
PSC NO: 7 - TELEPHONE
Sprint Communications Company L.P.
Effective Date: October 1, 2012

Leaf: 19
Revision: 1
Superseding Revision: 0

TELECOMMUNICATIONS RELAY SERVICE

3. TRS SERVICE REQUIREMENTS (Continued)

3.1 Communications Assistant (CA) Standards (Continued)

3.1.12 Customer Complaints

Customer complaints are handled promptly with immediate responses to correct any complaint caused by TRS personnel or technical problems within the TRSC or subtending networks owned or leased by the TRSP. Complaints that involve any of the LEC's, CLEC's or IC's in New York State are referred to them directly or to the Auxiliary Relay Service who represent them on TRS matters. Legitimate complaints must be reported to the FCC once each year or more frequently as the FCC dictates, with copies of the reports sent to the New York State PSC and the Auxiliary Relay Service. Customer complaints may be reported directly by TRS users or Auxiliary Relay Service and if 25 or more complaints are received in a given calendar month, this may warrant review and consideration of the matter by TAFNY except for months in which disastrous type situations beyond the control of the TRS occur. Any situations, which may impact service levels, should be reported immediately to Auxiliary Relay Service or TAF.

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