



TELECOMMUNICATIONS ACCESS MINNESOTA
2009 ANNUAL REPORT TO THE
MINNESOTA PUBLIC UTILITIES COMMISSION

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EXECUTIVE SUMMARY

In order to provide equal access to the telecommunications network for people who are deaf, hard of hearing, speech disabled, or physically disabled, the Minnesota Legislature created what is now known as the Telecommunications Access Minnesota (TAM) program. Minnesota Relay and the Telephone Equipment Distribution (TED) Program were established to achieve this objective, and are funded by a surcharge on all wired and wireless telephone access lines in the state of Minnesota. The current TAM surcharge is \$0.06 per access line; by statute, the surcharge may not exceed \$0.20 per access line.

The state procedures and requirements regulating Minnesota Relay, the Telephone Equipment Distribution Program and the Telecommunications Access Minnesota Fund fall under Minnesota Stat. § 237.50 – 237.56 and Minnesota Rules, Chapter 8775.

Minnesota Relay

The state contracts with Communication Service for the Deaf (CSD) for the provision of Telecommunications Relay Services (TRS) in Minnesota. The contract is effective from July 1, 2006, through June 30, 2011, with the option to renew up to an additional 60 months upon agreement of both parties. DOC-TAM will soon begin negotiations with CSD for an extension of our contract. If DOC-TAM and CSD are not able to come to agreement on contract terms, DOC-TAM will release a Request for Proposal for TRS in the summer of 2010.

In 2009, Minnesota Relay users placed 755,825 calls for a total of 1.96 million conversation minutes of use. Traditional TRS use continued to decline in 2009, while use of captioned telephone (CapTel) and Internet-based relay services grew.

The Minnesota Relay Consumer Relations Office (CRO) performed 386 outreach activities reaching 22,773 Minnesotans this year. Staff focused efforts on Minnesota Relay's Business Partners program – an outreach campaign developed to educate businesses on the importance of not hanging up on customers contacting them through Minnesota Relay, and providing training on how to place and receive relay calls.

TAM administration continued to take an aggressive approach to ensure that telecommunications providers serving Minnesota consumers are in compliance with state and federal regulations requiring notices to customers regarding Minnesota Relay and the TED Program. TAM has seen significant improvements with the quality and quantity of information provided to consumers by their telecommunications provider.

In September through November 2009, Minnesota Relay ran a Public Service Announcement (PSA) to increase awareness of CapTel relay service and telephone equipment. The entire cost for the production and airtime of the CapTel PSA was paid by Sprint.

The PSA was very successful as it was able to reach a large demographic throughout Minnesota. Minnesota's CapTel minutes-of-use increased **58 percent** from September

through December 2009. In addition, the TED Program distributed **417** CapTel phones during this same timeframe.

Telephone Equipment Distribution (TED) Program

In 2009, the TED Program served 1,638 new participants, 3,897 repeat participants, and provided information and referrals to 1,266 consumers. Program specialists conducted 109 presentations and staffed booths at 42 expos, fairs, and other events. In total, the TED program distributed 4,837 telecommunications devices this year.

Consumers with communications disabilities desire mobile telecommunications and equipment that incorporate modern technologies. In September 2009, the TED Program began a two-year wireless telecommunications equipment pilot in which eligible program participants may apply for a Blackberry Curve, Sanyo Katana, or Jitterbug. Participants receive the wireless equipment free-of-charge, but must pay the monthly service plan charge themselves. At the end of the two-year wireless pilot the TED Program will evaluate its success (cost, benefits, difficulties, and consumer interest) to determine the suitability of adding various wireless telecommunications equipment to the program.

TAM Fund

In addition to Minnesota Relay and the TED Program, three additional programs receive funding via the TAM surcharge assessed on each wired and wireless telephone access line in Minnesota: The Department of Employment and Economic Development - Accessible News for the Blind (DEED-ANB) program has a maximum annual budget of \$100,000, the Department of Human Services (DHS) - Rural Real-time Captioning program has a maximum annual budget of \$300,000, and the Commission of Deaf, DeafBlind and Hard of Hearing Minnesotans (MCDHH) receives \$300,000 annually.

In addition to the above programs, a State Video Franchising Study and a Broadband Mapping Project received one-time appropriations from the TAM Fund in FY 2009.

Fiscal Year 2009 TAM Fund

Revenues:

- Surcharge revenue collected: \$4,701,291.64
- Account interest earned: \$65,969.65

Expenditures:

- TAM Administration: \$132,303.43
- CSD Contract: \$2,708,418.14
- TED Program: \$1,610,000.67
- DHS – Rural Real-time Captioning: \$231,702.64
- DEED-ANB: \$96,101.49
- MCDHH: \$300,000.00
- State Video Franchising Study: \$74,698.62
- Broadband Mapping Project: \$163,982.00

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 [TED] 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 64.606, and Minnesota Statute § 237.50 – 237.56.

The 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.

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 DOC, 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) and Sprint Communications Company, LP (Sprint) for TRS. CSD's contract was for the provision of management, human resources and outreach components for Minnesota Relay.

Sprint's contract was for the provision of the call center facility, equipment and 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.

In April 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 states and jurisdictions in which Sprint and CSD are TRS providers. The Moorhead center currently employs 85 full-time and 72 part-time staff. *In 2009, the Moorhead center processed a total of 3,143,747 relay calls; 406,705 of those calls were for Minnesota consumers.*

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 (ANB) 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 Commission of Deaf, DeafBlind and Hard of Hearing Minnesotans¹ (MCDHH), to be used for operational expenses. MCDHH is a governor appointed commission that advocates for equality of opportunity for Minnesotans who are deaf, deaf/blind, and hard of hearing. 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.

In 2008, the Minnesota Legislature passed legislation allowing for two one-time direct appropriations from the TAM Fund: \$85,000 for a State Video Franchising study and \$175,000 for a Broadband Mapping project.

In 2009, the Minnesota Legislature passed legislation allowing for three \$100,000 one-time direct appropriations from the TAM Fund: Office of Enterprise Technology - Technology Accessibility & Usability, Legislative Coordinating Commission - Captioning of Live Streaming of Legislative Sessions, and MCDHH – American Sign Language Web Site Content.

TELECOMMUNICATIONS ACCESS MINNESOTA (TAM)

TAM Administration

DOC-TAM administers the TAM Fund and manages vendor contracts and interagency agreements. 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.

¹ Effective August 1, 2008, the Minnesota Legislature passed legislation to change the name of the Minnesota Commission Serving Deaf and Hard-of-Hearing People to the Commission of Deaf, DeafBlind and Hard of Hearing Minnesotans. The commission will continue to use the MCDHH initialism.

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. Unlike the 9-1-1 surcharge, the TAM surcharge is not currently collected from customers of packet based telecommunications service providers.

TAM surcharge revenue is deposited into a dedicated account. The surcharge is capped at 20 cents per access line. If the TAM Fund balance falls below a level capable of supporting all TAM Fund programs, expenditures for the Accessible News for the Blind and Rural Real-time Captioning programs will be reduced on a pro rata basis and funding for Minnesota Relay and the TED Program will be fully funded. When the TAM Fund returns to a level capable of fully funding all programs, financing for the Accessible News for the Blind and Rural Real-time Captioning programs will be reinstated.

Minnesota's Telecommunications Relay Services (TRS) program observes all jurisdictional separation of costs as required by 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 the TAM Fund. 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.²

In May 2009, the PUC approved DOC-TAM's fiscal year 2010 Budget and Surcharge Recommendations. The PUC accepted DOC-TAM's recommendation to continue the surcharge at \$0.06 for fiscal year 2010, which will support funding for all TAM Fund programs and will maintain an adequate reserve for operating expenses.

Population Served

TAM and the TED Program serve Minnesotans who have a hearing, speech, physical, or dual sensory disability that makes 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

² 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).

level of quality, and provide the same features and options as the telecommunications services and equipment available to consumers without hearing, speech 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 distribute 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 Carriers Regarding Public Access to Information

TAM continues to take an aggressive approach to ensure that all telecommunications providers serving Minnesota consumers are in compliance with Minnesota Rule 7812.1000 and 47 C.F.R. § 64.604(c)(3) requiring annual notices to customers regarding Minnesota Relay and the TED Program.

Minnesota Rule 7812.1000 requires that local service providers must provide their customer, at least annually, with a notice of customer rights. The notice must include information on “hearing impaired” services.

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.”

DOC-TAM annually sends a letter and compliance form to Minnesota telecommunications providers reminding them that they must comply with state and/or federal regulations requiring notices to customers regarding Minnesota Relay and TED Program (see [Appendix A](#)). In an effort to reduce costs and be “eco friendly” DOC-TAM sends the reminder letters out via e-mail and requires providers to remit proof of compliance electronically via e-Filing. (Note: Due to issues extracting necessary carrier information from the new eAssessment application, TAM was unable to send the letter and compliance form to providers as scheduled in December 2009. The letter and compliance form were placed on our Web site for providers to access, and the mailing will be sent as soon as eAssessment issues have been resolved.)

To demonstrate compliance, carriers e-File their compliance form and copies of information distributed to their customers. By requiring carriers to submit a compliance form and documentation, DOC-TAM is able to determine which carriers are not in compliance, either because they are not publicizing the required information on Minnesota Relay and TED Program services, or because they are publicizing outdated and incorrect information.

Carriers have access to the most current information and forms via the Minnesota Relay Web site: www.mnrelay.org.

CapTel Public Service Announcements

In 2009, Minnesota Relay ran a Public Service Announcement (PSA) to increase awareness of CapTel relay service and telephone equipment. The PSA ran the weeks of September 14, September 21, October 12, October 19, November 9, and November 16, and aired during popular daytime shows such as Ellen and Oprah, as well as during ABC, CBS and NBC news programs. In total, the CapTel PSA aired 1,383 times.

(See [Appendix B](#) for the Minnesota Relay CapTel PSA media buy schedule.)

The PSA was very successful as it was able to reach a large demographic throughout Minnesota. Minnesota’s CapTel minutes-of-use increased **58 percent** from September through December 2009. In addition, the TED Program distributed **417** CapTel phones during this same timeframe.

The entire cost for the production and airtime of the CapTel PSA was paid by Sprint.

Anticipated TRS Platform Enhancements in 2010

No TRS platform enhancements are scheduled for release in 2010.

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.
- **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 more 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 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 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** – allows the CA to transfer a caller to another form of relay service (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.
- **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 Gated Calling** – Minnesota Relay has dedicated VCO and two-line VCO toll-free 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.
- **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 2009, Minnesota Relay averaged 62,985 calls per month: 30,588 traditional³ relay calls, 935 Speech-to-Speech calls, and 31,462 CapTel calls. The following Minnesota Relay call charts can be found in **Appendix C**:

- 2001 – 2009 Minnesota Relay Call Volume
- 2009 Minnesota Relay Conversation Minutes by Type
- 2009 Minnesota Relay Traditional TRS Conversation Minutes
- 2009 Minnesota Relay Speech-to-Speech Conversation Minutes
- 2009 Minnesota Relay CapTel Conversation Minutes

Minnesota Relay’s traditional TRS call volume has been decreasing for the past seven years. This decline can primarily be attributed to the increasing reliance on e-mail and text messaging as communication resources, the introduction of CapTel in 2003, and the introduction of a number of Internet-based relay services since 2002. The use of CapTel and Internet-based relay services is growing. The combined use of all forms of relay services (those reimbursed by state funds combined with relay services reimbursed through the Interstate TRS Fund) has remained steady in the past few years. **Appendix D** includes two charts demonstrating trends in the forms of relay services used by Minnesota consumers.

³ Traditional TRS includes TTY, VCO, HCO, and Spanish forms of relay services. Traditional TRS *does not* include STS relay.

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 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), 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 guarantees 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 TRS⁴. 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, 54 percent of Minnesota Relay calls are 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

⁴ 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.

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 E](#) for emergency call statistics.)

Minnesota Relay processes approximately 20 emergency 9-1-1 calls each month. Of these, 78 percent of the calls are for consumers who misdialed 7-1-1 instead of 9-1-1. The remaining 22 percent are for actual relay users. In 2009, 242 emergency calls, for a total of 1,107 session⁵ minutes, were relayed or monitored by Minnesota Relay.

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 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.

⁵ A session minute is the total elapsed time between when the CA connects to an inbound Minnesota Relay call until the CA is disconnected from both the inbound and outbound party. This includes incomplete calls (busy, no answer, or wrong number) that do not reach the intended called party, and includes the set-up and wrap-up time of the call.

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.⁶

- Person with a hearing or speech disability may not have access to a TTY during an emergency situation.

Speed of Answer

Minnesota Relay meets the FCC mandatory minimum standard for TRS speed of answer (FCC 47 C.F.R. § 64.604), 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 90 percent of Minnesota Relay calls be answered within 10 seconds. In 2009, Minnesota Relay’s average speed of answer was 1.1 seconds, and the average service level was 96 percent (see **Appendix F** 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

47 C.F.R. § 64.604 (b)(3) 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.”

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 via a Customer Preference form, or if the user’s preferred 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

⁶ 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.

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 G** 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 2009, Minnesota Relay received complaints on less than 0.01 percent of relay calls – 755,825 calls were relayed and 25 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 (800-676-3777), or the FCC (888-225-5322 voice, 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 47 C.F.R. § 64.605(c)(1)(ii).

In the event that DOC-TAM and the TRS 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.⁷

⁷ 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 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 to American Sign Language I class students.
- Staffing a booth at exhibitions, seminars, and the Minnesota State Fair (16,000 people visited the Minnesota Relay booth during the 2009 State Fair).
- Conducting one-on-one training sessions for individuals who are having trouble using specialized telephone equipment, such as a TTY, CapTel, or VCO telephone.
- Conducting "drop-in" visits at organizations that serve persons with hearing, speech or physical disabilities.
- Conducting Business Partner presentations (educating businesses on Minnesota Relay services and training employees on how to place and receive Minnesota Relay calls).

Outreach presentations vary depending on audience needs. A typical presentation consists of an introduction to relay, a demonstration of equipment, instruction on how to place and receive a Minnesota Relay call, distribution of relay brochures and related materials, and time for the participants to ask questions.

When presenting to an audience of persons who are deaf, hard of hearing or speech disabled, more time is spent detailing the forms of relay services and features that may meet the outreach participant's specific needs.

In 2009, the CRO staff performed 386 outreach activities reaching 22,773 Minnesotans.

Reports containing the CRO's outreach efforts are compiled monthly and forwarded to the TAM administrator. The CRO's monthly outreach summaries for 2009 are provided in **Appendix H**.

Minnesota Relay outreach materials include:

- Minnesota Relay Brochure
- Speech-to-Speech Brochure
- CapTel Brochure

- Voice Carry Over Brochure
- Hearing Carry Over Brochure
- Minnesota Relay Bookmarks
- CapTel Magnifier Bookmarks
- Minnesota Relay/TED Program Jar Openers
- 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-DHHS) 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. In addition, a CRO staff person attends a minimum of one DHHS Advisory Committee meeting per region, per year.

TELEPHONE EQUIPMENT DISTRIBUTION PROGRAM

The Telephone Equipment Distribution Program (TED Program) is responsible for distributing specialized telecommunications devices to income eligible Minnesotans, informing the public of services available through the program, and providing training for the use of distributed equipment.

The TED Program is administered through an interagency agreement between DHS-DHHS and DOC-TAM. DHHS 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 DHHS 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)
- Wireless Devices (2 year pilot program)

Program Outreach

DHHS is responsible for the promotion of TED Program services. TED Program specialists conducted much of their outreach by traveling to client homes 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 of the complexity of the device helps eliminate apprehension and mistrust, and results in a more personal, relaxed, and productive experience for the consumer.

A large portion of people with hearing loss – 43 percent – are 65 years of age or older. It is expected that by age 65 one out of three people will 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.

2009 outreach efforts included:

- 109 presentations to groups of professionals and potential consumers.
- 42 booths at health fairs and senior expos for potential consumers and professionals.
- A CapTel PSA that aired in September – November 2009.
- Advertisements in various newspapers and print publications such as the Best of Times, Access Press, Mankato Free Press, Good Age, Rochester Post Bulletin, Star Active Boomers, Rochester Today magazine, Twin Cities Senior Housing Guide, Grandparent Times, Minnesota Health Care News, and National Social Workers Association newsletter.
- Advertisements placed at 32 locations of Coburn’s/Cashwise pharmacies.
- Postcard mailer and promotional bags.
- Networking at various expos and professional conferences, such as the Minnesota Senior Networking group.
- Mass e-mails to numerous service professionals and agencies; brochures and applications were distributed to those who responded and requested materials. Agencies included: Allina Services, Home and Community Care, MN Legion Auxiliary members, MN Social Service Administrators, and Accessibility Space, Inc.
- Mass mailing to churches, audiologists, health care facilities, hospices, home care providers, nursing homes, hospitals, MN state regional coordinators for Senior Corps, Grandparent and Volunteer United programs, Onsite Care, school guidance counselors, and school nurses.

- Five thousand applications were sent to Lutheran Social Services and Meals on Wheels in Northwest and Central MN.
- Information about the TED Program was included in all literature distributed by DHHS.

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 1998-2009.

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
2008	1,566	1,820
2009	1,638	2,728

The TED Program provides **repeat** service to equipment recipients who need further assistance after equipment is initially provided to them. Program participants often contact the TED Program to receive additional training, repair/replacement of equipment, or to exchange equipment because their communication needs have changed (e.g. a person’s hearing deteriorates and the equipment they initially received no longer meets their needs).

This year the TED Program served 1,638 new participants and 3,879 repeat participants. TED Program specialists also provided information and referrals to 1,266 consumers and agencies, *for a total of 6,801 Minnesotans receiving service in 2009.*

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 types of equipment distributed. The charts provided in **Appendix I** demonstrate 2009 TED Program activities.

Population Served

The TED Program serves a wide range of individuals with a variety of communication needs. *Currently, the oldest TED Program participant is 104 years of age, and the youngest is age 5.* The average consumer served is female, 80 years old, and hard of hearing. In 2009, 64 percent of TED Program participants were female and 62 percent lived outside of the seven-county metropolitan area. Eighty percent of TED Program participants are hard of hearing, 3 percent are deaf, 3 percent are physically disabled, and 14 percent have other disabilities.

In recent years, the TED Program has been utilized by more clients with multiple disabilities. In 2009, 16 percent of TED Program participants had two or more disabilities, such as a speech and physical disability or a loss of hearing and vision.

Future TED Program Operations

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 continually re-evaluate the needs of the consumers it serves and analyze the types of equipment available to best meet those needs.

Wireless Pilot

In September 2009, the TED Program implemented a two-year wireless telecommunications equipment pilot. The intent of the pilot is to evaluate the demand for wireless telecommunications equipment in both the deaf and hard-of-hearing communities. The TED Program will evaluate the barriers and benefits of the pilot in order to develop a successful wireless device category for the program.

Three types of devices will be distributed during the pilot: Sprint Blackberry Curve, Sprint Sanyo Katana LX, and the Jitterbug J (a large button, simple cell phone). The TED Program provides the device at no cost to eligible Minnesotans, while the client is responsible to pay the monthly service plan charges. Up to 150 wireless devices will be distributed during the pilot.

Special Needs Clients

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. In recent years there has been an increase in providing equipment to consumers with multiple disabilities. Examples of equipment distributed include cordless speakerphones and modifying standard devices with adapters and switches.

FY 2009 & FY 2010 REVENUES AND EXPENDITURES

BUDGET SUMMARY	FY 2009 Actual	FY 2010 Budgeted
REVENUE		
Surcharge Revenue Per Subscriber Line (\$0.06 in FY 2009 & FY 2010)	\$ 4,701,291.64	\$ 4,665,870.00
TAM Fund Interest	\$ 65,969.65	\$ 35,876.00
Total TAM Fund Revenue	\$ 4,767,261.29	\$ 4,701,746.00
EXPENDITURES		
TAM Administration Funding	\$ (132,303.43)	\$ (168,750.00)
CSD (Minnesota Relay) Funding	\$ (2,708,418.14)	\$ (3,200,000.00)
DHS-TED Program Funding	\$ (1,610,000.67)	\$ (1,629,600.00)
DHS-Rural Real-time Captioning Funding	\$ (231,702.64)	\$ (285,900.00)
DEED-Accessible News for the Blind Funding	\$ (96,101.49)	\$ (100,000.00)
Commission of Deaf, Deaf-blind & Hard-of-Hearing Minnesotans (MCDHH)	\$ (300,000.00)	\$ (300,000.00)
State Video Franchising Study (One Time Appropriation)	\$ (74,698.62)	\$ -
Broadband Mapping Project (One Time Appropriation)	\$ (163,982.00)	\$ -
Office of Enterprise Technology - Technology Accessibility & Usability (One Time Appropriation)	\$ -	\$ (100,000.00)
Legislative Coordinating Commission - Captioning of Live Streaming of Legislative Sessions (One Time Appropriation)	\$ -	\$ (100,000.00)
MCDHH - ASL Web Site Content (One Time Appropriation)	\$ -	\$ (100,000.00)
Total TAM Fund Expenditures	\$ (5,317,206.99)	\$ (5,984,250.00)

REVENUE VS. EXPENDITURES	\$ (549,945.70)	\$ (1,282,504.00)
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STATEMENT OF TAM FUND BALANCE	FY 2009 Actual	FY 2010 Budgeted
TAM Fund Balance at Beginning of Fiscal Year	\$ 3,060,200.87	\$ 2,510,255.17
TAM Fund Revenue	\$ 4,767,261.29	\$ 4,701,746.00
Return of DHS-TED Program Cash Advance (June)	\$ 200,000.00	\$ 200,000.00
TAM Fund Expenditures	\$ (5,317,206.99)	\$ (5,984,250.00)
DHS-TED Program Cash Advance (July)	\$ (200,000.00)	\$ (200,000.00)
TAM Fund Balance at Close of Fiscal Year	\$ 2,510,255.17	\$ 1,227,751.17

APPENDICES

APPENDIX A



85 7th Place East, Suite 500
St. Paul, Minnesota 55101-2198
www.commerce.state.mn.us
651.296.4026 FAX 651.296.1959
An equal opportunity employer

Minnesota Telecommunications Providers,

This letter serves as a reminder that telecommunications providers – **including Interconnected VoIP service providers and wireless service providers** – must comply with state and/or federal regulations requiring notices to customers regarding Minnesota Relay (Telecommunications Relay Services) and the Minnesota Telephone Equipment Distribution (TED) Program.

Please see the attached sheet detailing the requirements for Minnesota Local Service Providers, the requirement for Interconnected VoIP Service Providers and Wireless Service Providers, and information on which telecommunications providers are exempt from state and federal regulations requiring notices to customers.

Information on Minnesota Relay and the TED Program is available on our Web site at: www.mnrelay.org (click on *Telecommunications Providers*). **Please use the “Sample Notice”, or the “Information to Include In Customer Annual Notices” in your telephone directories, bill inserts and newsletters.**

As a demonstration of compliance with Minnesota Rule 7812.1000 and 47 C.F.R. § 64.604(c)(3) all telecommunications providers – **including interconnected VoIP service providers and wireless service providers** – must complete the enclosed compliance form and submit it and any attachments via the electronic filing system at: <https://www.edockets.state.mn.us/EFiling/home.jsp>. Please file under Docket Number: 09-1271 and select Document Type: Other.

In order to submit a document using the eFiling application, you must be a registered user. To register, go to the eFiling Web page and click on *Request Registration*. Allow at least 24 hours to receive a user ID and password. For information on how to use the eFiling system, please contact Jan Mottaz at 651-296-7100 or Jan.Mottaz@state.mn.us.

Telecommunications providers **who are exempt** from state *and* federal regulations requiring notices to customers regarding Minnesota Relay (Telecommunications Relay Services) and the TED Program **must still complete the compliance form** and indicate the reason for exemption.

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 providers for their past and future cooperation.

Sincerely,

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

Rochelle Renee Garrow, TAM Administrator
Phone: 651-297-8941 / E-mail: rochelle.garrow@state.mn.us

Requirements for Annual Notices to Customers Regarding Minnesota Relay (Telecommunications Relay Services) and the Minnesota Telephone Equipment Distribution (TED) Program

As a demonstration of compliance with Minnesota Rule 7812.1000 and/or 47 C.F.R. § 64.604(c)(3) all telecommunications providers – **including interconnected VoIP service providers and wireless service providers** – must **annually** complete a compliance form and submit it to DOC-TAM along with any required copies of materials.

Requirements for Minnesota Local Service Providers

Minnesota Rule 7812.1000; Annual Notice of Customers Rights

At the time service is initiated, at least annually thereafter, and upon customer request, a local service provider (LSP) shall provide customers with a summary, in plain language, of the rights and obligations of customers as provided in items A to D.

A. The notice must describe the complaint procedures available through the LSP and the commission, and must indicate that the customer can contact the commission if dissatisfied with the local service provider's resolution of the customer's complaint. The notice must specify the current address and the local and toll-free telephone numbers of the commission's Consumer Affairs office.

B. The notice must describe the customer's rights regarding the payment of bills, disconnection of service, privacy, deposits, low-income assistance, **hearing-impaired programs**, and blocking options.

C. The notice must summarize the commission's service quality standards and the remedies available to customers for failure to meet those standards.

D. The notice must specify the price and service options as required by Minnesota Statutes, section 237.66.

47 C.F.R. § 64.604(c)(3); Public Access to Information

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.

Note: Minnesota Rule 7812.0600 requires local service providers to provide all of its customers, as part of its local service offering, with one white pages directory per year for each local calling area (which may include more than one local calling area). Therefore, as all local service providers are required to provide their customers with a telephone directory, you must ensure that the telephone directory includes information on the availability and use of all forms of TRS (Minnesota Relay services).

Requirement for Interconnected VoIP Service Providers and Wireless Service Providers with Minnesota Customers

47 C.F.R. § 64.604(c)(3); Public Access to Information

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.

Note: 47 C.F.R. § 64.601 (b) states: “For purposes of this subpart, all regulations and requirements applicable to common carriers shall also be applicable to providers of interconnected VoIP services.”

Exempt Providers

Telecommunications providers who are exempt from **state and federal** regulations requiring notices to customers include those that:

- do not have retail end-users/local subscribers
- only provide dedicated (point-to-point) service.
- only offer DSL.
- are not currently operating in Minnesota (i.e. do not have any residential or business telecommunications customers in Minnesota).

Exempt providers ***must still annually complete the compliance form*** and indicate the reason for exemption.

12/2009

Compliance Form for Annual Notices to Customers

As a demonstration of your provider's compliance with Minn. Rule 7812.1000 regarding annual notice of customer rights and/or FCC 47 C.F.R. § 64.604(c)(3) regarding public access to information, please submit this form and any attachments via the electronic filing system at: <https://www.edockets.state.mn.us/EFiling/home.jsp>.

File under Docket Number: **09-1271** and select Document Type: **Other**.

Company Information			
Company Identification Number: U-			
Company Name:			
DBA (in MN)			
Address 1:			
Address 2:			
City:		State:	
		Zip:	

Minnesota Regulatory Contact Information	
Contact Name:	
Company Name:	
E-mail Address:	
Phone Number:	

Mark the appropriate box for provider type and furnish proof of fulfillment of requirement(s).
<input type="checkbox"/> We are a local service provider
<p>You must annually provide Minnesota Relay and Minnesota Telephone Equipment Distribution (TED) Program information to your customers.</p> <p>Date this information was distributed to your customers: Month: <input style="width: 50px;" type="text"/> Year: <input style="width: 50px;" type="text"/></p>
<p>You must also include information on the availability and use of all forms of Minnesota Relay services in the telephone directory provided to your customers.</p> <p>Date telephone directory was distributed to your customers: Month: <input style="width: 50px;" type="text"/> Year: <input style="width: 50px;" type="text"/></p>
<p>* Please attach a copy of your most recent annual notice to customers (bill insert, newsletter, etc.) and a copy of the telephone directory page(s) that contain information on Minnesota Relay and the TED Program.</p>

<input type="checkbox"/> We are an interconnected VoIP service provider or a Wireless service provider
<p>You must annually publicize Minnesota Relay information in a bill insert or newsletter to your customers.</p> <p>Date this information was distributed to your customers: Month: <input style="width: 50px;" type="text"/> Year: <input style="width: 50px;" type="text"/></p>
<p>If you distribute a telephone directory you must include information on the availability and use of all forms of Minnesota Relay services.</p> <p>Date telephone directory was distributed to your customers: Month: <input style="width: 50px;" type="text"/> Year: <input style="width: 50px;" type="text"/></p>
<p><input type="checkbox"/> We do not distribute a telephone directory.</p>
<p>* Please attach a copy of your most recent annual notice to customers (bill insert, newsletter, etc.) and a copy of your telephone directory page(s) that contain information on Minnesota Relay.</p>

<input type="checkbox"/> We are exempt from the annual notice requirement and the directory requirement because:
<input type="checkbox"/> We do not have any retail end-users/local subscribers
<input type="checkbox"/> We only provide dedicated (point-to-point) service
<input type="checkbox"/> We only offer DSL
<input type="checkbox"/> We are not currently operating in Minnesota (i.e. do not have any residential or business telecommunications customers in MN).
<input type="checkbox"/> Other (explain): <input style="width: 400px;" type="text"/>

APPENDIX B

Minnesota Relay - CapTel PSA Media Buy
September 14 - November 22, 2009

Duluth												
KBJR NBC 6	Date/Time	# Spots	Sep 14	Sep 21	Sep 28	Oct 05	Oct 12	Oct 19	Oct 26	Nov 02	Nov 09	Nov 16
Newscenter Today	MF 6a-7a	18	3	3			3	3			3	3
Today Show	MF 7a-9a	30	5	5			5	5			5	5
Jeopardy	MF 4:30p-5p	18	3	3			3	3			3	3
Newscenter at Five	MF 5p-5:30p	15	3	2			3	2			3	2
Bonus Spots	M-Su 5a-1a	81	14	13			14	13			14	13
		162										

KDLH CBS 3												
	Date/Time	# Spots	Sep 14	Sep 21	Sep 28	Oct 05	Oct 12	Oct 19	Oct 26	Nov 02	Nov 09	Nov 16
Oprah	MF 4p-5p	30	5	5			5	5			5	5
Bonus spots	MSu 5a-1a	30	5	5			5	5			5	5
		60										

WDIO ABC 10												
	Date/Time	# Spots	Sep 14	Sep 21	Sep 28	Oct 05	Oct 12	Oct 19	Oct 26	Nov 02	Nov 09	Nov 16
Good Morning Northland	M-F 6a-7a	18	3	3			3	3			3	3
Good Morning America	M-F 7a-9a	24	4	4			4	4			4	4
Regis & Kelly	M-F 9a-10a	12	2	2			2	2			2	2
The View	M-F 10a-11a	18	3	3			3	3			3	3
Ellen	MF 4p-5p	18	3	3			3	3			3	3
Non-for-Profit Bonuses	MF 6a-5p	90	15	15			15	15			15	15
		180										

Duluth Market Total 402

Mankato												
KEYC CBS 12	Date/Time	# Spots	Sep 14	Sep 21	Sep 28	Oct 05	Oct 12	Oct 19	Oct 26	Nov 02	Nov 09	Nov 16
CBS Morning News	MF 6:30a-7a	18	3	3			3	3			3	3
Early Show	MF 7a-9a	30	5	5			5	5			5	5
Ellen	MF 9a-10a	18	3	3			3	3			3	3
Noon News	MF 12p-12:30p	18	3	3			3	3			3	3
Dr. Phil	MF 3p-4p	18	3	3			3	3			3	3
Oprah	MF 4p-5p	18	3	3			3	3			3	3
CBS Evening News	MF 5:30p-6p	18	3	3			3	3			3	3
Bonus spots	MSu 5a-1a	72	12	12			12	12			12	12
		210										

Makato Market Total 210

Minneapolis												
KSTP ABC 5	Date/Time	# Spots	Sep 14	Sep 21	Sep 28	Oct 05	Oct 12	Oct 19	Oct 26	Nov 02	Nov 09	Nov 16
Good Morning America	M-F 7a-9a	30	5	5			5	5			5	5
Good Morning America :05 BB	M-F 7a-9a	12	2	2			2	2			2	2
Regis & Kelly	M-F 9a-10a	30	5	5			5	5			5	5
The View	M-F 10a-11a	30	5	5			5	5			5	5
Midday News	M-F 11a-12p	30	5	5			5	5			5	5
Midday News :05 BB	M-F 11a-12p	12	2	2			2	2			2	2
Twin Cities Live	MF 3p-4p	30	5	5			5	5			5	5
Who Wants to be a Millionaire	MF 4-4:30p	30	5	5			5	5			5	5
EW News at 4:30pm	MF 4:30p-5p	30	5	5			5	5			5	5
EW News at 4:30pm :05 BB	MF 4:30p-5p	12	2	2			2	2			2	2
EW News at 5pm	MF 5p-5:30p	30	5	5			5	5			5	5
EW News at 5pm :05 BB	MF 5p-5:30p	12	2	2			2	2			2	2
Non-for-Profit Bonuses	M-Su 5a-1a	120	20	20			20	20			20	20
		408										

KARE NBC 11												
	Date/Time	# Spots	Sep 14	Sep 21	Sep 28	Oct 05	Oct 12	Oct 19	Oct 26	Nov 02	Nov 09	Nov 16
KARE 11 Sunrise	MF 6a-7a	18	3	3			3	3			3	3
Today Show	MF 7a-9a	18	3	3			3	3			3	3
Today Show 2	MF 9a-10a	18	3	3			3	3			3	3
KARE 11 News	MF 4p-4:30p	18	3	3			3	3			3	3
Jeopardy	MF 4:30p-5p	30	5	5			5	5			5	5
Bonus Weight	M F 5a-6p	78	13	13			13	13			13	13
		180										

WCCO CBS 4												
	Date/Time	# Spots	Sep 14	Sep 21	Sep 28	Oct 05	Oct 12	Oct 19	Oct 26	Nov 02	Nov 09	Nov 16
WCCO News at 6am	MF 6a-7a	18	3	3			3	3			3	3
The Early Show	MF 7a-9a	25	5	4			4	4			4	4
Ellen	MF 9a-10a	24	4	4			4	4			4	4
Price is Right	MF 10a-11a	16	3	3			3	2			3	2
Noon News	MF 12p-12:30p	12	2	2			2	2			2	2
Dr. Phil	MF 3p-4p	16	3	3			3	2			3	2
Oprah	MF 4p-5p	18	3	3			3	3			3	3
Dr. Phil/Oprah	MF 3p-5p	10	2	2			2	1			2	1
WCCO News at 5pm	MF 5p-5:30p	24	4	4			4	4			4	4
Bonus spots	M-Su 5a-1a	10	2	1			2	2			2	1
Bonus spots	MF 6a-6p	10	2	1			2	2			2	1
		183										

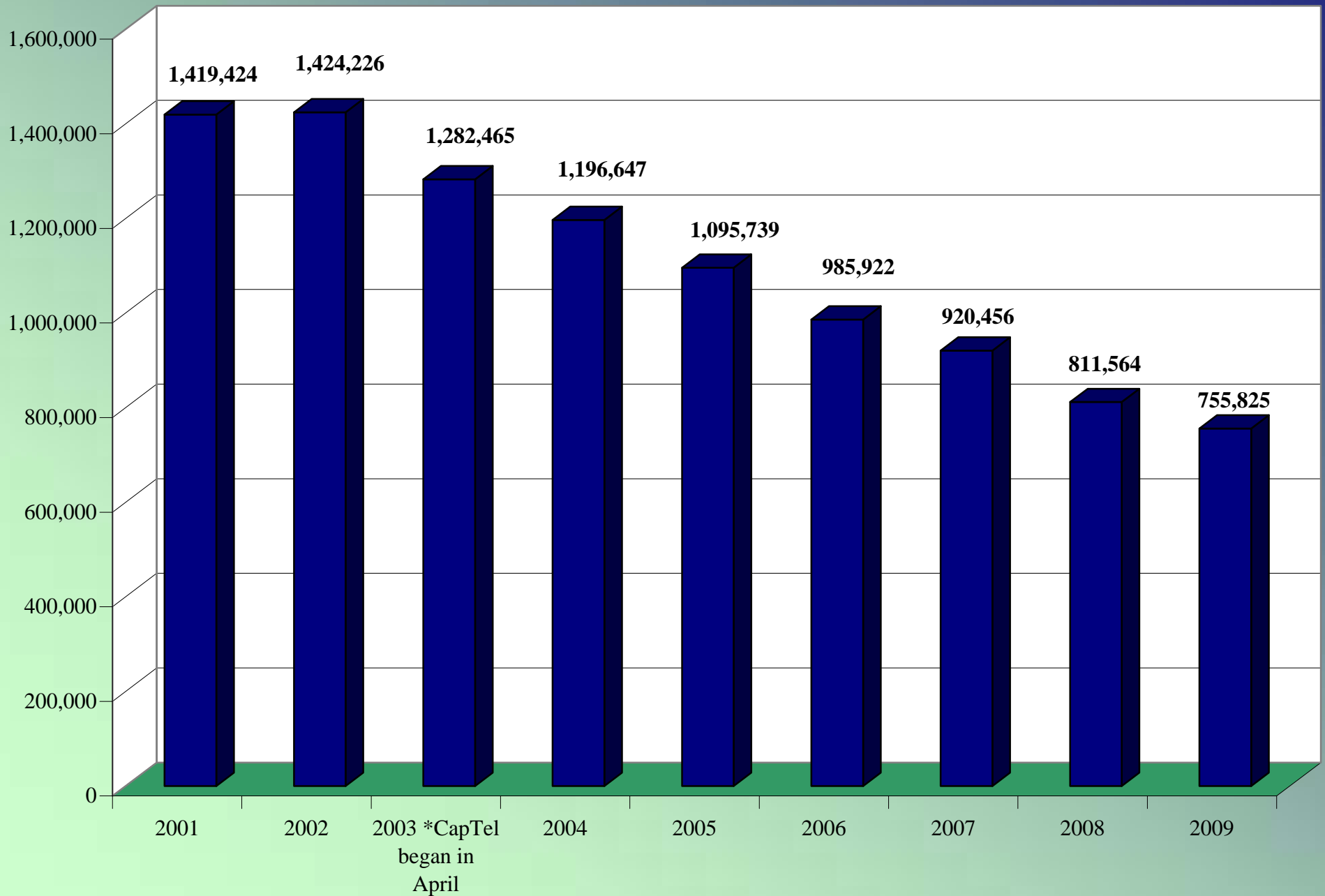
Total for Minneapolis Market 771

Grand Total for all Markets 1383

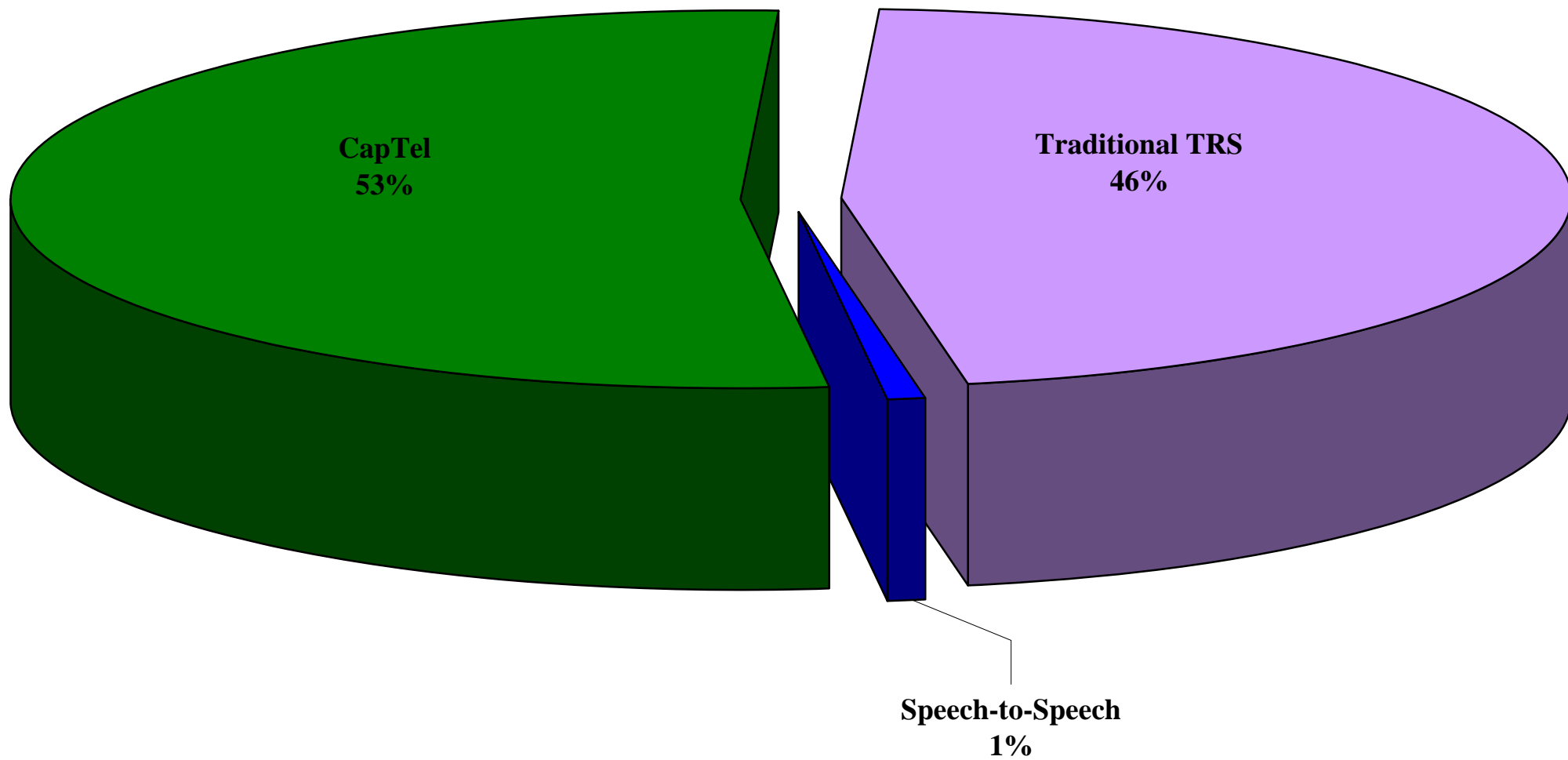
APPENDIX C

2001 - 2009 Minnesota Relay Call Volume

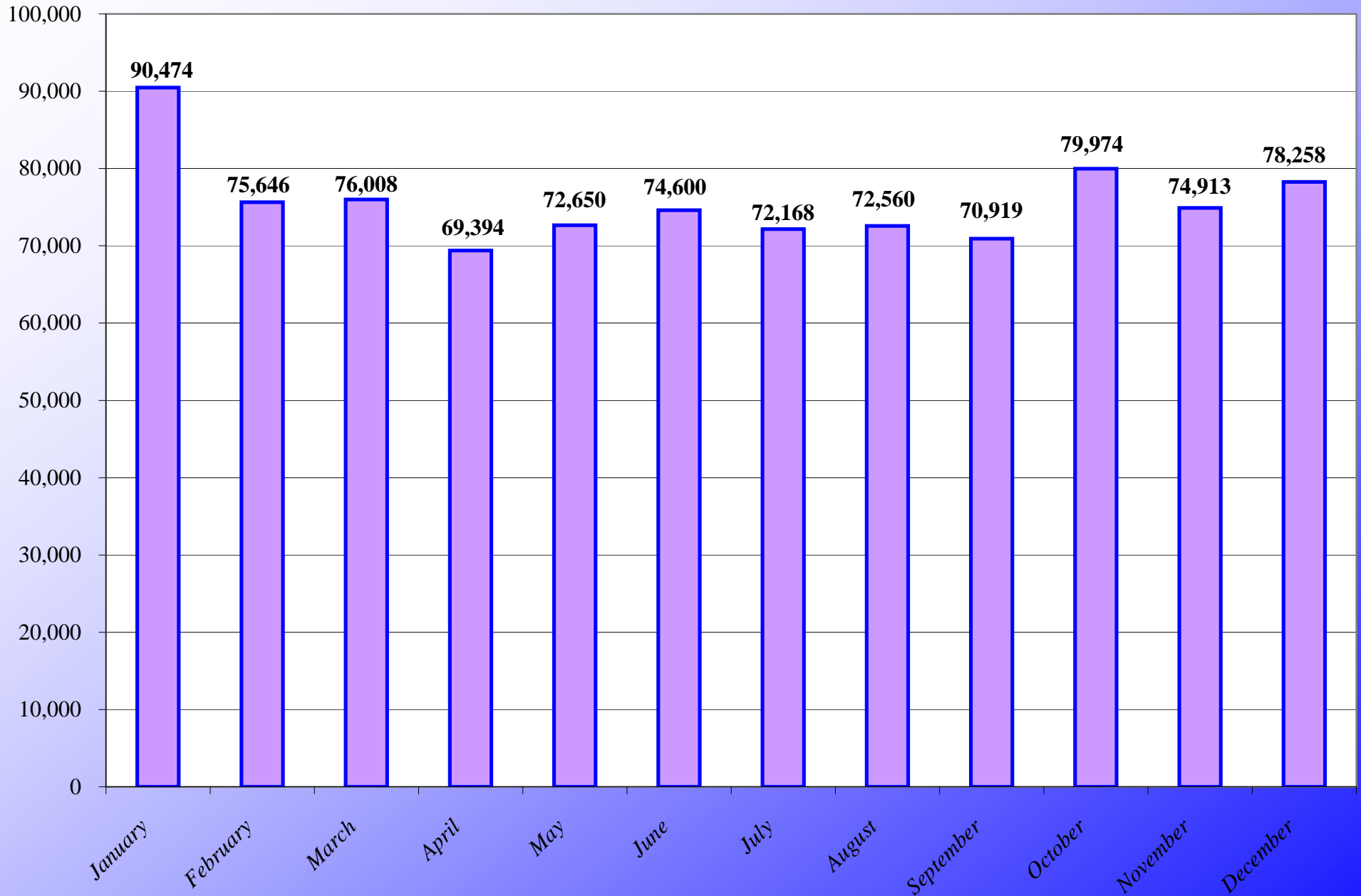
(total number of Traditional TRS, STS, and CapTel calls)



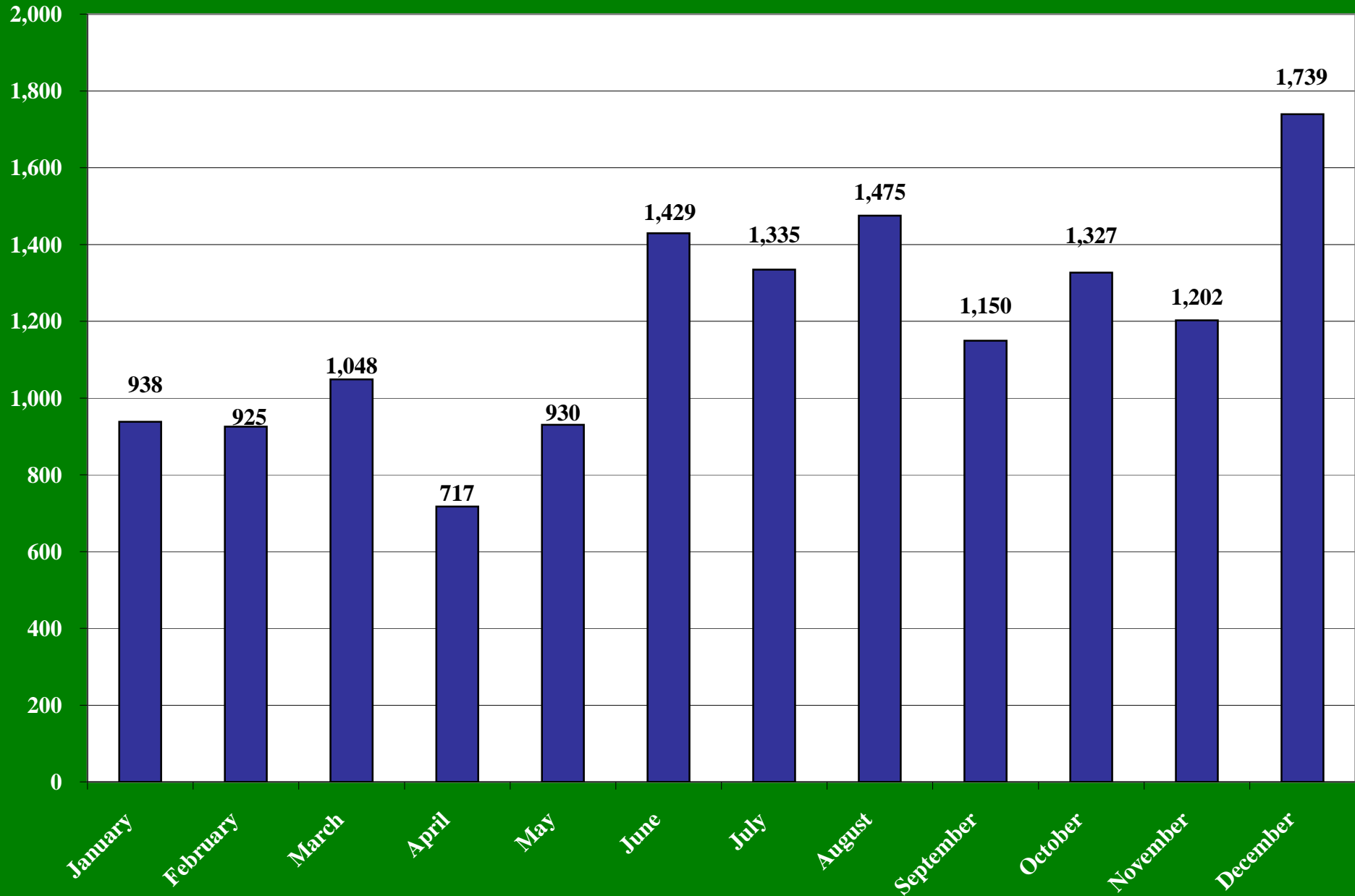
Minnesota Relay 2009 Conversation Minutes by Type



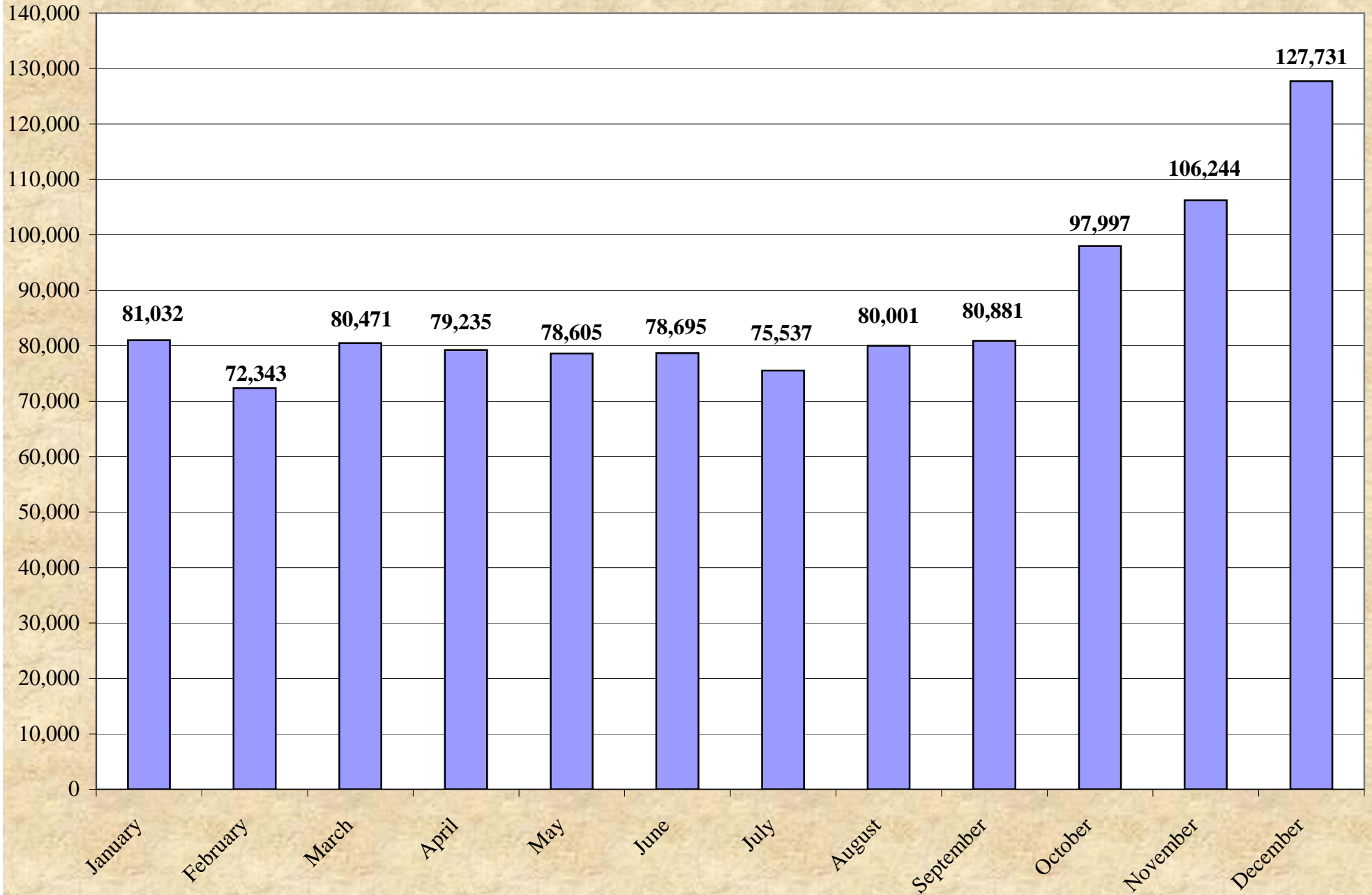
2009 Minnesota Relay Traditional TRS Conversation Minutes (TTY, VCO, HCO & Spanish)



2009 Minnesota Relay Speech-to-Speech Conversation Minutes

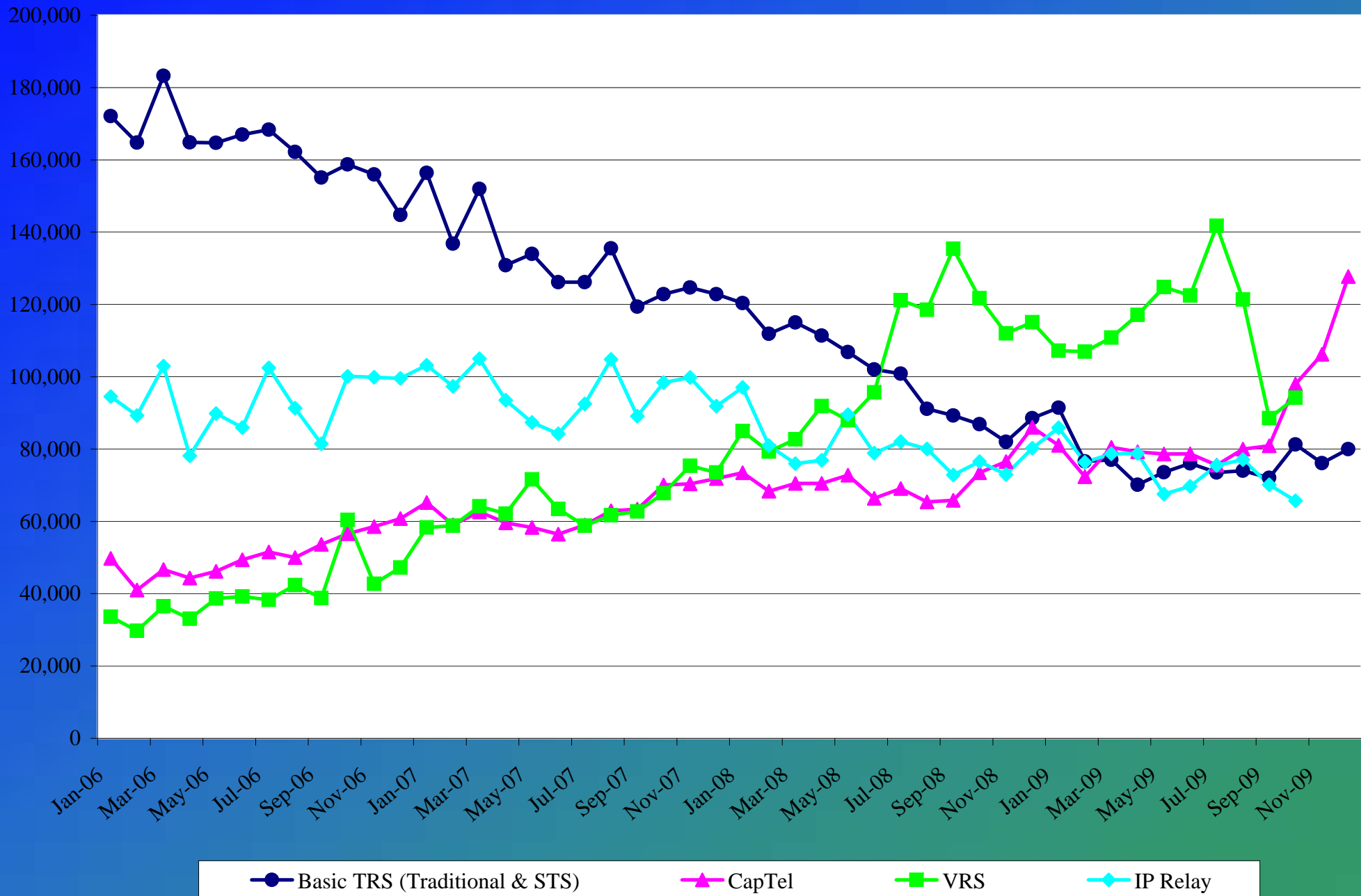


2009 Minnesota Relay CapTel Conversation Minutes

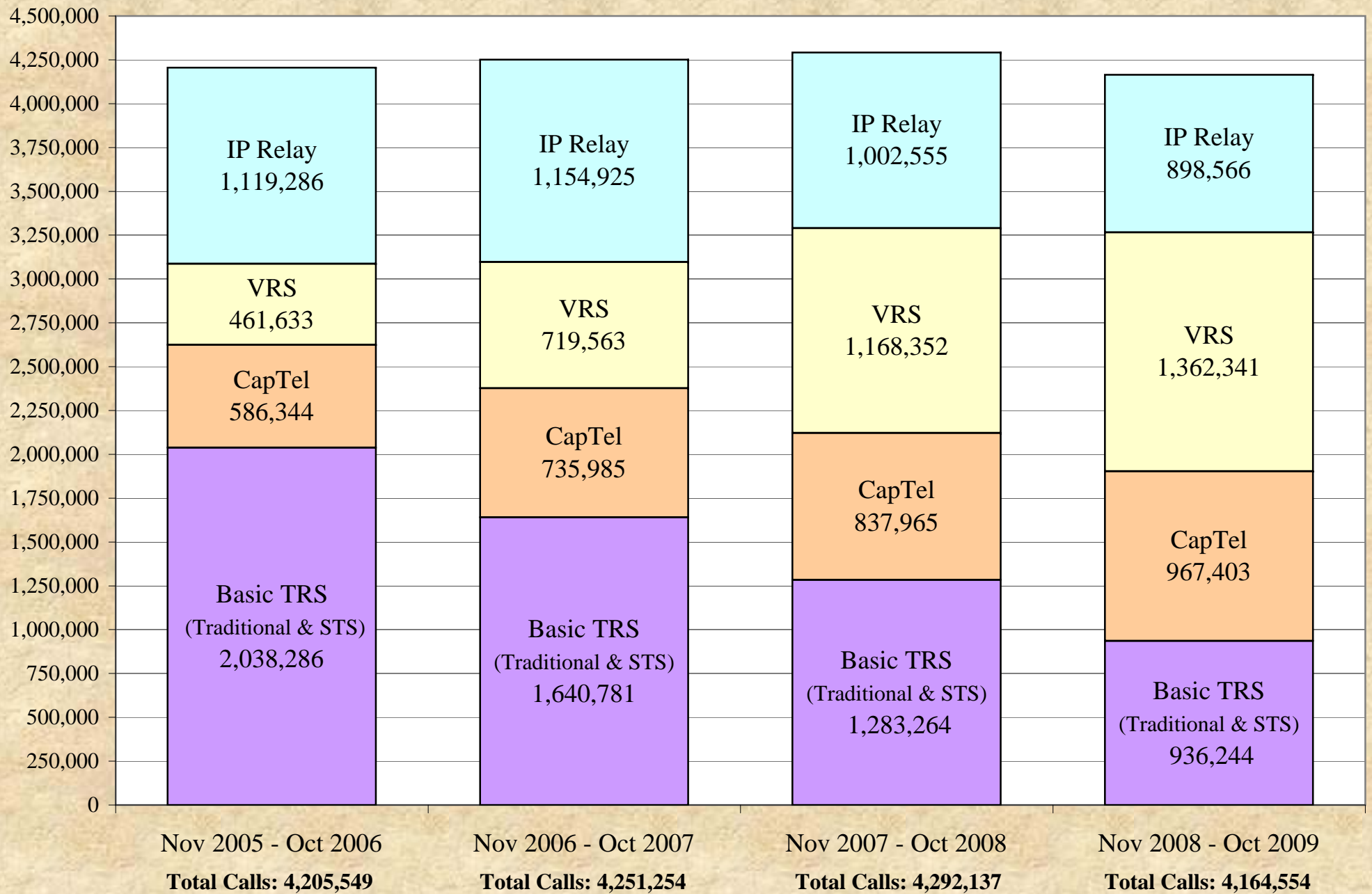


APPENDIX D

MN Consumer's TRS Conversation Minutes by Form of Relay Service Used (January 2006 - December 2009)

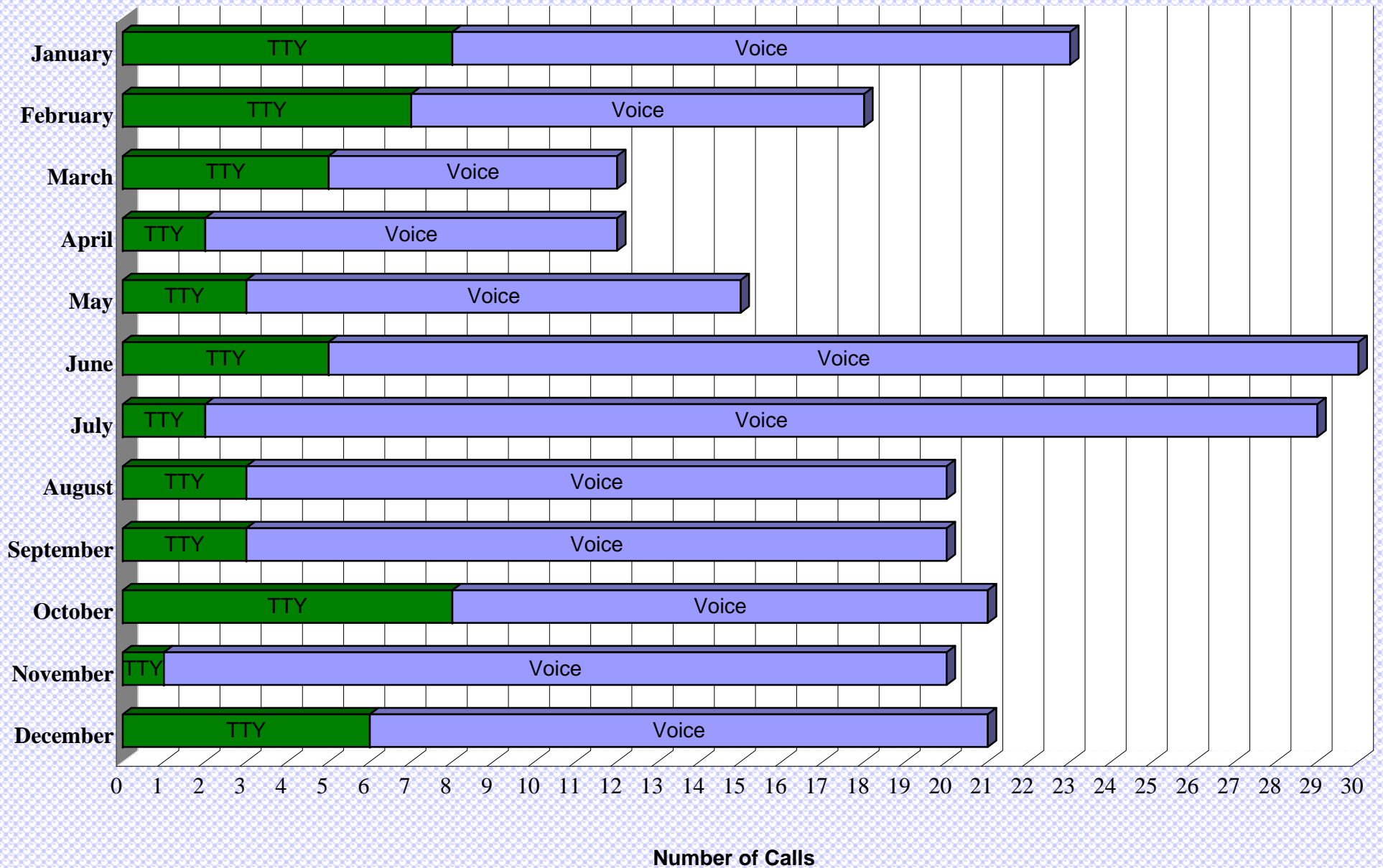


Minnesota TRS Trends



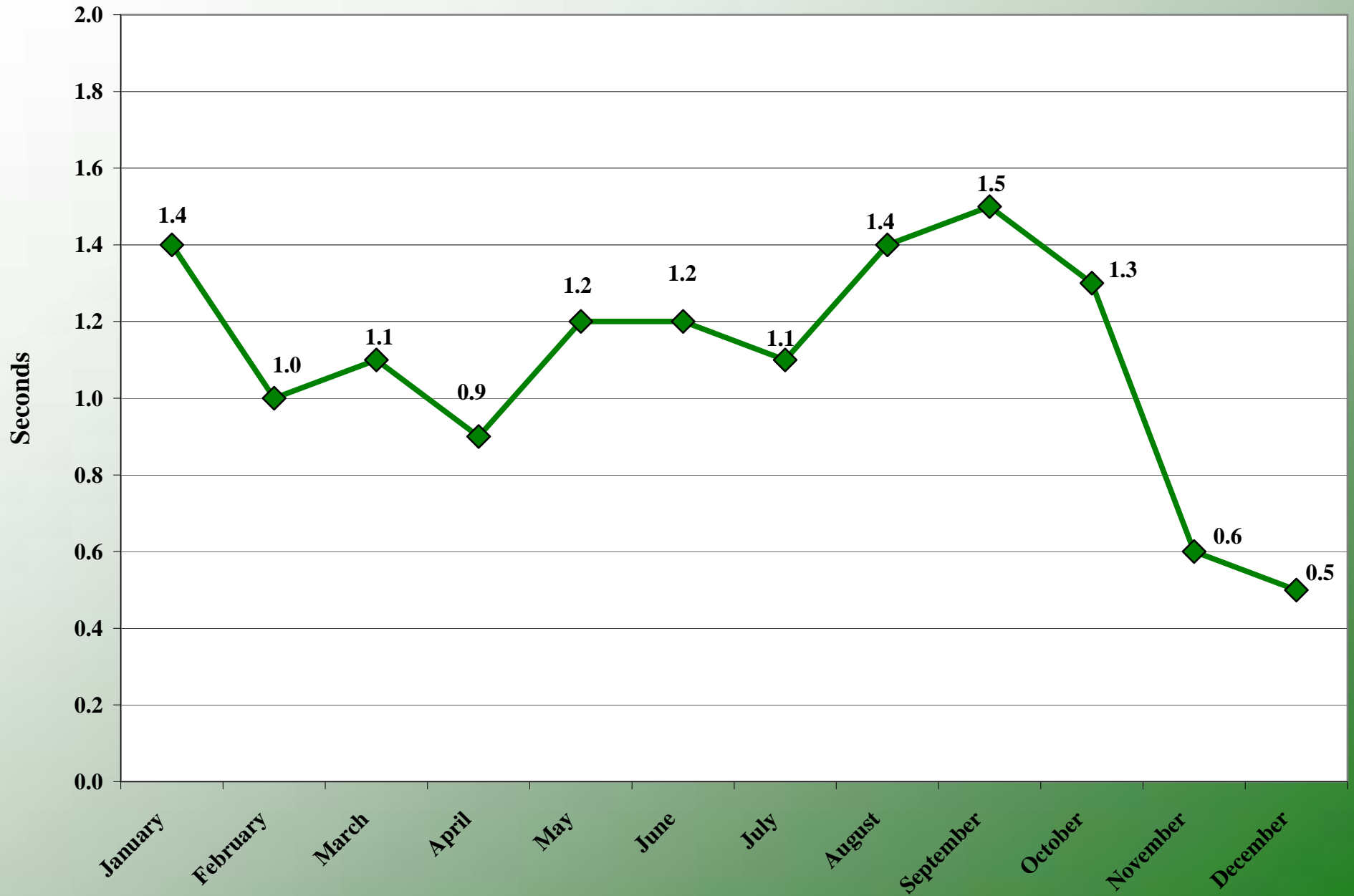
APPENDIX E

2009 Emergency Calls to PSAPs Through Minnesota Relay

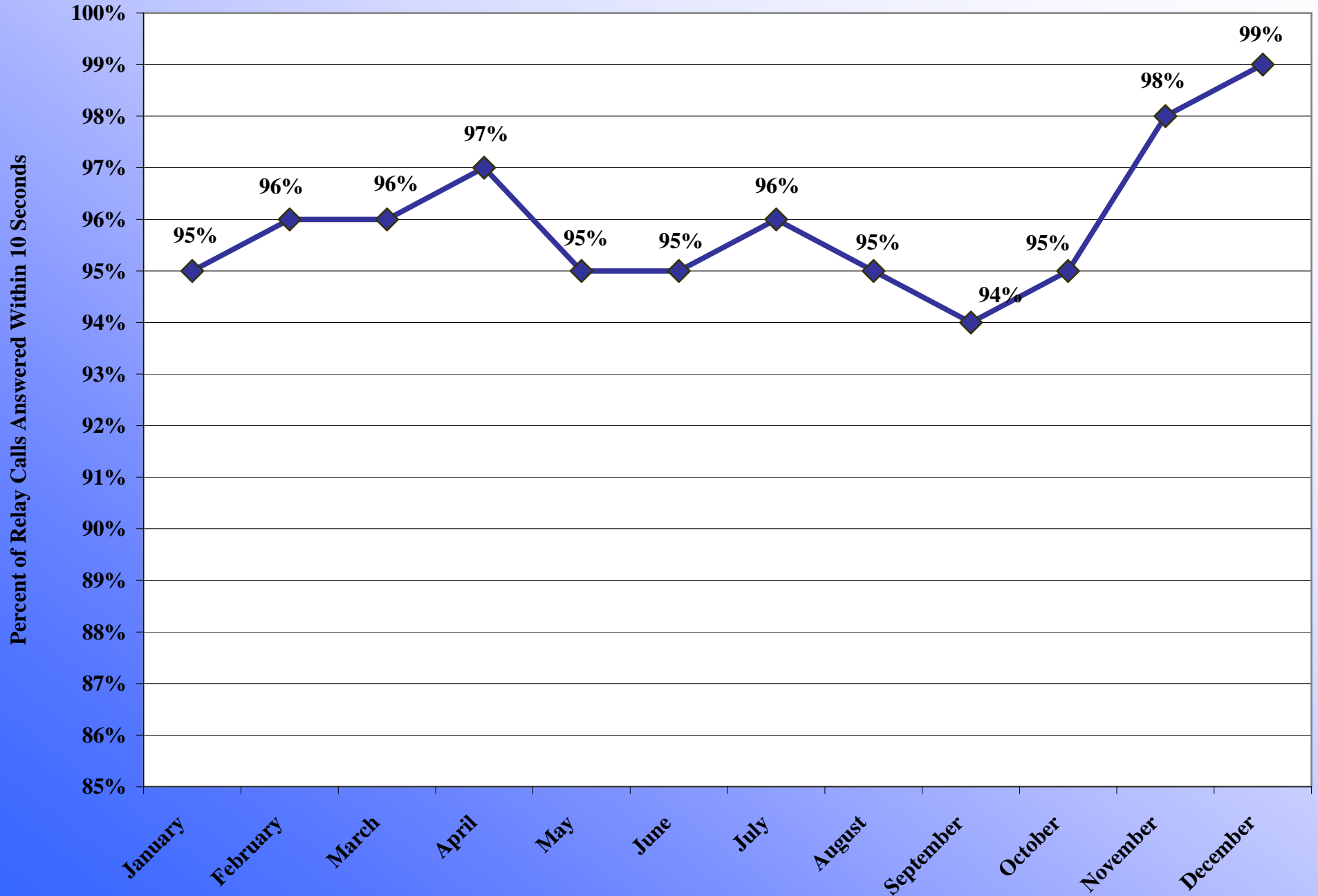


APPENDIX F

2009 Minnesota Relay Average Speed of Answer (ASA)



2009 Minnesota Relay Service Level (SVL)



APPENDIX G

Carrier of Choice List for Minnesota Relay

- 011 Communications
- 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
- 702 Communications
- Ace Long Distance
- ACN Communications, Inc.
- ACS Connections Long Distance
- ACS Long Distance
- Advantage Communications
- Affinity Network, Inc.
- Albany Telephone Long Distance
- ANI Networks
- Arrowhead Long Distance
- AT&T
- Barnesville Long Distance
- Benton Telephone Long Distance
- Birch Telecommunications/Ionex Communications North, Inc.
- Blackduck Long Distance
- Blue Ridge Telecom Systems
- Broadwing Communications
- Broadwing Telecommunications
- Cannon Valley Long Distance
- CenturyTel Long Distance
- CenturyTel Solutions
- Charter Communications
- Christensen Communications Company
- CI Long Distance
- CierraCom Systems
- Citizens Communications
- Comcast
- Comcast Business Communications
- Connections Long Distance
- Cooperative Light & Power
- CP Telecom
- Crosslake Long Distance
- CTC Long Distance
- CTI Long Distance
- Delavan Long Distance
- Dunnell Long Distance
- Eagle Valley Long Distance
- Eliteview, LLC
- Emily Long Distance
- En-Tel Communications
- Eschelon Telecom, Inc.
- 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
- Groveline
- GTC Telecom
- Halstad Long Distance
- Hancock Long Distance
- Harmony Telephone Company
- HBC Long Distance (Hiawatha Broadband Communications, Inc.)
- HickoryTech
- Home Telephone Long Distance
- Hometown Solutions Long Distance
- Horizon Telecom, Inc.
- HorizonOne Communications
- Hutchinson Telecommunications
- Integra Telecom
- Inter-Tel NetSolutions
- International Plus
- Internet Business Association
- ITC Long Distance
- iVantage Network Services

- KMTC Long Distance
- Lakedale Communications
- LDDS
- Lightyear Network Solutions
- Lismore Long Distance
- Lonsdale Long Distance
- Loretel Long Distance
- Lowry Long Distance
- Mable Cooperative Telephone
- Madelia Long Distance
- Mainstreet Communications LLC
- Mainstreet Long Distance
- MCI
- McLeod USA
- Melrose Long Distance
- Metromedia
- Midcontinent Communications
- Midwest Long Distance
- Milaca Local Link Long Distance
- Minnesota Valley Communications, Inc.
- New Ulm Long Distance
- Norlight Telecommunications
- North Dakota Long Distance
- Northstar Access Long Distance
- NOS Communications
- NOSVA Limited
- Onvoy
- OPEX Communications
- Optic Communications
- OrbitCom, Inc.
- Osakis Long Distance
- Otter Com, Inc.
- Ottertail Telecom Long Distance
- PAETEC Communications, Inc.
- Park Region Long Distance
- Peoples Long Distance
- Pine Island Long Distance
- Pioneer Telephone
- POPP.com
- Prairiewave Telecommunications
- Quantumlink Communications
- Qwest
- Red River Long Distance
- Reduced Rate Long Distance
- Redwood Long Distance LLC
- Reliance Telephone, Inc.
- Rochester Telecom Systems, Inc.
- Rothsay Long Distance
- Royale Comtronics, Inc.
- Runestone Long Distance
- SBC Long Distance
- Sleepy Eye Long Distance
- Speedway Long Distance
- Spring Grove Communications
- Sprint
- St. James Long Distance
- Sytek Communications Long Distance
- TCG Minnesota, Inc.
- TCO Network
- TDS Telecom
- Telegroup
- Telephone Associates, Inc.
- Touch America
- Touchtone Communications
- Trans National Communications Int'l, Inc.
- TransWorld Network Corp.
- TTI National
- U.S. Telecom Long Distance
- Unitel Long Distance
- USL
- Venture LLP
- Verizon Long Distance
- Verizon Select Services
- VoIP Communications
- WH Comm
- Wiltel
- Windom Long Distance
- Winnebago Cooperative Telecom Association (WCTA)
- Woodstock Long Distance
- Working Assets
- WorldCom
- WTC Long Distance
- XO Communications

APPENDIX H

Consumer Relations Office Monthly Outreach Summary February 2009

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
February 03	Drop In	Amy Johnson Residence	St. Paul	1		X		
February 03	Drop In	Humboldt Apartments	St. Paul	2		X		
February 03	Presentation	Century College	St. Paul	12				X
February 05	Drop In	Hall Young Plaza	St. Paul	4		X		
February 05	Drop In	Cathedral Hill Homes	St. Paul	1		X		
February 05	Drop In	Martin Luther King Senior Center	St. Paul	6		X		
February 06	Exhibition	Minnesota State Academy for the Deaf	Faribault	28				X
February 07	Meeting	Minnesota Association of Deaf Citizens	Faribault	16				X
February 10	Presentation	Darts	West St. Paul	8		X		
February 10	Drop In	Clare Bridge of West St. Paul	North St. Paul	6		X		
February 10	Drop In	Samad Home Healthcare	West St. Paul	3		X		
February 11	Drop In	The Inn on Lake Superior	Duluth	2	X			
February 11	Drop In	Duluth Area Chamber of Commerce	Duluth	1	X			
February 11	Drop In	Holiday Inn	Duluth	3	X			
February 11	Drop In	Hermantown Area Chamber of Commerce	Duluth	2	X			
February 12	Drop In	Hmong and Laotian Health Care	West St. Paul	1		X		
February 12	Drop In	McClish Manor	West St. Paul	1		X		
February 12	Drop In	Phoenix Service Corporation	West St. Paul	4		X		
February 13	Meeting	Metro Airport Commission	St. Paul	8				X
February 17	Presentation	Southview Senior Living	West St. Paul	6		X		
February 17	Drop In	Walker at Westwood Ridge	West St. Paul	2		X		
February 19	Social Event	Minnesota Deaf Senior Citizens	St. Paul	45				X
February 19	Presentation	Walgreen Midway	St. Paul	4	X			
February 19	Drop In	Pearle Vision Center	St. Paul	2	X			
February 20	Drop In	White Way	St. Paul	1	X			
February 24	Presentation	Century College	St. Paul	4				X
February 24	In Home Demonstration		Shoreview	3		X		
February 26	Presentation	AutoZone	West St. Paul	4	X			
February 26	Presentation	Salon Level	St. Paul	2	X			
February 26	Drop In	St. Paul YWCA	St. Paul	3	X			
Total Presentations:				30				
Total Participants:				185				

Consumer Relations Office Monthly Outreach Summary March 2009

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
March 03	Presentation	Associated Bank	St. Louis Park	2	X			
March 03	Drop In	Maxim Healthcare Services	St. Louis Park	3		X		
March 03	Drop In	Intrepid USA Healthcare Services	St. Louis Park	5		X		
March 04	Meeting	Legislative Day at the Capitol	St. Paul	35				X
March 05	Drop In	Asian Home Care, Inc.	St. Paul	2		X		
March 05	Drop In	My Home Healthcare, Inc.	St. Paul	1		X		
March 10	Meeting	Qwest Advisory Committee	Minneapolis	13				X
March 10	Presentation	Spa Medical Center	St. Louis Park	3	X			
March 10	Drop In	Care reminders Homecare	St. Louis Park	3		X		
March 10	Drop In	Aviv Healthcare, Inc.	North St. Paul	3		X		
March 10	Presentation	Century Community College	White Bear Lake	4				X
March 12	Drop In	Hamilton House	St. Louis Park	4		X		
March 12	Drop In	St. Louis Park Senior Programs	St. Louis Park	7		X		
March 12	Drop In	Menorah Plaza	St. Louis Park	2		X		
March 17	Advisory Committee	Deaf and Hard of Hearing Services Division	Duluth	9				X
March 17	Presentation	Klein McCarthy Architects	St. Louis Park	3	X			
March 17	Drop In	Matrix Team Home Care	St. Louis Park	6		X		
March 19	Meeting	Minnesota Deaf Senior Citizens	St. Paul	35				X
March 19	Presentation	FedEx/Kinko's	Edina	3	X			
March 19	Drop In	South Haven Apartments	Edina	1		X		
March 19	Drop In	Walker Elder Suites	Edina	6		X		
March 20	Drop In	C&S Supply Company	Mankato	1	X			
March 20	Drop In	Diamond Vogel Paints	Mankato	1	X			
March 20	Drop In	Central Concrete Inc.	Mankato	2	X			
March 20	Drop In	Country Inn & Suites	Mankato	3	X			
March 20	Drop In	U S Bank	Mankato	2	X			
March 20	Advisory Committee	Deaf and Hard of Hearing Services Division	Mankato	6				X
March 21	Advisory Committee	Deaf and Hard of Hearing Services Division	Rochester	8				X
March 24	Presentation	North St. Paul Community Center	North St. Paul	5		X		
March 26	Presentation	Consumer Credit Counseling of MN	St. Louis Park	3	X			
March 26	Drop In	Visiting Angels	St. Louis Park	6		X		
March 26	Drop In	Carefocus Corporation	St. Louis Park	5		X		
March 27	Exhibition	Hearing Loss Association of America	St. Cloud	60				X
March 28	Exhibition	Deaf Nation Expo	Minneapolis	400				X
March 31	Drop In	LivHome	St. Louis Park	7				
March 31	Drop In	Adult Help and Companion Care	St. Louis Park	1		X		
Total Presentations:		36						
Total Participants:		660						

Consumer Relations Office Monthly Outreach Summary April 2009

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
April 02	Presentation	Northridge Senior Apartments	New Hope	20		X		
April 02	Drop In	Nurturing Care	New Hope	2		X		
April 02	Drop In	Totalcare Assisted Living	New Hope	1		X		
April 02	Drop In	Touchstone Assisted Living Apartments	New Hope	1		X		
April 02	Meeting	West Central DHHSD Advisory	Willmar	13				X
April 02	Drop In	Lutheran Social Service	St. Paul	3	X			
April 03	Presentation	Minnesota Masonic Home North Ridge	New Hope	18				X
April 07	Presentation	Golden Agers	St. Paul	24		X		
April 07	Social Event	Hearing Loss Association Of America - Twin Cities	Crystal	23		X		
April 07	Drop In	Courage Center	North St. Paul	1	X			
April 09	Presentation	Hamilton House	St. Louis Park	10		X		
April 09	Drop In	Around the Clock Home Care	St. Louis Park	1		X		
April 09	Drop In	Gentle Care, Inc.	St. Louis Park	1		X		
April 14	Presentation	North St. Paul Senior Center	North St. Paul	4		X		
April 15	Exhibition	College of Saint Catherine	St. Paul	34				X
April 16	In Home Demonstration		Maplewood	1		X		
April 16	Drop In	Advocate Home Healthcare	Maplewood	2		X		
April 16	Drop In	Walker At Hazelridge	Maplewood	2		X		
April 17	Presentation	GNC Knollwood	St. Louis Park	1	X			
April 20	Drop In	Metro Dentist Care	Maplewood	1	X			
April 21	Presentation	Walgreen's Pharmacy	Eden Prairie	4	X			
April 21	Presentation	Fitness 19	Eden Prairie	3	X			
April 21	Drop In	Fantastic Sam's Hair Salon	Eden Prairie	3	X			
April 21	Drop In	Aging Joyfully	Eden Prairie	1		X		
April 24	Exhibition	Paraprofessionals in Education	Hutchinson	85				X
April 25	Drop In	Hutchinson Community Hospital	Hutchinson	3	X			
April 25	Drop In	Edina Reality	Hutchinson	1	X			
April 25	Drop In	Fahey Sales & Appraisers	Hutchinson	1	X			
April 25	Drop In	Hutchinson Community Hospital	Hutchinson	1	X			
April 25	Exhibition	Paraprofessionals in Education	Hutchinson	175				X
April 30	Presentation	People's Law Center	St. Paul	1	X			
April 30	Drop In	Care Planners, Inc.	St. Paul	2		X		
April 30	Drop In	Pathways to Community, Inc.	St. Paul	1		X		
Total Presentations:				33				
Total Participants:				444				

Consumer Relations Office Monthly Outreach Summary May 2009

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
May 05	Presentation	Edina Realty	Shakopee	4	X			
May 05	Drop In	Love Staffing Agency	Shakopee	2		X		
May 05	Drop In	The Gardens at St. Gertrude's	Shakopee	4		X		
May 07	Meeting	Minnesota Employment Center	St. Paul	14				X
May 07	Presentation	Holiday Inn Express	Shakopee	3	X			
May 07	Drop In	Comfort Zone Companion Care	St. Paul	1		X		
May 07	Drop In	Shakopee Branch Library	Shakopee	4		X		
May 07	Drop In	Levee Drive Apartments	Shakopee	2		X		
May 10	Drop In	With the Grain	Hugo	2	X			
May 08	Meeting	Deaf and Hard of Hearing Services Division - DeafBlind	North St. Pau	1				X
May 11	Drop In	Maser Amundson	Minneapolis	1	X			
May 12	Advisory Committee	Deaf and Hard of Hearing Services Division	St. Cloud	8				X
May 12	Drop In	CentraCare Health System	St. Cloud	1	X			
May 12	Presentation	Country Inn and Suites	Chanhassen	3	X			
May 12	Drop In	Chanhassen Senior Center	Chanhassen	4		X		
May 12	Drop In	Chanhassen Public Library	Chanhassen	3		X		
May 13	Meeting	Qwest Advisory Committee	Minneapolis	13				X
May 14	Presentation	Kennedy Transmission Brake and Auto	Shakopee	2	X			
May 14	Drop In	Northridge Court	Shakopee	3		X		
May 14	Drop In	Visiting Angels	Shakopee	1		X		
May 14	Drop In	Audible Hearing Center	Shakopee	3		X		
May 15	Meeting	Metro Airport Commission	St. Paul	24				X
May 16	Meeting	MN DeafBlind Association/Dept. of Transportation	St. Paul	42				X
May 19	Presentation	Walgreen's Pharmacy	Chanhassen	4	X			
May 19	Drop In	Summerwood of Chanhassen	Chanhassen	4		X		
May 19	Drop In	Centennial Hill	Chanhassen	3		X		
May 21	Social Event	Deaf and Hard of Hearing Services Division	St. Paul	120				X
May 23	Drop In	Maplewood Nature Center	Maplewood	2	X			
May 26	Presentation	Best Western River Inn and Suites	Chaska	3	X			
May 26	Drop In	River Gables Apartments	Chaska	2		X		
May 26	Drop In	Tranquil Living	Chaska	1		X		
May 28	Drop In	Chaska Public Library	Chaska	3		X		
May 28	Drop In	Talheim Apartments	Chaska	2		X		
May 28	Drop In	Auburn Courts	Chaska	5		X		
May 29	Exhibition	Health and Wellness Program	St. Paul	140				X
Total Presentations:				35				
Total Participants:				434				

Consumer Relations Office Monthly Outreach Summary June 2009

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
June 02	Presentation	Prior Lake Pet Hospital	Prior Lake	4	X			
June 02	Drop-In	Prior Manor	Prior Lake	1		X		
June 02	Drop-In	Community Home Health, Inc.	Prior Lake	7		X		
June 02	Drop-In	Keystone Community of Prior Lake	Prior Lake	4		X		
June 03	Drop-In	State Services for the Blind	St. Paul	2	X			
June 04	Drop-In	Prior Lake Branch Library	St. Paul	5		X		
June 04	Drop-In	Lakefront Plaza	Prior Lake	2		X		
June 04	Drop-In	Creekside Commons	Prior Lake	2		X		
June 04	Exhibition	National Association of Social Workers	St. Paul	175				X
June 05	Exhibition	National Association of Social Workers	North St. Paul	150				X
June 09	Presentation	Comfort Inn Savage	Savage	4	X			
June 09	Drop-In	Savage Branch Library	Savage	3		X		
June 09	Drop-In	Discovery Home Care, Inc.	Savage	1		X		
June 11	Drop-In	Sarah Care Adult Day Services	Savage	3		X		
June 11	Drop-In	The Hamilton	Savage	2		X		
June 11	Drop-In	Lynn Court	Savage	4		X		
June 11	Drop-In	Glendale Place	Savage	2		X		
June 18	Exhibition	Hennepin County Fair	Corcoran	50				X
June 19	Exhibition	Hennepin County Fair	Corcoran	125				X
June 19	Exhibition	MN Association of Deaf Citizens Conference	St. Cloud	65				X
June 20	Exhibition	MN Association of Deaf Citizens Conference	St. Cloud	45				X
June 20	Exhibition	Hennepin County Fair	Corcoran	175				X
June 21	Exhibition	Hennepin County Fair	Corcoran	50				X
June 23	In Home Demonstration		Savage	1		X		
June 23	Drop-In	Tires Plus	Savage	1	X			
June 24	Drop-In	Collaborative Law Institute	Edina	1	X			
June 25	Drop-In	Rehabilitation Services	Red Wing	1	X			
June 27	Drop-In	Verde Strategies (Rain Barrel)	St. Paul	2	X			
June 25	Presentation	Fantastic Sam's Salon	Coon Rapids	3	X			
June 30	Presentation	Roseanne's One Stop Body Shop	St. Louis Park	1	X			
Total Presentations:				30				
Total Participants:				891				

Consumer Relations Office Monthly Outreach Summary August 2009

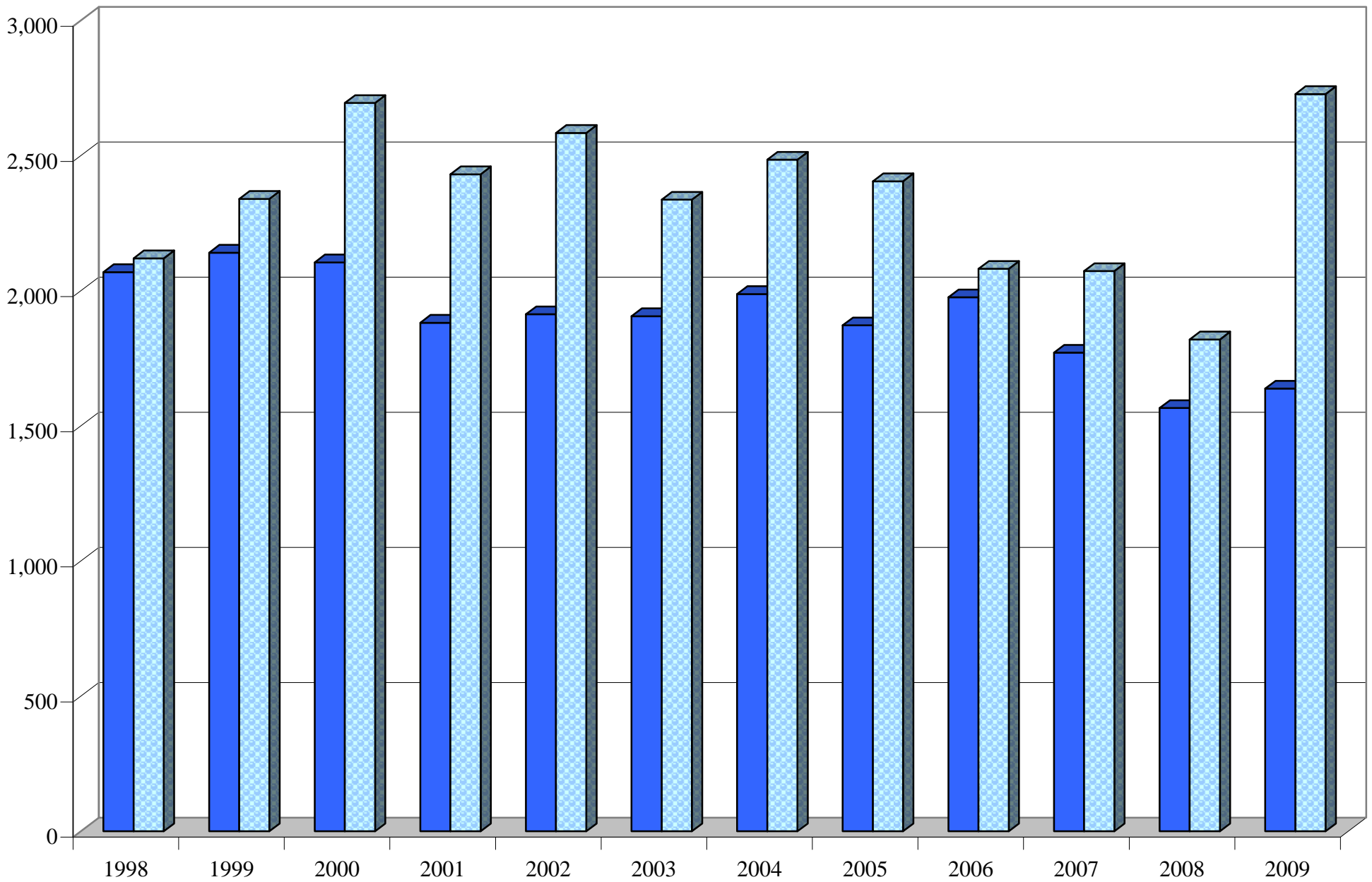
Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
August 01	Exhibition	Washington County Fair	Lake Elmo	300				X
August 02	Exhibition	Washington County Fair	Lake Elmo	300				X
August 05	Presentation	Sheraton Minneapolis West	Minnetonka	4	X			
August 05	Drop In	Ridgedale Public Library	Minnetonka	2		X		
August 11	Presentation	Advanced Spine Associates	Spring Lake Park	2	X			
August 13	Drop In	City County Federal Credit Union Call Center	St. Paul	5	X			
August 13	Presentation	Evans Nordby Funeral Home	Brooklyn Center	4	X			
August 18	Drop In	Two Harbors Public Library	Two Harbors	2		X		
August 18	Drop In	Lakeview Memorial Hospital Homecare	Two Harbors	1		X		
August 18	Drop In	Superior Health Community Care	North St. Paul	1		X		
August 19	Presentation	Bluefin Bay Resort	Tofte	2	X			
August 19	Presentation	Lamb's Resort	Schroeder	2	X			
August 19	Drop In	Silver Bay Public Library	Silver Bay	1		X		
August 19	Drop In	MN Veteran's Home - Silver Bay	Silver Bay	2		X		
August 20	Drop In	Cook County North Shore Nursing Home	Grand Marais	4		X		
August 20	Drop In	Sawtooth Ridges Senior Housing	Grand Marais	1		X		
August 20	Drop In	Grand Marais Public Library	Grand Marais	3		X		
August 20	Presentation	Larsen's Lakeview Cabins	Grand Marais	2	X			
August 20	Presentation	East Bay Suites	Grand Marais	4	X			
August 20	Drop In	Cook County Senior Center	Grand Marais	3		X		
August 22	Social Event	Hearing Loss Association of MN	Afton	18				X
August 25	In Home Demonstration		St. Louis Park	1		X		
August 25	Drop In	Six Dimensions Counseling	Minneapolis	1	X			
August 25	Drop In	Minneapolis Intergroup	St. Louis Park	1	X			
August 27	Exhibition	Goodhue County Education District Resource Fair	Zumbrota	165				X
August 27	Exhibition	Minnesota State Fair	St. Paul	1333				X
August 28	Exhibition	Minnesota State Fair	St. Paul	1333				X
August 29	Exhibition	Minnesota State Fair	St. Paul	1333				X
August 30	Exhibition	Minnesota State Fair	St. Paul	1333				X
August 31	Exhibition	Minnesota State Fair	St. Paul	1333				X
Total Presentations:		30						
Total Participants:		7,496						

Consumer Relations Office Monthly Outreach Summary November 2009

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
November 02	Presentation	Tender Care Home Management	Brainerd	2	X			
November 03	In Home Demonstration		Prior Lake	2		X		
November 04	Presentation	Randolph Elementary School	St. Paul	2				X
November 05	In Home Demonstration		Bloomington	2		X		
November 06	Meeting	Qwest Advisory Meeting	Minneapolis	12				X
November 06	Presentation	Broadway Party and Tent Rental	St. Paul	3	X			
November 07	Presentation	Deaf Hospice Education Project	Little Canada	3	X			
November 09	Drop In	White Way Cleaners	St. Paul	1	X			
November 09	Drop In	White Way Cleaners	St. Paul	1	X			
November 10	In Home Demonstration		North St. Paul	2		X		
November 10	Presentation	Century Community College	Maplewood	8				X
November 12	Presentation	Hair District	Plymouth	4	X			
November 12	Drop In	TenderCare Home Services	Plymouth	1		X		
November 12	Drop In	Ometta Vent Healthcare	Plymouth	2		X		
November 12	Drop In	Right at Home	Plymouth	1		X		
November 12	Meeting	DHSD Advisory Committee	Willmar	8				X
November 13	Presentation	Cub Pharmacy	Crystal	4	X			
November 13	Drop In	Calibre Chase Senior Living	Crystal	2		X		
November 14	Event	MN DeafBlind Assoc. (30th Anniversary)	St. Paul	125				X
November 16	Presentation	Ramada Minneapolis Northwest	Brooklyn Park	3	X			
November 17	Exhibit	Westridge Retirement Health Fair	Minnetonka	77		X		
November 20	In Home Demonstration		Minneapolis	2		X		
November 21	Presentation	Mount Olive Lutheran Church	Rochester	2	X			
November 24	Presentation	Smith-Nielsen Automotive	Hopkins	2	X			
November 24	Drop In	The Terraces Assisted Living	Hopkins	2		X		
November 24	Drop In	Visiting Angels	Hopkins	6		X		
November 25	In Home Demonstration		Blaine	1		X		
November 30	In Home Demonstration		Robbinsdale	2		X		
November 30	Drop In	Lee Square Cooperative Apartments	Robbinsdale	1		X		
November 30	Presentation	Robin Center Chiropractic	Robbinsdale	3	X			
Total Presentations:				30				
Total Participants:				286				

APPENDIX I

New TED Program Participants 1998 - 2009

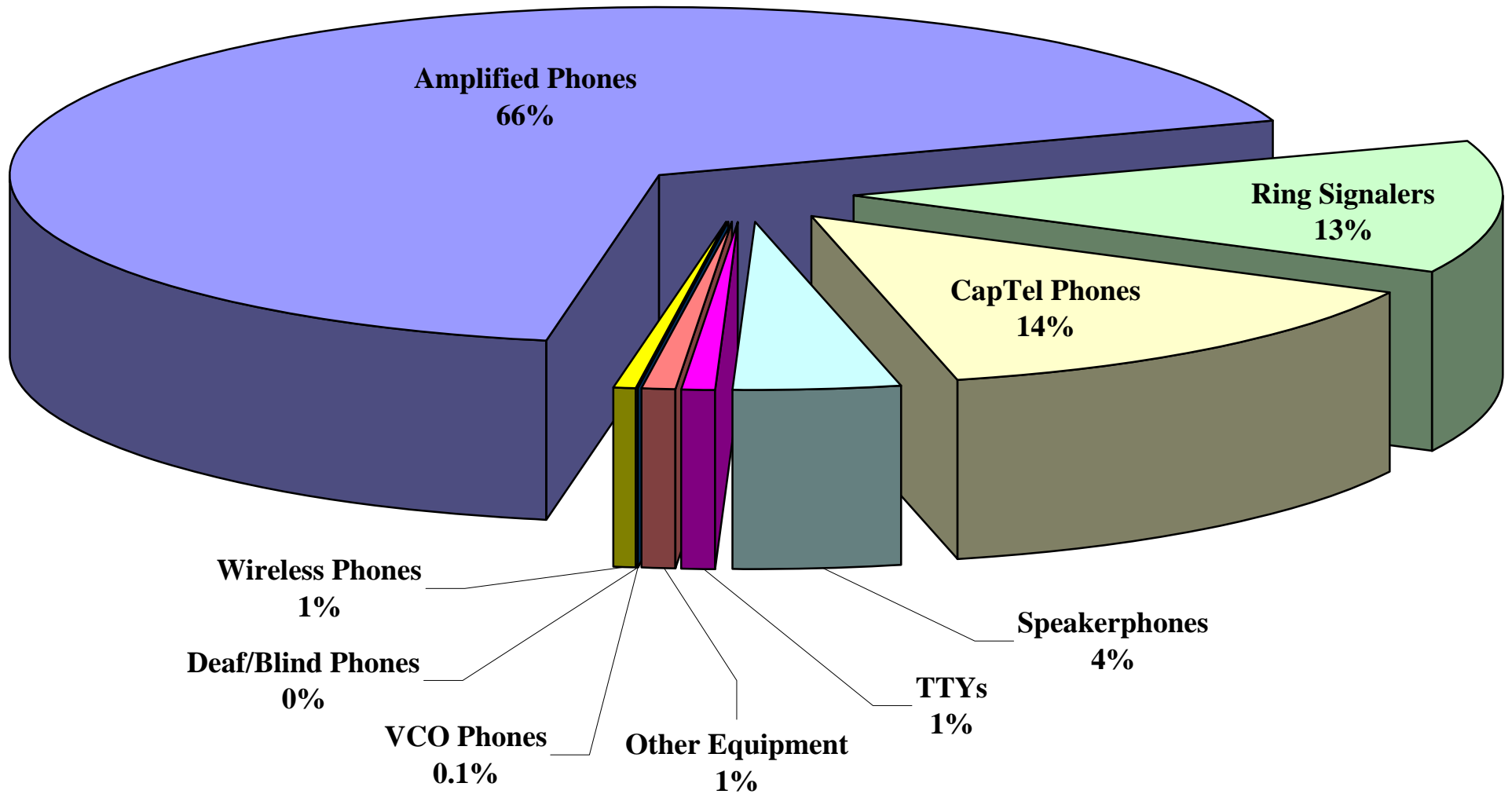


■ *Number of New Program Participants Served*

■ *Number of Devices Distributed to New Program Participants*

TED Program

Types of Equipment Distributed in 2009



2009 TED Program Services

