



TENNESSEE REGULATORY AUTHORITY
460 James Robertson Parkway
Nashville, Tennessee 37243-0505

April 18, 2013

Helen Chang
Section 504 Officer
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th St., SW
Washington, DC 20554

Re: Tennessee Relay Re-Certification Application

Dear Ms. Chang:

The Tennessee Regulatory Authority offers the following response to your March 14, 2013 request for additional information. The attachment is being submitted as Appendix E to our application for recertification of the Tennessee Relay.

§64.604(c)

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

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

Contact information for TRS complaints:

Monique Brazelton, Consumer Protection Specialist,
Tennessee Regulatory Authority
Consumer Services Division
460 James Robertson Parkway
Nashville, TN 37243-0505

Toll free telephone: 800-342-8359 ext. 208; 1-888-276-0677 (TTY);
Fax: 615-741-8953;
www.tn.gov/tra
Email: monique.brazelton@tn.gov

§64.606(d)

Method of funding. Except as provided in §64.604, the Commission shall not refuse to certify a state program based solely on the method such state will implement for funding intrastate TRS, but funding mechanisms, if labeled, shall be labeled in a manner that promote national understanding of TRS and do not offend the public.

- Do customers receive bills indicating the collection of funds to support TRS services? If so, please provide samples of how such billing is labeled. If not, please confirm that is the case.

Costs for intrastate relay call minutes are supported by a monthly surcharge for each access line a subscriber obtains from a local exchange telecommunications company.

A sample copy of a bill to a local telecommunication provider is being provided for your review as Appendix E. The bill includes a Carrier Common Line charge which, in Tennessee, is the TRS support.

We trust that you will find this additional information sufficient to complete your review of our re-certification application.

Sincerely,



Lisa Cooper, Chief
Consumer Services Division
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243
Office: 615.741.2904 x 150
lisa.cooper@tn.gov

Attachment