

Mississippi Public Service Commission



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Mississippi Relay Service FCC Certification Renewal Supplemental Information

May 1, 2018

Dana Wilson
Federal Communications Commission
Consumer and Governmental Affairs Bureau
Disability Rights Office
445 12th Street, SW
Washington, DC 20554

CG DOCKET NO. 03-123

Dear Ms. Wilson,

Pursuant to the Commission's request, Mississippi hereby supplements its previously filed TRS recertification application with the enclosed information.

I hereby certify that Mississippi Relay is in compliance to the rule sections noted in the Commissions follow up email.

If there are any questions regarding this filing, please contact the undersigned. Thank you for your assistance in this matter.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "K. Collier", is written over a horizontal line.

Katherine Collier
Executive Secretary
Mississippi Public Service Commission

FCC Supplemental Filing

64.6049(a)(1)(v) Mandatory Minimum Standards

CAs answering and placing a TTY-based TRS or VRS call shall stay with the call for a minimum of ten minutes. CAs answering and placing an STS call shall stay with the call for a minimum of twenty minutes. The minimum time period shall begin to run when the CA reaches the called party.

Consistent with the new requirement of 64.604(a)(1)(v), Sprint CAs answering or placing STS calls stay with the call for a minimum of twenty minutes.

64.606(d) Method of Funding

Except as provided in 64.604, the Commission shall not refuse to certify a state program based solely on the method such state will implement for funding intrastate TRS, but funding mechanisms, if labeled, shall be labeled in a manner that promotes national understanding of TRS and do not offend the public.

Communications promoting the understanding of Mississippi Relay such as the surcharge on local telephone bills are labeled in a consistent and respectful manner and does not offend the public. As such, Mississippi Relay is in compliance with this requirement.

64.604(c)(2) Contact Persons

Mississippi

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Other Contact: Randy Tew, Dir. Administrative Services
Mississippi Public Utilities Staff
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64.5109 TRS Customer Proprietary Network Information

The Mississippi Public Service Commission receives inquiries and complaints from customers of the utility companies operating in Mississippi and acts as a mediator or facilitator in resolving

complaints. To the extent a complaint regarding the Relay Service in Mississippi is received, the PSC notifies the Relay Provider (Sprint Communications) and the complaint is treated in a confidential manner as all complaints. Complaints and resolutions are then filed with the FCC annually. No customer specific information is shared, distributed or sold by the Mississippi Public Service Commission. The MPSC houses no other confidential information regarding relay. Sprint keeps billing and account information in customer profiles and it is not used in any manner other than that of providing necessary actions in provision of relay service. The information is not shared or sold and ONLY would be shared in the event another provider were to be awarded the relay contract for Mississippi.