



## **RESOURCE APPENDIX for DWCC's Response to TSP RFI Answers**

***Review of the regulatory framework for text-based  
message relay services***

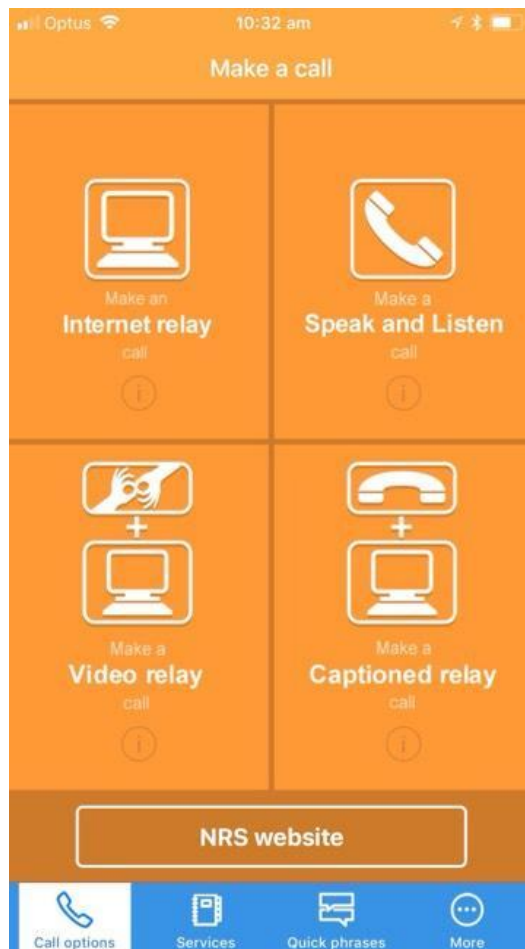
**CRTC TNC 2017-33**

**November 7, 2017**

# APPENDIX A - IMAGES and SCREENSHOTS

## Australia

Australians have integrated relay systems and all are integrated into one application, as seen in the screenshot:



# POWERS OF OBSERVATION: APPENDIX IMAGES of IP RELAY CLIENT LOGIN SCREENS

## 1. [TELUS IP RELAY](#)

**TELUS**

### Welcome to TELUS IP Relay

[Pour le Français, cliquez ici](#)

Access Number :

Password :

[Forgot your password?](#)

[Register for a new account](#)

Tips   FAQ   Special Needs Centre   Contact Us   Security   Legal   Privacy   About TELUS   TELUS Homepage

## 2. [ROGERS IP RELAY](#)

### Welcome to IP Relay

[Pour le Français, cliquez ici](#)

Access Number :

Password :

[Forgot your password?](#)

Tip   FAQ

### 3. [EASTLINK IP RELAY](#)

**EASTLINK**

## Welcome to EastLink IP Relay

[Pour le Français, cliquez ici](#)

Access Number :  [Register for a new account](#)

Password :

[Forgot your password?](#)

Tips   FAQ   Contact us   Legal   Privacy   About EastLink   EastLink Homepage

### 4. [COGECO IP RELAY](#)

**COGECO**

## Welcome to Cogeco IP Relay

[Pour le français, cliquez ici](#)


Access Number :  [Register for a new account](#)

Password :

[Forgot your password?](#)

Tip   FAQ   Accessibility   Contact Us   Legal   Privacy   About Cogeco   Cogeco Homepage

## 5. [MTS IP RELAY](#)



### Welcome to MTS IP Relay


[Pour le Français, cliquez ici](#)

Access Number :

Password :

[Forgot your password?](#)

[Register for a new account](#)



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## 6. [SASKTEL IP RELAY](#)



### Welcome to SaskTel IP Relay

[Pour le Français, cliquez ici](#)

Access Number :

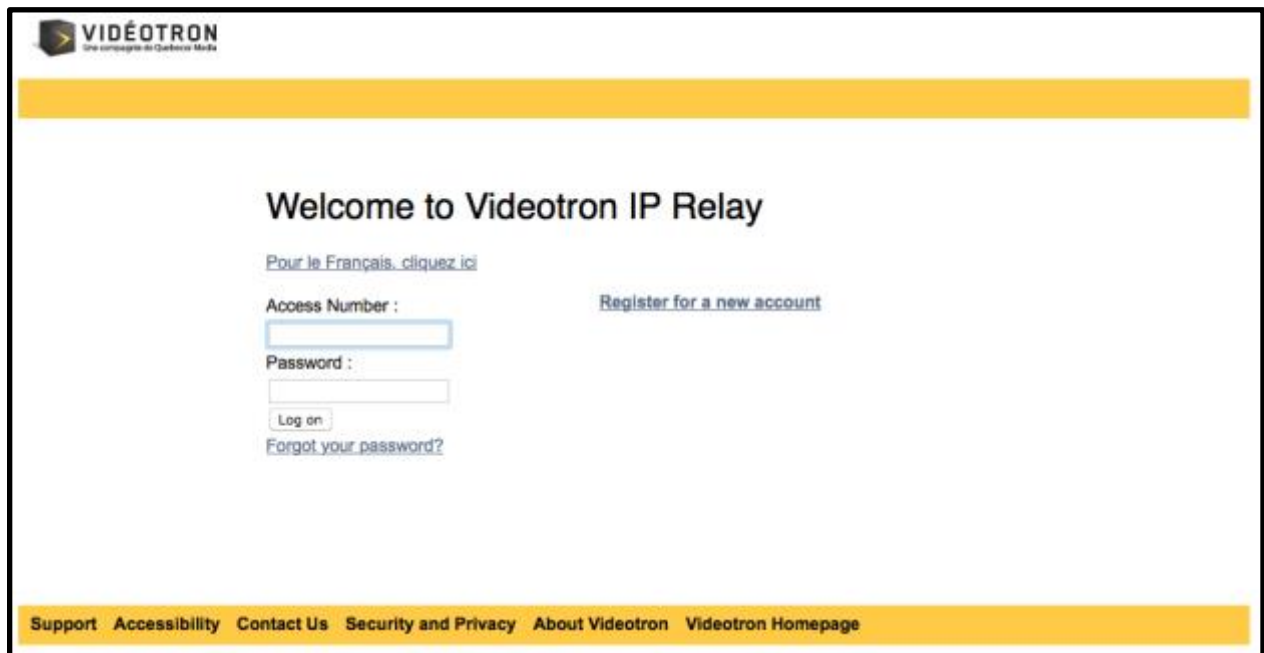
Password :

[Forgot your password?](#)

[Register for a new account](#)

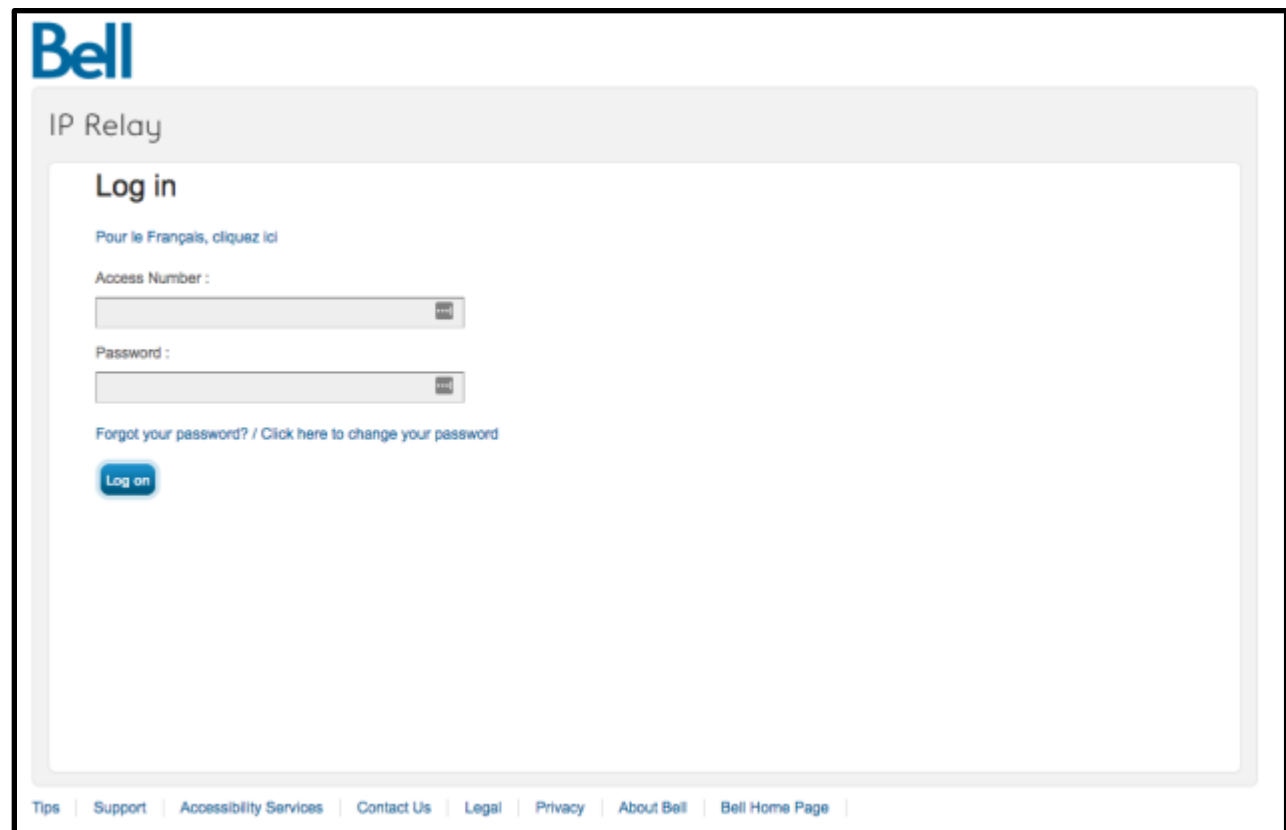
Home   FAQ

## 7. [VIDÉOTRON IP RELAY](#)



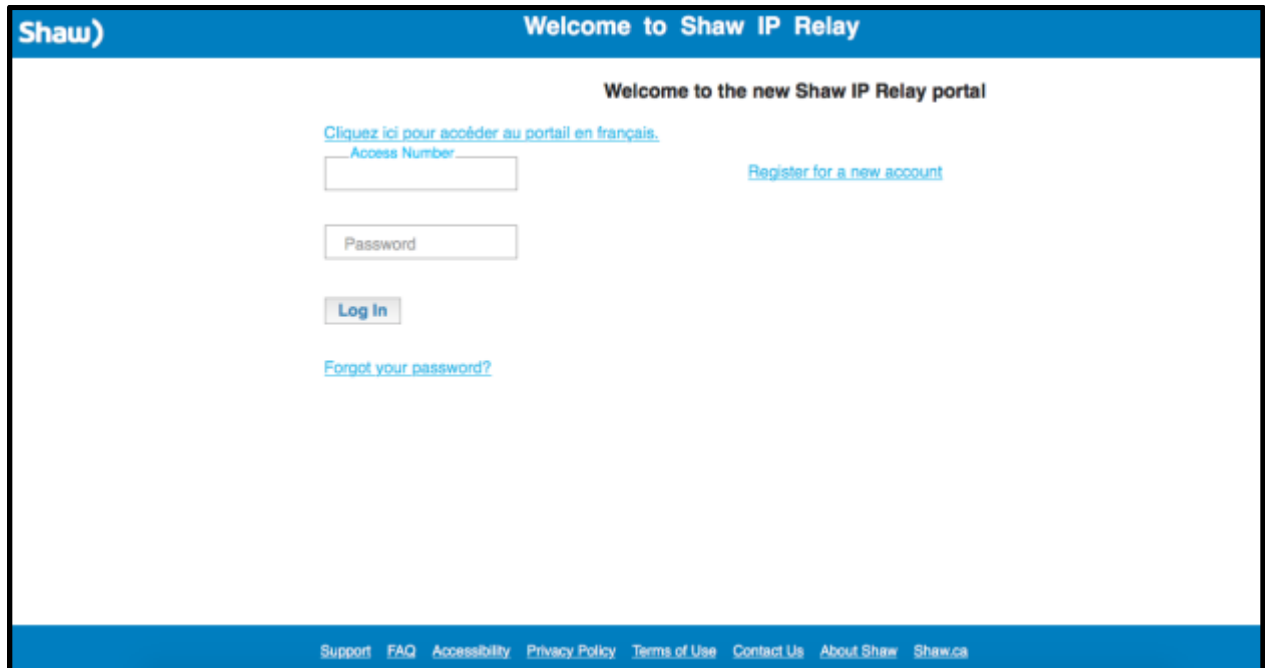
The screenshot shows the Videotron IP Relay login page. At the top left is the Videotron logo with the tagline "Une compagnie de Québec Media". Below the logo is a yellow horizontal bar. The main heading is "Welcome to Videotron IP Relay". Below the heading is a link: "Pour le Français, cliquez ici". There are two input fields: "Access Number :" and "Password :". To the right of the "Access Number" field is a link: "Register for a new account". Below the "Password" field is a "Log on" button and a link: "Forgot your password?". At the bottom of the page is a yellow horizontal bar containing navigation links: "Support", "Accessibility", "Contact Us", "Security and Privacy", "About Videotron", and "Videotron Homepage".

## 8. [BELL IP RELAY](#)



The screenshot shows the Bell IP Relay login page. At the top left is the Bell logo. Below the logo is the heading "IP Relay". The main heading is "Log in". Below the heading is a link: "Pour le Français, cliquez ici". There are two input fields: "Access Number :" and "Password :". Below the "Password" field is a link: "Forgot your password? / Click here to change your password". Below the link is a "Log on" button. At the bottom of the page is a horizontal bar containing navigation links: "Tips", "Support", "Accessibility Services", "Contact Us", "Legal", "Privacy", "About Bell", and "Bell Home Page".

## 9. [SHAW IP RELAY](#)



The screenshot shows the Shaw IP Relay login page. At the top, there is a blue header with the Shaw logo on the left and the text "Welcome to Shaw IP Relay" on the right. Below the header, the main content area has a white background. It starts with the text "Welcome to the new Shaw IP Relay portal". Below this, there is a link: "Cliquez ici pour accéder au portail en français." followed by an "Access Number" input field. To the right of the input field is a link: "Register for a new account". Below the "Access Number" field is a "Password" input field. Below the "Password" field is a "Log In" button. Below the "Log In" button is a link: "Forgot your password?". At the bottom of the page, there is a blue footer with a white background containing several links: "Support", "FAQ", "Accessibility", "Privacy Policy", "Terms of Use", "Contact Us", "About Shaw", and "Shaw.ca".

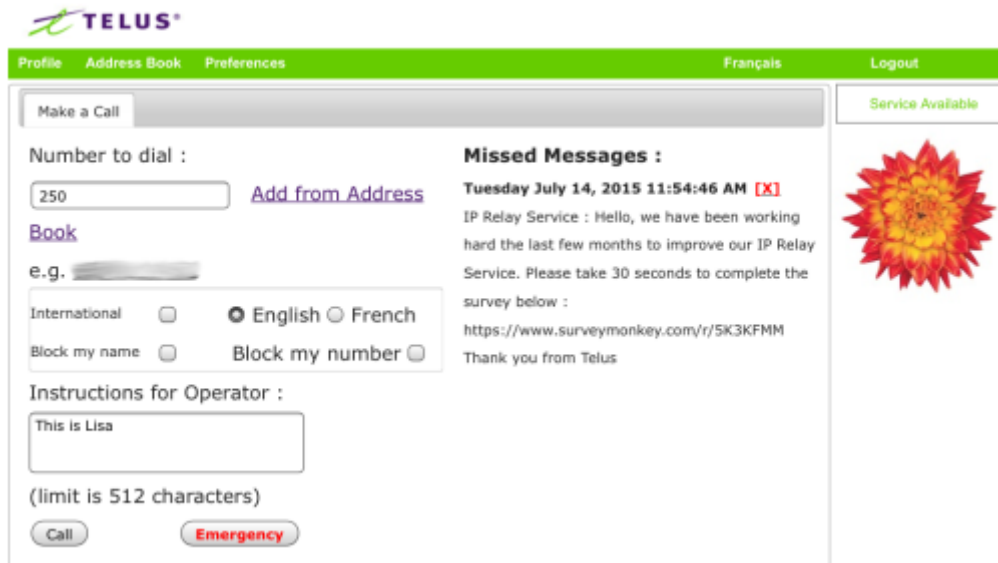
## 10. [FREEDOM MOBILE IP RELAY](#)



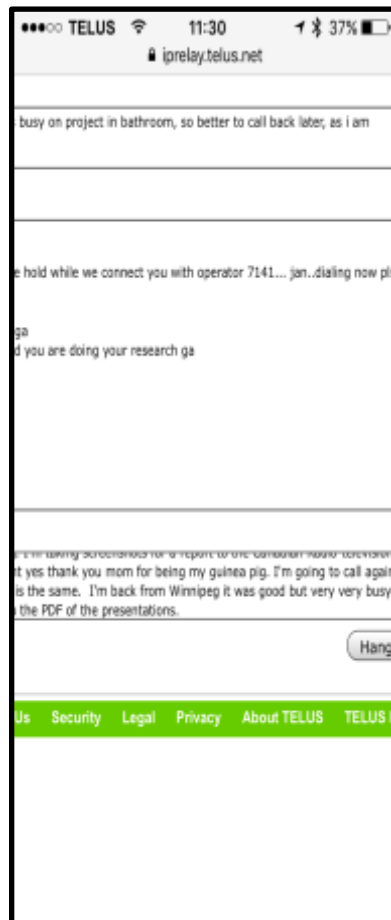
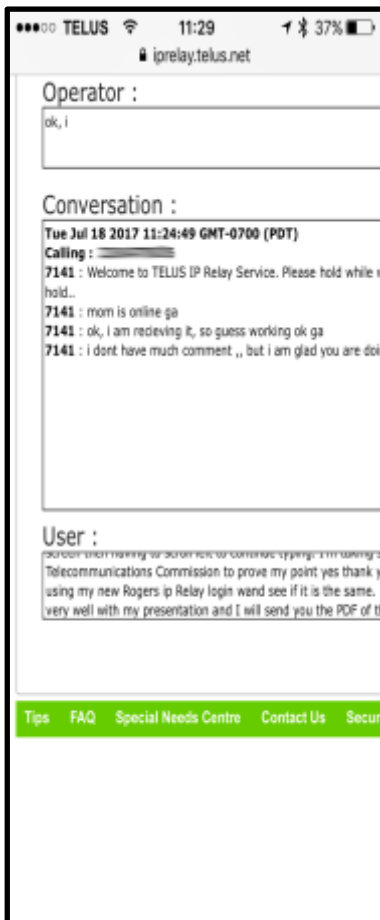
The screenshot shows the IP Relay login page. At the top, there is a header with the text "IPRelay Login". Below the header, there is a "Username:" label followed by an input field. Below the "Username:" field is a "Password:" label followed by an input field. Below the "Password:" field are two buttons: "Login" and "Reset". In the background, the text "IP Relay" is displayed in a large, bold, italicized font.

# Screenshots of Non-Responsive IP Relay on Smartphone (iPhone) Internet Browser

## Horizontal view



## Vertical View - had to scroll screen right to left then left to right to carry on conversation, screenshot 3 times:





## Images of REDACTED & Cumulative Reports

Estimates for Tariff Year 2017-2018				
Provider	revenue	revenue requirement	Profit	Expenses
Hamilton				
Purple				
Sorenson				
Sprint				
<b>total</b>	<b>\$ 778,035,520.54</b>	<b>\$ 520,900,333.87</b>	<b>\$ 257,135,186.67</b>	<b>\$ 517,321,179.07</b>

Based on a MARS rate of 1.9467

Source: [Exhibit 201-3](#)

### Projected vs Paid During November 2011

Category	Interstate TRS	Interstate CTS VCO	IP	Interstate STS	IP CTS	All VRS	Total
Projected Minutes	469,976	1,004,153	4,297,184	15,360	2,635,312	8,833,205	
Rate Per Minute	\$ 1.8611	\$ 1.7630	\$ 1.2920	\$ 2.9921	\$ 1.7630	Multiple	
Projected Support	\$ 874,673	\$ 1,770,321	\$ 5,551,961	\$ 45,959	\$ 4,646,056	\$ 46,909,004	\$ 59,797,975
Total Support Paid*	\$ 785,457	\$ 1,435,447	\$ 3,374,293	\$ 34,778	\$ 4,718,440	\$ 45,876,674	\$ 56,225,089
Diff. Projected vs. Paid	\$ (89,216)	\$ (334,874)	\$ (2,177,668)	\$ (11,181)	\$ 72,384	\$ (1,032,330)	\$ (3,572,886)
% Difference	-10.2%	-18.9%	-39.2%	-24.3%	1.6%	-2.2%	
# of Providers Paid During Month	5 (AT&T, Hamilton, KRSI, Sprint, Purple)	4 (AT&T, Hamilton, Sprint, KRSI)	7 (AT&T, CAC, Hamilton, Sorenson, Purple Comm, Sprint, American Network)	5 (AT&T, KRSI, Hamilton, Sprint, Purple)	6 (AT&T, Hamilton, Sprint, American Network, Sorenson, Purple)	9 (AT&T, CAC, Purple, Sorenson, Sprint, Healing, SNAP, CSDVRS, American Network)	

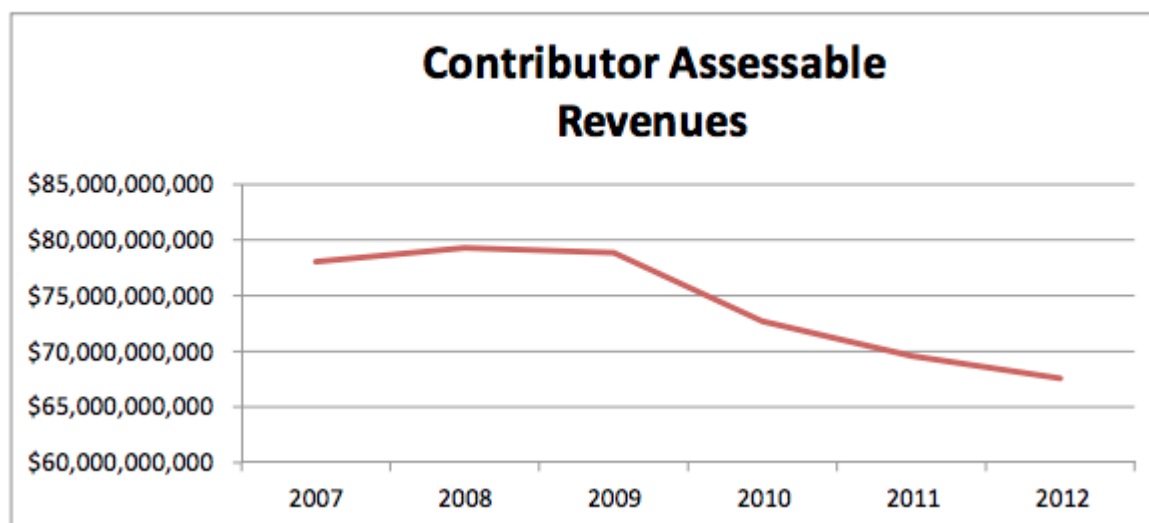
\* May include support for minutes of services during past periods

### Cumulative Rate-Year to Date Reimbursements to Providers

Category	Interstate TRS	Interstate CTS VCO	IP	Interstate STS	IP CTS	VRS	Total
Jul 2011-Nov 2011	\$ 4,201,220	\$ 6,926,511	\$ 21,925,800	\$ 177,289	\$ 20,915,640	\$ 231,104,172	\$ 285,250,633
Jul 2010-Nov 2010	\$ 5,053,833	\$ 6,413,008	\$ 29,997,810	\$ 200,667	\$ 7,151,617	\$ 235,848,238	\$ 284,665,173

Source: [2012 Reporting](#)

contributions for 2011 – 2012 Fund year.



# APPENDIX B - LINKS

## UNITED STATES OF AMERICA

### *Message Relay Services Statistics and Reporting*

#### **Rolka Loube Public Utility and Telecommunications Consulting FORMS and REPORTS**

<http://www.rolkaloube.com/formsreports>

#### **83 page Interstate TRS Fund Report - July 2012 to June 2013**

<https://www.fcc.gov/general/telecommunications-relay-services-trs>

#### **Interstate Fund TRS Performance Status Report July 2011 to July 2012**

<https://ecfsapi.fcc.gov/file/7021915099.pdf>

**2011 Example of Reporting:** <https://ecfsapi.fcc.gov/file/7021690417.pdf>

### **FCC**

#### **Updated STATS documents: Link with all 2017 TRS Report PDF links:**

<https://www.fcc.gov/ecfs/filing/1060251756288> and all the individual links below:

#### **Exhibits:**

[Exhibit 201-3.pdf](#) - Exhibit 1-3

[IP CTS Historical](#)

[Cost Rate Data Comparison](#)

[Exhibit 201-3.1.pdf](#) - Exhibit 1-3.1

[Estimates for Tariff Year 2017-2018](#)

[Exhibit 201-3.3.pdf](#) - Exhibit 1-3.3

[IP CTS Optional Rate](#)

[Requirement Comparison](#)

[Exhibit 202.pdf](#) - Exhibit 2 REVISED

[RL Recommendation with retroactive reimbursement to January 2016](#)

### ***OTHER REPORTS OF INTEREST -***

**TRS by State - Complaint Log Summaries Annual Reports of TRS Informal Complaints:** [https://apps.fcc.gov/edocs\\_public/attachmatch/FCC-17-86A1.pdf](https://apps.fcc.gov/edocs_public/attachmatch/FCC-17-86A1.pdf)

## **AUSTRALIA**

1 - National Relay Service quarterly performance report—quarter 4, 2016–2017  
<https://www.communications.gov.au/documents/national-relay-service-quarterly-performance-report-quarter-4-2016-2017>

2 - National Relay Service quarterly performance report - quarter 3, 2015-2016

A. [Download file directly from Australia Communications website](#)

B. [Direct link to PDF uploaded onto our website](#)

## **UNITED KINGDOM**

BT NGT Annual Report - October 2016-v1

[https://ngts.org.uk/content/news/NGT%20Annual%20Report%20Oct%202016\\_v1.pdf](https://ngts.org.uk/content/news/NGT%20Annual%20Report%20Oct%202016_v1.pdf)

## **NEW ZEALAND**

Informational Brochure link -

<https://www.nzrelay.co.nz/Media/Resources/NZRelayServices.pdf>

Choice of Telecommunications access in one page - click “Deaf “ then “View Matched Services” and see how many telecom options there are available:

<https://www.nzrelay.co.nz/Users> (7)

Mobile Text Relay (MTR) - <http://nzvis.co.nz/mtr/>

Internet Relay - <https://www.nzrelay.co.nz/Services/InternetRelay>

Support link - <http://nzvis.co.nz/support/>

## **DEAF WIRELESS CANADA CONSULTATIVE RESOURCE LINKS**

All DWCC’s documents for CRTC TNC 2017-33 are posted **here**:

<http://www.deafwireless.ca/index.php/2017/07/21/tty-ip-relay-services-services-de-relais-ip-et-ats-crtc-tnc-adp-2017-33/>

## **CNSDB’s RESPONSE to TSP RFI ANSWERS**

PDF - <http://www.deafwireless.ca/wp-content/uploads/2017/11/CNSDB-Reply-to-TSP-RFI-Responses-for-TNC-2017-33-06-November-2017-FINAL-with-LOGO.pdf>

## **WORD - DOWNLOADABLE -**

<http://www.deafwireless.ca/wp-content/uploads/2017/11/CNSDB-Reply-to-TSP-RFI-Responses-for-TNC-2017-33-06-November-2017-FINAL-NO-IMAGES.docx>

**\*\*\* END OF DOCUMENT \*\*\***