

PSC NO: 7 - TELEPHONE
Sprint Communications Company L.P.
Effective Date: 07/09/20

Leaf: 17
Revision: 2
Superseding Revision: 1

TELECOMMUNICATIONS RELAY SERVICE

3. TRS SERVICE REQUIREMENTS (Continued)

3.1 Relay Operator (RO) Standards (Continued)

3.1.7 Caller Provided Information

The TRSP must provide information on how calls will be processed when ANI is not available to the RO's position.

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3.1.8 Speech-To-Speech Requirements

The STS user shall be able to choose, on a call-by-call basis or in their customer database, whether or not the other party will be allowed to hear the speech-disabled person's voice (i.e. the option to have the STS user's voice muted so that the other party to the call will hear only the Relay Operator).

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3.1.9 THE NEW YORK RELAY is the only name used to describe this TRS service for New York State. The service is paid for by the Telephone Carriers of New York State and the TRSP will always identify the Service as the New York Relay and never by the TRSP's own company name. This name identification holds true for all contact with the public, on TRS calls, in meetings, in media or mail advertising, Web Sites, Telephone Directory advertising and in any public or private communications including signs or brochures at the TRS site or in any public venue where the TRSP is representing the N.Y. Relay Service. The provider of TRS is prohibited from using any brand name in connection with this service. TRS service shall be referred to as "New York Relay", without any brand name added to or substituted for that term.

Issued in Compliance with order in 12-C-0257, dated December 19, 2012

Issued by: State Tariffs, Overland Park, Kansas