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

Leaf: 5  
Revision: 0  
Superseding Revision: 0

## TELECOMMUNICATIONS RELAY SERVICE

### 1. GENERAL

Telecommunications Relay Service (TRS) is provided by The New York Relay Service (NYRS). The New York Relay Service began in 1989 and provides intrastate telephone communications service between hearing and speech impaired individuals and non-impaired individuals. Any end user from New York State can call the NYRS and utilize the Relay Communications Assistant or CA, also known as a Relay Operator, who will facilitate a telephone conversation between the voice telephone callers, and a non-voice telephone caller who uses a text telephone (TTY) or Personal Computer (PC) in place of a telephone. The CA will type all words spoken by the voice caller to the TTY caller and in turn, voice all words typed by the TTY caller to the voice caller.

The NYRS is operated by a TRSP (TRS Provider), which is compensated for its service by the Telephone Carriers of NYS through an assessment mechanism administered by the Targeted Accessibility Fund of New York State (TAFNY).

The NYRS is located in Syracuse, New York and can be reached toll free by anyone dialing the following numbers:

*	VOICE/TTY/VCO/HCO/ASCII	711 (OR)
*	TTY/VCO/HCO/Braille Toll Free	800-662-1220
*	Voice Toll Free	800-421-1220
*	VCO Toll Free	877-826-6977
*	ASCII Toll Free	800-584-2849
*	Spanish to Spanish	877-662-4886
*	Speech to Speech	877-662-4234
*	Customer Service	
	Toll Free 24 Hour Voice/TTY/ASCII/VCO	800-676-3777
*	General Inquiries (TTY) Toll Free	800-835-5515
*	General Inquiries (Voice) Toll Free	800-664-6349

Questions, comments and complaints about Relay Service can be directed to the Relay Inquiry Line on 800 664 6349 (voice) or 800 835 5515 (text).

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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