

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF HAWAII

----- In the Matter of ----- )  
 )  
 PUBLIC UTILITIES COMMISSION )  
 )  
 Instituting an Investigation )  
 Into the Availability of )  
 Experienced Providers of )  
 Quality Telecommunications )  
 Relay Services, Pursuant to )  
 Section 16.6, Hawaii Revised )  
 Statutes. )  
 \_\_\_\_\_ )

DOCKET NO. 03-0058

ORDER NO. 21048

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DIV. OF CONSUMER ADVOCACY  
DEPT. OF COMMERCE AND  
CONSUMER AFFAIRS  
STATE OF HAWAII

Filed June 10, 2004  
At 2:00 o'clock P.M.

Brooke Kane  
for Chief Clerk of the Commission

ATTEST: A True Copy  
BROOKE K. KANE  
Administrative Director  
Public Utilities Commission  
State of Hawaii  
Brooke K. Kane

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF HAWAII

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PUBLIC UTILITIES COMMISSION ) Docket No. 03-0058  
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Statutes. )  
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ORDER AMENDING DECISION AND ORDER NO. 20163

I.

Background

By Decision and Order No. 20163, filed on April 30, 2003, the commission selected Sprint Communications Company, L.P. ("Sprint") to be the exclusive provider of intrastate telecommunications relay services ("TRS") within the State of Hawaii from July 1, 2003 to June 30, 2006. On May 21, 2004<sup>1</sup> Sprint submitted a proposal to: (1) expand the existing TTY equipment rental program to offer video phones and wireless routers; and (2) offer Two-Line CapTel services. Sprint also notified the commission that it is in the process of shifting responsibility for distribution of CapTel phones from the

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<sup>1</sup>On May 3, 2004 Sprint sent an e-mail to the commission documenting Sprint's proposals for changes and enhancements to the Sprint Relay Hawaii program, presented to the commission at a meeting held on March 30, 2004. On May 21, 2004, the commission received an official hard copy of the May 3, 2004 e-mailed letter.

Hawaii Account Manager to Converse Communications, Sprint's TRS equipment distributor.

## II.

### Sprint's Proposal

Sprint proposes to expand the existing TTY equipment program to offer video phones and wireless routers. This equipment will allow users to access Sprint's Video Relay Service ("VRS").<sup>2</sup> Sprint has already negotiated an agreement with Converse Communications to provide the additional equipment at no additional charge to the State of Hawaii. Additionally, Sprint will continue to waive the rental fees as they are currently doing with all TTY equipment.

Sprint also proposes to offer Two-Line CapTel services. Two-Line CapTel service allows CapTel users to receive direct incoming calls with captions. The current service, one-line CapTel, allows users to make direct outgoing calls which are automatically connected to the caption center. For captioned incoming calls, CapTel users asks their callers to dial a toll-free number which connects to the caption center computers and then asks the caller to key the number of the CapTel user they are calling.

Two-line Captel operates by using a second phone line. This will be an optional service for users who prefer the enhanced service. Users will order a second standard analog

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<sup>2</sup>VRS primarily serves deaf customers that use American Sign Language ("ASL") as their primary and preferred language. VRS allows ASL users to connect to a Video interpreter who completes these relay calls to a hearing third party.

phone line from their Local Exchange Carrier. Both lines are then attached to the CapTel phone.<sup>3</sup> When an incoming call is received on the primary line, the secondary line is automatically connected to the caption center; captions are on line and immediately available when the CapTel user answers their phone.

Sprint proposes to offer Two-Line CapTel at the current rate of \$1.90 per billable call minute. However, present technology does not allow Sprint to identify incoming inter-state CapTel calls. The CapTel phone treats all incoming calls in the same manner; the call to the caption center on the second line does not trap the automatic number identification. Sprint requests that the commission cover the per-minute cost, \$1.90, for all incoming Two-Line CapTel calls, both interstate and intrastate.

Upon review, the commission finds Sprint's proposal to (1) expand the existing TTY equipment rental program to offer video phones and wireless routers; and (2) offer Two-Line CapTel services reasonable and in the public interest. Further, the commission will cover the per-minute cost, \$1.90, for all incoming Two-line CapTel calls both, interstate and intrastate.

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<sup>3</sup>All CapTel phones distributed in Hawaii are already equipped for this enhanced service.

IV.

THE COMMISSION ORDERS proposed changes and enhancements to the Sprint Relay Hawaii program as described in their May 21, 2004 letter to the commission is approved. Decision and Order No. 20163 is amended consistent with the terms of this order. In all other respects, Decision and Order No. 20163 remains unchanged.

DONE at Honolulu, Hawaii this 10th day of June, 2004.

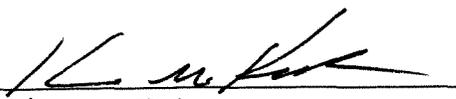
PUBLIC UTILITIES COMMISSION  
OF THE STATE OF HAWAII

By   
Carlito P. Caliboso, Chairman

By \_\_\_\_\_ (EXCUSED)  
Wayne H. Kimura, Commissioner

By   
Janet E. Kawelo, Commissioner

APPROVED AS TO FORM:

  
Kevin M. Katsura  
Commission Counsel

03-0058.eh

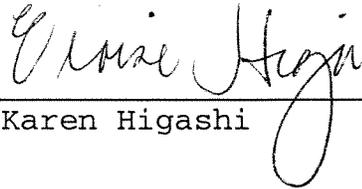
CERTIFICATE OF SERVICE

I hereby certify that I have this date served a copy of the foregoing Order No. 21048 upon the following parties, by causing a copy hereof to be mailed, postage prepaid, and properly addressed to each such party.

DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS  
DIVISION OF CONSUMER ADVOCACY  
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Karen Higashi

DATED: June 10, 2004