PSC NO: 7 - TELEPHONE   Leaf: 16
Sprint Communications Company L.P.   Revision: 1
Effective Date: 07/01/13   Superseding Revision: 0

TELECOMMUNICATIONS RELAY SERVICE

3.   TRS SERVICE REQUIREMENTS (Continued)

      3.1   Relay Operator (RO) Standards (Continued)   (T)

             3.1.4   The TRSP has procedures … (Continued)

                      f.   The RO will retrieve messages from voice processing systems and   (T)
                            relay a TTY message to a voice user or a voice message to a TTY
                            user. The TRSP has procedures for handling this requirement, and
                            the procedures shall include methods for obtaining any necessary
                            system access codes from the user and statements regarding
                            confidentiality of that information.   Retrieval of messages is
                            considered a TRS function as long as the TRS caller remains on
                            the line during message retrieval.

             3.1.5   Handling of Obscenity Directed to the RO   (T)

                      The RO does not have to tolerate obscenity directed at them. The TRSP   (T)
                      has plans that specify how the RO should handle such situations. An   (T)
                      acceptable approach can send callers using obscenities directed at the
                      CA to a supervisor who will determine why the caller is using obscenity
                      and explain to the caller that this is inappropriate. As an alternative, the
                      CA can send the abusive caller to a prerecorded announcement stating
                      that it is not permissible to use abusive language to a CA and that when
                      the caller is ready, they can re-dial the Relay to make a call.

             3.1.6   CA Identification

                      At the start of a call the RO shall identify himself or herself by a Relay   (T)
                      Operator identification number (not by name). The TRSP has a method,
                      which will allow identification of the RO in the event a complaint is filed or   (T)
                      a user wants to praise the work of the RO. The term Relay Operator is   (T)
                      required for all outbound calls.

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

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