

TELECOMMUNICATIONS RELAY SERVICE

A. DESCRIPTION

Telecommunications Relay Service (TRS) provides the ability for a person with a hearing and/or speech disability utilizing a Text Telephone (TT) or a personal computer to communicate over the existing telecommunications network to a hearing/speech capable individual with the assistance of a TRS Communications Assistant (CA).

Telephone callers wishing to use TRS must dial a toll free number which connects them to the Relay Center where TRS Communications Assistants (CA) establish the calls between the calling and called parties. The TRS CA will act as a translator to relay telephone conversations.

B. METHOD OF OPERATION

The Relay Center allows persons with hearing and/or speech disabilities to communicate over the telecommunications network by performing the following functions:

1. The Relay Center accepts a call from a person with a hearing and/or speech disability equipped with a TT or a personal computer and places a call as specified by the calling party to a hearing/speech capable individual. The CA then verbally relays conversations transmitted over the TT or a personal computer from the calling party to the hearing/speech capable individual and types spoken conversations from the hearing/speech capable individual back to the person with a hearing and/or speech disability.
2. The Relay Center accepts calls from a hearing/speech capable individual and places a call as specified by the originator to a person with a hearing and/or speech disability equipped with a TT or a personal computer. The CA then relays conversations to the person with a hearing and/or speech disability via a TT or a personal computer from the originating caller, and relays conversations verbally from the person with a hearing and/or speech disability to the hearing/speech capable party.

The Relay Center possesses a voice override capability which allows a person with a hearing disability who possesses voice abilities to speak directly to a hearing party and a person with a speech disability possessing hearing abilities to listen directly to the speaking party.

C. REGULATIONS

1. The Relay Center is available to provide relay service for all Delaware telephone exchanges on a 24-hour-per-day, 7-day-per-week basis.

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C. REGULATIONS (Cont'd)

2. The Relay Center is designed to accept and process both intrastate and interstate calls as follows:
 - a. The Relay Center is designed to accept calls both originating and terminating:
 1. Within the State of Delaware (intrastate).
 2. At points outside the state (interstate).
 - b. The Relay Center is designed to accept calls placed across a state line which, if the Relay Center were not used, would be considered local calls. These calls, if originated outside Delaware and terminated within Delaware, will be completed and treated in the same manner.
3. The Relay Service can be reached by dialing designated toll free telephone numbers.
4. Calls placed through the Relay Center are billed to the designated billing party at the same rate that would apply if the call had been placed without the use of the CA. The Relay Center accepts direct dialed calls in addition to non-coin sent paid, third number, calling card and collect calls.
5. There are no restrictions on the length or number of calls placed by customers through the Relay Center.
6. The Relay Center accepts or originates calls in either ASCII or Baudot code at the discretion of the person with a hearing and/or speech disability. It is the responsibility of the person with a hearing and/or speech disability to procure and maintain a TT or personal computer that is compatible with either of these formats.

D. LIMITATION OF LIABILITY

The liability of the Telephone Company for damages arising out of failure to comply with a customer's direction to install, restore or terminate service, or out of failure to satisfy a request to a CA to render assistance, or out of mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failures or defects in the Telephone Company's facilities occurring in the course of furnishing service, shall be limited as set forth in P.S.C.-Del.-No. 1, Section 1, Paragraph 14, "Liabilities." The liability of the Telecommunications Relay Service provider for damages arising out of failure to comply with a customer's direction to install, restore or

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D. LIMITATION OF LIABILITY (Cont'd)

terminate service, or out of failure to satisfy a request to a CA to render assistance, or out of mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failures or defects in facilities occurring in the course of furnishing service, shall be limited in the same manner as the liability of the Telephone Company is limited in P.S.C.-Del.-No. 1., Section 1, Paragraph 14, "Liabilities."

E. RATES

1. Rates Applicable to Calls Placed Through Relay Center

- a. Calls placed through the Relay Center are billed to the designated billing party at the same rate that applies if the call had been placed without the use of the CA.
- b. Relay calls in which the called and calling parties reside in the same local exchange are charged at the Telephone Company's applicable tariff rate.
- c. Relay calls that would normally result in toll charges are billed to the billing party at an effective rate no higher than the tariffed rates of the Telephone Company or the carrier who handles the call, less any applicable discounts for certified persons with a hearing or speech disability.