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

Leaf: 16
Revision: 0
Superseding Revision: 0

TELECOMMUNICATIONS RELAY SERVICE

3. TRS SERVICE REQUIREMENTS (Continued)

3.1 Communications Assistant (CA) Standards (Continued)

3.1.4 The TRSP has procedures ... (Continued)

- f. CA's will retrieve messages from voice processing systems and relay a TTY message to a voice user or a voice message to a TTY user. The TRSP has procedures for handling this requirement, and the procedures shall include methods for obtaining any necessary system access codes from the user and statements regarding confidentiality of that information. Retrieval of messages is considered a TRS function as long as the TRS caller remains on the line during message retrieval.

3.1.5 Handling of Obscenity Directed to the CA

CA's don't have to tolerate obscenity directed at them. The TRSP has plans that specify how a CA should handle such situations. An acceptable approach can send callers using obscenities directed at the CA to a supervisor who will determine why the caller is using obscenity and explain to the caller that this is inappropriate. As an alternative, the CA can send the abusive caller to a prerecorded announcement stating that it is not permissible to use abusive language to a CA and that when the caller is ready, they can re-dial the Relay to make a call.

3.1.6 CA Identification

At the start of a call a CA shall identify himself by a Relay Operator identification number (not by name). The TRSP has a method, which will allow identification of the CA in the event a complaint is filed or a user wants to praise the work of the CA. The term Relay Operator instead of CA is a required for all outbound calls.

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
