

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

Leaf: 23
Revision: 1
Superseding Revision: 0

TELECOMMUNICATIONS RELAY SERVICE

4. TRS TECHNICAL OPERATION REQUIREMENTS (Continued)

4.9 Confidentiality of Calls (Continued)

- a. Name, gender, or age of parties of any call
- b. Originating or terminating points of any call
- c. The content of the information conveyed

The ROs will not discuss, even among themselves or their supervisors, any names or specifics of any relay call, except as required in the course of resolving complaints. To clarify how to process a particular call, the ROs may discuss the general situation with which they need assistance in order to clarify how to process a particular type relay call. The ROs are trained to ask questions about procedures without revealing names or specific information that will identify the caller. (T)

Watching or listening to actual calls by anyone other than the RO is prohibited except for training or monitoring for quality. (T)

The TRSP has written policies to preserve confidentiality. Such policies include protocols that employees are directed to use to prevent unintentional disclosure of relayed conversations. A copy of the Confidentiality Policy has been provided to TAFNY.

A RO or supervisor who, after investigation, is found to have violated the confidentiality rules and regulations shall either be terminated immediately or be given a warning and automatically terminated the second time a violation occurs. (T)

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

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