



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Services for the
Deaf and Hard of Hearing

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
TARA MYERS, MS, CRC, CPM • Senior Director
JAN WITHERS, MA • Division Director

Relay NC FCC Certification Renewal Supplemental Information

May 8, 2018

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

RE: CG DOCKET NO. 03-123

Dear Ms. Wilson,

Pursuant to the Commission's request, Relay North Carolina hereby supplements previously filed TRS recertification application with the enclosed information.

I hereby certify that Relay North Carolina is in compliance to the rule sections noted in the Commission's follow up inquiry email.

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

Respectfully submitted,

Rebecca J. Rosenthal,
Telecommunications Resources Program Manager
NC Division of Services for the Deaf and Hard of Hearing

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SERVICES FOR THE DEAF AND HARD OF HEARING

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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.

Relay NC: *Consistent with the new requirement of 64.604(a)(1)(v), Sprint CAs answering or placing a STS call stays 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 promote national understanding of TRS and do not offend the public.

Relay NC: *Communications promoting understanding of Relay North Carolina, such as surcharge on local telephone bill, are labeled in a manner that is respectful and does not offend the public. As such, Relay North Carolina, in compliance with this requirement.*

64.604 (c)(2) Contact Persons

Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following:

- (i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions;
- (ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and
- (iii) The physical address to which correspondence should be sent.

Relay NC: The State TRS program point of contact are as follows:

Equipment Distribution Service
NC Division of Services for the Deaf and Hard of Hearing
Thomas Kuszaj, Equipment Distribution Service Coordinator
820 S. Boylan Ave.
Mail Service Center 2301
Raleigh, NC 27699-2301
Phone: 919-741-4271 (VP)
Email: Thomas.Kuszaj@dhhs.nc.gov

Contact for TRS Complaints

Rebecca Rosenthal, TRS Administrator

NC Division of Services for the Deaf and Hard of Hearing
NC Department of Health and Human Services
820 S. Boylan Ave.
Mail Service Center 2301
Raleigh, NC 27699-2301
Phone: 919-760-3833 (Videophone)
Phone: 919-527-6930 (Main Office)
Email: Becky.Rosenthal@dhhs.nc.gov
<https://www.ncdhhs.gov/divisions/dsdhh>

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.

Relay NC: See Attachment A for Sprint's statement and Attachment B for Relay NC statement.

ATTACHMENT A

SPRINT'S STATEMENT OF CPNI COMPLIANCE

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 North Carolina's Telecommunications Relay Service ("TRS") program. However, per 47 C.F.R. §64.606(c)(1), it is North Carolina's responsibility to certify North Carolina'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 North Carolina's compliance as the North Carolina TRS program administrator or the activities of any other contractors that North Carolina may use to support the North Carolina TRS program. Per the FCC, North Carolina 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 the North Carolina's contractor, Sprint did not detect any pretexting activities by data brokers during the certification period.

CPNI Complaints

As the North Carolina'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 the North Carolina'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 the North Carolina'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 the North Carolina'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 the North Carolina'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 North Carolina 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 North Carolina's contractor.

Notification of Account Changes

Sprint provides notice to North Carolina'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 North Carolina TRS CPNI during the certification period.



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Attachment B

May 8, 2018

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

RE: CG DOCKET NO. 03-123, 64.5105 -64.5110 TRS Customer Proprietary Network Information (CPNI)

Dear Ms. Wilson,

Pursuant to the Commission's request, Relay NC hereby submits this letter regarding the State TRS CPNI compliance.

As the State TRS Administrator of Relay NC, I have prepared and signed this letter certifying that the state TRS programs complies with the CPNI Rules. In addition to this letter as shown in attachment A, you will find Sprint's statement of compliance to the CPNI Rules.

Respectfully submitted,

Rebecca Rosenthal,
Telecommunications Resources Program Manager
NC Division of Services for the Deaf and Hard of Hearing
NC Department of Health and Human Services

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