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# **Director of Administration**

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**Supplemental Information for Renewal of Relay Missouri’s FCC Certification**

May 10, 2018

**ATTN:**

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, the Missouri Public Service Commission hereby supplements previously filed TRS recertification application material with the enclosed information. If there are any questions regarding this filing, please contact me at (573) 751-5525.

Respectfully submitted,



John Van Eschen

Manager, Telecommunications Department

Missouri Public Service Commission

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**64.604(a)(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.**

*Sprint is contracted by the Missouri Public Service Commission to provide TRS and CapTel services in Missouri. Section 2.1.5 of the contract states, “TRS and CapTel services must be compliant with all Federal Communications Commission (FCC) requirements relevant to the provisioning of these services.” Sprint officials state Sprint CAs answering or placing a STS call stays with the call for a minimum of twenty minutes and is therefore consistent with the new requirement of 64.604(a)(1)(v).*

**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 promote national understanding of TRS and do not offend the public.**

*Missouri’s program is funded by a surcharge on local telephone bills labeled “Relay Missouri Surcharge.” This surcharge label has been used since inception of the program and was initially developed in consultation with the telecommunications industry and the deaf community. The surcharge label is currently codified in Missouri Commission rule 4 CSR 240-28.050(3)(C). The Missouri Public Service Commission is unaware of any complaints or concerns regarding the use of this surcharge label.*

**64.5105 – 64.5110 TRS Customer Proprietary Network Information**

**Because 64.606(b)(1)(i) requires that state TRS programs establish that they meet or exceed all operational, technical, and functional minimum standards contained in 64.604, and 64.604(d) incorporates by reference the CPNI rules, the states are required to establish that their programs comply with the CPNI rules.**

*As Missouri’s contractor, Sprint files compliance certification with the FCC annually as required. See Attachment A.**Missouri also submits Attachment B certifying compliance with the FCC’s* [*CPNI rules*](https://www.ecfr.gov/cgi-bin/text-idx?SID=9e7832c0d0c95e83a77d4cf3ce416075&mc=true&node=sp47.3.64.ee&rgn=div6) *that are now TRS mandatory minimum standards intended to protect consumers’ privacy.*

**ATTACHMENT A**

**SPRINT’S STATEMENT OF CPNI COMPLIANCE**

Sprint Corporation ("Sprint") complies with the Federal Communications Commission's ("FCC") Customer Proprietary Network Information (“CPNI”) minimum standards with respect to Sprint’s role as a contractor supporting Missouri’s Telecommunications Relay Service (“TRS”) program. However, per 47 C.F.R. §64.606(c)(1), it is Missouri’s responsibility to certify Missouri’s TRS program every 5 years. The following statement only explains the operating procedures established by Sprint to ensure its compliance with the CPNI rules (see 47 C.F.R. §64.5101 *et seq.*) as a contractor supporting the State TRS program for the current 5-year certification period (calendar years 2013-2017); the statement does not address Missouri’s compliance as the Missouri TRS program administrator or the activities of any other contractors that Missouri may use to support the Missouri TRS program. Per the FCC, Missouri has an obligation to provide a CPNI statement to the FCC in accordance with FCC 47 C.F.R. §64.604(d) and 64.606(c)(1).

**Data Brokers**

As Missouri’s contractor, Sprint did not detect any pretexting activities by data brokers during the certification period.

**CPNI Complaints**

As Missouri’s contractor, Sprint did not receive any complaints during the certification period concerning the unauthorized release of TRS CPNI.

**Use, Disclosure and Access to CPNI**

As Missouri’s contractor, Sprint did not use, disclose or permit access to TRS CPNI in 2017 without complying with procedures specified in 47 C.F.R. §64.5101 *et seq.* Sprint did not use, disclose, or permit access to TRS CPNI for marketing purposes or for any other reason not authorized in 47 U.S.C. §64.5105(c).

**Safeguards**

As Missouri’s contractor, Sprint takes reasonable measures to discover and protect against attempts to gain unauthorized access to TRS CPNI. Consistent with Sprint's commitment to preserving customer privacy, as Missouri’s contractor, Sprint has a variety of training programs for its employees and subcontractors. The training explains how Sprint employees and subcontractors must access, use, store, disclose and secure CPNI to ensure compliance with the FCC's rules and Company policies. During the certification period, all Sprint employees and all subcontractors who had access to TRS CPNI took CPNI training.

As Missouri’s contractor, Sprint also maintains a disciplinary process as part of Sprint’s procedures that addresses CPNI compliance. Sprint security personnel investigate instances of potential improper access or disclosure of CPNI by employees. If the investigation indicates a violation has occurred, disciplinary action is taken, up to and including termination.

Before disclosing CPNI to subcontractors, Sprint enters into agreements with strict privacy and confidentiality provisions that require the subcontractor to maintain confidentiality, protect the information, and comply with the law. Sprint's Office of Privacy continually reviews contract terms and conditions to ensure that those provisions adequately safeguard customer information. In negotiating and renewing its contracts, Sprint requires subcontractors with which it shares CPNI to safeguard this information in a manner that is consistent with the FCC's rules and retains the right to terminate the contract in the event of a breach.

**Authentication**

Sprint does not currently offer users of the Missouri TRS service telephonic, online, or in-store access to TRS CPNI. Therefore, the authentication requirements in 47 C.F.R. §64.5110 are not applicable at this time with respect to Sprint’s role as Missouri’s contractor.

**Notification of Account Changes**

Sprint provides notice to Missouri’s TRS users in accordance with the FCC’s requirements when a triggering event occurs that falls within scope of Sprint’s responsibilities.

**Notification of CPNI Breaches**

In accordance with the FCC's rules, Sprint provides notice to law enforcement in the event that a breach of customer information includes CPNI. Sprint also provides notice to impacted customers after completing the process of notifying law enforcement. Such notification provides customers with enough information to understand the nature of the breach, the scope of impacted information and recommendations on how the customer should respond. If the impacted customer alerts Sprint of a potential breach, Sprint investigates the customer's allegations and communicates as necessary with the customer and/or law enforcement. Sprint did not have any breaches of Missouri TRS CPNI during the certification period.

**ATTACHMENT B**

**The Missouri Public Service Commission’s CPNI Compliance Certification**

The Missouri Public Service Commission complies with the Federal Communications Commission's ("FCC") Customer Proprietary Network Information (“CPNI”) minimum standards with respect to Sprint’s role as a contractor supporting Missouri’s Telecommunications Relay Service (“TRS”) program. TRS CPNI is unavailable to the Missouri Public Service Commission. The only exception might be if a TRS consumer directly contacts the Missouri Public Service Commission to resolve an inquiry or complaint. In such instances the Missouri Public Service Commission may share the consumer’s CPNI information solely with Sprint if the consumer provides consent.