Appendix – Relay Conference Captioning (RCC)

New Hampshire Relay users who need to participate in conference calls, webinars, or online training sessions can join by following along via RCC. RCC ensures meeting attendees who are Deaf, Hard of Hearing, or have a Speech Disability are in sync with their colleagues and can view content via transcripts. The same high-quality captioners who produce closed-captioning for television shows will deliver fast and accurate captions to New Hampshire Relay meeting attendees. New Hampshire Relay meeting participants join a conference call or webinar. RCC is available for conferences of two or more attendees and is intended for business purposes only.

RCC participants have two options to speak directly or type their responses, and the captioner will speak directly through the conference bridge while viewing captions via an internet-connected computer or mobile device.

RCC is available Monday-Friday 8:00 a.m.-8:00 p.m. and 8:00 a.m.-2:00 p.m. Saturday in the meeting requestor's local time zone. Sprint will work with New Hampshire Relay for events scheduled outside of these hours of operation.
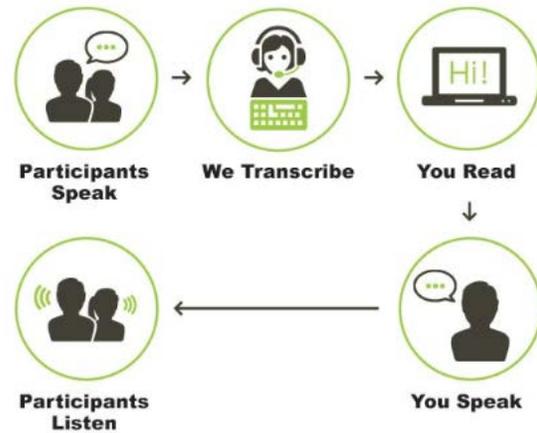
RCC is easy to schedule and requires no special software or downloads. High-speed internet is required. RCC meetings are also secure. SSL encryption is included for each event.

With RCC, New Hampshire Relay users can:

- ♦ Confirm conversations using real-time transcripts
- ♦ Recognize and use specific workplace lingo
- ♦ Communicate with clients and co-workers
- ♦ Make business decisions based on clear, accurate information

To view a demo, please see the following link: https://bit.ly/2N10447.

The following screenshot is an example taken from Colorado Relay:

One moment, please. While I connect you to your conference call. This is Colorado relay operator 6082. To ensure accuracy of the information relayed, please speak your name before speaking. Can you guys hear me okay?

Yes, I can.

and Robert?

Yes.

Allison.

But Robert and Chris are not involved in the call.

I'm going to learn all about it.

carol? this is Shelley.

Easy Reservation System

To request RCC, the New Hampshire Relay meeting requestor visits a website and fills out a simple online form. After the form is submitted, the event is scheduled and the New Hampshire Relay meeting requestor can specify how transcripts are treated during and after the event.

Once a request is submitted, RCC sends an email confirmation with the meeting link and confidential event ID number to the designated point-of-contact. Before the event's start time, the captionist will dial into the scheduled audio conference bridge and caption the conference call or webinar.

Contact Information

First Name *

Last Name *

Email Address *

Enter only one email address

☐ I understand that Relay Conference Captioning is intended for participating in conference calls, webinars or multiparty calls. *

☐ I certify I am requesting RCC for myself or participants who are Deaf or Hard of Hearing in order to participate on a conference call, webinar or multiparty call. *

Phone Number *

Alternative contact information

Add email or phone number

Event Information

Teleconference Phone Number *

Access Code

Web Conference URL (Optional)

What's this

Event Title or Subject Matter *

Event Notes

Date and Time of Event

Date of Event *

E.g., 2020-01-15

Begin Time *

Hour ⌄ : Minute ⌄ ⦿ am ○ pm

End Time (Estimated) *

Hour ⌄ : Minute ⌄ ⦿ am ○ pm

Time Zone *

Arizona ⌄

	Information and Preferences
Minimum System Requirements	Optimized for Internet Explorer, Chrome, Firefox, or Safari
	JavaScript and cookies enabled in the browser
	High-speed Internet connection required
	800 x 600 screen resolution, 1024x768 or higher recommended
Display Preferences	Background Color
	Text Color
	Font Style
	Font Size (up to 72 pt.)
	Refresh rate for new text
	New text highlighting color
Transcripts	View transcript*
	Save or email transcript*
	Save transcript as text*
Help	Frequently asked questions

The New Hampshire Relay meeting requestor may limit participants' ability to view, print, and save the transcript.

Captionist Quality

RCC captionists transcribe conversations at an average of up to 180 words per minute and maintain an average 98% accuracy. Captioning is performed real-time and an occasional error may occur when the captionist is not familiar with terms or names or misspells a word. RCC includes safeguards to protect against offensive words displayed during business events. Sprint works to enhance the skills of the captioning team. The host of the RCC event can help in the accuracy by providing information about the event during event registration by including proper names, agenda, speaker notes, or presentations relevant to the topic.

Confidentiality

All captionists are required to sign and abide by a pledge of confidentiality:

1. All event-related information will be kept strictly confidential. The captionist will not reveal any information acquired during an event or any preparatory or other materials associated with the event. The captionist will only discuss event-related questions or problems with management or Human Resources personnel. The captionist agrees to keep confidential all information for the duration of employment and after employment ends.

2. No records of customer information or content of any event will be kept beyond the duration of the event, with limited exceptions for authorized procedures. The captionist will not keep a record of any customer information or conversation content

beyond the duration of the call except in accordance with company procedures for billing and customer profile purposes. The captionist will destroy all such records immediately upon completion of their authorized use.

3. Nothing may be intentionally edited or omitted from the content of the conversation or the spirit of the speaker. The captionist will transmit exactly what is said in the way it is intended in the language of the customer's choice.
4. Nothing may be intentionally added or interjected into the content of the conversation or the spirit of the speaker. The captionist will not advise, counsel, or interject personal opinions, even when asked by the customer.
5. To assure maximum customer control, the captionist will be flexible in adapting to the customer's needs.
6. The captionist will further skills and knowledge through continued training, workshops, and reading of current literature in the field.

All captionists must agree to comply with these terms. Failure to do so will lead to disciplinary action.

Transcripts

RCC transcripts are an invaluable tool and they are provided at no additional charge. Transcripts allow participants who are late to a call to catch up on earlier dialogue while viewing the current discussion. Transcript settings must be set at the time a request is submitted. Should a transcript be requested, participants can email, save, or print transcripts immediately after the event. The meeting requestor must indicate if and how he/she wants transcripts to be delivered.

Scheduling and Technical Support

If a New Hampshire Relay meeting requestor needs help scheduling an RCC event or if technical assistance is required, a 24x7 help desk can be reached at 833-250-2784 or rcc@sprint.com. The help desk can also be reached via email. For scheduled events, provide the event ID to the support team.

Web Conferencing

RCC also makes captions available through popular web conferencing applications including WebEx, Adobe Connect, and YouTube Live – at no additional charge. Meeting organizers using web conferencing can embed RCC captions into the event by the web link, provided within the confirmation email, into the web conferencing software. Other popular webinar platforms may be used, but two web browsers are required to view captions. One for the webinar screen and the second for the captioning player.

Mobile RCC

Mobile RCC gives New Hampshire Relay users the freedom to participate in a conference call while on the go using an internet-connected device with a web browser. RCC is a data-intensive application and wireless data rates may apply.

Billing and Reporting

Sprint will provide New Hampshire Relay with monthly invoicing and reporting. Two reports will accompany the invoice:

- ♦ Daily meeting activity, including the name and a description of each meeting and start/end time
- ♦ Total number of monthly minutes by day and by week

August 2018 ABC Corporation Daily Billable Minutes
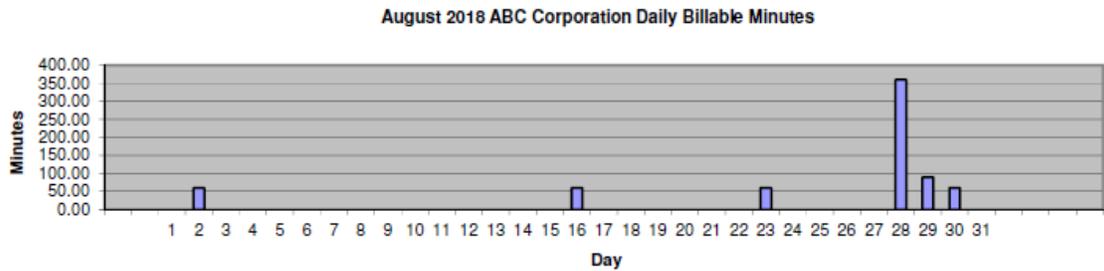
RCC Pricing Conditions

- ♦ RCC is intended for business purposes only and does not include support for cursing, vulgarities, and/or words spoken including derogatory, condescending, discriminatory, ethnic slurs, or words otherwise considered offensive to any protected class as defined under U.S. Federal laws.
- ♦ Minimal Increment Billing Unit: 15-minute intervals with an initial minimum of 30 minutes
- ♦ Minimum fee for any event: 1/2 of the hourly rate for the event
- ♦ All events will be billed in full for the amount requested and in 15-minute intervals thereafter (unless canceled with one business day notice).