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

Leaf: 22
Revision: 0
Superseding Revision: 0

TELECOMMUNICATIONS RELAY SERVICE

4. TRS TECHNICAL OPERATION REQUIREMENTS (Continued)

4.8 Charges to Persons Originating Calls to Relay Center

Persons placing calls through the Relay Center will not be billed additional charges for services provided by the TRSP. Such persons will be charged the appropriate rates for a call, as stated in their carrier's tariff and be billed as a call between the originating customer and the called party. Completed calls which are interLATA in nature will be billed to the originating caller by the carrier completing the call from the Relay Center to the called party. Completed calls which are intraLATA can be completed by the TRSP but EMR billing records of these calls will be returned to the originating caller's local exchange provider. The charges for such calls shall be billed to the originating caller by such caller's local exchange provider, and all monies collected shall remain with such local exchange provider. No separate charge shall be assessed against persons originating calls through 711 or the toll free telephone numbers to the Relay Center. The TRSP is responsible, as a cost of doing business, for all costs associated with the 711 and the toll free 800 type and 900 numbers used to access the Relay Center.

4.9 Confidentiality of Calls

Consistent with the obligations of common carrier operators, and subject to all applicable provisions of law, all calls shall be confidential and shall remain confidential. No written or electronic script shall be kept beyond the duration of the call. CA and supervisory personnel shall not reveal information about any call, except the minimum necessary for billing purposes, including the information described below. CA's are required to sign a pledge of confidentiality which, consistent with the obligations of common carrier operators, promises not to disclose the identity of any callers or fellow relay operators or any information learned during the course of relaying calls, either during the period of employment as an operator or after termination of employment. When training new CA's by the method of sharing past experience, trainers shall not reveal any of the following 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
