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

Leaf: 15  
Revision: 0  
Superseding Revision: 0

## TELECOMMUNICATIONS RELAY SERVICE

### 3. TRS SERVICE REQUIREMENTS (Continued)

#### 3.1 Communications Assistant (CA) Standards (Continued)

##### 3.1.3 Procedures for Relaying Communication (Continued)

- r. CA's will uniformly recognize an "s" typed by a TTY user at the beginning of a call to indicate that the user is speech impaired.
- s. CA's will leave messages on answering machines or other voice processing systems if the voice or TTY caller activates one while actually making the call. When necessary, additional calls to the same announcement machine or voice mail will be made until a complete message is left, at no additional expense to the caller for such attempts.

##### 3.1.4 The TRSP has procedures for fulfilling the requirement of subsection "p" (above) and the procedures include the following steps:

- a. The CA will inform the caller when an answering machine has been reached.
- b. The CA will ask the caller if he wishes to leave a message.
- c. The CA will leave the caller's message, either by voice or by TTY.
- d. The CA will confirm to the caller that the message has been left.
- e. The caller will only be charged for one call regardless of the number of redials required for leaving a message.

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

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