

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

Leaf: 7.2
Revision: 3
Superseding Revision: 2

TELECOMMUNICATIONS RELAY SERVICE

1. GENERAL (Continued)

1.1 Caption Service (Continued)

Sprint's provision of the captioned telephone service shall meet all minimum standard requirements mandated by the FCC for Enhanced VCO Service. The requirements for Enhanced VCO include most requirements for standard TRS but include a few waivers because they do not apply. As new FCC requirements are mandated, Sprint and TAF may renegotiate the terms of this Agreement as needed to ensure compliance is maintained and file such amended agreement with the New York State Public Service Commission. (T)

Requirements for standard TRS that received waivers for captioned telephone service are:

- STS Requirements
- HCO Requirements
- Minimum Requirements for Relay Operators
- Interpretation of typewritten ASL
- Oral-to-type tests (replace with oral-to-text tests)
- Not refusing single or sequential calls
- Gender preferences
- Interrupt Functionality
- Call Release
- ASCII and Baudot Access

Sprint's provision of Captioned telephone service includes:

- 24 hours-a-day, 7 days-a-week accessibility
- Toll Free number for placing an English language captioned call to a CapTel user. This number is 877-243-2823.
- Customer Service (888-269-7477) is available 24 hours a day, 7 days a week with the exception of Federal Holidays.
- Spanish language service between the hours of 8:00 AM to 12:00 AM ET CST, 7 days-a-week, 365 days-a-year. The toll free number for placing a Spanish-to-Spanish captioned call to a CapTel user is 866-217-3362. (T)

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

Issued by: State Tariffs, Overland Park, Kansas