

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

Leaf: 7.3
Revision: 1
Superseding Revision: 0

TELECOMMUNICATIONS RELAY SERVICE

1. GENERAL (Continued)

1.1 Caption Service (Continued)

Sprint's provision of Captioned telephone service includes: (Continued)

- An average speed-of-answer of 10 seconds or less for 85% of calls on a daily basis
- Compliance with P.01 GOS
- Routing of emergency calls to the appropriate Public Safety Answering Point (PSAP)
- Caller ID (if the user subscribes to this service through their LEC)
- Two Line CapTel – an enhanced CapTel service in which the user subscribes to two phone lines (at user's expense) that provides full functionality for all LEC-based services

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911 Emergency Calls and 711 Relay Calls

CTS calls made to either of these abbreviated dialing codes are not captioned. Upon dialing 911 or 711, the CapTel Captioned phone defaults to standard VCO phone status. These calls do not go through the CapTel Call Center. Instead, they go directly to the emergency service or relay service. The CTS caller will communicate verbally but the called service will respond only in typed text. For Two Line CapTel, when the abbreviated dial codes are entered, the phone will not default to VCO status and instead connect to the captioning service on the 2nd telephone line.

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Issued in Compliance with the order in Case 06-C-0524, dated July 25, 2006

Issued by: State Tariffs, Overland Park, Kansas