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

Leaf: 13
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)

- d. The TTY user shall have the option of telling the CA what aspects of the call that he/she will handle. For example, the TTY user may request to introduce relay services to the called party, rather than have the operator do it.
- e. The CA shall type to the TTY user or verbalize to the non-TTY user, verbatim, what is said when the call is first answered and at all times during the conversation, unless either party specifically requests otherwise.
- f. When the CA needs to explain Relay to a hearing user, the CA shall also type "Explaining Relay" for the benefit of the TTY user. Conversely, when the CA needs to explain Relay to a TTY user, the CA will inform the hearing user that the CA is explaining Relay.
- g. Upon request by the user, the CA shall not announce a call as a Relay call, permitting the caller to provide an explanation, if any.
- h. The CA shall have the option to inform the called party that the caller has Hearing or Speech impairment unless the caller asks otherwise.
- i. When speaking for the TTY user, the CA shall adopt a conversational tone of voice appropriate to the type of call being made.
- j. CA's shall indicate to the TTY user if another person (hearing) comes on the line.
- k. All comments directed to either party by an operator shall be relayed. These comments shall be typed in parentheses, e.g., "(Will you accept a collect call?)" All comments directed to the CA by either party shall also be relayed, e.g., "Yes, I'll accept the collect call."

Issued in Compliance with order in Case 03-C-1647, dated January 20, 2004

C

Issued by: Warren D. Hannah, Director of Tariffs, Overland Park, Kansas
