
PSC NO: 7 - TELEPHONE
Sprint Communications Company L.P.
Initial Effective Date: 07/01/04

Leaf: 18
Revision: 0
Superseding Revision: 0

TELECOMMUNICATIONS RELAY SERVICE

3. TRS SERVICE REQUIREMENTS (Continued)

3.1 Communications Assistant (CA) Standards (Continued)

3.1.10 Community Outreach

The TRS provider has a community and business outreach program to educate all people about the relay service. The TRSP can demonstrate to TAFNY how it maintains a continuing outreach program and can provide an outline of the major points to be included in the outreach program. Outreach programs include, but are not limited to, media advertisements, meetings with user communities, distribution of informational pamphlets describing how to use the relay service, wallet cards, and the FCC Payphone Relay plan, etc. The TRSP does produce all Community Outreach plans as part of this tariff and in accordance with the Branding requirements addressed above.

3.1.11 Consumer Input

Users of TRS shall have advisory input on the quality of service. The TRSP takes part in the State process that already exists for this purpose under the auspices of the New York State TRS Advisory Board. As part of their function, the Advisory Board meets with consumers around the State for evaluation of TRS service and suggestions to be incorporated into the policies of the relay center. Service evaluations shall not come only from those directly or indirectly involved in operating the relay center. This does not preclude the TRSP from conducting additional internal or external evaluations.

Issued in Compliance with order in Case 03-C-1647, dated January 20, 2004

Issued by: Warren D. Hannah, Director of Tariffs, Overland Park, Kansas
