

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

Leaf: 22
Revision: 1
Superseding Revision: 0

TELECOMMUNICATIONS RELAY SERVICE

4. TRS TECHNICAL OPERATION REQUIREMENTS (Continued)

4.8 Charges to Persons Originating Calls to Relay Center

Persons placing calls through the Relay Center will not be billed additional charges for services provided by the TRSP. Such persons will be charged the appropriate rates for toll calls or operator service fees assessed by the person's preferred carrier of choice. This rate will be rated and billed as a call between the originating customer and the called party and include any applicable TRS discounts.

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4.9 Confidentiality of Calls

Consistent with the obligations of common carrier operators, and subject to all applicable provisions of law, all calls shall be confidential and shall remain confidential. No written or electronic script shall be kept beyond the duration of the call. RO and supervisory personnel shall not reveal information about any call, except the minimum necessary for billing purposes, including the information described below. ROs are required to sign a pledge of confidentiality which, consistent with the obligations of common carrier operators, promises not to disclose the identity of any callers or fellow relay operators or any information learned during the course of relaying calls, either during the period of employment as an operator or after termination of employment. When training new ROs by the method of sharing past experience, trainers shall not reveal any of the following information:

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

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Issued by: State Tariffs, Overland Park, Kansas

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