

Appendix E: New York TRS Information in Telephone Directories

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FOR DEAF, HARD-OF-HEARING & SPEECH-IMPAIRED PEOPLE

New York Relay Service (emergency and non-emergency)
The service is fast and easy to use. All calls are billed as though they are regular phone calls at Sprint or local phone company rates. There are no extra charges to use the relay service.

Hearing Persons: To communicate with a deaf, hard-of-hearing or speech-impaired person who uses a TTY, call toll-free, 24 hours
1-800-421-1220 or 7-1-1

TTY Users: If you are deaf, hard-of-hearing or speech-impaired, you can type your message on a Telecommunications Device for the Deaf (TDD) by calling, toll-free, 24 hours
1-800-662-1220 or 7-1-1

7-1-1

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Dial a 24-hour, toll-free number
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and communicate with any caller.



New York Relay is a free service that makes the use of the telephone possible and a better experience for thousands of citizens and visitors of New York who are deaf, hard of hearing, deaf-blind, speech-disabled, and hearing.

Dial 7-1-1 or use these toll-free numbers:*

1-800-662-1220	TTY or TeleBraille
1-800-421-1220	Voice
1-877-826-6977	Voice Carry-Over
1-800-662-1220	Hearing Carry Over
1-877-662-4886	Spanish Relay
1-877-662-4234	Speech-to-Speech
1-800-584-2849	ASCII
1-877-243-2823	Voice to Captioned Telephone
1-866-217-3362	Voice to Captioned Telephone (Spanish)
1-900-230-6565	900 Services (not toll-free)
1-800-676-3777	NY Relay Customer Service
website	www.nyrelay.com



* Some buildings with a PBX telephone system (often in hotels and offices that have extension numbers) make reaching 7-1-1 not possible. If you are unable to connect to 7-1-1, please use the alternative number given for each type of relay service call.



New York FCC Complaint Log 2012-2013

Complaint Tracking for NY (06/01/2012-05/31/2013). Total Customer Contacts: 32

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/05/12	Relay operator can't understand people, period.	06/05/12	Supervisor met with Relay Operator and stressed to always get assistance when having difficulty.
2	06/12/12	Customer asked the Operator redial to ask for a different individual. Operator did not verify the number when doing redial. We apologized for the inconvenience, and a follow up is requested.	06/13/12	Customer requested Operator to redial the number for a different individual. The Operator redialed the number without verifying the number first, per customer request "verify any special request." Supervisor informed the Operator to be patient and calm and pay close attention to the instructions and notes. A follow up email has been sent to notify the customer that Operator has been coached.
3	06/12/12	Customer felt that the Supervisor was making excuses for the Operator and not coaching the Operator. We apologized for the inconvenience, and a follow up was requested.	06/13/12	Supervisor reviewed effective communication with the customer and the Operator. A follow up email has been sent to the customer.
4	07/13/12	A NY STS customer says he gets feedback when he makes outbound calls through NY STS Relay. He says it only happens on STS outbound calls. A trouble ticket was opened. Follow up requested.	07/18/12	The technician spoke with the customer and he said everything is working fine now.

5	07/30/12	A telecom technician from a NY company called to say that when customers dial out from their center, the wrong number is showing up. Only 5 digits instead of 10 show up. Apologized for inconvenience. A trouble ticket was opened. Follow up requested.	8/3/2012	This was a Verizon issue and they were able to resolve it on their end.
6	08/08/12	When the Operator dialed the requested number it was not the right company.	08/08/12	The STS operator confirmed the number with the STS caller prior to dialing. After reaching the wrong company the STS caller hung up without giving the Operator a chance to reconfirm the number or do any type of troubleshooting. Supervisor made multiple attempts to follow up as requested.
7	08/20/12	Caller reported that while trying to call her mother long distance the call will not complete. The Customer Service Representative tried test calls several other ways but none were successful. Customer Service response: Apologized for the inconvenience and told the caller a trouble ticket would be entered. Follow up requested.	08/20/12	Technician spoke with the daughter and she stated problem was resolved, technician gave her Customer Service numbers and both Sprint local numbers if problems arise.
8	02/27/13	Customer stated that after her conversation she asked the Operator how the person sounded. The operator then told her he couldn't tell her that since the person already hung up. Call back requested.	02/27/13	Operator was not able to provide the requested information. Operator is allowed to provide how the voice person sounded by using the approved voice tone descriptive words. Coached the Operator on better ways to communicate that to the customer. Called the customer, left message; Customer returned my call. I explained our policy and the guidelines that the Operator has to follow but reassured the customer that the Operator had been coached on always remaining friendly and professional when communicating that information. Customer was satisfied.

9	08/21/12	Customer asked the operator if the party received their last remark. The customer did not get a response from the operator; no response was given and the call just disconnected. Thanked customer and apologized for the inconvenience. Will forward the information to the appropriate person for follow up. Customer would like a follow up email.	08/21/12	A discussion was held with the operator to ensure they understand that it's okay to confirm that the message had been received before the person hung up. This falls within our guidelines of keeping the customer informed. A follow up email was sent to the customer.
10	08/29/12	The caller states that the operator did not follow the notes. Customer questioned the time allowed for outdial, adding that his customer's notes were not followed. The operator did not verify the number before outdialing and once outdialed, the operator did not keep the caller informed as the notes indicated. The customer states there was a long time before there was a response after the person answered the phone as if the operator was distracted.	09/02/12	Held discussion with the operator to ensure that they pay close attention and follow the notes and make sure that the outdial is within the time frame. No follow up is requested.
11	09/06/12	Customer cannot complete call through NY Relay. Apologized for the problem and opened a trouble ticket. Customer wants to know when issue is resolved.	09/06/12	Technician spoke with the daughter and she stated problem was resolved. Technician gave daughter Customer Service numbers and both Sprint local numbers if problems arise.
12	09/11/12	Operator was rude, did not answering the question of why the outbound hung up. Apologized for the inconvenience. No follow up requested.	09/11/12	Operator did not remember the call but demonstrated knowledge on how to handle those situations by sending a message to the inbound to inform them they do not have that information. Operator was coached on always remaining friendly and courteous and using alternate phrases to ensure the customer understands we're unable to make those judgment calls as to why the outbound disconnected.
13	09/12/12	"Agent did not verify number before outdial."	09/14/12	Agent was coached by a supervisor to always follow customer's instructions and to verify number before dialing out.

14	10/01/12	A NY VCO customer is unable to receive calls via Relay, but can receive calls directly. Customer has Verizon. When someone calls his number there is an error message: "can't be completed as entered." Apologized for inconvenience. Updated customer profile to show Verizon as long distance provider. Verizon representative said it still wasn't working. A trouble ticket was opened. Follow-up requested.	10/03/12	A Verizon representative helped this customer with the internal issue at Verizon.
15	10/01/12	Customer reported that they see "Account login failure E2" on the display screen.	10/01/12	Customer Service Representative apologized for the customer's experience and noted there was a brief 10 minute technical difficulty that affected their call. Customer Service Representative suggested the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message.
16	10/01/12	Customer reported seeing the error message "account log in failed. Call technical support" on the display screen of the CapTel phone.	10/01/12	Customer Service Representative apologized for the customer's experience and noted there was a brief 10 minute technical difficulty that affected their call. Customer Service Representative suggested the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message
17	10/01/12	Customer reported seeing the error message "account log in failed. Call technical support" on the display screen of the CapTel phone.	10/01/12	Customer Service Representative apologized for the customer's experience and noted there was a brief 10 minute technical difficulty that affected their call. Customer Service Representative suggested the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message
18	10/01/12	Customer reported seeing the error message "account log in failed. Call technical support" on the display screen of the CapTel phone.	10/01/12	Customer Service Representative apologized for the customer's experience and noted there was a brief 10 minute technical difficulty that affected their call. Customer Service Representative suggested the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message

19	02/28/13	This is normally a great agent. The customer was typing during the call then saw "typing?" When I was done it disconnected. This happened sometime around 11pm or later. Maybe there was a glitch.	03/01/13	Supervisor was able to confirm that the operator received a system message indicating the inbound had hung up. At that time the operator informed the outbound that the calling party had disconnected. Operator was coached on always asking for assistance from supervisor if they feel a disconnect could have been due to the device. Follow up email was sent to customer.
20	10/01/12	Customer reported seeing the error message "account log in failed. Call technical support" on the display screen of the CapTel phone.	10/02/12	Customer Service Representative apologized for the customer's experience and noted there was a brief 10 minute technical difficulty that affected their call. Customer Service Representative suggested the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message
21	10/08/12	Operator didn't verify the number before outdialing. Thanked customer for feedback; no follow up requested.	10/08/12	Supervisor followed up with the Operator who acknowledged that she dialed out before reading the notes in trying to ensure a timely outdial. As soon as she noticed it, she apologized to the customer and verified but it was too late. Operator understands the importance of reading the notes and following customer instructions. She was coached on typing (ONE MOMENT PLEASE) if more time is needed to read notes before dialing out.
22	11/13/12	Spelling and grammar was so excessive; thought I needed to call and let you know. Had this problem before and it was like speaking in Russian with other Operators. Apologized and thanked customer for letting us know and assured the customer that the appropriate supervisor would be contacted.	11/13/12	Coached Operator if there are any technical issues with transmission of text to alert a Supervisor. Gave Operator tips on how to properly pace the customer.
23	12/03/12	Customer asked Operator if she read the customer notes and the Operator responded in a rude manner. Customer provided the Supervisor details from the Operator response. Supervisor apologized and assured customer we will investigate the situation. Customer was satisfied and did not wish follow up.	12/06/12	Operator was coached by a Supervisor. Operator stated customer was upset because they were having garbling issues. Operator was coached on politeness and professionalism.
24	12/04/12	Caller asked if Operator should repeat without permission. Supervisor verified the instructions were to repeat as needed and educated the caller that the Operator would repeat if they felt the voice caller was not understanding what the speech to speech user was saying. No follow up requested.	12/04/12	Supervisor coached Relay Operator to read instructions prior to call.

25	12/30/12	I placed a call and got an Operator. I gave her the phone number and she said, "I think I have to release the phone right now" and hung up on me. I have had this Operator before and she hangs up on me. I want a follow up phone call about this.	01/02/13	Operator ID currently not assigned. The number given to us to call back was a relay number. Unable to conduct a follow up with the customer
26	04/17/13	Told the Operator the same name three times and Operator came up with some other name other than the one the customer was trying to say. Supervisor thanked the customer for letting us know. No follow up requested.	04/17/13	Supervisor met with the Operator. The Operator followed procedure by requesting assistance to help understand the caller.
27	05/05/13	Customer called in to report that both Operators hung up on him when he was giving the number to dial. Supervisor apologized for the inconvenience. No follow up requested.	05/05/13	Followed up with Operator, but the Operator did not remember this call. The Operator was coached on the importance of not disconnecting calls. Also advised the Operator of the consequences of doing so.
28	05/10/13	The Operator did not read customer notes. The Operator dialed out without verifying the phone number. The Operator did not verify instructions or phone number on a Directory Assistance call.	05/15/13	Apologized to customer that his calls were not processed per his notes. Advised customer that the issue will be addressed. Unfortunately, there is not an Operator with the number that was named in the complaint. Followed up with customer.
29	05/10/13	International caller to CapTel user said that calls failed to connect to the CapTel.	06/07/13	After extensive technical assistance efforts by the telephone technician, Sprint Outreach, and multiple Customer Service Representatives an adjustment was made that allowed international incoming call to go through successfully.
30	05/15/13	Caller is reporting problem with phone number that cannot be contacted through NY Relay. Customer gets an error message that the phone is not in service. It is a working phone number everywhere except when calling through NY Relay. Apologized for the issue and opened a trouble ticket. Follow up required for problem resolution.	05/15/13	The Sprint technician spoke with Time Warner and confirmed that the issues have been resolved.

31	01/10/13	Had 4 different calls and none of the Operators did the call right. On my 4th call, when that Operator did the call wrong, I wanted them to redial and I asked to speak to a Supervisor. The Supervisor documenting the complaint apologized and assured the caller the report would be sent to the appropriate Supervisor. Follow up requested via email.	01/10/13	Unable to follow up with specific person as no identifying information was given.
32	05/25/13	Operator kept typing while customer was talking and would not give the "GA". Customer requested a Supervisor three times but Operator did not acknowledge him.	05/29/13	Followed up with the Operator. The Operator was typing a recording and could not hear the customer while typing. Followed up with customer. The Operator was not able to hear because she was typing a recording which requires agent to place recording in a pause mode to type everything verbatim. Agents cannot hear outbound in this mode. Customer was satisfied and did not want to file a formal complaint.



New York FCC Complaint Log 2013-2014

Complaint Tracking for New York (06/01/2013-05/31/2014). Total Customer Contacts: 30

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/10/13	Caller reported that she does not like the policy of changing Operators during her calls. She wants to be informed in the beginning if the Operator is scheduled to leave so she can get an Operator that will complete her call until the end. She said the policy of switching Operators is "disrespectful". Customer service apologized for the inconvenience and adjusted her notes to read, "If an Operator is leaving soon, inform the caller before making a call for her."	06/10/13	Customer was told that the report would be sent to management. No further follow up required.
2	07/07/13	TTY customer placed a call to a voice answering machine and asked the Operator to type out the entire message. The TTY customer said that the Operator did not type the entire message out for her to read and when asked to read it, the Operator refused. A customer service representative noted the complaint and apologized to the customer for any perceived rudeness. The customer would like a follow up email regarding this complaint.	07/07/13	Supervisor met with the Operator. Supervisor coached the Operator regarding call processing. Followed up with customer by email.
3	07/07/13	TTY customer placed a call to a voice answering machine and asked the Operator to type out the entire message on the answering machine. The Operator refused and then got a supervisor on the line without the TTY user asking for the supervisor. The TTY user said the supervisor was extremely rude and unhelpful and was purposefully "abrupt" and "cold". The customer service representative apologized for the call and noted the customer's complaint. The customer would like a follow up email regarding this complaint.	07/07/13	Followed up with the assistant supervisor and coached on call processing. Followed up with customer via email.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
4	07/25/13	Operator was nasty from the start of the call and questioned the accuracy of information typed to the TTY user. The customer wanted to know what was typed. The Operator apologized for any inconvenience and will forward the complaint to the appropriate party. Follow up required.	07/26/13	The Operator called the assistant supervisor for assistance. The Operator was following procedures by not getting involved with the call and redirecting the customer to speak with the TTY user. Once a call is over, the Operator cannot repeat information to the caller. Followed up with customer. Apologized for any inconvenience and explained the procedures of repeating information. Customer was satisfied.
5	07/29/13	During a speech to speech call, some information was given by the voice caller. The customer said he was rushed off the phone before he could ask for the information to be repeated and felt this was rude. Supervisor apologized for the inconvenience. No follow up requested.	07/29/13	Operator was closing the call with the called party when the speech to speech user thought the call was to them. Supervisor explained to the Operator to always come back at the end of the call to ask if there is anything else that they can assist with.
6	08/08/13	Customer stated that while on the call with her brother, the captions came up, "No further information is available. Your call is being discontinued."	08/08/13	Customer service representative investigated and found a trouble ticket noting the Operator could not hear customer's caller for over five minutes and had to disconnect the call. Disconnect message was sent. Customer confirmed there was silence for 5 minutes.
7	08/28/13	Operator did not gender answering machine or say it was kids. Operator did not verify number before dialing out. Apologized for inconvenience and feedback and will forward to appropriate department for follow up.	08/29/13	Coached Operator on the importance of following all instructions listed in customer's notes. Operator stated that instructions were followed but Operator was not able to decipher the voices of children and gendered it only as female. Operator apologized.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
8	07/15/13	Customer's daughter reported a specific call where there were six lines with all zeros.	07/15/13	Customer Service Representative apologized for this experience and followed up with the customer directly to gather detail. Call detail was shared with Call Center management. Call Center personnel did not find evidence of a technical difficulty on the call and said the Communication Assistant is an experienced employee with strong performance history. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
9	09/03/13	During a switch of Operators, the outgoing Operator had said to the caller "I hope I get you again." The caller felt this was uncalled for and made them feel uncomfortable. Supervisor apologized for the inconvenience. No follow up requested.	09/03/13	While the Operator does not recall circumstances of this nature, the Operator was reminded of the importance of maintaining transparency.
10	09/25/13	Caller said at the end of the conversation, she asked the Operator what was said and the Operator replied back that they no longer had the information. Caller said that it was unfair of the Operator not to let her know. She wants the Operator coached on this. The Operator apologized for the problem. No follow up required on this issue.	09/26/13	Operator followed the correct procedures. No coaching necessary.
11	09/25/13	Caller reported that the Operator typed an extension number incorrectly during the conversation. When she dialed the extension, it was the wrong number. She verified with the person that had provided the extension number that the number was incorrect. Customer service apologized for the inconvenience and told her the report would be sent to the call center supervisor. No follow up requested.	09/25/13	Unable to locate an Operator with this number. We will ensure that all Operators are typing everything heard verbatim.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12	10/03/13	The Operator gave me the wrong time for a doctor's appointment. Thanked the customer for calling and assured the information would be reviewed. Customer satisfied. Follow up required.	10/08/13	Supervisor had a discussion with the Operator and the Operator said she confirmed the number twice. Operator was coached on verifying information. Followed up with customer by phone and left a message apologizing for the inconvenience and assured the Operator was coached.
13	10/10/13	I gave the Operator a number and wanted it verified per my customer notes. Operator said that the number was invalid and could not be dialed. The Operator did not verify and hung up on customer. Apologized for the inconvenience and will have this followed up on. Follow up requested via email.	10/14/13	While the Operator does not recall circumstances of this nature, the Operator assured me that the instructions had been followed (verify the number), and understood the importance of keeping the customers informed at all time. The Operator was reminded of the consequences of disconnecting a call. Email was sent 9:40pm today.
14	10/15/13	Operator did not follow notes of 10 WPM. When the customer asked the Operator to change to 10 WPM, the Operator did not respond. The customer believes the Operator may have hung up on her. Apologized for the inconvenience and assured this will be forwarded to the Operator's supervisor No follow up required.	10/16/13	Supervisor met with the Operator and coached the Operator on following customers' requests and to be sure to respond to the customer.
15	10/21/13	Reported that the Operator could not understand the speech to speech user and did not understand any number the STS user gave to dial. This customer called customer service with an Operator on the line and the customer service representative could understand him just fine. Customer service apologized for the inconvenience and told the caller that the report would be sent to the call center supervisor. No follow up requested.	10/21/13	Operator followed procedures and used various techniques to help understand what the caller was saying including asking the caller to repeat as needed.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
16	11/05/13	The Operator took over a minute to dial the call. The Operator told the customer that they were reviewing the customer notes. The customer believes that it should not take that long. Supervisor apologized for the delay but also explained that it is part of the Operator's job to review and follow the customer's notes. No follow up requested.	11/05/13	When the call arrived at the Operator's position, the Operator processed the call according to procedure by obtaining the number to dial and asking the questions needed to continue along with reading the customer's notes.
17	11/17/13	Caller felt the Operator was snippy and felt like the Operator was in a rush to get off the phone. Supervisor apologized for the inconvenience. No follow up requested.	11/17/13	Operator was asking for clarification of instructions and had asked the caller to repeat.
18	11/19/13	Caller reported that the Operator left an incorrect number when typing to leave her a message. When the caller went to call the number back three times, it was an incorrect number. Customer hopes the Operator can be more careful in the future. Customer service apologized for the inconvenience and told her that the report would be sent to the call center supervisor. Follow up requested.	11/27/13	Supervisor met with the Operator. The Operator said that she does verify if she is not sure of what she heard. Supervisor coached the Operator on typing verbatim especially to verify numbers. Followed up with customer via phone call.
19	12/02/13	Customer reported on a specific call to an answering machine they received the prompt, "No further information available. This call will be disconnected."	01/03/14	Customer service representative investigated further and learned that the captionist reported no audio on the call for over five minutes so the captionist's supervisor disconnected the call. Customer service representative sent a letter to the customer detailing our findings. The customer did not miss any captioning as they were speaking to leave a lengthy message.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
20	12/09/13	When calling into relay, the customer stated that the Operator answered but never did respond after many attempts of trying to type to the Operator. Relay customer service apologized for the problem and assured that the complaint would be sent in as stated. Suggested that anytime the Operator does not seem to be responding after several attempts, the customer should please disconnect and call back into relay. No call back requested.	12/09/13	Supervisor met with the Operator. Operator remembers a call dropping in and froze. The Operator did call for assistance and the supervisor advised the Operator to reboot the computer.
21	12/09/13	When calling into relay, the customer stated that the Operator answered but never did respond after many attempts of trying to type to the Operator. Relay customer service apologized for the problem and assured that the complaint would be sent in as stated. Relay customer service suggested that any time the Operator does not seem to be responding after several attempts, please disconnect and call back into relay. No call back requested.	12/09/13	Supervisor met with Operator. The Operator does not remember the call and understand that if there is a technical issue, always calls for assistance. Supervisor coached the Operator to always call if there is a technical issue.
22	12/31/13	When on a call, the caller said that the Operator dialed a wrong number and had to redial the correct number. The caller heard the Operator calling her names and cursing. The caller further stated that the supervisor who was monitoring the call denied the Operator was doing any of this on the call. The Operator apologized to the caller for the issue and let them know a complaint would be filed.	01/08/14	At the time of the call, the supervisor was supporting the Operator and observed nothing. There was no background or center noise at the time. The Operator is aware of professionalism and etiquette and was observed by the supervisor.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
23	01/17/14	NY customer reported that the Operator was "very, very rude" in her reply. The customer stated that she asked for the number that the Operator had dialed and the Operator would not tell her. Supervisor will be notified. Customer requests follow up.	01/23/14	Supervisor met with the Operator and coached the Operator on the proper procedures when being asked for information. Supervisor followed up with the customer and apologized for any inconvenience and assured the Operator was coached.
24	02/04/14	Customer feels the Operator monopolized the call by putting words in that the caller did not say. Supervisor apologized for the inconvenience. No follow up requested.	02/04/14	The Operator was following the customer's notes, which states to interrupt if the voice person is talking while the speech user is talking. The speech user had asked the Operator to stop doing that and the Operator did. However, the over talking continued and the speech user became frustrated.
25	02/05/14	Customer could not get a dial out. Operator types poorly. Supervisor explained to the customer that there was a system malfunction. A trouble ticket was entered. The Operator was not able to bring up the dial window. No follow up requested.	02/10/14	After calling directory assistance, the Operator was not able to bring up the dial window to place another call. The Operator opened a trouble ticket. The technician was able to resolve the problem. No follow up requested.
26	02/24/14	The customer called into relay twice, both times the number was given for dial out but the Operator never responded or dialed out. The Operator apologized and thanked the customer for the feedback. Follow up requested via email.	02/28/14	Supervisor followed up with the Operator. The supervisor coached the Operator to always focus on incoming calls and to dial out appropriately. If the Operator is having technical difficulties, the Operator is to notify the customer. Followed up with customer via email.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
27	03/14/14	Customer's daughter reported a call where customer experienced missing and inaccurate captions.	03/25/14	<p>Customer Service Representative apologized for incidence and thanked customer's daughter for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant 's supervisor. Customer Service Representative encouraged the customer's daughter to document the date time and CA # of any future calls so Customer Service Representative can investigate further and follow up if necessary.</p> <p>Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.</p>
28	03/26/14	The Operator did not get a live Operator as the customer requested. The supervisor explained that there was not an option for a live Operator and that the customer would have to choose an option that corresponded to the department she wanted.	03/27/14	The Operator followed procedures by informing the customer that there was no option for a live Operator. At this time, the customer would be required to make a selection to a specific department. A quality supervisor followed up with customer by letter via mail.
29	4/25/2014	Customer reported that talk about the weather repeated itself during a call.	04/25/14	Call detail was shared with call center management who determined that an unspecified technical issue caused the incidence to occur. This was a one time incidence tied to this call. Customer Service Relations apologized for this incidence and thanked the customer for sharing his or her experience.
30	05/30/14	The Operator did not get supervisor when requested. She never dialed out and is disrespectful. Customer service said thank you for letting us know, we will forward this on to the appropriate supervisor. Follow up requested via US mail.	06/03/14	The Operator requested assistance, and before the person in charge could get there, the customer had hung up. The Operator was coached on the importance of following instructions. A follow up letter was sent via U.S. Mail.



New York FCC Complaint Log 2014-2015

Complaint Tracking for New York (06/01/2014-05/31/2015). Total Customer Contacts: 19

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/11/14	Customer reported some of her caller's words were not captioned.	06/17/14	Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. Feedback as received and was passed on to Call Center Management. Call Center Management subsequently reported that they increased the monitoring frequency of the Relay Operator and coached for optimal and consistent performance. Customer Service Representative called the customer and left a message of action taken. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
2	07/29/14	Customer stated that she feels that the Operators were not doing their job. The Operator kept hanging up making the customer feel disrespected. Customer Service thanked the customer for bringing it to our attention and assured that the information would be passed on to Operator's supervisor. No follow up necessary.	07/29/14	Met with the Operator and proper procedure was coached.
3	08/20/14	The customer stated that the Operator was rude to her. Upon request, the Operator did not immediately provide her the Relay Operator's ID nor the location of the center. Eventually, the Operator provided the Relay Operator's ID but not the location. The customer stated that this Operator "had a bad attitude." I attempted to clarify as to in what point in the call this question was posed and whether she received the relay announcement or the call closure. The customer did not elaborate and continued to criticize the way this Operator processed her call. Apologized for the inconvenience and assured the customer that this Operator will be met. No follow up requested.	08/20/14	Operator was coached on the importance of providing Operator Relay Operator's ID upon request.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
4	09/03/14	Customer reported a delay in captions behind the spoken words.	09/25/14	Customer Service Representative apologized for incidence thanked the customer for the feedback and informed them that information would be shared with the appropriate captioning service staff for follow up. Customer Service Representative further explained that a delay of 3-5 seconds behind the spoken word is normal and that this delay could increase if their caller is speaking very quickly or the captioning assistant needs to make typed insertions. Call Center personnel reviewed the Relay Operator's performance and provided monitoring and coaching specific to transcription speed and minimal delay. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
5	09/08/14	Customer Complaint: Caller reported that the Relay Operator did not describe the sound of the voice or tone of the voice of the person on the line as her customer's notes instructed. At the time of the call, she spoke to a supervisor regarding her concerns. Additionally, she spoke to another supervisor in charge regarding the issue, but was not satisfied with the outcome. At that time, she communicated via email to the New York Customer Relations Manager. Customer Relations Manager listened to her concerns and followed up with staff to make sure instruction notes were in place.	09/08/14	The Operator was coached to not typing out voice tones. The Supervisor also coached the Operator on relaying voice tones after the call is over. The Operator understands that she is allowed to do this. The Quality Supervisor followed up with the customer via email on September 9, 2014, and CC the NY Customer Relations Manager.
6	09/10/14	Customer reported seeing Account login failed. Please contact support code on the CapTel 800 display screen.	09/10/14	Customer Service Representative advised the customer that we experienced a brief technical difficulty that has since been resolved. Customer Service Representative subsequently confirmed that the customer was able to make captioned calls successfully on their next attempt.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7	09/10/14	Customer's son reported his mother called him and said she could not get captions on her calls.	09/10/14	Customer Service Representative advised the customer's son that we experienced a brief technical difficulty that was now resolved. Customer's son asked that we call his mother with captions. Customer Service Representative called the customer and confirmed she was able to now get captions on her calls.
8	09/10/14	Customer's son reported log in failure E2 on the CapTel 200 display.	09/10/14	Customer Service Representative followed up with the customer and advised that we experienced a brief technical difficulty which was resolved. Customer Service Representative confirmed the customer is now able to receive captions successfully.
9	09/10/14	Customer reported seeing Waiting for Captions on the screen of the CapTel 800 phone earlier in the evening.	09/13/14	Customer Service Representative apologized and advised the customer that we experienced a brief technical difficulty which has been resolved. The customer later confirmed that she is able to make captioned calls successfully.
10	09/19/14	The customer stated that the Operator did not follow customer notes: verify number before out dial. Apologized for the inconvenience. A follow up requested via Email.	09/19/14	The supervisor coached the Operator on the importance of following the instructions outlined in the customer's note. Operator acknowledged. A follow up email was sent today.
11	09/25/14	Customer shared feedback regarding accuracy of captions and provided specific call data for an outgoing call on the CapTel 200 in 1-Line mode.	10/03/14	Customer Service Representative apologized for incidence and thanked the customer for the feedback. Call detail was shared with Call Center Management for follow up with the Relay Operator by the Relay Operator's supervisor. Relay Operator's supervisor increased the monitoring frequency for the Relay Operator to ensure consistent quality performance. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12	10/06/14	Customer stated that the Operator, (she can't remember exact number), placed her calls without complaint; however, upon request, the Operator would not provide his/her ID number. Customer also stated that the Operator made no response after the outbound line had disconnected. Customer Service Representative apologized for the inconvenience and assured the customer that this contact will be forwarded to appropriate center for a follow up. No follow up requested.	10/06/14	Unfortunately, the customer was unsure of the ID number of the Operator who handled the call. The Center Manager investigated the report which identified two Operator ID numbers. One ID is not assigned to any employee and the employee assigned to the other ID did not work on the date of the call. No follow up requested by customer.
13	10/07/14	Customer reported that sometimes proper names and times are inaccurate during captioned calls.	10/16/14	Customer Service Representative apologized for incidence and thanked the customer for the feedback. Customer was unable to share any specific examples or specific call data for further investigation. Customer Service Representative suggested that the customer document the date, time, and the Relay Operator's number and phone number of any future calls to allow us to take specific action with the Relay Operator captioning the call. Customer Service Representative explained that the customer may ask the other party to spell out the name. The Relay Operator cannot ask for confirmation of spelling. Customer Service Representative followed up on 10/16/14 to see if the customer had any documented calls for CapTel Customer Service to further investigate. Customer said that she did not and that she appreciated the follow up.
14	10/20/14	When the Operator dialed the number provided, the number reached a phone company recording saying the number was no longer in service. The customer felt that this information was incorrect because the number was listed. The Assistant Supervisor documented the concern and apologized for the inconvenience. A follow up letter was requested to be sent via postal service.	10/20/14	Follow up letter sent to customer via postal service explaining it was a technical issue.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
15	11/10/14	The customer told the Customer Service Operator that there were several Operators that did not put their call through. The Operators sent "where are you calling to please?" Customer service apologized for the inconvenience and stated that the information will be passed on to the appropriate center. No follow up necessary.	11/10/14	A Supervisor spoke to each Operator. While most Operators did not remember the call, one Operator remembers a call where she had difficulty. The Operator answered TTY then Voice Carry Over. The caller provided her with an invalid area code but was persistent that it was correct. She was unable to place the call. Each of the Operators demonstrated knowledge on how to process both branded and non-branded Voice Carry Over calls, but were all coached on calling a supervisor for assistance if they were having any problems connecting
16	01/31/15	This Operator gave me nothing but problems. She does not have a good typing speed. Apologized for the inconvenience and forwarded this to the Operators supervisor. Follow up requested via mail.	02/02/15	Supervisor met with the Operator who was coached on typing speed. Followed up with customer via mail.
17	04/06/15	Customer complaint: Customer stated she has to call Relay 7-10 times to get garbling to stop. All calls are garbled off and on. The call between us was also garbled off and on. She was unable to read agent clearly through most of the call. Customer requested that I issue a trouble ticket for this problem since it happens all the time. Customer service response: apologized and let her know that a ticket would be opened.	04/10/15	Center technician reached out to the customer to complete test calls and troubleshoot. Follow up with the customer on Friday indicates that garbling has been reduced. If the customer experiences difficulty again, she will contact customer service.
18	04/10/15	Customer reported inaccurate captions on a call on the CapTel 800.	04/24/15	Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. The customer was unable to provide specific detail about the call but noted that this was on one call and has not happened since then. Customer Service Representative sent a follow up email and suggested documentation of the date time and Relay Operator's ID# of any future calls allowing us to take specific remedial action with the Relay Operator captioning the call.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
19	04/20/15	Speech to Speech user stated that there is an echo on the line even when the speaker phone is off. Assistant Supervisor documented the concern, apologized for the inconvenience, and filed a trouble ticket for the issue. Customer would like a follow up when the concern has been addressed.	04/20/15	Resolution from the trouble ticket stated that no issues were identified with the Sprint Relay Network. Follow up with customer via phone call as per requested explained that because calls are routed through LEC phone company equipment, it was recommended that the issue be reported to the LEC.



Sprint[®]
Relay

New York FCC Complaint Log

2015 - 2016

Complaint Tracking for New York (06/01/2015-05/31/2016). Total Customer Contacts: 23

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/30/15	Customer reported inaccurate captions on the CapTel 200.	08/05/15	Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Customer provided word examples but could not recall the date or time of the call. Customer Service Representative recommended the customer document the date time and Operator's number of any future calls to allow us to take specific action with the Operator captioning the call. The Customer Service Representative followed up with the customer to see if they had any further incidence to report and was told all is fine.
2	08/24/15	The Operator would not provide their ID number when the customer asked for it, nor would they get a Supervisor for the customer upon request. The Supervisor apologized for the inconvenience and assured the customer that the situation would be addressed with the Operator.	08/24/15	The Operator was coached to always provide their ID number upon request, as well as provide a Supervisor upon request.
3	08/28/15	The Operator did not follow the customer's notes. The Assistant Supervisor offer to provide a different Operator and apologized for the inconvenience.	08/28/15	The Supervisor followed up with the Operator and coached them to follow customer instructions, to seek clarification from the customer when necessary, or to ask for Supervisor assistance as needed.
4	08/28/15	The Operator did not know how to process a two Line Voice Carry Over Call. The Operator seemed confused. The Assistant Supervisor apologized for the inconvenience, thanked the customer for the feedback, and assured them the information would be forwarded to the appropriate party.	08/28/15	Supervisor coached the Operator on the two line Voice Carry Over procedure. Operator is aware of the process, but since it had been a long time and to ensure the call was processed correctly, the Operator requested Supervisor assistance.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	10/30/15	Caller said they were connected for four minutes with the Operator with no response from the Operator during that time. Email was used to submit the complaint. There was no request to contact the customer.	10/30/15	Operator experienced technical difficulty. Trouble ticket was generated and the Operator was removed from position until trouble was resolved. Trouble was resolved after rebooting of computer and Operator is now able to receive and relay calls.
6	11/09/15	I gave a commendation and then the Operator was rude to me. She acted stupid and disrespectful. She would not let me through. The Supervisor could not understand a great deal of what was said. Supervisor apologized to the customer.	11/09/15	The Operator was coached on how to appropriately interact with customers.
7	11/11/15	Customer cannot reach her mother using calling card via relay but is able to connect dialing direct without relay. Apologized, explained that relay technicians will research issue. Call center Supervisor entered trouble ticket. Customer wants phone contact.	11/11/15	The Supervisor forwarded the information to our technical department. Further testing has been conducted and our findings confirm that calls complete successfully via the relay system using the carrier prepaid calling card purchased by the customer.
8	01/05/16	The Customer felt that the Operator took control of the call when the recording hung up. Customer stated a directive was given to the Operator that was not followed. The Assistant Supervisor apologized for the inconvenience. Follow up requested.	01/05/16	The Assistant Supervisor determined that the Operator followed proper procedure for recordings and did not see any typed instructions to the Operator. This was brought to the customer's attention and the customer acknowledged he may have forgotten. Follow up sent via email.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9	02/09/16	The customer came in on the voice line, therefore she was not prompted for a number to call, nor was the Operator ID provided. The Assistant Supervisor informed the customer that the branding was lost and that was the reason for the delay in prompting for the number as well as the ID being provided. No follow up requested.	02/09/16	The Supervisor met with the Operator and coached them on promptly switching to Voice Carry Over and sending the appropriate macro.
10	02/12/16	Caller said Operator would not give her an ID number when asked by caller to do so. Customer Service apologized for the issue. No follow up is required.	02/12/16	Unfortunately, there is no Operator listed by that ID number. Therefore the Supervisor was unable to follow up with them. No follow up requested.
11	02/12/16	Caller said Operator did not give her ID when asked. The caller was very upset about this. Customer Service apologized for the issue. Follow up is not required on this issue.	02/12/16	The Supervisor met with the Operator and coached her on providing her ID upon request.
12	03/01/16	The customer complained that the Operator did not know how to do her job. The Supervisor assisting on the call reviewed the Operator's screen, but could find nothing out of our normal call handling procedures. The Supervisor tried to get the customer to explain what it was that the Operator was not doing correctly, but the customer did not clarify and disconnected before the Supervisor was able to ask if they wanted a follow up.	03/01/16	The Supervisor assisting at the time spoke with the Operator to try to get a clearer picture of what had transpired. Based on the information, the Operator was able to provide on what was observed. The Supervisor was unable to determine the Operator's error. However, the Operator was still coached on getting Supervisor assistance when having any difficulty with a call.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
13	03/10/16	Customer reported captions not connecting on the CapTel 840 in 1-Line mode.	03/29/16	Customer Service Representative apologized to the customer for this experience and advised that he would pass detail on to the Call Center for further investigation. Call Center investigation revealed that a weak modem to modem connection affected the connection to this CapTel user on this call. This resulted in the CapTel user not receiving the captions that were generated by the Operator. The Customer Service Representative reported our finding to the customer. Customer thanked the Customer Service Representative for the follow up and stated that this was a one time incident and that all has worked properly since this call.
14	03/16/16	Customer states that this operator did not follow her instructions. The Relay Customer Service response: Apologized for the problem and assured that a complaint would be sent in as stated. Requested a call back from the Supervisor.	03/16/16	Unfortunately, there is no Operator listed by this ID number so the Supervisor was unable to follow up.
15	03/21/16	The customer was attempting to make a very important emergency call. The Operator typed nothing but a bunch of letters and numbers and would not give the go ahead. The Supervisor apologized for the inconvenience and assured the customer the information would be forwarded. No follow up requested.	03/21/16	The Supervisor met with the Operator who mentioned they were having a lot of garbling issues on the day in question. They could not recall for certain that it was the case on this call. However, they were coached to always get Supervisor assistance when experiencing difficulties with calls.
16	04/01/16	Operator was told to provide her ID again, and she did not. The Assistant Supervisor apologized for the inconvenience and assured the customer the information would be forwarded. No follow up requested.	04/01/16	The Supervisor met with the Operator and was coached to always comply with ID requests. No follow up requested.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
17	04/08/16	Customer stated that the Operator did not provide their Operator ID and request a Supervisor, or transfer them to Customer Service as requested. Apologized. Call took place 4/8/16. No follow up requested.	04/08/16	Since the customer was unable to provide the actual Operator ID, the Supervisor was unable to follow up.
18	05/02/16	The Operator will not provide her ID number when she comes on my screen. The Assistant Supervisor apologized for the inconvenience. No follow up requested.	05/02/16	The Supervisor met with the Operator to coach them on providing their ID number. The Operator said that when the customer came in, they came in on the voice line so no greeting went through. She said she manually switched the customer and sent her a greeting. The greeting she sent did not have her ID number in it. The Supervisor coached the Operator to always provide their ID number when manually switching the customer and prompting for the number to dial.
19	05/03/16	The Operator kept putting numbers up on the screen and she is doing it on purpose. The Assistant Supervisor apologized for the inconvenience. No follow up requested.	05/03/16	The Operator was not employed on the date and time the customer stated the call took place. The Supervisor was unable to follow up with the Operator.
20	05/16/16	The Operator was told to provide their ID and the Operator apologized but still did not provide their ID. The Supervisor apologized for the inconvenience and assured the customer the information would be forwarded. Follow up requested.	05/16/16	Unfortunately, the Operator is no longer employed. The Supervisor was unable to follow up with them. Follow up sent via USPS.
21	05/27/16	The Operator interrupted the TTY user when they were typing out a message to be left, therefore the Operator did not leave the complete message. No follow up requested.	05/27/16	The Supervisor met with the Operator and coached them on waiting for the TTY user to sent the GA before attempting to redial to leave a message.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
22	05/31/16	The Operator was directed to process the call collect through Verizon. The Operator did not put the call through as collect. The Assistant Supervisor apologized to the customer for the inconvenience. No follow up requested.	05/31/16	The Supervisor met with the Operator and coached them on the proper procedure for processing the call as collect, as well as how to change the carrier from Sprint to Verizon. No follow up requested.
23	05/31/16	The Operator did not respond when the customer asked for a male Operator. When the customer asked again for a male Operator, the Operator rudely responded "What did you say?". The Assistant Supervisor apologized for the inconvenience. No follow up requested.	05/31/16	The Supervisor met with both the Operator and the Assistant Supervisor that observed the call. The Assistant Supervisor stated that they scrolled up on the screen to see exactly what the Operator had typed to the customer and saw the Operator had typed "I'm very sorry but what did you say" and after that, "One moment please for a male Operator". It was determined the Operator made no error in how they handled the call. No follow up requested.



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New York FCC Complaint Log

2016 - 2017

Complaint Tracking for New York (06/01/2016-05/31/2017). Total Customer Contacts: 29

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/17/16	Customer sent email to the Outreach Education and Installation representative for CapTel for New York/Vermont, who then sent it on to the program manager for New York Relay. During the relay conversation, the operator interjected her own thoughts and opinions to the voice caller, trying to direct the caller away from switching to a CapTel phone.	06/17/16	The Supervisor met with the Operator and coached them appropriately on maintaining transparency during the call. Follow up sent via email.
2	07/25/16	The customer stated that the Operator did not follow the instructions outlined in the customer note [verify number dialed and did not type "reading your note"]. Customer did not request follow up.	07/25/16	Supervisor coached the Operator on the importance of following the instructions outlined in the customer note.
3	08/08/16	Every time the customer called in, this Operator hung up on them. The Assistant Supervisor apologized for the inconvenience and assured the customer the information would be documented. No follow up requested.	08/08/16	The Supervisor met with this Operator and coached them appropriately. No follow up requested.
4	08/09/16	This Operator hung up on me 3 times this morning. She would not process my calls and I do not appreciate it. The Supervisor apologized and assured the customer the situation would be addressed. No follow up requested.	08/09/16	The Supervisor met with the Operator and they were coached appropriately as well as reminded of the repercussions of disconnecting callers. No follow up requested.
5	08/09/16	This Operator hung up on me. The Assistant Supervisor apologized and assured the customer the situation would be addressed. No follow up requested.	08/09/16	The Supervisor met with the Operator and they were coached appropriately as well as reminded of the repercussions of disconnecting callers. No follow up requested.
6	08/09/16	The Assistant Supervisor did not understand the customer's complaint. The customer stated they thought the Assistant Supervisor disconnected the line.	08/09/16	The Supervisor met with the Assistant Supervisor and coached them on maintaining professionalism at all times. Follow up sent via email.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7	08/22/16	The customer sent an email to the program manager stating that when she received an incoming relay call from a former employee and she was not at her desk when the call came in. She picked up a nearby phone and asked the operator if she could hold a minute while she picked the call up at her desk. The operator replied, "whatever" with a great deal of attitude that seemed very unprofessional and should be addressed. Follow up requested.	08/22/16	Supervisor met with Operator and coached them on the importance of good customer service and suggested more appropriate phrases to use. A follow up email sent to the email provided.
8	08/31/16	Customer stated that the Operator got on the phone and didn't want to do anything. Apologized for the inconvenience; will forward information on to appropriate person.	09/04/16	Supervisor met with Operator. The Operator couldn't recall the situation with no specifics but didn't remember anything out of the ordinary. Operator was coached on being sure to always keep customers informed of processing steps and to call over a supervisor if she needs assistance. The Supervisor called the customer 3 times and was unable to get a response, nor leave a message, in order to follow up with the customer.
9	09/26/16	The Operator would not provide her ID when the call first came in. The Supervisor informed the customer they were coming in on the voice line and that was the reason for the Operator ID not transmitting. No follow up requested.	09/26/16	The Supervisor determined the Operator followed proper procedures. No follow up requested.
10	09/27/16	The Operator was typing the words all wrong. The Supervisor assisting on the call informed the customer, after reviewing the screen, that the words appeared to be spelled perfectly. It was noted on a trouble ticket as a garbling issue. No follow up requested.	09/27/16	The Supervisor met with the Operator and it was determined that the Operator followed procedures. No follow up requested.
11	10/06/16	This Operator was swapping IDs just to mess with me. The Assistant Supervisor apologized and assured the customer the situation would be looked into. No follow up requested.	10/06/16	The Supervisor met with both the Operator and the Assistant Supervisor who observed the call and due to garbling issues the Supervisor determined the call was handled appropriately. No follow up requested.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12	10/26/16	A Speech to Speech customer called to report that he could not make a New York call using New York English Speech to Speech. He had been on hold for several minutes. He needed to make a call. No follow up was requested.	10/26/16	Relay was experiencing a higher than expected call volume. Line was adjusted to handle new call volume.
13	12/29/16	The customer stated that this Operator was a bit rude because the Operator would not verify if she understood the number that was given to the Operator. The customer asked for verification a few more times and eventually got disconnected. Customer did not want follow up.	12/29/16	The supervisor coached the Operator on the importance of acknowledging the customer's requests.
14	01/12/17	The Operator did not provide her Operator ID number.	01/12/17	Unfortunately, because the customer was unable to provide an Operator ID, the Supervisor was unable to resolve this issue.
15	01/12/17	The customer explained they asked the Operator to provide their Operator ID number. The Operator reportedly would not provide it. The customer stated when a person gets older, they have no tolerance for disrespect from the Operator providing their service. Follow up requested.	01/12/17	The Supervisor met with the Operator and coached them on always providing their ID upon requested. Supervisor attempted follow up via phone call on without answer.
16	02/14/17	Customer reported that throughout the day they've been waiting minutes for captions to connect. "Please stay on the line your captions will be available shortly" has been appearing on the screen while they're waiting for captions.	02/14/17	Customer Service Representative apologized to the customer for the additional wait time to connect with an Operator. Customer Service Representative recommended the customer continue to hold for the next available Operator. Customer Service Representative also suggested the customer press the captions off and on again to re-connect to an Operator if they haven't connected after a couple minutes. Customer Service Representative noted this added answer time was the result of higher call volume in our Call Centers at the time they attempted their call. Customer Service Representative confirmed customer was able to make their captioned call successfully.
17	02/14/17	Customer states she had to give the number to call to the operator more than once, that the operator was not paying attention. Apologized. No Follow-up requested.	02/14/17	The Supervisor met with the Operator to get the details of what had occurred. The Operator stated the customer called in on the voice line and it had to be switched to Voice Carry-Over, therefore part of the number was not heard. The Supervisor then conferred with the Center Manager, as well as the Program Manager, and it was determined the Operator was not in error. No follow up requested.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
18	02/14/17	Customer reported inaccurate captions on the CapTel 800.	03/02/17	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Operator by the Operator's supervisor. The Operator's supervisor provided coaching and increased monitoring frequency for the Operator to ensure consistent quality performance.
19	02/15/17	Customer reported getting "Waiting for CapTel Operator" on the CapTel 200 and the call never went through.	02/15/17	Customer Service Representative explained that this prompt means to stay on the line momentarily to connect with the next available captionist. Customer Service Representative further explained that this can be the result of higher call volume in our Call Centers at the time they attempted their call. Customer Service Representative suggested staying on the line or to press the captions button off then on again to connect to another call center.
20	02/27/17	Customer stated that Operator did not follow Database instructions. Customer Service response per management: Changed notes to read "Operator TYPE THE RECORDED MESSAGE IN FULL" Follow up needed.	02/27/17	The Supervisor met with the Operator and coached them on calling over for supervisor assistance when unsure about customer instructions. Follow up sent via email.
21	03/06/17	Caller said Operator is slow in dialing out numbers. Caller said she is rude in speaking to her. Caller said this has been an ongoing situation for a while whenever a call was placed. Follow up is not required.	03/06/17	The Supervisor met with the Operator and coached them on maintaining a professional demeanor as well as being prompt with outdialing. No follow up requested.
22	03/15/17	The customer stated they had garbling issues every time they connected to a relay operator. The customer placed device to device calls regularly and never has an issue with garbling, only when connected to an actual operator. He thinks it may be a technical issue, but would like it looked into. Follow up requested via email.	03/15/17	Customer Relations Manager emailed this customer 3 times and asked if he is still having garbling issues. In 2nd email Customer Relations Manager asked him to please call customer service if he is having a problem, and we will open a ticket if needed.
23	04/03/17	The caller reported that during her call, this operator appeared to take over for the first operator on the line without notifying her of the change. When she asked if it was the original operator, he refused to answer and appeared very rude. She asked for the operator ID number, but he did not want to provide it. Follow up was requested.	04/03/17	The Supervisor met with the Operator and coached them on the importance of maintaining a polite and professional demeanor, as well as keeping the customer informed of all call changes, including Operator changes. Follow up via phone call.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
24	04/05/17	The Operator refused to place a call when the customer had asked her to do a specific person. The Operator asked "Shawn" or "Sean" "You must pick a name." The customer then requested a Supervisor, to which the Operator disconnected the caller. Follow up requested.	04/05/17	The Supervisor met with the Operator and coached them on maintaining a professional demeanor when dealing with customers. The Operator was also coached to always get Supervisor assistance upon request. Follow up via phone call.
25	04/18/17	This Operator did not dial out the call promptly. When I asked her to hurry she sent "One moment please" so I requested a new Operator. The Assistant Supervisor apologized for the inconvenience and got the customer a new Operator.	04/18/17	The Supervisor met with the Operator and coached them on appropriate dial out times, as well as when it is and is not appropriate to send "One moment please". No follow up requested.
26	05/30/17	The Operator explained relay before verifying the correct department. Follow up requested via email.	05/30/17	The Supervisor met with the Operator and coached them on verifying the department before explaining relay to save time. However, it was determined that although the Operator took an extra step, he still followed procedure. Follow up sent via email.
27	05/30/17	This Operator hangs up on me every time I call. The Assistant Supervisor apologized to the customer and assured them the information would be forwarded appropriately. No follow up requested.	05/30/17	The Supervisor met with the Operator and reviewed the consequences for Operators who disconnected callers intentionally. No follow up requested.
28	05/30/17	This Operator hung up on me twice. The Assistant Supervisor apologized to the customer and assured them the situation would be looked into. No follow up requested.	05/30/17	The Supervisor met with the Operator and reminded them of the consequences for Operators who intentionally disconnect callers. An internal review is being conducted. No follow up requested.
29	05/31/17	Customer states that the operator did not follow his instructions to type all recorded messages in full. This was not done. Email back requested.	05/31/2017	The Supervisor met with the Operator and coached them on maintaining 100% call focus to ensure customer instructions are followed. Follow up sent via email.

IMPORTANT NUMBERS

- ▶ **ASCII**
7-1-1 or 1.800.584.2849
- ▶ **Captioned Telephone (Voice/TTY)**
7-1-1 or 1.877.243.2823
- ▶ **Captioned Telephone (Español)**
7-1-1 or 1.866.217.3362
- ▶ **Customer Service (Voice/TTY)**
1.800.676.3777
- ▶ **Customer Service (Español)**
1.800.676.4290
- ▶ **Hearing Carry-Over (HCO)**
7-1-1 or 1.800.662.1220
- ▶ **900 Services (Pay-Per-Call)**
7-1-1 or 1.900.230.6565
- ▶ **Relay Inquiry Line (Voice)**
1.800.664.6349
- ▶ **Relay Inquiry Line (TTY)**
1.800.835.5515
- ▶ **Spanish Relay**
7-1-1 or 1.877.662.4886
- ▶ **Speech-to-Speech (STS)**
7-1-1 or 1.877.662.4234
- ▶ **TeleBraille**
7-1-1 or 1.800.662.1220
- ▶ **TTY**
7-1-1 or 1.800.622.1220
- ▶ **Voice Carry-Over (VCO)**
7-1-1 or 1.877.826.6977
- ▶ **Voice**
7-1-1 or 1.800.421.1220

CUSTOMER PROFILE

1.800.676-3777 (TTY/Voice)
1.800.676.4290 (Español)

A **Customer Profile** stores an individual relay user’s call preferences, expediting call processing. You can set up your Customer Profile by contacting New York Relay Customer Service at **1.800.676.3777**.

Representatives will take your request and can set up your profile while you are on the phone or send you a form to complete. They are also available to answer any questions you may have.

Also the form is available to download at **nyrelay.com/customerprofile**.



ASCII

7-1-1 or **1.800.584.2849**

Computer users can access New York Relay directly. Set your communications software to the following protocols at speeds ranging from 300 to 2400 baud:

- **8 bits**
- **No Parity**
- **1 Stop Bit**
- **Full Duplex**

It may be helpful to set your “time out” to 100 seconds. When calling at a rate of 300 baud or below, follow the above settings using Half Duplex. ASCII Split Screen is designed to allow High Speed ASCII computer users and relay operators to type and communicate more clearly and quickly. Typed text by both caller and he operator will appear on split windows on the computer screen. ASCII users can interrupt the operator if needed, or the operator can interrupt the ASCII user if requested to do so by the voice party.

DIRECTORY ASSISTANCE

New York Relay will relay **Directory Assistance (DA)** calls between TTY users and a DA operator. Once the caller makes the request, the relay operator will connect to the DA operator. After obtaining the number, the caller may choose to place the call through New York Relay or dial TTY to TTY directly.

INTERNATIONAL CALLS

New York Relay allows you to place and receive calls to and from anywhere in the world using English or Spanish.

Callers from a country outside the United States may also access New York Relay by calling **1.605.224.1837**

New York Relay Service



ANSWERING MACHINE RETRIEVAL

To request **answering machine retrieval**, dial 7-1-1 and when the relay operator responds, type “**AMR GA.**” The relay operator will type, “**PLS PLACE YOUR HANDSET NEXT TO YOUR ANS MACHINE AND TURN ON GA**”

VOICE MAIL RETRIEVAL

To request **voice mail retrieval**, dial 7-1-1 and when the relay operator responds, type the phone number you wish to call with your password or special instructions and then “GA.”

PAY TELEPHONE (TTY)

7-1-1 or **1.800.662.1220**

The Federal Communications Commission (FCC) issued an order outlining an interim plan for access to **public payphone** service through relay services. The order states:

- All local calls from TTY payphones are free of charge.
- Toll calls can be billed through calling cards and prepaid cards

TTY users who wish to use a coin TTY payphone can use New York Relay to assist in connecting calls. There are several ways to bill non-local calls:

- Collect
- Third party
- Calling card
- Prepaid card

900 SERVICES

1.900.230.6565 (Pay-Per-Call)

Relay users dial a separate **toll-free 900** number to connect with New York Relay. The relay operator will then dial the requested outbound 900 service number. The caller is responsible for direct billing. Billing will begin upon the connection to the 900 number. Rates very depending upon service called.

TURBO CODE

New York Relay offers **Ultratec Turbo Code** to relay users. This feature allows for more natural, back-and-forth conversations, the ability to interrupt one another, and for information to be sent at the same speed that it is being typed.

EMERGENCY

In case of **emergency**, relay users should call the TTY equipped 9-1-1 center or emergency services center in their community. New York Relay can process emergency calls but it may take longer for the connection to be made.

New York Relay ...
making a telephone connection for hearing, deaf, hard-of-hearing, deaf-blind, speech-disabled, and late-deafened individuals. Just dial 7-1-1.



WHAT IS NEW YORK RELAY?

New York Relay Service is a statewide service that connects standard (voice) telephone users with deaf, hard-of-hearing, deaf-blind, speech-disabled, or late-deafened people who use text telephones (TTYs) or voice carry-over (VCO) phones. All you have to do is dial **7-1-1**. It is that easy! (If the phone from which you are calling does not accept 7-1-1, just call 1.800.421.1220 for the same great results).

Everyone can use 7-1-1!

- Follow these simple steps:
1. Dial 7-1-1 (or the New York Relay toll-free number appropriate for your specific call.)
 2. A specially trained New York Relay operator will answer and identify themselves by their operator number.
 3. Give the operator the phone number of the person you are calling.
 4. The operator will connect you with the person you are calling and will assist you with communication.

It really is that easy!

Remember, calls can be made to anywhere in the world, 24 hours a day, 365 days a year. All calls are **strictly** confidential and no records of any conversation are maintained. Long distance calls are billed at a discounted rate.



CAPTIONED TELEPHONE

7-1-1 or 1.877.243.2823 (English)
7-1-1 or 1.866.217.3362 (Español)

Telephoning just got easier!

If you or someone you know has difficulty understanding spoken words over the telephone, **New York Relay Captioned Telephone Service** is the answer!

Captioned Telephone Service is excellent for many deaf and hard-of-hearing individuals who may have residual hearing and prefer to speak for themselves.

When using Captioned Telephone Service, you place a call in the same way you would when using a traditional phone – simply by dialing the number directly. When the person you are calling answers, you hear everything that he/she says – just like a traditional phone call. You also see everything that they say. Captions appear in a bright, easy-to-read window nearly simultaneously with the spoken words.

In order to take advantage of this service, you must use a CapTel captioned telephone, which automatically connects you to New York Relay Captioned Telephone Service as you dial.

CapTel Customer Service:

1.888.269.7477 (Voice)
1.866.670.9134 (Español)



SPANISH RELAY

7-1-1 or 1.877.662.4886

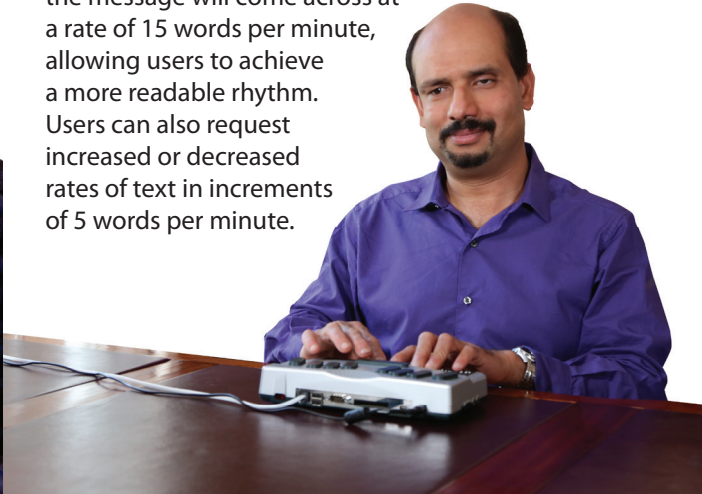
Voice and TTY users can type in **Spanish** and their conversations will be relayed in Spanish to the called party. To make a Spanish Relay call, dial 1.877.662.4886 and you will be connected with a Spanish-speaking relay operator.



TELEBRAILLE

7-1-1 or 1.800.662.1220

Relay users with impaired vision often use special TTYs equipped with TeleBraille or large visual displays and prefer slower typing speeds to read messages. New York Relay will provide customized relay service for the unique need of these individuals. During these relay calls, the relay operator will type at a normal speed, but the message will come across at a rate of 15 words per minute, allowing users to achieve a more readable rhythm. Users can also request increased or decreased rates of text in increments of 5 words per minute.



VOICE CARRY-OVER

7-1-1 or 1.877.826.6977

Voice Carry-Over (VCO) allows a deaf or hard-of-hearing user to speak directly to a hearing person. When the hearing person speaks to you the relay operator serves as your “ears” and types everything said to your TTY or VCO phone.

VCO to TTY: The relay operator types what the VCO user says to the TTY user. Whatever the TTY user types goes directly to the VCO user’s TTY or text display equipment to be read.

VCO to VCO: The relay operator serves as both parties “ears”, typing what is said on both ends of the call.

VCO to HCO: The VCO user speaks directly to the HCO user. The HCO user’s typed responses are sent directly to the VCO user.

2-Line VCO: 2LVCO allows a customer with two telephone lines and/or a computer to use one line for speaking directly to a hearing person while the other line is used to receive the hearing person’s typed responses. This feature provides a more natural flow of conversation without the pauses of single-line calls.

VCO with Privacy: This feature is similar to the standard VCO feature. However, the relay operator will not hear the VCO user’s voice and only types the hearing person’s responses back to the deaf/hard-of-hearing user. Request privacy by typing/voicing to the operator “**Privacy ON.**”



HEARING CARRY-OVER

7-1-1 or 1.800.662.1220

Hearing Carry-Over (HCO) allows speech-disabled users with hearing to listen to the person they are calling. The HCO user types his/her conversation for the relay operator to read to the standard telephone user.

HCO to TTY: The HCO user listens while the relay operator voices the TTY user’s typed message. The HCO user types his/her conversation directly to the TTY user.

HCO to HCO: The HCO user may contact other HCO users through New York Relay. The relay operator will voice to both parties what is typed on each user’s TTY.

HCO to VCO: The HCO user’s typed responses are sent directly to the VCO user. The VCO user speaks directly to the HCO user.



SPEECH-TO-SPEECH

7-1-1 or 1.877.662.4234
1.877.787.1989 (STS Customer Support)

Specially trained relay operators serve as the speech-disabled user’s voice and repeat his/her responses to the called party. New York Relay’s unparalleled equipment and exceptional **Speech-to-Speech (STS)** operator training ensure that speech-disabled users will be heard and understood.

There may be instances when an STS user will be asked to repeat his/her message to ensure that it is relayed correctly. As an added benefit, New York Relay can permanently establish your call type as Speech-to-Speech.



New York Relay Service available to you...
*24 hours a day, 7 days a week,
365 days a year. Anytime. Anyplace.*



New York Relay.
*Connecting people to people...
one call at a time!*

SPEECH-TO-SPEECH VOICE CARRY-OVER



**Great new service for Hard-of-Hearing
or Deaf Voice Carry-Over (VCO) users**

844-214-4968

WHO?

Speech-to-Speech Voice Carry-Over (STS-VCO) lets Deaf or Hard-of-Hearing individuals use their voices directly. In choosing the STS-VCO service the user permits the Relay Operator to repeat words the user has spoken but are not understood by the other party. This allows the conversation to progress without delay and may ease the frustration of being asked to repeat or concerns about being misunderstood. Register with Customer Service to be sure that your calls are "branded" VCO.

HOW?

Call **844-214-4968**. Inform the Relay Operator that you are using STS-VCO. You speak directly to the person you have called. The STS-VCO Relay Operator will only intervene in the conversation if the standard telephone user does not understand what the STS-VCO user is saying.

For more information,
visit nyrelay.com/sts-vco

QUESTIONS?

**Call New York Relay 24-hour
Customer Service at
866-931-3291 (VCO)**

***Another great service from
New York Relay!***





Connecting people to people . . .
One call at a time!



[Español](#)

[Relay Services](#) | [CapTel Service](#) | [Speech-to-Speech](#) | [Customer Info](#) | [Don't Hang Up](#) | [Outreach](#) | [Resources](#) | [Contact](#)



WHAT'S NEWS

NEW SERVICE:
Video-Assisted
Speech-to-Speech



INTRODUCING
Captioned Telephone
Service



LEARN MORE ABOUT
NY Relay Service



**SPONSORSHIP
REQUEST**



**GET A FREE
CAPTEL**



**FEDERAL
RELAY**



[CONTACT US](#)



New York Relay Service is funded by New York's Telecommunications Carriers.
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Appendix I: State of New York's Tariff

PSC NO: 7 - TELEPHONE
Sprint Communications Company L.P.
Effective Date: 07/01/13

Leaf: 1
Revision: 1
Superseding Revision: 0

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)

PSC NO: 7 - TELEPHONE
Sprint Communications Company L.P.
Effective Date: 07/01/17

Leaf: 2
Revision: 5
Superseding Revision: 4

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, 2020.

(T)

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

Issued by: State Tariffs, Overland Park, Kansas

PSC NO: 7 - TELEPHONE
Sprint Communications Company L.P.
Initial Effective Date: 07/01/04

Leaf: 3
Revision: 0
Superseding Revision: 0

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.

Issued in Compliance with order in Case 03-C-1647, dated January 20, 2004

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

PSC NO: 7 - TELEPHONE
Sprint Communications Company L.P.
Effective Date: 07/01/13

Leaf: 4
Revision: 2
Superseding Revision: 1

TELECOMMUNICATIONS RELAY SERVICE

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

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

PSC NO: 7 - TELEPHONE
Sprint Communications Company L.P.
Effective Date: 01/01/17

Leaf: 5
Revision: 3
Superseding Revision: 2

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	877-243-2823	
* CapTel SM Customer Service	888-269-7477	
* 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	866-217-3362	
* Speech to Speech Voice Carry Over (STS-VCO)	844-214-4968	(N)

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.

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

Issued by: State Tariffs, Overland Park, Kansas

PSC NO: 7 - TELEPHONE
Sprint Communications Company L.P.
Effective Date: 07/01/13

Leaf: 6
Revision: 1
Superseding Revision: 0

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 (except the 900 number) 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. (T)

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 and Group Bridging services. Calls to 900 numbers can be made by dialing the special 900 Relay Access number listed in this tariff.

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.

Payphone calls can be made via the NYRS. Local coin calls are free. Toll calls can be billed to a calling card, prepaid Card or major credit card in lieu of coins. Payphone toll calls can also be billed collect or to a third party. The caller is responsible to know if a call is a toll call and be aware of rates charged by the issuer of his or her calling or prepaid cards when they are used for Relay calls.

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

(T)

Issued by: State Tariffs, Overland Park, Kansas

(T)

PSC NO: 7 - TELEPHONE
Sprint Communications Company L.P.
Effective Date: 07/01/13

Leaf: 7
Revision: 2
Superseding Revision: 1

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. Calls through the NYRS may be billed to a third number only within NYS. Any call can be billed to any carrier's calling card, pre-paid Card or major credit card if the card issuing company has made arrangements with the NYRS. (T)

A caller to the Relay will have the option to specify the carrier of choice for any toll or regional call made from the Relay Center to the called party. The TRSP may carry such calls or the caller may specify a different carrier, in which case the TRSP will deliver the call to the other carrier for termination as long as that carrier has complied with all requirements and established a network presence at the Access Tandem serving the TRSC.

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.

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

(T)

Issued by: State Tariffs, Overland Park, Kansas

(T)

PSC NO: 7 - TELEPHONE
Sprint Communications Company L.P.
Effective Date: 07/01/13

Leaf: 7.1
Revision: 1
Superseding Revision: 0

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 (T)
in Wisconsin, Texas, Florida, and New York. The dialed number is transmitted (T)
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.

The term for the provision of captioned telephone service began on January 1, 2007 (T)
and will continue on July 1, 2013, after which the service will be coterminous with the New York Relay contract, unless earlier terminated by the TAFNY or Sprint in (T)
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.

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

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

PSC NO: 7 - TELEPHONE
Sprint Communications Company L.P.
Effective Date: 07/01/13

Leaf: 7.2
Revision: 2
Superseding Revision: 1

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 insure compliance is maintained and file such amended agreement with the New York State Public Service Commission.

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. (T)
- Spanish language service between the hours of 7:00 AM to 11:00 PM 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.

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

Issued by: State Tariffs, Overland Park, Kansas

PSC NO: 7 - TELEPHONE
Sprint Communications Company L.P.
Effective Date: 01/01/07

Leaf: 7.3
Revision: 0
Superseding Revision:

TELECOMMUNICATIONS RELAY SERVICE

1. GENERAL (Continued)

(N)

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
- Access to a caller's chosen IXC
- 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

Alternate billing arrangements include:

- 101 XXXX
- Calling Card Calls
- Operator Assisted Calls
- Collect Calls
- Person-to-Person Calls
- Third Party Calls
- Pay-per-call services (user must set up a customer profile to permit this functionality otherwise Sprint will be the default provider)
- Carrier-of-Choice (user must set up a customer profile to permit this service otherwise this service comes pre-blocked with each instrument)

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.

(N)

Issued in Compliance with the order in Case 06-C-0524, dated July 25, 2006

Issued by: State Tariffs, Overland Park, Kansas

PSC NO: 7 - TELEPHONE
Sprint Communications Company L.P.
Effective Date: 07/01/13

Leaf: 7.4
Revision: 1
Superseding Revision: 0

TELECOMMUNICATIONS RELAY SERVICE

1. GENERAL (Continued)

1.1 Caption Service (Continued)

900 Pay-Per-Call

To make a 900 call the CTS user must first call CapTel customer service and arrange to approve the line to make 900 calls. After that is arranged, 900 numbers may be accessed and captioned via a CapTel phone.

Operator Calls

Dial "O" operator calls by default will terminate to the state default LD Operator instead of your local phone company operator. To select an Operator of your choice, call CapTel and pre-subscribe to an IXC. Once pre-subscribed, Dial "O" calls will route to your appropriate LD Operator. (T)

Long Distance Calls

Long distance calls made with a CapTel Phone will be charged. These charges will be billed by your pre-subscribed long distance carrier. If no pre-subscription is selected, the long distance calls will default to Sprint as the carrier.

Billable Calls

Regional Toll calls and Message Unit Calls are not billable with the initial offering of CapTel Captioned Service. Billable calls will include all calls that exceed a 40 mile radius from the original call location.

Incoming calls to a Captioned Phone will require the caller to dial the Captioned Telephone Center first by calling 877-243-2823 and at the automated voice prompt, dial the 10 digit number of the CTS user. Callers can also dial 711 and have the NY Relay complete the call to the CTS user. Compensation to the contract provider for CTS will only be for calls originating and terminating within New York State. (T)

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

Issued by: State Tariffs, Overland Park, Kansas

Leaf: 7.5
Revision: 1
Superseding Revision: 0

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.

$$\begin{array}{c} (T) \\ | \\ (T) \end{array}$$

2. DEFINITIONS

900 Relay - Same as regular Relay but with a special 900 access number for persons using a TTY to call 900 numbers. To obtain the 900 number, call the Relay Inquiry Line or the Relay Operator.

(T)

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)
(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)
(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)

OPERATOR SERVICE FOR THE DEAF (OSD) – OSD provides an Operator function for TTY to TTY callers who need a temporary assist from an Operator for certain call types including Text to Text DDD calls, Station and Person to Person calls, Emergency Interrupt, Calling Card and general Operator Assistance. OSD is currently provided by the Telephone Carriers of NYS and is not part of TRS.

RELAY OPERATOR - Same as a CA. Use of the term Relay Operator has helped reduce "Hang Up's" 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 non-impaired party.

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.

(N)

(N)

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)

(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)
(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)
(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

(T)

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.

(T)

(T)

- 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)

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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) (T)

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. (T)
- 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. (T)

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. (T)
- 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. (T)
- c. The RO will leave the caller's message, either by voice or by TTY. (T)
- d. The RO will confirm to the caller that the message has been left. (T)
- e. The caller will only be charged for one call regardless of the number of redials required for leaving a message. (T)

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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) (T)

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. Such call handling can include Calling Card or Reverse Charges etc. (T)

3.1.8 Speech-To-Speech Requirements

During Speech-to-Speech Relay Calls, the Speech Disabled party's voice is not to be passed along to the standard phone user, unless a specific request is made by either party to hear both the RO and the Speech Disabled party's voices at the same time. (T)
(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)

(T)

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, 711 and 900 numbers in this tariff are the responsibility of the TRSP and are included in the CMOU price. (T)
(T)

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. (T)
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. (T)

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)

(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:

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(T)

(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. A preferred Long Distance Carrier or Regional Carrier
- 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 (T)
- 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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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, 900

The TRS provider shall provide these required specialty Relay services.

Issued in Compliance with order in Case 03-C-1647, dated January 20, 2004

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

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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 uses an SS7 Platform to recognize blocked CNI calls from the calling party. The TRSP has explained to TAFNY how Caller ID is provided to meet Caller ID blocking requirements established by the New York State PSC.

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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. 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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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 an SS7 platform.

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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, within fifteen (15) minutes of any disaster or event that impedes access to or processing of NYRS operations affecting multiple callers for a period of more than thirty (30) minutes.

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TELECOMMUNICATIONS RELAY SERVICE

5. CUSTOMER BILLING

The following regulations apply to customer billing on calls made through the New York Relay Service.

5.1 Intrastate Long Distance and Toll Call Billing

Intrastate inter and intra-LATA calls placed through the TRS are billed at no more than the rate that would apply if the calls had been placed without the use of the TRS Center. This rate includes any applicable discounts offered to TTY users by the TTY user's long distance carrier or by the local Telephone Company for an intra-LATA toll or local call. All charges to the calling customer must state on the bill that this was a TRS call.

5.2 Interstate Call Billing

Interstate TRS calls fall under FCC regulations but are expected to be the same as those shown for intrastate as shown in 5.1 above. All interstate and intrastate calls will be handled at the same TRS site with access via the existing 711 or toll-free numbers.

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5.3 Billing for Long Distance Services

The TRSP must supply the necessary network connections and signaling information to allow NYRS callers to select his or her preferred carrier of choice in compliance with the standards accepted by the Alliance for Telecommunications Industry Solutions (ATIS) titled "ATIS-0300084, Telecommunications Relay Service" (July 2006) for other carriers to accurately bill and rate NYRS calls, including any TRS or TTY discounts offered by the carrier.

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To choose a Carrier, the caller can request the Carrier selection on a per call basis by informing the RO or have the choice put in his or her Customer Profile at the TRSC.

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TELECOMMUNICATIONS RELAY SERVICE

5. CUSTOMER BILLING (Continued)

5.4 Billing Arrangements for Local and Regional Calls

NYRS is able to handle any type of call normally provided by common carriers including collect, person-to-person, calls to or from hotel rooms, and calls charged to a third party. Local coin calls are free. Charges can be made to any New York local exchange carrier or inter-exchange carrier calling card as long as the carrier is a registered NYRS provider and has provided a Letter of Authorization to the TRSP acknowledging its agreement to industry standards. Callers will never be billed by NYRS but rather by their Carrier or Calling Card, Charge Card or Pre Paid Card.

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5.5 Rating and Billing of Toll Calls

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Callers may select their preferred Carrier of Choice for all toll calls. If the carrier is a participating carrier, the rating and billing of toll calls made through NYRS are performed by the caller's Carrier of Choice in accordance with Alliance for Telecommunications Industry Solutions (ATIS) titled "ATIS-0300084, Telecommunications Relay Service" (July 2006). If the carrier is not a participating carrier in the NYRS Carrier of Choice program, TRSP will notify the caller and offer to process the call using the default toll carrier.

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TELECOMMUNICATIONS RELAY SERVICE

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6. COMPENSATION TO TRS PROVIDER

The TRS provider submits a single bill each month to TAFNY at 14 Corporate Woods Blvd, Suite 215, Albany, NY 12211. 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)
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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.

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