

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

Leaf: 12
Revision: 1
Superseding Revision: 0

TELECOMMUNICATIONS RELAY SERVICE

3. TRS SERVICE REQUIREMENTS (Continued)

3.1 Relay Operator (RO) Standards

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3.1.2 RO Training

The TRSP has a detailed RO training plan to demonstrate how ongoing RO training is provided. The provisions for RO training include, but are not limited to, ASL style and grammar, hearing and speech disability culture, language and etiquette, needs of individuals who have a hearing loss or speech disability, and operation of relay telecommunications equipment. Training includes both simulated and live on-line call handling. The term Operator is used on all outbound greetings along with the existing NYRS greeting message which may only be altered with approval of TAFNY. Appropriate portions of in-service training for ROs shall be provided by experts from the deaf, hard of hearing and speech-disabled communities in the field of language interpreting, ASL and deaf culture and speech disabilities. Alternatively, the TRSP can demonstrate that such expertise exists on staff.

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3.1.3 Procedures for Relaying Communication

A RO is prohibited from intentionally altering a relayed conversation and must relay the full context, content and intent of all conversation, unless the relay user specifically requests otherwise.

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- a. TTY users may instruct the RO to voice in Standard English or word for word typed by the TTY user.
- b. The RO shall, when necessary, and to the best of his or her ability, let the TTY user know the non-TTY user's tone of voice.
- c. The RO shall keep the user informed on the status of the call, such as dialing, ringing, busy, and disconnected or on hold.

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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