

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

Leaf: 13
Revision: 1
Superseding Revision: 0

TELECOMMUNICATIONS RELAY SERVICE

3. TRS SERVICE REQUIREMENTS (Continued)

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

3.1.3 Procedures for Relaying Communication (Continued)

- d. The TTY user shall have the option of telling the RO what aspects of the call that he/she will handle. For example, the TTY user may request to introduce relay services to the called party, rather than have the operator do it. (T)
- e. The RO shall convey the full content, context and intent of the communication, unless either party specifically requests otherwise. (T)
(T)
- f. When the RO needs to explain Relay to a hearing user, the RO shall also type "Explaining Relay" for the benefit of the TTY user. Conversely, when the RO needs to explain Relay to a TTY user, the RO will inform the hearing user that the RO is explaining Relay. (T)
(T)
- g. Upon request by the user, the RO shall not announce a call as a Relay call, permitting the caller to provide an explanation, if any. (T)
- h. The RO shall have the option to inform the called party that the caller has hearing loss or speech disability, unless the caller asks otherwise. (T)
(T)
- i. When speaking for the TTY user, the RO shall adopt a conversational tone of voice appropriate to the type of call being made. (T)
- j. The RO shall indicate to the TTY user if another person (hearing) comes on the line. (T)
- k. All comments directed to either party by an operator shall be relayed. These comments shall be typed in parentheses, e.g., "(Will you accept a collect call?)" All comments directed to the RO by either party shall also be relayed, e.g., "Yes, I'll accept the collect call." (T)

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

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