

Appendix 1

Summary of PA TRS, PA CTRS, & PA TDDP Programs

SUMMARY OF THE PA TRS, PA CTRS, & PA TDDP PROGRAMS

In September 1989, the Pennsylvania Telephone Association (PTA) transmitted a *White Paper Summary of Findings* to the Pennsylvania Public Utility Commission (PA PUC) relative to the provision of telephone relay service (TRS). In it, PTA iterated the needs of the hard-of-hearing and deaf community and advocated the establishment of a statewide relay system. In October 1989, the PA PUC responded to PTA, agreeing with PTA's suggestion to establish a statewide relay system. The PA PUC requested that PTA submit a definite plan in the form of a *Petition to Establish a Pennsylvania Relay System (PA TRS)*. In February 1990, PTA submitted a *Request for Proposal (RFP) for Relay Service*, which was reviewed and accepted by the PA PUC. Formal offers (applications) to provide the contemplated PA TRS were submitted by four prospective service providers and reviewed by a Bid Committee. On May 29, 1990, the PA PUC, at Docket No. M-00900239, granted the PTA Petition and established the PA TRS. The PA PUC also granted AT&T's application at Docket No. A-310125 for a Certificate of Public Convenience (CPC) to provide PA TRS, in response to the RFP. AT&T continues to provide PA TRS under a certificate of public convenience (CPC) at PUC Docket No. A-311163, consistent with its AT&T PA PUC Tariff No. 24.

In conjunction with establishing the PA TRS, the TRS Advisory Board was formed to provide the PA PUC with constituent input on TRS matters. The May 29, 1990 Order further established a uniform monthly surcharge (TRS surcharge) based on total access lines in service as the funding mechanism to recover costs associated with the operation the PA TRS. Pennsylvania's Local Exchange Carriers (LECs) collect the TRS surcharge from residential and business wireline access line customers. The funds are remitted monthly to a Fund Administrator. The TRS surcharge is recalculated at least annually by the PA PUC.

In 1995 with the enactment of 35 P.S. §§ 6701.1 – 6701.4, the PA TRS and the TRS Surcharge were codified at 35 P.S. § 6701.4.¹

Also in 1995, the Pennsylvania Telecommunication Device Distribution Program (PA TDDP) was created by 35 P.S. § 6701.3. The PA TDDP provides free customer premises equipment to low-income relay service users in Pennsylvania. The TDD Program is operated by the Office of Vocational Rehabilitation in the Pennsylvania Department of Labor and Industry (OVR). Pennsylvania's Initiative on Assistive Technology (PIAT), Institute on Disabilities at Temple University (IDT) located in

¹ This statute was further amended in 2004 to add the Print Media Access System Program (PMASP) at 35 P.S. § 6701.3a, and is now known as the *Universal Telecommunications and Print Media Access Act (UTPMA Act)*. The PMASP provides a reading service which gives access to print media for persons who are blind. The PMASP is also funded by the TRS surcharge.

Philadelphia, Pennsylvania, is the current PA TDD Program manager under contract to OVR. The PA TDDP is funded through the TRS Surcharge.

In 2003, the PA PUC began a trial of captioned telephone relay service (CTRS). The trial progressed to interim service, and in 2006 a contract provider was selected through an RFP process. The contract was finalized in 2007, and Hamilton Telephone Company (Hamilton) began providing PA CTRS. The PA TDDP also provides free customer premises equipment to low-income CTRS users in Pennsylvania. Hamilton's current contract runs from July 1, 2012, through June 30, 2015, with two 2-year optional terms, the exercise of which would take the contract through June 30, 2019.

The PA LECs remit the monthly TRS surcharge collections to a Fund Administrator who disburses the fund monies necessary for the operation of the PA TRS, CTRS, TDDP, PMASP, and TRS Board operations. In 2008, the PA PUC modified its policy guidelines relative to the TRS surcharge and codified the TRS surcharge process at 52 Pa. Code § 63.37. The modification and codification added specific penalties for the failure of a LEC to comply with TRS surcharge requirements. AT&T and Hamilton are compensated monthly by the Fund Administrator based on the reported call volumes for the preceding month. Currently, the Fund Administrator is US Bank Institutional Trust & Custody in Philadelphia, PA.

PA TRS is accessible via 711 abbreviated dialing. PA CTRS users can be reached by calling 877-243-2823 (English) or 866-217-3365 (Spanish). Both the PA TRS and the PA CTRS have significant consumer education components. AT&T and Hamilton have responded to customer issues and complaints consistent with PA PUC requirements. All PA TRS and PA CTRS users have access to the full array of the PA PUC's consumer protections and complaint procedures if there are unresolved issues with relay service. The PA TRS Board is another avenue for PA TRS and PA CTRS users to bring matters to PA PUC attention.

In addition to ensuring that the PA TRS and PA CTRS providers comply with state requirements, PA PUC staff regularly participate in NASRA functions to ensure the highest level of conformance with national TRS standards and to ensure that there are no conflicts with federal law in the operation of PA TRS and PA CTRS. Further, the PA TRS, PA CTRS, and PA TDDP are subject to audit provisions and whistleblower protections.

Appendix 2

PA Statute

66 Pa. C.S. §§ 6701.1 – 6701.4

Westlaw

35 P.S. § 6701.1

C**Effective: January 28, 2005**Purdon's Pennsylvania Statutes and Consolidated Statutes CurrentnessTitle 35 P.S. Health and Safety (Refs & Annos)Chapter 35A. Universal Telecommunications and Print Media Access Act**→→ § 6701.1. Short title**

This act shall be known and may be cited as the Universal Telecommunications and Print Media Access Act.

CREDIT(S)

1995, July 6, P.L. 255, No. 34, § 1, imd. effective. Amended 2004, Nov. 29, P.L. 1352, No. 174, § 1, effective Jan. 28, 2005.

HISTORICAL AND STATUTORY NOTES

Act 2004-174 legislation

Act 2004-174, § 1, rewrote this section, which had read:

“This act shall be known and may be cited as the Dual Party Relay Service and Telecommunication Device Distribution Program Act.”

Title of Act:

An Act providing for Universal Telecommunications and Print Media Access. 1995, July 6, P.L. 255, No. 34. Amended 2004, Nov. 29, P.L. 1352, No. 174.

35 P.S. § 6701.1, PA ST 35 P.S. § 6701.1

Current through 2012 Regular Session Acts 60, 62 to 83, 89, 90, 92, 96, 100, 101, 105 to 107, 109 to 111, 115, 117 to 121, 131, 134, 135, 137 and 140 to 142

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35 P.S. § 6701.2

C

Effective: January 28, 2005

Purdon's Pennsylvania Statutes and Consolidated Statutes CurrentnessTitle 35 P.S. Health and Safety (Refs & Annos)Chapter 35A. Universal Telecommunications and Print Media Access Act

→ → § 6701.2. Definitions

The following words and phrases when used in this act shall have the meanings given to them in this section unless the context clearly indicates otherwise:

“Center for independent living.” A consumer-controlled, community-based, cross-disability, nonresidential private, nonprofit agency that is designed and operated within a local community by people with disabilities and provides an array of independent living services, as defined by the Rehabilitation Act of 1973 (Public Law 93-112, 29 U.S.C. § 701 et seq.).

“Commission.” The Pennsylvania Public Utility Commission.

“Department.” The Department of Labor and Industry of the Commonwealth.

“Persons who are blind.” Any person who is legally blind or any person who is eligible to receive services from the National Library Service for the Blind and Physically Handicapped.

“Persons with a disability” or “people with disabilities.” A person certified by a licensed physician, audiologist, speech pathologist or a qualified State agency:

- (1) As being deaf, deaf-blind, hard of hearing, having a hearing loss or being speech impaired.
- (2) As having a disability and who requires technology to independently access telecommunications services.

“Print Media Access System.” Any nationwide or Statewide telephone access service that provides access to national and local newspapers to persons who are blind.

“Print Media Access System Program.” The Print Media Access System Program established under section 3.1. [FN1]

“Telecommunication device.” Equipment necessary for a person with a disability to engage in communication by wire or radio with another person with a disability or with a hearing individual.

“Telecommunication Device Distribution Program.” The Telecommunication Device Distribution Program established under section 3. [FN2]

“Telecommunication relay service.” Telephone transmission services that provide the ability for a person with a

disability to engage in communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of a person who does not have a disability to communicate using voice communication services by wire or radio. The term includes services that enable two-way communication between an individual who uses a telecommunication device or other nonvoice terminal device and an individual who does not use such a device.

CREDIT(S)

1995, July 6, P.L. 255, No. 34, § 2, imd. effective. Amended 2002, Dec. 9, P.L. 1437, No. 181, § 1, effective in 60 days; 2004, Nov. 29, P.L. 1352, No. 174, § 2, effective Jan. 28, 2005.

[FN1] 35 P.S. § 6701.3a.

[FN2] 35 P.S. § 6701.3.

HISTORICAL AND STATUTORY NOTES

Act 2002-181 legislation

Act 2002-181, § 1, rewrote the definition of “persons with a disability” or “people with disabilities”, which prior thereto read:

“ ‘Persons with a disability’ or ‘people with disabilities.’ A person certified as being deaf, deaf-blind, hard-of-hearing, having a hearing loss or speech impaired by a licensed physician, audiologist, speech pathologist or a qualified State agency.”

Act 2004-174 legislation

Act 2004-174, § 2, inserted the definitions of “persons who are blind,” “print media access system,” “print media access system program” and “telecommunication device distribution program” and deleted the definition of “program,” which had read:

“ ‘Program.’ The Telecommunication Device Distribution Program established under this act.”

35 P.S. § 6701.2, PA ST 35 P.S. § 6701.2

Current through 2012 Regular Session Acts 60, 62 to 83, 89, 90, 92, 96, 100, 101, 105 to 107, 109 to 111, 115, 117 to 121, 131, 134, 135, 137 and 140 to 142

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C**Effective: January 28, 2005**Purdon's Pennsylvania Statutes and Consolidated Statutes CurrentnessTitle 35 P.S. Health and Safety (Refs & Annos)Chapter 35A. Universal Telecommunications and Print Media Access Act**→ → § 6701.3. Establishment of Telecommunication Device Distribution Program**

(a) Establishment.--The Telecommunication Device Distribution Program is hereby established. It shall be a program whereby telecommunication devices for people with disabilities are distributed at no charge to the distributee.

(b) Administration.--The executive director of the Office of Vocational Rehabilitation of the department, in cooperation with other State agencies which serve people with disabilities, shall oversee implementation of the Telecommunication Device Distribution Program. To this end, the executive director may do any of the following:

(1) Establish criteria of eligibility in accordance with subsection (c) and adopt regulations and forms consistent with the act of July 31, 1968 (P.L. 769, No. 240), referred to as the Commonwealth Documents Law. [FN1]

(2) Facilitate coordination of funds required for the distribution system with selected centers for independent living or selected not-for-profit agencies having experience in serving persons with hearing or speech disabilities.

(3) Determine, in cooperation with other State agencies, the funds required for the distribution system and provide information to the commission as required under section 4.

(c) To qualify as distributee.--Each recipient of a telecommunication device shall meet the following criteria:

(1) Be a resident of this Commonwealth.

(2) Qualify as a person with a disability.

(3) Have telephone service, possess the ability to learn how to use a telecommunication device.

(4) Be six years of age or older.

(5) Have a gross income of less than 200% of the Federal poverty level as determined in accordance with the Link Up America guidelines.

CREDIT(S)

1995, July 6, P.L. 255, No. 34, § 3, imd. effective. Amended 2004, Nov. 29, P.L. 1352, No. 174, § 3, effective Jan. 28, 2005.

[FN1] 45 P.S. § 1201 et seq.

HISTORICAL AND STATUTORY NOTES

Act 2004-174 legislation

Act 2004-174, § 3, in the introductory paragraph of subsec. (b), substituted “Telecommunication Device Distribution Program” for “program”.

35 P.S. § 6701.3, PA ST 35 P.S. § 6701.3

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Purdon's Pennsylvania Statutes and Consolidated Statutes Currentness

Title 35 P.S. Health and Safety (Refs & Annos)

Chapter 35A. Universal Telecommunications and Print Media Access Act

→ → § 6701.3a. Establishment of a Print Media Access System Program

(a) Establishment.--The Print Media Access System Program is hereby established. It shall be a program whereby telephone access to print media access systems for persons who are blind is provided to the user.

(b) Administration.--The executive director of the Office of Vocational Rehabilitation of the department, in cooperation with other State agencies which serve people with disabilities, shall oversee implementation of the Print Media Access System Program. To this end, the executive director may do any of the following:

- (1) Establish criteria of eligibility and adopt regulations and forms consistent with the act of July 31, 1968 (P.L. 769, No. 240), [FN1] referred to as the Commonwealth Documents Law.
- (2) Facilitate the enrollment and training of Print Media Access System Program user.
- (3) Coordinate with newspapers to facilitate the inclusion of additional newspapers and the maintenance of existing newspapers.
- (4) Determine, in cooperation with other State agencies, the funds required for the maintenance of the Print Media Access System Program and provide information.
- (5) Identify and seek grant funding for the use of the Print Media Access System Program.
- (6) Determine what fees, if any, should be charged for the use of the Print Media Access System Program.
- (7) Establish criteria for selection and/or change of the Print Media Access System Program service provider.

CREDIT(S)

1995, July 6, P.L. 255, No. 34, § 3.1, added 2004, Nov. 29, P.L. 1352, No. 174, § 4, effective Jan. 28, 2005.

[FN1] 45 P.S. § 1102 et seq.

35 P.S. § 6701.3a, PA ST 35 P.S. § 6701.3a

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Effective: January 28, 2005

Purdon's Pennsylvania Statutes and Consolidated Statutes Currentness

Title 35 P.S. Health and Safety (Refs & Annos)

Chapter 35A. Universal Telecommunications and Print Media Access Act

→ → § 6701.4. Establishment of dual party relay service

(a) Telecommunication relay services.--The commission shall design and implement a telecommunication relay service program for the Commonwealth that is consistent with and meets or exceeds the requirements of the Americans with Disabilities Act of 1990 (Public Law 101-336, 104 Stat. 327).

(b) Certification.--The commission is authorized to seek on behalf of this Commonwealth certification of the telecommunication relay service program from the Federal Communications Commission.

(c) Additional use of surcharge.--The Telecommunication Device Distribution Program shall be funded and the Print Media Access System Program may be funded by the Telecommunication Relay Service Program surcharge, as calculated by the commission on an annual basis under the methodology established by the commission in order entered May 29, 1990, and July 9, 1990, at Docket Number M-00900239, and as subsequently modified by the commission. The executive director of the Office of Vocational Rehabilitation in the department shall provide the commission with an annual budget and supporting information for the purchase of telecommunication devices for the Telecommunication Device Distribution Program. The executive director of the Office of Vocational Rehabilitation of the department shall provide the commission with an annual budget and supporting information for the Print Media Access System Program. A portion of the surcharge may be used to fund the Print Media Access System Program. The surcharge shall not be used to fund administrative costs of the Telecommunication Relay Service Program, Telecommunication Device Distribution Program or the Print Media Access System Program.

(d) Limits on expenditures.--Expenditures for the Telecommunication Device Distribution Program shall not exceed collections from the Telecommunication Relay Service Program surcharge allocated for the Telecommunication Device Distribution Program. Any expenditures authorized for the Print Media Access System Program shall not exceed collections from the Telecommunication Relay Service Program surcharge allocated for the Print Media Access System Program and any grant funding received for the use of the Print Media Access System Program.

(e) Annual report.--The commission shall prepare and submit an annual report to the General Assembly on the Telecommunication Device Distribution Program and on the Print Media Access System Program.

(1) The report shall include the fiscal status of the Telecommunication Device Distribution Program and of the Print Media Access System Program, a statement of the surcharge level established under subsection (c) and the revenues produced by the surcharge for allocation to the Telecommunication Device Distribution Program and to the Print Media Access System Program, an account of Telecommunication Device Distribution Program and the Print Media Access System Program expenses and the fund balance.

(2) The executive director of the Office of Vocational Rehabilitation in the department shall provide the commission with information on the Telecommunication Device Distribution Program, including the purchase and distribution of telecommunication devices, for inclusion in the annual report to the General Assembly.

(2.1) The executive director of the Office of Vocational Rehabilitation of the department shall provide the commission with information on the Print Media Access System Program, including the annual budget and administration of the Print Media Access System Program, for inclusion in the annual report to the General Assembly.

(3) If the commission determines any of the information is proprietary, the information shall be filed under seal and

made available under the terms of an appropriate protective agreement of the type used in cases before the commission.

CREDIT(S)

1995, July 6, P.L. 255, No. 34, § 4, imd. effective. Amended 2004, Nov. 29, P.L. 1352, No. 174, § 4, effective Jan. 28, 2005.

HISTORICAL AND STATUTORY NOTES

Act 2004-174 legislation

Act 2004-174, § 4, rewrote subsecs. (c), (d) and (e), which had read:

“(c) Additional use of surcharge.--The program shall be funded by the Telecommunication Relay Service Program surcharge, as calculated by the commission on an annual basis under the methodology established by the commission in order entered May 29, 1990, and July 9, 1990, at Docket Number M900239. The executive director of the Office of Vocational Rehabilitation in the department shall provide the commission with an annual budget and supporting information for the purchase of telecommunication devices for the program. The surcharge shall not be used to fund administrative costs of the program.

“(d) Limits on expenditures.--Expenditures for the program shall not exceed collections from the Telecommunication Relay Service Program surcharge.

“(e) Annual report.--The commission shall prepare and submit an annual report to the General Assembly on the program.

“(1) The report shall include the fiscal status of the program, a statement of the surcharge level established under subsection (c) and the revenues produced by the surcharge, an account of program expenses and the fund balance.

“(2) The executive director of the Office of Vocational Rehabilitation in the department shall provide the commission with information on the program, including the purchase and distribution of telecommunication devices, for inclusion in the annual report to the General Assembly.

“(3) If the commission determines any of the information is proprietary, the information shall be filed under seal and made available under the terms of an appropriate protective agreement of the type used in cases before the commission.”

35 P.S. § 6701.4, PA ST 35 P.S. § 6701.4

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Appendix 3
PA Regulation
52 Pa. Code § 63.37

§ 63.37. Operation of the Telecommunications Relay Service System and Relay Service Fund.

(a) *General.*

(1) The Pennsylvania Telecommunications Relay Service (TRS), the Telecommunications Devices for the Deaf Program and the Print Media Access System Program are codified in the Universal Telecommunications and Print Media Access Act (35 P. S. §§ 6701.1—6701.4). The Relay Service Fund (Fund) covers eligible intrastate costs associated with the operation of the three programs. The costs are recovered from residential and business wireline access line end-users by a monthly surcharge on local service telephone bills.

(2) To permit the Commission to effectively monitor and evaluate the revenue and cost data associated with the Fund, each local exchange carrier (LEC) shall file an annual tracking report delineating monthly revenues collected and remittances for late payments for the preceding 12-month year and an annual access line summary report detailing its access line count as of December 31 of the preceding year. The tracking data are used for periodic audits of the Fund. The access line counts are used to calculate the next year's TRS surcharge.

(b) *Timely remittance of revenues.*

(1) LECs shall remit the TRS surcharge revenues to the Fund administrator by the 20th of each month for revenues collected during the prior month.

(2) Delays or inaccuracies in remitting revenues to the Fund result in lost earnings by the Fund. An LEC that is late in remitting surcharge revenues shall remit an additional contribution to the Fund to make up for lost Fund earnings. The additional contribution shall be based upon the published prime rate in effect at the time of the

missed due date and shall cover the period beginning at the date of the occurrence of the failure to remit and continue until the surcharge revenues are properly remitted to the Fund.

(c) *Filing of TRS reports.*

(1) *Annual tracking report.* An LEC shall submit its annual tracking report to the Secretary's Bureau by March 31 of each year, in the format and detail specified on the Commission's web site (www.puc.state.pa.us).

(2) *Annual access line summary report.* An LEC shall submit its annual access line summary report to the Secretary's Bureau by March 1 of each year, in the format and detail specified on the Commission's web site.

(d) *Failure to remit TRS revenues or to file TRS reports.* An LEC that fails to timely and accurately submit a tracking report or an access line summary report or that fails to timely and accurately submit TRS surcharge revenues may need to reimburse the Fund under subsection (b). The Commission will utilize all available remedies to ensure reporting and remittance compliance including fines and the revocation of Certificates of Public Convenience.

Authority

The provisions of this § 63.37 adopted under the Universal Telecommunications and Print Media Access Act (35 P. S. §§ 6701.1—6701.4).

Source

The provisions of this § 63.37 adopted December 19, 2008, effective December 20, 2008, 38 Pa.B. 6924.

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Appendix 4

PA TRS Advisory Board

Pennsylvania Telecommunications Relay Service Advisory Board

The Pennsylvania Public Utility Commission (Commission) established the Pennsylvania Relay Service Advisory Board (renamed Pennsylvania Telecommunications Relay Service Advisory Board) (Board) by ordering paragraph No. 17 in the May 29, 1990, Opinion & Order along with its establishment of a statewide Telecommunications Relay Service program (TRS).

The purpose of the Board is to review the performance of the relay services system in Pennsylvania as provided by the Americans with Disabilities Act of 1990 as amended, Title IV – Telecommunications Relay Service, and all Commission TRS related Orders and Policies; to identify improvements in areas such as regulation, relay service, customer service, equipment and outreach; provide feedback on related projects; and provide guidance and advice to the Pennsylvania Public Utility Commission for further action.

The Board's By-Laws provides for the membership consisting of thirteen (13) representatives appointed by the Pennsylvania Public Utility Commission. The membership includes:

- A. One Representative from each of the two Relay Service Providers;
- B. One Representative from the Pennsylvania Telephone Association (PTA);
- C. Two Representatives from the Commission (one analyst from the Bureau of Technical Utility Services (TUS) and one representative from the Bureau of Consumer Services (BCS). A Commission Staff Attorney, not counted as a Board member, will assist the Board by providing advice on legal matters as they arise.
- D. One Representative from the Pennsylvania Department of Labor & Industry's, Office for the Deaf and Hard of Hearing (ODHH);
- E. Seven Representatives, who are currently Pennsylvania residents age 18 and older, from the Deaf, Hard of Hearing, Deaf-Blind and Speech impaired communities referred to as Public Members (PM).

The Chairperson presides, directs and coordinates activities at all Board meetings. The Vice-Chairperson serves in the absence of the Chairperson and performs such other duties as may be imposed by action of the Chairperson, Board or as set forth in other sections of the by-laws. The Secretary serves in the absence of the Chairperson or Vice-Chairperson and performs such other duties as may be imposed by action of the Board or as set forth in other sections of the by-laws. All Members serve on the Board without compensation. Board members are expected to actively participate in all aspects of the Board's stated Purpose. Special Committees or work groups shall be appointed by the Chairperson whenever deemed necessary by the Board.

The Board meets at the call of the Chairperson not less than four times per year. All Board meetings are conducted in accordance with Robert's Rules of Order. The Board shall continue its function and duties until terminated by the Commission.

**PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICE
ADVISORY BOARD**

BY-LAWS¹

ARTICLE I - NAME

The Board shall be known as the Pennsylvania Telecommunications Relay Service Advisory Board.

ARTICLE II - AUTHORITY

The Pennsylvania Telecommunications Relay Service Advisory Board hereafter referred to as the “Board”, is established pursuant to Commission Order on the *Petition of the Pennsylvania Telephone Association Requesting the Commission to Approve Implementation of Pennsylvania Relay Service for the Deaf, Hearing and/or Speech Impaired Community with the Commonwealth of Pennsylvania*, P.U.C. Docket Nos. M-00900239 and A-310125 (Order Entered May 29, 1990).

ARTICLE III - PURPOSE

The purpose of the Board shall be to review the performance of the relay services system in Pennsylvania as provided by the Americans with Disabilities Act of 1990 as amended, Title IV – Telecommunications Relay Service, and all Commission TRS related Orders and Policies; to identify improvements in areas such as regulation, relay service, customer service, equipment and outreach; provide feedback on related projects; and provide guidance and advice to the Pennsylvania Public Utility Commission for further action.

ARTICLE IV - DEFINITIONS

1. CA – Communications Assistant is an employee of the TRS provider who transliterates conversation from text to voice and from voice to text between two end users of TRS. Except as authorized by section 705 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content and from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. CAs are

¹ Revised March 21, 2012

prohibited from intentionally altering a relayed conversation and, unless federal, state, or local law prohibits (for example, use of phone for illegal purposes), must relay all conversation verbatim unless the relay user specifically requests summarization.

2. TTY – Teletypewriter is a device that accurately transmits and receives text over the telephone lines in written (type) rather than spoken form.
3. TT - Text telephone is a device that uses graphic communication in the transmission of coded signals through wire or radio communications system.
4. TDD – Telecommunications device for the deaf. The communications Act of 1934 defines TDD as a machine that employs graphic communication in the transmission of coded signals through a wire or radio. TDD uses the Baudot code method of communication. Most TDD devices are acoustically coupled and slow running.
5. Baudot code – named for the inventor, a French telegrapher Jean-Maurice Emile Baudot (1845-1903). Baudot is the process of encoding characters into the ones and zeros used by computers for Telex transmission.
6. VCO – Voice Carryover – A relay option for hard of hearing person in which they speak into the telephone directly to the party with whom they are communicating and the CA keyboards what the party says to them.
7. HCO – Hearing Carryover – A relay option for a person who has a speech disability in which they listen to a person speaking on the telephone and they keyboard to the CA what they wish to communicate to the other party. The CA then voices the message for them to the other party.
8. STS – Speech-to-Speech – A relay option for a person who has a speech disability, difficulty understanding speech or uses a speech generating augmentative communication device. They speak to the CA and the CA relays the message to the other party. The CAs are trained to work with people who have a speech disability or use augmentative technology.
9. Relay – Refers to the telecommunications relay service including traditional text telephone or teletypewriter (TTY), voice carryover (VCO), hearing carryover (HCO), speech-to-speech (STS) and captioned telephone. The term "telecommunications relay services" means telephone transmission

services that provide the ability for an individual who has a hearing loss or speech disability to engage in communication by wire or radio with someone with similar attributes or an individual without hearing loss in a manner that is functionally equivalent to the ability of an individual who does not have a hearing loss or speech disability.

10. ADA of 1990, Title IV – Title IV of the Americans with Disabilities Act (ADA) of 1990 mandated a nationwide system of telecommunications relay services to make the telephone network accessible to people who are deaf or hard of hearing or who have speech impairments. Title IV of the ADA added Section 225 to the Communications Act of 1934.
11. Americans with Disabilities Act of 1990 as amended, Title IV – Telecommunications Relay Services. Title IV addresses telephone and television access for people with hearing and speech disabilities. It requires telephone companies to establish interstate and intrastate telecommunications relay services (TRS) 24 hours a day, 7 days a week. TRS enables callers with hearing and speech disabilities who use telecommunications devices for the deaf (TDDs), which are also known as teletypewriters (TTYs), and callers who use voice telephones to communicate with each other through a CA (third party communications assistant). The Federal Communications Commission (FCC) has set minimum standards for TRS services. Title IV also requires closed captioning of federally funded public service announcements.
12. Captioned Telephone – A relay option for people who are hard of hearing. The telecommunication device looks and works like an ordinary telephone with one important difference: It has a display screen that shows real time captions of what the other party says throughout the conversation. This form of relay uses a CA that is re-voicing the other party into a computer with speech recognition software, and sends a typed message that is displayed on the caption telephone screen.
13. Relay User – Any person who uses the relay system for communication. This includes people with and without disabilities.
14. Relay Service Providers – AT&T Communications of Pennsylvania, LLC and Hamilton Telephone Company.
15. Commission or PUC – Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265, The Public Utility Commission was created by the Pennsylvania Legislative Act of March 31, 1937 (and the

- Public Utility Law of May 28, 1937), which abolished the Public Service Commission. <http://www.puc.state.pa.us>. The Commission balances the needs of consumers and utilities to ensure safe and reliable utility service at reasonable rates; protect the public interest; educate consumers to make independent and informed utility choices; further economic development; and foster new technologies and competitive markets in an environmentally sound manner. The Commission at Docket No. 00900239, Ordering paragraph No. 17, Order entered May 29, 1990, established the Board.
16. OSA – Office of Special Assistants of the Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265, <http://www.puc.state.pa.us> 717-772-8584. In addition to its function within the Commission, the OSA is the Commission’s contact point for nominations to the Board, approving Office for Board member expense reimbursement claims, and housekeeping matters.
 17. Officers – members of the Board that serve in a capacity of Chairperson, Vice-Chairperson or Secretary.
 18. Office for the Deaf and Hard of Hearing (ODHH) – ODHH is an office within the Department of Labor and Industry which provides advocacy, acts as a clearing house for information, and makes referrals for Pennsylvanians who are deaf, hard of hearing or deaf blind, and their families and caregivers.
 19. Pennsylvania Telephone Association – PTA – The mission of the PTA is to advocate for its members and their customers and shareholders. They are located at 30 N. 3rd Street, Suite 300, Harrisburg, PA 17101. On the web at www.patel.org The PTA filed with the Commission on April 12, 1990, a Petition requesting approval to implement a Pennsylvania Relay Service for the deaf, hearing and /or speech impaired community.
 20. Voting Members – Each of the thirteen members of the Board shall have one (1) vote in matters that require voting. A Board member must be present (includes members who participate in the meeting remotely) to vote. Proxy votes will not be accepted.
 21. Just Cause – A legally sufficient reason. Just cause is sometimes referred to as good cause, lawful cause or sufficient cause.

22. Ad-Hoc Committee – A committee formed for a specific task or objective, and dissolved after the completion of the task or achievement of the objective.
23. Quorum - To be considered a quorum and legally transact business, a majority of voting Board members must be in attendance (includes members who participate in the meeting remotely).
24. Public Member – The seven Board members who are from the Deaf, Hard of Hearing, Deaf-Blind and Speech impaired communities. Board members that are not Public Members are the relay service providers, Pennsylvania Telephone Association, Pennsylvania Public Utility Commission and the Office for the Deaf and Hard of Hearing.

ARTICLE V - MEMBERSHIP

Section 1. Membership The Board shall consist of thirteen (13) representatives appointed by the Pennsylvania Public Utility Commission, hereafter referred to as the “Commission”. The membership includes:

- A. One Representative from each of the two Relay Service Providers;
- B. One Representative from the Pennsylvania Telephone Association (PTA);
- C. Two Representatives from the Commission (one analyst from the Bureau of Technical Utility Services (TUS) and one representative from the Bureau of Consumer Services (BCS). A Commission Staff Attorney, not counted as a Board member, will assist the Board by providing advice on legal matters as they arise.
- D. One Representative from the Pennsylvania Department of Labor & Industry’s, Office for the Deaf and Hard of Hearing (ODHH);
- E. Seven Representatives, who are currently Pennsylvania residents age 18 and older, from the Deaf, Hard of Hearing, Deaf-Blind and Speech impaired communities referred to as Public Members (PM).

Section 2. Nominations For appointments to the Board, nomination forms should be completed and submitted to the Commission’s OSA for further

consideration. Nomination forms may be obtained at the Commission's web site at: http://www.puc.state.pa.us/telecom/trs/trs_adv_board.aspx or by contacting OSA.

Section 3 Nomination Process Nomination forms submitted from individuals will be first set to the meeting agenda for member action on whether to proceed with the nomination.

Section 4 Term Limit Term limits shall be for two years ending on the corresponding appointment date. A member whose term expired or is about to expire may be recommended, to the Commission by a majority vote of the Board members present (including members who are participating in the meeting remotely) to serve one consecutive additional term.

Section 5 Unlimited Terms Members who serve unlimited term on the Board are from the following organizations: Relay Service Provider(s), Pennsylvania Telephone Association, Office for the Deaf and Hard of Hearing and the Commission.

Section 6 Vacancies All vacancies except for unlimited Board member positions shall be filled by the nomination process. Time spent filling an unexpired term shall not count toward the term limit set in Section 3 above.

Section 7 Member Responsibilities Board members are expected to actively participate in all aspects of the Board's purpose and adhere to the member expectations.

ARTICLE VI – OFFICERS OF THE BOARD

Section 1 Officers of the Board. Officers of the Board shall be a Chairperson, a Vice-Chairperson, and a Secretary selected by a member vote (including members who are participating in the meeting remotely).

- Section 2 Election of Officers.
- A. The Board shall biennially elect officers from the Public Members of the Board.
 - B. Election of officers shall take place at the first meeting in each odd-numbered calendar year.
 - C. All officers will follow the expectations listed in the By-Laws; expectations include duties, responsibilities, and limitations of officers; a member will

- be requested to indicate their interest in being nominated for a particular office and ability to fulfill all of the obligations of that office, if elected.
- D. All members who express interest will be placed on the slate by the Board Secretary provided they are in compliance with these By-Laws and can meet the term commitments of the Office they seek.
 - E. Votes for the election will be cast by ballot vote at the regular quarterly meeting (including members who are participating in the meeting remotely).
 - F. An existing Officer and at least 2 volunteers from the Board who are not on the slate will count votes and announce the results at the meeting.

Section 3. Removal of an Officer An Officer may be deposed from office for just cause by an Officer or voting member. Discussion of motions to censure or remove an officer shall take place during a regularly scheduled Board meeting in executive session. Censure or removal of an Officer requires a two-thirds majority vote of the Board members present (including members who are participating in the meeting remotely). The vote shall be by a ballot vote.

ARTICLE VII – EXPECTATION OF OFFICERS

Section 1 Chairperson The Chairperson shall preside, direct and coordinate activities at all Board meetings. The Chairperson shall perform such other duties as may be imposed by action of the Board or as set forth in other sections of these by-laws. Also, the Chairperson shall establish each quarterly Board meeting agenda and provide for each meeting a Chairperson Report on activities at least two weeks prior to the meeting. With the cooperation of Board members the Chairperson shall identify and define specific Board goals and objectives to be accomplished during his/her term. The Chairperson or Board shall establish such Ad-Hoc committees as shall from time to time be necessary to carry out the duties and responsibilities of the Board.

Section 2 Vice-Chairperson The Vice-Chairperson shall serve in the absence of the Chairperson and shall perform such other duties as may be imposed by action of the Chairperson, Board or as set forth in other sections of these by-laws.

Section 3 Secretary The Secretary shall serve in the absence of the Chairperson or Vice-Chairperson and shall perform such other duties as may be imposed by action of the Board or as set forth in other sections of these by-laws. The Secretary shall monitor member resignations and term expirations to ensure that the composition of the Board is maintained. When vacancies occur or are

anticipated, the Secretary will inform the Chairperson who will take necessary action to recruit a suitable nominee to ensure the composition of the Board. The Secretary shall maintain the records of the Board such as the “Member List”, “By Laws”, “Meeting Minutes” and “Chairperson’s Report”, of each quarterly Board meeting. The Secretary shall develop the draft Meeting Minutes and distribute a copy to each member for review at least one month prior to the next scheduled quarterly Board meeting.

Section 4 Committee(s) Special Committees or work groups shall be appointed by the Chairperson whenever deemed necessary by the Board. A special committee shall be restricted to its assigned task, shall report its recommendations to the Board, and shall be dissolved when its report is complete and accepted by the Board.

ARTICLE VIII – EXPECTATION OF MEMBERS

Section 1. Authority of Members No member shall at any time act or purport to act in the name of the Board without the prior approval of the Board.

Section 2. Compensation of Members All Members shall serve on the Board without compensation. However, Public Board members may be reimbursed for travel expenses incurred in order for them to attend the quarterly Board meetings. Expense reimbursement must be approved by the Commission in accordance with the By-Laws, Commonwealth policies and procedures and applicable federal policies. Members from the Commission, PTA, and relay service provider(s) are not entitled to expense reimbursement for Board attendance or services.

Section 3. Participation Board members are expected to actively participate in all aspects of the Board’s stated Purpose. In order to fulfill its requirements, by: Attending four (4) scheduled quarterly Board meetings in the fiscal year. Attendance by any Information and Communication Technologies (ICT) is permitted. A member who is unable to attend a regular or special meeting must comply with Article IX Section 5 in order to be considered in attendance.

Section 4. Committee Participation Each member must actively participate on at least one standing committee or ad-hoc committee during the fiscal year. This is a requirement. Actively is defined as participating in conference calls and in-between activities such as responding to correspondence and e-mail. Those members not able to maintain active participation will be asked to resign from the committee. Members may be asked to respond to action items during or between Board meetings. Examples may include, but are not limited to:

- (1) Review of support documents for meeting action items.
- (2) Review and return of surveys, draft documents, etc. when requested.
- (3) Attending Commission public meetings, ODHH sponsored Expos/Events or other TRS Outreach programs, etc., each year.

ARTICLE IX - MEETINGS

Section 1. Regular Meetings The Board shall meet at the call of the Chairperson not less than four times per year. The time and place of a regular meeting may be changed provided notification is given to members not less than fourteen calendar days in advance. The draft meeting minutes shall be provided by the Secretary to all members no less than one month prior to the next scheduled meeting. On the last regular scheduled meeting of the calendar year, the Board shall set the dates for the next calendar year regular quarterly Board meetings.

Section 2. Relay/Tele-conference Meetings The Board may hold meetings via relay conference call or teleconference when deemed appropriate.

Section 3. Special Meetings Special meetings may be called by the Chairperson or by written request of any five members of the Board. Notice to all members stating the time, place, and purpose of any special meeting shall be provided as early as possible, but not less than seven days prior to the meeting. Matters considered in any special meeting shall be limited to the purpose created. The draft minutes of the special meeting shall be provided to all Board members within one month of the conclusion of that special meeting.

Section 4. Meeting Agenda The Chairperson or Secretary shall provide copies of the tentative agenda to each member at least fourteen calendar days prior to the meeting.

Section 5. Attendance. Members unable to attend any regular or special meeting may designate a non-voting substitute to attend on their behalf. The absent member must provide advanced notice to the Chairperson (or presiding officer such as Vice-Chairperson or Secretary) prior to the opening of the meeting. Members represented by a designated substitute shall be considered attending for purposes of Article VIII, Section 3.

Section 6. Parliamentary Authority All Board meeting shall be conducted in accordance with Robert's Rules of Order.

Section 7. Meetings to be Public All regular and special meetings of the Board shall be open to the public, unless otherwise stated in the By-Laws.

Section 8. Voting All action taken by the Board shall require a majority vote (secret ballot, voting card, or mutually agreed upon technologies as per Chairperson's choice and instructions) of Board members unless otherwise stated in the By-Laws for specific purposes.

Section 9. Meeting Minutes Draft (regular and special) Board meeting minutes are not official until approved by the Board at a subsequent meeting.

ARTICLE X - TERMINATION

The Board shall continue its function and duties until terminated by the Commission.

ARTICLE XI - AMENDMENTS

These By-Laws may be amended or repealed at any meeting by a majority vote of Board members present, provided that the proposed amendment has been provided to the membership at least one month prior to the Board meeting. The one month notice may be waived by unanimous consent of members present at a meeting.

Revised by-laws adopted by the Pennsylvania Telecommunications Relay Service Advisory Board on the 21st day of March, 2012.

Appendix 5

Current PA PUC PA TRS Surcharge Order

M-2012-2281401

M-00900239

**PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17105-3265**

Public Meeting held May 24, 2012

Commissioners Present:

Robert F. Powelson, Chairman
John F. Coleman, Jr., Vice Chairman
Wayne E. Gardner
James H. Cawley
Pamela A. Witmer

Recalculation of the Pennsylvania
Telecommunications Relay Service Surcharge

M-2012-2281401
M-00900239

ORDER

BY THE COMMISSION:

Pursuant to our May 29, 1990 Order at Docket No. M-00900239 establishing the Pennsylvania Telephone Relay Service (Relay)¹ and surcharge funding mechanism (TRS surcharge) and subsequent legislation,² we have completed the annual recalculation of the TRS surcharge as it will apply to residence and business wireline access lines for July 1, 2012, through June 30, 2013. The monthly residential and business monthly access line surcharge will remain set at \$0.08.

¹ Additional information on TRS may be found at http://www.puc.state.pa.us/telecom/telecom_relay_service.aspx

² See Act 34 of 1995, 35 P.S. §§ 6701.1 – 6701.4 (the statutory provisions were amended by Act 181 of 2002 to be more inclusive of persons with disabilities), establishing the Telephone Device Distribution Program (TDDP) to be funded by the TRS surcharge and which codified Relay and use of the TRS surcharge funding mechanism; and Act 174 of 2004, 35 P.S. §6701.3a, which established the Print Media Access System Program (PMASP) to be funded in part by the TRS surcharge. PMASP is a reading service for persons with certain vision and physical disabilities. The law is now called the “Universal Telecommunications and Print Media Access Act.”

Background

The annual TRS recalculation is dependent on data from several sources. Local Exchange Carriers (LECs)³ submitted annual wireline access line counts per 52 Pa. Code § 63.37. The Relay Provider, AT&T Communications of Pennsylvania, LLC, submitted the estimated minutes of use and charges for July 1, 2012, through June 30, 2013. Hamilton Telecommunications submitted the estimated minutes of use report for the captioned telephone relay service (CTRS). The Deputy Executive Director of the Office of Vocational Rehabilitation (OVR) in the Department of Labor and Industry submitted the 2012-2013 TDDP budget and the 2012-2013 PMASP budget. The surcharge also funds the TRS Advisory Board activities and Fund administration costs. U.S. Bank,⁴ the Fund Administrator, provided a statement of the financial status of the Fund.⁵

Calculation for 2012 – 2013

Wireline access lines reported by LECs for 2011 and adjusted for Centrex lines are 6,086,670 (4,048,612 Residence and 2,038,058 Business). Based upon the number of access lines, projected program costs (Relay, CTRS, TDDP, and PMASP), anticipated Relay Advisory Board expenses, TRS Fund administration costs, and the financial status of the TRS Fund, the 2012-2013 monthly TRS surcharge rate for both residence and business access lines will continue to be set at \$0.08 per month. All LECs

³ LEC includes both incumbent and competitive local exchange carriers. 190 LECs submitted access line count data as required. Some LECs had not submitted access line counts as of the date of preparation of this order; therefore, access line counts are estimated for surcharge calculation purposes. Noncompliant LECs are referred to the Commission's Bureau of Investigation & Enforcement.

⁴ As a result of mergers, acquisitions, and name changes, Fund administration has been handled by Hamilton Bank (1990), CoreStates Bank N.A. (1995), First Union National Bank (1999), Wachovia Bank, N.A. (2002), and U.S. Bank Institutional Trust & Custody (2006).

⁵ Separate accounts are maintained for the portions of the surcharge allocated to Relay, TDDP, and PMASP. Relay Advisory Board, CTRS, and outreach activities are funded from the Relay account; Fund administration draws from each respective account.

shall continue to remit TRS surcharge revenues to the Fund Administrator.⁶ Since the 2012-2013 surcharge remains the same as the 2011-2012 rate of \$0.08, tariff supplements are not required.

Effective July 1, 2012, the monthly surcharge allocation for each fund account is as follows:⁷

	2012-2013 Monthly Surcharge Percentage	
	<u>Residence %</u>	<u>Business %</u>
Relay	93.0	93.0
TDDP	4.0	4.0
PMASP	<u>3.0</u>	<u>3.0</u>
Total Percentage	100.0	100.0

Operations for 2012 – 2013

We shall continue our active oversight of the operations of the Pennsylvania Relay, (traditional, speech-to-speech, and captioned telephone). Further, in accordance with 35 P.S. §§ 6701.3a & 4, we shall continue to collaborate with OVR and its TDDP administrator⁸ to ensure adequate funding for distribution of TDDP equipment to low-income households. Further, we shall continue to assist OVR in its mission to ensure adequate funding for PMASP.

⁶ U.S. Bank Institutional Trust & Custody, Attn: Sue Massey, EX-PA-WBSP, 50 South 16th Street, 20th Floor, Philadelphia, PA 19102, payable to the “PA Relay Service Fund” and designated for Relay. Wire instructions can be found on the remittance form.

⁷ The TRS surcharge appears as a single line item on customers’ bills but actually has three components (Relay TDDP and PMASP).

⁸ As of January 1, 2007, the TDD program is administered by Pennsylvania’s Initiative on Assistive Technology (PIAT), Institute on Disabilities, Temple University (IDT).

Audits

On May 29, 2003, the Commission authorized an audit of the TRS fund. The scope of this audit was expanded to include additional fiscal periods. On August 7, 2003, a Commission Secretarial Letter required AT&T Communications of Pennsylvania, LLC, to file, on or before May 1st of each year, a Statement of Actual Underlying Costs of the PA TRS for the prior completed period of July 1 through June 30. The Bureau of Audits could not complete this audit because AT&T could not produce adequate supporting documentation to the submitted statements. The Bureau of Audits did issue a report April 6, 2011, at Docket No. D-2009-2090893, that disclaimed an opinion on the submitted statements due to reasons discussed in the audit report. Audits could not state that the statements presented fairly, in all material respects, the underlying costs of the TRS rates.

Also, the Bureau of Audits did complete the audit on the Telecommunications Device Distribution Program and Print Media Access Program for the twelve-month period ended June 30, 2009 and June 30, 2008. The audits of the TDDP and PMASP for the twelve-month period ended June 30, 2011 and June 30, 2010 are currently in progress.

Conclusion

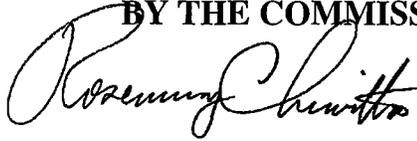
The Commission has completed the annual recalculation of the TRS Surcharge. The surcharge to be applied beginning July 1, 2012 through June 30, 2013 will remain at \$0.08 for residential and business access lines; **THEREFORE,**

IT IS ORDERED:

1. That for the period of July 1, 2012 through June 30, 2013 the monthly TRS surcharge rate shall be \$0.08 for residence and business, unless we take further action to revise the TRS surcharge prior to June 30, 2013.
2. That all local exchange carriers are directed to use the attached form to remit the monthly TRS surcharge collections to U.S. Bank, Institutional Trust & Custody. All local exchange carriers are required to collect and remit the TRS surcharge revenue monthly by the 20th of each month.
3. That a copy of this Order be served upon all local exchange carriers, AT&T Communications Company of Pennsylvania, LLC, Hamilton Telecommunications, U.S. Bank Institutional Trust & Custody, the Office of Vocational Rehabilitation in the Department of Labor and Industry, the Office of Consumer Advocate, the Office of Small Business Advocate, and the Pennsylvania Telephone Association.
4. That a copy of this Order be published in the *Pennsylvania Bulletin*.

5. That a copy of this Order be posted to the Commission's website.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read "Rosemary Chiavetta", written in a cursive style.

Rosemary Chiavetta
Secretary

(SEAL)

ORDER ADOPTED: May 24, 2012

ORDER ENTERED: May 25, 2012

REMITTANCE FORM FOR MONTHLY TRS SURCHARGE COLLECTIONS

Effective July 1, 2012 through June 30, 2013

M-2012-2281401

All local exchange carriers are required to collect and remit the TRS surcharge revenue monthly, by the 20th of each month using the following format for the monthly remittance:

Pennsylvania TRS Surcharge

For the Month Ending _____

Number of **Residential** access lines _____
 X \$0.08 per line _____

Allocated:
 TRS Relay 93.0 percent _____
 TDDP 4.0 percent _____
 PMASP 3.0 percent _____

Number of **Business** access lines _____
 X \$0.08 per line _____

Allocated:
 TRS Relay 93.0 percent _____
 TDDP 4.0 percent _____
 PMASP 3.0 percent _____

Total Remittance _____

Make check payable to: Pennsylvania TRS Fund

Mail Report and payment to:	Wire Instructions:
U.S. Bank Institutional Trust & Custody Sue Massey EX-PA-WBSP 50 South 16 th Street, 20 th Floor Philadelphia, PA 19102	BANK U.S. Bank N.A ADDRESS 60 Livingston Avenue, St Paul MN 55107-2292 ABA 091 000 022 BNF ITC Depository South & East ACCOUNT 173 103 781 832 OBI PA Relay ATTN: Sue Massey

Remittance for: Company Name(s): _____
 Contact Person: _____
 Voice Phone Number: (____) _____ FAX: (____) _____
 E-mail address _____

Authorized Signature: _____ *Date:* _____

Please direct any questions regarding the TRS Surcharge remittance to Mr. Eric Jeschke at (717) 783-3850 or ejeschke@pa.gov.

Appendix 6

PA PUC Website and Promotional Materials

For PA TRS and PA CTRS



PENNSYLVANIA PUBLIC UTILITY COMMISSION

CONSUMERINFO UTILITY&INDUSTRY FILING&RESOURCES ABOUTPUC CONTACTUS

UTILITY & INDUSTRY TELECOMMUNICATIONS Telecommunications Relay Service

Telecommunications Relay Service

Captioned Telephone Voice-Carry-Over Relay Service (CTRS) RFP-2012-2

This Request for Proposals (RFP) is intended to provide interested persons with sufficient information to enable them, as prospective contractors, to prepare and submit proposals for consideration by the Pennsylvania Public Utility Commission (Commission or PUC) for captioned telephone voice-carry-over relay service (CTRS). CTRS users receive both the voice to listen to the phone conversation and word for word captions of what is said to them. CTRS combines the spoken word with the printed word visible on the telephone set during a telephone conversation. It also includes voice mail, E-911, and other customary telephone services.

The deadline to submit questions via email to the Issuing Officer Janet Tuzinski at jtuzinski@pa.gov is Friday, April 6, 2012.

Request for Proposal

A non-mandatory Pre-Proposal Conference will be held on Tuesday, April 10, 2012 at 1:30 PM in Hearing Room 2, Commonwealth Keystone Building, 400 North St., Harrisburg PA 17120. The Issuing Officer will take questions.

Answers to all Potential Proposal questions will be posted to the Commission website no later than Tuesday, April 17, 2012.

Proposals must be received by the Issuing Officer by **Monday, April 30, 2012 before 3 PM.**

Please monitor this webpage for amendments or other information regarding the RFP.

TRS Links

[PA Relay Website](#)

[General Information and Background](#)

[TRS Advisory Board](#)

[FCC Certification](#)

[Telecommunications Device Distribution Program & Print Media Access System Program](#)

[2011 Legislative Report on the TDD Program](#)

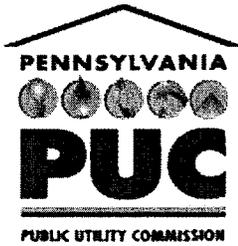
[2010 Legislative Report on the TDD Program](#)

[2009 Legislative Report on the TDD Program](#)

[2008 Legislative Report on the TDD Program](#)

[2007 Legislative Report on the TDD Program](#)

[2006 Legislative Report on the TDD Program](#)



PENNSYLVANIA PUBLIC UTILITY COMMISSION

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[UTILITY & INDUSTRY](#) [TELECOMMUNICATIONS](#) [Telecommunications Relay Service](#)

[Captioned Telephone Voice-Carry-Over Relay Service \(CTRS\)](#)

Captioned Telephone Voice-Carry-Over Relay Service (CTRS)

[Secretarial Letter](#) - Interim Service Letter. Dated August 19, 2005.

[Secretarial Letter](#) - Implementing interim captioned telephone services. Dated May 25, 2005.

[Upgrade Information](#) - Effective June 1, 2005.

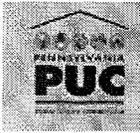
[To obtain a CapTel Phone](#) - Link to the CapTel website.

[Hamilton Telecommunications](#) - Pennsylvania's captioned telephone administrator.

- [Telecommunication Device Distribution Program - TDDP](#)
- [STS - Speech to Speech Relay Service](#)
- [Spanish Relay Service](#)
- [900 Pay-Per-Call Relay Service](#)
- [Internet Protocol \(IP\) Relay Service](#)
- [General Information and Background](#)
- [FCC Certification](#)
- [Contact Information](#)
- [Carrier of Choice Information](#)
- [Captioned Telephone Voice-Carry-Over Relay Service \(CTRS\)](#)
- [TRS Advisory Board](#)
- [711 - Abbreviated Dialing](#)
- [Links to Other Sites](#)

Customer Hotline 1-800-692-7380 | webmaster@pa.gov

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Captioned Telephone Voice-Carry-Over Relay Service (CTRS) RFP-2012-2

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TRS Links

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- [TRS Advisory Board](#)
- [FCC Certification](#)
- [Telecommunications Device Distribution Program & Print Media Access System Program](#)
- [2011 Legislative Report on the TDD Program](#)
- [2010 Legislative Report on the TDD Program](#)
- [2009 Legislative Report on the TDD Program](#)
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- [STS - Speech to Speech Relay Service](#)
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- [Spanish Relay Service](#)
- [TRS Surcharge Order - Monthly Remittance and Annual Reporting by Telcos](#)
- [Carrier of Choice Information](#)
- [Internet Protocol Relay](#)
- [Contact Information for TRS Complaints](#)
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There are two types of complaints that can be filed with the PUC, an informal complaint and a formal complaint. We recommend that you use the informal complaint process first, since many issues are resolved sooner through this simpler process. Before filing any complaint, please review our [Complaint Filing Process Fact Sheet \(Spanish Version\)](#) and the [Complaint Checklist](#) to see if all steps have been followed. For information on the Pennsylvania Code or Public Utility Code, see our [Regulatory Information](#) page.

Filing Informal Complaints

When an informal complaint is filed through the Bureau of Consumer Services (BCS), a BCS investigator works to facilitate discussion between the parties in order to resolve the complaint. This process is much less time-consuming than the formal complaint process and usually results in a quicker resolution to the case. To file an informal complaint, call the complaint hotline toll free number at 1-800-692-7380 or check out our [informal complaint form page](#).

You may also write to us at PUC, Bureau of Consumer Services, P.O. Box 3265, Harrisburg, PA 17105-3265 and explain the problem. Informal complaints against utilities are confidential and not available for public inspection.

Informal Transportation Complaints

Informal complaints regarding taxicabs or motor carriers (such as household moving companies or trucking companies) should be filed with the PUC Bureau of Transportation and Safety at P.O. Box 3265, Harrisburg, PA 17105-3265.

Consumers can [submit informal complaints about taxi service here](#).

Filing Formal Complaints

The formal complaint process is different from the informal because it involves a legal proceeding before a Commission administrative law judge. This means that you and the utility must present facts on issues raised in your complaint to a PUC administrative law judge. However, this should not discourage you from filing a complaint.

Individuals or companies may file formal complaints. Individuals do not need a lawyer to file a formal complaint. However, companies must be represented by an attorney. Complaints are assigned to PUC administrative law judges, who hold hearings to gather evidence and then render decisions. The five PUC commissioners may then rule on the decisions at a public meeting.

You can download and save the formal complaint form on your computer by selecting Online Forms from the main menu. The form is set up in [Word](#) or [PDE](#), so you can type on the screen to fill out the form and then print it out.

Register Objection or Comment to Proposed Rate Increase - If you wish to register your objection or comment to a proposed rate increase by your utility company, you may fill out an "Objection or Comment to Proposed Rate Increase Form." Your objections and comments to a proposed rate increase will be placed in the official document folder of the case for review by the presiding officer, the parties to the case and the Commission staff. [Objection or Comment to Proposed Rate Increase Form](#). In addition, a public input hearing may be scheduled in your area to give consumers an opportunity to tell the Commission in person what you think of the proposed rate increase.

Mediation and Formal Complaints

If you do file a formal complaint, we encourage you to consider mediation as a way to resolve your problem. Mediation is a voluntary, confidential and non-binding process through which a neutral third party, the mediator, assists the parties in reaching a mutually acceptable settlement of their disputes.

For more information, review the [Mediation](#) section that explains the goals and guidelines of mediation through the Office of Administrative Law Judge.

[About PUC](#) | [Contact Us](#) | [Search](#) | [Feedback](#)

[Announcements](#) | [Meet Commissioners](#) | [Staff Directory](#) | [Press Releases](#) | [File Complaints](#) | [Obtain/File Information](#) | [Public Meeting Calendar](#) | [Daily Actions & Hearings](#) | [Online Forms](#) | [Publications & Reports](#) | [Consumer Education](#) | [Regulatory Information](#)



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Connect with Pennsylvania CTRS

Pennsylvania Captioned Telephone Relay Service (CTRS)

To reach a Captioned Telephone user, dial:

English: 877-243-2823

Spanish: 866-217-3362

For information regarding Captioned Telephone equipment available through the state Telecommunications Device Distribution Program (TDDP), contact:

Telecommunication Device Distribution Program
A program of Pennsylvania's Initiative on Assistive Technology (PIAT) 1755 N. 13th Street
Student Center, Room 411S • Philadelphia, PA 19122

Voice: 800-204-7428 (press 2 for TDDP)

TTY: 866-268-0579

E-mail: TDDP@temple.edu

Visit: <http://disabilities.temple.edu/programs/assistive/tddp>

Customer Service - Available 24/7

If you have suggestions, comments or concerns, please contact:
Pennsylvania Captioned Telephone Customer Service
P.O. Box 285
Aurora, NE 68818

English: 888-269-7477 • Spanish: 866-670-9134

Fax: 402-694-5110

E-mail: info@hamiltonrelay.com

If your concern is not resolved to your satisfaction, you may contact the Pennsylvania Public Utility Commission (PUC)



Pennsylvania Public Utility
Commission (PUC)
P.O. Box 3265
Harrisburg, PA 17105-3265
Phone: 1-800-692-7380
Web: <http://www.puc.state.pa.us>

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CapTel is a registered trademark of Ultratec, Inc.

See what they say[®] with Captioned Telephone



Captioned Telephone allows individuals who have difficulty hearing on the phone to listen while reading captions of what's said to them.

See What They Say is a registered trademark, used under license by Hamilton Relay, Inc.

What is Captioned Telephone Relay Service (CTRS)?

CTRS is a *free service that allows users to listen to their phone conversations while reading word-for-word captions of what's said to them. Through the use of a uniquely designed captioned telephone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the captioned telephone, just moments after the other party has spoken.

This state-of-the-art technology:

- Eliminates the struggle of using the phone due to difficulty hearing.
- Allows for natural conversations.
- Provides a truly interactive calling experience.

* Although the captioning service is free, standard long distance charges apply.

Who benefits from Captioned Telephone?

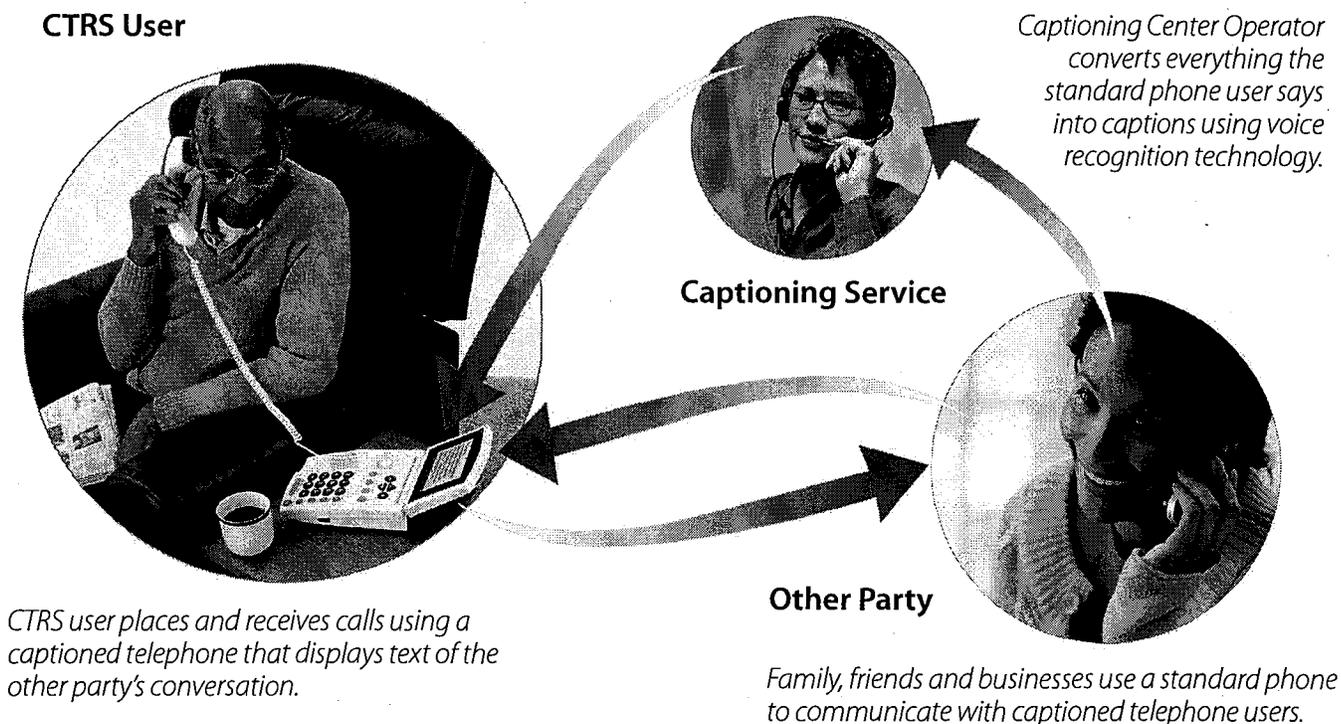
- People who experience significant hearing loss and have understandable speech.
- People who communicate with individuals who experience difficulty hearing over the phone.

Required Equipment

In order to make a Captioned Telephone call, a captioned telephone, telephone service, and standard electrical power are needed.

For more information on how to obtain a captioned telephone, please refer to the back page.

Connecting with CTRS



How it Works

CTRS works through the use of a captioned telephone which functions like a traditional phone, with an essential difference: it displays every word the other party says throughout the conversation.

Behind the scene, a specially trained operator uses voice recognition technology to generate captions by repeating what the standard phone user says. Captions appear on the bright, easy-to-read display screen of the captioned telephone.

So if you just can't hear on the phone, now you can read as well as listen to what's said for increased clarity on every call.

Placing and Receiving CTRS Calls

It's easy to place and receive calls using CTRS.

Placing Calls with Captions

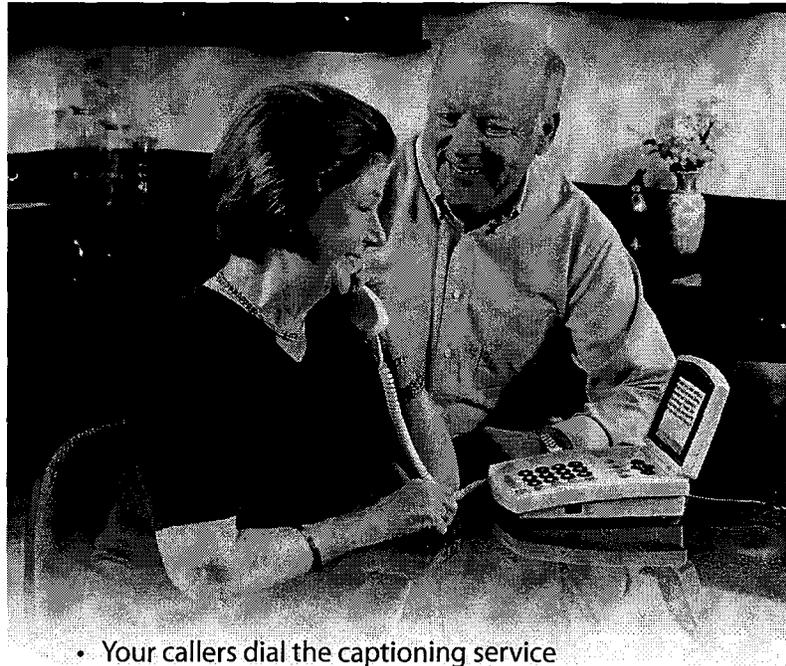
All outgoing calls you make are automatically captioned. Just dial the number of the person you are calling and make sure the red light around the CAPTIONS button on your captioned telephone is on.

Receiving Calls with Captions

For incoming calls you may choose to receive captions in either 1-line or 2-line mode.

1-line Mode (one telephone line connected to your captioned telephone)

- In order for you to receive captions, callers must first dial the toll-free captioning service and then enter your phone number.



- Your callers dial the captioning service 1-877-243-2823 (English) or 1-866-217-3362 (Spanish) and when prompted, they will need to enter your telephone number.
- When your captioned telephone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter.

2-line Mode (two telephone lines connected to your captioned telephone)

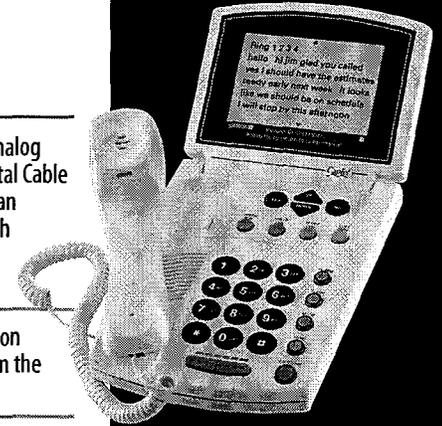
- Calls received are automatically captioned.
- Callers simply dial your phone number directly.
- When your captioned telephone rings, with the Captions Button turned on, simply answer the phone and the captions will appear shortly thereafter.

** All calls are strictly confidential and no records of any conversations are maintained.*

For more information on 1-line and 2-line captioned telephone, please refer to the chart provided in this brochure.

1-Line vs. 2-Line Captioned Telephone

	1-Line Mode	2-Line Mode
Number of Lines <i>For those with only digital phone service, additional options are available. For more information call 888-514-7933 or visit www.hamiltoncaptel.com.</i>	Requires one standard (analog) telephone line or DSL with an analog filter.	The first telephone line can be analog or DSL with an analog filter, Digital Cable or VoIP. The second line must be an analog telephone line or DSL with an analog filter.
How Calls are Managed	Spoken conversations and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.
Captioning	Captions must be turned on prior to dialing the number to call. A red light indicates that captions are "on".	Captions can be turned on or off at any point in the conversation.
Outgoing Calls	Outgoing calls are automatically routed through the Captioned Telephone (CapTel®) Call Center.	Both incoming and outgoing calls are automatically routed through the Captioned Telephone (CapTel®) Call Center.
Calling a CapTel User	People calling captioned telephone users must first dial the toll free number for the CapTel call center; then dial the captioned telephone user's phone number when prompted.	People calling the captioned telephone user dial that person's number directly.
Calling Features	Call-waiting and automatic call back (*69) are not available.	Call-waiting and automatic call back (*69) can be used.
Three-Digit Dialing	Captioned telephone users are able to dial three digit numbers such as 2-1-1 and 4-1-1 directly from the captioned telephone. Three-digit dialing codes are available in most states and allow quick and convenient access to important services.	Three-digit dialing functions the same in 1 Line or 2 Line mode.
911 Calls <i>Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911</i>	Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the CapTel Captioning Center. Calls are processed as *VCO calls whereby the 911 call-taker can hear everything you say, and then types his/her response which appears on the captioned telephone display screen. You speak directly into the handset, as you would with any other call. <i>* VCO stands for "Voice Carry Over", a service that allows callers to speak for themselves and read typed responses.</i>	Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the second line.



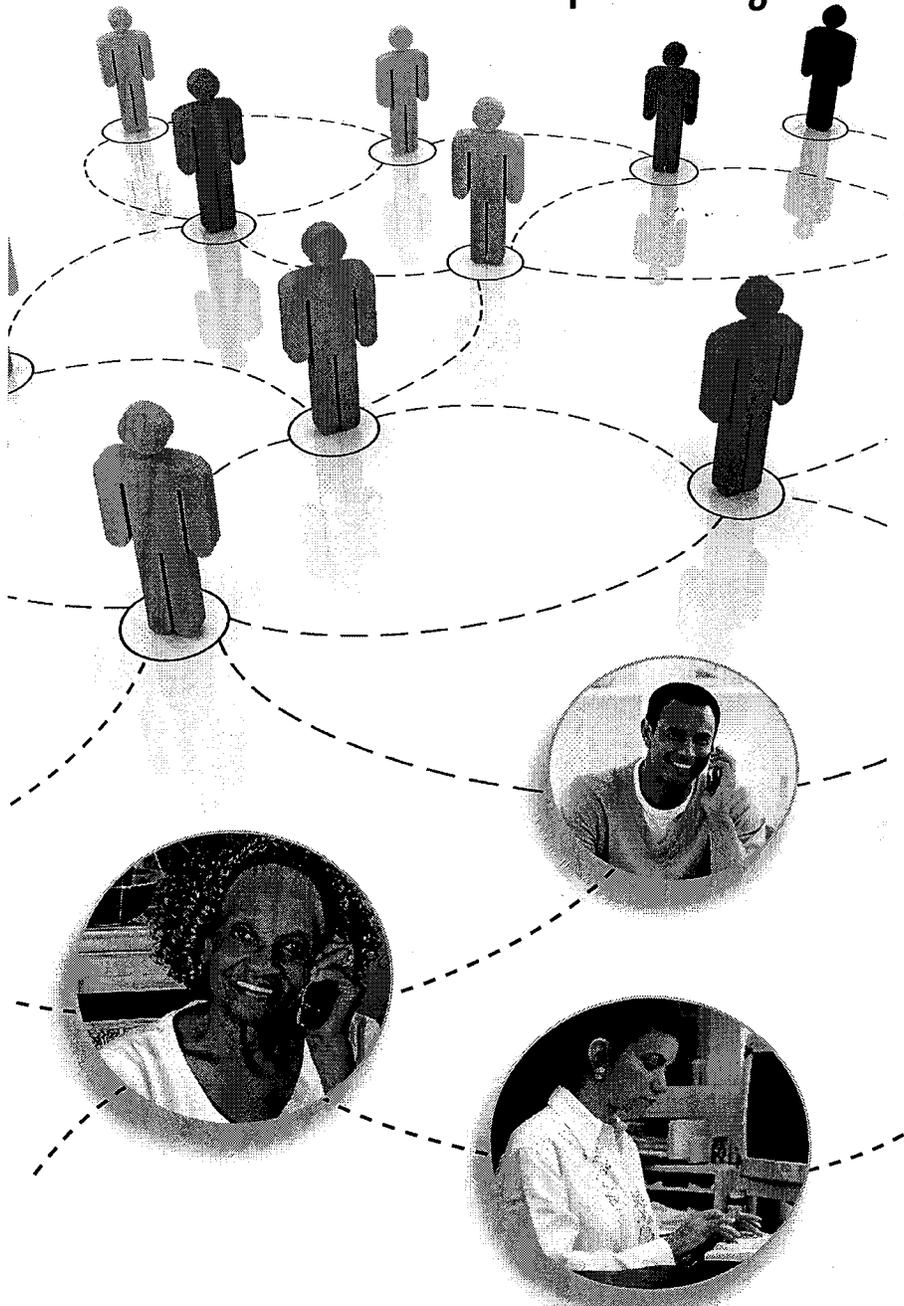
Pennsylvania Captioned Telephone Relay Service is powered through Hamilton Relay of Aurora, Nebraska – a national leader in providing high quality relay services for people who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

That's what I'm talking about

HAMILTON
 relay

Keeping You Connected Every Hour, Every Day...

Discover the Power of PA Relay



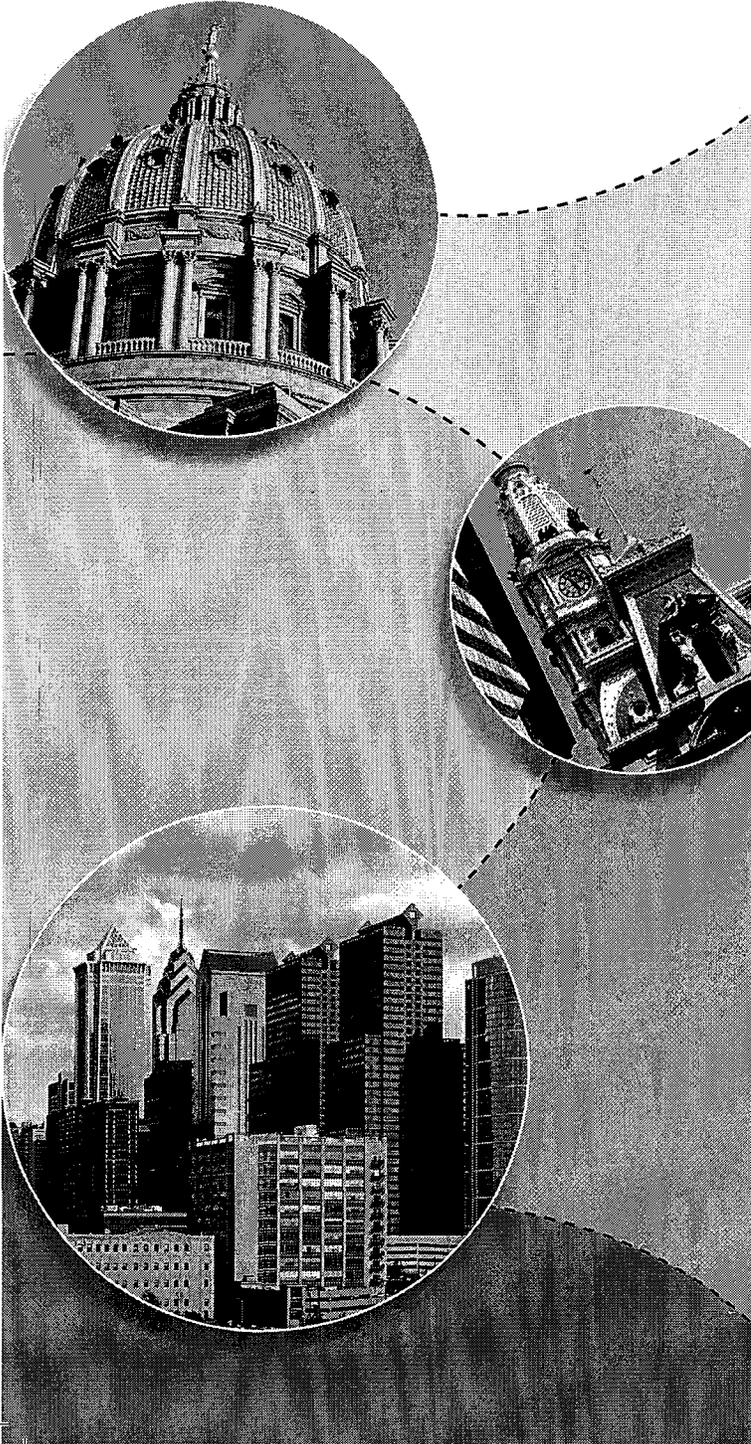
PA RELAY

Communicate by phone with people who have hearing or speech loss



PA RELAY

Communicate by phone with people who have hearing or speech loss



What is PA Relay?

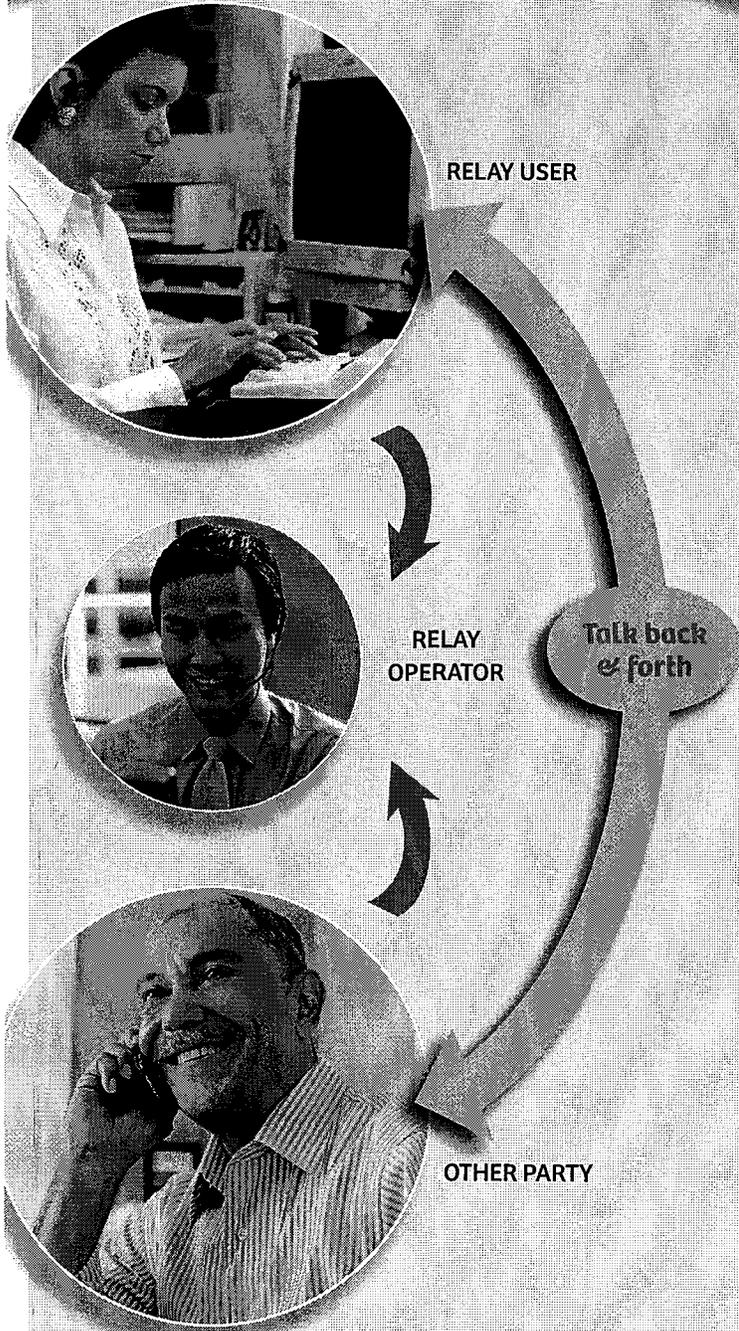
Pennsylvania Relay is a free public service that enables people with hearing or speech loss to communicate with telephone users through the use of a text telephone (TTY) or other assistive device. The conversation is then relayed between the two parties by a specially trained PA Relay Communication Assistant (CA). By law, all calls are kept confidential.

PA Relay is available 24 hours a day, 365 days per year, with no limit on the number or length of calls a user may make. Pennsylvania residents traveling outside of state may access our toll-free number to receive the highest quality relay services and access their calling profiles faster.

What's more, PA Relay offers many features and state-of-the-art calling options designed with users' needs in mind, including Upfront Automation to quickly expedite your calling experience; Spanish speaking relay services; and speech-to-speech relay for people who are speech-challenged. There is no charge to access or use the relay service.



How PA Relay Works



TTY and standard phone users: just dial 7-1-1

People with hearing or speech loss may use a text telephone, commonly known as a TTY, to make calls through PA Relay. A TTY works with any telephone connection and it has a text telephone-style keyboard and a text screen that connects to a phone line.

After dialing 7-1-1, the person initiating the call gives the PA Relay Communication Assistant (CA) the phone number of the person or business to call. The CA places the call, provides an explanation to the called party if necessary, and then the conversation begins. The CA voices the TTY user's typed messages to the hearing party on the other end of the line, and then types the hearing party's response back to the TTY user, relaying the conversation back and forth. Hearing users can also initiate relay calls, simply by dialing 7-1-1.

The PA Relay connection you deserve!

PA Relay CAs are specially trained to handle relay calls. All relay calls are transparent and all calls are strictly confidential by law. CAs do not engage in the conversation, keeping your conversation as reciprocal as possible. Our CAs also include background noises and voice intonations.

VCO (Voice Carry-Over)

The VCO feature is designed for deaf or hard of hearing consumers who prefer to use their own voice during a relay call. Using either a TTY with a telephone or an enhanced VCO telephone, the VCO user can speak directly to the hearing party. Then the PA Relay CA types the hearing party's response back to the VCO user to read on the TTY or VCO phone.

HCO (Hearing Carry-Over)

The HCO feature is designed for people who can hear but have very limited or no speech capabilities on the phone. HCO users type their conversation using a text telephone. The HCO user is able to hear the conversation of the called party and the CA relays the HCO user's text conversation to the called party.

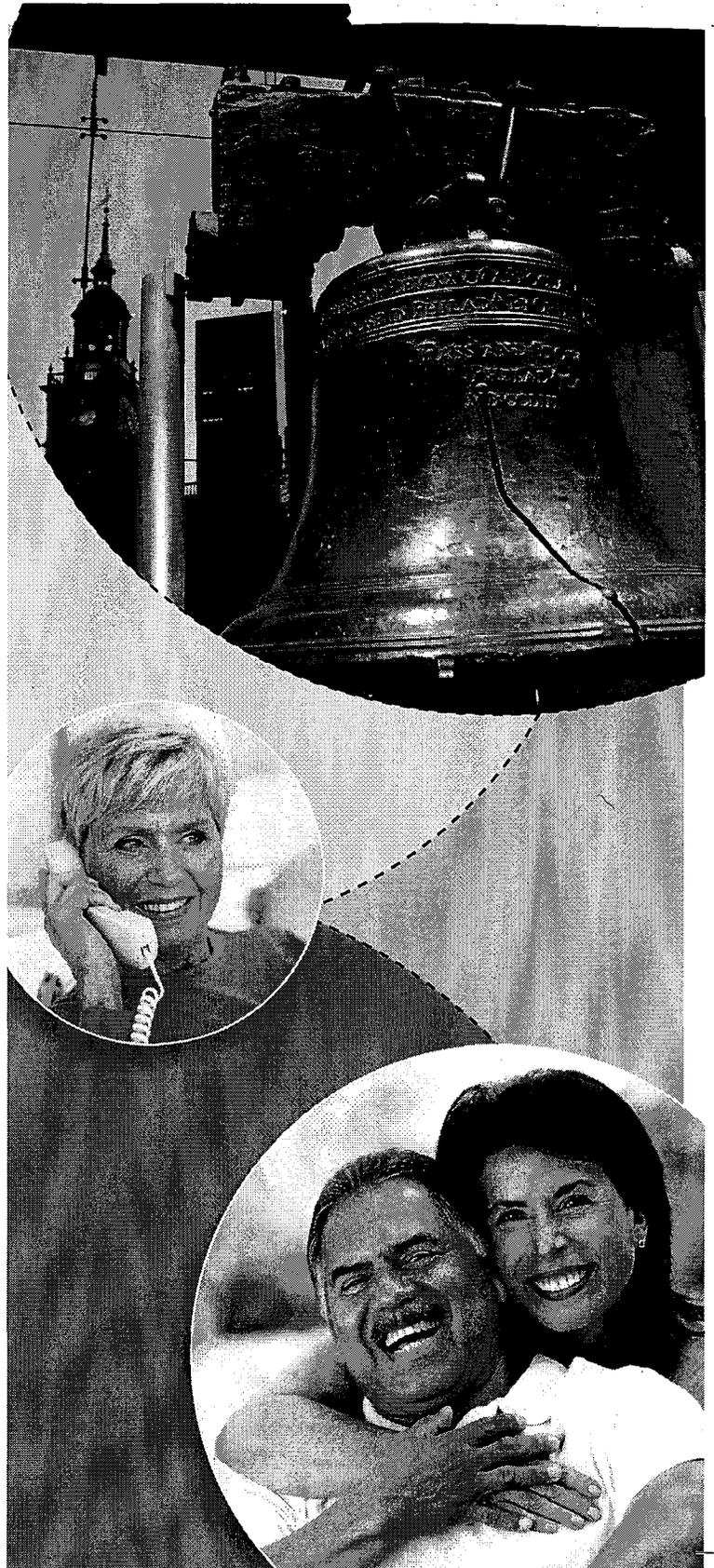
STS (Speech-To-Speech)

The STS feature is designed for people with mild-to-moderate speech difficulties who can hear on the phone. As the STS user speaks, a specially trained CA listens to the words. The CA then re-voices what was said in a manner more easily understood by the called person. When the called person talks, the STS user listens directly to what is being said. Other than a telephone, no special equipment is needed. STS is ideal for people with speech limitations associated with (but not limited to) cerebral palsy, multiple sclerosis, muscular dystrophy, Parkinson's disease, stroke, stuttering, traumatic brain injury or laryngectomy. STS users can use their own voice or an augmentative device to communicate.

Spanish Relay

PA Relay conveys all your calls for Spanish-speaking relay users whether it's a Spanish-to-Spanish, English-to-Spanish or Spanish-to-English call. TTY, VCO, HCO and STS relay users can access Spanish-speaking services just by dialing 7-1-1 or toll free at (800) 855-2885 (V/TTY).

Para hablar con un asistente de comunicacion en Español, marca (800) 855-2885 (V/TTY).



Upfront Automation (UFA)

PA Relay uses enhanced technology called UFA [pronounced "oo-fah"], or Upfront Automation. Designed by AT&T Labs, UFA allows you to directly enter the number of the person you are calling similar to people who do not use relay—for the highest level of functional equivalence. Not only are your calls connected faster, you also spend less time interacting with the CA and more time on the call.



How does UFA work?

UFA technology uses automated processing to request, dial, and prepare a billing record. All of this happens before the CA is connected. UFA eliminates human errors by allowing voice and TTY callers to directly enter the number they wish to call. Once the number is entered, the call is then quickly processed with no delays.

Try PA Relay's UFA!

Make a relay call using our UFA technology simply by dialing 7-1-1.



Telecommunication Device Distribution Program (TDDP)

Pennsylvania's Telecommunication Device Distribution Program (TDDP) provides FREE specialized equipment to eligible Pennsylvanians who have disabilities which impede them from having independent access to telephone services, including people who are deaf, hard of hearing, speech impaired, blind or visually impaired, and people who have physical or intellectual disabilities. Created through PA ACT 34-1995, the TDDP is implemented by Pennsylvania's Initiative on Assistive Technology (PIAT), a program of the Institute on Disabilities at Temple University, in conjunction with the PA Office of Vocational Rehabilitation (OVR) and the PA Public Utility Commission (PUC). To qualify, you must:

- Be a Pennsylvania resident with a disability or disabilities that prevent you from making and/or receiving phone calls independently;
- Be six years of age or older;
- Have individual gross income of 200% of the federal poverty level or less (Low income);
- Have current telephone service; and
- Have the ability to learn how to use the requested device(s).

For more information, contact:

Voice: (800) 204-7428

TTY: (866) 268-0579

Voice: (215) 204-5966

Fax: (215) 204-6336

Email: TDDP@temple.edu

Be Ready for a PA Relay Call

If you have never received or placed a PA Relay call, don't assume it's a telemarketing call. When you receive a relay call you will hear the Communication Assistant say, "Hello, this is PA Relay CA 1234..." Please do not hang up — you are not receiving a telemarketing or unsolicited call. PA Relay CAs will guide you through the call, enabling you to experience the many benefits of communicating through PA Relay services.

Request a Free Presentation

PA Relay provides free workshops, forums and educational presentations for businesses, government agencies, schools or classrooms, and audiences of all ages throughout Pennsylvania. Contact our PA Relay Customer Service team to set up your presentation by calling (800) 682-8786 (TTY) or (800) 682-8706 (V).



Get Started Now

To make a PA Relay call, dial 7-1-1 (in state)
or (800) 654-5984 (out of state).

Or visit www.PARelay.net to:

- Get step-by-step calling instructions
- View instructional videos
- Read Relay FAQs
- Share feedback on Relay services
- Check out upcoming events



Communicate by phone with people who have hearing or speech loss

www.PaRelay.net

**7-1-1 (in state) and
(800) 654-5984 (out of state)**

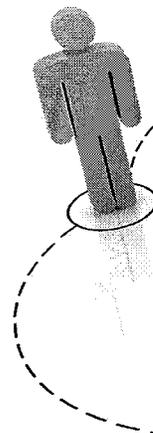
Customer Service

TTY: (800) 682-8786

Voice: (800) 682-8706

Fax: (888) 288-2184

Spanish Relay: (800) 855-2885 (TTY/Voice)



To register your PA Relay
Choice Profile online, please visit
<https://www.relaycall.com/Profile/login.cfm>
or contact PA Relay Customer Service.

**Remember to always dial 9-1-1 directly in
the event of an emergency!**



Rethink Possible[®]



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Appendix 7

Examples of LEC Bill Inserts

TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM (TDDP)

Pennsylvanians with disabilities may qualify for telecommunication devices to help them use telephone services.

Devices available include the following: TTY, Amplifier, TTY with Braille Display, Voice-Carryover TTY, and TTY with large visual display. For a complete list of the devices available, and to obtain information on applying for the program, contact:

TDDP Program Manager

Pennsylvania's Initiative on Assistive Technology (PIAT)
1755 North 13th Street
Student Center, Room 411S
Philadelphia, PA 19122
Voice: 1-800-204-7428
TTY: 1-866-268-0579
FAX: 1-215-204-9371
Email: TDDP@temple.edu

Or visit the PIAT site at: <http://disabilities.temple.edu/programs/assistive/tddp>

To learn more about PA TRS and 7-1-1, you can go to the PA Public Utility Commission's website at http://www.puc.state.pa.us/telecom/telecom_relay_service.aspx

A note to all PA Relay Users:

**Please note that 7-1-1 is only to be used to reach the PA TRS.
For EMERGENCIES, you should continue to use 9-1-1.**

TELECOMMUNICATIONS RELAY SERVICE INFORMATION (7-1-1)

Pennsylvania Telecommunications Relay Service (TRS) allows people who are deaf, hard of hearing, deaf-blind or speech disabled to communicate with anyone using a regular telephone. This is done by using a keyboard machine called a text telephone (TTY) to send messages over the telephone network. A Communications Assistant reads the typed message of the TTY user to the person using a regular telephone. The Communications Assistant then types the response of the regular telephone user to the TTY user. All calls are handled with the strictest confidentiality.

- TRS is available 24 hours a day, every day of the year.
- TTY users can reach the TRS Center by dialing 7-1-1 or 1-800-654-5984 (Para asistencia en Espanol para usuarios de TTY, llamando 1-800-855-2884).
- People who do not have a TTY can reach the TRS Center by dialing 7-1-1 or 1-800-654-5988 (Para asistencia en Espanol si no tiene TTY, llamando 1-800-855-2885).



Bill Insert used by local exchange carrier members of the Pennsylvania Telephone Association

Telecommunications Relay Service Information **(7-1-1)**

Pennsylvania Telecommunications Relay Service (TRS) allows people who are deaf, hard of hearing, deaf-blind or speech disabled to communicate with anyone using a regular telephone. This is done by using a keyboard machine called a text telephone (TTY) to send messages over the telephone network. A Communications Assistant reads the typed message of the TTY user to the person using a regular telephone. The Communications Assistant then types the response of the regular telephone user to the TTY user. All calls are handled with strictest confidentiality.

TRS is available 24 hours a day, every day of the year.

TTY users can reach the TRS Center by simply dialing **7-1-1** or 1-800-654-5984. (Para asistencia in Espanol para usuarios de TTY, llamando 1-800-855-2884).

People who do not have a TTY, can reach the TRS Center by simply dialing **7-1-1** or 1-800-654-5988. (Para asistencia in Espanol si no tiene TTY, llamando 1-800-855-2885).

TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM (TDDP)

Pennsylvanians with disabilities may qualify for telecommunication devices to help them use telephone services.

Devices available include the following: TTY, Amplifier, TTY with Braille Display, Voice-Carryover TTY, and TTY with large visual display. For a complete list of the devices available and to obtain information on applying for the program contact:

TDDP Program Manager

Pennsylvania's Initiative on Assistive Technology (PIAT)
1755 North 13th Street
Student Center, Room 411S
Philadelphia, PA 19122
Voice: 800-204-7428
TTY: 866-268-0579
FAX: 215-204-9371
Email: TDDP@temple.edu

Or visit the PIAT site at: <http://disabilities.temple.edu/programs/assistive/tddp/>

To learn more about PA TRS and 711, you can go to the PA Public Utility Commission's website at http://www.puc.state.pa.us/telecom/telecom_relay_service.aspx

A note to all PA Relay Users:

Please note that 7-1-1 is only to be used to reach the PA TRS.
For EMERGENCIAS you should continue to use 9-1-1.

Verizon's TRS message/bill insert from 2011. Their next message/bill insert is scheduled to run in October 2012.

PA TRS Bill Message for October 2011:

Important Telecommunications Relay Service (711) Information

The Pennsylvania Telecommunications Relay Service (TRS) offers persons who are deaf, hard of hearing or speech disabled three ways to communicate using the telephone: Traditional Relay, Video Relay, and Internet Relay. Users simply dial 7-1-1 to connect to a trained Communications Assistant who follows a strict code of ethics and confidentiality. TRS is available 24 hours a day, every day of the year.

Telecommunication Device Distribution Program (TDDP)

Pennsylvanians with disabilities may qualify for telecommunication devices to help them use telephone services. For a complete list of the devices available and to obtain information on applying for the program call the Program Manager at Voice: 800-204-7428, TTY: 866-268-0579, email: TDDP@temple.edu or visit:

<http://disabilities.temple.edu/programs/assistive/tddp/>

To learn more about PA TRS and 711, you can go to the PA Public Utility Commission's website at

http://www.puc.state.pa.us/telecom/telecom_relay_service.aspx (fixed)

A note to all PA Relay Users: Please note that 7-1-1 is only to be used to reach the PA TRS. For EMERGENCIES you should continue to use 9-1-1.

TELECOMMUNICATIONS RELAY SERVICE INFORMATION (7-1-1)

Pennsylvania Telecommunications Relay Service (TRS) allows people who are deaf, hard of hearing, deaf-blind or speech disabled to communicate with anyone using a regular telephone. This is done by using a keyboard machine called a text telephone (TTY) to send messages over the telephone network. A Communications Assistant reads the typed message of the TTY user to the person using a regular telephone. The Communications Assistant then types the response of the regular telephone user to the TTY user. All calls are handled with strictest confidentiality.

- TRS is available 24 hours a day, every day of the year.

- TTY users can reach the TRS Center by simply dialing **7-1-1** or 1-800-654-5984. (Para asistencia in Espanol para usuarios de TTY, llamando 1-800-855-2884.)
- People who do not have a TTY, can reach the TRS Center by simply dialing **7-1-1** or 1-800-654-5988. (Para asistencia in Espanol si no tiene TTY, llamando 1-800-855-2885.)

windstream® 

TELECOMMUNICATION DEVICE DISTRIBUTION PROGRAM (TDDP)

Pennsylvanians with disabilities may qualify for telecommunication devices to help them use telephone services.

- Devices available include the following: TTY, Amplifier, TTY with Braille Display, Voice-Carryover TTY, and TTY with large visual display. For a complete list of the devices available and to obtain information on applying for the program contact:

TDDP Program Manager

Pennsylvania's Initiative on Assistive
Technology (PIAT)
University Services Building, Suite 610
1755 N. 13th Street
Student Center, Room 411S
Philadelphia, PA 19122
Voice: 800-204-7428
TTY: 866-268-0579
FAX: 215-204-9371
E-mail: TDDP@temple.edu
Or visit the PIAT site at: <http://disabilities.temple.edu/programs/assistive/tddp/>

To learn more about PA TRS and 7-1-1, you can go to the
PA Public Utility Commission's Web site at http://www.puc.state.pa.us/telecom/telecom_relay_service.aspx

A note to all PA Relay Users:

Please note that 7-1-1 is only to be used to reach the PA TRS. For EMERGENCIES you should continue to use 9-1-1.

356171-92145-0511

Appendix 8

**Representative LEC Telephone Directories with
Relay Service Information**

2012 Telephone Directory



Connecting you to your community

Area Code 570
Loganton, PA

Also includes white page listings
for the following communities:

- | | |
|--------------|--------------|
| Avis | Oval |
| Beech Creek | Renovo |
| Jersey Shore | Trout Run |
| Lock Haven | Williamsport |
| Loyalsock | Woolrich |
| Mill Hall | |



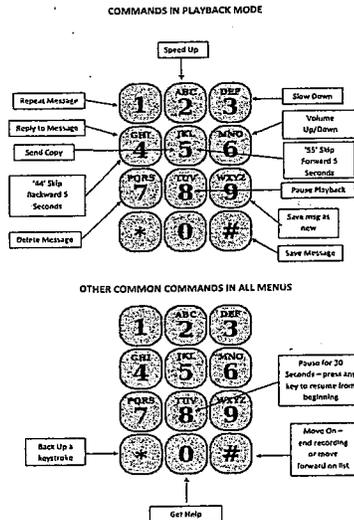
Find your online directory at:
www.TDSYellowPages.com



 Recycle July 2013

- To change your mailbox settings, press 4.
- To work with Reminder Messages (Wake Up Service), press 5.
- To work with Deleted Messages, press 6.
- To listen to helpful hints, press 0.
- To end the call hang up, or press *.

>> **User Guide at a Glance**



MORE AVAILABLE PRODUCTS AND SERVICES

>> **Calling Services**

- : Call Forward No Answer
- : Call Hold
- : Call Recall
- : Call Transfer
- : Home Intercom
- : Hot Line
- : Call Forwarding Remote Access

>> **Services**

- : Line Maintenance Plans
- : Optional Calling Plans
- : Sav-A-Check Payment Plan
- : Additional Listings
- : Toll-Blocking
- : Vacation Service
- Call TDS for details.

SERVICES FOR SPECIAL NEEDS

If you or someone you know has a hearing, speech, visual, or mobility impairment, TDS can help you receive exemption from directory assistance and operator service charges. For more information call our business office.

>> **Relay Service**

As a telephone customer, you have access to the Pennsylvania Relay System. This service provides a communications link between hearing or speech impaired residents who use a typewriter-like text telephone (TDD), or personal computer, and those who use standard voice telephones.

How does it work?

People who are deaf or hard of hearing and those with speech impairments can dial 711 (1-800-654-5984) and be connected to a Communications Assistant. The assistant then relays the conversation from a computer screen and verbally "relays" the message to the hearing party. The conversation continues until both parties terminate the call. All relayed calls are kept strictly confidential, and content of the call is deleted when the call terminates.

The Relay System works both ways

Anyone may call hearing or speech impaired individuals by simply dialing the same number.

When is the Relay System available and how much does it cost?

The Relay System is available 24 hours a day, seven days a week, including holidays. Local calls are free and long distance calls are billed if dialed directly. There is no limit on the number or length of calls.

TDD/TTY Numbers

TDD 711 or 1-800-654-5984

Voice..... 711 or 1-800-654-5988

Social Security

Information 1-800-325-0778

Operator Assistance... 1-800-855-1155

Questions?

If you would like a referral, or more information about the Relay System, please dial 711 or 1-800-654-5984 (TDD only) or 711 or 1-800-654-5988 (voice only).

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Includes Listings of All Local Exchange Telephone Companies

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Residential white pages are not included in this directory. They are available at www.verizon.com/whitepages
 To order directories, stop delivery of this directory, or obtain a free copy of the residential white pages, call 1-800-888-8448



Harrisburg Metropolitan White Pages Directory

This directory contains listings for:

Area Code 717 - Carlisle, Dauphin, Dillsburg, Duncannon, Elizabethtown, Elizabethville, Halifax, Harrisburg, Hershey, Hummelstown, Lewisberry, Marysville, Mechanicsburg, Middletown, Millersburg, Palmyra, Shellsville, Steelton



Numbers that are preceded by TTY/TDD are associated with text telephone. Unless you have similar equipment, you may not be able to call these numbers.

The rates and information in this Customer Info Guide apply to Verizon customers residing in Pennsylvania and are current at time of publication. Because rates and services may change, please call our Business Office for current information on local rates and services.

Every reasonable precaution is taken to avoid errors or omissions from the Customer Info Guide. However, Verizon does not guarantee the information in the Customer Info Guide and shall not be liable for any such errors or omissions.

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- See Government Pages

How to Reach Verizon

Call your Verizon representative or visit us on the internet at www.verizon.com for questions about your bill or to place an order. There is no charge for these calls.

Telephone Services: Residential and Business
Call Verizon to

- establish new service(s)
- order changes in your present service(s)
- ask about Verizon services, rates and charges, or phone book listings
- report annoying, harassing or obscene calls
- ask general questions about your bill

Residential Services - www.verizon.com 24hrs/day
Monday - Friday 8:00 a.m. - 6:00 p.m.
..... **1-800-VERIZON**
..... **(1-800-837-4966)**

Centro Hispano de Verizon
Lunes - Viernes 8:00 a.m. - 6:00 p.m.
..... **\$1-800-479-0305**

中文 **1-888-878-9188**
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한국어 **1-800-483-7772**
월요일 - 금요일 8:00 a.m. to 5:00 p.m.

Verizon Center for Customers with Disabilities
Residential Customers
Monday - Friday 8:30 a.m. - 5:00 p.m.
Voice & TTY **\$1-800-974-6006**

Business Services - www.verizon.com 24hrs/day
Monday - Friday 8:30 a.m. - 5:00 p.m.
..... **\$1-800-479-1919**

Centro Hispano de Verizon
Lunes - Viernes 8:30 a.m. - 5:00 p.m.
..... **\$1-800-483-4522**

Payment Information: Residential and Business
Call Verizon to

- hear a list of bill payment locations
- hear last payment credited to your account
- enter details of your last payment

- hear your bill balance
- make payment arrangements
- discuss overdue bills
- request a copy of your telephone bill

Residential Customers
24 Hours a day account information
English & Español **1-800-VERIZON**
..... **(1-800-837-4966)**

Business Customers
24 Hours a day account information
English & Español **\$1-800-906-7792**

Verizon Nationwide 411 In a hurry and need to find name, address, phone number for a business, family member or a friend?
DIAL 411 and get the information you need
FAST! **4 1 1** (charges apply)
Note: National Directory Assistance may not be available in all Verizon serving areas.

Repair Services: Residential and Business
Visit us on the Internet: www.verizon.com/repair
24 Hours a day **1-800-VERIZON**
..... **(1-800-837-4966)**
TTY/TDD Users call PA Relay Center **711**
or your Relay provider and ask them to relay the call to **1-800-VERIZON**
..... **(1-800-837-4966)**

Other Useful Numbers:
Verizon Public Payphone Service Customers

- Orders/Billing/Coin Collection Questions **\$1-800-PUB-TELL**
- Repairs **1-800-VERIZON**
..... **(1-800-837-4966)**

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Visit us on the Internet at www.verizon.com

Buried Utility Line Information
Before You Dig - avoid cutting underground utility lines:
PA One Call System **811**
Or **\$1-800-242-1776**

Pennsylvania Relay Center
TTY/TDD & Voice **711**
TTY/TDD only **1-800-654-5984**
Voice only **1-800-654-5988**

NOTES:

- Not all services are available in all areas.
- Hours are subject to change. Closed Holidays.
- There is no charge to you when calling the numbers on these pages (excluding 411) from exchanges within Verizon territory. If you call from a non-Verizon coin phone, a charge may apply. Mobile phone users, air time charges do apply.

§ Observing for Service Quality.
You should know that when you speak with us at Verizon a supervisor may listen in on the call. Supervisors listen in only to help train employees and to ensure that we provide you with accurate information and high quality customer service.

CUSTOMER INFO GUIDE

GENERAL INFORMATION



Your Telephone Rights and Responsibilities

Telephone subscribers have the right to know what to expect from their telecommunication service provider. This information outlines your rights and responsibilities, and explains the procedures for resolving any concerns or questions that may arise.

Services for Individuals with Disabilities: Operator Services exemptions.

If a disability prevents you from dialing local or regional telephone calls yourself, you are exempt from added costs of having an operator dial calls for you. Contact our Verizon Business Office for more information on Verizon exemptions from the usual charges for operator-assisted calls.

Directory Assistance Charges exemption

If a disability makes it impossible for you to look up numbers in the telephone book or physically restricts you from dialing a telephone number, you are eligible for exemptions from local Directory Assistance charges. Contact our Verizon Business Office for more information on Verizon exemptions from the usual charges for local Directory Assistance.

Services for Individuals with a Hearing or Speech Disability

Numbers that are preceded by 711 or 711-DB are associated with text telephones. Unless you have similar equipment, you may not be able to call these numbers.

TTY/TDDs (text telephones) are typewriter-like communications devices that permit individuals with speech or hearing disabilities to communicate by typing messages back and forth over telephone lines. The Pennsylvania Telecommunications Relay Service allows individuals who use TTY/TDDs to communicate with hearing and speech-capable persons, and vice versa, through the assistance of specially trained Communications Assistants. (available 24 hours a day)

- To make a Relay Call:**
TTY/TDD & Voice **711**
or TTY/TDD* only (toll-free) **1-800-654-5984**
or Voice only (toll-free) **1-800-654-5984**
- To make a Relay Call from a Coin Telephone:**
Call the PA Relay Center and give the Center the number you want to call. Local calls are free. For long-distance calls, give the Center your Prepaid Card Number. Prepaid Card rates vary by provider. Check your provider for current rates.

Verizon Center for Customers with Disabilities Residential Customers
Monday - Friday, 8:30 a.m. - 5:00 p.m.
Voice & TTY **1-800-974-6006**

Verizon Repair Residence and Business
Text Telephone for Hearing or Speech Impaired call PA Relay Center (711) or your Relay provider and ask them to relay the call to **1-800-VERIZON**
..... **(1-800-837-4966)**

Operator Assistance for TTY/TDD Customers
Operator Assistance is available for placing the following TTY/TDD calls:
• Local
• Long-Distance - Collect - Third number
• Directory Assistance

You can reach TTY/TDD Operator services any time by calling (toll-free) ***1-800-855-1155**

Equipment
If you want information about telephone equipment contact the supplier of your choice. These suppliers may be listed under the "Telephone" heading in the Verizon Yellow Pages.

We Do Not Repair Telephone Equipment
If a problem is caused by your telephone set or other type of telephone equipment, follow the instructions on the warranty or contact the equipment supplier. Customers who have subscribed to the Verizon Guardian™ enhanced maintenance service, please note: Loaned telephones provided under terms and conditions of Guardian service are STANDARD telephones and do not provide hearing or speech amplification or any other special features. TTY/TDD devices are not available for loan under the Guardian enhanced maintenance service.

Your Rights As A Residential Telephone Company Customer

As a residential telephone company customer, you have many important rights and responsibilities. They make sure you and the telephone company deal fairly with each other. Verizon has the responsibility to honor your rights. The following information will help you know what they are. The information is based on the regulations of the Pennsylvania Public Utility Commission. If you have questions or cannot understand any of the information presented here, call your local Verizon Business Office.

You can also call the Bureau of Consumer Services at the Public Utility Commission for help at 1-800-692-7380 (toll-free).

Applying for Service
When you apply for residential telephone service, you have a right to the following:

- A full explanation of the company's credit and deposit rules.
- A full explanation of all available services and equipment options and their prices beginning with the lowest priced service available. The company will send you a written price list if you ask.

Deposit Rules
You may be required to pay a security deposit. The decision to charge you a deposit will be based only on your credit history. The company may not require a deposit on the basis of where you live, your race, religion, gender, age if over 18, ethnic background, or marital status.

New Customers
The telephone company will provide residential telephone service without requiring a deposit if you meet one of the following:

- You have a good payment history with a local exchange carrier (local telephone company) or you have a good payment history with another utility. (You must give the company permission to check your payment history with other utilities.)
- You own property, have entered into an agreement to purchase real estate in the areas serviced by the company, or have at least a one-year lease at a property serviced by the company. However, you cannot have a poor payment history as a telephone customer within the past two years.
- You can provide information and proof that you are a good credit risk by providing credit cards and/or

employment history. You cannot be considered a poor credit risk simply because you have never had credit.

If a credit investigation is expected to take longer than three business days, the company must provide service at least until it completes its investigation. If you have to pay a deposit, the company must tell you the reason in writing.

Before providing service the company may require that you pay or make a payment agreement to pay any outstanding residential telephone bills you may owe it from within the last four years. You may not be held responsible for another person's bill unless a court or the PUC decides you are responsible.

Existing Customers The company may require a security deposit if you:

- Pay two telephone bills in a row late or you pay more than two bills late within a year. Before requiring a deposit, the company must send you a notice that you might have to pay a deposit if you continue to pay your bills late.
- Have service suspended or terminated for non-payment and want to have your service restored.

Paying The Security Deposit New Customers

For new customers, the amount of the deposit cannot be greater than an average two month bill for other customers in your exchange. You will have to pay half the deposit before you get service and the balance within 30 days.

Existing Customers
Your deposit cannot be more than your average two month bill during the past 12 months including toll charges. You must pay the deposit within 20 days after the company requests it.

Third Party Guarantee
Instead of paying a deposit, another Verizon customer who has met or can meet the credit standards may provide a written guarantee to cover payment equal to the deposit required. The individual providing the guarantee becomes responsible for payment of the deposit if you don't pay monthly bills or leave an unpaid final bill. This person's responsibility ends when you establish satisfactory credit.

Deposit Refund
Your deposit plus annual interest will be returned to you when you have established credit. You may choose to have your deposit applied to your account or you may choose to receive a cash refund. Credit will be considered established when you have paid bills:

- for 12 months in a row without having service suspended or terminated; and
- without having paid bills after the due date on more than two occasions; and
- your bill is not presently overdue.

If your service is terminated or permanently disconnected, your deposit and interest will be applied to any amount you owe and the rest will be returned to you.

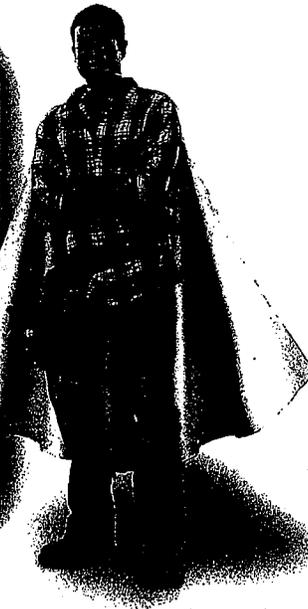
Your Telephone Bill Description of the Bill

The company is to mail a bill for telephone service every month. The bill separates the monthly charges into two general categories:

- Basic Service (Local Exchange Service)
- Non-Basic Service

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To obtain a free copy of the resident white pages, call 1-800-888-8448



Greater Pittsburgh White Pages Directory

This directory contains listings for:

Area Codes 412 & 724

Area Code 412 - Bellevue, Bethel Park, Braddock, Bridgeville, Carnegie, Carrick, Clairton, Coraopolis, Crafton, East Liberty, Elizabeth, Fox Chapel, Glenshaw, Homestead, McKeesport, Millvale, Monroeville, Oakmont, Penns Hills, Perrysville, Pittsburgh, Pleasant Hills

Area Code 724 - Burgettstown, Export, Finleyville, Harrison City, Imperial, McDonald, McMurray, Midway, Murdocksville, New Kensington, Oakdale, Springdale, Tarentum, Wexford



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How to Reach Verizon

Call your Verizon representative or visit us on the internet at www.verizon.com for questions about your bill or to place an order. There is no charge for these calls.

Telephone Services: Residential and Business

- Call Verizon to
- establish new service(s)
- order changes in your present service(s)
- ask about Verizon services, rates and charges, or phone book listings
- report annoying, harassing or obscene calls
- ask general questions about your bill

Residential Services - www.verizon.com 24hrs/day
 Monday - Friday 8:00 a.m. - 8:00 p.m.
 **1-800-VERIZON**
 **(1-800-837-4966)**

Centro Hispano de Verizon
 Lunes - Viernes 8:00 a.m. - 6:00 p.m.
 **\$1-800-479-0305**

中文 **1-888-878-9188**
 星期一至星期五 8:00 a.m. to 6:00 p.m.

한국어 **1-800-483-7772**
 월요일 - 금요일 8:00 a.m. to 5:00 p.m.

Verizon Center for Customers with Disabilities
 Residential Customers
 Monday - Friday 8:30 a.m. - 5:00 p.m.
 Voice & TTY **\$1-800-974-6006**

Business Services - www.verizon.com 24hrs/day
 Monday - Friday 8:30 a.m. - 5:00 p.m.
 **\$1-800-479-1919**

Centro Hispano de Verizon
 Lunes - Viernes 8:30 a.m. - 5:00 p.m.
 **\$1-800-483-4522**

Payment Information: Residential and Business

- Call Verizon to
- hear a list of bill payment locations
- hear last payment credited to your account
- enter details of your last payment

- hear your bill balance
- make payment arrangements
- discuss overdue bills
- request a copy of your telephone bill

Residential Customers
 24 Hours a day account information
 English & Español **1-800-VERIZON**
 **(1-800-837-4966)**

Business Customers
 24 Hours a day account information
 English & Español **\$1-800-906-7792**

Verizon Nationwide 411 In a hurry and need to find name, address, phone number for a business, family member or a friend? **DIAL 411** and get the information you need **FAST!** **4 1 1** (charges apply)
 Note: National Directory Assistance may not be available in all Verizon serving areas.

Repair Services: Residential and Business
 Visit us on the Internet: www.verizon.com/repair
 24 Hours a day **1-800-VERIZON**
 **(1-800-837-4966)**
 TTY/TDD Users call PA Relay Center **711**
 or your Relay provider and ask them to relay the call to **1-800-VERIZON**
 **(1-800-837-4966)**

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 Residential & Business **1-877-483-9322**
 Visit us on the Internet at www.verizon.com

Buried Utility Line Information
 Before You Dig - avoid cutting underground utility lines:
 PA One Call System **811**
 Or **\$1-800-242-1771**

Pennsylvania Relay Center
 TTY/TDD & Voice **711**
 TTY/TDD only **1-800-654-5984**
 Voice only **1-800-654-5984**

- NOTES:**
- Not all services are available in all areas.
 - Hours are subject to change. Closed Holidays.
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 You should know that when you speak with us at Verizon a supervisor may listen in on the call. Supervisors listen in only to help train employees and ensure that we provide you with accurate information and high quality customer service.

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If a disability prevents you from dialing local or regional telephone calls yourself, you are exempt from added costs of having an operator dial calls for you. Contact our Verizon Business Office for more information on Verizon exemptions from the usual charges for operator-assisted calls.

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- **To make a Relay Call:**
 TTY/TDD & Voice **711**
 or TTY/TDD* only (toll-free) **1-800-654-5984**
 or Voice only (toll-free) **1-800-654-5988**

- **To make a Relay Call from a Coin Telephone:**
 Call the PA Relay Center and give the Center the number you want to call. Local calls are free. For long-distance calls, give the Center your Prepaid Card Number. Prepaid Card rates vary by provider. Check your provider for current rates.

Verizon Center for Customers with Disabilities

Residential Customers
 Monday - Friday, 8:30 a.m. - 5:00 p.m.
 Voice & TTY **1-800-974-6006**

Verizon Repair Residence and Business

Text Telephone for Hearing or Speech impaired call PA Relay Center (711) or your Relay provider and ask them to relay the call to **1-800-VERIZON**
 **(1-800-837-4966)**

Operator Assistance for TTY/TDD Customers

Operator Assistance is available for placing the following TTY/TDD calls:

- Local
- Long-Distance - Collect - Third number
- Directory Assistance

You can reach TTY/TDD Operator services any time by calling (toll-free) ***1-800-855-1155**

Equipment

If you want information about telephone equipment contact the supplier of your choice. These suppliers may be listed under the "Telephone" heading in the Verizon Yellow Pages.

We Do Not Repair Telephone Equipment

If a problem is caused by your telephone set or other type of telephone equipment, follow the instructions on the warranty or contact the equipment supplier. Customers who have subscribed to the Verizon Guardian™ enhanced maintenance service, please note: Loaned telephones provided under terms and conditions of Guardian service are STANDARD telephones and do not provide hearing or speech amplification or any other special features. TTY/TDD devices are not available for loan under the Guardian enhanced maintenance service.

Your Rights As A Residential Telephone Company Customer

As a residential telephone company customer, you have many important rights and responsibilities. They make sure you and the telephone company deal fairly with each other. Verizon has the responsibility to honor your rights. The following information will help you know what they are. The information is based on the regulations of the Pennsylvania Public Utility Commission. If you have questions or cannot understand any of the information presented here, call your local Verizon Business Office.

You can also call the Bureau of Consumer Services at the Public Utility Commission for help at 1-800-692-7380 (toll-free).

Applying for Service

When you apply for residential telephone service, you have a right to the following:

- A full explanation of the company's credit and deposit rules.
- A full explanation of all available services and equipment options and their prices beginning with the lowest priced service available. The company will send you a written price list if you ask.

Deposit Rules

You may be required to pay a security deposit. The decision to charge you a deposit will be based only on your credit history. The company may not require a deposit on the basis of where you live, your race, religion, gender, age if over 18, ethnic background, or marital status.

New Customers

The telephone company will provide residential telephone service without requiring a deposit if you meet one of the following:

- You have a good payment history with a local exchange carrier (local telephone company) or you have a good payment history with another utility. (You must give the company permission to check your payment history with other utilities.)
- You own property, have entered into an agreement to purchase real estate in the areas serviced by the company, or have at least a one-year lease at a property serviced by the company. However, you cannot have a poor payment history as a telephone customer within the past two years.
- You can provide information and proof that you are a good credit risk by providing credit cards and/or

employment history. You cannot be considered a poor credit risk simply because you have never had credit.

If a credit investigation is expected to take longer than three business days, the company must provide service at least until it completes its investigation. If you have to pay a deposit, the company must tell you the reason in writing.

Before providing service the company may require that you pay or make a payment agreement to pay any outstanding residential telephone bills you may owe it from within the last four years. You may not be held responsible for another person's bill unless a court or the PUC decides you are responsible.

Existing Customers

The company may require a security deposit if you:

- Pay two telephone bills in a row late or you pay more than two bills late within a year. Before requiring a deposit, the company must send you a notice that you might have to pay a deposit if you continue to pay your bills late.
- Have service suspended or terminated for non-payment and want to have your service restored.

Paying The Security Deposit New Customers

For new customers, the amount of the deposit cannot be greater than an average two month bill for other customers in your exchange. You will have to pay half the deposit before you get service and the balance within 30 days.

Existing Customers

Your deposit cannot be more than your average two month bill during the past 12 months including toll charges. You must pay the deposit within 20 days after the company requests it.

Third Party Guarantee

Instead of paying a deposit, another Verizon customer who has met or can meet the credit standards may provide a written guarantee to cover payment equal to the deposit required. The individual providing the guarantee becomes responsible for payment of the deposit if you don't pay monthly bills or leave an unpaid final bill. This person's responsibility ends when you establish satisfactory credit.

Deposit Refund

Your deposit plus annual interest will be returned to you when you have established credit. You may choose to have your deposit applied to your account or you may choose to receive a cash refund. Credit will be considered established when you have paid bills:

- for 12 months in a row without having service suspended or terminated; and
- without having paid bills after the due date on more than two occasions; and
- your bill is not presently overdue.

If your service is terminated or permanently disconnected, your deposit and interest will be applied to any amount you owe and the rest will be returned to you.

Your Telephone Bill Description of the Bill

The company is to mail a bill for telephone service every month. The bill separates the monthly charges into two general categories:

- Basic Service (Local Exchange Service)
- Non-Basic Service



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Consumer Rights Pay Per Call (900) Services

The Federal Telephone Disclosure and Dispute Resolution Act provides specific rights to you related to payment for 900 service calls.

You should not be billed for services that are not offered in compliance with federal laws and regulations.

To obtain information about a specific 900 service billed within your telephone company bill, contact the toll free number provided in the bill section containing the 900 charge in question.

To dispute a 900 service charge appearing in a telephone company bill, you must contact the telephone number provided for bill inquiries. This bill inquiry number appears on the bill page containing the 900 charge you want to dispute. You must call this number to register your dispute within 60 days from the date of the bill. Orally communicating your dispute to the telephone number specified is sufficient notification of a billing error.

If your dispute cannot be resolved while you are on the phone, you will be advised of the outcome of the investigation within two complete bill cycles or not more than 90 days of your notification of the alleged error. Upon request, a written response will be provided. While the dispute is being reviewed, you may withhold payment of the disputed 900 service charge and no collection activity may occur.

If it is agreed to remove the charge from your telephone company bill at the time of verbal contact, and if the provider of the service or its agent later determines that the charge is valid, the company providing the 900 service or its agent, may use their own collection process and additional third party collection companies to collect the amount due.

Failure to comply with these dispute resolution rules by the entity providing the dispute resolution will result in forfeiture of up to \$50 per transaction of the disputed amount.

900 services are non-communications services. Your local or long distance service cannot be disconnected for nonpayment of 900 charges. Failure to pay legitimate charges, however, may involuntarily result in blocking of your access to these 900 services.

If you want to have your access to 900 services blocked, in most areas you can request this service at no charge by contacting your telephone company.

The Pennsylvania Relay Service

If you have a hearing or speech disability...

With a text telephone, you can now call anyone, anytime, anywhere in the world by calling the Pennsylvania Relay Service first. Here's how:

1. Dial 7-1-1.
2. Use your TT to let the communications assistant know what kind of call you want to make.
3. Type your part of the conversation, and the Pennsylvania Relay Service will relay it.

If you're a hearing person...

Talking to the hearing-disabled by telephone is now possible. And it's so easy.

1. Call the Pennsylvania Relay Service at 7-1-1.
2. Tell the communications assistant the name and telephone number of the person you want to call.
3. As the call is being relayed, talk as though speaking directly to the hearing-disabled person you are calling. The communications assistant will relay your conversation.

With this new service, you can make every kind of call described in this guide. Simply tell the Pennsylvania Relay Service which kind you want to make.

Confidentiality

Calls made through the relay service are strictly confidential. Communications assistants at the Pennsylvania Relay Service are specially trained to relay your conversation. As required by law, they cannot disclose any information from your conversation, and no records of the contents of conversations are kept.

TTY users7-1-1

Hearing persons7-1-1

Directory Assistance

For help finding telephone numbers, call the AT&T TT operator at TT 1-800-855-1155

The Pennsylvania Relay Service is provided by AT&T in cooperation with the local telephone companies in Pennsylvania.

Telemarketer "Do-Not-Call" List

In 2002, Pennsylvanians were first given the opportunity to avoid unwanted telemarketing calls by registering for the "Do-Not-Call" list. Telemarketers are prohibited from calling anyone whose name is on the list.

There is no fee for registering on the list. Once enrolled, your name and telephone number will remain listed for five years, or until that telephone number is no longer valid. Since the list is updated quarterly, please be advised that there will be a delay between the time you register on the "Do-Not-Call" list and the time the telemarketers receive your information. The law provides several exceptions under which telemarketers may call your home even if your name is registered on the "Do-Not-Call" list. For more information, please call the Office of Attorney General Bureau of Consumer Protection (1-800-441-2555) or visit the website (www.attorneygeneral.gov).

If you wish to register your name on the Telemarketer "Do-Not-Call" list, please contact one of the following sources:

- Office of Attorney General
- Bureau of Consumer Protection
- Telemarketer "Do-Not-Call" list:
- HOTLINE:** 1-888-777-3406
- Online Registration:**..... www.nocallsplease.com

By mail (including your name, address, telephone number and signature) to:

Office of Attorney General
 Bureau of Consumer Protection
 Do Not Call List
 Strawberry Square, 15th Floor
 Harrisburg, PA 17120