

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

Leaf: 9
Revision: 3
Superseding Revision: 2

TELECOMMUNICATIONS RELAY SERVICE

2. DEFINITIONS (Continued)

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RELAY OPERATOR - Same as a CA. Use of the term Relay Operator has helped reduce "Hang Up's" by hearing people who receive a Relay call. The term Operator must be used on all outbound calls from NYR with the existing outbound greeting message.

SPANISH RELAY - Same as standard TRS service but with access to an Operator trained in Spanish. This TRS offering is for Spanish to Spanish callers only and is not a translation service.

SPEECH TO SPEECH (STS) - A TRS Service using a separate 800 type number which allows certain Speech Disabled callers to access a specially trained Relay Operator who can interpret the speech patterns and relay the voiced words to the called party.

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SPEECH TO SPEECH VOICE CARRY OVER (STS VCO) service enables persons with both a hearing loss and speech disability to communicate. The STS VCO user speaks directly to the hearing party and the specially-trained relay operator re-voices the message, if unclear or upon request. When the hearing party speaks, the relay operator will type the conversation to the STS VCO user's TTY.

TELECOMMUNICATION RELAY SERVICE (TRS) – Telephone transmission services that provides the ability for an individual with a hearing loss or speech disability to engage in communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of standard voice communication services by wire or radio. TRS includes services that enable two-way communication between an individual who uses an assistive device (e.g., text telephone) and an individual who does not.

TEXT TELEPHONE (TTY or TT) - Machine that employs graphic communication in the transmission of coded signals through a wire or radio communications system. TTY supersedes the term "TDD" or "telecommunications device for the deaf."

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

Issued by: State Tariffs, Overland Park, Kansas

Cancelled effective 08/05/2022.