

PSC NO: 7 - TELEPHONE  
Sprint Communications Company L.P.  
Effective Date: 01/01/17

Leaf: 9  
Revision: 2  
Superseding Revision: 1

## TELECOMMUNICATIONS RELAY SERVICE

### 2. DEFINITIONS (Continued)

OPERATOR SERVICE FOR THE DEAF (OSD) – OSD provides an Operator function for TTY to TTY callers who need a temporary assist from an Operator for certain call types including Text to Text DDD calls, Station and Person to Person calls, Emergency Interrupt, Calling Card and general Operator Assistance. OSD is currently provided by the Telephone Carriers of NYS and is not part of TRS.

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 non-impaired party.

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.

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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."

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