

MINNESOTA DEPARTMENT OF COMMERCE
TELECOMMUNICATIONS ACCESS MINNESOTA

MINNESOTA RELAY
AND
TELEPHONE EQUIPMENT DISTRIBUTION PROGRAM



2008 ANNUAL REPORT TO THE
MINNESOTA PUBLIC UTILITIES COMMISSION
DOCKET NO. P999/M-09-5

JANUARY 29, 2009

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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 (TAM) fund fall under Minnesota Stat. § 237.50 – 237.56 and Minnesota Rules, Chapter 8775 ([Appendix A](#)).

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. In 2008, Minnesota Relay users placed 811,564 calls for a total of 1.2 million conversation minutes¹ of use.

Traditional TRS use continued to decline in 2008, while use of captioned telephone (CapTel) and Internet-based relay services grew. Overall, use of relay services continues to increase. Although all costs for the provision of internet-based relay services are reimbursed to providers through a federal fund, recent changes in federal regulations have caused speculation that state TRS programs may be responsible for most of the costs associated with the provision of these relay services in the future.

The Minnesota Relay Consumer Relations Office (CRO) conducted 378 presentations reaching 16,353 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, and requiring interexchange carriers to make their services available to relay users. TAM has seen significant improvements with the quality and quantity of

¹ Conversation minute is the time when the CA is on the line with both the calling party and the called party (or an answering machine, voice mail, or voice menu at the called party's number) and is ready to begin processing the call, until either the inbound or outbound caller disconnects the call. A conversation minute does not include time in queue (call is ringing, waiting for a live answer), set-up of the inbound call by the provider, set-up of the outbound call by the provider, call wrap-up, time spent explaining relay or relay procedures, or calls that reach numbers that are busy or receive no answer or receive intercept messages for the called number.

information provided to consumers by their telecommunications provider, and this year the services of an additional 43 long distance carriers became available to Minnesota Relay users.

Telephone Equipment Distribution (TED) Program

In 2008, the TED Program served 1,566 new participants, 1,193 repeat participants, repaired/replaced equipment for 1,394 participants, and provided information and referrals to 427 consumers. TED Program specialists also conducted 192 presentations and staffed booths at 41 expos, fairs, and other events.

The TED Program continues to explore new telecommunications equipment possibilities in order to keep pace with advancements in technology and the needs of consumers. Baby Boomers, which represent a large segment of the population, are experiencing a higher rate and earlier onset of hearing loss than previous generations. This translates into more consumers needing assistive telecommunications devices in the coming years.

Consumers with communications disabilities want mobile telecommunications and they want telecommunications equipment that incorporates modern technologies. The TED Program is researching wireless phones, video telecommunications, Voice over Internet Protocol compatible equipment, and equipment that meets the needs of persons with multiple disabilities.

TAM Fund

In addition to Minnesota Relay and the TED Program, three additional programs receive funding from the TAM fund. 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, Deaf-blind and Hard-of-Hearing Minnesotans (MCDHH) receives a direct appropriation of \$300,000 annually.

Fiscal Year 2008 TAM Fund:

- Surcharge revenue collected: \$4,653,481.60
- Account interest earned: \$151,758.66

- TAM Administration: \$154,441.01
- CSD Contract: \$3,141,535.79
- TED Program: \$1,659,436.93
- DHS – Rural Real-time Captioning: \$149,169.08
- DEED-ANB: \$84,988.00
- MCDHH: \$300,000.00

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 64.605, 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 the Department of Commerce, operates the TED Program (Minnesota Stat. § 237.51, Subd. 1).

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

On July 1, 1996, DPS-TACIP contracted with Communication Service for the Deaf (CSD) 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 of 2000, DOC-TACIP, CSD and Sprint learned of plans by the City of Moorhead to demolish the Minnesota Relay call center and other adjacent buildings located on a 23-acre tract to make way for a proposed \$50 million economic revitalization project.

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

Obtaining brand new office space designed specifically for Minnesota Relay also allowed for a center expansion from 70 workstations to 105 workstations. This expansion created many more jobs, and allowed the Moorhead center to process relay calls originating from the other states and jurisdictions in which Sprint and CSD are TRS providers. The Moorhead center currently employs 152 full & part-time communication assistants (CAs), and 10 administrative and management staff. *In 2008, the Moorhead center processed a total of 2,977,526 relay calls; 568,440 of those calls were for Minnesota consumers.*

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

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

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

The Accessible News for the Blind (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, Deaf-blind and Hard-of-Hearing Minnesotans² (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.

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.

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.

² 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, Deaf-blind and Hard-of-Hearing Minnesotans. The commission will continue to use the MCDHH initialism.

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.³

In May 2008, the PUC approved DOC-TAM's fiscal year 2009 Budget and Surcharge Recommendations. The PUC accepted DOC-TAM's recommendation to continue the surcharge at \$0.06 for fiscal year 2009, 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 level of quality, and provide the same features and options as the telecommunications services 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

³ 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).

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 B](#)). In an effort to reduce costs and be “eco friendly” DOC-TAM sends the reminder letters out via e-mail and asked providers to remit proof of compliance electronically via e-Filing.

To demonstrate compliance, carriers are asked to e-file a 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.

Notification to Interexchange Carriers Regarding Access to Services Through TRS

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

DOC-TAM sent a letter to long distance providers that included information on the federal requirement and detailed the steps necessary to become a Carrier of Choice (COC) for Minnesota Relay users.

TAM and Sprint worked with responsive carriers to assist them with questions, arrangements and testing. Thirty long distance providers completed the COC process in 2007, and an additional 43 providers became a COC in 2008.

Please see the *Equal Access to Interexchange Carriers* section of this report for additional information.

State TRS Program Certification by the FCC

State TRS programs are required to be certified by the Federal Communications Commission (FCC) in accordance with 47 C.F.R. § 64.606. State certification remains in effect for five years. Minnesota’s TRS program was first certified by the FCC in 1993.

On October 5, 2007, DOC-TAM submitted an application to the FCC for renewal of certification for Minnesota’s TRS program. On July 16, 2008, DOC-TAM was notified by the FCC that our application for certification was granted (see [Appendix C](#)). The certification is effective July 26, 2008, through July 25, 2013.

Internet-Based Telecommunications Relay Services

The FCC has authorized the recovery of the cost of interstate and intrastate minute of use for Video Relay Service (VRS), Internet Protocol (IP) Relay, and Internet Protocol captioned telephone service (IP CTS) from the Interstate TRS Fund. The FCC has stated that the special funding arrangement is temporary.

VRS, IP Relay and IP CTS (forms of Internet-based TRS) are not mandated by the FCC as required forms of TRS and, as such, are not currently provided on Minnesota's TRS platform. They are, however, fully accessible to Minnesota consumers, free of charge, through a number of providers who offer these services nationwide.

In 2008 there were some significant changes for Internet-based forms of TRS – particularly for VRS and IP Relay. On June 24, 2008, the FCC released a Report and Order adopting a system for assigning North American Number Plan (NANP) ten-digit telephone numbers to Internet-based TRS users.⁴ Once assigned a ten-digit phone number, Internet-based TRS users will be able to easily make calls to, and receive calls from, hearing users (traditional telephone users) and other Internet-based TRS users.

Assignment of a NANP ten-digit telephone number also ensures that Internet-based TRS users have functionally equivalent access to emergency services. The Order requires providers to obtain and maintain the physical location of their users (similar to the requirement for interconnected voice over IP providers) and to automatically route emergency calls from Internet-based TRS users to the appropriate emergency services authorities.

Providers of Internet-based TRS must comply with the Order's requirements no later than December 31, 2008.

Anticipated TRS Platform Enhancements in 2009

There are no TRS platform enhancements planned for release in 2009.

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

⁴ *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123; *E911 Requirements for IP-Enabled Service Providers*, WC Docket No. 05-196, Report and Order and Further Notice of Proposed Rulemaking, 23 FCC Rcd 11591 (2008) (*Internet-based TRS Order*).

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 disabled 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 2008, Minnesota Relay averaged 67,630 calls per month: 39,642 traditional⁵ relay calls, 880 Speech-to-Speech calls, and 27,108 CapTel calls. The following Minnesota Relay call charts can be found in [Appendix D](#):

- 2001 – 2008 Minnesota Relay Call Volume
- 2008 Minnesota Relay Conversation Minutes by Type
- 2008 Minnesota Relay Traditional TRS Conversation Minutes
- 2008 Minnesota Relay Speech-to-Speech Conversation Minutes
- 2008 Minnesota Relay CapTel Conversation Minutes
- 2008 Minnesota Relay Calls by Calling Device

Minnesota Relay's traditional TRS call volume has been decreasing for the past six 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. However, use of CapTel and Internet-based relay services is growing. Overall, the combined use of all forms of relay services (those reimbursed by state funds combined with relay services reimbursed through the Interstate TRS Fund) continues to increase. [Appendix E](#) includes two charts demonstrating trends in the forms of relay services used by Minnesota consumers.

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:

⁵ Traditional TRS includes TTY, VCO, HCO, and Spanish forms of relay services. Traditional TRS *does not* include STS relay.

- 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 TRS⁶. 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, 51 percent of Minnesota Relay calls are being placed using this dialing shortcut. Relay users are still able to access Minnesota Relay by dialing the 10 digit toll-free access numbers.

Handling of Emergency Calls

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

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

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

Minnesota Relay also receives calls from non-relay users who have accidentally dialed 7-1-1 instead of 9-1-1. When this occurs, the CA will let the caller know that they have reached Minnesota Relay. If the caller does not wish to disconnect from the relay and dial 9-1-1 directly, the CA will put the call through to the most appropriate PSAP. In some

⁶ 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.

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 F](#) for emergency call statistics.)

Minnesota Relay processes approximately 23 emergency 9-1-1 calls each month. Of these, 80 percent of the calls are for consumers who misdialed 7-1-1 instead of 9-1-1. The remaining 20 percent are for actual relay users. In 2008, 270 emergency calls, for a total of 1,150 session⁷ 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. 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.⁸
- 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 that 90 percent of Minnesota Relay calls be answered within 10 seconds. In 2008, Minnesota Relay’s average speed of answer was 1.2 seconds, and the average service level was 95 percent (see [Appendix G](#) 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.

⁷ 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.

⁸ 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.

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 on 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 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 H](#) 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 2008, Minnesota Relay received complaints on less than 0.01 percent of relay calls – 811,564 calls were relayed and 65 complaints were filed.

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

immediately after a call. In addition, the CA has the capability to transfer the caller directly to Sprint's customer service department.

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

DOC-TAM submits an annual Complaint Log Summary to the FCC in accordance with 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.⁹

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 (the Minnesota Relay booth was visited by 11,000 people during the 2008 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).

⁹ C.F.R. § 64.605(c)(6)(iii).

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 2008, the CRO staff conducted 378 presentations reaching 16,353 Minnesotans.

Reports containing the CRO's outreach efforts are compiled monthly and forwarded to the TAM administrator. The CRO's monthly outreach summaries for 2008 are provided in [Appendix I](#).

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
- Speech-to-Speech Outreach Informational Folder
- Business Partner Outreach Informational Folder

DHHS Regional Advisory Committee Meetings

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

TELEPHONE EQUIPMENT DISTRIBUTION PROGRAM

The Telephone Equipment Distribution Program (TED Program) is responsible for distributing telecommunications devices to income eligible Minnesotans, informing communication-impaired persons of services available through the program, and providing training in the use of the telecommunications devices. Minnesota Stat. § 237.50, Subd. 3

defines “communication-impaired” to mean “certified as deaf, severely hearing impaired, hard-of-hearing, speech impaired, deaf and blind, or physically impaired if the physical impairment significantly impedes the ability to use standard customer premises equipment.”

The TED Program is administered through an interagency agreement between DHS-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)

Program Outreach

DHHS is responsible for the promotion of TED Program services. TED Program specialists conducted much of their outreach by traveling to potential 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 both the consumer and the program specialist.

A large portion of people with hearing loss – 43 percent – are 65 years of age or older. It is projected that by age 65, one out of three people have a hearing loss, and the number is expected to rise as the Baby Boomer generation matures. TED Program specialists have found attending senior gatherings and luncheons to be a particularly successful means of outreach, as consumers are able to view and test various types of equipment and ask questions, one-on-one, in a setting they are comfortable with. This type of outreach also

allows specialists to formulate a clear picture of what each person's particular needs may be and ensures the consumer will receive the most appropriate equipment.

2008 outreach efforts included:

- 192 presentations to groups of professionals and potential consumers.
- 41 booths at health fairs and senior expos for potential consumers and professionals.
- Advertisements in various newspapers and print publications such as the Best of Times, Carlton County Caregiver's Guide, Duluth Caregiver's Guide, Grand Forks Herald – Generations, Family Times, Fargo Forum – Family, Grandparent Times, Minnesota Chamber of Commerce – Jaycees, Minnesota Health Care News, White Way Pharmacies, Minnesota North Star Academy, Star newspaper– Active Boomer, StressFree Living, and Minnesota Academy of Audiology Association newsletter.
- Advertisements were placed on the Cub Foods counters in Duluth, Coon Rapids and Rochester.
- Developed professional looking banner and poster for booths and presentations.
- Announcements were posted on cable station bulletin boards for Peg Access – Fergus Falls, Paul Bunyan – Bemidji, Sjoberg's Cable – Thief River Falls, TV 3 Lakes Area Television – Detroit Lakes, and Iron Trail Cable – NE area of MN.
- Networking at various expos and professional conferences such as the Minnesota Caregiver Conference.
- Mass e-mails were sent to numerous service professionals and agencies; brochures and applications were distributed to those who responded and requested materials. Agencies include: Minnesota Home Care Directors and Managers, Minnesota Hospice, Volunteers of America, Telecare Friends, Churches United in Ministry – Duluth, United Way - Duluth, Good Samaritan Society, Store to Door, DARTS, Healthcare Consumer Advocacy – Region 6, Minnesota Telecom Alliance (shared with 93 telecommunications providers), Minnesota National Guard, Minnesota National Reserves, Sibley County Health, Veterans Home – Silver Bay and Minneapolis, County Veterans Officers, Minnesota Association of County Financial Advisors, and Minnesota Counties Local Public Health Organization.
- Mass mailing to churches and senior nutrition programs statewide.
- Information about the TED Program was included in all literature distributed by DHHS.
- Minnesota Relay and TED Program information was sent by DOC-TAM to all Minnesota telecommunications providers for placement in telephone directories, bill inserts and newsletters.

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 1998-2008.

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

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

The TED Program also provides repair and/or replacement of distributed equipment (over 55,800 devices have been distributed since the program’s inception).

This year the TED Program served 1,566 new participants, 1,193 repeat participants, and repaired/replaced equipment for 1,394 participants. TED Program specialists also provided information and referrals to 427 consumers, *for a total of 4,580 Minnesotans receiving service in 2008.*

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 J](#) demonstrate 2008 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 2008, 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 2008, 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 re-evaluate the needs of the consumers it serves and analyze the types of equipment available to best meet those needs.

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

The TED Program has established a workgroup specifically for researching the availability, functions, and features of various wireless devices. The workgroup will also develop procedures for the dissemination of wireless devices. The earliest that wireless devices may be available through the TED Program is in fiscal year 2010.

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

Workflow and Database Management System

The TED Program is incorporating a Web-based workflow process using FileNet content management software and Magic database application to process client applications. The new systems allow staff to scan client applications, track pending documentation,

determine client eligibility, and approve or deny applications. Program staff will no longer create paper files.

The Magic database will track equipment inventory and client data and will also serve as a call log. Magic and FileNet are able to communicate remotely when data changes. The database will allow all program data to be centrally located, will increase system integrity and security, and will be more user-friendly and efficient. The new workflow process is anticipated to be implemented in early 2009.

FY 2008 & FY 2009 REVENUES AND EXPENDITURES

BUDGET SUMMARY	FY 2008 Actual	FY 2009 Projected
REVENUE		
Surcharge Revenue (\$0.06 per access line in FY 2008 & FY 2009)	\$ 4,653,481.60	\$ 4,625,000.00
TAM Fund Interest	\$ 151,758.66	\$ 81,350.00
TOTAL REVENUE	\$ 4,805,240.26	\$ 4,706,350.00
EXPENSES		
TAM Administration	\$ (154,441.01)	\$ (194,850.00)
CSD (Minnesota Relay)	\$ (3,141,535.79)	\$ (2,700,000.00)
DHS-TED Program	\$ (1,659,436.93)	\$ (1,754,000.00)
DHS-Rural Real-time Captioning	\$ (149,169.08)	\$ (268,000.00)
DEED-Accessible News for the Blind	\$ (84,988.00)	\$ (100,000.00)
Commission of Deaf, Deaf-blind and Hard-of-Hearing Minnesotans	\$ (300,000.00)	\$ (300,000.00)
State Video Franchising Study (One Time Appropriation)	\$ 0.00	\$ (85,000.00)
Broadband Mapping Project (One Time Appropriation)	\$ 0.00	\$ (175,000.00)
TOTAL TAM PROGRAM EXPENSES	\$ (5,489,570.81)	\$ (5,576,850.00)
REVENUE VS EXPENDITURES	\$ (684,330.55)	\$ (870,500.00)

STATEMENT OF FUND BALANCE	FY 2008 Actual	FY 2009 Projected
Balance at Beginning of Fiscal Year	\$ 3,744,531.42	\$ 3,060,200.87
TAM Fund Revenue	\$ 4,805,240.26	\$ 4,706,350.00
Return of DHS-TED Program Cash Advance (June)	\$ 200,000.00	\$ 200,000.00
TAM Fund Expenditures	\$ (5,489,570.81)	\$ (5,576,850.00)
DHS-TED Program Cash Advance (July)	\$ (200,000.00)	\$ (200,000.00)
TAM Fund Balance at Close of Fiscal Year	\$ 3,060,200.87	\$ 2,189,700.87

APPENDICES

APPENDIX A

Minnesota Statutes 2008

Chapter 237. Telephone, Telegraph, Telecommunications

237.50 DEFINITIONS.

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

Subd. 2. Repealed, 1995 c 190 s 17

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

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

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

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

Subd. 6. **Fund.** "Fund" means the telecommunications access Minnesota fund established in section 237.52.

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

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

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

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

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

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

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

237.51 TELECOMMUNICATIONS ACCESS MINNESOTA PROGRAM ADMINISTRATION.

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

- (1) administer through interagency agreement with the commissioner of human services a program to distribute communication devices to eligible communication-impaired persons; and
- (2) contract with a qualified vendor that serves communication-impaired persons to create and maintain a telecommunication relay service.

For purposes of sections 237.51 to 237.56, the Department of Commerce and any organization with which it contracts pursuant to this section or section 237.54, subdivision 2, are not telephone companies or telecommunications carriers as defined in section 237.01.

Subd. 2. Repealed, 1995 c 190 s 17

Subd. 3. Repealed, 1995 c 190 s 17

Subd. 4. Repealed, 1995 c 190 s 17

Subd. 5. Commissioner of commerce duties. In addition to any duties specified elsewhere in sections 237.51 to 237.56, the commissioner of commerce shall:

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

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

- (1) define economic hardship, special needs, and household criteria so as to determine the priority of eligible applicants for initial distribution of devices and to determine circumstances necessitating provision of more than one communication device per household;
- (2) establish a method to verify eligibility requirements;
- (3) establish specifications for communication devices to be purchased under section 237.53, subdivision 3; and
- (4) inform the public and specifically the community of communication-impaired persons of the program.

(b) The commissioner may establish an advisory board to advise the department in carrying out the duties specified in this section and to advise the commissioner of commerce in carrying out duties under section 237.54. If so established, the advisory board must include, at a minimum, the following communication-impaired persons:

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

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

Subd. 6. Repealed, 1995 c 190 s 17

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

237.52 TELECOMMUNICATIONS ACCESS MINNESOTA FUND.

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

Subd. 2. **Assessment.** (a) The commissioner of commerce, the commissioner of employment and economic development, and the commissioner of human services shall annually recommend to the commission an adequate and appropriate surcharge and budget to implement sections 237.50 to

237.56, 248.062, and 256C.30, respectively. The maximum annual budget for section 248.062 must not exceed \$100,000 and for section 256C.30 must not exceed \$300,000. The Public Utilities Commission shall review the budgets for reasonableness and may modify the budget to the extent it is unreasonable. The commission shall annually determine the funding mechanism to be used within 60 days of receipt of the recommendation of the departments and shall order the imposition of surcharges effective on the earliest practicable date. The commission shall establish a monthly charge no greater than 20 cents for each customer access line, including trunk equivalents as designated by the commission pursuant to section 403.11, subdivision 1.

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

Subd. 3. **Collection.** Every telephone company or communications carrier that provides service capable of originating a telecommunications relay call, including cellular communications and other nonwire access services, in this state shall collect the charges established by the commission under subdivision 2 and transfer amounts collected to the commissioner of public safety in the same manner as provided in section 403.11, subdivision 1, paragraph (d). The commissioner of public safety must deposit the receipts in the fund established in subdivision 1.

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

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

(1) expenses of the Department of Commerce, including personnel cost, public relations, advisory board members' expenses, preparation of reports, and other reasonable expenses not to exceed ten percent of total program expenditures;

(2) reimbursing the commissioner of human services for purchases made or services provided pursuant to section 237.53;

(3) reimbursing telephone companies for purchases made or services provided under section 237.53, subdivision 5; and

(4) contracting for establishment and operation of the telecommunication relay service required by section 237.54.

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

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

237.53 COMMUNICATION DEVICE.

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

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

- (1) able to benefit from and use the equipment for its intended purpose;
- (2) communication impaired;
- (3) a resident of the state;
- (4) a resident in a household that has a median income at or below the applicable median household income in the state, except a deaf and blind person applying for a telebraille unit may reside in a household that has a median income no more than 150 percent of the applicable median household income in the state; and
- (5) a resident in a household that has telephone service or that has made application for service and has been assigned a telephone number; or a resident in a residential care facility, such as a nursing home or group home where telephone service is not included as part of overall service provision.

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

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

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

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

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

Subd. 8. Repealed, 1988 c 621 s 19

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

237.54 TELECOMMUNICATION RELAY SERVICE.

Subdivision 1. Repealed, 1995 c 190 s 17

Subd. 2. **Operation.** (a) The commissioner of commerce shall contract with a qualified vendor for the operation and maintenance of the telecommunication relay system.

(b) The telecommunication relay service provider shall operate the relay service within the state of Minnesota. The operator of the system shall keep all messages confidential, shall train personnel in the unique needs of communication-impaired people, and shall inform communication-impaired persons and the public of the availability and use of the system. Except in the case of a speech- or mobility-impaired person, the operator shall not relay a message unless

it originates or terminates through a communication device for the deaf or a Braille device for use with a telephone.

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

237.55 ANNUAL REPORT ON COMMUNICATION ACCESS.

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

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

237.56 ADEQUATE SERVICE ENFORCEMENT.

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

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

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Minnesota Rules, Chapter 8775

8775.0100 DEFINITIONS.

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

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

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

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

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

Subp. 6. **Communication device.** "Communication device" means a device that when connected to a telephone enables a communication-impaired person to communicate with another person using the telephone system. A communication device includes a ring signaler, an amplification device, a

telecommunications device for the deaf (TDD), a braille device for use with the telephone system, and any other device the board considers necessary.

Subp. 7. Communication-impaired person.

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

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

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

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

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

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

Subp. 13. Repealed, 19 SR 1666

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

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

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

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

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

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

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

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

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

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

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

STAT AUTH: MS s 237.51

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

8775.0200 PURPOSE AND CONSTRUCTION.

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

STAT AUTH: MS s 237.51

HIST: 14 SR 848

8775.0300 ELIGIBILITY FOR TAM SERVICES.

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

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

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

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

B. The division shall not request information about an applicant for or recipient of TAM services that is not of public record from a source other than within the division without the applicant's or recipient's previous written consent. The division may request information about an applicant or recipient that is not

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

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

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

- A. be at least five years of age;
- B. be a communication-impaired person;
- C. be a resident of Minnesota;

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

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

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

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

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

STAT AUTH: MS s 237.51

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

8775.0400 COMMUNICATION DEVICES; INITIAL DISTRIBUTION PRIORITY.

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

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

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

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

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

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

Subp. 5. **Seventh priority: others without special needs.**

The seventh in priority are those eligible, communication-impaired persons having no special needs, not experiencing economic hardship, and not meeting the household criteria standards.

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

STAT AUTH: MS s 237.51

HIST: 14 SR 848; 19 SR 1666

8775.0500 HOUSEHOLDS ELIGIBLE TO RECEIVE SEVERAL DEVICES.

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

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

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

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

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

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

STAT AUTH: MS s 237.51

HIST: 14 SR 848; 19 SR 1666

8775.0600 TRAINING AND MAINTENANCE.

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

STAT AUTH: MS s 237.51

HIST: 14 SR 848

8775.0700 OWNERSHIP.

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

STAT AUTH: MS s 237.51

8775.0800 APPEALS.

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

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

Subp. 2. **Procedure.** Requests for appeal must be made within 30 calendar days of receiving notice of adverse action or, for good cause shown, within 60 calendar days of receiving the notice. Requests for appeal can be made through written, telephone, or face-to-face contact with a designated representative of the regional service center for deaf and hard-of-hearing people.

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

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

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

STAT AUTH: MS s 237.51

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

Posted: August 26, 2004

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APPENDIX B



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An equal opportunity employer

November 19, 2008

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.

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: 08-1236 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 48 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.

Updated information on Minnesota Relay and the TED Program is available on our Web site at: www.mnrelay.org (click on *Telecommunications Providers*). Please use this information in your telephone directories, bill inserts and newsletters.

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:

- are not currently operating in Minnesota (i.e. do not have any residential or business customers in Minnesota).
- do not provide a dial tone or any switched services.
- do not have retail end-users/local subscribers.
- only offer DSL.

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

11/2008

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 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>***.

Name(s) that you are providing telecommunications services under in Minnesota: _____

Address: _____

City: _____ State: _____ Zip: _____

Contact Name: _____ Title: _____

Contact Phone: _____ Contact E-mail: _____

Signature of Contact Person: _____



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

We are a local service provider.

Requirement:

- You must **annually** provide Minnesota Relay and Minnesota Telephone Equipment Distribution (TED) Program information to your customers. Please list the date that this information was distributed to your customers:
Month: _____ Year: _____.
- You must also include information on the availability and use of all forms of Minnesota Relay services in your telephone directory. Please list the date of your last telephone directory:
Month: _____ Year: _____.

* 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 and the TED Program.

We are an interconnected VoIP service provider or a Wireless service provider.

Requirement:

- You must **annually** publicize Minnesota Relay information in a bill insert or newsletter to your customers. Please list the date that this information was distributed to your customers:
Month: _____ Year: _____.
- If you distribute a telephone directory you must include information on the availability and use of all forms of Minnesota Relay services. Please list the date of your last telephone directory:
Month: _____ Year: _____.

We do not distribute a telephone directory.

* 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.

We are exempt from the state and/or federal regulations regarding notices to customers because provider:

does not have any residential or business telecommunications customers in MN (i.e. is not currently operating in MN).

does not provide a dial tone or any switched services. only offers DSL.

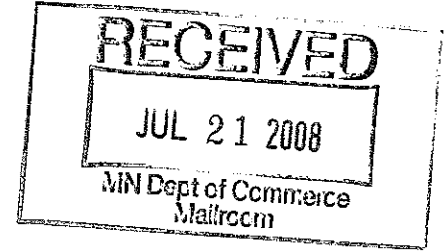
does not have retail end-users/local subscribers. Other (explain): _____

APPENDIX C



Federal Communications Commission
Washington, D.C. 20554

July 16, 2008



Minnesota Department of Commerce
Rochelle Renee Garrow, Administrator
Telecommunications Access Minnesota
85 7th Place East, Suite 500
St. Paul, MN 55101-2198

Re: Telecommunications Relay Services (TRS); Application No.: TRS-39-07; CG Docket No. 03-123

Dear Ms. Garrow:

Pursuant to Title IV of the Americans with Disabilities Act of 1990, section 225(f)(2) of the Communications Act of 1934, as amended, 47 U.S.C. § 225(f)(2), and section 64.606(b) of the Commission's rules, 47 C.F.R. § 64.606(b), the Application of the State of Minnesota for certification of its Telecommunications Relay Services (TRS) program, Application No. TRS-39-07, is hereby **GRANTED**. On the basis of its application, the Consumer & Governmental Affairs Bureau (Bureau) has determined that:

- (1) the TRS program of the State of Minnesota meets or exceeds all operational, technical, and functional minimum standards contained in section 64.604 of the Commission's rules, 47 C.F.R. § 64.604;
- (2) the State of Minnesota's program makes available adequate procedures and remedies for enforcing the requirements of the TRS program; and
- (3) the State of Minnesota's TRS program in no way conflicts with federal law.

The Bureau also has determined that the State of Minnesota's intrastate funding mechanism is labeled in a manner that promotes national understanding of TRS and does not offend the public, consistent with section 64.606 of the Commission's rules, 47 C.F.R. § 64.606(d).

Because the Commission may adopt further changes to the rules governing relay programs, including state relay programs, the certification granted herein is conditioned on a demonstration of compliance with any new rules ultimately adopted by the Commission. The Commission will provide guidance to the states, U.S. territories, and the District of Columbia on demonstrating compliance with such rule changes.

This certification shall remain in effect for a five year period, beginning July 26, 2008, and ending on July 25, 2013, pursuant to 47 C.F.R. § 64.606(c). One year prior to the expiration of this certification, July 25, 2012, the State of Minnesota may apply for renewal of its TRS program by filing documentation in accordance with the Commission's rules, pursuant to 47 C.F.R. §§ 64.606(a) and (b).

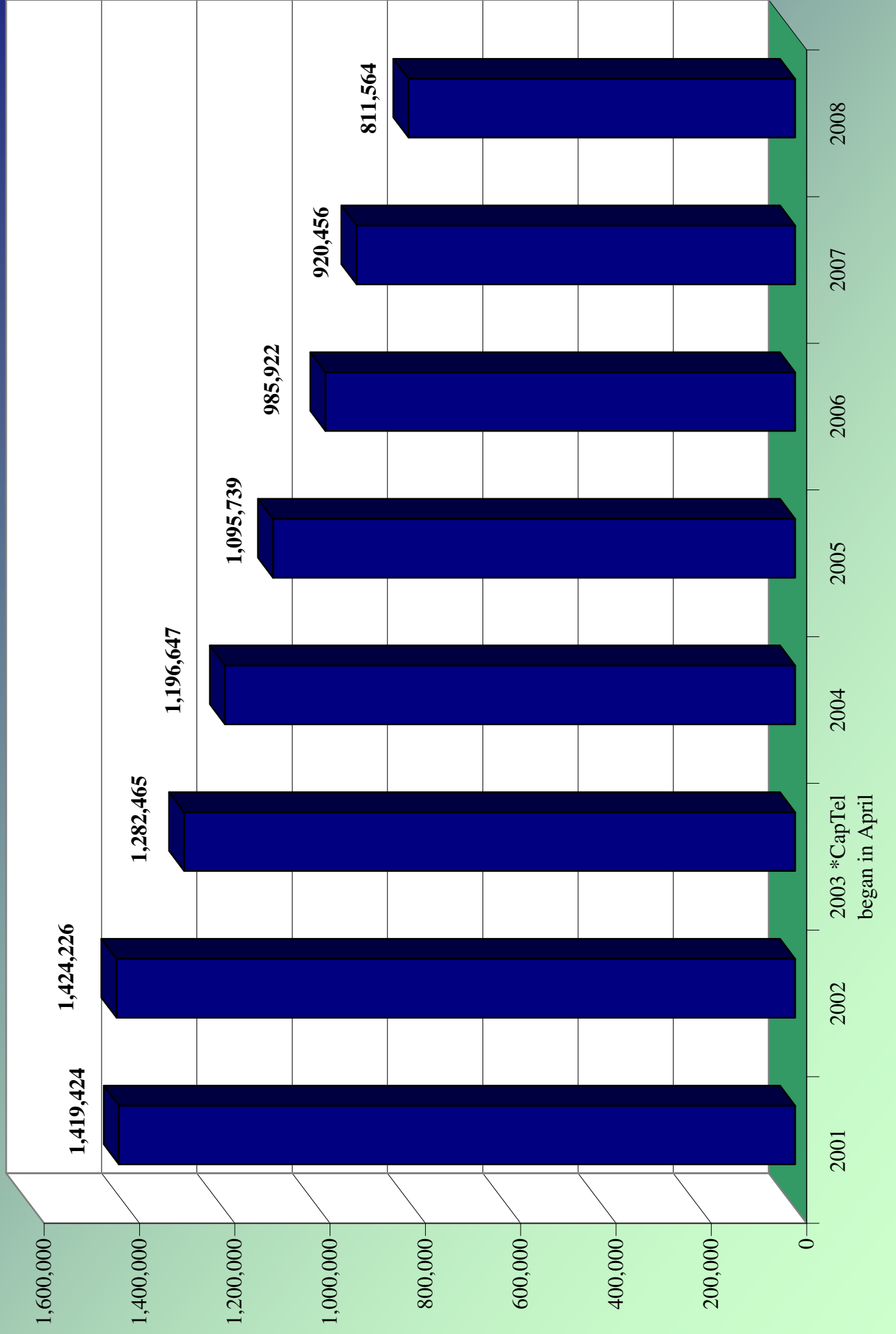
Sincerely,

Thomas Chandler
Chief, Disability Rights Office
Consumer & Governmental Affairs Bureau

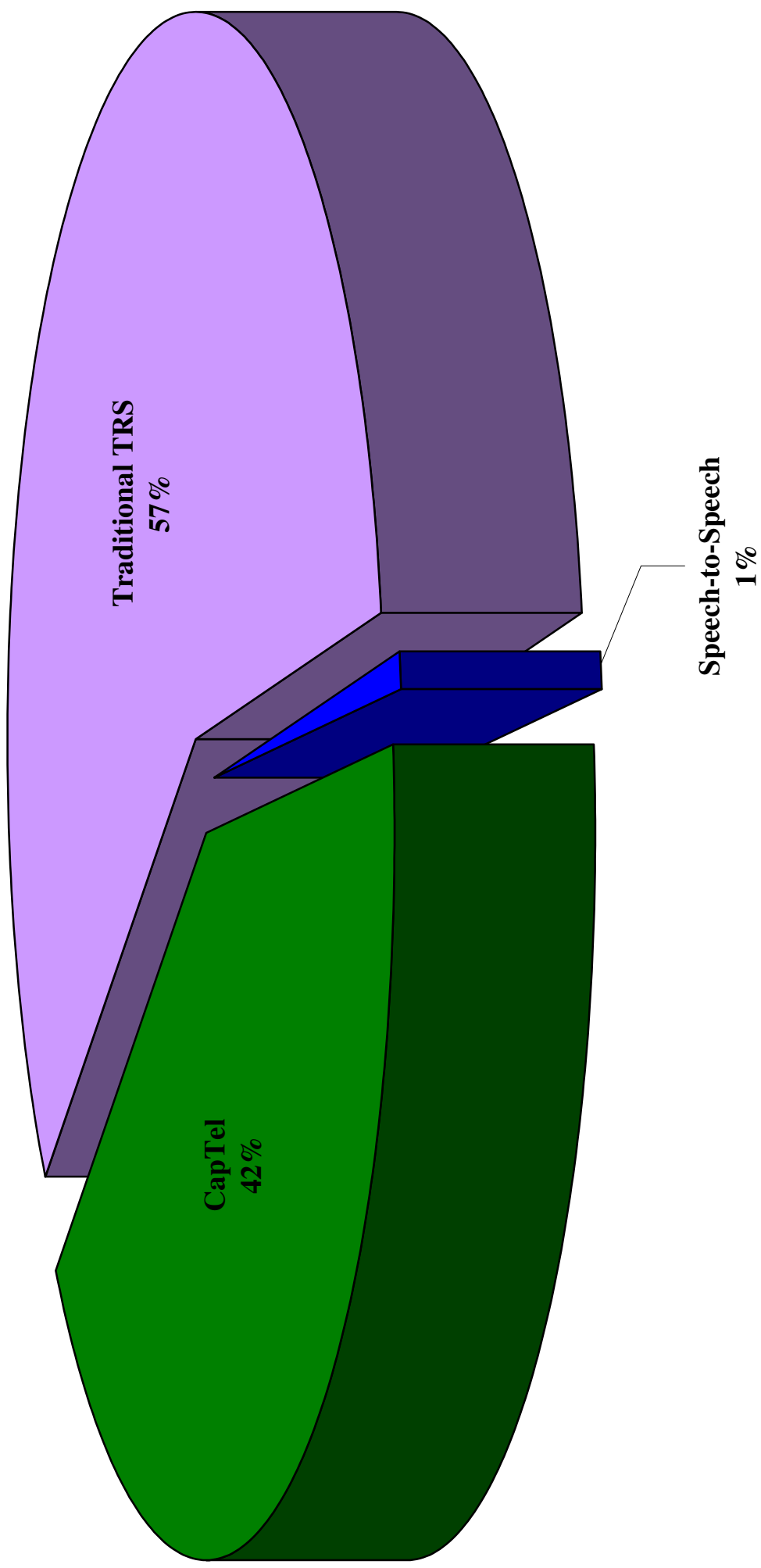
APPENDIX D

2001 - 2008 Minnesota Relay Call Volume

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

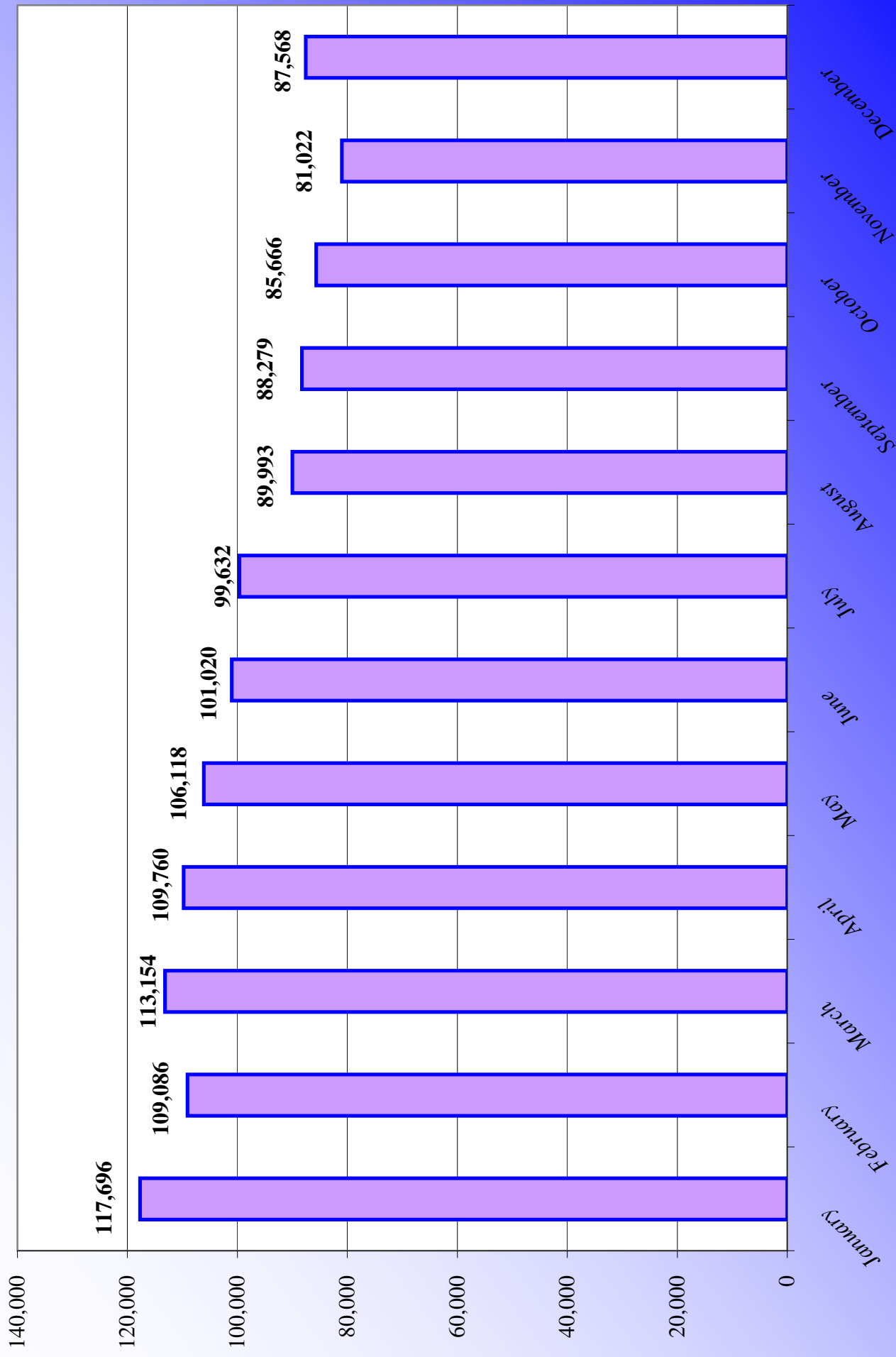


Minnesota Relay 2008 Conversation Minutes by Type



2008 Minnesota Relay Traditional TRS Conversation Minutes

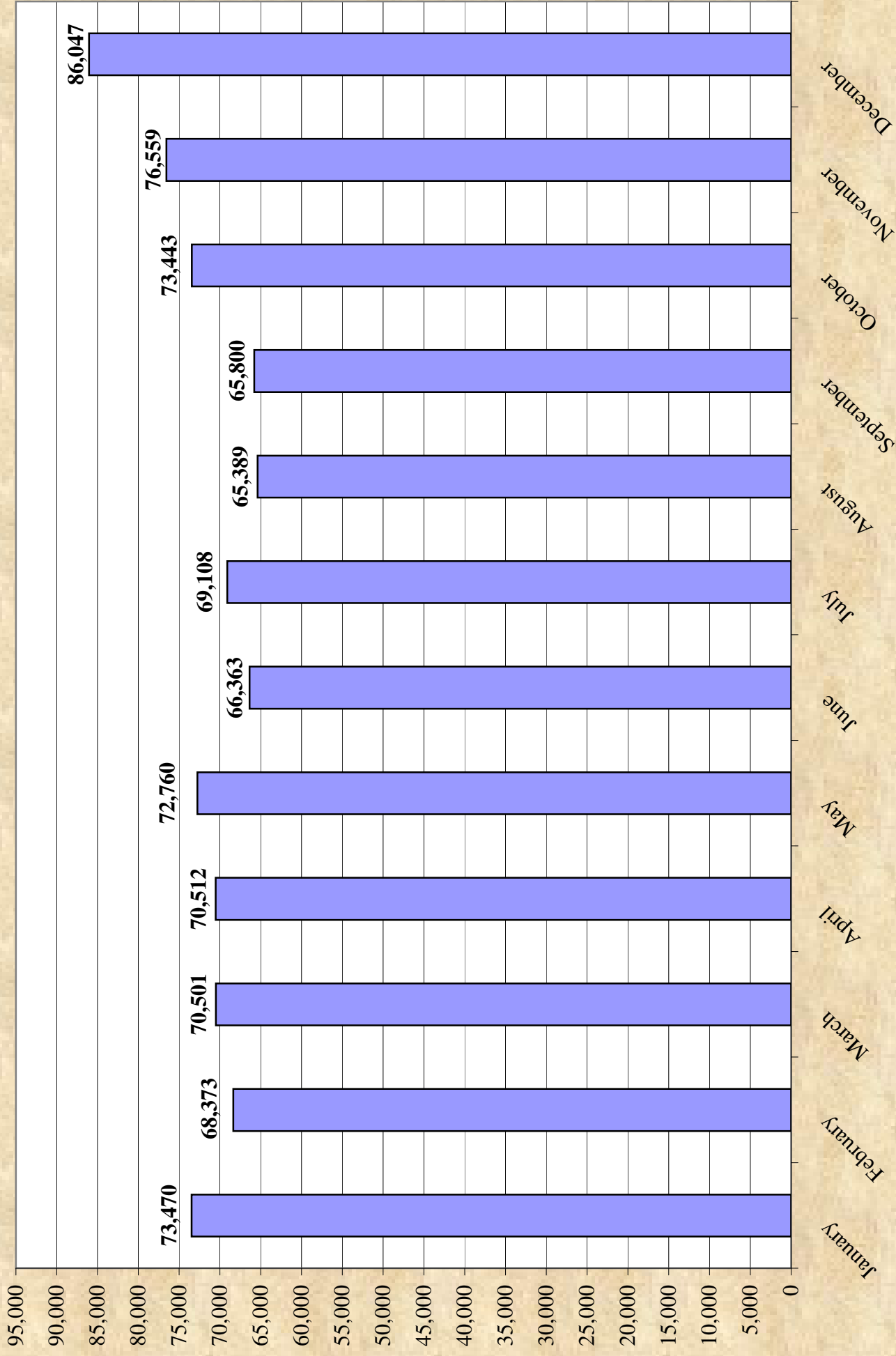
(TTY, VCO, HCO & Spanish)



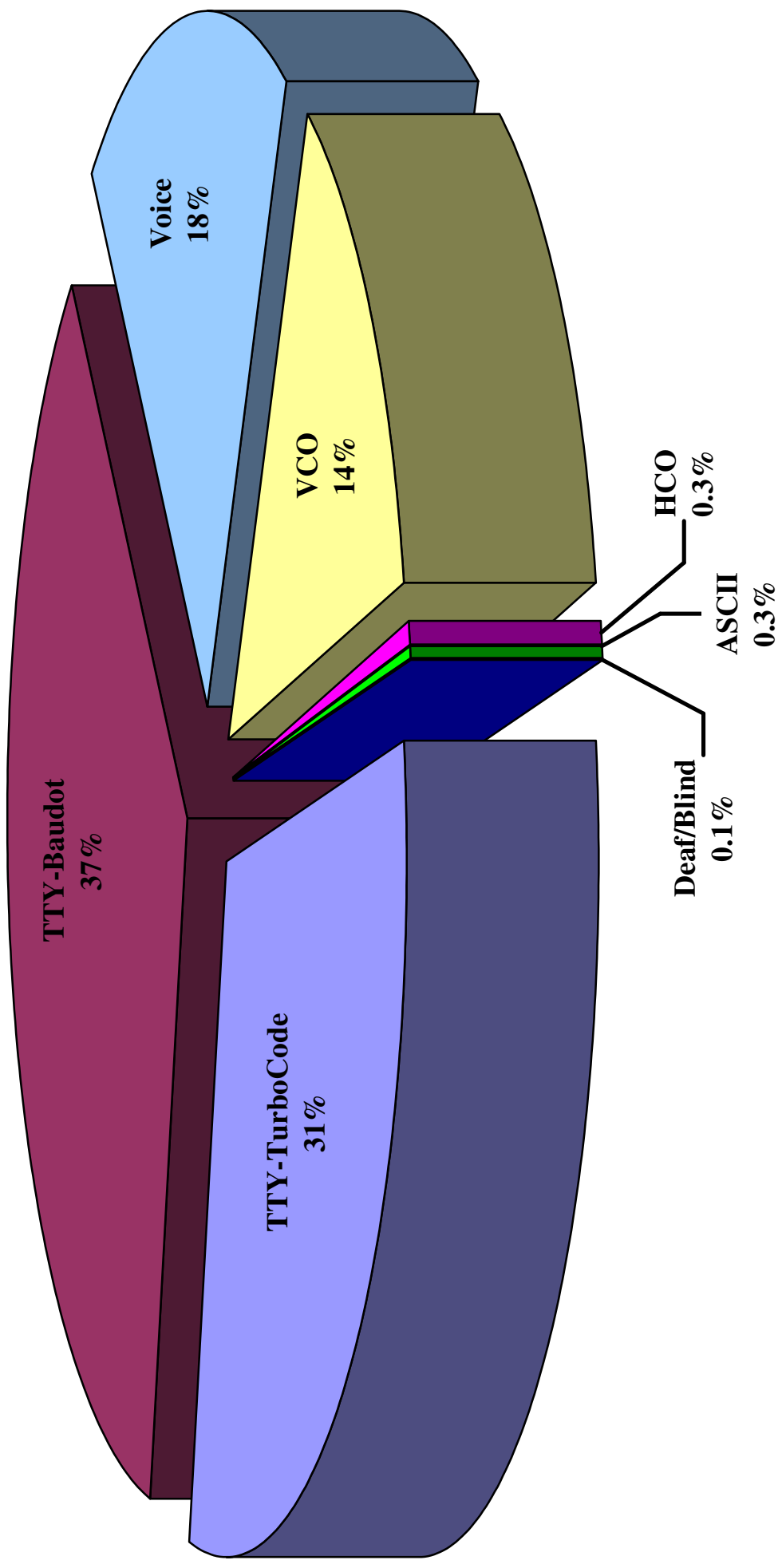
2008 Minnesota Relay Speech-to-Speech Conversation Minutes



2008 Minnesota Relay CapTel Conversation Minutes

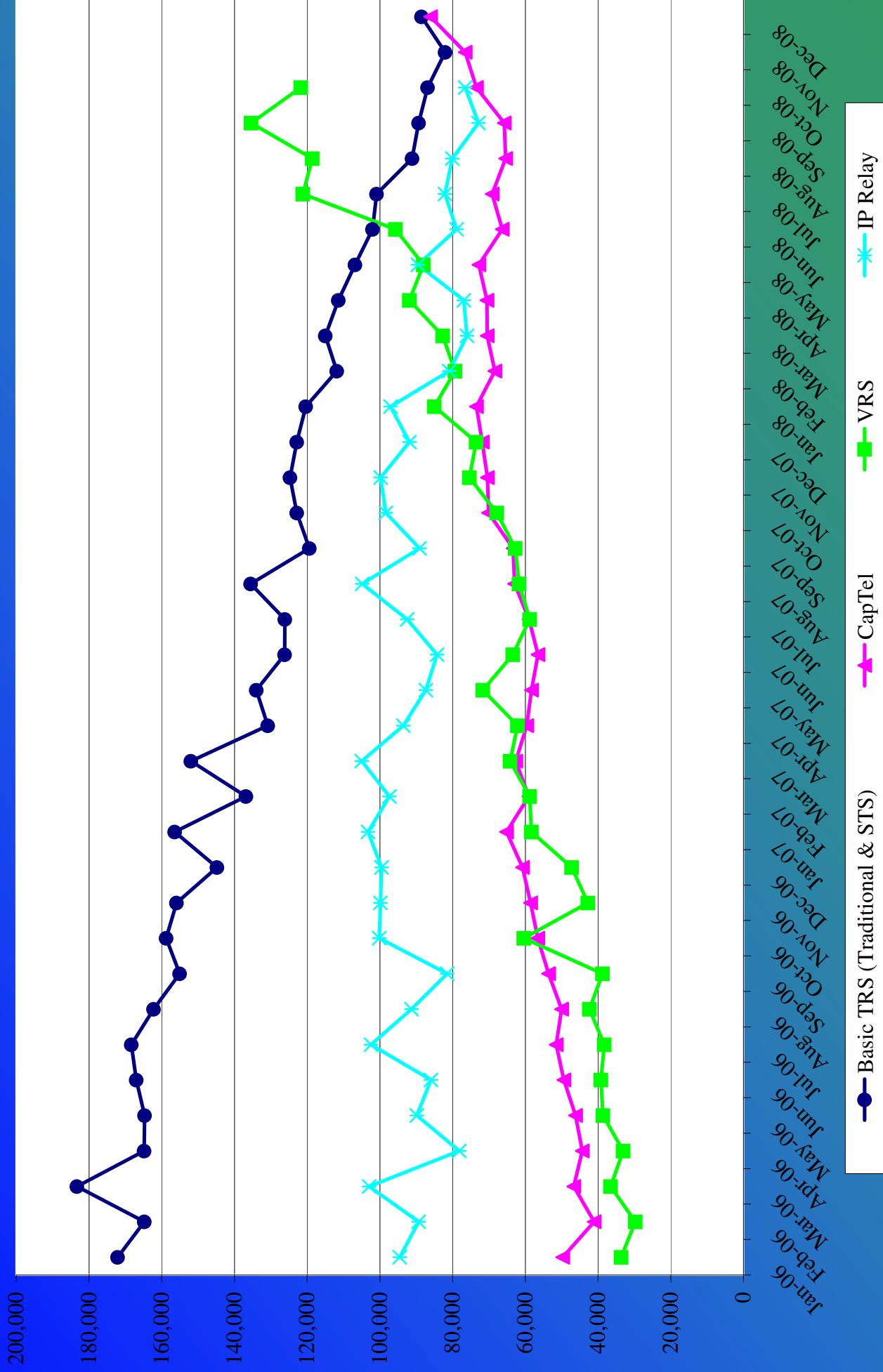


2008 Minnesota Relay Calls by Calling Device



APPENDIX E

Minnesota Consumer's TRS Conversation Minutes by Form of Relay Service Used January 2006 - December 2008

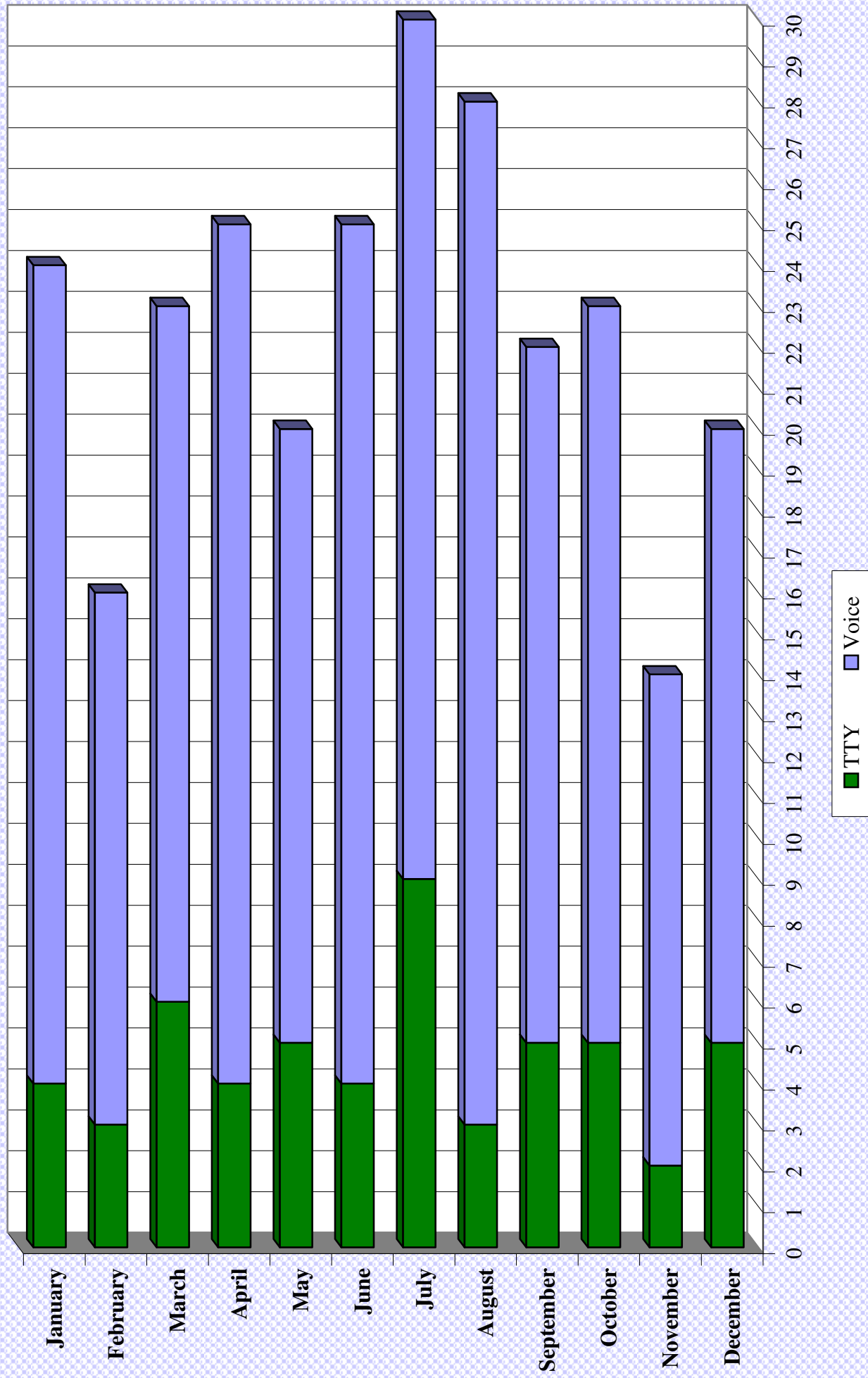


Minnesota TRS Trends



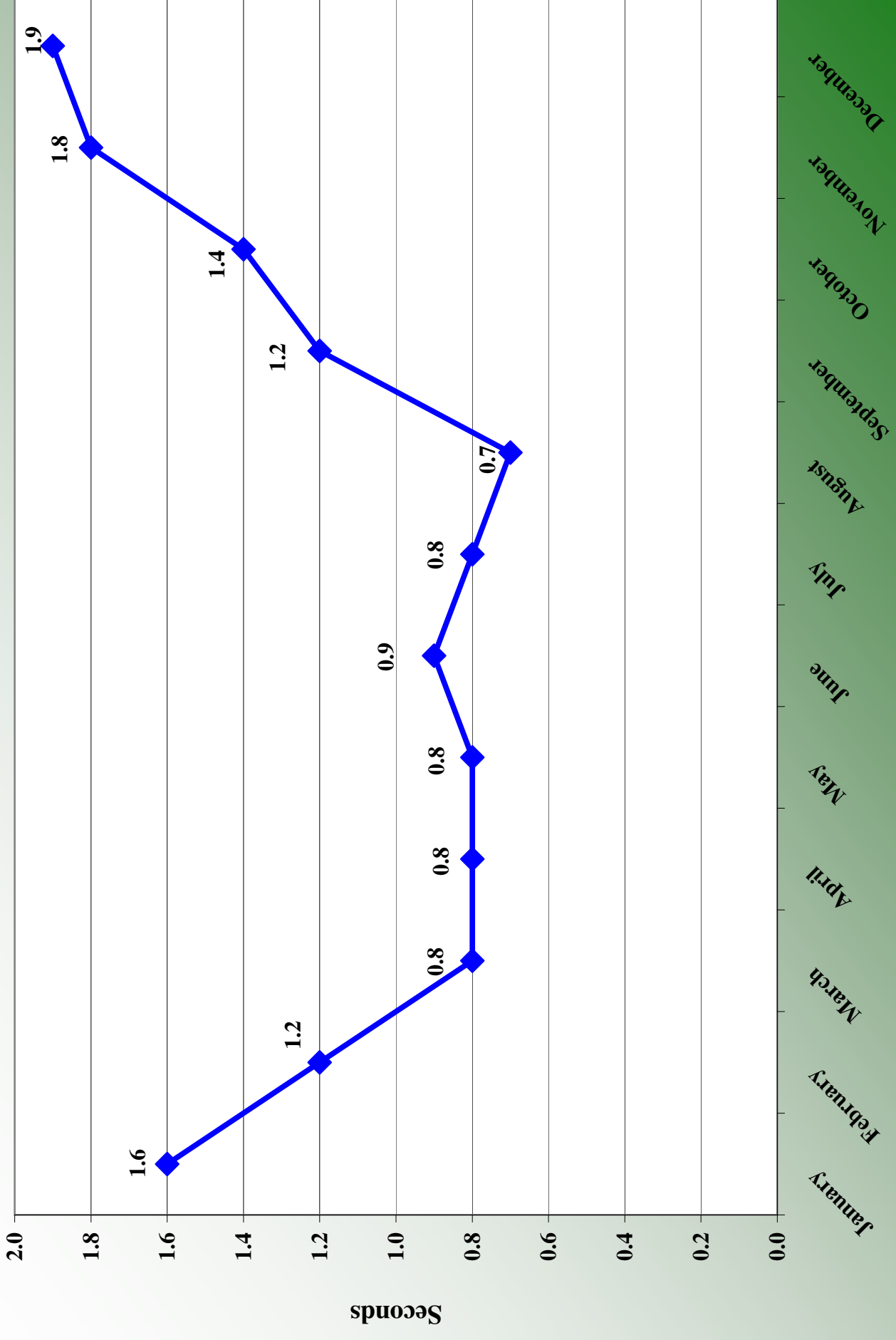
APPENDIX F

Emergency Calls to PSAPs Through Minnesota Relay

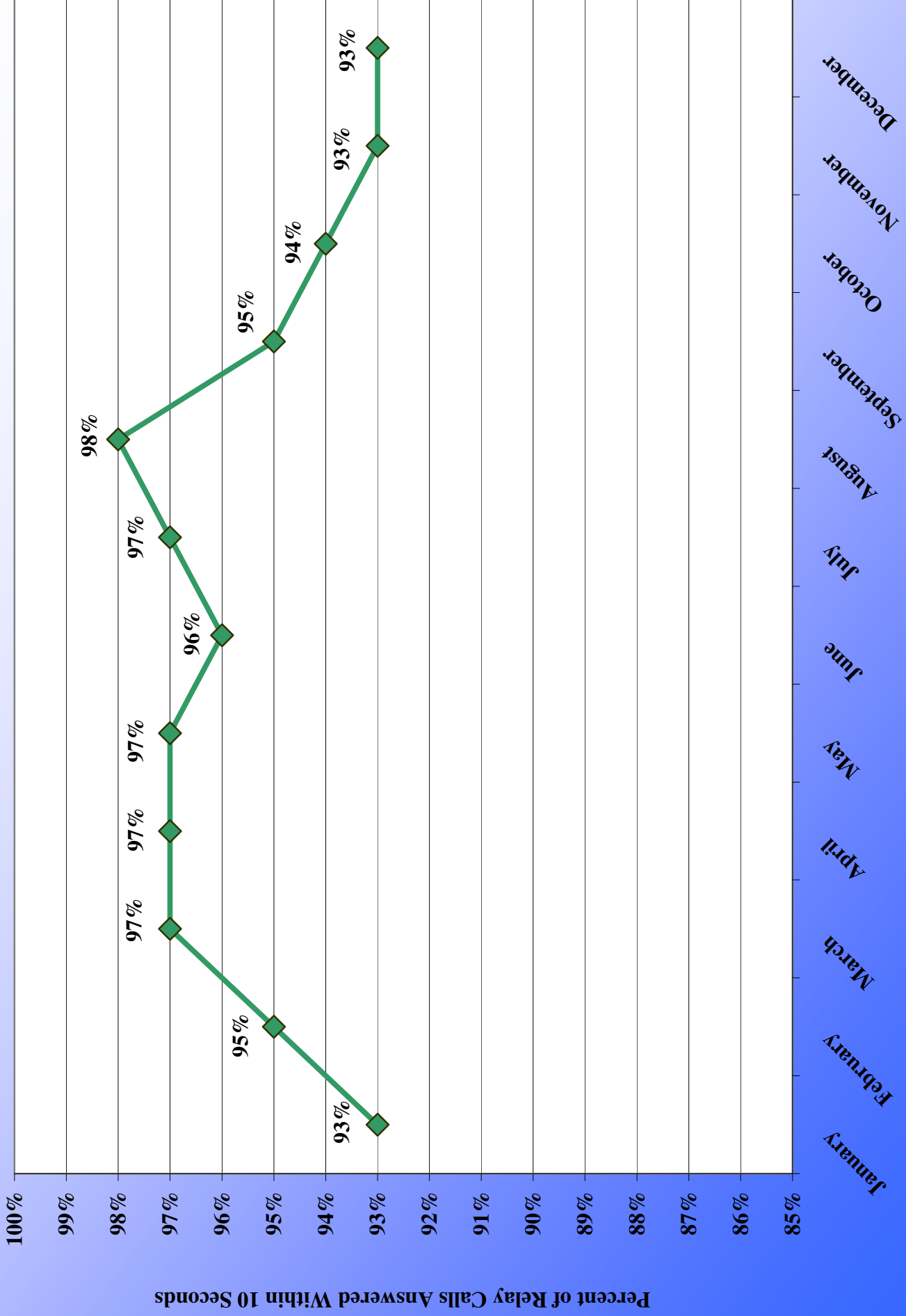


APPENDIX G

2008 Minnesota Relay Weighted Speed of Answer (ASA)



2008 Minnesota Relay Service Level (SVL)



APPENDIX H

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 I

Consumer Relations Office Monthly Outreach Summary
January 2008

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
January 07	Presentation	Tony the Painter	Brooklyn Park	1	X			
January 08	Drop In	Spring Green Lawn Care	Hasting	1	X			
January 08	Drop In	Westview Law Center	Hasting	1	X			
January 08	Drop In	Weierke Chiropractic	South St. Paul	1	X			
January 08	Drop In	Zenk Dental Associates	South St. Paul	1	X			
January 09	Drop In	DaisyBlue Naturals	West. St. Paul	1	X			
January 10	Presentation	Nails D'Lux	Coon Rapids	1	X			
January 14	Presentation	Coon Rapids High School	Coon Rapids	22				X
January 14	Presentation	Coon Rapids High School	Coon Rapids	26				X
January 15	Presentation	Coon Rapids High School	Coon Rapids	24				X
January 15	Presentation	Valvoline Instant Oil Change	Coon Rapids	19				X
January 15	Presentation	Urology Associates	Edina	2	X			
January 17	In Home Demonstration		Brooklyn Park	2		X		
January 17	Meeting	Minnesota Employment Advisory Committee	St. Paul	14				X
January 22	Drop In	Accountable Homecare	Elk River	4		X		
January 22	Drop In	Guardian Angels Residence	Elk River	6		X		
January 22	Drop In	Your Way HomeCare	Elk River	2		X		
January 22	Drop In	Elk River Senior Activities Center	Elk River	4		X		
January 23	Drop In	Granite Mortgage Finance	St. Paul	1	X			
January 24	In Home Demonstration		St. Paul	2		X		
January 24	Drop In	Pathways on the Park	St. Paul	2		X		
January 24	Drop In	St. Paul Library	St. Paul	2		X		
January 29	Drop In	Summerwood	Plymouth	4		X		
January 29	Drop In	Vicksburg Crossing	Plymouth	2		X		
January 29	Drop In	Bassett Creek Commons	Plymouth	1		X		
January 29	Drop In	Ometta Vent Care Services, Inc.	Plymouth	1		X		
January 29	Drop In	Right at Home	Plymouth	3		X		
January 31	Drop In	Peterson HomeCare	Plymouth	3		X		
January 31	Drop In	Plymouth Community Library	Plymouth	6		X		
January 31	Drop In	Hearing Help Audiology	Plymouth	1		X		
January 31	Drop In	Good Samaritan Transportation, Inc.	Plymouth	2		X		
January 31	Drop In	Soundpoint Audiology and Hearing Services	Plymouth	5		X		
January 31	Drop In	Swenson Custom Media, Inc.	Oak Grove	1	X			
Total Presentations:		33						
Total Participants:		168						

Consumer Relations Office Monthly Outreach Summary
February 2008

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
February 01	In Home Demonstration		St. Paul	3		X		
February 02	Presentation	American Legion	Waite Park	23				X
February 02	Presentation	Thompson Hall-Mass Meeting	St. Paul	45				X
February 05	Meeting	DHHS Advisory Committee (Duluth)	Duluth	14				X
February 05	Meeting	Green Mill Restaurant - Deaf & Hard of Hearing Professionals	Duluth	11				X
February 05	Drop In	Radisson Hotel	Duluth	1				X
February 06	Presentation	Solutions	Blaine	2	X			
February 08	Presentation	Lifetrack Resources	St. Paul	7				X
February 08	Drop In	Gayle's Travel Agent	St. Paul	1	X			
February 09	Presentation	Hearing Loss Association	Bloomington	28		X		
February 12	In Home Demonstration	Valvoline Instant Oil Change	Oakdale	2		X		
February 12	Drop In	Oak Meadows	Oakdale	4		X		
February 12	Drop In	Oakdale Branch Library	Oakdale	2		X		
February 13	Drop In	Wells Fargo Bank	St. Cloud	1	X			
February 13	Drop In	Central MN Community Foundation	St. Cloud	2	X			
February 13	Drop In	Chamber of Commerce	St. Cloud	2				X
February 13	Drop In	Tri-Cap	St. Cloud	1				X
February 13	Drop In	Wells Fargo Bank	St. Cloud	2				X
February 14	Drop In	Northwest Home Healthcare	Oakdale	1		X		
February 14	Drop In	Echo Ridge	Oakdale	4		X		
February 14	Drop In	Oak Terrace	Oakdale	1		X		
February 19	Presentation	Guardian Angel Church	Oakdale	20				X
February 21	Drop In	Sure Comfort Healthcare	Oakdale	3		X		
February 21	Drop In	Prosource St. Paul Home Healthcare	Oakdale	1		X		
February 21	Drop In	Trusted Home Healthcare	Oakdale	1		X		
February 21	Drop In	Century North Apartments	Oakdale	1		X		
February 21	Drop In	Eastwood Village	Oakdale	5		X		
February 25	Presentation	Century College	Maplewood	8				X
February 27	Presentation	Mark's Plumbing Service and Repair	Golden Valley	2	X			
February 29	Presentation	USA Karate	Brooklyn Center	2	X			
Total Presentations:				30				
Total Participants:				200				

Consumer Relations Office Monthly Outreach Summary
March 2008

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
March 04	Drop In	Birchwood Arbors	Forest Lake	2		X		
March 04	Drop In	Birchwood Health Care Center	Forest Lake	2		X		
March 04	Drop In	Elder Haven Homes	Forest Lake	1		X		
March 04	Presentation	Century College	White Bear Lake	9				X
March 05	Presentation	Granite Mortgage & Construction Finance	St. Paul	4	X			
March 06	Drop In	Evercare Service, Inc.	Forest Lake	1		X		
March 06	Drop In	Life Senior Care	Forest Lake	1		X		
March 06	Drop In	Windy Acres Assisted Living	Forest Lake	1		X		
March 06	Drop In	Avada Hearing	Forest Lake	1		X		
March 06	Presentation	First Plan of Minnesota	Duluth	20	X			
March 06	Meeting	Valvoline Instant Oil Change	Duluth	16				X
March 07	Drop In	Duluth Chamber of Commerce	Duluth	1	X			
March 07	Drop In	Maplewood Toyota	Maplewood	1	X			
March 07	Social Event	St. Paul Technical College - Deaf Culture Salon	St. Paul	30				X
March 11	Drop In	Hugo Assisted Living	Hugo	1		X		
March 11	Drop In	Human Care, Inc.	Hugo	1		X		
March 11	Drop In	Meadows on Fairview	Wyoming	4		X		
March 11	Drop In	Affinity Plus	St. Paul	1	X			
March 11	Drop In	Wyoming Area Giese Memorial Library	Wyoming	4		X		
March 13	Drop In	Parmly Lifeboats	Chisago City	5		X		
March 13	Drop In	Fairview Lakes Homecare and Hospice	Chisago City	6		X		
March 13	Drop In	Vindauga View Assisted Living	Chisago City	2		X		
March 13	Drop In	Pointe Pleasant Heights	Chisago City	3		X		
March 13	Drop In	Parmly Lakeview Apartments	Chisago City	4		X		
March 18	Presentation	Ottomeyer Clinic	Forest Lake	3	X			
March 19	Presentation	Three River Park District	Bloomington	22				X
March 20	Presentation	Care Minnesota	Minneapolis	4	X			
March 20	Meeting	Deaf Seniors (Thompson Hall)	St. Paul	28				X
March 20	Exhibition	River Extreme Center - Hearing Parents of Deaf and Hard of Hearing Children	Monticello	28				X
March 25	Meeting	Metropolitan Airports Commission	Minneapolis	4	X			
March 25	Presentation	Minneapolis Radiology	Robbinsdale	2	X			
March 25	Drop In	North Memorial Home Healthcare and Hospice	Robbinsdale	7		X		
March 26	Meeting	Moorhead Relay Center	Moorhead	8				X
March 27	Meeting	DHS - Deaf and Hard of Hearing Service Division	Crookston	7				X
March 27	Drop In	Crystal Senior Center	Crystal	3		X		
March 27	Drop In	Rockford Road Area Library	Crystal	3		X		
March 28	Meeting	DHS - Deaf and Hard of Hearing Service Division	Mankato	13				X
March 31	Presentation	Together Dating Service	Edina	2	X			
Total Presentations:		38						
Total Participants:		255						

Consumer Relations Office Monthly Outreach Summary

April 2008

Month/Date	Type of Outreach	Location Name	City	Zip	Number of Participants	Business	CapTel	STS	General TRS
April 01	Meeting	Qwest Advisory Committee	Minneapolis	55402	12				X
April 02	Exhibit	Mystic Lake Senior Spring Show	Prior Lake	55372	600		X		
April 03	Exhibit	Mystic Lake Senior Spring Show	Prior Lake	55372	600		X		
April 05	Presentation	Appliance Recycling Center of America, Inc.	St. Louis Park	55426	8	X			
April 07	Presentation	Douglas County Elder Network	Alexandria	56308	48				X
April 07	Drop In	Douglas County Library	Alexandria	56308	1		X		
April 07	Drop In	Clearwater Suites	Alexandria	56308	1		X		
April 07	Drop In	Vikingland Home Healthcare, Inc.	Alexandria	56308	1		X		
April 10	In Home Demonstration		St. Paul	55116	2		X		
April 10	Drop In	Riverview Highlands Apartments	St. Paul	55116	1		X		
April 11	Drop In	Valvoline Instant Oil Change	Marshall	56258	2	X			
April 11	Drop In	Hearing & Speech Center	Marshall	56258	3	X			
April 11	Drop In	Avera Regional Medical Center	Marshall	56258	2	X			
April 11	Drop In	General Services Division	Marshall	56258	1	X			
April 15	In Home Demonstration		Apple Valley	55124	1		X		
April 15	Drop In	Apple Valley Villa	Apple Valley	55124	3		X		
April 15	Drop In	Godia Health Care Services	Apple Valley	55124	1		X		
April 15	Drop In	Nagomi Health Services	Apple Valley	55124	1		X		
April 15	Drop In	The Centennial House	Apple Valley	55124	1		X		
April 17	Exhibit	Western National Insurance Retirement Fair	Edina	55439	150		X		
April 17	Drop In	Western National Insurance Company	Edina	55439	2	X			
April 17	Drop In	AAA Minnesota Corporate Sales	Burnsville	55337	1	X			
April 23	Drop In	Golden Living Community	Wayzata	55391	2		X		
April 23	Drop In	Meridian Manor	Wayzata	55391	1		X		
April 24	Consumer Event	Deaf Seniors	St. Paul	55104	38				X
April 23	Drop In	Wayzata Library	Wayzata	55391	1		X		
April 25	Exhibit	U of M - Continuing Education Center	St. Paul	55108	40				X
April 29	Drop In	Wireless Plus	Forest Lake	55025	1	X			
April 29	Drop In	Ness Electronics	St. Paul	55108	1	X			
April 29	Presentation	Osseo Elementary School	Osseo	55369	11				X
April 30	Exhibit	Chisago County Senior Fair	North Branch	55056	90		X		
Total Presentations:					31				
Total Participants:					1,627				

Consumer Relations Office Monthly Outreach Summary
May 2008

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
May 01	Drop In	Chamber of Commerce	East Grand Forks	2	X			
May 02	Exhibit	Our Savior's Lutheran	East Grand Forks	45				X
May 03	Exhibit	YMCA	Fergus Falls	18				X
May 06	Presentation	Cobble Hill Apartments	Woodbury	10		X		
May 06	Drop In	Woodbury Estates	Woodbury	4		X		
May 06	Drop In	Woodbury Home Health Care	Woodbury	3		X		
May 06	Drop In	Woodbury Villa	Woodbury	1		X		
May 07	Drop In	Housing & Redevelopment Authority	Willmar	2				X
May 07	Drop In	Kandiyohi County Administrator	Willmar	1				X
May 08	In Home Demonstration		North Branch	1		X		
May 08	Drop In	Valvoline Instant Oil Change	North Branch	1		X		
May 09	Drop In	Veteran's Service Office	Willmar	2	X			
May 09	Drop In	Work Force Center	Willmar	2	X			
May 09	Drop In	Chamber of Commerce	Willmar	2	X			
May 10	Drop In	Chamber of Commerce	Litchfield	1	X			
May 13	Presentation	Muller Manor	Hugo	11		X		
May 15	Exhibit	Range Senior Expo	Mt. Iron	200		X		
May 20	Presentation	Raymie Johnson Estates	Oak Park Heights	8		X		
May 20	Drop In	Human Services, Inc.	Stillwater	3		X		
May 20	Drop In	Stillwater Public Library	Stillwater	9		X		
May 22	In Home Demonstration		Forest Lake	2		X		
May 27	Drop In	Boutwells Landing	Stillwater	6		X		
May 27	Drop In	Oak Ridge Place	Stillwater	4		X		
May 27	Drop In	Golden Living Center, Greeley	Stillwater	1		X		
May 27	Drop In	Golden Living Center, Linden	Stillwater	4		X		
May 29	Presentation	Mulla Insurance Agency, Inc.	Brooklyn Park	3	X			
May 29	Drop In	Taj Salon and Spa	Brooklyn Park	4	X			
May 29	Drop In	LA Fitness	Brooklyn Park	2	X			
May 29	Drop In	Edina Realty	Champlin	3	X			
May 29	Drop In	Anoka Hennepin Credit Union	Champlin	3	X			
Total Presentations:		30						
Total Participants:		358						

Consumer Relations Office Monthly Outreach Summary
June 2008

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
June 03	Presentation	U-Haul of Coon Rapids	Coon Rapids	5	X			
June 03	Drop In	Millavetz, Gallop and Millavetz, PA	Coon Rapids	2	X			
June 03	Presentation	Coon Rapids Pet Hospital	Coon Rapids	5	X			
June 04	Social Event	Families & Children with Vision and Hearing Loss	Shoreview	26				X
June 05	Presentation	Pioneer Apartments	St. Paul Park	14		X		
June 05	Drop In	Comfort Keepers	Cottage Grove	1		X		
June 06	Drop In	Wells Fargo Bank	Maplewood	2	X			
June 10	In Home Demonstration		Burnsville	2		X		
June 10	Drop In	The Rivers	Burnsville	1		X		
June 10	Drop In	The Arbors at Ridges	Burnsville	2		X		
June 10	Drop In	Valvoline Instant Oil Change	Burnsville	1		X		
June 11	Meeting	Qwest Advisory Committee	Minneapolis	12		X		
June 11	Presentation	The Swimmin' Hole	Fridley	1	X			
June 12	Presentation	Oak Meadows	Oakdale	20		X		
June 12	Drop In	Home Free	Oakdale	1		X		
June 13	Drop In	3M Center Building	St. Paul	1	X			
June 17	Presentation	Sets Design, Inc.	New Hope	2	X			
June 18	In Home Demonstration		St. Paul	1		X		
June 18	Presentation	St. Paul Technical College	St. Paul	24				X
June 19	Drop In	Alterra Clare Bridge of North Oaks	North Oaks	3		X		
June 19	Drop In	Presbyterian Homes of North Oaks	North Oaks	6		X		
June 19	Drop In	Communities of Care	Shoreview	2		X		
June 20	Presentation	College of Saint Benedict	St. Joseph	20				X
June 20	Presentation	College of Saint Benedict	St. Joseph	18				X
June 21	Presentation	College of Saint Benedict	St. Joseph	23				X
June 24	In Home Demonstration		Vadnais Heights	4		X		
June 24	Drop In	Lifespan Home Care Services	Vadnais Heights	1		X		
June 24	Drop In	Vintage Moments, LLC	Vadnais Heights	3		X		
June 25	Meeting	Forum on Employment Services for Disabilities	Golden Valley	28	X			
June 26	Presentation	Ann Bodlivik Apartments	Stillwater	8		X		
June 26	Drop In	Cedar Ridge	Stillwater	1		X		
June 26	Presentation	St. Cloud Work Force Center	St. Cloud	25	X			
June 26	Drop In	Rehabilitation Services	St. Cloud	1	X			
Total Presentations:				33				
Total Participants:				266				

Consumer Relations Office Monthly Outreach Summary
July 2008

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
July 02	Drop In Visit	Sarpino's Pizzeria	Champlin	2	X			
July 08	Presentation	Calvary Apartments	Golden Valley	18		X		
July 08	Drop In Visit	Country Villa	Golden Valley	2		X		
July 08	Drop In Visit	Hawthorne House	Golden Valley	2		X		
July 09	Drop In Visit	City of New Ulm	New Ulm	2	X			
July 09	Drop In Visit	Wells Fargo Bank	New Ulm	3	X			
July 09	Drop In Visit	New Ulm Chamber of Commerce	New Ulm	1	X			
July 09	Drop In Visit	Minnesota Valley Action Council	New Ulm	2	X			
July 10	Drop In Visit	La Bonne Vie Home Health	Golden Valley	1		X		
July 10	Drop In Visit	Meridian Services, Inc.	Golden Valley	2		X		
July 10	Drop In Visit	Valvoline Instant Oil Change	Golden Valley	1		X		
July 12	Social Event	Hearing Loss Association of MN	Maplewood	24		X		
July 15	In Home Demonstration		Golden Valley	1		X		
July 15	Presentation	Harris Communications	Eden Prairie	5	X			
July 17	Presentation	Family Chiropractic	Brooklyn Park	3	X			
July 18	In Home Troubleshooting		Golden Valley	1		X		
July 22	Presentation	Elk River Senior Center	Elk River	22		X		
July 22	Drop In Visit	Catered Care Services	Elk River	2		X		
July 22	Drop In Visit	Metrowide Home Care	Elk River	1		X		
July 22	Drop In Visit	Your Way Home Care	Elk River	3		X		
July 24	Drop In Visit	Park Dental Edinbrook	Brooklyn Park	2	X			
July 29	In Home Demonstration		Elk River	2		X		
July 29	Drop In Visit	Napa Auto Parts	Elk River	5	X			
July 29	Drop In Visit	Greater Minnesota Credit Union	Elk River	3	X			
July 29	Drop In Visit	Guardian Angels by the Lake	Elk River	3		X		
July 29	Drop In Visit	Prestige Living Home Care	Elk River	1		X		
July 30	Drop In Visit	Veterans Services	St. Peter	1				X
July 30	Drop In Visit	Nicollet County Public Health	St. Peter	2				X
July 30	Drop In Visit	St. Peter Social Services	St. Peter	1				X
July 30	Drop In Visit	Soderlund Drug (pharmacy)	St. Peter	1	X			
July 30	Drop In Visit	Nicollet Co. Emergency Management	St. Peter	1				X
Total Presentations:				31				
Total Participants:				120				

Consumer Relations Office Monthly Outreach Summary
August 2008

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
August 05	In Home Demonstration		Eagan	2		X		
August 05	Drop In Visit	Alliance Health Care	Eagan	8		X		
August 05	Drop In Visit	Hope in Abilities Services, Inc.	Eagan	1		X		
August 05	Drop In Visit	Omega Health Services, Inc.	Eagan	1		X		
August 05	Drop In Visit	Touching Hearts at Home	Eagan	3		X		
August 05	Presentation	Lifespring Chiropractic	Eagan	3	X			
August 07	Drop In Visit	Alterra Clare Bridge of Eagan	Eagan	4		X		
August 07	Drop In Visit	MVR Home Care, Inc.	Eagan	3		X		
August 07	Drop In Visit	The Commons on Maurice	Eagan	8		X		
August 07	Drop In Visit	Quality Hearing Systems	Eagan	2		X		
August 07	Drop In Visit	Valvoline Instant Oil Change	Eagan	4		X		
August 07	Drop In Visit	Wescott Community Library	Eagan	6		X		
August 12	Drop In Visit	Office Max	Brooklyn Park	3	X			
August 12	Presentation	Ramsey County Child Support Enforcement	St. Paul	129				X
August 13	In Home Demonstration		Elk River	2		X		
August 14	Drop In Visit	Prism Mortgage, Inc.	Minneapolis	2	X			
August 18	Drop In Visit	Goodman Jewelers	Brooklyn Center	3	X			
August 19	Drop In Visit	Metropolitan State University	St. Paul	2	X			
August 21	Exhibition	Goodhue County Special Education	Red Wing	45				X
August 22	Presentation	Parent In Community Action Head Start	Minneapolis	24				X
August 21	Exhibition	Minnesota State Fair	Falcon Heights	920				X
August 22	Exhibition	Minnesota State Fair	Falcon Heights	920				X
August 23	Exhibition	Minnesota State Fair	Falcon Heights	920				X
August 24	Exhibition	Minnesota State Fair	Falcon Heights	920				X
August 25	Exhibition	Minnesota State Fair	Falcon Heights	920				X
August 26	Exhibition	Minnesota State Fair	Falcon Heights	920				X
August 27	Exhibition	Minnesota State Fair	Falcon Heights	920				X
August 28	Exhibition	Minnesota State Fair	Falcon Heights	920				X
August 29	Exhibition	Minnesota State Fair	Falcon Heights	920				X
August 30	Exhibition	Minnesota State Fair	Falcon Heights	920				X
August 31	Exhibition	Minnesota State Fair	Falcon Heights	920				X
Total Presentations:		31						
Total Participants:		10,375						

Consumer Relations Office Monthly Outreach Summary
September 2008

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
September 01	Exhibition	Minnesota State Fair	St. Paul	920				X
September 04	Presentation	Walgreens Pharmacy	Blaine	2	X			
September 04	Drop In	Vinbel Health Care Services	Blaine	1		X		
September 04	Drop In	Christine Professional Home Care, Inc.	Blaine	1		X		
September 08	Presentation	Humboldt Senior High School	St. Paul	26				X
September 09	Presentation	Anoka Ramsey Community College	Coon Rapids	29				X
September 09	Presentation	Minneapolis Community Technical College	Minneapolis	33				X
September 09	Presentation	Enterprise Rentals	Spring Lake Park	4	X			
September 09	Drop In	New Millennium Healthcare	Spring Lake Park	1		X		
September 11	Meeting	Qwest Advisory Committee	Minneapolis	10				X
September 11	Meeting	Valvoline Instant Oil Change	St. Paul	11				X
September 13	Social Event	Hard-of-Hearing ALOHA	Shoreview	24				X
September 16	In Home Demonstration		Maplewood	1		X		
September 16	Drop In	Esslings Home Plus, Inc.	Maplewood	2		X		
September 16	Drop In	Healthstar Home Health	Maplewood	1		X		
September 18	Presentation	Great Clips - Village of Blaine	Blaine	3	X			
September 18	Drop In	A Time for Help	Lino Lakes	1		X		
September 20	Exhibition	Crowne Plaza River Front	St. Paul	45				X
September 23	Presentation	Allied Waste, Inc.	Eden Prairie	9	X			
September 23	Drop In	Aging Joyfully	Eden Prairie	1		X		
September 23	Drop In	Quality Lifecare Solutions	Eden Prairie	1		X		
September 24	Meeting	Rehabilitation Services	St. Cloud	26				X
September 24	Drop In	Walgreens Pharmacy	St. Cloud	1	X			
September 25	Presentation	Lifetrack	St. Paul	28				X
September 25	In Home Demonstration		Fridley	2		X		
September 25	Drop In	Comfort Keepers	Fridley	1		X		
September 25	Drop In	Midland Enterprises	Fridley	2		X		
September 30	Presentation	CVS Pharmacy	Fridley	4	X			
September 30	Drop In	Pride in Living Healthcare, Inc.	Fridley	1		X		
September 30	Drop In	Angels Home Care	Fridley	1		X		
Total Presentations:		30						
Total Participants:		1,192						

Consumer Relations Office Monthly Outreach Summary
October 2008

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
October 06	Presentation	Cub Pharmacy	Brooklyn Park	3	X			
October 07	Presentation	Brooklyn Park Chiropractic	Brooklyn Park	2	X			
October 07	Drop In	St. Therese at Oxbow Lake	Brooklyn Park	4		X		
October 08	Meeting	Professional Deaf & Hard of Hearing	Duluth	15				X
October 09	Presentation	Walgreens Pharmacy	White Bear Lake	5	X			
October 09	Drop In	Cerenity Residence	White Bear Lake	1		X		
October 09	Drop In	Visiting Angels	White Bear Lake	1		X		
October 11	Social Event	Hearing Loss of America	Egan	17		X		
October 13	Presentation	Blossoms of Champlin	Champlin	2	X			
October 13	Presentation	Furry Tails Grooming Salon	Champlin	4	X			
October 16	Exhibit	Valvoline Instant Oil Change	Roseville	38				X
October 16	Exhibit	Duluth Senior Expo	Duluth	1100		X		
October 17	Drop In	Sam's Club	St. Louis Park	1	X			
October 17	Drop In	Meadowbrook Pharmacy	St. Louis Park	1	X			
October 17	Drop In	Park Nicollet Clinic	St. Louis Park	1	X			
October 18	Exhibit	Minnesota Registry of Interpreters for the Deaf	Brooklyn Park	45				X
October 18	Exhibit	Minnesota Registry of Interpreters for the Deaf	Brooklyn Park	45				X
October 20	Presentation	Sam's Club	St. Louis Park	28				X
October 20	Drop In	Cleaners One	Champlin	2	X			
October 20	Presentation	Sharp Vision	Champlin	3	X			
October 21	Exhibit	East Side Senior Fair	Minneapolis	70		X		
October 23	In Home Demonstration		Brooklyn Park	2		X		
October 24	In Home Demonstration		Minneapolis	1				X
October 25	Presentation	Rochester Deaf Club	Rochester	42				X
October 28	In Home Demonstration		Hugo	1		X		
October 28	Drop In	Chandler Place Home Healthcare	St. Anthony	1		X		
October 28	Drop In	Goodness and Mercy Health Services	New Brighton	1		X		
October 31	In Home Demonstration		Fridley	2		X		
October 31	Drop In	Bridges Health Care Service	Little Canada	1		X		
October 31	Drop In	Garden Terrace	Little Canada	1		X		
Total Presentations:				30				
Total Participants:				1,440				

Consumer Relations Office Monthly Outreach Summary
November 2008

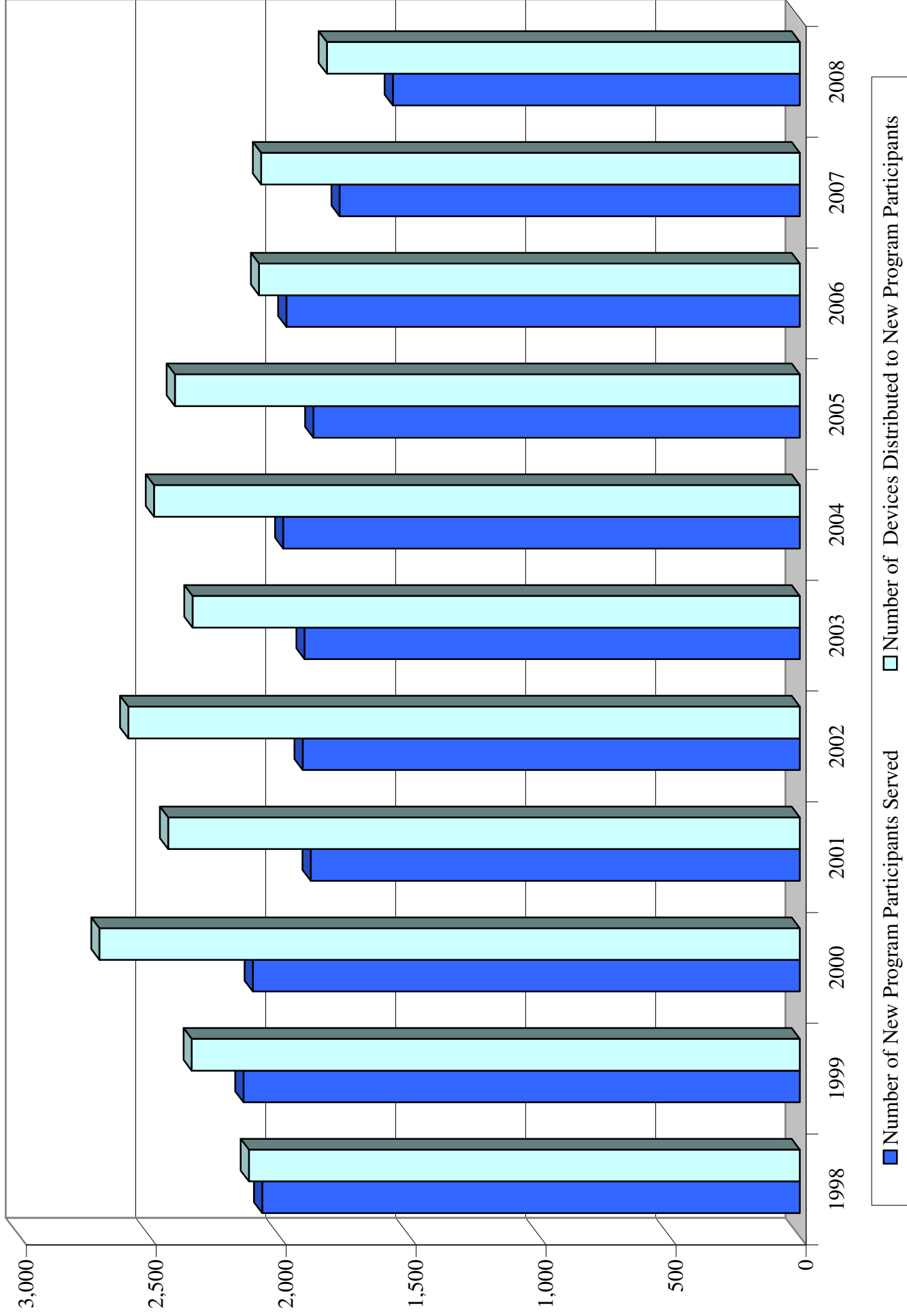
Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
November 04	Presentation	Snyder's Drug Store	New Hope	4	X			
November 04	Drop In	Carolyn's Taking Care	New Hope	1		X		
November 04	Drop In	Touchstone Assisted Living	New Hope	1		X		
November 05	Exhibition	Education Service Center	Rochester	36				X
November 06	Presentation	Unity Hospital	Fridley	5				X
November 06	Presentation	Transmission Shop, Inc.	New Hope	5	X			
November 06	Drop In	Ambassador Good Samaritan Health Care	New Hope	2		X		
November 06	Drop In	Nurturing Care, Inc.	New Hope	1		X		
November 07	Meeting	Qwest Advisory Committee	Minneapolis	12				X
November 08	Drop In	Cub Foods	St. Louis Park	2	X			
November 09	Drop In	Valvoline Instant Oil Change	Hopkins	1	X			
November 10	Drop In	City of North St. Paul	North St. Paul	1	X			
November 11	Presentation	National Salon Supply	Minneapolis	4	X			
November 11	Drop In	Gentle Touch Health Initiatives, Inc.	Golden Valley	2		X		
November 11	Drop In	International Health Care Services	Golden Valley	1		X		
November 12	Presentation	Earl Brown Elementary School	Brooklyn Center	35				X
November 12	Presentation	Earl Brown Elementary School	Brooklyn Center	30				X
November 12	Presentation	Earl Brown Elementary School	Brooklyn Center	21				X
November 13	Presentation	Animal Humane Society	Golden Valley	5	X			
November 13	Drop In	Care Plus Home Health	Golden Valley	1		X		
November 13	Drop In	Heritage House Assisted Living	Golden Valley	1		X		
November 15	Social Event	American Legion/DeafBlind Banquet	Fridley	45				X
November 18	Presentation	Century Community College	White Bear Lake	10				X
November 18	In Home Demonstration		Crystal	2		X		
November 19	In Home Troubleshooting		Lauderdale	1				X
November 20	In Home Troubleshooting		Fridley	2		X		
November 24	Drop In	Toy R Us	St. Paul	1	X			
November 24	Drop In	Kohl's Department Store	Maplewood	1	X			
November 25	Drop In	Copperfield Hill Apartments	Robbinsdale	4		X		
November 26	Presentation	Snyder's Drug Store	Champlin	2	X			
November 26	Drop In	Home Sweet Homecare of MN	Champlin	1		X		
Total Presentations:		31						
Total Participants:		240						

Consumer Relations Office Monthly Outreach Summary
December 2008

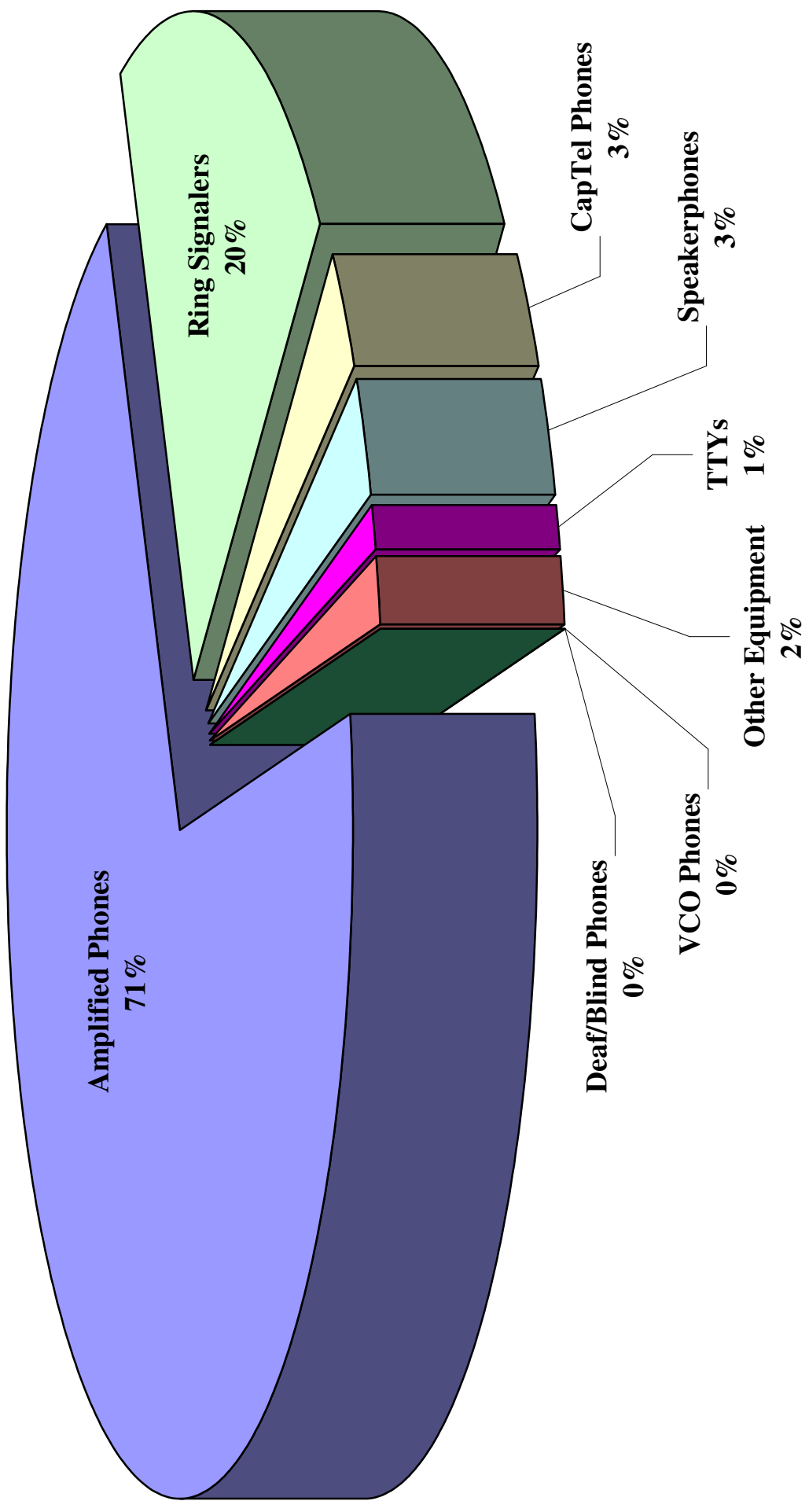
Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	CapTel	STS	General TRS
December 02	Presentation	Pearl Vision	Brooklyn Center	5	X			
December 02	Presentation	Midas Auto Service	Brooklyn Center	2	X			
December 02	Meeting	Deaf and Hard of Hearing Services Division	Moorhead	9				X
December 04	In Home Demonstration		Hugo	1		X		
December 06	Social Event	Hearing Loss of America - MN	Burnsville	24				X
December 08	Meeting	Deaf and Hard of Hearing Services Division	Roseville	15				X
December 09	Presentation	State Farm Insurance	St. Paul	2	X			
December 09	Drop In	Caring Professionals Homecare	St. Paul	1		X		
December 09	Drop In	Store to Door Home Delivery	St. Paul	3		X		
December 10	Meeting	Graff's Enterprise	Coon Rapids	1				X
December 11	Presentation	Valvoline Instant Oil Change	Brooklyn Park	2	X			
December 11	Meeting	Deaf and Hard of Hearing Services Division	Thief River Falls	8				X
December 12	Drop In	Thief River Falls Library	Thief River Falls	2	X			
December 12	Drop In	SWS Credit Services, Inc.	Thief River Falls	1	X			
December 12	Drop In	WellsFargo Bank	Thief River Falls	2	X			
December 12	Drop In	NAPA Supplies Company	Thief River Falls	2	X			
December 12	Drop In	ACE Hardware	Thief River Falls	1	X			
December 16	Drop In	Bristol Place Home Health Services	Minneapolis	3		X		
December 16	Drop In	Kenwood Retirement Community	Minneapolis	5		X		
December 16	Drop In	Universal Home Health Care Agency	Minneapolis	1		X		
December 18	Drop In	Firstat Nursing Services	St. Paul	6		X		
December 18	Drop In	Sunshine Home Healthcare	St. Paul	1		X		
December 18	Drop In	Iris Park Commons	St. Paul	2		X		
December 23	Presentation	United Legal Associates	St. Paul	2	X			
December 23	Drop In	Ace Home Care Services	St. Paul	1		X		
December 30	Drop In	Advantage Home Care Services	St. Paul	4		X		
December 30	Drop In	Divine Healthcare Network	St. Paul	1		X		
December 30	Drop In	Lifetrack Resources	St. Paul	1		X		
December 30	Drop In	Safety Care, Inc.	St. Paul	3		X		
December 30	Drop In	Daily Living Healthcare Services	St. Paul	1		X		
Total Presentations:				30				
Total Participants:				112				

APPENDIX J

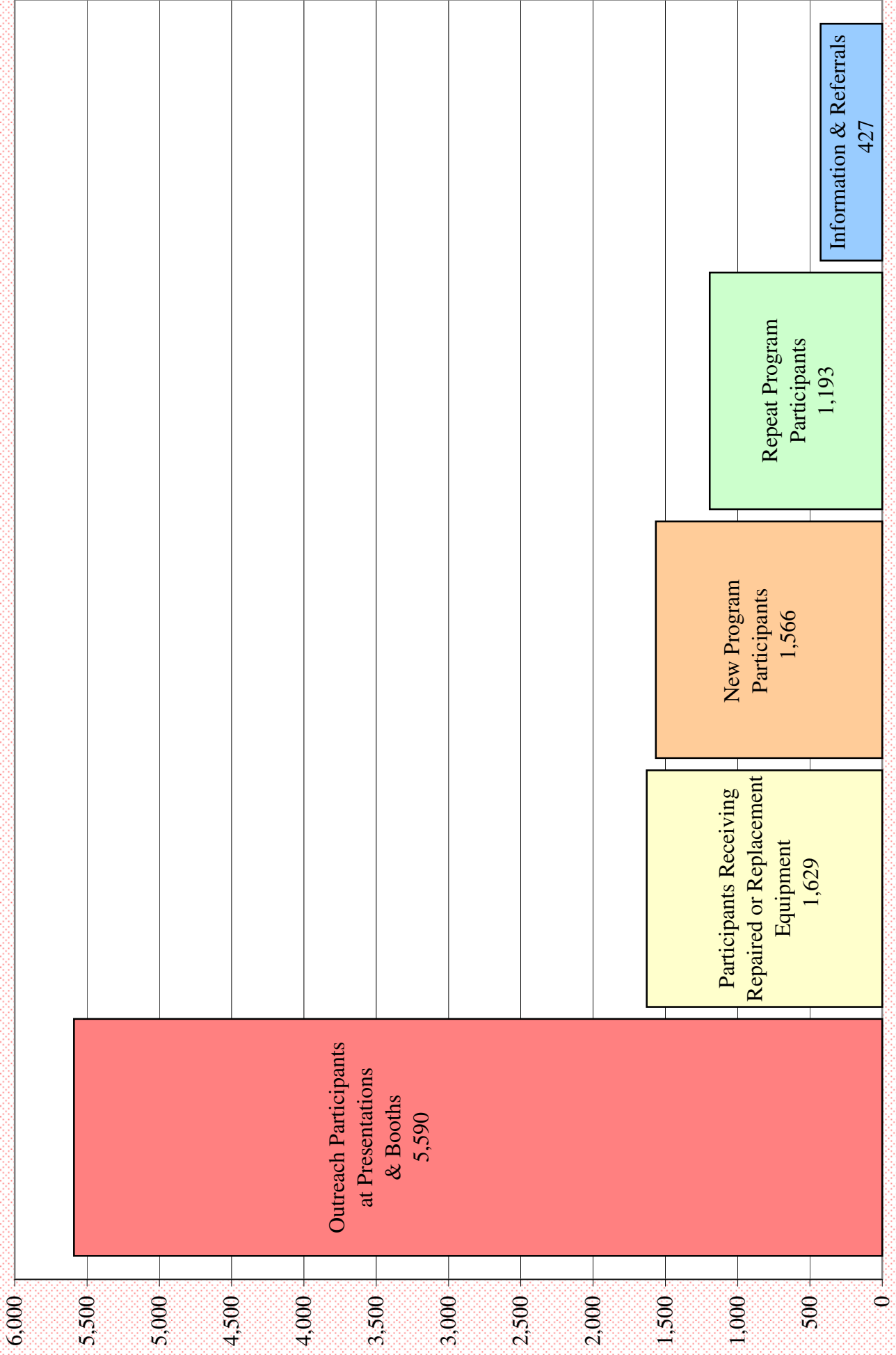
TED Program 1998 -2008 New Program Participants



TED Program Types of Equipment Distributed in 2008



2008 TED Program Services



STATE OF MINNESOTA)
) ^{SS}
COUNTY OF RAMSEY)

AFFIDAVIT OF SERVICE

I, **Linda Chavez**, on the **29th** day of **January, 2009**, served the attached **2008 Annual Report - Minnesota Department of Commerce – Telecommunications Access Minnesota**

Docket Number(s): **P999/M-09-5**

- X by depositing in the United States Mail at the City of St. Paul, a true and correct copy thereof, properly enveloped with postage prepaid.
- by personal service
- by express mail
- by delivery service
- X by electronic file
- X by e-mail

to all persons at the addresses indicated below &/or on the attached list:

/S/LINDA CHAVEZ

P999/M-09-5

**E-FILE – Service upon E-Filing
E-Mail – those with e-mail address**

HARD COPY – Needs Hard Copy

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