

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

Leaf: 15
Revision: 3
Superseding Revision: 2

TELECOMMUNICATIONS RELAY SERVICE

3. TRS SERVICE REQUIREMENTS (Continued)

3.1 Relay Operator (RO) Standards (Continued)

3.1.3 Procedures for Relaying Communication (Continued)

- r. The RO will uniformly recognize an "s" typed by a TTY user at the beginning of a call to indicate that the user has a speech disability.
- s. The RO will leave messages on answering machines or other voice processing systems if the voice or TTY caller activates one while actually making the call. When necessary, additional calls to the same announcement machine or voice mail will be made until a complete message is left, at no additional expense to the caller for such attempts.

3.1.4 The TRSP has procedures for fulfilling the requirement of subsection "s" (above) and the procedures include the following steps:

- a. The RO will inform the caller when an answering machine has been reached.
- b. The RO will type the message verbatim and await customer instructions. As applicable, the RO will ask the caller if he or she wishes to leave a message.
- c. The RO will leave the caller's message, either by voice or by TTY.
- d. The RO will confirm to the caller that the message has been left.

(D)
(D)

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

Issued by: State Tariffs, Overland Park, Kansas