

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

Leaf: 24
Revision: 2
Superseding Revision: 1

TELECOMMUNICATIONS RELAY SERVICE

4. TRS TECHNICAL OPERATION REQUIREMENTS (Continued)

4.9 Confidentiality of Calls (Continued)

The TRSP is restricted to collecting only that personal information necessary to provide and bill for the relay service being rendered. This information shall not be used for any other purpose, unless, under standard operating practices, the information is necessary to respond to a customer complaint or as required by law, to cooperate with legitimate governmental investigations.

Customer Profiles -- A PC based customer profile is available to any TRS user who wants to have a record of such call characteristics as:

- a. (D)
- b. A preferred type of service such as VCO, 2 Line Service or HCO
- c. Relay call block request
- d. Preferred greeting to be used by the RO
- e. Any new items developed after this Tariff is issued which will improve the use of TRS for the caller
- f. Speed Calling List
- g. Blocked Numbers
- h. Language Preferences

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

Issued by: State Tariffs, Overland Park, Kansas