

MINNESOTA DEPARTMENT OF COMMERCE
TELECOMMUNICATIONS ACCESS MINNESOTA

MINNESOTA RELAY
AND
TELEPHONE EQUIPMENT DISTRIBUTION PROGRAM



2007 ANNUAL REPORT TO THE
MINNESOTA PUBLIC UTILITIES COMMISSION
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EXECUTIVE SUMMARY & PROGRAM HISTORY

In 1987, the Minnesota Legislature passed legislation creating the Telecommunications Access for Communication Impaired Persons (TACIP) Board for the purpose of enabling people who have difficulty hearing or speaking on the telephone to talk to standard voice telephone users. Two programs were established to accomplish this goal: the Minnesota Relay, which began service on March 1, 1989; and the Equipment Distribution Program (now re-named the Telephone Equipment Distribution Program), which began as a pilot program on October 1, 1988.

Minnesota Relay is a federally mandated Telecommunications Relay Services (TRS) that allows an individual who is deaf, hard of hearing or speech disabled to communicate over the telephone in a manner that is functionally equivalent to the ability of an individual who does not have hearing loss or a speech disability.

Minnesota Relay must be in full compliance with the requirements and intent of Title IV of the Americans with Disabilities Act of 1990, 47 U.S.C. § 225, Federal Communications Commission (FCC) regulations at 47 C.F.R. §§ 64.601 through 64.605 and Minnesota Statute § 237.50 – 237.56.

The Telephone Equipment Distribution (TED) Program provides specialized telecommunications equipment for eligible persons who are deaf, deaf/blind, hard of hearing, speech disabled or physically disabled, which enables access to the telecommunications network.

The state procedures and requirements regulating Minnesota Relay, the Telephone Equipment Distribution Program and the Telecommunications Access Minnesota (TAM) fund fall under Minnesota Stat. § 237.50 – 237.56 and Minnesota Rules, Chapter 8775 ([Appendix A](#)).

There have been significant changes and improvements to Minnesota Relay since its early years of operation. In 1995, the Minnesota Legislature eliminated the TACIP Board and transferred the responsibility for Minnesota Relay to the Department of Public Service (DPS) [DPS and the Department of Commerce (DOC) were merged on September 15, 1999]. The Department of Human Services, Deaf and Hard of Hearing Services Division (DHS-DHHSD), through an interagency agreement with the Department of Commerce, operates the TED Program (Minnesota Stat. § 237.51, Subd. 1).

In 1996, after careful consideration of the needs of Minnesota Relay users, DPS-TACIP determined that it was in the best interest of relay users, telephone ratepayers, and the legislature to relieve the state of the burden of owning and maintaining TRS equipment. It was apparent that the Minnesota Relay facility and its equipment had become severely outdated and beyond the point of overhaul. DPS-TACIP was faced with two options; spend millions of dollars for the purchase of new equipment, or contract with a qualified TRS vendor that would furnish continually upgraded equipment and software as well as

specially trained call center staff to provide Minnesota Relay services. It was decided that the best way to provide quality and cost effective relay services in Minnesota was to contract with a highly qualified TRS vendor.

On July 1, 1996, DPS-TACIP contracted with Communication Service for the Deaf (CSD) to provide the management and human resources components for the Minnesota Relay, and contracted with Sprint Communications Company, LP (Sprint) to provide the relay facilities, maintenance and access to Sprint's fiber optic telecommunications network. Initially, Minnesota Relay traffic was forwarded to relay centers operated jointly by CSD/Sprint. The Minnesota Relay center, located in Moorhead, began processing calls on December 16, 1996.

Under a separate subcontract, DPS-TACIP and CSD established a Minnesota Relay Consumer Relations Office (CRO) located in St. Paul. CRO staff, consisting of both deaf and hearing outreach specialists, are available to provide presentations, demonstrations and training to any individual, business, group, or organization in the state. The CRO is also responsible for taking and resolving consumer complaints, answering questions regarding relay services, and meeting with relay users to gather information on the quality of available services.

In April of 2000, DOC-TACIP, CSD and Sprint learned of plans by the City of Moorhead to demolish the Minnesota Relay call center and other adjacent buildings located on a 23-acre tract to make way for a proposed \$50 million economic revitalization project.

Despite a long list of challenges, DOC-TACIP, Office of the Attorney General, Department of Administration, CSD, Sprint, City of Moorhead, and the project's developers worked diligently to arrive at a solution to relocate the relay center within the new development's proposed office complex. The project's developers agreed to build the proposed office complex first and demolish the relay call center last, thus enabling Minnesota Relay to make a seamless transition from their old location to the new office complex on February 20, 2002.

Obtaining brand new office space designed specifically for Minnesota Relay also allowed for a center expansion from 70 workstations to 105 workstations. This expansion created many more jobs, and allowed the Moorhead center to process relay calls originating from the other 32 states and jurisdictions in which Sprint and CSD are TRS providers. The Moorhead center currently employs 133 full & part-time communication assistants (CAs), and 10 administrative and management staff. *In 2007, the Moorhead center processed a total of 3,140,457 relay calls; 681,329 of those calls were for Minnesota consumers.*

Also, due to the expanded number of workstations and the professionalism and competence of Minnesota's CAs, the Moorhead center was given the responsibility of serving as the back-up center for the Federal Relay Service. The Moorhead center's services were first engaged by the Federal Relay on July 16, 2002, and the center continues to process Federal Relay calls each month.

Effective August 1, 2002, the name of the TACIP program was changed to Telecommunications Access Minnesota (TAM). DOC sought the name change at the request of consumers, who objected to the inclusion of the word “impaired” in the TACIP acronym.

In 2005, the Minnesota Legislature passed legislation that created two new state programs, Accessible News for the Blind and Rural Real-time Captioning, that are to be funded via the TAM surcharge assessed on each wired and wireless telephone access line in Minnesota.

The Accessible News for the Blind program provides accessible electronic information (news and other timely information) for people who are blind and disabled. This program is administered by the commissioner of the Department of Employment and Economic Development (DEED), and has a maximum annual budget of \$100,000.

The Rural Real-time Captioning program provides real-time, closed-captioning of certain local television news programs for people who are deaf, hard of hearing or deaf-blind. This program is administered by the commissioner of the Department of Human Services (DHS), and has a maximum annual budget of \$300,000.

On October 17, 2005, DOC-TAM issued a Request for Proposal for the provision of Telecommunications Relay Services (TRS) and associated outreach. The TRS contract was awarded to Communication Service for the Deaf (with Sprint as a subcontractor) and is effective from July 1, 2006, through June 30, 2011, with the option to renew up to an additional 60 months.

In 2006, the Minnesota Legislature passed legislation that appropriates \$200,000 annually from the TAM fund to the Minnesota Commission Serving Deaf and Hard-of-Hearing People (MCDHH), to be used for operational expenses. In 2007, the Minnesota Legislature passed legislation that appropriates an additional \$100,000 annually from the TAM fund to MCDHH, for a total direct appropriation of \$300,000 annually.

This annual report is submitted to the Minnesota Public Utilities Commission (PUC) in accordance with Minnesota Stat. § 237.55, and provides information on the major activities of DOC-TAM during the year 2007. This report also comprises information on the operations of Minnesota Relay and the TED Program, as well as budgetary and statistical data.

TELECOMMUNICATIONS ACCESS MINNESOTA (TAM)

TAM Administration

Minnesota Relay and the TED Program are administered by the TAM program within the Department of Commerce (DOC). Minnesota Relay and associated outreach services are

provided to the state under contract with Communication Service for the Deaf. The TED Program and Rural Real-time Captioning program are provided to the state under interagency agreements with the Department of Human Services. The Accessible News for the Blind program is provided to the state under an interagency agreement with the Department of Employment and Economic Development. The TAM administrator manages all vendor contracts and interagency agreements to ensure the provision of these services.

TAM Funding

The Minnesota Relay, TED Program, Accessible News for the Blind, Rural Real-time Captioning, annual direct appropriation for MCDHH, and administrative expenses of DOC-TAM are funded by a surcharge on all wired and wireless telephone access lines in the state of Minnesota.

In March 2007, DOC-TAM filed its fiscal year 2008 Budget and Surcharge Recommendations with the PUC for approval. The PUC accepted DOC-TAM's recommendation to increase the TAM surcharge from \$0.03 to \$0.06 effective July 1, 2007. DOC-TAM's surcharge recommendation accounted for the surplus in the TAM fund, and was intended to under collect surcharge revenue and reduce the surplus. The current surcharge is projected to result in a \$1.1 million under collection of surcharge revenue in fiscal year 2008.

Minnesota Stat. § 237.49 states that "Each local telephone company shall collect from each subscriber an amount per telephone access line representing the total of the surcharges required under sections 237.52, 237.70, and 403.11. Amounts collected must be remitted to the commissioner of public safety in the manner prescribed in section 403.11. The commissioner of public safety shall divide the amounts received and deposit them in the appropriate accounts. The commissioner of public safety may recover from the agencies receiving the surcharges the personnel and administrative costs to collect and distribute the surcharge. A company or the billing agent for a company shall list the surcharges as one amount on a billing statement sent to a subscriber."

TAM surcharges collected from telephone access lines are deposited into a dedicated account. Minnesota Stat. § 237.52, Subd. 1, states "A telecommunications access Minnesota fund is established as an account in the state treasury. Earnings, such as interest, dividends, and any other earnings arising from fund assets, must be credited to the fund."

Minnesota Stat. § 237.52, Subd. 2, states "(a) The commissioner of commerce, the commissioner of employment and economic development, and the commissioner of human services shall annually recommend to the commission an adequate and appropriate surcharge and budget to implement sections 237.50 to 237.56, 248.062, and 256C.30, respectively. The maximum annual budget for section 248.062 must not exceed \$100,000 and for section 256C.30 must not exceed \$300,000. The Public Utilities Commission shall review the budgets for reasonableness and may modify the budget to the extent it is

unreasonable. The commission shall annually determine the funding mechanism to be used within 60 days of receipt of the recommendation of the departments and shall order the imposition of surcharges effective on the earliest practicable date. The commission shall establish a monthly charge no greater than 20 cents for each customer access line, including trunk equivalents as designated by the commission pursuant to section 403.11, subdivision 1.

(b) If the fund balance falls below a level capable of fully supporting all programs eligible under subdivision 5 and sections 248.062 and 256C.30, expenditures under sections 248.062 and 256C.30 shall be reduced on a pro rata basis and expenditures under sections 237.53 and 237.54 shall be fully funded. Expenditures under sections 248.062 and 256C.30 shall resume at fully-funded levels when the commissioner of commerce determines there is a sufficient fund balance to fully fund those expenditures.”

Minnesota’s Telecommunications Relay Services (TRS) program observes all jurisdictional separation of costs as required by the Federal Communications Commission’s 47 C.F.R § 64.604(c)(5), Section 410 of the Communications Act of 1934, Minnesota Stat. § 237.10 and Minnesota Rules, Chapter 7810.6400. All Minnesota Relay intrastate and interstate minutes are reported separately and distinctly to the state and are included in monthly invoices from CSD.

Minnesota Relay local and *intrastate* minutes of service (including 49 percent of toll free and 900 minutes, and 89 percent of two-line CapTel minutes) are reimbursed through a fund established by the Minnesota Legislature. In accordance with Minnesota Stat. § 237.52, Subd. 3, “Every telephone company or communications carrier that provides service capable of originating a telecommunications relay call, including cellular communications and other nonwire access services, in this state shall collect the charges established by the commission under subdivision 2 and transfer amounts collected to the commissioner of public safety” Unlike the 9-1-1 surcharge, the TAM surcharge is not currently collected from customers of packet based telecommunications service providers.

Minnesota Relay *interstate* and international minutes of service (including 51 percent of toll free and 900 minutes, and 11 percent of two-line CapTel minutes) are reimbursed by the Interstate TRS Fund administered by the National Exchange Carrier Association (NECA).

Population Served

Hearing loss is the number one disability in the world. Approximately 1 in 10 people have a hearing loss, and 1 in 6 Americans has a communication disability.

TAM and the TED Program serve Minnesotans who have hearing, vision, speech or physical disabilities that make it difficult or impossible to use standard telecommunications services, and also serves persons who wish to contact these individuals.

TAM and the TED Program recognize the importance of looking to the future and continually monitor the trends and rapid advances in telecommunications technology. We strive to provide our consumers with services that advance at the same rate, have the same level of quality, and provide the same features and options as the telecommunications services available to consumers without hearing, speech, vision or physical disabilities.

TAM and the TED Program are also committed to providing Minnesotans with education, training and support regarding TRS and specialized telecommunications equipment. Outreach is essential to disseminate information on the types of relay services and telecommunications equipment available, who can benefit from various types of relay services and equipment, how to place and receive a relay call, how to use various specialized telecommunications equipment, who qualifies for free telecommunications equipment, etc.

Role of the Public Utilities Commission

In accordance with Minnesota Stat. § 237.55, “The commissioner of commerce must prepare a report for presentation to the commission by January 31 of each year. Each report must review the accessibility of the telephone system to communication-impaired persons, review the ability of non-communication-impaired persons to communicate with communication-impaired persons via the telephone system ,describe service provided, account for money received and disbursed annually for each aspect of the program to date, and include predicted future operations.”

DOC-TAM must also submit an annual budget and surcharge recommendation to the PUC for approval. The commission reviews the recommendation for reasonableness, may modify the budget to the extent it is determined unreasonable, and sets the annual TAM surcharge amount (Minnesota Stat. §237.52, Subd. 2).

MINNESOTA RELAY PROGRESS

Notification to Interexchange Carriers Regarding Access to Services Through TRS

In 2007 TAM began a campaign to address carriers that may not be compliant with 47 C.F.R. § 64.604 (b)(3), which requires that “TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.”

On April 12, 2007, DOC-TAM sent a letter and Carrier Status Report form ([Attachment B](#)) to approximately 100 telecommunications carriers in order to ascertain whether or not the carrier is required to comply with 47 C.F.R. § 64.604 (b)(3). The letter was sent to carriers who met the following criteria:

1. Carrier holds an active certificate of authority to provide interexchange services in Minnesota.
2. Carrier reported more than a minimal level of Minnesota intrastate interexchange services revenue (including all toll and interexchange private line services) in their 2005 annual report submitted to the Department of Commerce.
3. Carrier is not currently listed as a Carrier of Choice for Minnesota Relay.

TAM is currently working with carriers, the FCC and Sprint to ensure that all interexchange carriers that offer long distance services in Minnesota also make their services available to Minnesota Relay users. To date approximately 30 carriers have been added as available Carriers of Choice (COC) through Minnesota Relay. Approximately 50 additional carriers have submitted the required Letter of Authorization to Sprint and are waiting testing and translation updates before they will be available. Sprint has notified TAM that the testing and implementation of pending COCs has been put on hold until the first quarter of 2008 due to TRS platform upgrades and the system problems affecting relay calls across Sprint's network.

[Notification to Carriers Regarding Public Access to Information](#)

TAM continues to take an aggressive approach to ensure that all telephone companies serving Minnesota consumers are in compliance with FCC 47 C.F.R. § 64.604(c)(3) regarding public access to information.

FCC 47 C.F.R. § 64.604(c)(3) states that "Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible."

On November 8, 2007, DOC-TAM sent a letter to Minnesota telephone service providers reminding them that they must provide information to their customers on the availability and use of all forms of TRS (see [Appendix C](#)).

To demonstrate compliance with 47 C.F.R. § 64.604(c)(3) 268 letters were sent out to Local Exchange Carriers, Small Local Exchange Carriers and Competitive Local Exchange

Carriers asking them to complete a compliance form and return it to DOC-TAM along with copies of TRS information distributed to their customers. By requiring carriers to complete and submit a form as well as copies of the TRS material(s) distributed to their consumers, DOC-TAM is able to determine which carriers are not in compliance, either because they are not publicizing the required information on Minnesota Relay services, or because they are publicizing outdated and incorrect Minnesota Relay information.

To date, TAM has received 126 compliance forms from carriers. If TAM receives a compliance form and materials that do not comply with the federal requirement TAM submits a letter to the carrier notifying them of their non-compliance and detailing actions the carrier must take to become compliant. TAM has issued 36 such return letters to date.

In order to ensure that carriers always have access to the most current TRS information, TAM has placed a sample telephone directory page, bill insert and newsletter advertisement on our Web site at: www.mnrelay.org.

Emergency Preparedness

In accordance with the Governor's Executive Order 07-14 *Assigning Emergency Responsibilities to State Agencies*, Section 407, "The Department of Commerce-Telecommunications Access Minnesota ("DOC-TAM") shall, in coordination with the Department of Human Services-Deaf and Hard of Hearing Services Division ("DHS-DHHS"), provide Telecommunications Devices for the Deaf ("TDD"), TDD operators and American Sign Language Interpreters when the State Emergency Operations Center and Information Hotline are activated."

In accordance with the *Minnesota Emergency Operations Plan* (MEOP) DOC-TAM's responsibilities are to "Provide the SEOC with TTY and other assistive telecommunications devices for the Information Hotline" and to "Provide payment to DHS for all contracted (non-DHS staff) American Sign Language interpreters hired to interpret at the SEOC when the SEOC and Information Hotline are activated."

The Governor's Executive Order 07-14, Clause 2(I)(B), states:

Each state agency shall develop and update, as necessary, its own emergency plan/procedures, each agency emergency operations plan/procedures must provide for:

1. execution of the emergency responsibilities that are assigned to the agency in this Executive Order, and are elaborated upon in the *Minnesota Emergency Operations Plan*; and
2. pre-delegation of emergency authority,
3. emergency action steps or procedures,
4. commitment of resources for the development and maintenance of an agency's all-hazard emergency operations plan.

TAM has compiled and provided to DOC an operating procedure manual detailing DOC-TAM's responsibilities as stated in Executive Order 07-14 and the MEOP as well as outlining the steps necessary to fulfill TAM's responsibilities in accordance with state law.

TRS Platform Enhancements in 2007

In September 2007, Minnesota Relay's call center operations system for the communications assistants (CA) was upgraded from CARStx (DOS based) software to Phoenix (Windows based) software.

In October 2007, Minnesota Relay's switching system was upgraded from the Rockwell Galaxy ISS 3000 (analog system) to an Avaya (all-digital) switching infrastructure. The Rockwell automatic call distributors (ACDs) that were used at CSD/Sprint TRS call centers were no longer supported by the manufacturer. The new Avaya ACDs are supported by the manufacturer and by industry standards. The Avaya ACDs can be used with a wider variety current technologies and circuits.

The new platform is expected to be more "user friendly" for the CAs and allow Sprint/CSD call centers to be more efficient. The platform achieves three key internal process improvements:

1. Allows the CA to customize the font size and color schemes on their computer terminal screens. CAs are also able to adjust the inbound and outbound call volume.
2. CAs have access to a "help" key that provides them with call processing steps for each type of relay call.
3. The new windows-based system is easier for new trainees to learn and process the information presented in training class.

The new platform was first rolled out in the California call center two years ago. Sprint and CSD believed the new platform was ready for complete production and in fall 2007 they implemented the platform changes in nine of their other TRS call centers (three centers have yet to be upgraded).

The platform upgrades resulted in a number of problems with relay calls. Some of the issues have been resolved but many still remain. Sprint has stated that some of the issues Minnesota Relay users are experiencing are exclusive to Minnesota, though they are not sure why.

Minnesota Relay users have experienced the following problems:

1. The dialing window that the CA receives was not being populated with the Automatic Number Identification (ANI) or Caller ID of the inbound caller. The system was not able to determine where the inbound party was calling from and would not permit the CA to make outbound calls even with a "local override" function that is available. This issue has been resolved and, in the future, if the ANI does not populate the CA will be able to utilize the local override function.

2. Disconnect/dropped call issues (relay call is disconnected either prior to reaching a CA or during the call).
3. Some TTY, VCO and HCO users are unable to connect to the relay when using a telecommunications device equipped with TurboCode. They also experience garbling of text on relay calls.
4. CAs are receiving garbled text from relay users.
5. Some consumers who have older TTYs (baudot) are not able to place or receive relay calls.
6. CAs are unable to transfer callers to their requested form of relay service (e.g. Speech to Speech, Voice Carry Over, Spanish, etc . . .).
7. Callers are unable to reach Minnesota Relay when dialing 7-1-1.
8. CAs are unable to access relay user's Customer Preference information from the database (information such as long distance carrier, frequently dialed numbers, call set-up instructions, etc . . .).
9. Branding of call type was lost (e.g. a doctor's office [voice user] calls Minnesota Relay and hears TTY tones; they do not receive a voice response by a CA so they are not able to complete their call).
10. Relay users experience long wait times before they reached a CA.

Sprint has resolved some of the issues and is working to locate the source of the remaining problems and resolve them as quickly as possible.

In order to alert relay users regarding the platform upgrades and resulting problems TAM posted a notice on a number of public service organizations' Web sites such as: Minnesota Relay, DOC; Northstar; TED Program; and Twin Cities Deaf Community. The notice was also sent out via e-mail to a deaf/blind listserv and was given to various persons who have contact with consumers who are deaf, hard of hearing or speech disabled. A copy of the notice is available in [Appendix D](#).

Video Relay Service, Internet Protocol Relay and Internet Protocol Captioned Telephone Service

In a March 2000 Order, the FCC concluded that Video Relay Service (VRS) was a form of TRS, and although the provision of VRS is not required, the FCC permitted VRS *intrastate* and *interstate* minutes of use to be reimbursed from the Interstate TRS Fund.¹ The FCC explained that the special funding arrangement was temporary and intended to speed the development of VRS.

Similarly, in an April 2002 Order, the FCC determined that Internet Protocol (IP) Relay falls within the statutory definition of TRS, and because there is currently no automatic means for determining whether a call made via IP Relay is intrastate or interstate, the FCC

¹ *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CC Docket No. 98-67, *Report and Order and Further Notice of Proposed Rulemaking*, 15 FCC Rcd 5140 (2000), released March 6, 2000.

authorized, on an interim basis, recovery of all costs of providing IP Relay from the Interstate TRS Fund.²

On December 20, 2006, the FCC adopted a Declaratory Ruling finding that Internet Protocol captioned telephone service (IP CTS) is a type of TRS eligible for compensation from the Interstate TRS Fund.³

VRS, IP Relay and IP CTS are not mandated by the FCC as required forms of TRS and, as such, are not currently provided on Minnesota's TRS platform. However, VRS and IP Relay are fully accessible to Minnesota consumers, free of charge, through a number of providers who offer these services nationwide. IP CTS is currently being tested by a select group of individuals and is not available to Minnesotans at this time.

All costs for the provision of these internet based relay services are reimbursed to providers through the Interstate TRS Fund⁴. Although the FCC has not yet determined future cost recovery methodologies for VRS, IP Relay and IP CTS, it would appear that state TRS programs will be required to assume responsibility for a portion of the costs associated with the provision of these relay services in the future. This assumption of cost responsibility would greatly impact the TAM fund and surcharge amount.

For example, if the FCC required that each state be responsible for 80⁵ percent of all VRS and IP Relay minutes for calls terminating in their state, ***in 2007 the TAM fund would have been responsible for approximately an additional \$5.23 million in TRS expenses.***

Based on Terminating Call/Minute Summary reports composed by NECA, in the 12 month period from November 2006 – October 2007, Minnesota's total call volumes for IP Relay and VRS were as follows:

- IP Relay conversation minutes totaled 1,154,925. The IP Relay rate per minute is currently \$1.293.
- VRS conversation minutes totaled 758,427. The VRS rate per minute is currently \$6.644.

There are no call statistics for IP CTS at this time.

² *Improved Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Petition for Clarification of WorldCom, Inc., CC Docket No. 98-67, *Declaratory Ruling and Second Further Notice of Proposed Rulemaking*, 17 FCC Rcd 7779 (2002) (*IP Declaratory Ruling & Second FNPRM*), released April 22, 2002.

³ *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, GC Docket No. 03-123, *Declaratory Ruling*, released January 11, 2007.

⁴ The Interstate TRS Fund is funded by contributions from all common carriers providing interstate telecommunications services, and is administered by the Interstate TRS Fund administrator, currently the National Exchange Carrier Association, Inc. (NECA).

⁵ Based on the current trend of approximately 80 percent of Minnesota Relay conversation minutes billed to the state and 20 percent billed to the Interstate TRS Fund.

Business Partner Outreach

In September 2007, TAM began a Minnesota Relay Business Partner outreach campaign designed to reduce or eliminate the hang-ups that relay users often experience when placing a call to a business.

The Business Partner outreach campaign includes educating businesses on Minnesota Relay services, training businesses and their employees on how to place and receive calls via Minnesota Relay, and providing businesses with the knowledge, awareness and confidence to connect with consumers who are hearing or speech disabled and use Minnesota Relay to place and receive telephone calls. Outreach staff also provide businesses with information on how to recognize “scam” phone orders and how to protect their business from being defrauded.

Minnesota Relay users are encouraged to notify our outreach office if they encounter a business that refuses to accept their calls or has difficulty with the relay call process. The outreach office will then contact the business to provide them with information on relay calls, and offer to conduct a Business Partner presentation/training session at the business.

Businesses that participate in Minnesota Relay Business Partner training may elect to have their business listed on the Minnesota Relay Web site. Minnesota Relay users are encouraged to check the list often to see which businesses have been educated on Minnesota Relay services and are “relay friendly”. Businesses are also provided with a Minnesota Relay Business Partner window-clip to display.

State TRS Program Certification by the FCC

State TRS programs are required to be certified by the Federal Communications Commission (FCC) in accordance with 47 C.F.R. § 64.605. Minnesota’s TRS program was first certified by the FCC in 1993, and was recertified in 1998 and 2003. 47 C.F.R. § 64.605(c) states that “State certification shall remain in effect for five years. One year prior to expiration of certification, a state may apply for renewal of its certification by filing documentation as prescribed by paragraphs (a) and (b) of this section.” Minnesota’s current TRS State Certification expires on July 26, 2008.

Pursuant to 47 C.F.R. § 64.605(b), a state desiring certification of its TRS program must establish that:

1. The state program meets or exceeds all operational, technical, and functional minimum standards contained in 47 C.F.R. § 64.604;
2. The state program makes available adequate procedures and remedies for enforcing the requirements of the state program, including that it makes available to TRS users informational materials on state and FCC complaint procedures sufficient for users to know the proper procedures for filing complaints; and
3. Where a state program exceeds the mandatory minimum standards contained in §64.604, the state establishes that its program in no way conflicts with federal law.

On October 5, 2007, DOC-TAM submitted an application for renewal of the certification for Minnesota's TRS program by the FCC (CG Docket No. 03-123; DA 07-2761).

Anticipated TRS Platform Enhancements in 2008

There are no TRS platform enhancements planned in 2008.

MINNESOTA RELAY SERVICES PROVIDED

Minnesota Relay is a free service that provides full telephone accessibility to persons who are deaf, deaf/blind, hard of hearing or speech disabled. A specially trained communication assistant (CA) facilitates the telephone conversation between a person who has hearing loss or a speech disability and a hearing person. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year, with no restrictions on the number, length or type of calls. All calls are strictly confidential and no records of any conversations are maintained.

Minnesota Relay Features

- **7-1-1** – A nationwide abbreviated dialing code for accessing all types of relay services.
- **900 Service** – allows Minnesota Relay users to access 900 number pay-per-call services.
- **800/877/888 Numbers** – Minnesota Relay users are able to reach regionally restricted 800, 877, and 888 numbers and business offices of local telephone companies that have special prefixes, all of which would normally be accessible to consumers in their calling area.
- **Answering Machine Retrieval** – TTY users can request a CA to retrieve messages from the user's voice answering machine or voice mail.
- **ASCII Split Screen** – allows high-speed ASCII computer users and CAs to type and communicate more clearly and quickly. Similar to voice-to-voice conversation, ASCII Split Screen provides interrupt capability, when appropriate, for the ASCII user and the voice party.
- **Call Release** – allows the CA to sign-off or be "released" from the telephone line after the CA has set up a telephone call between the originating TTY caller and a called TTY party, such as when a TTY user must go through a TRS facility to contact another TTY user because the called TTY party can only be reached through a voice-only interface, such as a switchboard.

- **Caller ID** – Calls placed through Minnesota Relay will provide the originating calling party number (ANI), or caller ID information, through the local exchange carrier for all local and most long distance calls.
- **CapTel (Captioned Telephone Voice Carry Over Service)** – allows individuals with hearing loss to receive word-for-word captions of what the other person on the call is saying, while also allowing them to use their residual hearing to listen to their phone conversations. The captions, which are generated through a captioning service using the latest in voice recognition technology, appear on the text display of the CapTel user’s specialized captioned telephone.
- **Two-line CapTel** – Like standard CapTel relay, two-line CapTel provides live captions of everything the other party says during a phone conversation. With two-line CapTel, the conversation is carried on one telephone line and the captions are provided on a second line. This gives two-line CapTel relay users the ability to caption any phone call – incoming or outgoing – at any point in the conversation. Two-line CapTel also supports enhancements that the user has purchased from their telephone service, including call-waiting.
- **Internet Protocol Captioned Telephone Service (IP CTS)** – An IP captioned telephone call can be set up similar to a two-line captioned telephone call, except that the line from the user to the relay provider would be via the Internet, not a second Public Switched Telephone Network (PSTN) line. The relay user makes a voice to voice call to the other party on a standard telephone and the PSTN; at the same time, the voice of the called party is directed from the user’s telephone to a personal computer (or similar device) that routes it to the relay provider via the Internet. The relay provider, in turn, sends back to the consumer the text of what was spoken. As a result, the consumer can both hear (to the extent possible) what the called party is saying over the standard voice telephone headset, and read the text of what the called party said on the computer or similar device.

IP CTS benefits consumers by giving them the flexibility of using a computer, PDA, or wireless device to make such a call, without having to purchase special telephone equipment. In addition, captions provided on a computer screen can accommodate a much wider group of individuals, including persons with low vision, because they can take advantage of the large text, variable fonts, and variable colors that are available.

- **Carrier of Choice (COC)** – allows relay users to choose their preferred carrier for intrastate, interstate, and international calls. This requires the user’s COC to enter into a billing and collection agreement with Sprint.
- **Cellular/PCS Phone Access** – allows cellular customers to reach Minnesota Relay’s toll-free number(s) to complete relay calls.
- **Customer Preference Database** – offers relay users numerous ways to automatically expedite the initiation of custom calls. These pre-selected customer calling features

include, but are not limited to: communication modes (TTY, Voice, ASCII), carrier of choice, preferred billing method, frequently dialed numbers, and customer notes for call processing.

- **Directory Assistance** – A CA will relay directory assistance (DA) calls between a relay user and the Local Exchange Carrier (LEC) DA operator. Once the caller makes a request for directory assistance, the CA will contact a LEC DA operator. After obtaining the requested phone number, the caller may choose to place the call through the relay or dial it directly, i.e., TTY to TTY. (Note: DA is often subject to charges by the caller’s local telephone service provider.)
- **Deaf-Blind Transmission Speed** – A modification of the default transmission speed for Telebraille users. Instead of the default setting at 45 words-per-minute, the transmission speed has been reduced to 15 words-per-minute, with system capability to increase or decrease transmission speed by 5 words-per-minute increments.
- **Emergency Assistance** – Although relay users are discouraged from placing 9-1-1 calls through the relay, calls are placed at the caller’s request. Through the provider’s E911 database, CAs use a “hot button” to automatically place a call to the most appropriate Public Safety Answering Point.
- **Enhanced Turbo Code (E-Turbo™)** – allows TTY users to automatically submit dialing and call set-up instructions when they dial into Minnesota Relay. This significantly reduces the amount of time necessary for the CA to set-up and process the outbound call. The result is that the TTY user is connected to their desired party at a speed that is functionally equivalent to that of a non-relay call.
- **Error Correction** – This feature automatically corrects many typographical errors and spells out non-TTY abbreviations that may be used by the CA in voice-to-text transliteration.
- **Flexible Billing** – allows Minnesota Relay users to complete long distance calls using pre-paid calling cards, carrier calling cards, third party billing or by placing collect calls.
- **Gender ID** – This feature automatically matches the relay user’s gender with the gender of a CA. For example, the user has the option of allowing Minnesota Relay to use the caller’s Customer Preference Database information to automatically match the CA’s gender to their own.
- **Hearing Carry Over (HCO)** – allows a hearing person who has very limited or no speech capability to make a phone call. The HCO user types his/her conversation for the CA to read to the hearing person, and listens directly to the hearing person’s response. HCO to HCO, HCO to TTY, HCO to STS and HCO to VCO are also available.

- **Two-line Hearing Carry Over (Two-line HCO)** – allows a hearing person with speech difficulties to make and receive telephone calls with real-time interaction (not having to wait for the “GA” to respond). The HCO user uses one telephone line to listen to the other party’s conversation, and uses the second line to type his/her conversation for the CA to read to the hearing person. With two-line HCO, the relay user does not have to constantly move the telephone receiver from their ear to the TTY machine in order to hear the conversation and type their response. This makes for a smoother and more natural flow to the telephone conversation.
- **Intelligent Call Router** – Technology that automatically and seamlessly routes relay calls to the first available CA in the network.
- **International Calls** – allows the relay user to place and receive calls to and from anywhere in the world (using English or Spanish languages only).
- **Last Number Redial** – allows the relay user to call the last person dialed through the relay without having to provide the last telephone number dialed to the CA.
- **Recording Machine Capabilities** – allows the CA to record and play back audio-text interaction messages to reduce numerous callbacks to convey entire messages to calling parties.
- **Spanish Relay** – allows a Spanish speaking person to use Minnesota Relay. The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.
- **Speech-to-Speech** – allows a person with a speech disability to voice their conversation with assistance, or have their conversation voiced entirely for them. A CA revoices the words of the person with a speech disability or revoices the user’s speech synthesizer output to the called party.
- **Telecommunications Service Priority (TSP)** – On October 31, 2005, Sprint successfully activated all 13 of their call centers (including the Moorhead center) under the TSP program. If a national or regional emergency causes service to be disrupted and the Moorhead relay center cannot receive or place calls, Sprint’s participation in the TSP program means that Local Exchange Carriers will be required to restore service as rapidly as possible consistent with the priority status assigned to the Moorhead relay center.
- **Three-way Calling Feature** – allows more than two parties to be on the telephone line at the same time with the CA.
- **Transfer Gate Capabilities** – The relay’s ability to transfer relay callers to other forms of relay services (i.e. Spanish, CapTel, Speech-to-Speech), to customer service, or to a relay center manager.

- **TTY Operator Services** – is available to complete a TTY to TTY call, obtain directory assistance information, or receive credit for erroneous billing.
- **Turbo Code Capability** – allows users to send information at the same speed it is typed, resulting in a more natural conversational flow and the ability to interrupt one another.
- **Variable Time Stamp Macro** – This macro enables the relay caller to know when their called party has disconnected from the call.
- **Voice Carry Over (VCO)** – enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The CA then types the hearing person’s response to the VCO user. VCO to VCO, VCO to HCO, VCO to TTY and VCO to STS are also available.
- **VCO Gated Calling** – Minnesota Relay has dedicated VCO and two-line VCO phone numbers, which provide significant improvements in service by directing VCO users to specifically trained VCO and two-line VCO CAs. This gating technology has improved service for VCO users.
- **Two-line VCO** – allows VCO users to communicate using a VCO phone or personal computer with ASCII capability and a second line with conference calling capabilities. Two-line VCO allows relay users to use one telephone line for voicing and the other for receiving TTY messages.
- **VCO-With-Privacy-and-No-GA** – allows VCO users to use the standard VCO feature without needing to say “Go ahead” or “GA”. Additionally, the CA does not listen to the VCO user’s spoken words. Ordinarily, VCO users need to say “GA” so that the CA knows that it is the other party’s turn to speak. The responsibility for taking turns when speaking rests entirely upon the calling and called parties because the CA does not hear what the VCO user says.
- **Voice Call Progression** – allows voice or HCO callers to listen during call set-up (i.e., ringing or busy).

Call Volumes

In 2007, Minnesota Relay averaged 76,705 calls per month: 51,463 traditional⁶ relay calls, 877 Speech-to-Speech calls and 24,365 CapTel calls. The following Minnesota Relay call volume charts can be found in [Appendix E](#):

- 2001 – 2007 Total Call Volume (traditional TRS, STS & CapTel)
- 2007 Conversation Minutes by Type

⁶ Traditional TRS includes TTY, VCO, HCO, and Spanish forms of relay services. Traditional TRS *does not* include STS relay.

- 2007 Traditional TRS Conversation Minutes
- 2007 Speech-to-Speech Conversation Minutes
- 2005-2007 CapTel Conversation Minutes
- 2007 Calls by Calling Device

Minnesota Relay’s traditional TRS (TTY, VCO, HCO, and Spanish) call volume has been decreasing for the past five years (see [Appendix F](#)). This decrease can primarily be attributed to the introduction of IP Relay and VRS in 2002, the introduction of CapTel in 2003, and the increasing reliance on e-mail and text messaging as communication resources. A chart demonstrating the total *intrastate* and *Interstate* conversation minutes for basic TRS⁷, CapTel, IP Relay and VRS is provided in [Appendix G](#).

ACCESSIBILITY OF TELECOMMUNICATIONS NETWORK

Minnesota Relay Facilities

The relay service facility uses an Avaya Automatic Call Distribution (ACD) switching system. The switch is an all-digital system that provides caller accessibility in excess of 99.99 percent. All major systems and components are redundant, which minimizes the dropping of calls originating or terminating in Minnesota.

The Minnesota Relay center utilizes both Uninterruptible Power Source (UPS) and backup power generators to ensure that the relay has uninterrupted power, even in the event of a power outage. UPS is used only long enough for the backup power generators to come on line – usually within a few minutes. The backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. The generators can stay in service for longer periods of time as long as fuel is available. In the event of a power outage, the UPS and backup power generator ensure seamless power transition until normal power is restored. While this transition is in progress, power to all of the basic equipment and facilities essential to the relay center’s operation is maintained. This includes:

- Switch system and its peripherals
- Switch room environment (air conditioning and heating)
- CA consoles/terminals
- Emergency lights (self-contained batteries)
- System alarms
- Call Detail Record recording

As a safety precaution (in case of a fire during a power failure), the fire suppression system is not electrically powered. Once the back-up generator is on line, stable power is

⁷ Basic TRS includes traditional TRS (TTY, VCO, HCO, and Spanish) **and** STS relay. Basic TRS does not include captioned telephone VCO service, Video Relay Service, Internet Protocol Relay, and other “enhanced” forms of TRS.

established and maintained to all TRS system equipment and facility environmental control until commercial power is restored.

Transmission Circuits

CSD's subcontractor, Sprint, is a certified interexchange carrier in all 50 states. Using Sprint's nationwide all digital fiber-optic network, transmission circuits meet, if not exceed, FCC and TAM intraexchange performance standards, and ANSI T1.506-1990 Network Performance – Transmission Specifications for Switched Exchange Access Network standards for circuit loss and noise.

Sprint's Synchronous Optical Network (SONET) network, using four-fiber bi-directional line switched ring capability, allows automatic switching to alternate paths to provide for traffic rerouting in the event of a route failure. The SONET fiber optic backbone topology is currently designed with more than 100 overlapping rings to ensure sufficient alternate paths for total network survivability. Minnesota Relay is, therefore, linked to a coast-to-coast telecommunications route, which ensures voice, data, and video services without interrupting the call. This ensures that Minnesota Relay calls are safeguarded by automatically rerouting service around disruptions in approximately 60 milliseconds.

Switching System

Minnesota Relay's Avaya ACD switching system incorporates redundant Central Processor Units (CPUs) on hot stand-by and allows for remote monitoring and administration. This includes full maintenance and administrative access, real-time system monitoring, real-time report generation, and real-time programming capabilities. The maintenance staff and administrative personnel have the ability to perform preventative maintenance without taking the system off-line via Transmission Control Protocol/Internet Protocol connections. In addition, on-line and off-line diagnostic routines identify system faults or failures at the individual board level and automatically notify a 24 hour staff of monitoring personnel.

Diagnostic procedures are continually processed by the switching system software to detect defective components before they are used. The relay network is designed to contend with any foreseeable weather-related challenges, power outages, and disasters. If one core switching system must shut down, the other core switching systems in the network remain operational and available to process calls, guaranteeing that communication is accessible at all times.

During a major or minor service disruption, the dynamic call-routing feature bypasses the failed or degraded facility and immediately directs calls to the first available CA in any of CSD and Sprint's fully inter-linked TRS call centers. The transfer of calls between centers is transparent to users.

7-1-1 Dialing Access

On August 9, 2000, the FCC released a *Second Report and Order* concerning nationwide 7-1-1 dialing access to TRS⁸. The Order required all common carriers, wireless providers, payphone vendors, and Private Branch Exchange (PBX) vendors to provide 7-1-1 dialing access to relay services on or before October 1, 2001.

Currently, 56 percent of Minnesota Relay calls are being placed using this dialing shortcut. Relay users are still able to access Minnesota Relay by dialing the 10 digit toll-free access numbers.

Handling of Emergency Calls

Minnesota Relay uses a system for incoming emergency calls that automatically and immediately transfers the relay caller to the appropriate Public Safety Answering Point (PSAP). Minnesota Relay considers an emergency call to be one in which the caller indicates the need to connect to the police department, fire department, paramedics, or ambulance. The following steps are taken to connect the caller to the appropriate PSAP:

- The CA, when told by the caller that an emergency exists, will depress a “hot key”.
- The CA’s terminal instantly sends a query to the E911 database containing the caller's geographic area Automatic Number Identification (ANI).
- The database responds with the telephone number of the PSAP that covers the geographic source of the call, and then automatically dials the PSAP number and passes the caller’s ANI to the E911 service center.

The CA remains on the line until emergency personnel arrive on the scene unless previously released by the caller. The CA also verbally passes the caller’s ANI onto the E911 center operator. If the caller disconnects prior to reaching E911, the CA will stay on the line to verbally provide the caller’s ANI to the E911 center operator.

Minnesota Relay also receives calls from non-relay users who have accidentally dialed 7-1-1 instead of 9-1-1. When this occurs, the CA will let the caller know that they have reached Minnesota Relay. If the caller does not wish to disconnect from the relay and dial 9-1-1 directly, the CA will put the call through to the most appropriate PSAP. In some emergency situations the caller may not be able to redial to place the 9-1-1 call on their own. In most instances, the voice caller who misdialed wants to continue their emergency call through Minnesota Relay and does not want to redial 9-1-1 themselves. (See chart in [Appendix H](#) for emergency call statistics.)

Minnesota Relay processes approximately 21 emergency 9-1-1 calls each month. Of these, 70 percent of the calls are for consumers who misdialed 7-1-1 instead of 9-1-1. The remaining 30 percent are for actual relay users. In 2007, 246 emergency calls, for a total of 1,246 session minutes, were relayed or monitored by Minnesota Relay.

⁸ In the Matter of the Use of N11 Codes and Other Abbreviated Dialing Arrangements, (Second Report and Order), CC Docket No. 92-105, FCC 00-257, 15 FCC Rcd 15188, released August 9, 2000.

Minnesota Relay encourages users to dial 9-1-1 or other existing emergency numbers directly in emergency situations as using relay may result in a delay in getting their call through. However, some relay users still call 9-1-1 services via Minnesota Relay for the following reasons:

- Person with a hearing or speech disability may not have access to a TTY during an emergency situation.
- Person with a speech disability may have concerns that the PSAP operator may not be able to understand their speech pattern if 9-1-1 is called directly. Speech-to-Speech relay CAs are specially trained to understand a variety of different speech patterns.
- Some TTY users are more confident that their emergency message will be understood and they will get the help they need if they place their emergency call through relay. TTY users may experience problems if they dial 9-1-1 directly because not all PSAP operators are competent in TTY use and in understanding ASL gloss.⁹

Speed of Answer

Minnesota Relay meets the FCC mandatory minimum standard for TRS speed of answer [FCC 47 C.F.R. § 64.604(b)(2)], which states “TRS facilities shall, except during network failure, answer 85 % of all calls within 10 seconds by any method which results in the caller’s call immediately being placed, not put in a queue or on hold.” DOC-TAM’s TRS contract with CSD requires a higher standard than that mandated by the FCC, requiring that 90 percent of Minnesota Relay calls be answered within 10 seconds. In 2007, Minnesota Relay’s average speed of answer was 1.9 seconds, and the average service level was 93 percent (see [Appendix I](#) for charts demonstrating monthly average speed of answer and service levels).

Minnesota Relay is equipped with sufficient facilities to provide a Grade of Service (GOS) of P.01 or better for calls entering the relay call center(s) switch equipment.

Equal Access to Interexchange Carriers

Minnesota Relay users are able to have their intrastate, interstate and international calls carried by any interexchange carrier who has completed the steps necessary to be available as a Minnesota TRS Carrier of Choice (COC). When a caller indicates their COC preference, the CA will verify that the requested carrier is available as a COC in Minnesota; if they are, the call will be routed accordingly. Callers are able to use any billing method made available by the requested carrier including collect, third party, prepaid and calling cards.

If a Minnesota Relay caller does not indicate a COC preference to the CA, either at the time of the relay call or on via a Customer Preference form, or if the user’s preferred

⁹ When the visual language of ASL is required to be written, such as on a TTY, the resulting form of the language is called ASL gloss.

carrier is not available as a COC in Minnesota, the long distance relay call will be carried and billed by Sprint.

When a relay user requests a long distance carrier that is not a COC participant in Minnesota, CSD completes a Customer Contact form and provides the TAM administrator with the name of the requested carrier. The TAM administrator sends the non-participating long distance carrier a letter notifying the company of its obligation to provide access to TRS users, as well as instructions on how to become a COC in Minnesota.

Please see [Appendix J](#) for carriers currently available as a COC for Minnesota Relay.

Rates

Minnesota Relay users are charged no more for services than those charges paid by standard “voice” telephone users. Minnesota Relay users who do not select a preferred COC will have their long distance relay calls rated and invoiced by Sprint. Users who select a preferred COC will be rated and invoiced by their selected interstate carrier. Minnesota Relay users placing long distance calls are only billed for conversation time.

Consumer Complaints

In 2007, Minnesota Relay received complaints on less than .02 percent of relay calls – 998,857 calls were relayed and 110 complaints were filed.

Minnesota Relay users have the option of contacting the TAM administrator (800-657-3599), Minnesota Relay Consumer Relations Office (800-657-3775), Sprint’s 24-hour customer service line (1-800-676-3777), or the FCC (1-888-225-5322 [voice] / 1-888-835-5322 [TTY] or on line at www.fcc.gov/cgb/complaints.html) to file a complaint or commendation. A relay user may request to speak to a relay supervisor during or immediately after a call. In addition, the CA has the capability to transfer the caller directly to Sprint’s customer service department.

CSD provides copies of each TRS Customer Contact form to the TAM administrator monthly. Each form includes the date the complaint was filed, an explanation of the complaint, the date the complaint was resolved, an explanation of the resolution and any other pertinent information.

DOC-TAM submits an annual Complaint Log Summary to the FCC in accordance with C.F.R. § 64.605(c)(1)(ii).

In the event that DOC-TAM and the provider fail to resolve a Minnesota Relay complaint within 180 days after the complaint was filed, the FCC shall exercise jurisdiction over the complaint. Failure to meet the deadlines for complaint resolution may adversely affect the continued certification of Minnesota Relay [C.F.R. § 64.605(c)(6)(iii)].

OUTREACH

Minnesota Relay Consumer Relations Office (CRO)

Minnesota Relay outreach is provided through Minnesota Relay's Consumer Relations Office (CRO). The CRO's main responsibilities are to educate the public about TRS and the Minnesota Relay, and to receive and resolve consumer complaints. The CRO consists of a senior manager who oversees outreach programs, receives and resolves consumer complaints, answers consumer questions, and handles office administration; and two outreach specialists who conduct relay education, demonstrations, and equipment training.

Outreach activities include the following:

- Contacting organizations to schedule presentations and/or to provide them with printed materials on Minnesota Relay services.
- Contacting hospitals, nursing homes, rehabilitation facilities, and other medical facilities to schedule presentations and/or to provide printed materials.
- Conducting presentations on a continual basis to American Sign Language I class students (i.e. at the University of Minnesota).
- Staffing a booth at exhibitions, seminars, and the Minnesota State Fair (the Minnesota Relay booth was visited by 15,000 people during the 2007 State Fair).
- Conducting one-on-one training sessions for individuals who are having trouble using specialized telephone equipment (e.g. TTY, VCO telephone, CapTel).
- Conducting "drop-in" visits at organizations that serve persons with hearing, speech or physical disabilities.

Outreach presentations vary depending on audience needs. A typical presentation begins with background on the presenter, and consists of an introduction to relay, demonstration of equipment, distribution of relay brochures and related materials, and time for the participants to ask questions.

When presenting to a deaf or hard-of-hearing audience, more time is spent detailing the types of relay services that are applicable to their needs such as Two-Line VCO, CapTel, and answering machine retrieval use.

When presenting to children, outreach staff make learning fun by singing and signing the ABC's. A TTY is brought in for the children to type on and the process of calling a deaf friend is discussed and demonstrated. ASL bookmarks are distributed and the children are encouraged to ask questions.

In 2007, the CRO staff conducted 378 presentations reaching 24,254 Minnesotans.

Reports containing the CRO's outreach efforts are compiled monthly and forwarded to the TAM administrator. The CRO's monthly outreach summaries for 2007 are provided in [Appendix K](#).

Minnesota Relay outreach materials include:

- Minnesota Relay Brochure (English & Spanish)
- Voice Carry Over Brochure (English & Spanish)
- Speech-to-Speech Brochure (English & Spanish)
- Hearing Carry Over Brochure
- CapTel Brochure
- Minnesota Relay Bookmarks
- CapTel Magnifier Bookmarks
- Speech-to-Speech Outreach Informational Folder
- Business Partner Outreach Informational Folder

DHHS Regional Advisory Committee Meetings

The Department of Human Services-Deaf and Hard of Hearing Services Division (DHS-DHHSD) has established six advisory committees throughout Minnesota. Each advisory committee meets quarterly and serves as an avenue to provide information to, and gather information from, the community. Advisory committee meeting minutes are provided to the TAM administrator and TED Program administrator so that issues, questions and concerns regarding Minnesota Relay and the TED Program may be addressed.

TELEPHONE EQUIPMENT DISTRIBUTION PROGRAM

The Telephone Equipment Distribution Program (TED Program) is responsible for distributing telecommunications devices to income eligible Minnesotans, informing communication-impaired persons of services available through the program, and providing training in the use of the telecommunications devices. Minnesota Stat. § 237.50, Subd. 3 defines “communication-impaired” to mean “certified as deaf, severely hearing impaired, hard-of-hearing, speech impaired, deaf and blind, or physically impaired if the physical impairment significantly impedes the ability to use standard customer premises equipment.”

The TED Program is administered through an interagency agreement between DHS-DHHSD and DOC-TAM. DHHSD has eight regional offices around the state staffed with professionals experienced in working with people who are deaf, hard of hearing deaf/blind, speech disabled or physically disabled. TED Program services are provided through six of the DHHSD regional offices: Duluth, Moorhead, Mankato, St. Cloud, Rochester and St. Paul.

Authority to Provide Equipment

Minnesota Stat. § 237.51, Subd. 5(a)(3) provides DHS with the authority to establish specifications for special communication devices to be purchased under section 237.53, Subd. 3.

The types of equipment distributed include, but are not limited to:

- Amplified Telephones (both hearing and voice)
- Ring Signaling Devices (auditory, visual and tactile)
- Voice Carry Over Phones
- Hearing Carry Over Phones
- CapTel Phones
- Remote Control Speaker Phones
- Text Telephones (TTYs)
- TTYs with Large Visual Display
- Braille Phones
- Special Needs Devices (multiple disability)

Program Outreach

DHSD is responsible for the promotion of TED Program services. TED Program specialists conducted much of their outreach by traveling to potential clients and providing information and training “face-to-face.” While Web sites, e-mails and telephone calls can be an efficient, effective and convenient way of providing information, TED Program specialists find that many consumers are more receptive if material is provided to them in person. Traveling to consumers to provide information, equipment and training helps eliminate apprehension and mistrust, and results in a more personal, relaxed and productive experience for both the consumer and the program specialist.

A large portion of people with hearing loss – 43 percent – are 65 years of age or older. By age 65, one out of three people have a hearing loss, and the number is expected to rise as the Baby Boomer generation matures. TED Program specialists have found attending senior gatherings and luncheons to be a particularly successful means of outreach, as consumers are able to view and test various types of equipment and ask questions, one-on-one, in a setting they are comfortable with. This type of outreach also allows specialists to formulate a clear picture of what each person’s particular needs may be and ensures the consumer will receive the most appropriate equipment.

2007 outreach efforts included:

- 144 presentations to groups of professionals and potential consumers.
- 28 booths at health fairs and senior expos for potential consumers and professionals.
- Presentations at conferences such as the Nursing Home Relocation and Assistive Technology and to DHS’ HIV/AIDS staff.
- Networking at various expos and professional conferences, such as the Deafblind Expo and Technology Expo.
- TED Program specialists attended meetings at professional agencies and provided program information to staff.
- Advertisements in various newspapers and print publications, such as AARP newsletter, Access Press, Best of Times, FaithTalk Christian magazine, Family Times, Good Age, MN Audiology Association, Generations- Duluth Tribune, Grandparent Times, MN Health Care News, MN Senior Federation Health Care Choices, MN Senior Federation Senior News newsletter and Veteran’s Memorial Hall- Duluth.

- Advertisements on Cub pharmacy bags at the Duluth, Mankato and St. Paul-Midway locations.
- Information about the TED Program was included in all literature distributed by DHHS.
- Mass e-mails were sent to numerous service professionals and agencies; brochures and applications were distributed to those who responded and requested materials.
- A link to the TED Program Web site was posted on related agency Web sites (e.g. DHS listserv, Statewide Professional Physical Health Distribution listserv, MN Legal.Org, Minnesota Telecom Alliance, Eldercare Alliance, Minnesota's Assistive Technology Act Program, Physically Impaired and Traumatic Brain Injury).
- Updated Minnesota Relay and TED Program information was sent by DOC-TAM to all Minnesota telecommunications providers for placement in telephone directories, bill inserts and newsletters.
- Mass mailings to: pharmacies, personal care providers, Hospice Minnesota, Catholic Charities, Veteran's Administration, Mayo EDU, Meals on Wheels, Arrowhead Human Resource Association, MN Association of County Social Service Administrators (MACSSA), MN Home Care Association, Local Public Health Association of MN, Workforce Center (intake workers), MN County Financial Advisors, Hearing Instrument Dispenser Certification Advisory Council, Faith In Action Program, Volunteers of America, HealthEast RN case managers, HealthPartners, and the Minnesota chapter of American Physical Therapy.
- TED Program applications were placed at the MN Academy of Audiology, the MN Council on Disability and the Minnesota Relay State Fair booths.
- An article was placed in the Lifelines for Metropolitan Health Plan with a circulation of 20,000. This included the Prepaid Medical Assistance Program, MN Senior Health Options and General Assistance Medical Care.

The chart below lists the number of *new* program participants served by the TED Program, as well as the number of devices distributed to *new* program participants for calendar years 1998-2007.

Year	Number of New Program Participants Served	Number of Devices Distributed to New Program Participants
1998	2,069	2,120
1999	2,141	2,340
2000	2,105	2,695
2001	1,882	2,431
2002	1,913	2,584
2003	1,906	2,337
2004	1,988	2,485
2005	1,872	2,405
2006	1,976	2,081
2007	1,771	2,073

The TED Program provides *repeat* service to equipment recipients who need further assistance after equipment is initially provided to them. Consumers often contact the TED Program to receive additional training or to exchange equipment because their needs have changed. The most common example is when a person's hearing deteriorates and they are no longer able to access the telecommunications network with the equipment they initially received.

The TED Program also provides repair and/or replacement of distributed equipment (over 54,000 devices have been distributed since the program's inception).

The TED Program served 1,771 new participants, 924 repeat participants, and repaired/replaced equipment for 1,648 participants. TED Program specialists also provided information and referrals to 499 consumers, *for a total of 4,842 Minnesotans receiving service in 2007.*

Statistical Information

A report of TED Program activities is submitted quarterly to the TAM administrator by the TED Program administrator. The report documents outreach activity, the number of households receiving equipment, the number of individuals served and the kinds of equipment distributed. The charts provided in [Appendix L](#) show 2007 TED Program outreach activities and the types of equipment distributed.

Population Served

The TED Program serves a wide range of individuals with a variety of communication needs. *Currently, the oldest TED Program participant is 108 years of age, and the youngest is age 5.* The average consumer served is female, 77 years old, and hard of hearing. In 2007, 63 percent of TED Program participants were female and 66 percent lived outside of the seven-county metropolitan area. Eighty-nine percent of TED Program participants are hard of hearing, 4 percent are deaf, 4 percent are physically disabled, and 11 percent have "other" disabilities (e.g. speech disability or are deaf/blind).

In recent years, the TED Program has been utilized by more clients with multiple disabilities. In 2007, 13 percent of TED Program participants had two or more disabilities (e.g. hearing, speech or physical).

Future TED Program Operations

Internet Based Database

In 2007, the TED Program continued work on a new Web-based database. Currently, program data and documents are not centrally located, causing the assembly and dissemination of information to be somewhat complicated and the workflow to be less efficient.

The new database will allow all program data and program forms to be centrally located, will increase system integrity and security, and will be more user-friendly and efficient. The new database is anticipated to be implemented in 2008.

Future Technology

The TED Program continually explores new telecommunications equipment possibilities for distribution. Telecommunications technology is advancing rapidly, and as this industry evolves, the TED Program must re-evaluate the needs of the consumers it serves and analyze the types of equipment available to best meet those needs.

The TED Program is closely monitoring the Baby Boomer population as there is a higher rate and earlier onset of hearing loss among this generation than preceding generations. This indicates that more people will be looking for assistive telecommunications equipment, and at a younger age, than in the past. In addition, consumers are demanding “any place at any time” telecommunications access and much of the new development has been in internet (e.g. Voice over Internet Protocol and video phones) and wireless telecommunications. The TED Program is examining new internet and wireless solutions that will allow participants to communicate with friends, family & businesses in a manner that keeps pace with technological advancements utilized by people without hearing, speech or physical disabilities.

The TED Program also continues to research equipment options for people who are deaf/blind and people who have a physical or speech disability. These segments of the population have been underserved due to the lack of telecommunications technology available to meet their needs, and the high cost of the specialized equipment that is available. In recent years there has been an increase in providing equipment to consumers with multiple disabilities. Examples of equipment include infrared systems, cordless speakerphones, and modifying standard devices with adapters and switches.

Scanning Files

DHS has implemented a new scanning project in order to reduce paper files, and the TED Program is scanning their paper files as a pilot project. This opportunity will centralize all files in the database, thereby reducing paper files and storage space.

FY 2007 & FY 2008 REVENUES AND EXPENDITURES

BUDGET SUMMARY	FY 2007 Actual	FY 2008 Projected
REVENUE		
Surcharge Revenue (\$0.03 per access line in FY 2007 & \$0.06 in FY 2008)	\$ 2,301,922.91	\$ 4,588,000.00
TAM Fund Interest	\$ 287,597.87	\$ 175,000.00
Sale of CRO Assets	\$ 3,958.69	\$ 0.00
TOTAL REVENUE	\$ 2,593,479.47	\$ 4,763,000.00
EXPENSES		
TAM Administration	\$ (106,781.26)	\$ (198,910.00)
DHS/DHHS (TED Program)	\$ (1,626,065.85)	\$ (1,731,039.00)
CSD (Minnesota Relay)	\$ (3,525,612.64)	\$ (3,255,000.00)
TOTAL TAM PROGRAM EXPENSES	\$ (5,258,459.75)	\$ (5,184,949.00)
TAM PROGRAM IMPACT		
	\$ (2,664,980.28)	\$ (421,949.00)

STATEMENT OF FUND BALANCE	FY 2007 Actual	FY 2008 Projected
Balance at Beginning of Fiscal Year	\$ 6,781,312.09	\$ 3,744,531.00
DHS-TED Program Cash Advance (July)	\$ (200,000.00)	\$ (200,000.00)
Return of DHS-TED Program Cash Advance (June)	\$ 200,000.00	\$ 200,000.00
DHS - Rural Real-time Captioning	\$ (268,000.00)	\$ (268,000.00)
Return of Unused Portion of DHS - Rural Real-time Captioning	\$ 151,355.01	\$ 0.00
DHS - Rural Real-time Captioning Return of Twin Cities Public Television Over Billing in FY 2006	\$ 1,177.00	\$ 0.00
DEED - Accessible News for the Blind	\$ (61,000.00)	\$ (100,000.00)
Return of Unused Portion of DEED - Accessible News for the Blind	\$ 4,667.60	\$ 0.00
Minnesota Commission Serving Deaf and Hard of Hearing People Appropriation	\$ (200,000.00)	\$ (300,000.00)
TAM Program Impact	\$ (2,664,980.28)	\$ (421,949.00)
TAM Fund Balance at End of Fiscal Year	\$ 3,744,531.42	\$ 2,654,582.00

APPENDICES

APPENDIX A

Minnesota Statutes 2007

Chapter 237. Telecommunications

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COMMUNICATION-IMPAIRED PERSONS

237.50 DEFINITIONS.

Subdivision 1. **Scope.** The terms used in sections [237.50](#) to [237.56](#) have the meanings given them in this section.

Subd. 2. [Repealed, 1995 c 190 s 17]

Subd. 3. **Communication impaired.** "Communication impaired" means certified as deaf, severely hearing impaired, hard-of-hearing, speech impaired, deaf and blind, or mobility impaired if the mobility impairment significantly impedes the ability to use standard customer premises equipment.

Subd. 4. **Communication device.** "Communication device" means a device that when connected to a telephone enables a communication-impaired person to communicate with another person utilizing the telephone system. A "communication device" includes a ring signaler, an amplification device, a telephone device for the deaf, a Braille device for use with a telephone, and any other device the Department of Human Services deems necessary.

Subd. 4a. **Deaf.** "Deaf" means a hearing impairment of such severity that the individual must depend primarily upon visual communication such as writing, lip reading, manual communication, and gestures.

Subd. 5. **Exchange.** "Exchange" means a unit area established and described by the tariff of a telephone company for the administration of telephone service in a specified geographical area, usually embracing a city, town, or village and its environs, and served by one or more central offices, together with associated facilities used in providing service within that area.

Subd. 6. **Fund.** "Fund" means the telecommunications access Minnesota fund established in section [237.52](#).

Subd. 6a. **Hard-of-hearing.** "Hard-of-hearing" means a hearing impairment resulting in a functional loss, but not to the extent that the individual must depend primarily upon visual communication.

Subd. 7. **Interexchange service.** "Interexchange service" means telephone service between points in two or more exchanges.

Subd. 8. **Inter-LATA interexchange service.** "Inter-LATA interexchange service" means interexchange service originating and terminating in different LATAs.

Subd. 9. **Local access and transport area.** "Local access and transport area (LATA)" means a geographical area designated by the Modification of Final Judgment in U.S. v. Western Electric Co., Inc., 552 F. Supp. 131 (D.D.C. 1982), including modifications in effect on the effective date of sections [237.51](#) to [237.54](#).

Subd. 10. **Local exchange service.** "Local exchange service" means telephone service between points

within an exchange.

Subd. 11. **Telecommunication relay service.** "Telecommunication relay service" means a central statewide service through which a communication-impaired person, using a communication device, may send and receive messages to and from a non-communication-impaired person whose telephone is not equipped with a communication device and through which a non-communication-impaired person may, by using voice communication, send and receive messages to and from a communication-impaired person.

History: 1987 c 308 s 1,8; 1988 c 621 s 2; 1993 c 272 s 2-6,17; 1995 c 190 s 1; 2004 c 228 art 1 s 74

237.51 TELECOMMUNICATIONS ACCESS MINNESOTA PROGRAM ADMINISTRATION.

Subdivision 1. **Creation.** The commissioner of commerce shall:

- (1) administer through interagency agreement with the commissioner of human services a program to distribute communication devices to eligible communication-impaired persons; and
- (2) contract with a qualified vendor that serves communication-impaired persons to create and maintain a telecommunication relay service. For purposes of sections [237.51](#) to [237.56](#), the Department of Commerce and any organization with which it contracts pursuant to this section or section [237.54](#), [subdivision 2](#), are not telephone companies or telecommunications carriers as defined in section [237.01](#).

Subd. 2.[Repealed, 1995 c 190 s 17]

Subd. 3.[Repealed, 1995 c 190 s 17]

Subd. 4.[Repealed, 1995 c 190 s 17]

Subd. 5. **Commissioner of commerce duties.** In addition to any duties specified elsewhere in sections [237.51](#) to [237.56](#), the commissioner of commerce shall:

- (1) prepare the reports required by section [237.55](#);
- (2) administer the fund created in section [237.52](#); and
- (3) adopt rules under chapter 14 to implement the provisions of sections [237.50](#) to [237.56](#).

Subd. 5a. **Department of Human Services duties.** (a) In addition to any duties specified elsewhere in sections [237.51](#) to [237.56](#), the commissioner of human services shall:

- (1) define economic hardship, special needs, and household criteria so as to determine the priority of eligible applicants for initial distribution of devices and to determine circumstances necessitating provision of more than one communication device per household;
 - (2) establish a method to verify eligibility requirements;
 - (3) establish specifications for communication devices to be purchased under section 237.53, subdivision 3 ; and
 - (4) inform the public and specifically the community of communication-impaired persons of the program.
- (b) The commissioner may establish an advisory board to advise the department in carrying out the duties specified in this section and to advise the commissioner of commerce in carrying out duties

under section [237.54](#). If so established, the advisory board must include, at a minimum, the following communication-impaired persons:

- (1) at least one member who is deaf;
- (2) at least one member who is speech impaired;
- (3) at least one member who is mobility impaired; and
- (4) at least one member who is hard-of-hearing.

The membership terms, compensation, and removal of members and the filling of membership vacancies are governed by section [15.059](#). Advisory board meetings shall be held at the discretion of the commissioner.

Subd. 6.[Repealed, 1995 c 190 s 17]

History: 1987 c 186 s 15; 1987 c 308 s 2,8; 1988 c 621 s 3; 1990 c 571 s 41; 1990 c 598 s 3; 1992 c 430 s 1,2; 1992 c 518 s 1; 1993 c 272 s 7-11,17; 1995 c 190 s 2-4; 1998 c 386 art 2 s 70; 1999 c 149 s 1; 1Sp2001 c 4 art 6 s 60-62; 2002 c 329 s 2

237.52 TELECOMMUNICATIONS ACCESS MINNESOTA FUND.

Subdivision 1. **Fund established.** A telecommunications access Minnesota fund is established as an account in the state treasury. Earnings, such as interest, dividends, and any other earnings arising from fund assets, must be credited to the fund.

Subd. 2. **Assessment.** (a) The commissioner of commerce, the commissioner of employment and economic development, and the commissioner of human services shall annually recommend to the commission an adequate and appropriate surcharge and budget to implement sections [237.50](#) to [237.56](#), [248.062](#), and [256C.30](#), respectively. The maximum annual budget for section [248.062](#) must not exceed \$100,000 and for section [256C.30](#) must not exceed \$300,000. The Public Utilities Commission shall review the budgets for reasonableness and may modify the budget to the extent it is unreasonable. The commission shall annually determine the funding mechanism to be used within 60 days of receipt of the recommendation of the departments and shall order the imposition of surcharges effective on the earliest practicable date. The commission shall establish a monthly charge no greater than 20 cents for each customer access line, including trunk equivalents as designated by the commission pursuant to section [403.11, subdivision 1](#).

(b) If the fund balance falls below a level capable of fully supporting all programs eligible under subdivision 5 and sections [248.062](#) and [256C.30](#), expenditures under sections [248.062](#) and [256C.30](#) shall be reduced on a pro rata basis and expenditures under sections [237.53](#) and [237.54](#) shall be fully funded. Expenditures under sections [248.062](#) and [256C.30](#) shall resume at fully-funded levels when the commissioner of commerce determines there is a sufficient fund balance to fully fund those expenditures.

Subd. 3. **Collection.** Every telephone company or communications carrier that provides service capable of originating a telecommunications relay call, including cellular communications and other nonwire access services, in this state shall collect the charges established by the commission under subdivision 2 and transfer amounts collected to the commissioner of public safety in the same manner as provided in

section [403.11, subdivision 1](#), paragraph (d). The commissioner of public safety must deposit the receipts in the fund established in subdivision 1.

Subd. 4. **Appropriation.** Money in the fund is appropriated to the commissioner of commerce to implement sections [237.51](#) to [237.56](#), to the commissioner of employment and economic development to implement section [248.062](#), and to the commissioner of human services to implement section [256C.30](#).

Subd. 5. **Expenditures.** (a) Money in the fund may only be used for:

- (1) expenses of the Department of Commerce, including personnel cost, public relations, advisory board members' expenses, preparation of reports, and other reasonable expenses not to exceed ten percent of total program expenditures;
- (2) reimbursing the commissioner of human services for purchases made or services provided pursuant to section [237.53](#);
- (3) reimbursing telephone companies for purchases made or services provided under section [237.53, subdivision 5](#); and
- (4) contracting for establishment and operation of the telecommunication relay service required by section [237.54](#).

(b) All costs directly associated with the establishment of the program, the purchase and distribution of communication devices, and the establishment and operation of the telecommunication relay service are either reimbursable or directly payable from the fund after authorization by the commissioner of commerce. The commissioner of commerce shall contract with the message relay service operator to indemnify the local exchange carriers of the relay service for any fines imposed by the Federal Communications Commission related to the failure of the relay service to comply with federal service standards. Notwithstanding section [16A.41](#), the commissioner may advance money to the contractor of the telecommunication relay service if the contractor establishes to the commissioner's satisfaction that the advance payment is necessary for the operation of the service. The advance payment may be used only for working capital reserve for the operation of the service. The advance payment must be offset or repaid by the end of the contract fiscal year together with interest accrued from the date of payment.

History: 1987 c 308 s 3,8; 1988 c 621 s 4; 1992 c 518 s 2; 1993 c 272 s 12,13,17; 1995 c 190 s 5-7; 1995 c 201 s 1; 1Sp2001 c 4 art 6 s 63-65; 2002 c 329 s 3; 1Sp2003 c 1 art 2 s 67; 2005 c 81 s 1,2

237.53 COMMUNICATION DEVICE.

Subdivision 1. **Application.** A person applying for a communication device under this section must apply to the program administrator on a form prescribed by the Department of Human Services.

Subd. 2. **Eligibility.** To be eligible to obtain a communication device under this section, a person must be:

- (1) able to benefit from and use the equipment for its intended purpose;
- (2) communication impaired;
- (3) a resident of the state;
- (4) a resident in a household that has a median income at or below the applicable median household

income in the state, except a deaf and blind person applying for a telebraille unit may reside in a household that has a median income no more than 150 percent of the applicable median household income in the state; and

(5) a resident in a household that has telephone service or that has made application for service and has been assigned a telephone number; or a resident in a residential care facility, such as a nursing home or group home where telephone service is not included as part of overall service provision.

Subd. 3. **Distribution.** The commissioner of human services shall purchase and distribute a sufficient number of communication devices so that each eligible household receives an appropriate device. The commissioner of human services shall distribute the devices to eligible households in each service area free of charge as determined under section [237.51, subdivision 5a](#).

Subd. 4. **Training; maintenance.** The commissioner of human services shall maintain the communication devices until the warranty period expires, and provide training, without charge, to first-time users of the devices.

Subd. 5. **Wiring installation.** If a communication-impaired person is not served by telephone service and is subject to economic hardship as determined by the Department of Human Services, the telephone company providing local service shall at the direction of the administrator of the program install necessary outside wiring without charge to the household.

Subd. 6. **Ownership.** All communication devices purchased pursuant to subdivision 3 will become the property of the state of Minnesota.

Subd. 7. **Standards.** The communication devices distributed under this section must comply with the electronic industries association standards and approved by the Federal Communications Commission. The commissioner of human services must provide each eligible person a choice of several models of devices, the retail value of which may not exceed \$600 for a communication device for the deaf, and a retail value of \$7,000 for a telebraille device, or an amount authorized by the Department of Human Services for a telephone device for the deaf with auxiliary equipment.

Subd. 8. [Repealed, 1988 c 621 s 19]

History: 1987 c 308 s 4,8; 1988 c 621 s 5-8; 1993 c 272 s 17; 1995 c 190 s 8-11; 1995 c 201 s 2

237.54 TELECOMMUNICATION RELAY SERVICE.

Subdivision 1. [Repealed, 1995 c 190 s 17]

Subd. 2. **Operation.** (a) The commissioner of commerce shall contract with a qualified vendor for the operation and maintenance of the telecommunication relay system. (b) The telecommunication relay service provider shall operate the relay service within the state of Minnesota. The operator of the system shall keep all messages confidential, shall train personnel in the unique needs of communication-impaired people, and shall inform communication-impaired persons and the public of the availability and use of the system. Except in the case of a speech- or mobility-impaired person, the operator shall not relay a message unless it originates or terminates through a communication device for the deaf or a Braille device for use with a telephone.

History: 1987 c 308 s 5,8; 1993 c 272 s 14,17; 1995 c 190 s 12; 1Sp2001 c 4 art 6 s 66; 2002 c 329 s 4

237.55 ANNUAL REPORT ON COMMUNICATION ACCESS.

The commissioner of commerce must prepare a report for presentation to the commission by January 31 of each year. Each report must review the accessibility of the telephone system to communication-impaired persons, review the ability of non-communication-impaired persons to communicate with communication-impaired persons via the telephone system, describe services provided, account for money received and disbursed annually for each aspect of the program to date, and include predicted future operation.

History: 1987 c 308 s 6,8; 1993 c 272 s 15,17; 1995 c 190 s 13; 1Sp2001 c 4 art 6 s 67

237.56 ADEQUATE SERVICE ENFORCEMENT.

The services required to be provided under sections [237.50](#) to [237.55](#) may be enforced under section [237.081](#) upon a complaint of at least two communication-impaired persons within the service area of any one telephone company, provided that if only one person within the service area of a company is receiving service under sections [237.50](#) to [237.55](#), the commission may proceed upon a complaint from that person.

History: 1987 c 308 s 7,8; 1993 c 272 s 17

Minnesota Rules, Chapter 8775.

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8775.0100 DEFINITIONS.

Subpart 1. **Scope.** The terms used in this chapter have the meanings given them in this part.

Subp. 2. **Applicable median income.** "Applicable median income" means the median gross income in Minnesota as estimated by the Bureau of the Census in the most recent annual announcement of the United States Department of Health and Human Services Family Support Administration, published in the Federal Register. These announcements are incorporated by reference.

Subp. 3. **Appropriate communication device.** "Appropriate communication device" means a communication device that most efficiently allows access to the telephone system by a communication-impaired person.

Subp. 4. **Blind.** A person is "blind" if central visual acuity does not exceed 20/200 in the better eye with corrective lenses or, if greater than 20/200, visual acuity is accompanied by a limitation in the fields of vision such that the widest diameter of the visual field subtends an angle no greater than 20 degrees.

Subp. 5. **Board.** "Board" means the Telecommunication Access for Communication-impaired Persons Board established in Minnesota Statutes, section [237.51](#).

Subp. 6. **Communication device.** "Communication device" means a device that when connected to a telephone enables a communication-impaired person to communicate with another person using the telephone system. A communication device includes a ring signaler, an amplification device, a telecommunications device for the deaf (TDD), a braille device for use with the telephone system, and any other device the board considers necessary.

Subp. 7. **Communication-impaired person.** "Communication-impaired person" means a person determined by the division to be deaf, deaf and blind, hard-of-hearing, mobility impaired, or speech impaired as defined by subparts 8, 9, 12, 16a, and 20.

Subp. 8. **Deaf.** "Deaf" means a hearing impairment of such severity that the individual must depend primarily upon visual communication such as writing, lip reading, manual communication, and gestures. A deaf person requires use of a telecommunications device for the deaf (TDD) to communicate effectively on the telephone.

Subp. 9. **Deaf and blind.** "Deaf and blind" means the conditions of a person who is (1) deaf or has a severe to profound hearing loss and (2) blind or visually impaired. A person affected by these conditions requires use of a braille device for use with the telephone system or other specially designed system to communicate effectively on the telephone.

Subp. 10. **Division.** "Division" means the Deaf and Hard of Hearing Services Division of the Minnesota Department of Human Services.

Subp. 11. **Economic hardship.** "Economic hardship" means an economic condition or level of subsistence on a household income that is at or below 60 percent of the applicable median income in the state.

Subp. 12. **Hard-of-hearing.** "Hard-of-hearing" means a hearing impairment resulting in a functional loss, but not to the extent that the individual must depend primarily upon visual communication. Some of the effects of the impairment can be overcome with proper amplification. A person that is hard-of-hearing may require a communication device to communicate effectively on the telephone.

Subp. 13. [Repealed, 19 SR 1666]

Subp. 14. **Household criteria.** For determining priority when initially distributing equipment or receiving more than one communication device, "household criteria" means the higher priority given for a household having more than one communication-impaired person or for a household with a communication-impaired person living alone.

Subp. 15. **Household income.** "Household income" means the total income of a communication-impaired person and immediate family living in the same residence. The immediate family includes spouse and minor children. The income of a minor child must be included when the dependent minor child is under 15 years of age and residing with the parents or custodial parent. If the communication-impaired person is a minor child, then parents and siblings residing with the minor are immediate family.

Subp. 16. **Income.** "Income" means money received in the preceding calendar year from each of the following sources:

- A. money, wages, or salary;

- B. net income from nonfarm employment as defined for federal tax purposes;
- C. net income from farm self-employment as defined for federal taxes;
- D. income from any social security program;
- E. supplemental social security income;
- F. public assistance or welfare payments;
- G. interest on savings or other investments that pay interest;
- H. dividend income from estates or trusts, or net rental income;
- I. veterans' payments, unemployment compensation payments, and workers' compensation payments;
- J. private or public employee pensions; and

K. alimony, child support, regular contributions from persons not living in the household, and other periodic income. This definition of income comes from that of the Bureau of the Census and is interpreted according to its standards as published in "Consumer Income," series P-60, No. 156, Money, Income of Households, Families and Persons in the United States: 1985. These standards are incorporated by reference, are not subject to frequent change, and are located in the government publications reference department of the University of Minnesota and in the Minitex interlibrary loan system.

Subp. 16a. **Mobility impaired.** "Mobility impaired" means a motor skill condition that significantly impedes a person's ability to use standard customer premises telephone equipment. A mobility-impaired person may require the use of a communication device with auxiliary equipment to communicate on the telephone.

Subp. 17. **Resident of Minnesota.** "Resident of Minnesota" means an individual who lives in Minnesota or who has moved to Minnesota and intends to remain in Minnesota.

Subp. 18. **Significant visual impairment.** "Significant visual impairment" means a visual disability that does not constitute legal blindness but which constitutes a substantial handicap to employment or limits the person's ability to live independently, perform self-care activities, or grow and develop.

Subp. 19. **Special needs.** "Special needs" means the needs of an eligible person that may require that the person be given priority when initially distributing the equipment or be given more than one communication device because of severity of communication impairment or presence of multiple disabilities.

Subp. 20. **Speech impaired.** "Speech impaired" means a condition that renders a person physically incapable of speaking clearly. The severity of the impairment may vary; however, it renders speech on an ordinary telephone unintelligible or impossible and requires a communication device to communicate effectively on the telephone.

Subp. 21. **TAM.** "TAM" means Telecommunications Access Minnesota.

STAT AUTH: MS s [237.51](#)

HIST: 14 SR 848; 19 SR 1666; L 2004 c 228 art 1 s 74
Current as of 08/26/04

8775.0200 PURPOSE AND CONSTRUCTION.

The purpose of this chapter is to develop and implement a statewide program to distribute telephone communication devices to eligible communication-impaired persons for improving access to telephone communications services for communication-impaired persons. This chapter is to be liberally construed to further these purposes.

STAT AUTH: MS s [237.51](#)

HIST: 14 SR 848
Current as of 08/26/04

8775.0300 ELIGIBILITY FOR TAM SERVICES.

Subpart 1. **Information provided.** On request, the division shall offer to a person an application form developed by the division and a brochure that describes the TAM eligibility requirements and application process.

Subp. 2. **Application process.** The applicant shall complete the application form and return it to the division's regional service center for deaf and hard-of-hearing people. An application may be made by the applicant, the applicant's spouse, or a person authorized by the applicant to act in the applicant's behalf. All documentation must be provided within 30 days of the first interview with the division. The applicant shall provide medical documentation of communication impairment on request.

Subp. 3. **Documenting, verifying, and reviewing eligibility.** The division shall verify the applicant's household income, age, and access to telephone service, and that the applicant is a communication-impaired person. If the division becomes aware that a condition of eligibility has changed, the division may redetermine eligibility:

A. Within 30 days, an applicant shall document income or authorize the division to verify the income. The division shall help an applicant or recipient obtain documents that the applicant does not possess and cannot obtain. Information previously verified and retained by the division need not be verified again unless the information no longer applies to current circumstances.

B. The division shall not request information about an applicant for or recipient of TAM services that is not of public record from a source other than within the division without the applicant's or recipient's previous written consent. The division may request information about an applicant or recipient that is not of public record from the telephone companies by obtaining the applicant's or recipient's previous written consent on an application or redetermination form. The division shall not provide third parties with access to information about an applicant's eligibility status or other case record information without the previous written consent of that applicant or recipient, except when access to specific case information is granted to agencies designated by the Minnesota Government Data Practices Act, Minnesota Statutes, chapter 13. Information designated as confidential by the Minnesota Government Data Practices Act may only be made available to agencies granted access under that law and must not be provided to an applicant, recipient, or third party.

C. The division shall inform the recipient of the recipient's responsibility to report permanent changes in circumstances that affect eligibility within ten days of each change.

Subp. 4. **Eligibility criteria.** To be eligible for the TAM program, a person must:

A. be at least five years of age;

B. be a communication-impaired person;

C. be a resident of Minnesota;

D. be a resident in a household at or below the applicable median income in the state, except that a deaf and blind person applying for a braille device for use with the telephone system may reside in a household that has a median income no more than 150 percent of the applicable median household income in the state; and

E. have or have applied for telephone service and been assigned a telephone number. A person who at the time of application does not have telephone service, but meets all other eligibility requirements, will be declared "conditionally eligible" and, in order to be declared "eligible," must apply for telephone service and be assigned a telephone number.

Subp. 5. **Persons not eligible.** Persons who are residents of a residential or treatment facility that directly or indirectly receives federal funding and is required to be fully accessible to all residents by the Rehabilitation Act of 1973, United States Code, title 29, section 774, and the Americans with Disabilities Act of 1990, United States Code, title 42, section 12101, et seq., and are eligible for and can obtain communication devices through federal provisions are not eligible to receive TAM services under this chapter.

Subp. 6. **Notification of eligibility.** Within 30 days of the receipt of the application and the necessary documentation the division shall notify the applicant in writing whether the applicant is found eligible and, if the applicant is denied, the reasons for denial.

Subp. 7. **Determination of appropriate communication device.** The division shall determine the appropriate communication device for a recipient.

STAT AUTH: MS s [237.51](#)

HIST: 14 SR 848; 19 SR 1666; L 2004 c 228 art 1 s 74
Current as of 08/26/04

8775.0400 COMMUNICATION DEVICES; INITIAL DISTRIBUTION PRIORITY.

Subpart 1. **First priority: deaf and blind.** The first in priority are those eligible, deaf and blind persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 2. **Second priority: deaf.** The second in priority are those eligible, deaf persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 2a. **Third priority: speech and mobility impaired.** The third in priority are those eligible speech- and mobility-impaired persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 3. **Fourth priority: impaired speech.** The fourth in priority are those eligible, speech-impaired persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 3a. **Fifth priority: mobility impaired.** The fifth in priority are those eligible, mobility-impaired persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 4. **Sixth priority: hard-of-hearing.** The sixth in priority are those eligible, hard-of-hearing persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 5. **Seventh priority: others without special needs.**
The seventh in priority are those eligible, communication-impaired persons having no special needs, not experiencing economic hardship, and not meeting the household criteria standards.

Subp. 6. **Use of priority system.** Initially, the priority system must be used to determine the priority of eligible applicants for receiving telecommunication devices, for example, to establish a waiting list of eligible applicants. Only if allotted program money is insufficient to provide all eligible applicants with needed equipment may the priority system be used to determine which individuals will receive equipment.

STAT AUTH: MS s [237.51](#)

HIST: 14 SR 848; 19 SR 1666
Current as of 08/26/04

8775.0500 HOUSEHOLDS ELIGIBLE TO RECEIVE SEVERAL DEVICES.

Subpart 1. **Deaf.** A communication-impaired person who is deaf is eligible for a telecommunications device for the deaf (TDD) and a ring signaler.

Subp. 2. **Deaf and blind.** A communication-impaired person who is deaf and blind is eligible to receive a telecommunications device for the deaf (TDD) or braille device for use with the telephone system with auxiliary equipment approved by the board and necessary for efficient communication.

Subp. 3. **Two or more eligible persons.** If a household contains more than one eligible communication-impaired person with various communication impairments, the board or its designee may approve more than one telephone device as necessary for efficient communication.

Subp. 4. **Hard-of-hearing.** A communication-impaired person who is hard-of-hearing is eligible for a ring signaler and amplification device if more than one device is necessary for efficient communication.

Subp. 5. **Mobility impaired.** A communication-impaired person who is mobility impaired is eligible for a speakerphone or similar device with auxiliary equipment that the board or its designee deems necessary.

Subp. 6. **Speech and mobility impaired.** A communication-impaired person who is speech and mobility impaired is eligible for a speakerphone or similar device, or telecommunications device for the deaf (TDD) and any auxiliary equipment approved by the board.

STAT AUTH: MS s [237.51](#)

HIST: 14 SR 848; 19 SR 1666
Current as of 08/26/04

8775.0600 TRAINING AND MAINTENANCE.

The commissioner of human services shall maintain the communication devices until the warranty period expires at which time the board shall decide whether to repair or replace defective units. The commissioner shall provide training, without charge, to first-time users of the devices.

STAT AUTH: MS s [237.51](#)

HIST: 14 SR 848
Current as of 08/26/04

8775.0700 OWNERSHIP.

Communication devices distributed under this chapter are and must remain the property of the state of Minnesota.

STAT AUTH: MS s [237.51](#)

HIST: 14 SR 848
Current as of 08/26/04

8775.0800 APPEALS.

Subpart 1. **Aggrieved party.** An aggrieved party may appeal a decision of the division. An aggrieved party is an applicant:

- A. who is determined ineligible for TAM service under part [8775.0300](#), subpart 4;
- B. who disagrees with the division's determination regarding the appropriate communication device under part [8775.0300](#), subpart 6;
- C. who disagrees with the division's decision regarding priority for initial distribution of communication devices under part [8775.0400](#); or
- D. whose TAM service is terminated.

Subp. 2. **Procedure.** Requests for appeal must be made within 30 calendar days of receiving notice of adverse action or, for good cause shown, within 60 calendar days of receiving the notice. Requests for

appeal can be made through written, telephone, or face-to-face contact with a designated representative of the regional service center for deaf and hard-of-hearing people.

Subp. 3. **Conciliation conference.** Within 30 calendar days of receiving a request for appeal, a representative of the regional service center for deaf and hard-of-hearing people shall meet with the aggrieved party and attempt to resolve informally the matter leading to the appeal. Within ten calendar days of the conciliation conference, the representative shall prepare a written summary of the issues addressed at the conciliation conference and shall send a copy of the written summary to the aggrieved party and to the board.

Subp. 4. **Formal hearings.** If still dissatisfied after receiving a copy of the conciliation conference summary, the aggrieved party may request a hearing before the board by making written, telephone, or face-to-face contact with a designated representative of the regional service center for deaf and hard-of-hearing people. A hearing before the board must be scheduled within 90 days. At the hearing, the aggrieved party may introduce evidence relevant to the issues on appeal. An aggrieved party may be represented by legal counsel or a lay advocate at the hearing.

Subp. 5. **Service pending appeal.** Termination of TAM services must be stayed pending an appeal.

STAT AUTH: MS s [237.51](#)

HIST: 14 SR 848; 19 SR 1666; L 2004 c 228 art 1 s 74

Current as of 08/26/04

APPENDIX B

April 12, 2007

Carrier's Name
Attn:
Carrier's Address
City, State, Zip

Re: Obligation of interexchange carriers to provide access to their services via
Telecommunications Relay Services.

Dear Carrier's Name:

Telecommunications Relay Service (TRS) is mandated by the Americans with Disabilities Act of 1990 and allows people with hearing or speech disabilities to have functionally equivalent telecommunications and equal access to the telecommunications network in the same manner as an individual who does not have a hearing or speech disability. TRS standards are established and regulated by the Federal Communications Commission (FCC), and the Telecommunications Access Minnesota (TAM) program within the Minnesota Department of Commerce (DOC) is responsible for TRS management and compliance in Minnesota. DOC-TAM administers the Minnesota Relay (TRS) through a contract with Communication Service for the Deaf (with Sprint Communications Company, LP as a subcontractor).

47 C.F.R. § 64.604 (b)(3) states that "TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users."

Please Note: In a Public Notice released by the FCC on October 23, 2000, the FCC reminded carriers that "[A] carrier's failure to take appropriate steps to enable access to its services by TRS users may lead to monetary forfeitures or other enforcement actions by the Commission."¹⁰

At the request of the FCC, DOC-TAM submits to the FCC any failure of a company to achieve compliance.

Carrier's Name is not currently listed as a carrier for TRS users. DOC-TAM recognizes that there are certain *limited* circumstances that may exempt a carrier from the above federal requirement. DOC-TAM also acknowledges the possibility that a carrier may have completed the necessary steps to enable its customers to access its services through TRS, but our records simply do not indicate such.

¹⁰ See *Enforcement Bureau Issues Letter in Support of Initiatives by the Maryland Public Service Commission to promote Compliance with FCC Rules Pertaining to Telecommunications Relay Services*, Public Notice , DA-00-2383(Enf. Bur. Rel. Oct. 23, 2000).

DOC-TAM requests that all interexchange carriers complete the enclosed *Carrier Status Report Form* and return it to our office by May 9, 2007. Interexchange carriers that do not return the form will be referred to the FCC.

If you have questions on the arrangements necessary to ensure that your services can be accessed by TRS users, please contact Emma Danielson with Sprint Relay at emma.danielson@sprint.com or 217-698-4031.

Thank you for your prompt attention to this matter.

Sincerely,

A handwritten signature in cursive script that reads "Rochelle Renee Garrow".

Rochelle Renee Garrow, TAM Administrator
Minnesota Department of Commerce
85 Seventh Place East, Suite 600
St. Paul, MN 55101-3165
Phone: 651-297-8941
Fax: 651-297-7891
E-mail: rochelle.garrow@state.mn.us

Access to Interexchange Carrier Through Telecommunications Relay Services Carrier Status Report Form

47 C.F.R. § 64.604 (b)(3) states that “TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.”

As a demonstration of your company’s status regarding the above federal regulation, please complete this form and mail or fax it to DOC-TAM by May 9, 2007.

Name of Telecommunications Provider: _____

Company DBA Name(s) Registered in Minnesota: _____

Address: _____

City: _____ State: _____ Zip: _____

Contact Name: _____ Title: _____

Contact Phone: _____ Contact E-mail: _____

Signature: _____

Please place a check mark in the category below that is appropriate for your carrier, and review the instructions for that category. (Indicate only one category)

- The above named Telecommunications Provider is exempt from the requirement because:
- Carrier is not currently offering long distance services (residential or business) in Minnesota.
 - Other. Explain: _____

Instructions: There are no instructions for carriers in this category.

- The above named Telecommunications Provider believes that it has already taken the steps necessary to ensure that its services can be accessed by Minnesota TRS users.

Instructions: Please review the information provided on our Web site (www.mnrelay.org and click on Telecommunications Providers) detailing the steps to become a *Carrier of Choice* for TRS calls. If you have completed all the necessary steps, check the box for this category. DOC-TAM will research and resolve any discrepancies so that carrier is listed as an available long distance carrier for Minnesota TRS calls.

- The above named Telecommunications Provider currently offers long distance services in Minnesota, **but is not** an available Carrier of Choice for Minnesota TRS calls.

Instructions: DOC-TAM will mail you information on the steps necessary to ensure that your services can be accessed by Minnesota TRS users.

Please mail or fax this form to:
Minnesota Department of Commerce
Attn: Rochelle Renee Garrow, TAM Administrator
85 Seventh Place East, Suite 600
St. Paul, MN 55101-3165

Fax: 651-297-7891

APPENDIX C

November 8, 2007

Minnesota Telecommunications Carrier,

Telecommunications Relay Services (TRS) is mandated by the Americans with Disabilities Act of 1990 and allows people with hearing or speech disabilities to have functionally equivalent telecommunications and equal access to the telecommunications network in the same manner as an individual who does not have a hearing or speech disability. TRS standards are established and regulated by the Federal Communications Commission (FCC), and the Telecommunications Access Minnesota (TAM) program within the Minnesota Department of Commerce (DOC) is responsible for TRS management and compliance in Minnesota.

This letter serves as a reminder **that all telecommunications carriers** serving Minnesota consumers (residential or business) shall assure that their customers are aware of the availability and use of all forms of TRS as required by federal regulation 47 C.F.R. § 64.604(c)(3) regarding public access to information.

47 C.F.R. § 64.604(c)(3) requires that *“Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.”*

Many carriers are not in compliance with the above federal regulation because they are not publicizing the required information on Minnesota Relay services or because they are publicizing outdated and incorrect Minnesota Relay information. Please forward this notice to the appropriate person at your company to ensure that correct and complete Minnesota Relay information is being distributed to your customers through telephone directories and **annual** bill inserts or newsletters. Updated examples of Minnesota Relay information for telephone directories, bill stuffers and newsletters are available on our Web site at: www.mnrelay.org (click on *Service Providers*).

As demonstration of compliance with the above federal regulation, all telecommunications carriers must complete the enclosed compliance form and mail or fax it to DOC-TAM along with any required copies of materials. Carriers that are not currently operating in Minnesota (i.e. do not have any telecommunications customers in MN) and those that do not have retail subscribers in Minnesota must also complete and submit the compliance form.

Please feel free to contact me if I can be of assistance regarding Minnesota Relay, or in answering any questions you may have regarding this correspondence. I wish to thank all of the telecommunications providers for their past and future cooperation.

Sincerely,



Rochelle Renee Garrow, TAM Administrator

Minnesota Department of Commerce

85 Seventh Place East, Suite 600

St. Paul, MN 55101-3165

Phone: 651-297-8941 / Fax: 651-297-7891 / E-mail: rochelle.garrow@state.mn.us

Telecommunications Relay Services – Public Access to Information Compliance Form

As a demonstration of your carrier's compliance with FCC 47 C.F.R. § 64.604(c)(3) regarding public access to information, please complete this form and mail or fax it to DOC-TAM along with all proof of compliance.

NOTE: Do not submit copies of materials until you have distributed *current and correct* Minnesota Relay information. Carriers distributing incorrect information will be notified of such, **and will not be considered compliant** until correct information is provided to their Minnesota customers.

Name of Telecommunications Carrier: _____

Company DBA Name(s) Registered in Minnesota: _____

Address: _____

City: _____ State: _____ Zip: _____

Contact Name: _____ Title: _____

Contact Phone: _____ Contact E-mail: _____

Signature: _____

Please check the appropriate box below and provide proof of fulfillment of requirement(s) for applicable section.

We are a telecommunications carrier that distributes a telephone directory.

Requirement: You must include Minnesota Relay information in the telephone directory you distribute. You must also **annually** publicize Minnesota Relay information in a bill insert or newsletter to your customers.

Telephone directory was distributed in:

Month: _____ Year: _____

Minnesota Relay information was publicized in a bill stuffer or newsletter in:

Month: _____ Year: _____

***Please attach copies of the telephone directory page and Minnesota Relay bill stuffer or newsletter article.**

We are a telecommunications carrier that *does not* distribute a telephone directory.

Requirement: You must **annually** publicize Minnesota Relay information in a bill insert or newsletter to your customers.

Minnesota Relay information was publicized in a bill stuffer or newsletter in:

Month: _____ Year: _____

***Please attach a copy of the Minnesota Relay bill stuffer or newsletter article.**

Telecommunications carrier is exempt from the federal requirement because carrier:

- is not currently operating in MN (i.e. does not have any telecommunications customers in MN).
- does not provide a dial tone or any switched services.
- does not have retail end-users/local subscribers.
- only offers DSL.
- Other (explain): _____

Requirement: There are no requirements for carriers in this category.

Please mail or fax this form and any attachments to:

Minnesota Department of Commerce
Attn: Rochelle Garrow, TAM Administrator
85 Seventh Place East, Suite 600

St. Paul, MN 55101-3165

Fax: 651-297-7891

APPENDIX D



Date: December 18, 2007

To: All Minnesota Relay Users

From: Minnesota Department of Commerce – Telecommunications Access Minnesota

In October 2007, Minnesota Relay's vendors deployed systems and hardware upgrades for the Minnesota call center. The upgrades will allow Minnesota Relay to offer enhanced features to relay users in the future.

Our office has become aware of some problems Minnesota Relay users are currently experiencing due to the new upgrades. These problems include:

- Some TTY devices are not working properly when the user places or receives a relay call (callers are not able to reach a CA or their calls are garbled).
- Callers are unable to reach Minnesota Relay when dialing 7-1-1.
- Relay users are experiencing long wait times before they reached a CA.

Our vendors are aware of the problems that Minnesota Relay users are experiencing and they are working diligently to resolve these issues. They believe they have located the source of the majority of relay problems and are currently testing a "fix". If testing is successful, the vendor will install the "fix" at the Moorhead center on January 8, 2008.

Until the problems with Minnesota Relay are all resolved, we offer the following suggestions to relay users:

- Due to the problems accessing Minnesota Relay via 7-1-1, we suggest that consumers dial Minnesota Relay's 800 numbers (see below) when placing a relay call.

1-800-627-3529 (voice, TTY, ASCII)

1-877-627-3848 (STS)

1-877-627-3024 (VCO Direct)

1-866-855-4611 (2-Line VCO)

1-877-627-5448 (Spanish)

1-900-246-3323 (900 access)

- If you are a hearing person placing a Minnesota Relay call and you hear TTY tones when you dial the 800 number, please wait 30 seconds or so and a CA should answer your call.

- If you dial the 800 number to place a Minnesota Relay call and the line is silent it may indicate that Minnesota Relay is experiencing a high volume of calls. Please stay on the line and wait for a CA to answer your call; if you hang up and try your call again, your wait-time also begins again.
- If you have access to a computer you may prefer to use IP Relay until the issues affecting Minnesota Relay are resolved. As IP (computer) based relay is not experiencing the issues that traditional relay is, and since there are a number of IP Relay providers, you should be able to make IP Relay calls without experiencing any problems. If you would like information on how to place an IP Relay call, please contact the Minnesota Relay Consumer Relations Office (see contact information below).

It is very important that problems are reported to our Minnesota Relay vendors so that they may research and resolve these problems as quickly as possible. It is helpful if you provide as much of the following detailed information regarding the problem(s) you are experiencing:

1. The date & time of the relay call.
2. The telephone number that you dialed to reach Minnesota Relay.
3. The type of relay call you placed (voice, TTY, VCO, HCO, STS).
4. The CA number (if applicable).
5. The telephone number that you were calling to (if applicable).
6. Details on the problem(s) that you experienced with your relay call (e.g. garbling, disconnect during your call, unable to reach a CA, long wait time for a CA to answer, etc.)

If you experience problems with placing or receiving Minnesota Relay calls, please contact:

Minnesota Relay Consumer Relations Office
Trich Krueger
Phone: 651-602-9005
Toll Free: 1-800-657-3775
E-mail: trichkrueger@qwest.net

We sincerely apologize for the problems that Minnesota Relay users are experiencing. Please know that we are doing everything possible to resolve these issues as quickly as possible. We appreciate your patience and support.

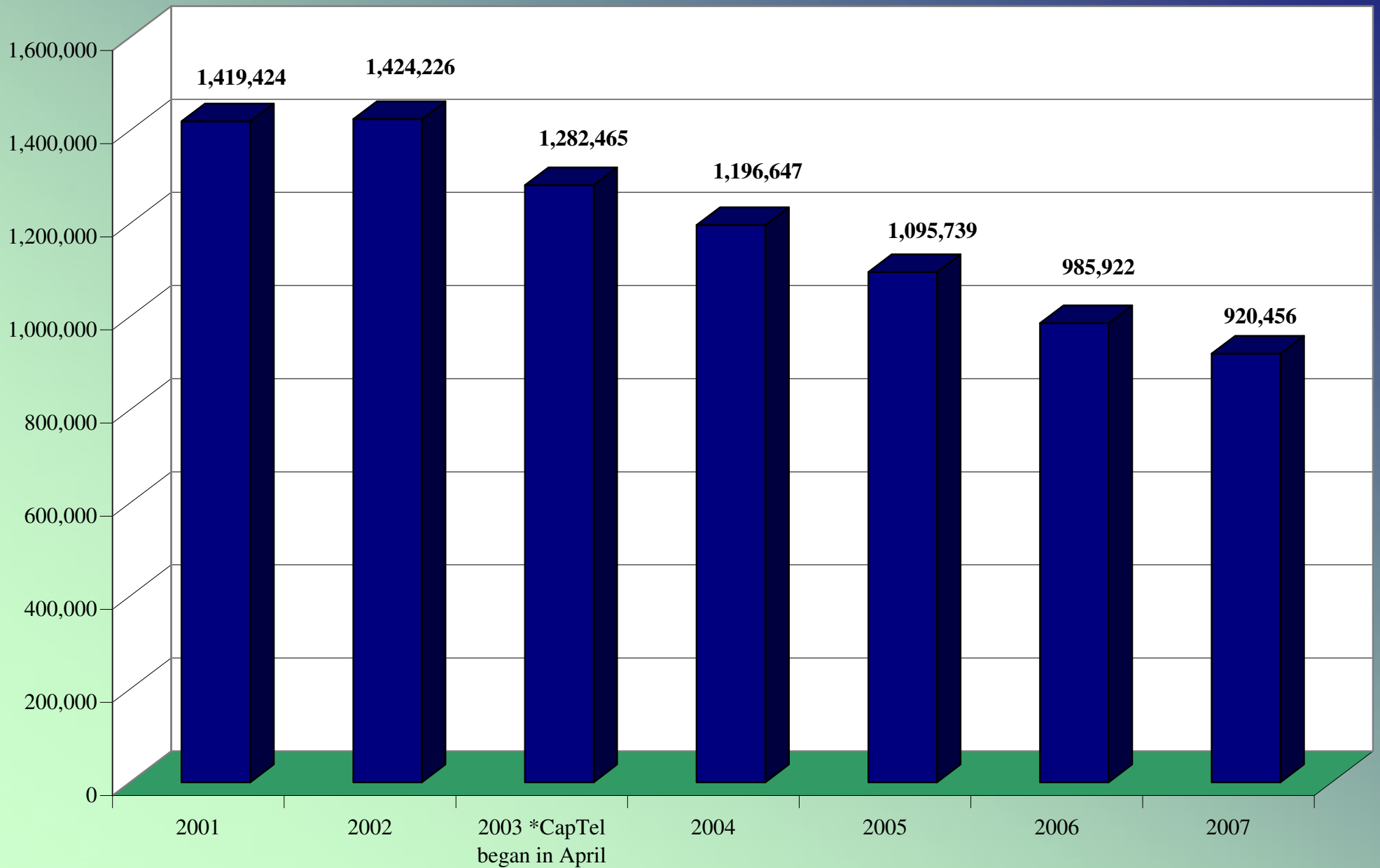
Sincerely,



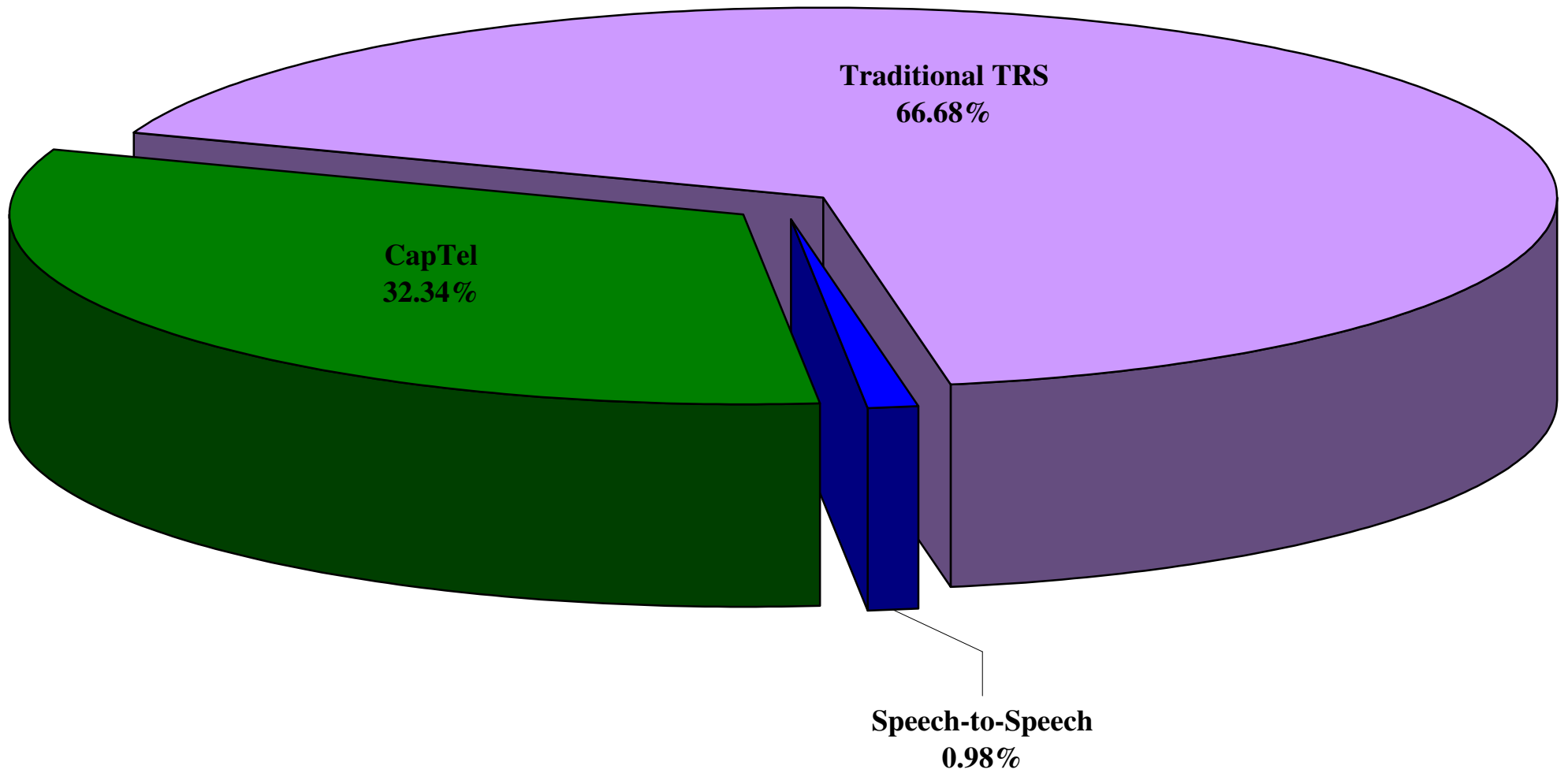
Rochelle Renee Garrow, TAM Administrator
Minnesota Department of Commerce
www.mnrelay.org

APPENDIX E

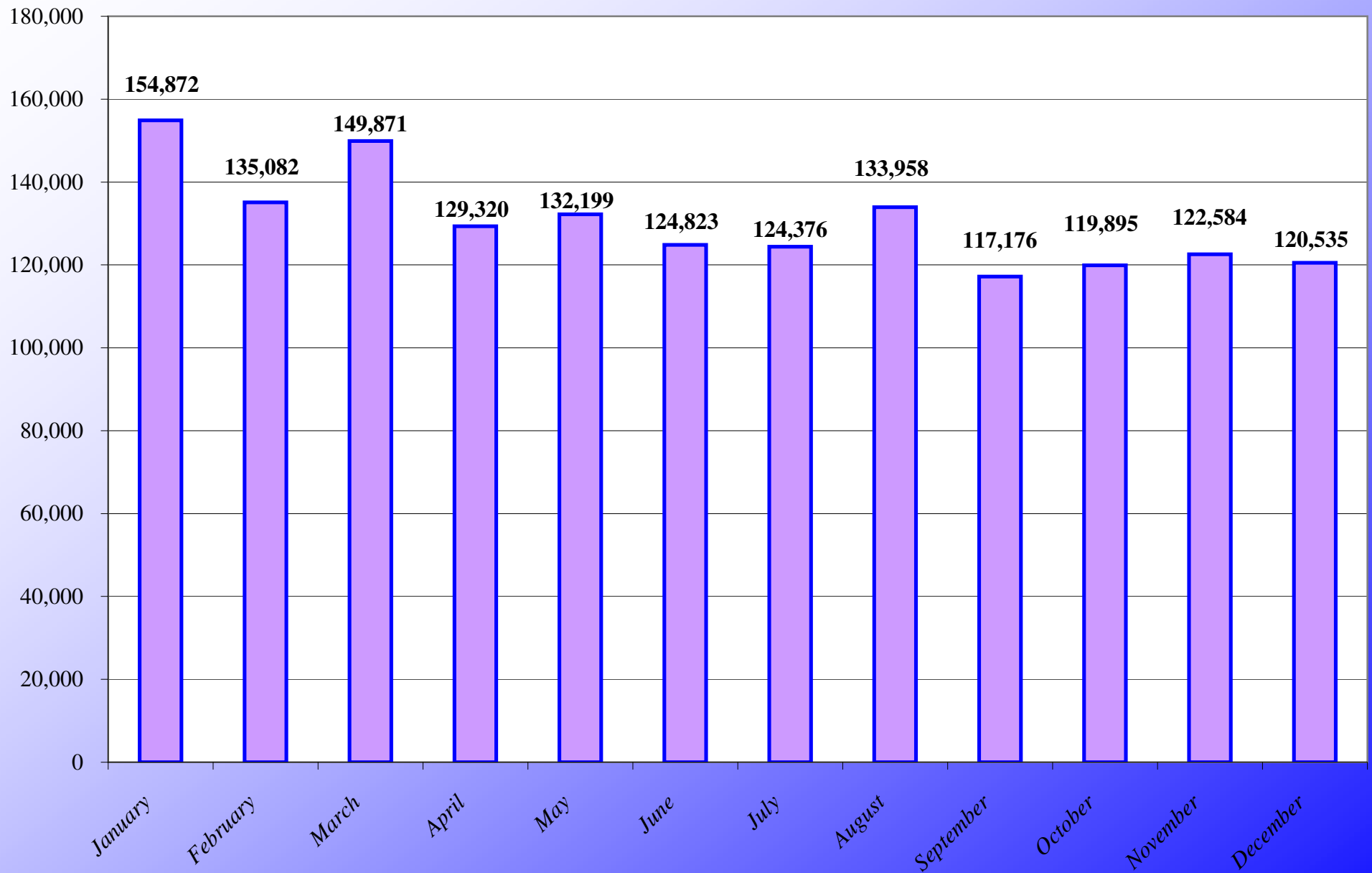
2001 - 2007 Minnesota Relay Total Call Volume (Traditional TRS, STS & CapTel)



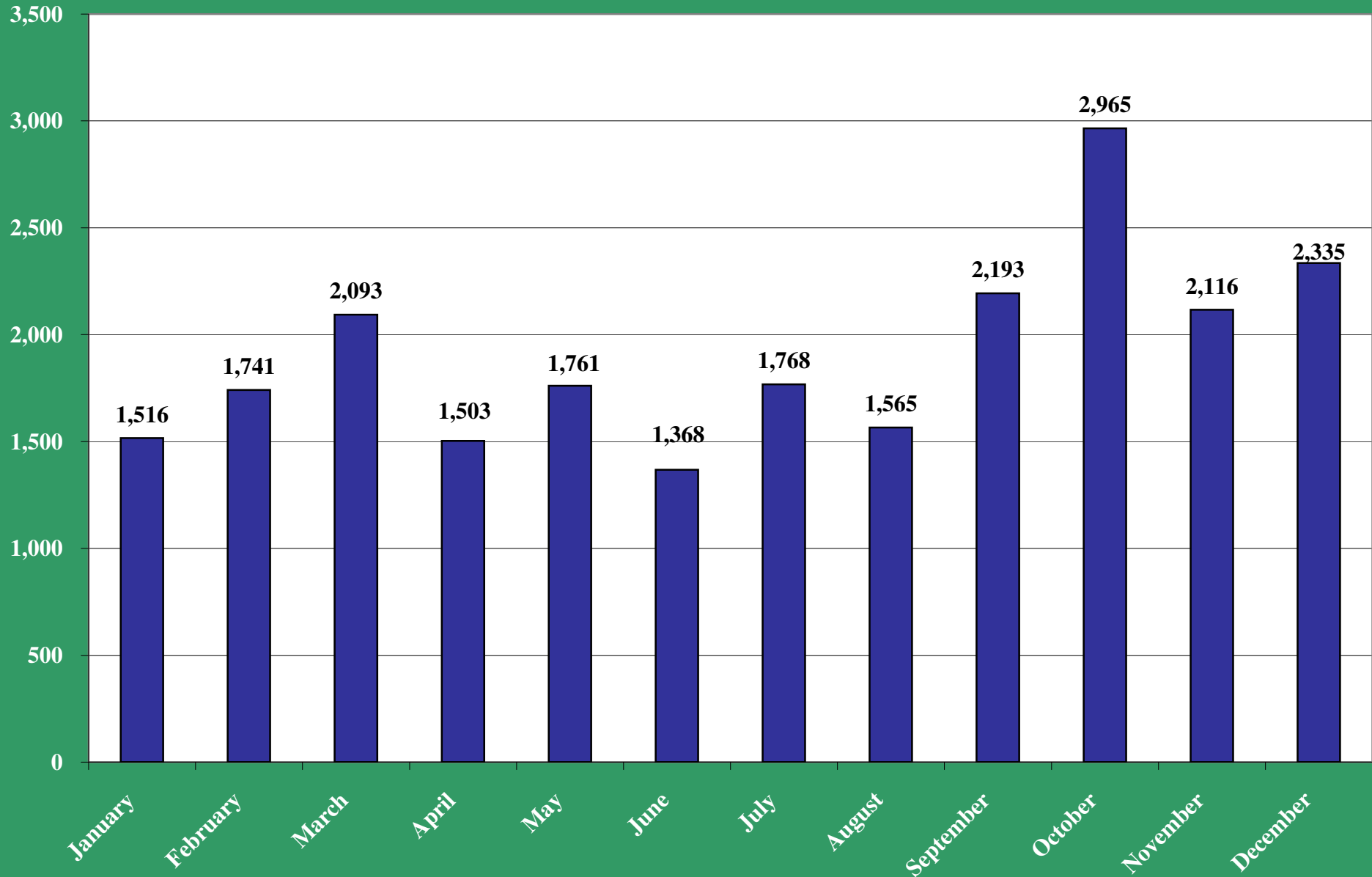
Minnesota Relay 2007 Conversation Minutes by Type



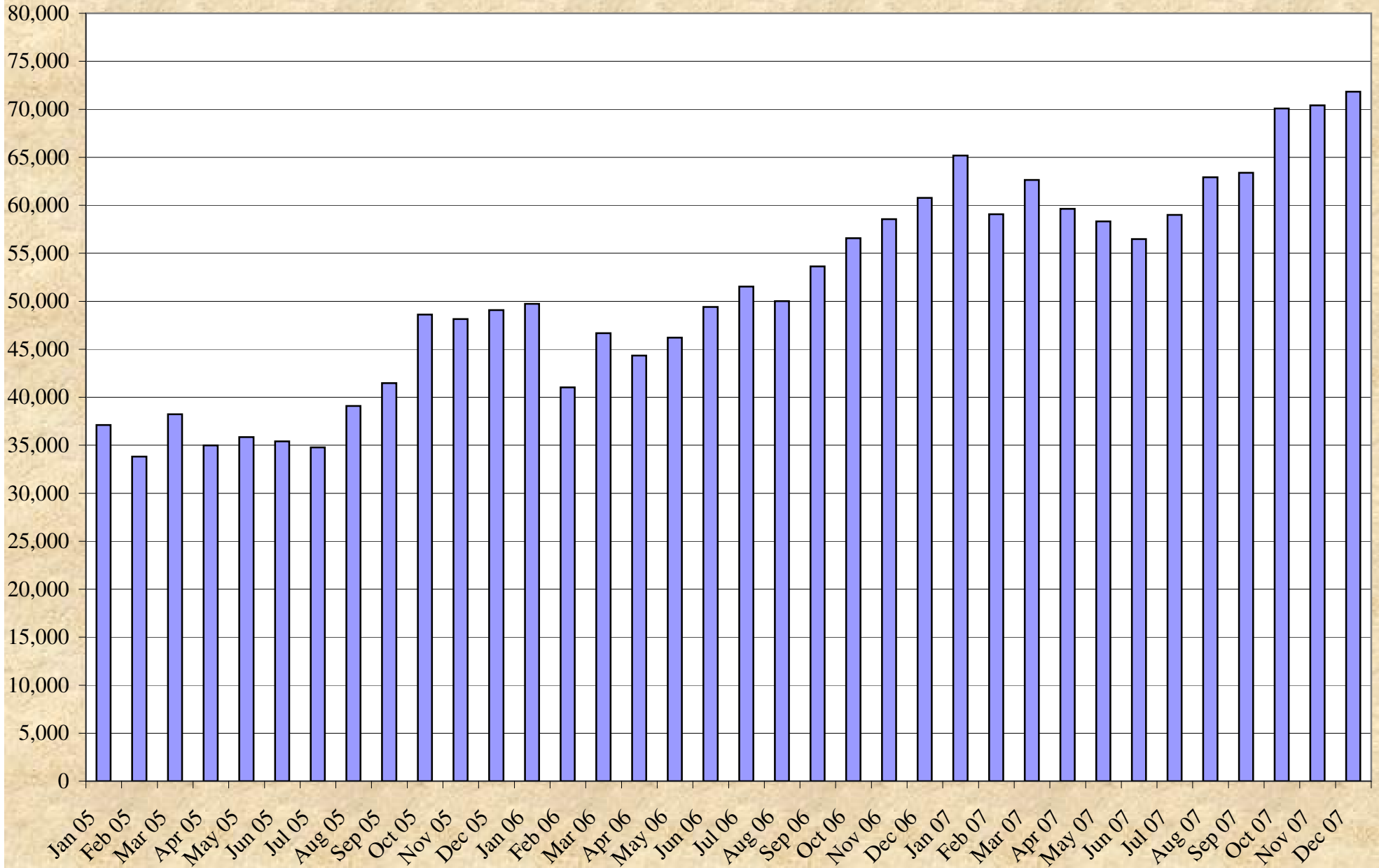
2007 Minnesota Relay Traditional TRS Conversation Minutes (TTY, VCO, HCO & Spanish)



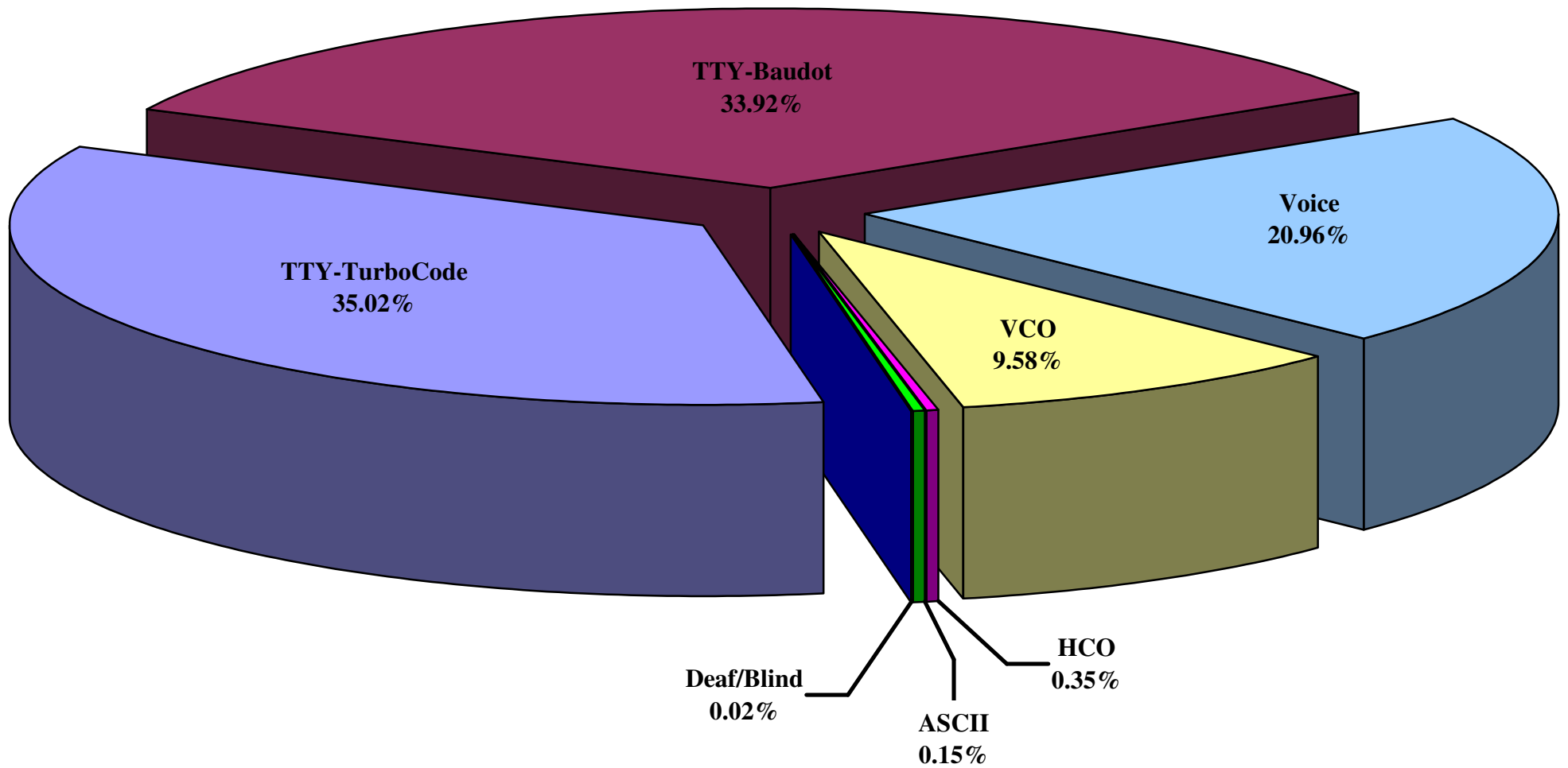
2007 Minnesota Relay Speech-to-Speech Conversation Minutes



Minnesota Relay CapTel Conversation Minutes 2005 - 2007

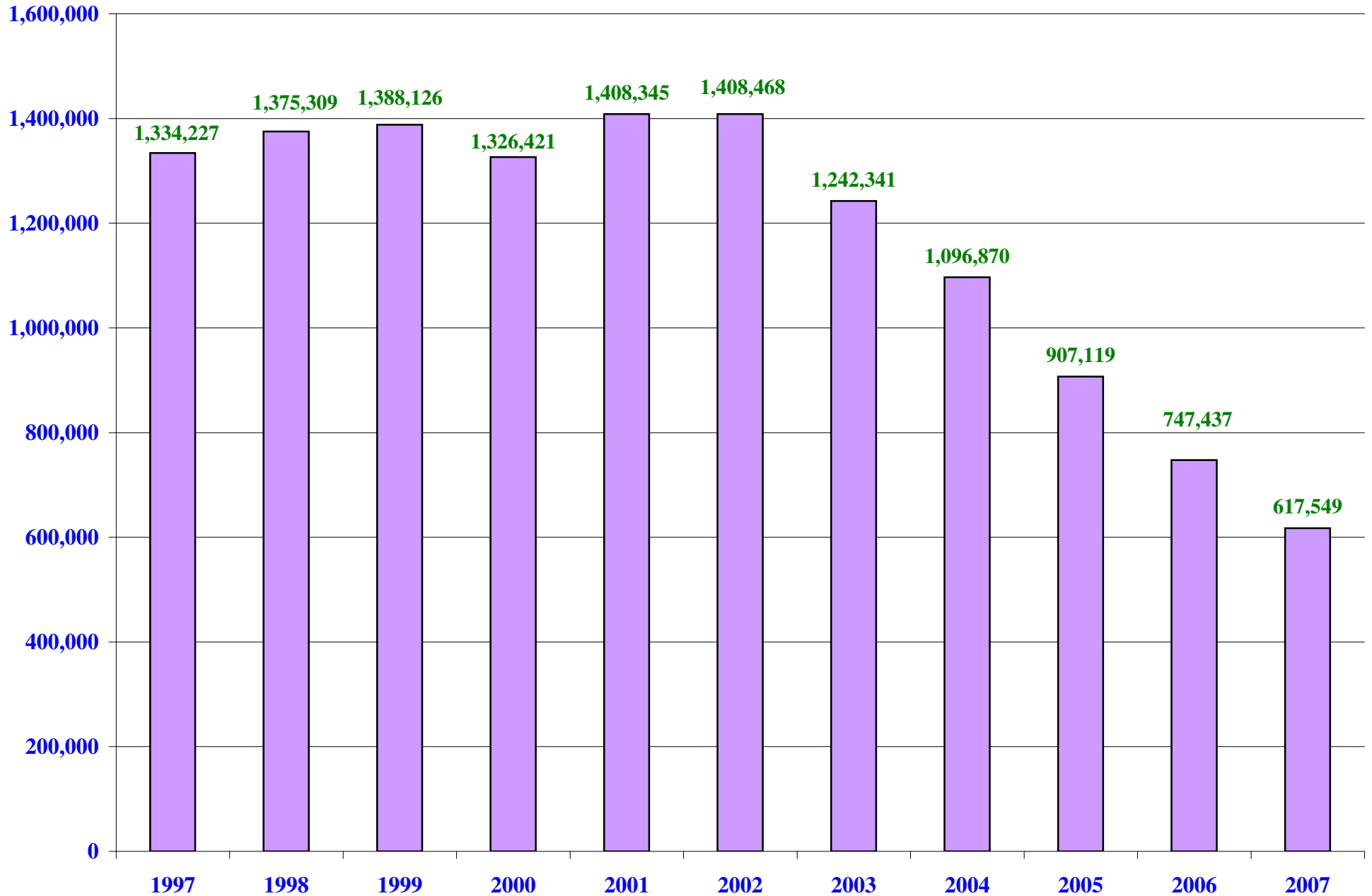


Minnesota Relay Calls by Calling Device 2007



APPENDIX F

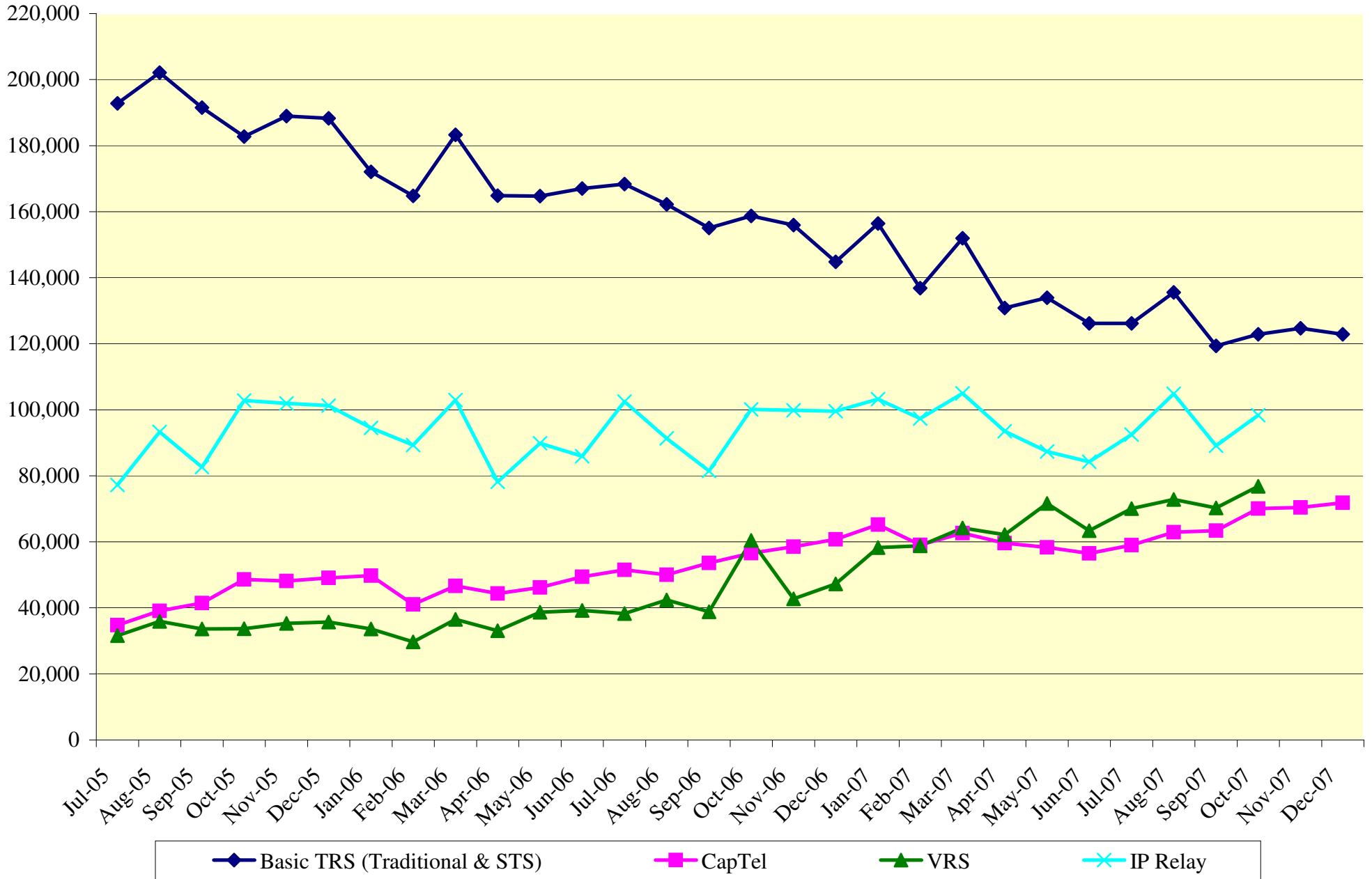
Minnesota Relay Yearly Traditional TRS Call Volume (TTY, VCO, HCO, and Spanish)



APPENDIX G

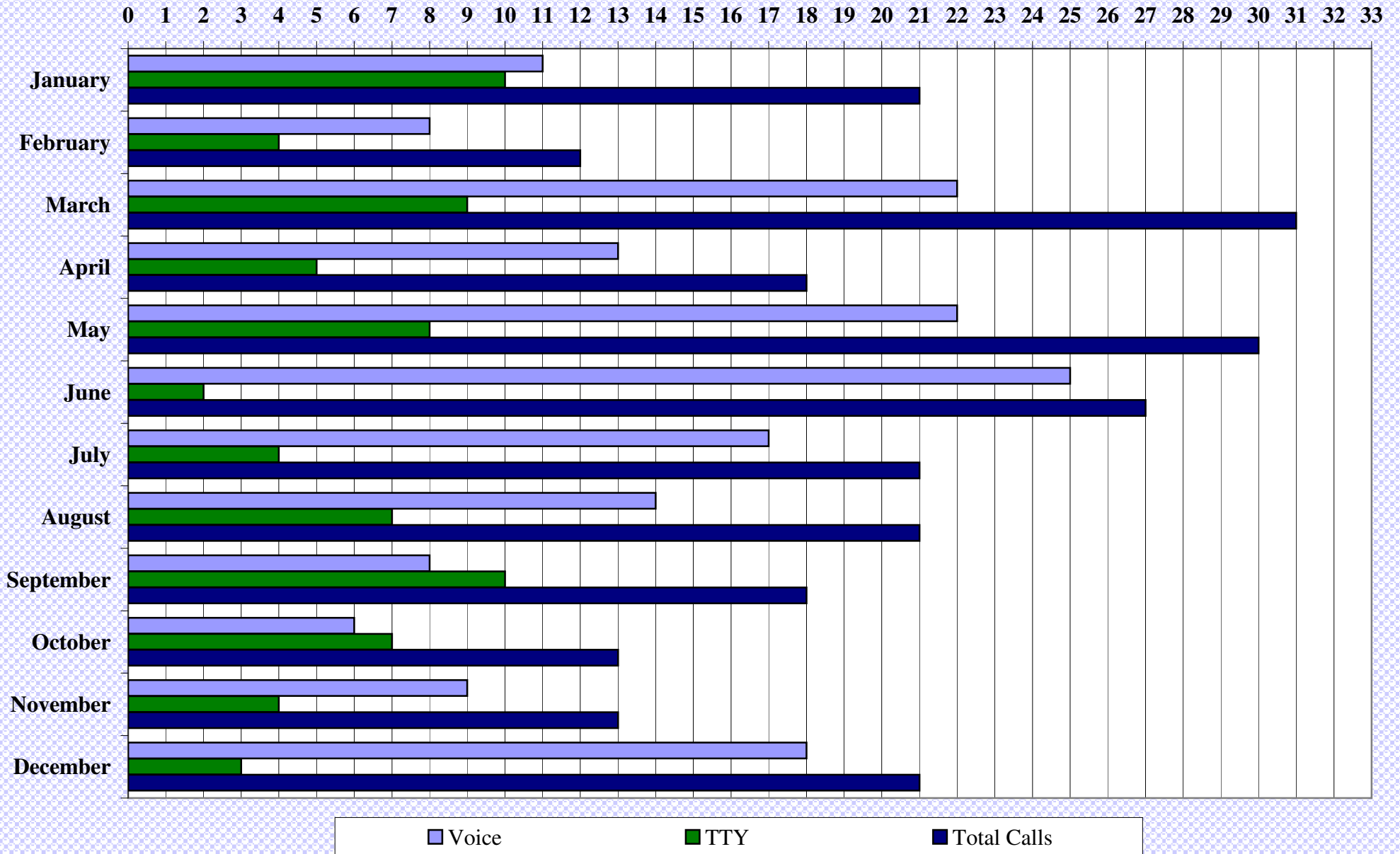
Minnesota *Inter* state and *Intra* state TRS Conversation Minutes

July 2005 - December 2007



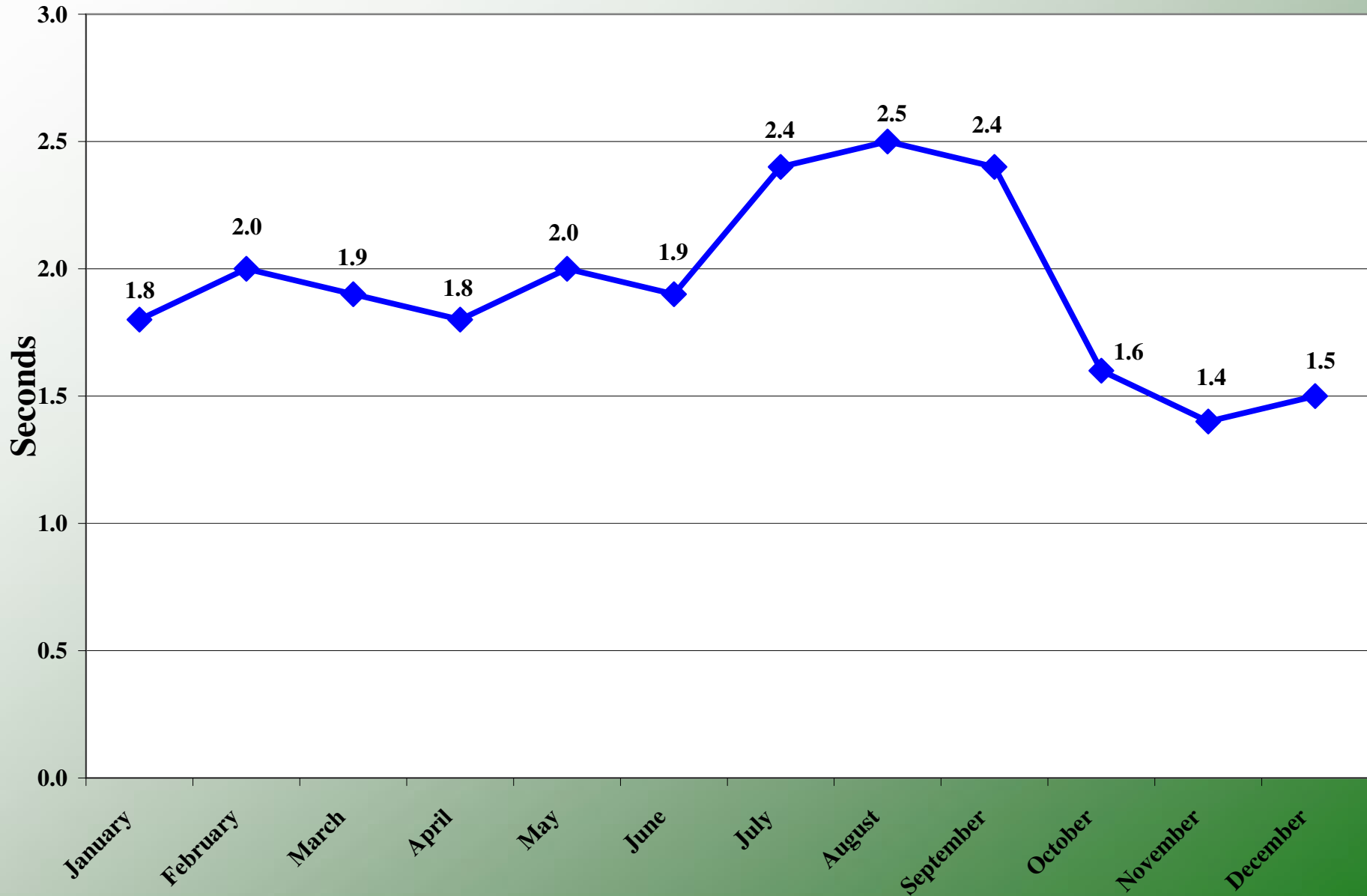
APPENDIX H

Emergency Calls to PSAPs

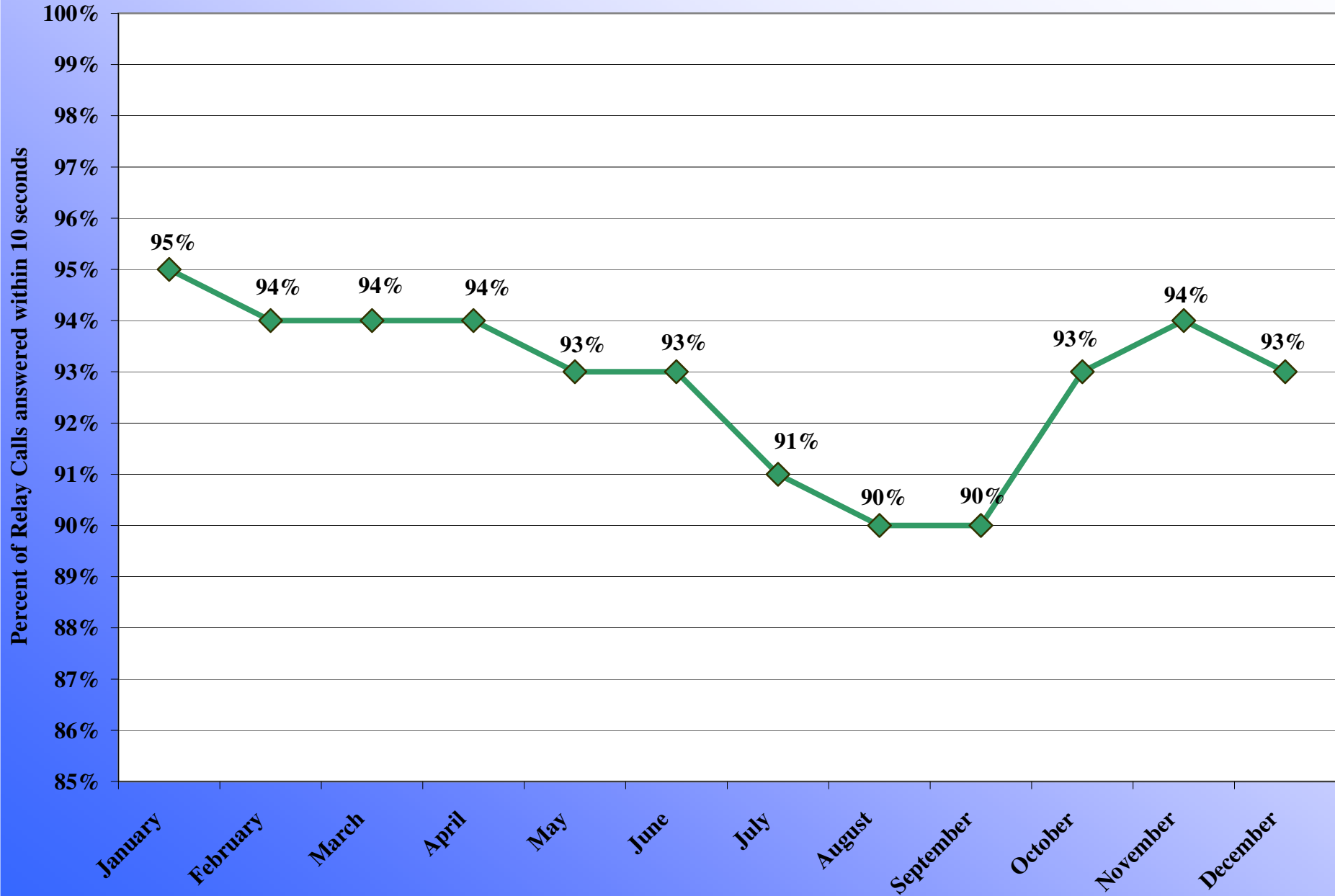


APPENDIX I

2007 Minnesota Relay Weighted Speed of Answer (ASA)



2007 Minnesota Relay Service Level (SVL)



APPENDIX J

Long Distance Carrier of Choice (COC) List for Minnesota Relay

- 011 Communications
- Ace Long Distance
- ACS Connections Long Distance
- Affinity Network
- Albany Telephone Long Distance
- ANI Networks
- Arrowhead Long Distance
- AT&T
- Barnesville Long Distance
- Benton Telephone Long Distance
- Blackduck Long Distance
- Blue Ridge Telecom Systems
- Broadwing Communication
- Broadwing Telecom
- Cannon Valley Long Distance
- Cierracom Systems
- CI Long Distance
- Citizens Telecommunications
- Comcast
- Comcast Business Communications
- CP Telecom
- Crosslake Long Distance
- CTC Long Distance
- CTI Long Distance
- Delavan Long Distance
- Dunnell Long Distance
- Eagle Valley Long Distance
- Emily Long Distance
- En-Tel Communications
- Exit Mobile
- Farmers Mutual Long Distance
- Federated Long Distance
- Felton Long Distance
- Frontier Communications
- Frontier Telecom
- Garden Valley Long Distance
- Gardonville Long Distance
- Global Crossing
- Granada Long Distance
- GTC Telecom
- Halstad Long Distance
- Hancock Long Distance
- Hiawatha Broadband Communications
- HickoryTech
- Home Telephone Long Distance
- Hometown Solutions Long Distance
- Horizonone Communications
- Hutchinson Telecommunications
- Integra Telecom
- International Plus
- Internet Business Association
- ITC Long Distance
- iVantage Network Services
- KMTC Long Distance
- Lakedale Communications
- LDDS
- Lismore Long Distance
- Lonsdale Long Distance
- Loretel Long Distance
- Lowry Long Distance
- Madelia Long Distance
- Mainstreet Long Distance
- McLeod USA
- MCI
- Melrose Long Distance
- Metromedia
- Midwest Long Distance
- Milaca Local Link Long Distance
- New Ulm Long Distance
- Norlight Telecommunications
- Northstar Access Long Distance
- NOS Communications
- NOSVA Limited
- Onvoy
- OPEX Communications
- Optic Communications
- Osakis Long Distance
- Ottertail Telecom Long Distance
- Park Region Long Distance
- Peoples Long Distance
- Pine Island Long Distance
- Pioneer Telephone
- POPP.com
- Prairiewave Telecommunications
- Quantumlink Communications
- Qwest
- Red River Long Distance
- Reliance Telephone, Inc.
- Rothsay Long Distance
- Runestone Long Distance

- SBC Long Distance
- Sleepy Eye Long Distance
- Sprint
- St. James Long Distance
- Sytek Communications Long Distance
- TCO Network
- TDS Long Distance
- TDS Metrocom
- Telegroup
- Touch America
- Unitel Long Distance
- Verizon Long Distance
- VoIP Communications
- Wiltel
- Windom Long Distance
- Winnebago Cooperative Telephone Association
- Woodstock Long Distance
- Working Assets
- WorldCom
- WTC Long Distance
- 10-10-220 Telecom USA
- 10-10-321 Telecom USA
- 10-10-502 WorldxChange
- 10-10-636 Clear Choice
- 10-10-752 Excel
- 10-10-811 Vartec
- 10-10-834 WorldxChange
- 10-10-987

APPENDIX K

Consumer Relations Office Monthly Outreach Summary January 2007

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
January 05	In Home Demonstration	Virginia Clark	Minneapolis	3		X		
January 08	Presentation	Cub Scout Den Leader	Stillwater	14				X
January 09	Presentation	Morrison County Public Health Task Force	Little Falls	22		X		
January 09	Drop In	Bridgeway Estates	Little Falls	2		X		
January 09	Drop In	Unity Family Homecare and Hospice	Little Falls	4		X		
January 09	Drop In	St. Otto's Care Center	Little Falls	4		X		
January 09	Drop In	Lutheran Care Center	Little Falls	2		X		
January 09	Drop In	Accurate Hearing Services	Little Falls	2		X		
January 09	Presentation	St. Cloud Rehabilitation Services	St. Cloud	7				X
January 10	Drop In	Avada Hearing	Little Falls	1		X		
January 10	Drop In	Little Falls Public Library	Little Falls	4		X		
January 10	Drop In	Little Falls Senior Center	Little Falls	7		X		
January 10	Drop In	Pine Edge	Little Falls	3		X		
January 10	Drop In	St. Camillus Place	Little Falls	4		X		
January 12	In Home Demonstration		Andover	3		X		
January 16	In Home Demonstration		Maplewood	1		X		
January 16	Drop In	Salvation Army Church	Maplewood	3		X		
January 17	Drop In	Rice County Social Services	Northfield	2		X		
January 17	Drop In	Northfield Senior Citizen	Northfield	2		X		
January 17	Drop In	Northfield Hospital	Northfield	2		X		
January 17	Drop In	Three Links Care Center	Northfield	1		X		
January 18	Drop In	Golden Living Center-Lynwood	Fridley	1		X		
January 18	Drop In	Crestview Lutheran Home	Columbia Heights	1		X		
January 20	Meeting	Police Working Together	St. Paul	28		X		
January 20	Presentation	Thompson Hall Meeting	St. Paul	220				X
January 23	In Home Demonstration		Maplewood	4		X		
January 25	Presentation	Salvation Army Forever 50's Senior Group	Maplewood	35		X		
January 25	Presentation	VECTOR Transition Services	Brooklyn Park	18				X
January 25	Meeting	MEC Advisory Committee	St. Paul	14				X
January 26	Presentation	Faribault Deaf Club	Faribault	38				X
January 30	In Home Demonstration		Maplewood	1		X		
Total Presentations:				31				
Total Participants:				453				

Consumer Relations Office Monthly Outreach Summary February 2007

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
February 01	Meeting	Professionals Working Deaf & Hard of Hearing	Duluth	18				X
February 03	Meeting	Minnesota Association of Deaf Citizens	Rochester	23				X
February 06	In Home Demonstration		Maplewood	1		X		
February 08	In Home Demonstration		St. Paul	4		X		
February 09	Drop In	Family Service Rochester	Rochester	2				X
February 09	Presentation	St. Cloud Technical College	St. Cloud	24				X
February 09	Meeting	DHHS Advisory Committee Meeting	St. Cloud	2		X		
February 10	Social Event	Hard of Hearing-ALOHA	Rosemount	33		X		
February 12	Presentation	University of Minnesota	St. Paul	28				X
February 12	Presentation	University of Minnesota	St. Paul	25				X
February 13	Drop In	Comunidades Latinas Unidasen Servicio	Minneapolis	5				X
February 13	Drop In	Hispanic Advocacy and Community Empowerment	Minneapolis	2				X
February 13	Drop In	Minnesota International Center	Minneapolis	3				X
February 13	Drop In	Resource Center for the Americas	Minneapolis	3				X
February 13	Drop In	Minnesota Workforce Center	Minneapolis	6				X
February 13	Presentation	University of Minnesota	St. Paul	28				X
February 14	Presentation	University of Minnesota	St. Paul	23				X
February 15	Drop In	Center for Cross Cultural Health	St. Paul	6				X
February 15	Drop In	Comunidades Latinas Unidasen Servicio	St. Paul	3				X
February 15	Drop In	West Side Community Health Services	St. Paul	6				X
February 15	Drop In	West 7th Street Senior Center	St. Paul	3		X		
February 15	Presentation	University of Minnesota	St. Paul	27				X
February 16	Presentation	University of Minnesota	St. Paul	28				X
February 19	Presentation	University of Minnesota	St. Paul	27				X
February 20	Presentation	Anoka County Senior Outreach	Blaine	26		X		
February 22	Meeting	Senior Housing Committee	St. Paul	35				X
February 22	Drop In	Minnesota Workforce Center	Blaine	4				X
February 22	Drop In	Anoka County Senior Information Line	Blaine	2		X		
February 22	Drop In	Lutheran Social Services of Minnesota	Blaine	1		X		
February 22	Drop In	Anoka County Public Health Nursing	Blaine	5		X		
Total Presentations:		30						
Total Participants:		403						

Consumer Relations Office Monthly Outreach Summary
March 2007

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
March 01	Drop In	Rivervillage East	Minneapolis	6		X		
March 06	Meeting	Minnesota Relay Center	Moorhead	2		X		
March 06	In Home Demonstration		Bloomington	2		X		
March 06	Drop In	Custom Care LLC	Bloomington	3		X		
March 07	Meeting	DHHS Advisory Committee Meeting	Moorhead	8				X
March 08	Meeting	DHHS Advisory Committee Meeting	Bemidji	7				X
March 09	Presentation	Vector Transition Services	Brooklyn Park	4				X
March 12	Meeting	DHHS Advisory Committee Meeting	Roseville	9				X
March 13	Meeting	Qwest Advisory Comm.	Minneapolis	12				X
March 13	Drop In	Bethany Covenant Home and Village	Minneapolis	4		X		
March 13	Drop In	All Homecaring	Minneapolis	3		X		
March 13	Drop In	Complete Home Health Services	Minneapolis	2				X
March 13	Drop In	Parker Skyview	Minneapolis	5		X		
March 16	In Home Demonstration		St. Paul	2		X		
March 16	Drop In	Franciscan Home Care	St. Paul	5		X		
March 16	Drop In	The Wellington	St. Paul	2		X		
March 16	Drop In	Rockwood Place	St. Paul	4		X		
March 16	Drop In	Riverview Highlands	St. Paul	3		X		
March 16	Drop In	The Highlands on Graham	St. Paul	4		X		
March 19	Drop In	4 Seasons Assisted Living	Moorhead	2		X		
March 19	Drop In	Eventide Catered Living	Moorhead	1		X		
March 19	Drop In	Golden Living Community	Moorhead	1		X		
March 19	Drop In	Linden Tree Circle	Moorhead	2		X		
March 19	Drop In	Moorhead Manor	Moorhead	1		X		
March 19	Drop In	Parkview Terrace	Moorhead	2		X		
March 19	Drop In	Evergreens of Moorhead	Moorhead	3		X		
March 20	Drop In	Alcott Manor	Fergus Falls	1		X		
March 20	Drop In	Pioneer Pointe	Fergus Falls	2		X		
March 20	Drop In	Pioneer Retirement Community	Fergus Falls	2		X		
March 20	Drop In	River Bend Apartments	Fergus Falls	2		X		
March 20	Drop In	Riverview Heights Highrise	Fergus Falls	1		X		
March 20	Drop In		Fergus Falls	1		X		
March 20	Drop In	The Mill Street Residence	Fergus Falls	2		X		
March 22	Presentation	Osseo Elementary	Osseo	8				X
March 27	Meeting	DHHS Advisory Committee Meeting	Duluth	13				X
March 27	Presentation	U of M Disability Services	Minneapolis	15		X		
Total Presentations:		36						
Total Participants:		146						

Consumer Relations Office Monthly Outreach Summary April 2007

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
April 05	Exhibit	Veterans Medical Center	Minneapolis	150				X
April 06	In Home Demonstration		Fridley	2		X		
April 06	Drop In	Village Green Apartments	Fridley	3		X		
April 09	Presentation	Century College	White Bear Lake	18				X
April 11	Exhibit	VFW/Hearing Loss Association of America	Crystal	185				X
April 12	Exhibit	Metro Deaf School	St. Paul	85				X
April 13	Presentation	Gideon Ponds Elementary	Burnsville	44				X
April 13	Presentation	Whitney Senior Center	St. Cloud	22		X		
April 14	Social Event	Lynn Voss's home	Minneapolis	28		X		
April 14	Exhibit	Mystic Lake Senior Spring Show	Prior Lake	600		X		
April 15	Exhibit	Mystic Lake Senior Spring Show	Prior Lake	600		X		
April 17	In Home Demonstration		Minnetonka	3		X		
April 17	Drop In	Boulevard Gardens	Minnetonka	1		X		
April 17	Drop In	Freedom Pointe Minnetonka	Minnetonka	2		X		
April 17	Presentation	Century College	White Bear Lake	22				X
April 19	In Home Demonstration		Fridley	3		X		
April 19	Presentation	Senior Citizen Deaf	St. Paul	33				X
April 20	In Home Demonstration		Columbia Heights	3		X		
April 20	Presentation	Vector	Brooklyn Park	18				X
April 21	Exhibit	YMCA Special Education	Fergus Falls	33				X
April 23/24	Exhibit	Special Education Conference	St. Cloud	350				X
April 24	In Home Demonstration		Fridley	2		X		
April 24	Drop In	Norwood Square	Fridley	3		X		
April 26	In Home Demonstration		Stillwater	1		X		
April 26	Drop In	Stillwater Public Library	Stillwater	2		X		
April 26	Drop In	Stillwater Medical Group	Stillwater	2		X		
April 26	Drop In	Home Instead Senior Care	Stillwater	1		X		
April 26	Drop In	Golden Living Center Greeley	Stillwater	2		X		
April 26	Drop In	Lakeview Homecare	Stillwater	1		X		
April 26	Drop In	Home Free Senior Residence	Stillwater	1		X		
April 26	Exhibit	Statewide Deaf & Hard of Hearing Conference	Deerwood	75				X
Total Presentations:		31						
Total Participants:		2,295						

Consumer Relations Office Monthly Outreach Summary May 2007

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
May 01	In Home Demonstration		Minneapolis	2		X		
May 01	Presentation	Galiter Magnet Elementary	St. Paul	35				X
May 02	Exhibition	South Central College	Faribault	38				X
May 03	In Home Demonstration		Bloomington	2		X		
May 04	Exhibition	Our Savior Lutheran Church	East Grand Forks	175				X
May 05	Exhibition	Elmer L. Anderson Building	St. Paul	225		X		
May 08	In Home Demonstration		Minneapolis	2		X		
May 09	In Office Demonstration	Midway Workforce Center	St. Paul	3		X		
May 09	Presentation	Expo Discovery	St. Paul	45				X
May 10	In Home Demonstration		Minnetonka	2		X		
May 11	Presentation	Rockwood Senior Residence	St. Paul	12		X		
May 11	In Home Demonstration		St. Paul	2		X		
May 11	Exhibition	Continue Education Center	St. Paul	210				X
May 11	Social Event	Gymnastic Building	Faribault	35				X
May 12	Meeting	DeafBlind Services of Minnesota	Minneapolis	26				X
May 15	In Home Demonstration		Eagan	1		X		
May 15	Meeting	DHHS Advisory Committee	St. Cloud	14				X
May 17	Two Presentations	Andover High School	Andover	48				X
May 17	Exhibition	Range Senior Expo	Virginia	220		X		
May 17	Meeting	Minnesota Employment Center	St. Paul	22				X
May 18	Presentation	City of Carlton	Carlton	8				X
May 18	Drop In	Chestnut Grove Senior Housing	Virginia	2		X		
May 18	Drop In	Edgewood Vista	Virginia	2		X		
May 18	Drop In	Spectrum Community Health	Virginia	3		X		
May 18	Drop In	The Columbia Residence	Virginia	1		X		
May 18	Drop In	Washington Manor	Virginia	1		X		
May 18	Presentation	Cloquet High School	Cloquet	4				X
May 22	Meeting	DHHS	Duluth	14				X
May 23	In Home Demonstration		Columbia Heights	1		X		
May 30	Drop In	Caremaxx Health Care Home	Brooklyn Park	2				X
May 31	Drop In	Asian American Health Care Alliance	Brooklyn Center	2		X		
May 31	Presentation		Minneapolis	20				X
Total Presentations:		33						
Total Participants:		1,179						

Consumer Relations Office Monthly Outreach Summary June 2007

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
June 05	Drop In	SantaCare Home Inc.	Brooklyn Center	2		X		
June 05	Drop In	Total Freedom Homecare Services	Brooklyn Center	1		X		
June 05	Drop In	Enterprise	Vadnais Heights	2				X
June 07	Drop In	Metwest Homecare Services	Brooklyn Center	2		X		
June 07	Drop In	Best Care Group	Brooklyn Center	2		X		
June 12	Presentation	St. Michael Senior Center	St. Michael	20		X		
June 12	Drop In	Med Stat Alliance, Inc.	St. Michael	2		X		
June 12	Drop In	Roy Simms Community Library	St. Michael	5		X		
June 12	Drop In	Countryside Cottages of St. Michael	St. Michael	1		X		
June 12	Drop In	Ridgedrive Residence	St. Michael	1		X		
June 13	Meeting	Qwest Advisory Board	Minneapolis	14				X
June 14	Equipment Troubleshooting	Phyllis Holmstrom	Blaine	2		X		
June 15	Meeting	DHHS Advisory Committee Meeting	Mankato	12				X
June 15	Drop In	Northfield Chamber of Commerce	Northfield	2				X
June 19	In Home Demonstration	Beatsie Orenstein	Minnetonka	3		X		
June 19	Drop In	Boulevard Gardens	Minnetonka	3		X		
June 19	Drop In	Westridge Retirement Community	Minnetonka	3		X		
June 20	Drop In	Acupuncture Healing Arts	St. Paul	1				X
June 20	Drop In	Handy Hitch & Welding Co.	St. Paul	2				X
June 21	Equipment Set-up	Phyllis Holmstrom	Blaine	2		X		
June 22	Meeting	DHHS Advisory Committee Meeting (Rochester)	Rochester	7				X
June 26	Drop In	Minnetonka Assisted Living	Minnetonka	2		X		
June 26	Drop In	Minnetonka Senior Center	Minnetonka	3		X		
June 26	Drop In	Beacon Hill	Minnetonka	4		X		
June 26	Drop In	Glen Lake Landings	Minnetonka	1		X		
June 28	Presentation	Ramsey County Community College	Coon Rapids	16				X
June 28	Drop In	Ridgepointe Residence	Minnetonka	5		X		
June 28	Drop In	Minnetonka Heights	Minnetonka	1		X		
June 28	Drop In	Minnetonka Library	Minnetonka	3		X		
June 29	Exhibition	Minnesota Association for Deaf Citizens	Minneapolis	95				X
June 30	Exhibition	Minnesota Association for Deaf Citizens	Minneapolis	105				X
Total Presentations:		31						
Total Participants:		324						

Consumer Relations Office Monthly Outreach Summary July 2007

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
July 02	Drop In	Rakhma Grace Home	Minnetonka	2		X		
July 02	Drop In	Allied Hearing Services	Minnetonka	3		X		
July 03	Presentation	Ramsey Nursing Home	Maplewood	30		X		
July 06	Drop In	West Metro Audiological Specialists, Inc.	Minnetonka	2		X		
July 06	Drop In	Audiology Concepts	Minnetonka	1		X		
July 06	Drop In	Sunrise of Minnetonka	Minnetonka	1		X		
July 10	Presentation	Minneapolis Community Technical College	Minneapolis	23				X
July 12	Drop In	Riverside Senior Villa Apartments	Pine River	1		X		
July 12	Drop In	Pine River Public Library	Pine River	3		X		
July 12	Drop In	Whispering Pines Good Samaritan Center	Pine River	2		X		
July 12	Drop In	Hackensack Senior Class Apartments	Hackensack	3		X		
July 13	Drop In	Ah Gwah Ching Nursing Home	Walker	1		X		
July 13	Drop In	Cass County Public Health Services	Walker	1		X		
July 13	Drop In	Golden Living Center	Walker	2		X		
July 13	Drop In	Meritcare Clinic Walker	Walker	2		X		
July 17	Drop In	Eden Prairie Senior Center	Eden Prairie	5		X		
July 17	Drop In	Elim Shores	Eden Prairie	3		X		
July 17	Drop In	Edendale Residence	Eden Prairie	4		X		
July 19	Drop In	Real Life Valleyview of Eden Prairie	Eden Prairie	1		X		
July 19	Drop In	Sterling Ponds Apartments	Eden Prairie	4		X		
July 19	Drop In	Summit Place Senior Campus	Eden Prairie	4		X		
July 19	Drop In	Castle Ridge Manor House	Eden Prairie	3		X		
July 19	Drop In	Eden Prairie Community Library	Eden Prairie	3		X		
July 24	Workplace Demonstration	Emerson Process Management	Eden Prairie	7		X		
July 25	Drop In	Social Security Administration	Mankato	2				X
July 25	Drop In	Mankato WorkForce Center	Mankato	2				X
July 25	Drop In	Mankato Public Safety	Mankato	1				X
July 25	Drop In	Minnesota State Academy for the Deaf	Faribault	1				X
July 26	Drop In	Comforts of Home Assisted Living	Champlin	2		X		
July 26	Meeting	Airport Access Forum	St. Paul	85				X
Total Presentations:	30							
Total Participants:	204							

Consumer Relations Office Monthly Outreach Summary August 2007

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
August 07	Drop In	Care on Wheels Home Care, Inc.	Brooklyn Park	1		X		
August 07	Drop In	Hennepin Home Health Care	Brooklyn Park	2		X		
August 09	In Home Demonstration		Minneapolis	2		X		
August 15	Drop In	Alliance Health Services	Mankato	4		X		
August 15	Drop In	Alterra Sterling House Mankato	Mankato	5		X		
August 15	Drop In	Healthworks Home Medical	Mankato	5		X		
August 15	Drop In	Reallife Cooperative Senior Residence	Mankato	3		X		
August 15	Drop In	Area Agency on Aging	Mankato	8		X		
August 15	Drop In	Mankato Senior Citizen's Center	Mankato	5		X		
August 15	Drop In	Immanuel St. Joseph's Home Care	Mankato	5		X		
August 15	Drop In	Oak Terrace Assisted Living	Mankato	1		X		
August 15	Drop In	Prairie River Home Care, Inc.	Mankato	4		X		
August 15	Drop In	Primrose Retirement Community	Mankato	3		X		
August 15	Drop In	The Lutheran Home Cedar Haven	Mankato	6		X		
August 15	Drop In	Blue Earth County Library	Mankato	4		X		
August 15	Drop In	Key Hearing Aide Service	Mankato	3		X		
August 15	Drop In	Sonus USA	Mankato	2		X		
August 16	Drop In	Good Samaritan Home Health Care of South Central MN	St. Peter	3		X		
August 16	Drop In	Pheasants Ridge Assisted Living	St. Peter	2		X		
August 16	Drop In	The Wilds of Sand Prairie	St. Peter	3		X		
August 16	Drop In	St. Peter Public Library	St. Peter	2		X		
August 16	Drop In	St. Peter Senior Center	St. Peter	1		X		
August 23	Exhibition	Zumbrota Mazeppa High School	Zumbrota	130				X
August 23	Booth	Minnesota State Fair	Falcon Heights	1250				X
August 24	Booth	Minnesota State Fair	Falcon Heights	1250				X
August 25	Booth	Minnesota State Fair	Falcon Heights	1250				X
August 26	Booth	Minnesota State Fair	Falcon Heights	1250				X
August 27	Booth	Minnesota State Fair	Falcon Heights	1250				X
August 28	Booth	Minnesota State Fair	Falcon Heights	1250				X
August 29	Booth	Minnesota State Fair	Falcon Heights	1250				X
August 30	Booth	Minnesota State Fair	Falcon Heights	1250				X
August 31	Booth		Falcon Heights	1250				X
Total Presentations:		32						
Total Participants:		11,454						

Consumer Relations Office Monthly Outreach Summary September 2007

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
September 01	Booth	Minnesota State Fair	Falcon Heights	1250				X
September 02	Booth	Minnesota State Fair	Falcon Heights	1250				X
September 03	Booth	Minnesota State Fair	Falcon Heights	1250				X
September 06	Drop In	Wildflower Healthcare Services	Crystal	1		X		
September 06	Drop In	Reliance Healthcare	Crystal	1		X		
September 06	Drop In	Caring Home Health Care Services	Crystal	1		X		
September 11	Drop In	Amazing Love Healthcare Services	Crystal	1		X		
September 11	Drop In	Comfortcare Nursing Services	Crystal	3		X		
September 11	Drop In	Ability Care Partners	Crystal	1		X		
September 11	Drop In	Young Hearts Home Health Care	Crystal	1		X		
September 13	Drop In	Public Work Department	Red Wing	1				X
September 13	Drop In	Advocacy For Developmental Disabilities	Rochester	2				X
September 13	Drop In	SEMCIL Southeast Center for Independent Living	Rochester	2				X
September 14	Presentation	Faribault Deaf Club	Faribault	45	X			
September 17	Exhibit	Fall Senior Expo, Grand Casino Mille Lacs	Onamia	800		X		
September 18	Exhibit	Fall Senior Expo, Grand Casino Mille Lacs	Onamia	800		X		
September 18	Drop In	Mille Lacs Health System Nursing Home	Onamia	1		X		
September 18	Drop In	Elim Home	Milaca	2		X		
September 18	Drop In	Milaca Public Library	Milaca	1		X		
September 20	Meeting	MEC Advisory Committee	St. Paul	14				X
September 21	Drop In	Metro Bus	St. Cloud	1				X
September 21	Drop In	Grandstay Hotel	St. Cloud	1				X
September 21	Drop In	St. Cloud Public Library	St. Cloud	1				X
September 25	Presentation	Minneapolis Community Technical College	Minneapolis	33				X
September 25	Presentation	Summit Place Senior Campus	Eden Prairie	7		X		
September 25	In Home Demonstration		Eden Prairie	1		X		
September 26	Presentation	Anoka Ramsey Community College	Coon Rapids	29				X
September 27	In Home Demonstration		St. Louis Park	2		X		
September 27	Drop In	Menorah Plaza	St. Louis Park	3		X		
September 28	Meeting	Deaf and Hard of Hearing Services Division	Mankato	1	X			
Total Presentations:	30							
Total Participants:	5,506							

Consumer Relations Office Monthly Outreach Summary October 2007

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
October 02	In Home Demonstration		Brooklyn Center	2		X		
October 04	Drop In	Edelweiss Home Health Care	Maple Grove	5		X		
October 04	Drop In	Health Esteem Services	Maple Grove	1		X		
October 04	Drop In	Maple Grove Public Library	Maple Grove	4		X		
October 04	Drop In	The Hearing Center	Maple Grove	3		X		
October 04	Meeting	Deaf Hard of Hearing Service NE	Duluth	2	X			
October 10	Social Event	MCDHH-Celebration of Our Legislative Success	Minneapolis	135				X
October 10	Exhibit	Duluth Senior Expo	Duluth	1200		X		
October 11	Meeting	Qwest Advisory Committee	Minneapolis	12				X
October 13	Presentation	Hearing Loss and Cochlear Implants	St. Cloud	33		X		
October 13	Presentation	Hearing Loss of America	Rosemount	23		X		
October 16	Exhibit	Eastside Neighborhood Senior Fair	Minneapolis	65		X		
October 16	Drop In	Senior Place	Minneapolis	1	X			
October 16	Drop In	Community Center	Minneapolis	1	X			
October 18	Drop In	Home Instead Senior Care	Coon Rapids	3		X		
October 18	Drop In	Alliance Home Healthcare and Nursing Service	Coon Rapids	1		X		
October 18	Drop In	Reliable Home Care	Coon Rapids	1		X		
October 22	Presentations (2)	University of Minnesota	Falcon Heights	48				X
October 23	Drop In	Epiphany Assisted Living	Coon Rapids	4		X		
October 23	Drop In	Covenant Home Healthcare	Coon Rapids	5		X		
October 23	Drop In	Prestige Healthcare Services	Coon Rapids	1		X		
October 24	Presentation	University of Minnesota	Falcon Heights	23				X
October 25	Drop In	Wicare Homecare Services	Coon Rapids	1		X		
October 25	Drop In	Mary T Homecare Services	Coon Rapids	10		X		
October 25	Drop In	Accucare, Inc.	Coon Rapids	2			X	
October 25	Drop In	Mary T Corporate Offices	Coon Rapids	5		X		
October 27	Presentation	Rochester Deaf Club	Rochester	18	X			
October 29	Presentations (2)	White Bear High School	White Bear Lake	46				X
October 29	Presentation	University of Minnesota	Falcon Heights	22				X
October 30	In Home Demonstration		Minneapolis	2		X		
October 30	Presentation	University of Minnesota	Falcon Heights	24				X
Total Presentations:		33						
Total Participants:		1,703						

Consumer Relations Office Monthly Outreach Summary November 2007

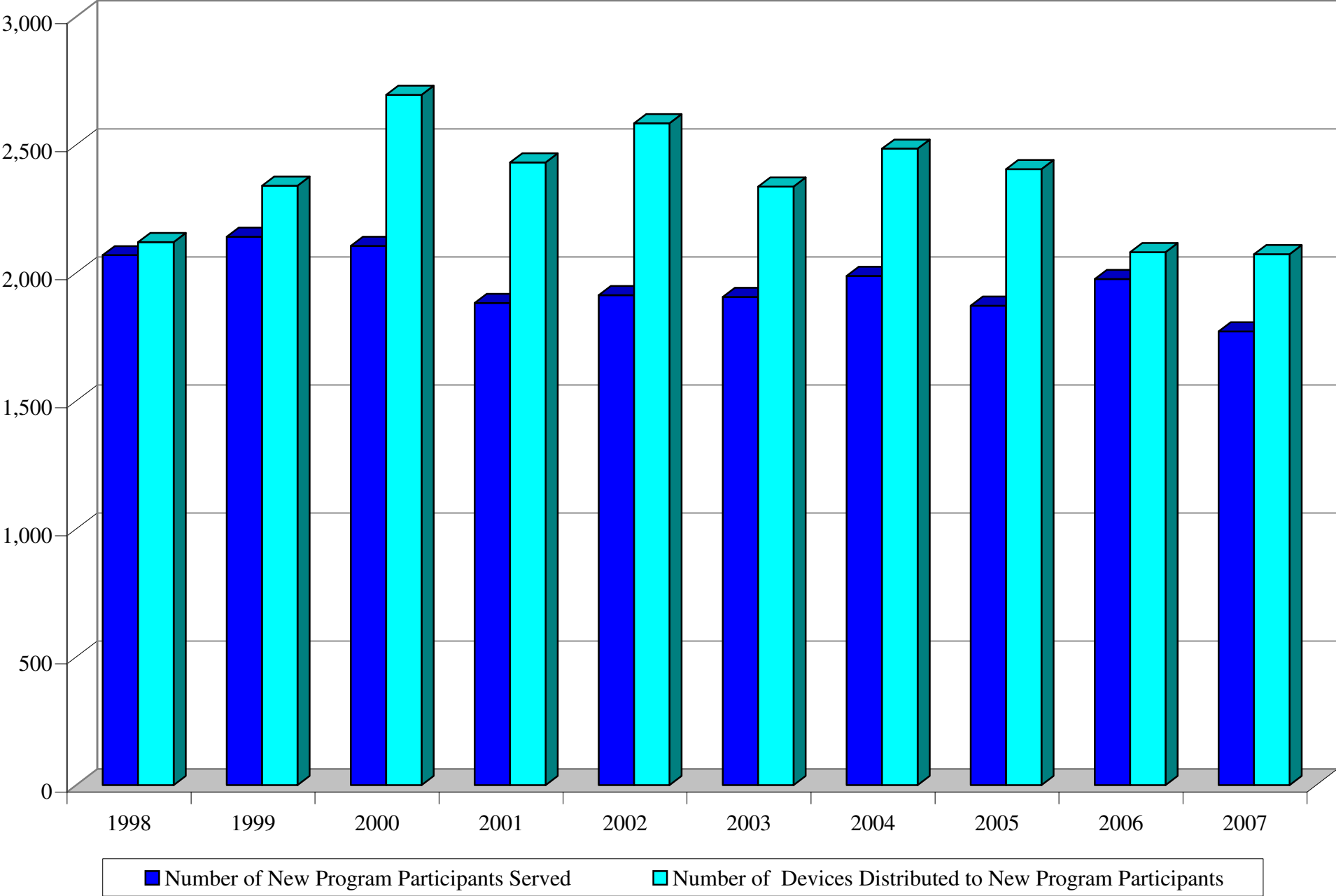
Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
November 01	Presentations (3)	White Bear Lake High School	White Bear Lake	90				X
November 01	Presentation	Deaf/Hard of Hearing Professionals	Duluth	8	X			
November 06	Drop In	Windels Health Services	Blaine	3		X		
November 06	Drop In	M&E Nursing Services and Transport	Blaine	1		X		
November 06	Drop In	Anoka County Library - Johnsville Branch	Blaine	3		X		
November 06	Drop In	Comforts of Home of Blaine	Blaine	5		X		
November 07	Presentations (2)	St. Cloud Technical High School	St. Cloud	45				X
November 08	Drop In	Relieve Care, Inc.	Blaine	4		X		
November 08	Drop In	All About You Healthcare	Blaine	3		X		
November 08	Drop In	Christine Professional HomeCare	Blaine	1		X		
November 08	Drop In	HighlandCare, Inc	Blaine	4		X		
November 08	Presentation	Appollo High School	St. Cloud	22				X
November 13	Drop In	New Millennium Healthcare	Spring Lake Park	5		X		
November 13	Drop In	Nursing Excellence Corporation	Spring Lake Park	1		X		
November 13	Drop In	Osborne Apartments, Inc.	Spring Lake Park	3		X		
November 14	Presentation	Alanen Precast Concrete	Cloquet	3	X			
November 14	Presentation	Business Network International	Duluth	20	X			
November 15	Drop In	Heritage Hall, Masonic Home	Bloomington	2		X		
November 15	Drop In	Martin Luther Manor - Highland	Bloomington	2		X		
November 15	Drop In	The James, Inc.	Bloomington	1		X		
November 15	Drop In	West Bloomington Residence	Bloomington	3		X		
November 19	Presentations (3)	Earl Brown Elementary	Brooklyn Center	150				X
November 20	Drop In	Creekside Senior Community Services	Bloomington	4		X		
November 20	Drop In	Presbyterian Homes - The Commons	Bloomington	3		X		
November 20	Drop In	Fairview Homecare and Hospice	Bloomington	5		X		
November 20	Drop In	Destiny Home Care Services, Inc.	Bloomington	2		X		
November 26	Presentations (2)	Home Educators Resource Organization	Forrest Lake	8				X
November 27	Drop In	Breck Home Residential Care	Bloomington	3		X		
November 27	Drop In	Right At Home	Bloomington	4		X		
November 27	Drop In	Friendship Village of Bloomington	Bloomington	4		X		
November 29	Presentation	Carlson Wagonlit Travel Agency	Blaine	2	X			
Total Presentations:	31							
Total Participants:	414							

Consumer Relations Office Monthly Outreach Summary December 2007

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
December 04	Drop In	Hennepin Home Health Care	Brooklyn Park	2		X		
December 05	Drop In	Law Office of Yvonne Novak	Duluth	1	X			
December 05	Drop In	Hanft Fride Attorneyat Law	Duluth	1	X			
December 05	Drop In	Chiropractic Care	Duluth	1	X			
December 05	Drop In	US Bank	Duluth	1	X			
December 05	Drop In	Veterans' Memorial Hall	Duluth	1	X			
December 06	Drop In	All Home Health, Inc.	Bloomington	4		X		
December 06	Drop In	Firstat Nursing Service	Bloomington	1		X		
December 06	Drop In	Professional Resource Network Home Healthcare	Bloomington	6		X		
December 06	Drop In	Community Healthcare Charities	Bloomington	2		X		
December 06	Drop In	Eldercare Alliance	Bloomington	2		X		
December 06	Drop In	Amerimed Homecare, Inc.	Bloomington	4		X		
December 06	Drop In	Sunshine Care, Inc	Bloomington	1		X		
December 06	Drop In	Utmost Care Health Services	Bloomington	1		X		
December 06	Drop In	Senior Helpers	Bloomington	3		X		
December 07	Meeting	DHHSAD Advisory Committee	Mankato	8	X			
December 10	Meeting	DHHSAD Advisory Committee (Metro)	Little Canada	9	X			
December 11	Presentation	Comforts of Home at Blaine	Blaine	21		X		
December 12	Social Event	Saxon Lanes	Roseville	35	X			
December 13	Presentation	Right at Home	Bloomington	10	X			
December 18	Presentation	Graff Enterprises	Coon Rapids	1	X			
December 18	Presentation	Meadow Lake Elementary Reception	New Hope	1	X			
December 19	Presentation	Prepaid Legal Services, Inc.	Brooklyn Park	1	X			
December 20	Presentation	Courtyards of Andovers	Andover	42	X			
December 20	In Home Demonstration		Plymouth	2		X		
December 26	Drop In	Home Healthcare, Inc.	Golden Valley	3		X		
December 26	Drop In	Homewatch Homecare	Golden Valley	2		X		
December 26	Drop In	Sunrise of Golden Valley	Golden Valley	4		X		
December 27	Presentation	Rawlands Electric, Inc.	Andover	1	X			
December 31	Presentation	Dunrite Concrete	Champlin	2	X			
Total Presentations:				30				
Total Participants:				173				

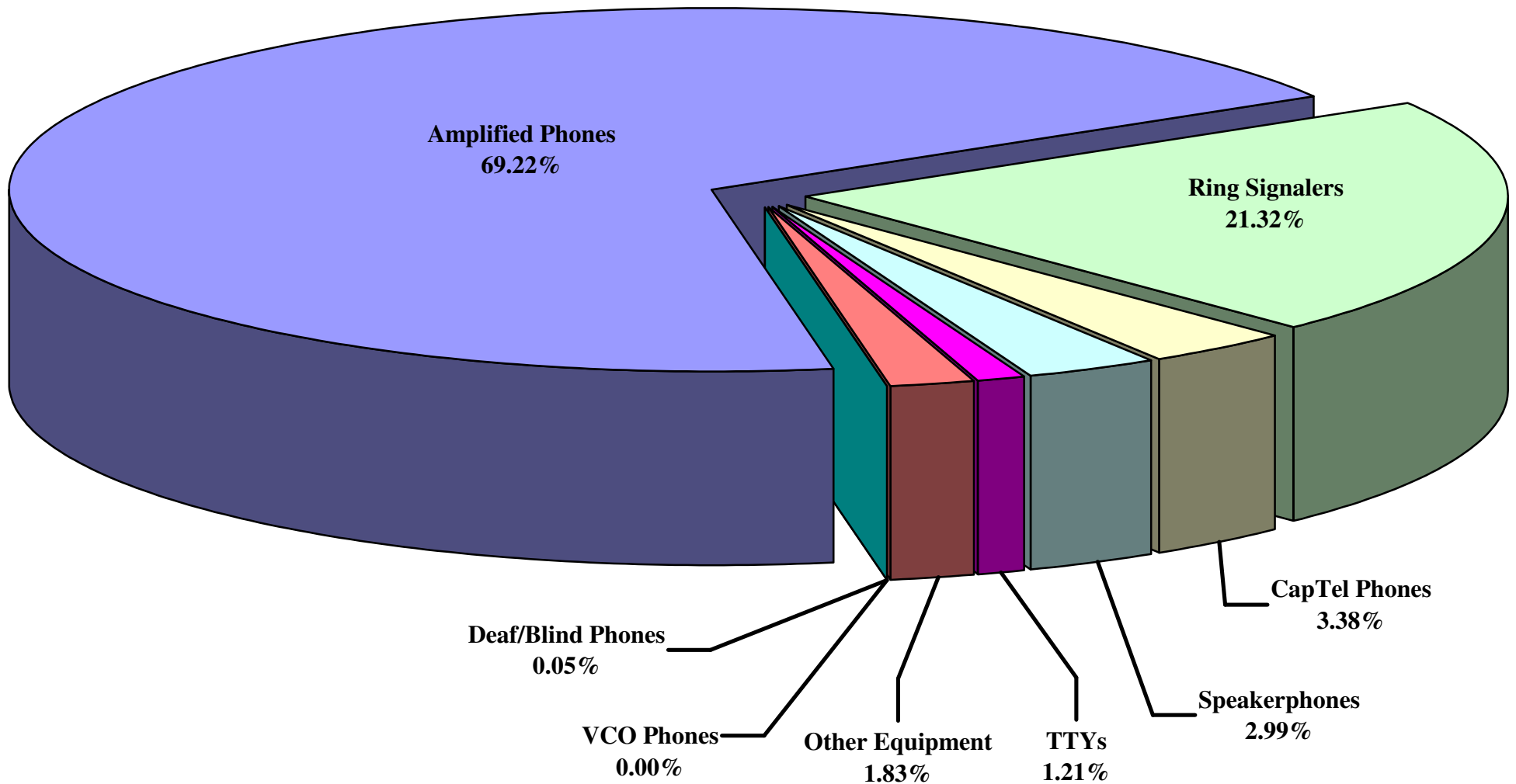
APPENDIX L

TED Program Yearly Statistics

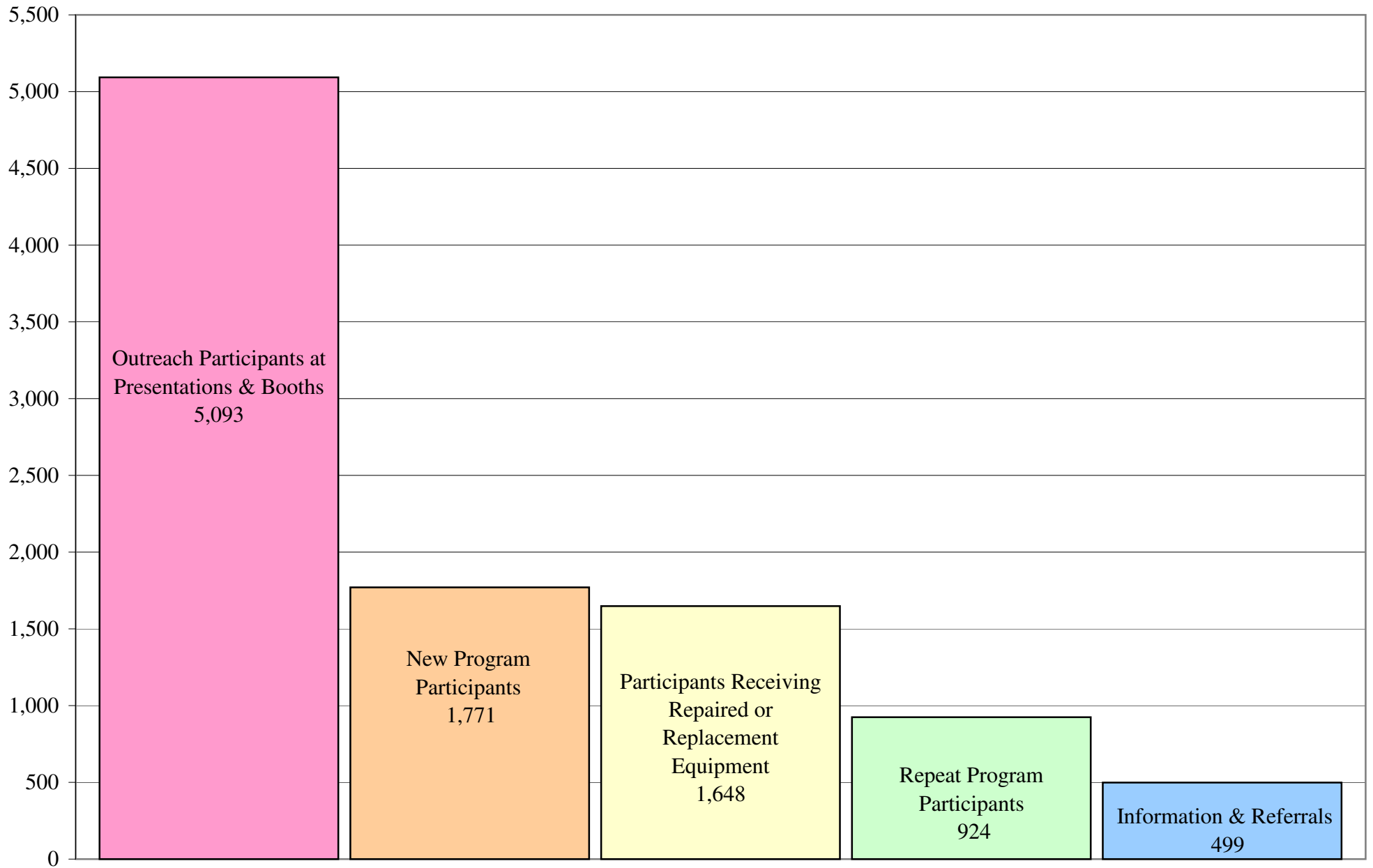


TED Program

Types of Equipment Distributed in 2007



TED Program Services



P999/CI-08-2

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