

# Alaska Relay Updates



---

CHRIS SMITH, SPRINT  
KRIS SMITH, SPRINT  
TIFFANY WILSON, ATLA

REGULATORY COMMISSION  
OF ALASKA MEETING  
JANUARY 10, 2017

# Agenda

- Alaska Relay Team
- Traffic Report
- Outreach Report
- Marketing Report
- iPad Pilot Program
- Expanded Equipment Distribution Programs
- Questions and Answers



# Alaska Relay Team

---



Sales – All Legal and Tariff related items

- **Chris Smith**, Client Director

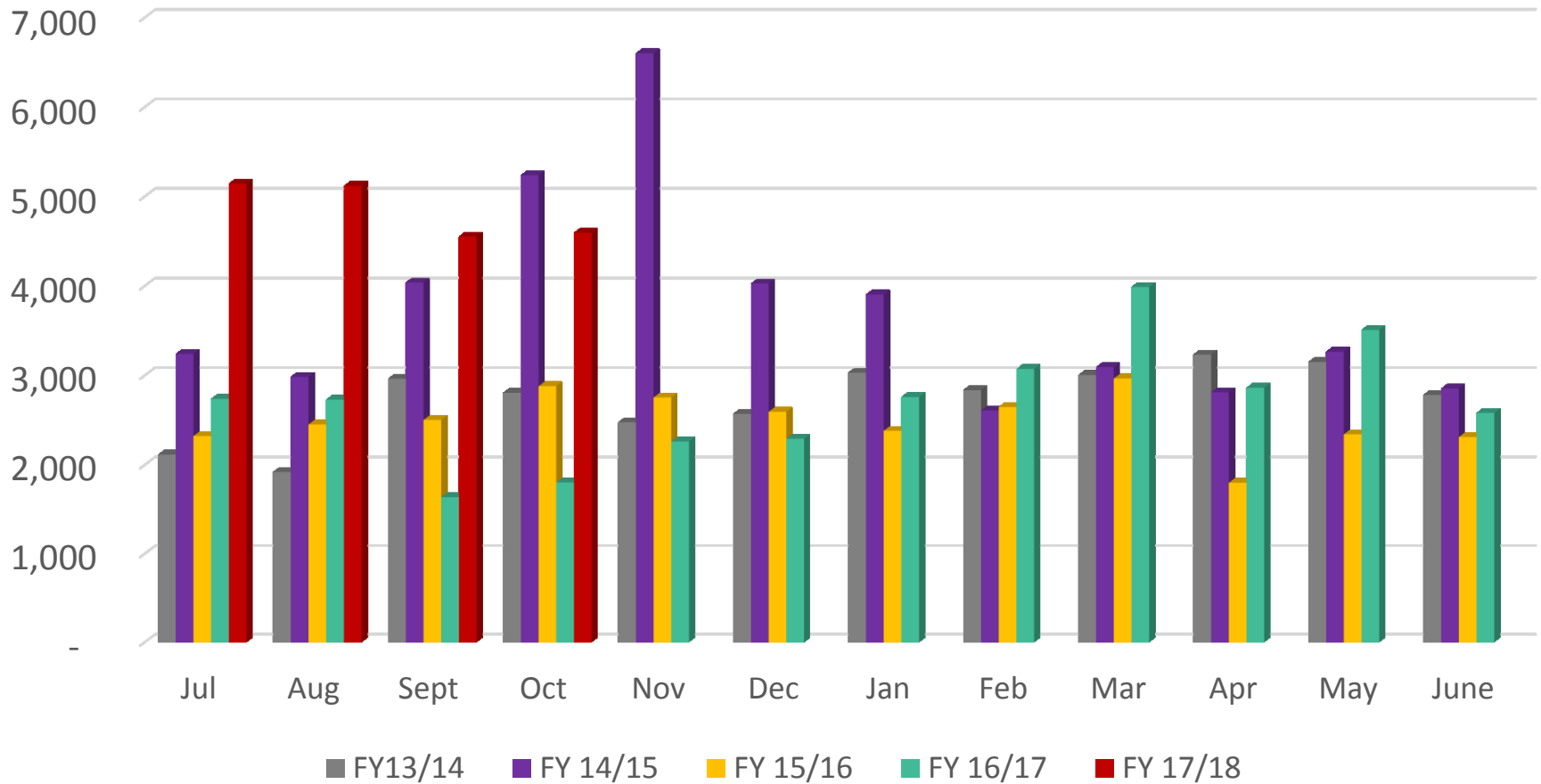
Contract/Marketing/Outreach – Manager of all day to day

- **Kris Shipley**, Senior Customer Relationship Manager

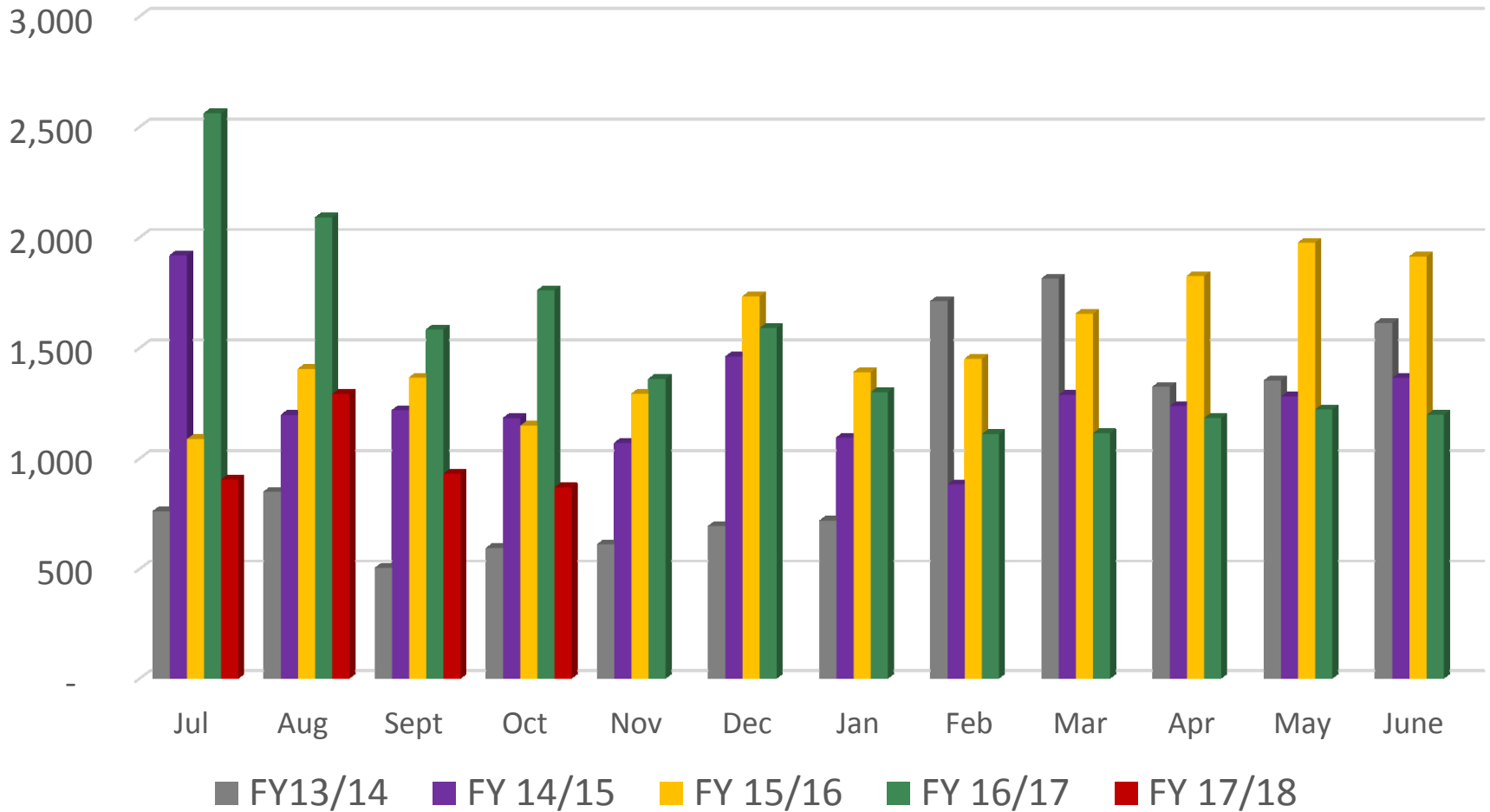
Outreach Activities – Relay Ambassador/EDP

- **Tiffany Wilson** , Assistive Technology of Alaska (ATLA)

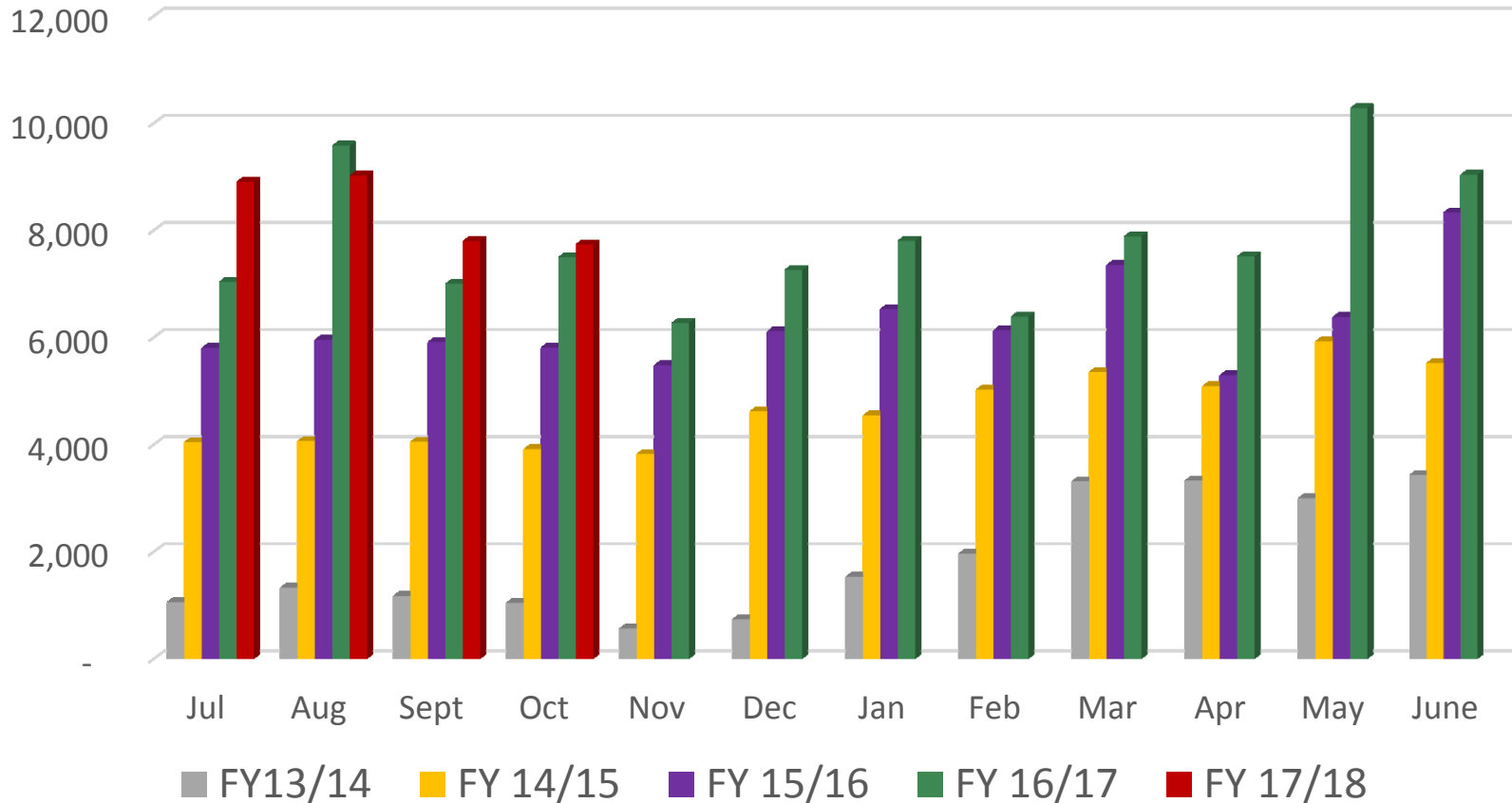
# Alaska Relay Minutes



# CapTel Minutes PSTN



# IP CapTel Minutes



The IP CapTel minutes are paid for by the FCC that benefit Alaska residents that the State of Alaska does not have to pay for through the TRS State Contract. Alaska has seen greater than average growth on IP CTS due to the Outreach provided.

# Outreach Activities: Year 5 FY 18

---

Outreach activities statewide by ATLA:

**14** communities visited

**48** entities/organizations reached



<b>5</b>	Community Events
<b>10</b>	Exhibits/Conferences
<b>19</b>	Group Meetings
<b>22</b>	One-on-One Meetings
<b>8</b>	Presentations

# Photos of Outreach Activities



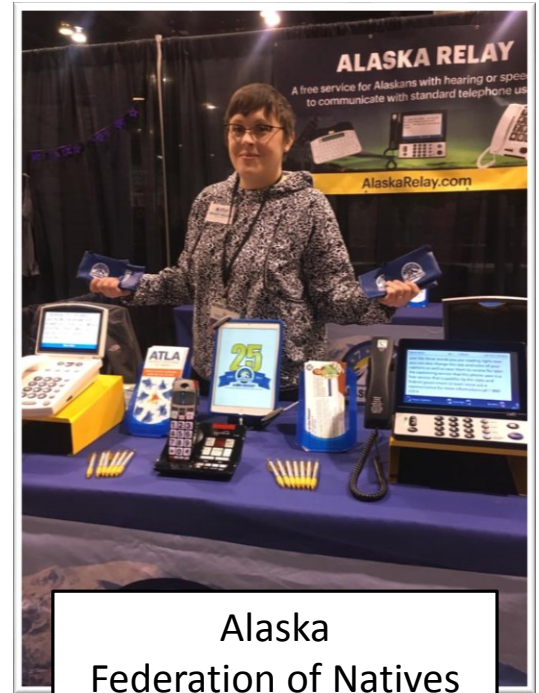
Fairbanks Fair



Bethel Community Event



2017 Deaf Awareness Week



Alaska Federation of Natives Convention



# iPad Pilot Program



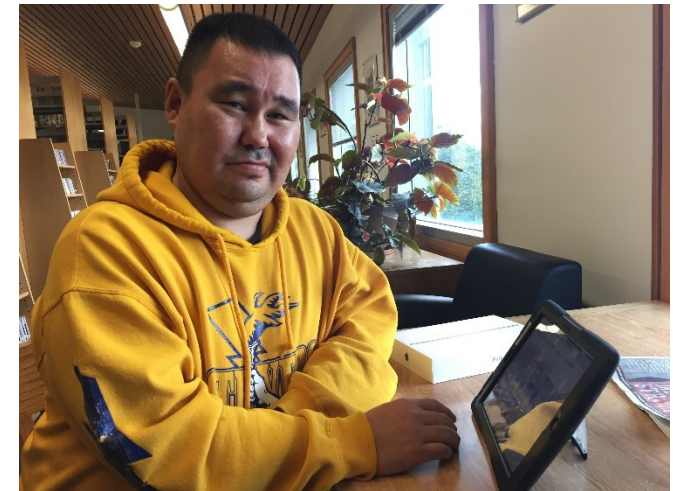
<b>Anchorage</b>	5
<b>Barrow</b>	2
<b>Bethel</b>	1
<b>Delta Junction</b>	1
<b>Dillingham</b>	1
<b>Fairbanks</b>	2
<b>Fairbanks</b>	1
<b>Juneau</b>	4
<b>Kenai</b>	1
<b>Seward</b>	1
<b>Skagway</b>	1
<b>Wasilla</b>	1
<b>Total</b>	21

<b>African American</b>	1
<b>Alaska Native</b>	4
<b>Caucasian</b>	11
<b>Hispanic</b>	1
<b>Not reported</b>	4
<b>Total</b>	21

<b>Adults (19-24)</b>	2
<b>Adults (25-55)</b>	9
<b>Mature (56+)</b>	8
<b>Youth (13-18)</b>	2
<b>Total</b>	21

<b>Hearing Loss</b>	16
<b>Speech Disability</b>	5
<b>Total</b>	21

<b>Female</b>	11
<b>Male</b>	10
<b>Total</b>	21



# iPad Pilot Program

---



# iPad Pilot Program

---



- Challenges
- Survey Results
- Cycle 2 Changes

# Equipment Distribution Program

---



- 2008 – 2013: EDP distributed **1** TTY
- FY 13-14: CapTel: 45, TTY 2 - Total: **47**
- FY 14-15: CapTel: 39, TTY 3 – Total: **42**
- FY 15-16: CapTel: 18, TTY 4 – total: **22**
- FY 16-17: CapTel 37, TTY 3 – Total: **40**
- FY 17-18: CapTel 7, TTY 1,  
Amplified Phones 14, Signaler 1 – **Total: 23**
  
- **Overall total distributed: 174 units**

# Expanded EDP

---



Introduction of Amplified Phones and Flashers:

## **Amplified Phones** (14 distributed)

- Serene HD – 50JV – Large Button Amplified Phone
- Serene Innovations CL-60A - Cordless with Answering machine. Up to 50db
- Serene Innovations HD-40S – Outgoing Speech Amplification for speech difficulty

## **Flasher** (1 distributed)

- Sonic Alert Traditional System Elite TR75VR – Visual Notification for Videophone, TTY, and standard phone

# Expanded EDP

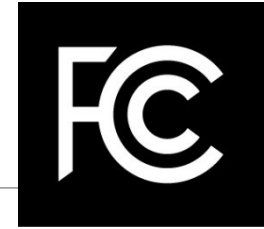
---

Beginning in July, ATLA promoted the new expanded equipment distribution program and it was well received by both community members and service providers.

The corded amplified phones is a popular item and currently has a **waitlist**.



# Alaska Filed TRS Recertification



DATE	FCC ACTION	PROCESS
Beginning July 2017	CGB will issue Public Notices seeking comment on state TRS applications that have been filed.	Comments are due within 30 days of release of the Public Notices; reply comments are due within 15 days thereafter.  Due by October 1st
July 2017 - May 2018	CGB will review applications for TRS recertification for compliance with 47 CFR §§ 64.604 and 64.606.	If necessary, the Bureau will send deficiency letters requesting additional information from states to ensure compliance with TRS mandatory minimum standards and other certification requirements.
May 2018 - July 2018	CGB will issue certification renewals on a rolling basis.	

# 711/Toll Free Numbers

---



- A number of businesses have published state relay numbers (711/Toll Free numbers) on their websites, customer letters, and on television without an explanation of Relay Services.
- High number of callers unintentionally connecting to State Relay numbers (711).
- This has caused a great deal of confusion for hearing callers as to why they are reaching the Relay Service instead of the business or service they intended to call.



# Explanation

---



- The agents explain to the misdial caller the purpose of the relay and why the caller may have reached the Relay Services.
- This has a direct impact on our knowledge to accurately forecast the agents' ability to meet daily service requirements.
- Agents can spend up to one or two minutes explaining to the misdialer why they have reached the Relay Services.

# Implementation Recorded Message

---

- A recorded message was set up for agents to transfer callers who have unintentionally called Relay service.
- The information is also available in Spanish.
- Implementation was completed on January 1, 2018



# Pay Per Call (900) Numbers

---



## State Transition of Dedicated 900 Numbers

- As part of our Relay Service (RS) system upgrade, states with dedicated 900 numbers used to reach Relay Operators will transition to 711 or to current dedicated State 8XX numbers.
- The user will access pay-per-call services in the same way they access other types of calls.
- Decommissioned on December 31, 2017.
- Printed materials, websites, or other communications referencing the State's 900 number for Relay services will be revised accordingly.

# Questions

---



Thank you!