

**Verizon New England Inc.
d/b/a Verizon Massachusetts**

Commonwealth of Massachusetts

Docket No. 07-04

Respondent: John Conroy
Title: Vice President-Regulatory

REQUEST: Department of Telecommunications and Cable

DATED: September 18, 2007

ITEM: DTC 1 Please identify any changes between the current Dual Party Relay Service contract and the new Verizon RFP.

REPLY: Please see attached table. As seen in the table all elements of the current contract are included in the proposed RFP. In fact, the proposed RFP has additional items requiring a bidder's response.

Current Contract			2007 RFP		
1998 RFP Section	1998 RFP Standards	In Current Contract	Required in RFP	Cross Reference Section	Standards
3.0	Operational Specifications	Yes	Yes	3.0	Service Standards
3.1	Overview	Yes	Yes	3.1.	Scope of Service
3.2.2	Hours of Operation				
3.2.4	No charge for calls to relay center				
3.3.11	New technology				
3.2	General Specifications	Yes	Yes	3.2	Compliance with RFP Specifications
3.3	Technical Specification	Yes	Yes	4.0	Technical Requirements
				4.1	Overview
3.2.1	Location	Yes	Yes	4.2	Location: Mandatory
3.2.10	Voice and hearing carryover	Yes	Yes &	4.3	Call Types: Mandatory
3.2.10.1	Enhanced VCO		Expanded		
3.2.10.2	Two-way (one-line) VCO				
3.3.11.3	Speech-to-speech relay				
3.3.18	Two-way (single-line) VCO				
3.4.4	Multi-lingual relay service				
3.4.4.1	Multi-lingual translation and relay calls				
3.2.5	Equipment	Yes	Yes	4.4	Facilities and Equipment: Mandatory
3.2.5.1	Transmission speeds/interrupt ability				
3.3.2	System configuration and design				
3.3.4	Hardware and software updates and adaptability				
3.3.5	Hardware and software updates and upgrades				
3.3.6	System service upgrade ability				
3.2.3.1	Adequate capacity	Yes	Yes	4.5	Service Expansion: Value Added
3.3.3	Facility expandability				
3.3.4	Hardware and software updates and adaptability				
3.3.5	Hardware and software updates and upgrades				
3.3.6	System service upgrade ability				
3.3.10	Service expansion				
3.3.11	New technology	Yes	Yes	4.6	New Technology: Value Added
3.3.11.1	Voice-to-text capability				

Current Contract			2007 RFP		
1998 RFP Section	1998 RFP Standards	In Current Contract	Required in RFP	Cross Reference Section	Standards
3.2.5.2 3.2.13	N11 Access Dialing access	Yes	Yes	4.7	Mass Relay Access: Mandatory
3.2.3 3.3.7	Call Carriage Network access	Yes	Yes	4.8	Call Carriage: Mandatory
3.2.6	ANI utilization	Yes	Yes	4.9	Automatic Number Identification (ANI) Mandatory
New		No	Yes	4.10	True Caller ID and Enhanced Customer Calling Services: Value-Added
New		No	Yes	4.11	Wireless and Personal Communication Phone Calls :Value-Added
3.3.8.2	Access to regional 800 services and special prefixes	Yes	Yes	4.12	Access to Regional Toll Free services and special prefixes: Value-Added
3.3.8.1	Access to 900 services	Yes	Yes	4.13	Access to 900 or Pay per call numbers: Value-Added
3.3.15	Coin operated payphones	Yes	Yes	4.14	Access to Coin Sent-Paid Calls :Value-Added
New		No	Yes	4.15	Access to Directory Assistance: Value-Added
New		No	Yes	4.16	Three-Way calling functionality: Mandatory
3.2.7 3.3.16.1 3.4.3	DPRS user preference database Database Pre-Subscription Utilization (Carrier of Choice)	Yes	Yes & Expanded	4.17	Customer Preference Database: Value-Added
New				4.17.A	Required Fields
3.3.16.2	ANI call setup	Yes	Yes	4.17.B	Request Modalities
New		No	Yes	4.17.C	Confirmation of Customer Preference Data
New		No	Yes	4.17.D	Customer Preference Data Confidentiality & Security

Current Contract			2007 RFP		
1998 RFP Section	1998 RFP Standards	In Current Contract	Required in RFP	Cross Reference Section	Standards
New		No	Yes	4.18	Branding: Value-Added
New		No	Yes	4.19	Answering Protocol: Value-Added
3.4.3	Pre-Subscription Utilization (Carrier of Choice)	Yes	Yes	4.20	Carrier of Choice: Mandatory
3.3.13 3.3.14 3.5.3	Intrastate long distance and toll call billing Description of interstate / interLATA calling procedures Billing for long distance services	Yes	Yes & Expanded	4.21	User Billing :Mandatory
New		No	Yes	4.21.A	Charges for Service
New		No	Yes	4.21.B	Cellular Flat Rate Calling Plans
New		No	Yes	4.21.C	Wireless Flat Rate Plans
3.5.4 3.5.5	Billing arrangements Call billing record	Yes	Yes	4.21.D	Call Billing Record
3.3.15	Coin operated payphones	Yes	Yes	4.21.E	Coin Sent Paid Calls
New		No	Yes	4.22	Service Reliability: Mandatory
3.2.8	Back-up power	Yes	Yes	4.22.A	Uninterruptible Power System
3.2.9	Switching system	Yes	Yes	4.22.B	Switching System
3.3.9.2	Recorded announcements	Yes	Yes	4.22.C	Intercept Messages
3.3.9.1	Additional power options	Yes	Yes	4.22.D	Alternate Facilities
3.3.9.3	Disaster recovery plan	Yes	Yes	4.22.E	Disaster Recovery Plan
New		No	Yes	4.22.F	Notification of Massachusetts Relay Center Outage
				4.23	Traffic Standards: Mandatory
3.2.11	No user restrictions	Yes	Yes	4.23.A	Usage
3.2.12	Blockage rate	Yes	Yes	4.23.B	Blockage Rate
3.3.1	Average answer time	Yes	Yes	4.23.C	Average Speed of Answer
New		No	Yes	4.23.D	Calls Allowed in ASA Calculation
New		No	Yes	4.23.E	No Recorded Message or Answer Queue on Inbound Calls
3.3.12	Transfer capability	Yes	Yes	4.24	Transfer Capability: Mandatory
3.3.4	Hardware and software updates and adaptability	Yes	Yes	4.25	Call Release Capability: Mandatory
3.4	Operational Specifications and Protocols	Yes	Yes	5.0	Operational Requirements

Current Contract			2007 RFP		
1998 RFP Section	1998 RFP Standards	In Current Contract	Required in RFP	Cross Reference Section	Standards
3.5.1	Providing quality staff	Yes	Yes	5.1	Providing Qualified Staff: Mandatory
3.4.11	Relay Operator Identification	Yes	Yes	5.2	Identification of Relay Operators: Value-Added
3.4.11.1	Inform user of gender				
3.4.11.2	Inform user of trainee status				
3.4.5	Relay operator choice	Yes	Yes	5.3	Relay Operator Gender Choice: Value-Added
3.4.8	Minimum operator qualifications	Yes	Yes	5.4	Relay Operator Qualifications
3.4.8.2	Typing speed	Yes	Yes	5.4.A	Typing Speed: Mandatory
3.4.8.1	English skills, basic skills, English grammar	Yes	Yes	5.4.B	English Skills. English Grammar: Mandatory
3.4.8.4	Transliteration/translation of non-native English	Yes	Yes	5.4.C	Understanding Limited English: Value-Added
3.4.8.3	Spelling skills	Yes	Yes	5.4.D	Spelling Skills: Value-Added
New		No	Yes	5.4.E	Clear and Articulate: Value-Added
New		No	Yes	5.4.F	Spanish Relay: Value-Added
3.4.8.5	Relay operator proficiency exam	Yes	Yes	5.4.G	Relay Operator Proficiency Exam: Value-Added
3.5.8	Relay operator training	Yes	Yes	5.5	Relay Operator Training Requirements: Value-Added
3.5.8.1	Certification			5.5.A	Relay Procedure Training
3.5.8.2	Disability awareness	Yes	Yes	5.5.B	Initial Disability Awareness Training
3.5.9	Supervisor training	Yes	Yes	5.5.C	On-going Training
New		No	Yes	5.5.D	Massachusetts Place Names
New		No	Yes	5.5.E	Complaint Training
3.5.12	Policy and procedures manual	Yes	Yes	5.5.F	Operator Policies and Procedures Manual
				5.6	Procedures for Relay
3.4.9.3.1	Transliteration/translation of non-native written/typed English	Yes	Yes	5.6.A	Limited Typed English: Value-Added
3.4.9.5.1.1	Voicing for the text telephone device user	Yes	Yes	5.6.B	Tone of Voice: Value-Added

Current Contract			2007 RFP		
1998 RFP Section	1998 RFP Standards	In Current Contract	Required in RFP	Cross Reference Section	Standards
3.4.9.1 3.4.9.1.1	Call status Ringing	Yes	Yes	5.6.C	Call Status: Value-Added
New		No	Yes	5.6.D	Outbound Call Number: Value-Added
3.4.9.2	Relay user control	Yes	Yes	5.6.E	Providing Calling Handling Options: Value-Added
3.3.11.2	Operator interaction	Yes	Yes	5.6.F	Operator Interaction: Value-Added
3.4.9.3	Typing verbatim	Yes	Yes	5.6.G	Verbatim Relay: Value-Added
3.4.9.4	Explaining relay	Yes	Yes	5.6.H	Explaining Relay: Value-Added
3.4.9.5.1.2 3.4.9.5.2	Typing for the voice user Background noise	Yes	Yes	5.6.I	Communicating Tone to TTY: Value-Added
3.4.9.5.1.1	Voicing for text telephone users	Yes	Yes	5.6.J	Content, Context and Intent: Value-Added
3.4.9.6	Another person on the line	Yes	Yes	5.6.K	Third Person on Line: Value-Added
3.4.9.17	Operator changeover	Yes	Yes	5.6.L	Change of Relay Operator: Value-Added
3.4.9.7	Redialing busy	Yes	Yes	5.6.M	Redials: Value-Added
3.4.9.8	All comments typed	Yes	Yes	5.6.N	All Comments Typed: Value-Added
3.4.9.9	Use of third person	Yes	Yes	5.6.O	Relay in Third Person: Value-Added
New		No	Yes	5.6.P	Automatic Spell Check and Auto-Correction: Value-Added
3.4.9.10	Corrections	Yes	Yes	5.6.Q	Corrections: Value-Added
New		No	Yes	5.6.R	Automatic Change of Abbreviations: Value-Added
3.4.9.11	Verifying spelling	Yes	Yes	5.6.S	Verification of Spelling: Value-Added
New		No	Yes	5.6.T	Amplification of Operator's Voice: Value-Added
New		No	Yes	5.6.U	Gender: Value-Added
3.4.9.12	Relay operator on the line	Yes	Yes	5.6.V	Staying on the Line : Value-Added
3.4.9.13	Relay operator intrusion	Yes	Yes	5.6.W	Relay Operator Intrusion: Value-Added
3.4.9.16.1	Capturing announcements / messages	Yes	Yes	5.6.X	Voice Mail and Interactive Menus:

Current Contract			2007 RFP		
1998 RFP Section	1998 RFP Standards	In Current Contract	Required in RFP	Cross Reference Section	Standards
3.4.9.16.2	Leaving messages	Yes	Yes	5.6.Y	Leaving Messages: Value-Added
3.4.9.16.3	Retrieving messages	Yes	Yes	5.6.Z	Retrieving Messages: Value-Added
New		No	Yes	5.6.AA	Disconnecting an Inbound Caller: Value-Added
New		No	Yes	5.6.BB	Split Screen for ASCII: Value-Added
New		No	Yes	5.6.CC	Call Interrupt: Value-Added
3.3.11.3	Speech-to-speech relay	Yes	Yes & Expanded	5.7	Speech to Speech Requirements
				5.7.A	STS Called Numbers
				5.7.B	Additional Qualifications for STS Operators
				5.7.B.1	Hearing Acuity
				5.7.B.2	Understanding Speech Patterns
				5.7.B.3	Removal of STS Operators
				5.7.B.4	English Fluency
				5.7.B.5	Spanish Fluency
				5.7.C	STS Operator Training
				5.7.C.1	STS Users
				5.7.C.2	Transfer of STS Calls
				5.7.C.3	Specialized STS Staff
				5.7.C.4	Specialized STS Training
				5.7.D	Procedures for Relaying STS Calls
				5.7.D.1	Never Guess
				5.7.D.2	Verification of Busy Number
				5.7.D.3	Dictate Message
				5.7.D.4	Additional Calls
				5.7.D.5	Request Clarification
				5.7.D.6	Interaction with Users
				5.7.D.7	Leaving Messages
				5.7.D.8	Respect
				5.7.D.9	Caller Names
				5.7.D.10	Change of STS Operator

Current Contract			2007 RFP		
1998 RFP Section	1998 RFP Standards	In Current Contract	Required in RFP	Cross Reference Section	Standards
				5.7.D.11	Announcement of Voicing
				5.7.D.12	Voicing at the User's Option
				5.7.D.13	Quiet STS Operator Environment
				5.7.D.14	Retention of Information
				5.7.D.15	Dual Voicing
3.4.1	Confidentiality of Calls	Yes	Yes & Expanded	5.8	Confidentiality
				5.8.A	Total Confidentiality: Mandatory
3.4.7	Work space	Yes	Expanded	5.8.B	Workspace Accommodations for Call Privacy & Confidentiality: Value-Added
				5.8.C	Pledge of Confidentiality: Mandatory
				5.8.D	Discussion of Calls: Value-Added
				5.8.E	Emergencies: Value-Added
				5.8.F	Monitoring of Calls: Value-Added
				5.8.G	Confidentiality Policy: Value-Added
				5.8.H	Termination for Violation of Confidentiality: Value-Added
				5.8.I	Restriction of Information: Mandatory
3.5.10	Relay operator counseling	Yes	Expanded	5.9	Relay Operator Counseling: Value-Added
				5.10	Customer Contact and Complaint Resolution: Mandatory
				5.10.A	Establish Procedures: Mandatory
				5.10.B	Description of the Complaint Process: Value-Added
				5.10.C	Compliance with FCC Regulations: Mandatory
				5.10.D	Access to Supervisor or Administrators while on line: Value-Added

Current Contract			2007 RFP		
1998 RFP Section	1998 RFP Standards	In Current Contract	Required in RFP	Cross Reference Section	Standards
3.5.2.1	Customer service	Yes	Yes	5.10.E	Access to Customer Service: Value-Added
3.5.6	Complaint resolution	Yes	Expanded	5.10.F	Documentation of Complaints: Value-Added
				5.10.G	Yearly Complaint Summary Report: Mandatory
1998 RFP Section	1998 RFP Standards	In Current Contract	Required in RFP	Cross Reference Section	Standards
				5.10.H	Documentation of Commendations: Value-Added
3.4.2	Emergency Calls	Yes	Expanded	5.11	Emergency Call Handling Procedures: Value-Added
				5.11.A	Pass Caller's ANI to the PSAP
				5.11.B	Stay on the line to ensure connectivity
				5.11.C	Relay only under limited circumstances
				5.11.D	Treat a call as an emergency call when unsure
				5.11.E	No questioning or Advice
				5.11.F	Allowance of Limited transparency
				5.11.G	Change of Operator during an emergency
				5.11.H	Call set-up
				5.11.I	Training for emergency call handling
3.5.13 3.5.13.12 3.5.13.13 3.5.13.14 3.5.13.17	Traffic Reports Reports within 21 days (reports) Automatic electronic production Reporting format Additional data required (reports)	Yes	Yes	5.12	Reports
3.5.16	Plan for service start up	Yes	Yes	5.12.A	Implementation Progress Report: Mandatory
3.5.14.2	Monthly summary complaint reports	Yes	Yes	5.12.B	Complaint and Commendation Reports: Mandatory

Current Contract			2007 RFP		
1998 RFP Section	1998 RFP Standards	In Current Contract	Required in RFP	Cross Reference Section	Standards
3.5.14.3	Annual customer satisfaction	Yes	Yes	5.12.C	Customer Satisfaction Reports: Value-Added
3.5.13.16	Annual forecast usage figures	Yes	Yes	5.12.D	Annual Report: Value-Added
3.5.13.1	Total daily and monthly	Yes	Yes	5.12.E	Total Daily and Monthly Traffic Reports: Mandatory
3.5.13.2	Average blockage rate	Yes	Yes	5.12.F	Average Blockage Rate: Mandatory
3.5.13.3	Average answer time (reports)	Yes	Yes	5.12.G	Average Answer Time: Mandatory
3.5.13.4	Average calls in queue	Yes	Yes	5.12.H	Average Calls in Queue: Value-Added
3.5.13.5	Average call length	Yes	Yes	5.12.I	Average Call Length: Value-Added
3.5.13.9	Operators on duty	Yes	Yes	5.12.J	Operators on Duty: Value-Added
3.5.13.10	Status of operator training	Yes	Yes	5.12.K	Status of Operator Training: Value-Added
3.5.13.15	Capacity for AD Hoc reports	Yes	Yes	5.12.L	Capacity for Ad Hoc Reports: Value-Added
	Quality of Service & Liquidated Damages	Yes	Yes	Appendix 3	Terms & Conditions, Quality of Service & Liquidated Damages