

"In the state of Illinois, I cite one violation of TRS regulations and ask that plans for correcting this violation be submitted before TRS recertification is granted for this state's TRS:

Violation: The state of Illinois appears out of compliance with 47 C.F.R. § 64.604 - Mandatory minimum standards (see below)

To comply with these standards this state should include STS in its TRS Outreach and Education Projects. The specifics required in the Minimum Standard (47 C.F.R §64.604) are not appropriate outreach vehicles for reaching this population. STS outreach and educational programs should be appropriate to the needs of this population.

The state of Illinois should annually publish details of its planned STS outreach and education program and an appropriate budget. Effective STS outreach is now done in Washington State and Minnesota and described in the Texas STS Outreach RFP. We encourage states to study that model. Prior to recertification we ask that such a plan and budget be developed."

Regulation 47 C.F.R. § 64.604 - Mandatory minimum standards require under (3) that "Public access to information: Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. ... "