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

Leaf: 17  
Revision: 0  
Superseding Revision: 0

## TELECOMMUNICATIONS RELAY SERVICE

### 3. TRS SERVICE REQUIREMENTS (Continued)

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

##### 3.1.7 Caller Provided Information

The TRSP must provide information on how calls will be processed when ANI is not available to the CA's position. Such call handling can include Calling Card or Reverse Charges etc.

##### 3.1.8 Speech-To-Speech Requirements

During Speech-to-Speech Relay Calls, the Speech Disabled party's voice is not to be passed along to the non speech disabled party, unless a specific request is made by either party to hear both the Operator (CA) and the Speech Disabled party's voices at the same time.

3.1.9 THE NEW YORK RELAY is the only name used to describe this TRS service for New York State. The service is paid for by the Telephone Carriers of New York State and the TRSP will always identify the Service as the New York Relay and never by the TRSP'S own company name. This name identification holds true for all contact with the public, on TRS calls, in meetings, in media or mail advertising, Web Sites, Telephone Directory advertising and in any public or private communications including signs or brochures at the TRS site or in any public venue where the TRSP is representing the N.Y. Relay Service. The provider of TRS is prohibited from using any brand name in connection with this service. TRS service shall be referred to as "New York Relay", without any brand name added to or substituted for that term.

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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