



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

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August 19, 2005

Jayne Turner, VP
CapTel Inc.
5901 Research Park Blvd.
Madison, WI 53719

Barbara Dreyfus, PRES
Weitbrecht Comm. Inc.
926 Colorado Ave.
Santa Monica, CA 90401-2717

Rob Engelke, PRES
UltraTec® Inc.
450 Science Drive
Madison, WI 53711

Re: Conversion of Ultratec® CapTel™ Technology Trial to Interim Service

On February 6, 2003, the Commission approved the recommendation of the Pennsylvania Telecommunications Relay Service Advisory Board (TRS Board) to conduct a 9-month trial of UltraTec® Inc.'s proprietary CapTel™ technology, a form of captioned telephone voice-carry-over relay service (CTVRS).¹ The initial CapTel™ trial was subsequently extended several times.

The process to select a regular CTVRS provider in Pennsylvania has commenced. UltraTec®, CTI, and WCI² have indicated that they are able and willing to provide interim CapTel™ service for a period of 18 months while the selection process of a regular CTVRS provider is underway.³ This Secretarial Letter memorializes the conversion from the CapTel™ technology trial to CapTel™ Interim Service while the process of selecting a regular CTVRS provider continues.

The terms of the CapTel™ Interim Service include the enhancements over the CapTel™ technology trial as specified in the attached Addendum. The Bureau of Fixed Utility Services, in conjunction with the Law Bureau, shall retain oversight of this matter pending selection of a regular CTVRS provider and transition to regular service.

Please direct technical questions to Eric Van Jeschke, Telecommunications Group, Bureau of Fixed Utility Services, 717-783-3850, and legal questions to Louise Fink Smith, Law Bureau, 717-787-8866.

Sincerely,

James J. McNulty
Secretary

cc: TRS Advisory Board
Hamilton Telecommunications Inc., c/o John Nelson, VP (applicant)
Sprint Communications Company LP, c/o Andrew Brenneman, SrNAM (applicant)
Robert D. Robinson, Program Coordinator, TDDP

¹ UltraTec's® CapTel™ proprietary technology-based telephone relay service uses a voice recognition mechanism in conjunction with its affiliated call center in Madison, Wisconsin, and its proprietary captioning telephones to display conversations almost simultaneously with the spoken words of a telephone conversation. The service is designed for use by individuals who can speak but experience some degree of hearing loss and those with whom they wish to communicate by telephone.

² CapTel Inc. (CTI) operates the call center located in Madison, Wisconsin. Weitbrecht Communications Inc (WCI) is the exclusive distributor of the captioning telephones.

³ The conversion to CapTel™ Interim Service was announced to the public on the Commission's website:
http://www.puc.state.pa.us/telecom/trs/CapTel_Upgrade060105.doc.

Addendum
**Differences between the *CapTel* Trial Service
and *CapTel* Interim Service**

<i>CapTel</i> Trial Service:	<i>CapTel</i> Interim Service:
Captioning service as experimental trial offering only	Fully FCC-compliant captioning service that meets or exceeds standards set by FCC
Software / features under development	Enhanced software with improved phone features
Calls to 9-1-1 emergency services not supported	Calls can be placed directly to 9-1-1 emergency services with VCO support – may require two-line service
Limited calling ability during trial Calls <u>not</u> supported include: 900 calls International calls 800 regional numbers Third-party billing calls	<i>CapTel</i> users may place all call types commonly supported by TRS, including intrastate, interstate, toll free, pay-per-call services, etc.
Domestic long distance calls at no cost to the trial participant	Long distance charges billed at the same rate as voice calls – users may select their interexchange carrier of choice (such as Sprint, MCI, AT&T, etc.)
Limited calling hours and holiday service (depending on trial state)	Service available 24 hours a day, 7 days a week, 365 days a year
No guarantee of Communications Assistant availability	85% of all <i>CapTel</i> calls to be processed within 10 seconds
Spanish language captioning not supported	Spanish-to-Spanish captions available
Premises equipment “on loan” to trialists	Trial equipment to remain on loan during Interim Service
	New users must purchase own premises equipment from WCI to participate as a <i>CapTel</i> user
No 2-line service	2-line service available
All costs borne by PA TRS Fund	Intrastate and interstate costs to be separated to allow FCC funding (NECA) for interstate calls and PA TRS funding for intrastate calls
Maximum 200 trialists	No maximum limit New users added at rate of up to 25/month WCI to maintain waiting list
N/A	Trial captioning telephones upgraded via download over telephone call
N/A	Refurbished captioning telephones will be available as supplies permit.
N/A	Price discounting for bulk purchases of captioning telephones.