



## Telecommunications Regulatory Board of Puerto Rico Application for FCC Certification Renewal and Supporting Documents

### Introduction

The Telecommunications Regulatory Board of Puerto Rico (TRB) is the Government agency created by virtue of Act 213 of September 12, 1996, known as the Telecommunications Act of Puerto Rico of 1996, to regulate the telecommunications and Cable TV markets. At present, it has jurisdiction over intra-island services provided by the telecommunications companies, and is the franchising entity for Cable TV companies doing business in Puerto Rico.

The TRB is also in charge of the administration of the Universal Service Fund of Puerto Rico (PRUSF) and the certification of eligibility to receive funds from both the U.S. and the PRUSF. Telecommunications Relay Service (TRS) is one of the programs supported by the TRB's PRUSF. Puerto Rico's TRS has been branded as **Puerto Rico Relay** since its introduction in 2001.



(Puerto Rico Relay Service logo)

Since January 1, 2010 up to present day, Sprint Accessibility (formerly Sprint Relay) has been the incumbent provider of TRS within the Commonwealth of Puerto Rico as approved and authorized by TRB's Resolution and Order on case number JRT-2009-SUB-0002. As agreed on the most recent amendment of contract # 2010-00005-G, the TRB has renewed this agreement for one (1) additional year term (from January 1, 2018 to December 31, 2018); with plans to execute a new bid process during this year, for the contracting of a new TRS provider.

The TRB has prepared the following narrative and attached appendices to comply with the FCC TRS Certification Renewal Application, specifically in response to the **FCC Public Notice DA 17-697, CG Docket No. 03-123** released on July 19, 2017. Included in the Public Notice are the minimum mandatory FCC Telecommunications Relay Service (TRS) requirements under **47 C.F.R. §64.604 and §64.606**. A copy of this Public Notice and these mandatory requirements are attached as **Appendix A**. The TRB prepared this TRS Certification Renewal Application with the assistance of Sprint Accessibility (formerly Sprint Relay).





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Junta Reglamentadora de Telecomunicaciones

The TRB contracted with Sprint Accessibility to provide Telecommunications Relay Service (TRS) effective to provide operational, technical, and functional standards pertinent to the FCC mandates as specified in 47 C.F.R. §64.604 and §64.606. Included with this TRS Certification Renewal Application is a copy of the first several pages of the TRS Contract Award that was originally issued December 23, 2009, for the contract period from 1/1/2010 to 12/31/2014.

Extension amendments have been granted yearly, from 1/1/2015 – 12/31/2015; 1/1/2016 – 12/31/2016; 1/1/2017 – 12/31/2017; and, most recently, a new extension from 1/1/2018 to 12/31/2018. All of the minimum mandatory TRS requirements are listed in **Appendix B**. Please note that although Sprint Accessibility provides Internet Protocol (IP) web-based services, Puerto Rico Relay does not contract to provide these services in Puerto Rico, nor is it responsible for oversight of IP and VRS or to other Internet- or web-based relay services.

The FCC has requested that each FCC TRS Certification Renewal application respond to the minimum mandatory FCC TRS requirements for providing TRS and that each state includes procedures and remedies for enforcing any requirements imposed by state programs. Additionally, the FCC requested that several exhibits such as outreach presentations, promotional items, consumer training materials, and consumer complaint logs be included with the information provided.

### **Delayed Submittal of Application for State Recertification**

The TRB is aware that per the FCC's Public Notice released on July 19, 2017, reminding state Telecommunications Relay Service programs to seek recertification, the FCC expressed that "*although there is no prescribed deadline for filing, we request that renewal applications be filed no later than October 1, 2017, to give the Commission sufficient time to review and rule on the applications prior to expiration of the existing certifications*".

Due to the effects of Hurricane Maria, a category 5 storm, which impacted Puerto Rico on September 20, 2017, the TRB had to play a significant role in our Government's response to the disaster, including the execution of the TRB's ESF-2 Disaster Response plan to coordinate with State and Federal Government in the re-establishment of essential telecommunications services throughout the entire island of Puerto Rico. The TRB's participation in the response delayed its day to day operations, including the preparation of the Application for TRS State Recertification, presented herewith for the FCC's consideration.

Should the FCC require additional information about the TRB's response to Hurricane Maria or any other information that may contribute to the approval of the filed Application, please contact Roberto Miranda, the TRB's designated TRS contract administrator; whose contact information is included in the electronic FCC filing and within this application submitted herein.

