

Nevada DHHS Real-Time Text (RTT) Wireline Trial

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Synopsis of our RTT Trial

- Today's agenda
 - Real-Time Text to Relay
 - Device
 - Network
 - Demo
 - Trial/support
 - Implementation plan
 - Cost of trial



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Real-Time Text (RTT) Overview: Today and Tomorrow

- What is RTT?
 - A feature that allows users to see text instantly as it is typed
 - Enhances voice conversations using text
 - Can be used where voice is impractical (such as in noisy environments or meetings)
 - Adjunct to voice conversations to transfer text information along with the audio feed

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Benefits of RTT

- Text and voice can co-exist on the same call
- Transmit and receive text at the same time
- Fast text communication
- Text characters in any language, emojis and other symbols (ñ, ☺, ?)
- Natural two-way conversation

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FCC Report and Order

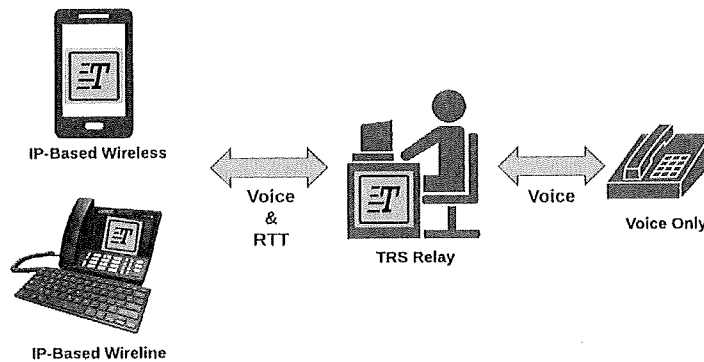
- **December 31, 2017**
 - Big Four Carriers in downloadable app or minimum of one phone
- **December 31, 2018**
 - Phone manufacturers include functionality in all new phones
- **December 31, 2019**
 - Big Four Carriers make available in all new phones
- **June 30, 2020**
 - Small Carriers make available in app or minimum of one phone
- **June 30, 2021**
 - Small Carriers make available in all new phones

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Our Vision for RTT in TRS



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RTT into TRS – Current Status

- Built support for RTT in our 711 TRS Platform
- Wireless RTT phones reach 711 via RTT-TTY Gateways implemented by wireless carriers
- Biggest challenge is that RTT requires end-to-end IP network connectivity (not public internet)
- Jurisdiction of RTT
 - ANI is available

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RTT Support over Wireline Networks

- “We conclude that it would be premature at this time to address application of RTT to the wireline environment. However, given RTT’s superiority to TTY technology, we will keep this docket open **to receive further input and conduct continued exploration on the appropriateness of using this technology as an alternative to TTY technology** to achieve a universal, integrated text solution for voice service accessibility on wireline IP-based voice services and end user devices.”
- (FCC-16-169A1, paragraph 13)


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VoIP/Wireline Trial

- Hamilton RTT-capable VoIP phone
- Hamilton Long Distance = VoIP network provider
- RTT to TRS
- In discussions with California, looking to expand to other states




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The Device

- Let's look at the device
 - VoIP phone
 - RTT features



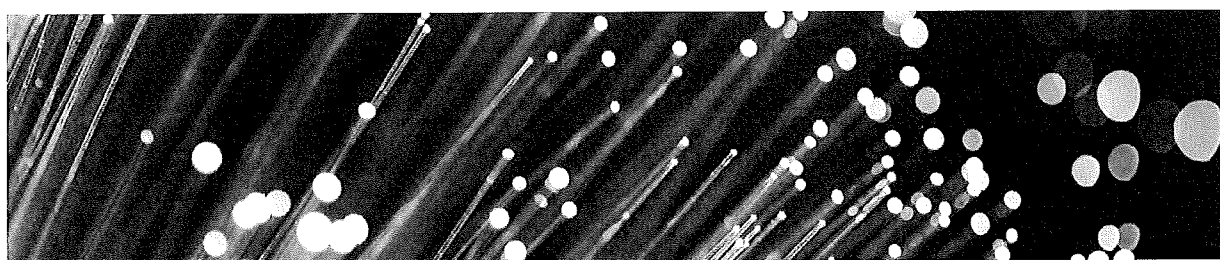
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The Network

- Hamilton Long Distance (HLD) = network provider

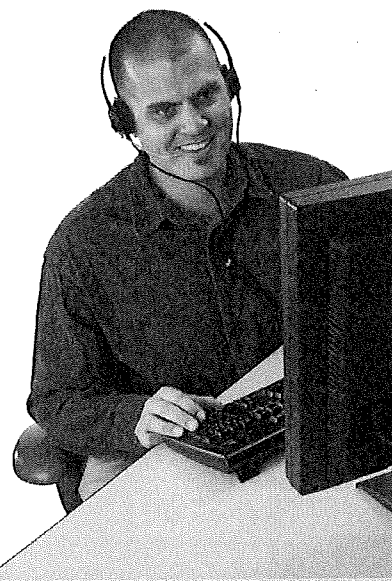


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The Demonstration



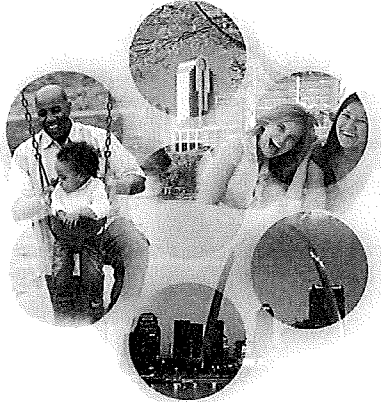
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The Trial

- Technical support
- Up to 100 trial participants - combined
- Review of data and results
- 90-day trial period




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Implementation Plan

- State approval
- Contract needs
- Billing and reporting
- Develop CA procedures and trial participant manual
- Conduct training for CAs and technical support
- Complete internal testing



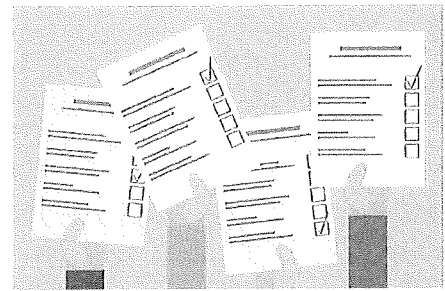
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Implementation Plan

- Identify and educate trial participants
- Identify launch date for trial
- Workstation development for allowed call types
- Determine data process
 - Scripted and unscripted calls
 - Develop questionnaires



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Cost of Trial

- Trial cost plus a per-minute rate
- If you're interested in participating in a trial, we will set up another meeting to discuss details and cost

Cost will include all trial components: device, network, technical support, collecting, analyzing and presenting trial results.

Minutes of use will be billed on a session minute basis

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Questions?

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