
PSC NO: 7 - TELEPHONE
Sprint Communications Company L.P.
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TARIFF SCHEDULE
APPLICABLE TO
TELECOMMUNICATIONS RELAY SERVICE (TRS)
WITHIN
THE STATE OF NEW YORK
ISSUED BY
SPRINT COMMUNICATIONS COMPANY L.P.

New York State Public Service Commission
New York P.S.C. Tariff No. 7

This tariff contains the regulations and rates applicable for the furnishing of Telecommunications Relay Service provided by Sprint Communications Company, L.P. ("Sprint") within the State of New York. This tariff is on file with the New York State Public Service Commission.

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

(T)

Issued by: State Tariffs, Overland Park, Kansas

(T)

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TELECOMMUNICATIONS RELAY SERVICE

APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of Telecommunications Relay Service (TRS) services by Sprint Communications Company L.P. (Sprint), hereinafter referred to as the Company, to Customers within the state of New York. Services are furnished subject to the terms and conditions set forth herein.

Pursuant to Commission Order Case 12-C-0257, issued December 19, 2012 and effective July 1, 2013 Sprint and Targeted Accessibility Fund (TAF) of New York, Inc. have negotiated an agreement to make Telecommunications Relay Service (TRS) and Captioned Telephone Service available to New York residents through June 30, 2022.

(T)

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TELECOMMUNICATIONS RELAY SERVICE

EXPLANATION OF SYMBOLS

When changes are made on any tariff page, a revised page will be issued canceling the tariff page affected; such changes will be identified through the use of the following symbols:

- C - To signify a "Change" in existing rate or regulation.
- D - To signify a "Deletion/Discontinuance" of rates, regulations, and/or text.
- I - To signify a rate "Increase."
- M - To signify matter "Moved/Relocated" within the tariff with no change to the material.
- N - To signify "New" text, regulation, service, and/or rates.
- R - To signify a rate "Reduction."
- T - To signify a "Text Change" in tariff, but no change in rate or regulation
- Z - To signify a correction.

The above symbols will apply except where additional symbols are identified at the bottom on an individual page.

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Issued by: Warren D. Hannah, Director of Tariffs, Overland Park, Kansas

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TELECOMMUNICATIONS RELAY SERVICE

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TELECOMMUNICATIONS RELAY SERVICE

1. GENERAL

Telecommunications Relay Service (TRS) is provided by The New York Relay Service (NYRS). The New York Relay Service began in 1989 and provides intrastate telephone communications service between hearing people and people who are deaf, hard of hearing or who have a speech disability. Any person from New York State can call the NYRS and utilize the Communications Assistant (also known as a Relay Operator (RO)), who will facilitate a telephone conversation between standard telephone callers, and a person with a hearing or speech loss who cannot communicate on the telephone network without the assistance of the RO.

The NYRS is operated by a TRSP (TRS Provider), which is compensated for its service by the Telephone Carriers of NYS through an assessment mechanism administered by the Targeted Accessibility Fund of New York State (TAFNY).

The NYRS is located in Syracuse, New York and can be reached toll free by anyone dialing the following numbers:

* VOICE/TTY/VCO/HCO/ASCII/CapTel SM	711 (OR)	
* TTY/VCO/HCO/Braille Toll Free	800-662-1220	
* Voice Toll Free	800-421-1220	
* VCO Toll Free	877-826-6977	
* ASCII Toll Free	800-584-2849	
* Spanish to Spanish	877-662-4886	
* Speech to Speech	877-662-4234	
* Captioned Telephone Incoming (English to English)	877-243-2823	(T)
* CapTel SM Customer Service (available 24 hours)	888-269-7477	(T)
* Customer Service		
Toll Free 24 Hour Voice/TTY/ASCII/VCO	800-676-3777	
* General Inquiries (TTY) Toll Free	800-835-5515	
* General Inquiries (Voice) Toll Free	800-664-6349	
* Spanish-to-Spanish captioned call to a		
CapTel user (available 8:00 a.m. to midnight ET Daily)	866-217-3362	(T)
* Voice Carry Over - Speech to Voice (VCO-STTS)	844-214-4968	(T)

Questions, comments and complaints about Relay Service can be directed to the Relay Inquiry Line on 800-664-6349 (voice) or 800-835-5515 (text) OR Relay Customer Service at 800-676-3777.

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TELECOMMUNICATIONS RELAY SERVICE

1. GENERAL (Continued)

Telephone Directory Listings of the numbers shown above for access to Relay and the Inquiry Line are the responsibility of the TRSP. The TRSP will make statewide arrangements for these numbers to be placed in all telephone Company Directories, in the information section, as part of the cost of being the sole source NYRS provider. The right to utilize these numbers and the 8XX type routing number used for 711 (not shown), will be returned to TAFNY upon expiration of this Tariff which is four years from its effective date unless extended for two possible extensions of 3 and 2 years each that can be recommended by TAFNY and approved by the PSC.

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Types of TRS Calls - The NYRS completes intrastate calls and is operational 24 hours a day, 7 days a week. Interstate and international TRS calls can be made by calling the same numbers listed above but is not covered by this tariff. Such calls may be handled by the same CA's at the TRSC but these calls and associated costs associated with interstate TRS are the responsibility of the TRSP (TRS Provider) and not the Telephone Carriers of NYS. No compensation is paid by Telephone Carriers of NYS for the handling of interstate and international TRS calls.

Internet Protocol (IP) and Video Relay service is not currently available from the New York Relay.

Any type of call can be placed through the New York Relay except for local / regional Pay per Call Services, 900 Pay Per Call services, and Group Bridging services.

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Conference Calls can be joined via Relay using the CA as the voice on the call but the NYRS is not a conference hosting service.

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TELECOMMUNICATIONS RELAY SERVICE

1. GENERAL (Continued)

Cost and Charges: There is no cost to the user of the NYRS for the service itself, separate and apart from normal toll or message unit charges, which are the responsibility of the user. Costs for the TRS service are paid for by the Local and Long Distance Carriers in NYS. Calls made via the NYRS are charged to the TRS caller at the same rates encountered as if the call were direct dialed from the caller's home or business phone, without the use of Relay Services. Applicable message unit or toll charges normally encountered on a direct dialed call will be billed to a caller placing the call via Relay.

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Per the FCC standard for Equal Access to Interexchange Carriers 47 C.F.R. § 64.604(b)(3) In Aug. 2016, FCC issued a waiver of long distance COC and billing options for wireline relay providers who choose not to pass any charges to the end user (<https://docs.fcc.gov/public/attachments/DA-19-789A1.pdf>). The FCC extended these waivers until Aug. 2020, or the effective date of an FCC decision on continued application of the waiver.

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1.1 Caption Service

New York Relay Captioned Telephone Service is an enhanced Voice Carry Over (VCO) service that provides both audio and text captioning of the second party's telephone conversation. Captioned Telephone Service is intended for users who are Deaf or Hard of Hearing and able to communicate verbally. It requires a special Captioned Phone to utilize the service. The requirements for Captioned Telephone Service will meet all existing FCC requirements for this service. However, many existing Tariff requirements for other traditional Relay services are not applicable to Captioned Telephone Service and have been waived by the FCC.

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TELECOMMUNICATIONS RELAY SERVICE

1. GENERAL (Continued)

1.1 Caption Service (Continued)

This Captioned Telephone Service will be known as New York Relay Captioned Telephone Service ("CTS"). This initial service requires a CapTel Telephone set in order to access the service. To the extent that other competitive captioned telephone services become available, this tariff will be modified to include them. Using the CapTel Telephone the user simply picks up the receiver and dials the number they want to call. While they are dialing, the CapTel Captioned Phone automatically connects to the Captioned Telephone Call Center which are located in Wisconsin, Texas, Florida, Ohio, New York, and South Carolina. The dialed number is transmitted through the Call Center and when the called party answers, the call center remains on the line and transcribes the called party's conversation into captions that appear on the caller's CapTel telephone. The CTS call appears like a standard telephone call to the called party; there is no interaction with the Call Center. Both parties speak directly to the other. (T)

The term for the provision of captioned telephone service began on January 1, 2007 and will continue on July 1, 2022, after which the service will be coterminous with the New York Relay contract, unless earlier terminated by the TAFNY or Sprint in accordance with the termination provisions contained in the basic contract. This service is being considered as part of the traditional relay service being offered by the New York Relay. (T)

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TELECOMMUNICATIONS RELAY SERVICE

1. GENERAL (Continued)

1.1 Caption Service (Continued)

Sprint's provision of the captioned telephone service shall meet all minimum standard requirements mandated by the FCC for Enhanced VCO Service. The requirements for Enhanced VCO include most requirements for standard TRS but include a few waivers because they do not apply. As new FCC requirements are mandated, Sprint and TAF may renegotiate the terms of this Agreement as needed to ensure compliance is maintained and file such amended agreement with the New York State Public Service Commission. (T)

Requirements for standard TRS that received waivers for captioned telephone service are:

- STS Requirements
- HCO Requirements
- Minimum Requirements for Relay Operators
- Interpretation of typewritten ASL
- Oral-to-type tests (replace with oral-to-text tests)
- Not refusing single or sequential calls
- Gender preferences
- Interrupt Functionality
- Call Release
- ASCII and Baudot Access

Sprint's provision of Captioned telephone service includes:

- 24 hours-a-day, 7 days-a-week accessibility
- Toll Free number for placing an English language captioned call to a CapTel user. This number is 877-243-2823.
- Customer Service (888-269-7477) is available 24 hours a day, 7 days a week with the exception of Federal Holidays.
- Spanish language service between the hours of 8:00 AM to 12:00 AM ET CST, 7 days-a-week, 365 days-a-year. The toll free number for placing a Spanish-to-Spanish captioned call to a CapTel user is 866-217-3362. (T)

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TELECOMMUNICATIONS RELAY SERVICE

1. GENERAL (Continued)

1.1 Caption Service (Continued)

Sprint's provision of Captioned telephone service includes: (Continued)

- An average speed-of-answer of 10 seconds or less for 85% of calls on a daily basis
- Compliance with P.01 GOS
- Routing of emergency calls to the appropriate Public Safety Answering Point (PSAP)
- Caller ID (if the user subscribes to this service through their LEC)
- Two Line CapTel – an enhanced CapTel service in which the user subscribes to two phone lines (at user's expense) that provides full functionality for all LEC-based services

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911 Emergency Calls and 711 Relay Calls

CTS calls made to either of these abbreviated dialing codes are not captioned. Upon dialing 911 or 711, the CapTel Captioned phone defaults to standard VCO phone status. These calls do not go through the CapTel Call Center. Instead, they go directly to the emergency service or relay service. The CTS caller will communicate verbally but the called service will respond only in typed text. For Two Line CapTel, when the abbreviated dial codes are entered, the phone will not default to VCO status and instead connect to the captioning service on the 2nd telephone line.

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TELECOMMUNICATIONS RELAY SERVICE

1. GENERAL (Continued)

1.1 Caption Service (Continued)

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Operator Calls

Dial "O" operator calls by default will terminate to the state Operator.

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TELECOMMUNICATIONS RELAY SERVICE

1. GENERAL (Continued)

1.1 Caption Service (Continued)

That compensation will be based on CMOU and the dollar amount will remain confidential between TAFNY, the PSC and the CTS provider, subject to any requirement of the law.

Section 5.5 of Sprint's Tariff to provide TRS for the State of New York, Billing of Toll Calls, is not applicable for two-line Captioned Telephone Service. When a two-Line Captioned Telephone user places a call, a direct call is placed from the two-Line Captioned Telephone user to the called party. The Captioned Telephone user is charged for any toll charges in exactly the same manner as a traditional phone user as this line does not go through the captioning center. For these calls, captioning is provided via a completely separate toll-free connection to the captioning center.

2. DEFINITIONS

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AMERICAN SIGN LANGUAGE (ASL) - a visual language based on hand shape position, movement, and orientation of the hands in relation to each other and the body.

ASCII - an acronym for American Standard Code for Information Inter-exchange which employs an eight-bit code and can operate at any standard transmission baud rate including 300, 1200, 2400, and higher.

BAUDOT - A seven-bit code, only five of which are information bits. Baudot is used by most text telephones to communicate at a 45.5 - baud rate.

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TELECOMMUNICATIONS RELAY SERVICE

2. DEFINITIONS (Continued)

BRAILLE TTY - A text telephone using Braille in place of a screen display, for users that are deaf and blind.

CAPTEL (CapTel) - Captioned Telephone, is a trademark of UltratecSM, Inc.

CAPTIONED TELEPHONE SERVICE (CTS) – A term used to describe an enhanced Voice Carry over service which, in addition to providing text display on the call, also permits the voice to be heard depending on the user's ability to hear.

CLEC - A term describing a competing LEC.

CONVERSATION MINUTES OF USE (CMOU) - Refers to the conversation time associated with a TRS call after the called party has answered.

COMMUNICATIONS ASSISTANT (CA) - A person who transliterates conversation from text to voice and from voice to text between two TRS users (known in New York as Relay Operator- RO). (T)

DEAF PERSON - Any person with a significant degree of hearing loss, present in both ears, that precludes using the telephone in a standard manner. Said person must rely on intermediary and or electronic or mechanical devices for telecommunications. (T)

HARD OF HEARING - Those persons who cannot hear well but are not deaf.

HEARING CARRY OVER (HCO) - A modified form of TRS where a person with the speech disability is able to listen to the other end user and, in reply, the CA speaks the text as typed by the person with the speech disability. (T)

INTEREXCHANGE CARRIER (IXC) - Common Carrier engaged in InterLATA and IntraLATA communications. (T)

INTERNET PROTOCOL (IP) RELAY - IP Relay is a TRS service accessed via the Internet and is not a service provided under this tariff.

LOCAL EXCHANGE CARRIER (LEC) - Common Carrier engaged in IntraLATA communication.

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TELECOMMUNICATIONS RELAY SERVICE

2. DEFINITIONS (Continued)

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RELAY OPERATOR - Same as a CA. Use of the term Relay Operator has helped reduce "Hang Ups" by hearing people who receive a Relay call. The term Operator must be used on all outbound calls from NYR with the existing outbound greeting message.

SPANISH RELAY - Same as standard TRS service but with access to an Operator trained in Spanish. This TRS offering is for Spanish to Spanish callers only and is not a translation service.

SPEECH TO SPEECH (STS) - A TRS Service using a separate 800 type number which allows certain Speech Disabled callers to access a specially trained Relay Operator who can interpret the speech patterns and relay the voiced words to the called party.

(T)

SPEECH TO SPEECH VOICE CARRY OVER (STS VCO) service enables persons with both a hearing loss and speech disability to communicate. The STS VCO user speaks directly to the hearing party and the specially-trained relay operator re-voices the message, if unclear or upon request. When the hearing party speaks, the relay operator will type the conversation to the STS VCO user's TTY.

TELECOMMUNICATION RELAY SERVICE (TRS) – Telephone transmission services that provides the ability for an individual with a hearing loss or speech disability to engage in communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of standard voice communication services by wire or radio. TRS includes services that enable two-way communication between an individual who uses an assistive device (e.g., text telephone) and an individual who does not.

TEXT TELEPHONE (TTY or TT) - Machine that employs graphic communication in the transmission of coded signals through a wire or radio communications system. TTY supersedes the term "TDD" or "telecommunications device for the deaf."

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TELECOMMUNICATIONS RELAY SERVICE

2. DEFINITIONS (Continued)

THE AUXILIARY RELAY SERVICE (ARS) - A contracted company reporting to TAFNY and the Telephone Carriers of NYS. ARS serves as a central point of contact for the Carriers and acts as a General Inquiry Line for information, questions, comments, assistance and complaints from end users, concerning TRS.

TRS CALLER ID – TRS providers with an ability to send an incoming Caller ID or a Caller ID Blocking signal on outbound TRS calls making the service comparable as normal network calls thus insuring the caller's awareness of Caller ID status.

TRSC - Telecommunication Relay Service Center (site)

TRSP - Telecommunications Relay Service Provider who provides TRS service via a TRS Center. The TRSP can also be a LEC or Private Company that has arrangements with IXC's or LEC's to provide TRS. (T)

TURBO BAUDOT - The same as Baudot but with speed of transmission up to 120 WPM and the ability to interrupt during transmission.

TWO LINE VCO OR HCO - Enabling a TRS user who has two telephone lines to establish two connections via Relay facilitating faster conversation by the VCO or HCO user.

VIDEO RELAY SERVICE (VRS) – Video Relay Service is the same as TRS except that a PC equipped with video is used by the deaf or hard of hearing caller who, after logging on to the TRSC, uses ASL to converse with the CA. The CA then completes the call to the standard telephone user. (VRS is not offered by this tariff.) (T)

VOICE CARRY OVER (VCO) - A modified form of TRS where a person with a hearing loss is able to speak directly to the other end user, in reply, the CA types the spoken words from the other party to the VCO user. (T)

Note: Mixtures of the above type service are provided by this tariff. As an example, VCO to HCO, TTY to TTY, STS to STS or even STS to TTY. All mixtures are current requirements of the FCC and are provided under this tariff. The Call Release feature is provided for temporary TTY to TTY connects.

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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)

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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.

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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)

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TELECOMMUNICATIONS RELAY SERVICE

3. TRS SERVICE REQUIREMENTS (Continued)

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

3.1.3 Procedures for Relaying Communication (Continued)

- l. To correct a typing error, the RO shall not backspace, but continue in a forward direction by typing "xx" (common TTY convention for error) and then typing the word correctly. When necessary, the RO shall verify spelling of proper nouns, numbers and addresses that are spoken. (T)
- m. The RO will stay on the line until both parties have terminated the call. (T)
- n. If necessary to process a complaint or compliment, the call will be transferred to a supervisor. The RO shall not counsel, advise or interject personal opinions or additional information into any relay call. Furthermore, the RO shall not hold personal conversations with anyone calling the TRS even when prompted by callers. (T)
- o. Callers shall not be required to give their full names or the full name of the party they are calling. This information shall not be recorded in any form without the permission and knowledge of the caller (except for billing purposes). (T)
- p. It is understood that, for some calls, having the full name would help facilitate the call. The RO may ask for that information and explain how it may facilitate their call. However, the RO shall not refuse to make a call if the callers do not wish to give full names. (T)
- q. The called Relay party has the right to refuse a Relay call if they request the calling number of the calling party and the calling party refuses to divulge that information. (T)

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TELECOMMUNICATIONS RELAY SERVICE

3. TRS SERVICE REQUIREMENTS (Continued)

3.1 Relay Operator (RO) Standards (Continued)

3.1.3 Procedures for Relaying Communication (Continued)

- r. The RO will uniformly recognize an "s" typed by a TTY user at the beginning of a call to indicate that the user has a speech disability.
- s. The RO will leave messages on answering machines or other voice processing systems if the voice or TTY caller activates one while actually making the call. When necessary, additional calls to the same announcement machine or voice mail will be made until a complete message is left, at no additional expense to the caller for such attempts.

3.1.4 The TRSP has procedures for fulfilling the requirement of subsection "s" (above) and the procedures include the following steps:

- a. The RO will inform the caller when an answering machine has been reached.
- b. The RO will type the message verbatim and await customer instructions. As applicable, the RO will ask the caller if he or she wishes to leave a message.
- c. The RO will leave the caller's message, either by voice or by TTY.
- d. The RO will confirm to the caller that the message has been left.

(D)
(D)

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TELECOMMUNICATIONS RELAY SERVICE

3. TRS SERVICE REQUIREMENTS (Continued)
- 3.1 Relay Operator (RO) Standards (Continued) (T)
- 3.1.4 The TRSP has procedures ... (Continued)
- f. The RO will retrieve messages from voice processing systems and relay a TTY message to a voice user or a voice message to a TTY user. The TRSP has procedures for handling this requirement, and the procedures shall include methods for obtaining any necessary system access codes from the user and statements regarding confidentiality of that information. Retrieval of messages is considered a TRS function as long as the TRS caller remains on the line during message retrieval. (T)
- 3.1.5 Handling of Obscenity Directed to the RO (T)
- The RO does not have to tolerate obscenity directed at them. The TRSP has plans that specify how the RO should handle such situations. An acceptable approach can send callers using obscenities directed at the CA to a supervisor who will determine why the caller is using obscenity and explain to the caller that this is inappropriate. As an alternative, the CA can send the abusive caller to a prerecorded announcement stating that it is not permissible to use abusive language to a CA and that when the caller is ready, they can re-dial the Relay to make a call. (T)
- 3.1.6 CA Identification
- At the start of a call the RO shall identify himself or herself by a Relay Operator identification number (not by name). The TRSP has a method, which will allow identification of the RO in the event a complaint is filed or a user wants to praise the work of the RO. The term Relay Operator is required for all outbound calls. (T)
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TELECOMMUNICATIONS RELAY SERVICE

3. TRS SERVICE REQUIREMENTS (Continued)

3.1 Relay Operator (RO) Standards (Continued)

3.1.7 Caller Provided Information

The TRSP must provide information on how calls will be processed when ANI is not available to the RO's position.

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3.1.8 Speech-To-Speech Requirements

The STS user shall be able to choose, on a call-by-call basis or in their customer database, whether or not the other party will be allowed to hear the speech-disabled person's voice (i.e. the option to have the STS user's voice muted so that the other party to the call will hear only the Relay Operator).

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(T)

3.1.9 THE NEW YORK RELAY is the only name used to describe this TRS service for New York State. The service is paid for by the Telephone Carriers of New York State and the TRSP will always identify the Service as the New York Relay and never by the TRSP's own company name. This name identification holds true for all contact with the public, on TRS calls, in meetings, in media or mail advertising, Web Sites, Telephone Directory advertising and in any public or private communications including signs or brochures at the TRS site or in any public venue where the TRSP is representing the N.Y. Relay Service. The provider of TRS is prohibited from using any brand name in connection with this service. TRS service shall be referred to as "New York Relay", without any brand name added to or substituted for that term.

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TELECOMMUNICATIONS RELAY SERVICE

3. TRS SERVICE REQUIREMENTS (Continued)

3.1 Relay Operator (RO) Standards (Continued)

(T)

3.1.10 Community Outreach

The TRS provider has a community and business outreach program to educate all people about the relay service. The TRSP can demonstrate to TAFNY how it maintains a continuing outreach program and can provide an outline of the major points to be included in the outreach program. Outreach programs include, but are not limited to, media advertisements, meetings with user communities, distribution of informational pamphlets describing how to use the relay service, wallet cards, and the FCC Payphone Relay plan, etc. The TRSP does produce all Community Outreach plans as part of this tariff and in accordance with the Branding requirements addressed above.

3.1.11 Consumer Input

Users of TRS shall have advisory input on the quality of service. The TRSP takes part in the State process that already exists for this purpose under the auspices of the New York State TRS Advisory Board. As part of their function, the Advisory Board meets with consumers around the State for evaluation of TRS service and suggestions to be incorporated into the policies of the relay center. Service evaluations shall not come only from those directly or indirectly involved in operating the relay center. This does not preclude the TRSP from conducting additional internal or external evaluations.

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TELECOMMUNICATIONS RELAY SERVICE

3. TRS SERVICE REQUIREMENTS (Continued)

3.1 Relay Operator (RO) Standards (Continued)

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3.1.12 Customer Complaints

Customer complaints are handled promptly with immediate responses to correct any complaint caused by TRS personnel or technical problems within the TRSC or subtending networks owned or leased by the TRSP. Complaints that involve any of the LEC's, CLEC's or IXC's in New York State are referred to them directly or to the Auxiliary Relay Service who represent them on TRS matters. Legitimate complaints must be reported to the FCC once each year or more frequently as the FCC dictates, with copies of the reports sent to the New York State PSC and the Auxiliary Relay Service. Customer complaints may be reported directly by TRS users or Auxiliary Relay Service and if 25 or more complaints are received in a given calendar month, this may warrant review and consideration of the matter by TAFNY except for months in which disastrous type situations beyond the control of the TRS occur. Any situations, which may impact service levels, should be reported immediately to Auxiliary Relay Service or TAF.

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TELECOMMUNICATIONS RELAY SERVICE

4. TRS TECHNICAL OPERATION REQUIREMENTS

This section of the tariff lists and describes the specific operational functions performed by the TRS. The operational functions listed here are the elements, which will be evaluated as technical service criteria, binding under the life of this Tariff. The categories of functions are as follows:

4.1 Mandatory

Items 4.2 to 4.22 are specific operational functions or requirements that are offered by the TRSP as part of their service. Failure to provide any of the mandatory requirements will automatically violate the tariff when the failures result in excessive complaints.

4.2 Number Requirements

All references to 800, 888, 877 and 711 numbers in this tariff are the responsibility of the TRSP and are included in the CMOU price.

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4.3 Location

A primary location in Syracuse, NY with a sufficient number of ROs available to handle an average of 80% of daily traditional TRS calls for the New York Relay. Other TRSC sites in NY or any state can handle 20% of the calls including Captioned Telephone Service and all Spanish or Speech to Speech Relay calls.

4.4 Hours of Operation

The Relay Service is operational with full service 24 hours per day, every day of the year.

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TELECOMMUNICATIONS RELAY SERVICE

4. TRS TECHNICAL OPERATION REQUIREMENTS (Continued)

4.5 Call Carriage

The Relay Center processes all New York State intrastate calls under terms of this PSC Tariff. Interstate calls are the responsibility of Interexchange Carriers (IXC) according to FCC directives and are not part of this Tariff. However, customers can dial 711 or 800 type numbers for access to both intra and interstate calls from the same TRSC established in this Tariff.

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4.6 Intrastate

Intrastate inter-LATA calls must be in compliance with all applicable regulations, throughout the life of this Tariff.

4.7 Providing Qualified Staff

The TRSP provides training to ensure that ROs effectively meet the specialized communications needs of individuals who are deaf, hard of hearing or have a speech disability. ROs have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing loss or a speech disability culture, language and etiquette. The TRSP also complies with all federal, state and local equal opportunity laws including but not limited to Executive Order 11758, dated January 15, 1974, and Part 60-741 of the Code of Federal Regulations.

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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. (C)

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: (T)

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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)

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TELECOMMUNICATIONS RELAY SERVICE

4. TRS TECHNICAL OPERATION REQUIREMENTS (Continued)

4.9 Confidentiality of Calls (Continued)

The TRSP is restricted to collecting only that personal information necessary to provide and bill for the relay service being rendered. This information shall not be used for any other purpose, unless, under standard operating practices, the information is necessary to respond to a customer complaint or as required by law, to cooperate with legitimate governmental investigations.

Customer Profiles -- A PC based customer profile is available to any TRS user who wants to have a record of such call characteristics as:

- a. (D)
- b. A preferred type of service such as VCO, 2 Line Service or HCO
- c. Relay call block request
- d. Preferred greeting to be used by the RO
- e. Any new items developed after this Tariff is issued which will improve the use of TRS for the caller
- f. Speed Calling List
- g. Blocked Numbers
- h. Language Preferences

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TELECOMMUNICATIONS RELAY SERVICE

4. TRS TECHNICAL OPERATION REQUIREMENTS (Continued)

4.9 Confidentiality of Calls (Continued)

Other Profile Use: The aforementioned Customer Profile can contain certain information provided by the LEC's, CLEC's or IXC's including: (T)

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(D)

a. Blocking requests for harassing calls when provided through Auxiliary Relay Service, TRSP Customer Service and, or local police. (T)

b. Any normal Customer Profile requests as described above, when provided by Auxiliary Relay Service. Data required to satisfy a customer complaint when requested by Auxiliary Relay Service and consistent with privacy issues described in this section. (T)

All profile data is considered State property to be given to a new TRSP upon expiration of this Tariff. (T)

4.10 Emergency Calls

911 type emergency calls should be dialed directly but under current FCC requirements, the NYTRS has satisfactory procedures for receiving, transmitting and tracking emergency calls. The ROs are trained to forward such calls to the appropriate Public Service Answer Point (PSAP). An emergency plan satisfactory to the LEC'S was made available to TAFNY prior to the service date. This plan includes a 911-type database to permit the RO to direct an emergency call to an appropriate PSAP (as directed by the FCC). At the end of the tariff period, the TRSP shall transfer the NY 911 database to the future TRSP unless the information is deemed proprietary or the intellectual material of another party. (T)

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TELECOMMUNICATIONS RELAY SERVICE

4. TRS TECHNICAL OPERATION REQUIREMENTS (Continued)

4.11 Equipment

The TRSP furnishes all necessary telecommunications equipment and software necessary to facilitate a telephone conversation between the voice telephone callers and a non-voice telephone caller who uses a text telephone (TTY) or Personal Computer (PC) in place of a telephone. The transmission circuits meet or exceed FCC inter-exchange performance standards for circuit loss and noise. Telecommunications equipment including CA terminals are capable of receiving and transmitting in both Baudot and ASCII codes, with Baudot as the primary setting and are able to access and be accessed by computers of up to standard baud rates via ASCII codes. Standard Baudot or Turbo Baudot are both accepted by the TRSC. The TRSC is capable of automatically identifying incoming Text Telephone signals as Baudot, ASCII, or voice. Speech to Text automation may be used as part of this tariff offering.

4.12 Automatic Number Identification (ANI) and II Codes

The TRSP provides that ANI and Class of Service identification such as ii digits (for Coin, Inmate, or Hotel/Motel) is seen by the CA on all incoming calls.

4.13 Facilities and Network Completions

TRS operates every day, 24 hours a day. TRS has redundant features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use. Adequate network facilities are provided for TRS so that with the projected call volume, the probability of a busy response due to network congestion is functionally equivalent to what a voice caller would experience using the voice telephone network. Current standards allow for network blockage of not more than one call in 100 [PO1 in the Poisson Probability Table].

4.14 VCO, HCO, 2 Line, Braille, Spanish, Speech to Speech

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The TRS provider shall provide these required specialty Relay services.

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TELECOMMUNICATIONS RELAY SERVICE

4. TRS TECHNICAL OPERATION REQUIREMENTS (Continued)

4.15 Usage

No restrictions shall be placed on the length or number of calls placed by customers through the relay center. Sequence calling and calls of any duration will be permitted during both peak and non-peak periods during each day of operation.

4.16 Branding

All public contact, including Marketing, Outreach, Complaints and Inquiries, require the TRSP to brand the contact by identifying the TRS as the New York Relay Service. At no time will the TRSP use such encounters to advertise their own brand name.

4.17 Average Answer Time

The TRS is designed to provide call answer performance standards that meet or exceed applicable FCC and PSC standards in effect. The current FCC standard is that 85% of all calls will be answered in less than 10 seconds.

4.18 Average Call Holding Time

The TRS and ROs will be technically and administratively proficient to maintain the current average call holding time of 4.5 minutes for all calls other than Speech to Speech.

4.19 Caller ID

The TRSP provides for Caller ID and complies with New York State regulations regarding this service.

The TRSP has explained to TAFNY how Caller ID is provided to meet Caller ID blocking requirements established by the New York State PSC. The TRSP allows callers to block their Caller ID and comply by not sending the Caller ID for the outbound relay call.

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TELECOMMUNICATIONS RELAY SERVICE

4. TRS TECHNICAL OPERATION REQUIREMENTS (Continued)

4.20 711 Voice Response System

711 VOICE RESPONSE SYSTEM has been provided to answer all 711 calls with a mechanized voice asking the caller to, "Touch 1 for a Relay Operator or 2 for Captioned Telephone." If the caller touches "1," they will be answered in voice by a Relay Operator. If the caller touches "2," the call will be transferred to the CapTel voice number. If a caller touches "3" the call will be transferred to the Speech to Speech number. A TTY caller will not hear the announcement and after five (5) seconds will default to a RO answering in Baudot. A Computer caller will not recognize the Baudot and after five (5) seconds will be answered by a RO in ASCII. If the caller does not recognize ASCII, the call will revert back to a live RO and a Voice answer.

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(N)

(D)

4.21 FCC Certification

The TRSP will be required to maintain FCC Certification at all times, and will be obligated to comply with all applicable Federal and State requirements governing TRS, now existing or becoming effective during the term of the Tariff.

4.22 The TRSC uses inbound and outbound Session Initiated Protocol ("SIP") phone calls.

(D)(N)
(N)

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TELECOMMUNICATIONS RELAY SERVICE

4. TRS TECHNICAL OPERATION REQUIREMENTS (Continued)

4.23 Disaster Recovery and Continuity of Operations

TRSP shall have plans, documented in writing, for disaster recovery and continuity of operations. These plans shall deal with all types of natural and man-made disasters including, but not limited to, terrorism, loss of structure(s), loss of infrastructure, loss of external power, loss of switching equipment, telephone line cut and pandemic type illness. Plans shall contain detailed levels of escalation that shall be deployed for handling of potential disasters to provide continuity of NYRS operations with little or no impairment to the relay services.

Disaster recovery, continuity of operations and pandemic plans shall be:

- a. Reviewed and updated as necessary to accommodate changes in staff, contact information, etc.
- b. Communicated within TRSP's organization
- c. Safeguarded in multiple locations in multiple formats (e.g., electronic, printed, etc.).

Upon request TRSP shall provide a copy of its disaster recovery, continuity of operations and pandemic plans to the NYPSC for review. The TRSP shall notify TRS Contract Administrator and the NYPSC, using a mutually agreed upon format(s) and method of contact.

Sprint's trouble reporting procedures for TRS includes three levels of response: 1. an immediate report (within 2 hours of disaster or event lasting more than 15 minutes), 2. a 72-hour status report (if unresolved) and 3. a comprehensive final report within 7 days.

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TELECOMMUNICATIONS RELAY SERVICE

5. CUSTOMER BILLING

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TELECOMMUNICATIONS RELAY SERVICE

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TELECOMMUNICATIONS RELAY SERVICE

6. COMPENSATION TO TRS PROVIDER

The TRS provider submits a single bill each month to the Administrator TAFNY at 4 Tower Place, Second Floor, Albany, NY 12203-3710. The bill is based upon the Conversation Minutes of Use (CMOU) handled by the TRS Center for the previous month for all intrastate calls. The bill contains the total CMOU and the dollar value due in compensation based on the amount agreed to between the TRSP, TAFNY and the PSC at the time this tariff was submitted for approval. For information purposes, the bill will also contain the interstate call volumes handled by the NYRC even though they are not covered by this tariff. At the time the bill is submitted, traffic data for the month is also provided to TAFNY from the TRSP as agreed to at the time this tariff was submitted for approval and shall include the traffic items agreed to at the time this tariff was filed.

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Compensation will be paid to the TRS provider in the form of one check from TAFNY on behalf of the Local and Long Distance Telephone Carriers of NY. A check will be issued to the TRSP within 45 days of receipt of its bill.

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TELECOMMUNICATIONS RELAY SERVICE

6. COMPENSATION TO TRS PROVIDER (Continued)

6.1 Amount of Compensation for Billed CMOU's

Payment will be made based upon the dollar amount agreed to between the TRSP and TAFNY and the PSC at the time the TRSP was awarded the services. That dollar amount per CMOU will remain confidential between TAFNY, the PSC and the TRSP, subject to any requirement of law. (T)
(T)

The CMOU will also be subject to a monthly discount based on the following:

- a. Full payment per CMOU when average monthly average Call Duration is 4.5 and 5.0 minutes or less.
- b. Payment per CMOU reduced by 10% when monthly average Call Duration is between 5.0 and 6.0 minutes.
- c. Payment per CMOU reduced by 25% when monthly average Call Duration is 6.1 minutes or greater.

6.2 Right to Terminate TRSP for Failure to Meet Standards

When Average Call duration exceeds 6.0 minutes for two consecutive months, TAFNY and the PSC reserve the right to cancel and nullify the Tariff agreement with the TRSP as a violation of service criteria. The same cancellation policy holds true for two consecutive months in which customer complaints or Answer Time Results exceed the limits of this Tariff. (C)

The same cancellation policy holds true for two consecutive months in which complaints or Answer Time results exceed the limits of this Tariff or the TRSP fails to comply with any material obligation or performance requirement set forth in this Tariff. Prior to such revocation and cancellation, the provider will be given thirty (30) days' notice and an opportunity to contest such revocation and cancellation. (C)

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TELECOMMUNICATIONS RELAY SERVICE

6. COMPENSATION TO TRS PROVIDER (Continued)

6.3 Audit Provisions

No compensation will be paid to the TRS/CTS service provider other than the agreed (T)
to monthly CMOU payment. Every year, at the expense of the TRSP (at a cost not to
exceed \$10,000), TAFNY reserves the right to audit all information necessary to
insure the accuracy of the CMOU billing and all traffic statistics. TAFNY shall have
the right to conduct additional audits, at any time, at its expense. The auditors will be
members or representatives of TAFNY or outside auditors chosen by TAFNY. The
timing and duration of the audit will be mutually agreed upon by the TRSP and
TAFNY.

In the event of an overbilling, the provider shall repay to TAFNY the amount of the
overbilling plus 20% of the overbilling. In the event the audit determines that the
billings by the provider are 10% or more than the appropriate billings, the provider
shall pay to TAFNY (a) the amount of the overbilling plus 20%, and (b) all costs and
expenses of TAFNY (including costs of outside auditors) associated with the audit. (T)

6.4 Assessments on Telecommunications Carriers to Fund TRS

Pursuant to the terms of Opinion 98-10 issued by the New York State Public Service
Commission in Cases 94-C-0095 and 28425 on June 2, 1998, all regulated
telecommunications carriers operating in New York State are required to pay to TAF,
at such times as TAF shall require, an assessment based on each such carriers
relative regulated intrastate, gross revenue, net of payments made to other carriers,
Such assessments shall be determined by TAF and used to fund TRS and other
programs specified by the Public Service Commission.

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

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