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

Leaf: 14
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)

- l. To correct a typing error, CA's shall not backspace, but continue in a forward direction by typing "xx" (common TTY convention for error) and then typing the word correctly. When necessary, CA's shall verify spelling of proper nouns, numbers and addresses that are spoken.
- m. The CA will stay on the line until both parties have terminated the call.
- n. If necessary to process a complaint or compliment, the call will be transferred to a supervisor. CA's shall not counsel, advise or interject personal opinions or additional information into any relay call. Furthermore, the CA's shall not hold personal conversations with anyone calling the TRS even when prompted by callers.
- o. Callers shall not be required to give their full names or the full name of the party they are calling. This information shall not be recorded in any form without the permission and knowledge of the caller (except for billing purposes).
- p. It is understood that, for some calls, having the full name would help facilitate the call. The CA may ask for that information and explain how it may facilitate their call. However, the CA shall not refuse to make a call if the callers do not wish to give full names.
- q. The called Relay party has the right to refuse a Relay call if they request the calling number of the calling party and the calling party refuses to divulge that information.

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
