

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

Leaf: 11
Revision: 1
Superseding Revision: 0

TELECOMMUNICATIONS RELAY SERVICE

3. TRS SERVICE REQUIREMENTS

3.1 Relay Operator (RO) Standards (T)

3.1.1 Minimum Qualifications

The TRSP guarantees that ROs are able to quickly and efficiently relay messages between users of the relay service. ROs meet the following proficiency requirements, which include but are not limited to: (T)

- a. Competent skills in English grammar equivalent to college entry-level grammar. The same applies to Spanish and Speech to Speech for those ROs manning those TRS positions. (T)
- b. A minimum typing speed of sixty (60) words per minute.
- c. Competent spelling skills, which includes the ability to quickly and easily spell words comparable to an entry-level college conversation. (T)
- d. An ability to understand deaf and hard of hearing people who use limited English.
- e. An ability to both translate limited written English to full written English. Conversations or relay verbatim, at the caller's specific request. The TRSP can demonstrate how it trains operators to translate these calls. Furthermore, the TRSP has documentation to indicate at what level it considers operators to be fully trained in this capacity.
- f. Familiarity with hearing and speech disability culture, language and etiquette.
- g. Neutral accent capability predominant among total force of ROs. (T)

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

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