications, updates and maintenance of the New Zealand Relay website are included as part of our Outreach package.

Viral Marketing

New Zealand Relay is one of the first relay services to actively embrace viral marketing. Approximately 135 people are currently friends of NZ Relay on Facebook.^{TM.}

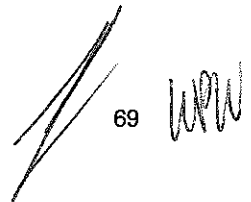
Sprint will continue to explore viral marketing opportunities on the internet for information and referrals. This could include collaborative efforts with the organisation/associations serving people with hearing loss or organizations with a focus on advanced technology or communication access. Sprint will also explore activities such as search engine "pay per clicks", web banners, email blast campaigns and popular social networking sites including the following:

- Twitter
- LinkedIn
- Blogger Outreach Campaign

NEW ZEALAND RELAY INFORMATIONAL BROCHURES

Sprint will continue to update marketing collateral for New Zealand Relay including general educational brochures and new services. All brochures will be available in English, large print, and Braille (upon request).

ASSESSING PERFORMANCE



Sprint's survey tool functions as a measuring and tracking tool for direct marketing campaigns. Recipients of marketing materials are directed to log-on to a specific URL address and are encouraged to complete a survey. Benefits include:

- Tracking marketing campaign effectiveness through on-line responses.
- Data collection to determine areas of need and customer satisfaction, allowing Sprint to tailor marketing methods and materials.
- Surveys can be developed on-line via NZ Relay website, and, administered in any language – NZSL video or English syntax. Surveys can be printed out for reporting and responses can be inputted on-line.
- Surveys can be published in NZ Relay newsletter and Deaf, Hearing Impaired and Speech Impaired organisation newsletters.
- Long term trend tracking in order to target specific markets and targets for mass mail campaigns.

5.8.7. TRS monitoring, Advisory Group and reviews

5.8.7.1. Supply agreement monitoring

The Ministry's TRS Contracts Administrator will monitor the TRS supply agreement to ensure that the TRS provider complies with its contractual obligations including service performance and service quality standard commitments.

SPRINT RESPONSE: AGREED.

ADDITIONAL EXPLANATORY INFORMATION

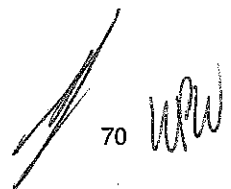
The Ministry will monitor the TRS supply agreement to ensure that Sprint and its subcontractors comply with all contractual obligations, including service performance and service quality standard commitments.

The Senior Account Executive will serve as the primary point of contact for the Ministry. The Senior Account Executive will be responsible for contract compliance and service quality standards.

5.8.7.2. TRS complaint resolution monitoring

The TRS provider will be required to set up a complaint resolution and monitoring mechanism to assist in ensuring that it delivers a high quality service. Under this mechanism the TRS would promptly log and acknowledge all complaints about TRS service quality and move quickly to resolve complaints of substance. The complaint resolution mechanism will be required to:

- a. log and acknowledge all TRS User complaints;
- b. investigate and as appropriate decide whether the complaint has substance;
- c. make best endeavours to resolve the complaint within 5 Business Days of receipt;
- d. as appropriate inform the complainant of any action the TRS proposes to take to resolve an issue of substance; and
- e. publish summary details of complaints (at least every 6 months).

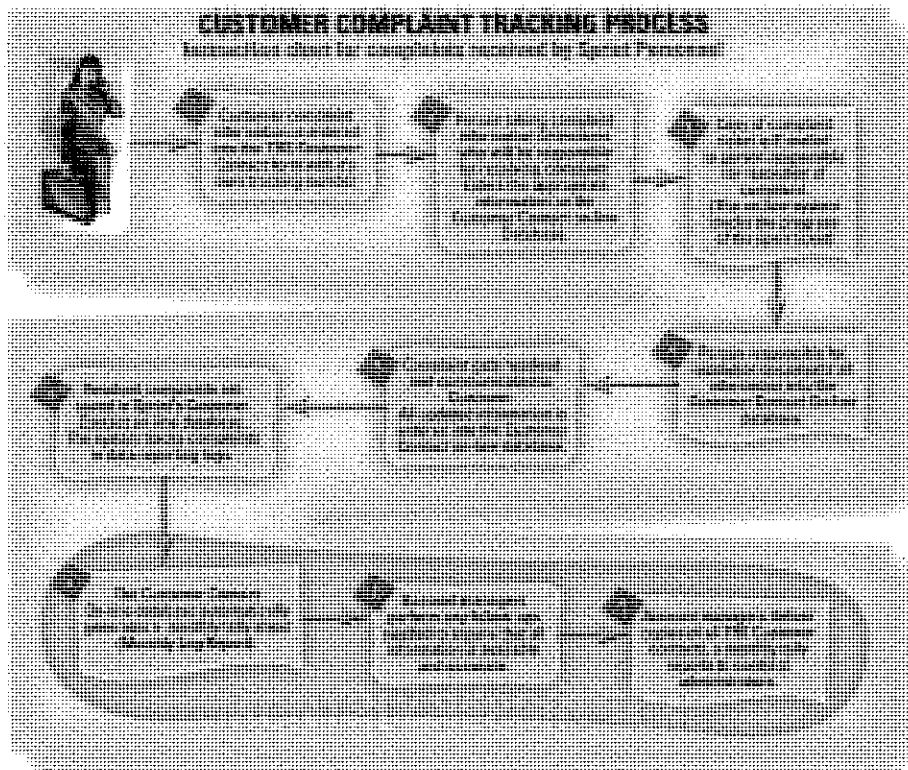


The process will assist in ensuring that any problems with TRS service quality are quickly identified and addressed.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint maintains a stringent internal process for resolving complaints. Sprint has an effective program developed to accept, resolve and document customer complaints. The illustration below depicts the flowchart of Sprint's Customer Contact Process.



Customer Complaint Tracking Process

New Zealand Relay Customers have the option of calling the 24-hour Customer Service department, or the New Zealand Outreach Manager to file complaints or commendations. Sprint commits to maintaining Customer complaint logs; including the full content of the complaint, as well as the name and addresses or phone number of the customer logging the complaint (if provided). This log will be available to the Ministry upon request.

Sprint will ensure all printed Outreach materials will include information detailing established complaint procedures. Additionally, all presentations by the Outreach Manager will explain the complaint procedures in NZSL to support community Outreach efforts.

This follow-up letter will include an explanation of the resolution of the complaint. The Customer will be informed that if not satisfied with the resolution, they may contact the Ministry directly. Contact information will be included in all correspondence relating to service complaints.

71
UPW

The following procedure outlines steps that are followed to ensure complaints are resolved as quickly as possible:

- If the complaint concerns a specific RA, a Floor Supervisor follows up and resolves the complaint. The role of the Supervisor is to:
 - Accept all types of complaints
 - Handle all service type complaints
 - Resolve complaints with RAs
 - Resolve complaints with customers
 - Document all information and fax the completed TRS Customer Contact forms to the Outreach Manager
- If the Supervisor is unable to resolve the complaint, the Supervisor forwards the complaint to the Outreach Manager.
- The Outreach Manager is responsible for tracking all technical complaints and follow-up with customers on resolutions. If a miscellaneous complaint is filed with Customer Service, a trouble ticket is submitted and the ticket number is documented on the Customer Contact form. A copy is also faxed to the Outreach Manager for resolution and follow-up.
- The Outreach Manager will endeavour to contact the customer and resolve any outstanding complaint(s) within 5 Business Days.
- Copies of all resolved complaints are maintained by the Outreach Manager.
- Summary logs will be made available to the Ministry not less than every 6 months and will be published as directed by the Ministry's TRS contract administrator. Sprint's vast experience in designing mobile solutions for relay Users provides a distinct advantage.

5.8.7.3. New Zealand Relay Advisory Group (NZRAG)

A NZRAG will be established by the TRS provider who shall also provide support facilities to the Group including, secretarial, meeting facilities, audio and video conferencing facilities as required, and other necessary meeting support such as sign language interpretation.

The main goal of the Group is to provide comment and feedback to the TRS Provider and to the Ministry about New Zealand telecommunications relay programmes and services.

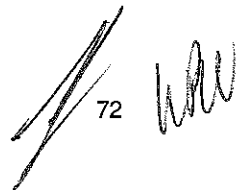
The Charter of the current NZRAG is published at http://www.med.govt.nz/templates/MultipageDocumentTOC___18916.aspx. It has proven effective. This document shall form the basis for the new Provider's Advisory Group Charter with only minor modifications. Proponents are to comment on the existing Charter and any changes to it that they propose.

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint TRS has established and coordinated Advisory Councils for over a decade. Sprint Relay attributes much of the success of TRS services on our ability and desire to collect feedback and adapt to communities served.

This Charter of the NZRAG was made by Sprint International New Zealand and the Ministry with effect as of 18 April 2005. Since that time, the NZRAG has been an invaluable resource during the current contract by providing feedback and suggestions which have been implemented throughout the years. The following enhancements were implemented as a direct result of the NZRAG and other end-User feedback:



- In 2004, the NZRAG advised Sprint that a standard procedure of leaving a recording on all answering machines announcing the presence of NZ Relay (even if the customer did not request to leave a message) was causing confusion. Sprint took immediate action to retract the recording.

RESULT: This feature provides greater consumer control.

- In 2006, the NZRAG suggested wider public education to increase use and familiarisation with the relay service.

RESULT: In early 2007, a targeted business marketing campaign was conducted.

If selected to continue as the next NZ Relay provider, Sprint will guarantee continuance of this relationship. Sprint understands that people of New Zealand have a rich and varied linguistic and cultural tradition and that our service must recognize and respect that heritage.

5.8.7.4. Yearly summary report by TRS provider

Within three months of the end of its financial year the TRS provider is to make publicly available a summary report of the TRS operation. The report must include:

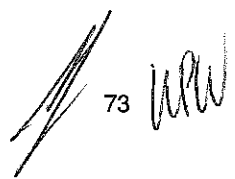
- a. **summary statistics of the TRS services provided during the year and where available previous years, including telephone traffic call statistics, number of Users, actual service quality performance, statistical information on the usage of the service including usage patterns across days and weeks, duration of call type and quantity of calls by call type. Any such details should be broken down, to the extent practical, by caller type etc. Proponents are to separately identify the cost of this level of statistical reporting;**
- b. **summary financial performance;**
- c. **summary statistics of User complaints;**
- d. **a management commentary on the year's performance;**
- e. **any Advisory Group member's summary comments on the TRS service operation.**

SPRINT RESPONSE: COMPLIES.

ADDITIONAL EXPLANATORY INFORMATION

Sprint will continue to provide Annual Reports within three months of the end of its financial year. These reports will contain a professional, detailed summary of Sprint's performance including the following:

- Summary of service statistics (telephone traffic call statistics, numbers of Users, actual service quality performance, statistical information on the usage of the service including usage patterns across days and weeks, duration of call type and quantity of calls by call type).
- When possible, Sprint will break down each item by call type and provide this breakdown at no additional cost;
- Summary financial performance;
- User complaints including resolution;
- A letter from the New Zealand Outreach Manager commenting on the year's performance;
- Any Advisory Group member's summary comments on the TRS service operation.



SCHEDULE 2 – CHARGING SCHEDULE

CHARGES TO TSO LIABLE PERSONS

The total amount payable by all TSO Liable Persons under the Act (“Liable Person Charge”) to the TRS Provider is to be calculated by deducting any performance rebate determined by the Commerce Commission under the Act (“Performance Rebate”) from the total annual charge (“Specified Amount”) for the Financial Year of the TRS Provider. The Specified Amount is composed of an Annual Fixed Charge and an Annual Variable Charge. The dollar amounts for Fixed and Variable Charges set out below are GST exclusive.

ANNUAL FIXED CHARGE

Annual fixed charges comprise any initial setup costs as well as any ongoing fixed costs over the period of the Deed including any required equipment and installation thereof, any network configuration and transition costs; any fixed personnel, training or management costs (“Annual Fixed Charge”).

The Annual Fixed Charge is set out below for each Financial Year of the Term and the Extended Term of the Deed.

Conventional Relay Services

	30 Sep 2011 – 30 June 2012	1 July 2012 – 30 June 2013	1 July 2014 – 30 June 2014	1 July 2014 – 30 June 2015	1 July 2015 – 30 June 2016	1 July 2016 – 30 June 2017	1 July 2017 – 30 June 2018	1 July 2018 – 30 June 2019
Fixed Charge	\$145,120	\$148,748	\$152,467	\$156,278	\$160,185	\$0	\$0	\$0

Note: The fixed charge includes Instant Messaging service or equivalent to and from cellphones.

Captioned Telephone Service

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
Fixed Charge	\$360,000	\$600,000	\$615,000	\$630,375	\$646,134	\$662,288	\$678,845	\$695,816

Notes:

1. The Annual Fixed Charge includes up to 12,500 minutes of use per month.
2. The launch date for captioned telephone service is dependent on consultation with the Users and achievement of a minimum commitment of 200 Users followed by an implementation period of up to six months. Hence the Annual Fixed Charge is expressed year by year, with the amount specified for Year 1 being pro-rated for the actual number of months that service is provided in the first year of service.

74 *upw*

ANNUAL VARIABLE CHARGE

The Annual Variable Charge for each Financial Year is computed by adding together the traffic charge and activity charges for the Financial Year ("Annual Variable Charge").

Traffic Charge

The traffic charge applicable for each Financial Year is derived by adding together the total call charges for each month of the Financial Year. The total call charge for a month is derived by multiplying the chargeable call volume (in whole minutes) for the month by the applicable per minute charge as set out in the table below.

The chargeable call volume is the aggregate of the duration in seconds (without any session level rounding) recorded for all relay calls in the month converted to whole minutes. The duration of a relay call is the relay session time measured in seconds from when the incoming call is released by the TRS system.

Conventional Relay Services

30 September 2011 – 30 June 2012

Monthly Call Minute Volume	Charge per call minute
0 – 20,000	\$8.00
20,001 – 40,000	\$5.11
40,001 – 60,000	\$4.05
60,001+	\$3.70

Notes:

1. The variable charge includes Instant Messaging service to and from cellphones.
2. The variable charge is subject to the Variable Charges Price Adjustment Formula.

Captioned telephone service

30 September 2011 – 30 June 2012

Monthly Call Minute Volume	Charge per call minute
12,500+	\$2.10

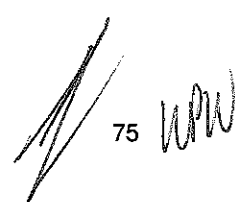
Note: The variable charge is subject to the Variable Charges Price Adjustment Formula.

Variable Charges Price Adjustment Formula

Each year the variable charge per call minute may be adjusted in accordance with the Statistics New Zealand Producer Price Index, Telecommunications, Internet and Library Services, Series Ref SQUJJ1200 or its successor.

The base index shall be that published for the March 2010 quarter = 1023. Annual adjustment will be made using the average index for the preceding June, September, December and March of the year of the adjustment and the adjustment shall be applied from 1 July in that year. For example:

$$\text{Adjustment multiplier 2011} = \frac{(\text{June 2010} + \text{Sept 2010} + \text{Dec 2010} + \text{March 2011})/4}{\text{March 2010}}$$



The first adjustment will be applied from 1 July 2012.

Activity Charges

Trial charge

A charge may be applied for any service trial that the Crown requests and where the Crown and the TRS Provider have agreed to the charge.

Annual Updating Charge

For the purpose of administration of this TSO Deed and the related Services, the Ministry's TRS Contract Administrator or its designated alternate ("Conference Attendee") will attend Sprint's annual STARS conference or similar event (the "Conference"). The Conference Attendee will arrange and pay for premium economy airfare (or equivalent) for one person, and comprehensive insurance, including any surcharge for pre-existing medical conditions for the person attending the Conference ("Travel Expenses"). The TRS Provider will receive an invoice for Travel Expenses from the Conference Attendee and will pay Travel Expenses within 30 days of receipt of the invoice. The Conference Attendee will provide verifying documentation for Travel Expenses as reasonably requested by the TRS Provider.

Additional expenses for the Conference for ground transport, accommodation and reasonable per diem allowance costs incurred by Conference Attendee ("Conference Expenses") for the Conference will be paid as and when incurred by the Conference Attendee. The Conference Attendee will then invoice the TRS Provider for the Conference Expenses. The TRS Provider will pay the relevant invoice for Conference Expenses in the same manner set forth above for Travel Expenses.

The TRS Provider will include the total of the Travel Expenses and Conference Expenses as a line item on its next invoice for annual charges due under this TSO Deed to be paid to TRS Provider in accordance with the terms of this TSO Deed.

PERFORMANCE REBATE

The Performance Rebate shall be set as part of the TSO determination for the TRS and shall constitute the entire amount of the reduction (if any) referred to in the Act. The Performance Rebate applicable each Financial Year takes account of whether the TRS Provider's actual service performance complies with this Deed.

The process set out in this Deed for the determination of the Performance Rebate is composed of two categories of compliance assessment: Service Availability and Service Quality. The Performance Rebate will be computed by summing the applicable discounts, if any, for each category.

Service Availability

TRS Launch: A Service Availability discount will apply for delay in the TRS Launch (Phase 1 Core Services) in the amount of \$1500 for each day from and including 1 October 2011 until the TRS Launch is completed.

Handwritten signature and initials, possibly 'WRW', located at the bottom right of the page.

Service Quality

Service Quality discounts will apply if the actual service performance by the TRS Provider deviates to a significant degree from the performance standards set out in the Service Quality Measures ("Significant Deviation"). A Significant Deviation will be indicated as follows:

1. Service Quality Measure 1: A discount applies if during any Financial Year there is more than one Quarter when less than 80% of calls to the TRS system in the Quarter are answered by RAs within 15 seconds;
2. Service Quality Measure 2: A discount applies if during any Financial Year there is more than one Quarter in which more than 5% of calls to the TRS system in the Quarter receive a busy signal;
3. Service Quality Measure 3: A discount applies if during any Financial Year there is more than one Quarter when less than 95% corrected accuracy is achieved.
4. Service Quality Measure 4: A discount applies if during any Financial Year there is more than one Quarter when the transcription rate is less than 120 words per minute.

Each Significant Deviation from a Service Measure in any Financial Year will incur a Service Quality discount of an amount up to but not exceeding 1% of the Annual Fixed Charges for that Financial Year, subject to a maximum total of \$30,000 for all Service Quality discounts in any one Financial Year.

For the purposes of assessing the TRS Provider's performance against the Service Quality Measures, any failure to meet the required performance standard is to be disregarded if the failure is a result of:

1. A Force Majeure Event or a specified matter beyond the TRS Provider's reasonable control; or
2. An outage in an access network.

CHARGES TO USERS

The TRS Provider may not charge for services that are generally free of charge to Users of local residential telephone service (including emergency calls, 0800 and 0508 toll free calls, and calls to customer assistance and enquiry numbers).

Any charge applied to a User by the TRS Provider for a TRS call shall be comparable to the average industry retail charge for the equivalent service where the call is made directly.

SCHEDULE 3— SPECIFIED SERVICE QUALITY MEASURES

Service quality measures 1 and 2 apply to all call types.

1. SERVICE QUALITY MEASURE 1: SPEED OF ANSWER

Speed of answer by RAs is to be computed on a quarterly basis for each financial year of the TRS Provider.

Performance Standard — At least 85% of calls will be answered by the RAs within 15 seconds (quarterly figures).

2. SERVICE QUALITY MEASURE 2: CALL CONGESTION

Call congestion is to be computed on a quarterly basis for each financial year of the TRS Provider.

Performance Standard — No more than 5 calls per 100 to the TRS system will receive a busy signal (quarterly figures).

3. SERVICE QUALITY MEASURE 3: CAPTEL CORRECTED ACCURACY

The corrected accuracy of CapTel text applied to testing levels, not live traffic, is to be measured on a quarterly basis commencing in the quarter following the first 12 months of operation.

Performance Standard — Corrected accuracy minimum 98%.

4. SERVICE QUALITY MEASURE 4: CAPTEL AVERAGE TRANSCRIPTION RATE

The average transcription rate applied to testing levels, not live traffic, is to be measured on a quarterly basis commencing in the quarter following the first 12 months of operation.

Performance Standard — minimum 125 words per minute.