

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

Leaf: 5
Revision: 4
Superseding Revision: 3

TELECOMMUNICATIONS RELAY SERVICE

1. GENERAL

Telecommunications Relay Service (TRS) is provided by The New York Relay Service (NYRS). The New York Relay Service began in 1989 and provides intrastate telephone communications service between hearing people and people who are deaf, hard of hearing or who have a speech disability. Any person from New York State can call the NYRS and utilize the Communications Assistant (also known as a Relay Operator (RO)), who will facilitate a telephone conversation between standard telephone callers, and a person with a hearing or speech loss who cannot communicate on the telephone network without the assistance of the RO.

The NYRS is operated by a TRSP (TRS Provider), which is compensated for its service by the Telephone Carriers of NYS through an assessment mechanism administered by the Targeted Accessibility Fund of New York State (TAFNY).

The NYRS is located in Syracuse, New York and can be reached toll free by anyone dialing the following numbers:

* VOICE/TTY/VCO/HCO/ASCII/CapTel SM	711 (OR)	
* TTY/VCO/HCO/Braille Toll Free	800-662-1220	
* Voice Toll Free	800-421-1220	
* VCO Toll Free	877-826-6977	
* ASCII Toll Free	800-584-2849	
* Spanish to Spanish	877-662-4886	
* Speech to Speech	877-662-4234	
* Captioned Telephone Incoming (English to English)	877-243-2823	(T)
* CapTel SM Customer Service (available 24 hours)	888-269-7477	(T)
* Customer Service		
Toll Free 24 Hour Voice/TTY/ASCII/VCO	800-676-3777	
* General Inquiries (TTY) Toll Free	800-835-5515	
* General Inquiries (Voice) Toll Free	800-664-6349	
* Spanish-to-Spanish captioned call to a		
CapTel user (available 8:00 a.m. to midnight ET Daily)	866-217-3362	(T)
* Voice Carry Over - Speech to Voice (VCO-STTS)	844-214-4968	(T)

Questions, comments and complaints about Relay Service can be directed to the Relay Inquiry Line on 800-664-6349 (voice) or 800-835-5515 (text) OR Relay Customer Service at 800-676-3777.

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

Cancelled effective 08/05/2022. Issued by: State Tariffs, Overland Park, Kansas