

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

Leaf: 28
Revision: 2
Superseding Revision: 1

TELECOMMUNICATIONS RELAY SERVICE

4. TRS TECHNICAL OPERATION REQUIREMENTS (Continued)

4.20 711 Voice Response System

711 VOICE RESPONSE SYSTEM has been provided to answer all 711 calls with a mechanized voice asking the caller to, "Touch 1 for a Relay Operator or 2 for Captioned Telephone." If the caller touches "1," they will be answered in voice by a Relay Operator. If the caller touches "2," the call will be transferred to the CapTel voice number. If a caller touches "3" the call will be transferred to the Speech to Speech number. A TTY caller will not hear the announcement and after five (5) seconds will default to a RO answering in Baudot. A Computer caller will not recognize the Baudot and after five (5) seconds will be answered by a RO in ASCII. If the caller does not recognize ASCII, the call will revert back to a live RO and a Voice answer.

(N)
(N)

(D)

4.21 FCC Certification

The TRSP will be required to maintain FCC Certification at all times, and will be obligated to comply with all applicable Federal and State requirements governing TRS, now existing or becoming effective during the term of the Tariff.

- 4.22 The TRSC uses inbound and outbound Session Initiated Protocol ("SIP") phone calls.

(D)(N)
(N)

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

Issued by: State Tariffs, Overland Park, Kansas