PSC NO: 7 - TELEPHONE
Sprint Communications Company L.P.
Effective Date: 07/01/13

Leaf: 27
Revision: 1
Superseding Revision: 0

TELECOMMUNICATIONS RELAY SERVICE

4.   TRS TECHNICAL OPERATION REQUIREMENTS (Continued)

4.15 Usage

No restrictions shall be placed on the length or number of calls placed by customers through the relay center. Sequence calling and calls of any duration will be permitted during both peak and non-peak periods during each day of operation.

4.16 Branding

All public contact, including Marketing, Outreach, Complaints and Inquiries, require the TRSP to brand the contact by identifying the TRS as the New York Relay Service. At no time will the TRSP use such encounters to advertise their own brand name.

4.17 Average Answer Time

The TRS is designed to provide call answer performance standards that meet or exceed applicable FCC and PSC standards in effect. The current FCC standard is that 85% of all calls will be answered in less than 10 seconds.

4.18 Average Call Holding Time

The TRS and ROs will be technically and administratively proficient to maintain the current average call holding time of 4.5 minutes for all calls other than Speech to Speech.

4.19 Caller ID

The TRSP provides for Caller ID and complies with New York State regulations regarding this service. The TRSP uses an SS7 Platform to recognize blocked CNI calls from the calling party. The TRSP has explained to TAFNY how Caller ID is provided to meet Caller ID blocking requirements established by the New York State PSC.   (T)

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

Issued by: State Tariffs, Overland Park, Kansas   (T)