PSC NO: 7 - TELEPHONE   Leaf: 12
Sprint Communications Company L.P.   Revision: 0
Initial Effective Date: 07/01/04   Superseding Revision: 0

TELECOMMUNICATIONS RELAY SERVICE

3.   TRS SERVICE REQUIREMENTS (Continued)

      3.1   Communications Assistant (CA) Standards (Continued)

             3.1.2   CA Training

                      The TRSP has a detailed CA training plan to demonstrate how ongoing CA training
                      is provided. The provisions for CA training include, but are not limited to, ASL style
                      and grammar, hearing and speech disability culture, language and etiquette, needs
                      of individuals who are speech/hearing impaired, and operation of relay
                      telecommunications equipment. Training includes both simulated and live on-line
                      call handling. (In New York State, CA's are known primarily as Relay Operators.)
                      The term Operator is used on all outbound greetings along with the existing NYR
                      greeting message which may only be altered with approval of TAFNY. Appropriate
                      portions of in-service training for CA's shall be provided by experts from the deaf,
                      hard of hearing and speech impaired communities in the field of language
                      interpreting, ASL and deaf culture and speech impairment. Alternatively, the TRSP
                      can demonstrate that such expertise exists on staff.

             3.1.3   Procedures for Relaying Communication

                      A CA is prohibited from intentionally altering a relayed conversation and must relay
                      all conversation verbatim unless the relay user specifically requests translation.

                      a.   TTY users may instruct the CA to voice in Standard English or word for word
                            typed by the TTY user.

                      b.   CA's shall, when necessary, to the best of their abilities, let the TTY user know
                            the non-TTY user's tone of voice.

                      c.   CA's shall keep the user informed on the status of the call, such as dialing,
                            ringing, busy, and disconnected or on hold.

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