

## TELECOMMUNICATIONS RELAY SERVICE (TRS)<sup>1</sup>

Sprint provides all TRS services required by the F.C.C.'s Rules, Section 64, Subpart F. In addition, Sprint provides video service in limited states.

When additional operator assistance or special billing is requested by the customer, the applicable operator surcharge(s) may apply.

Customers can reach Sprint's TRS centers either by: 1) calling the toll free number in the state where Sprint is the TRS provider, 2) by requesting the TRS call be carried by Sprint when placing the call through a non-Sprint TRS center, 3) by calling Sprint's nationwide toll free TRS number or 4) callers can dial 711 to reach the TRS centers.

Sprint shall not be liable for errors in translating, transmitting, receiving or delivering messages by telephone, TTY, or any other instrument over Sprint's facilities connecting carriers or through any of the Telecommunications Relay Service centers operated by Sprint in the absence of gross negligence or willful misconduct.

Sprint also will not be liable for the transmission of messages through its TRS Center which may violate state or federal law, e.g., those which are obscene or involve criminal activity.

- TRS calls may not be placed to 976 numbers. TRS calls cannot be billed to a third number without live verification.
- All calls are billed in whole minute increments. Partial minutes are rounded up to the next whole minute.
- Dial-1 state-to-state calls may originate from and terminate to the U.S. Mainland, Hawaii, Puerto Rico, and the U.S. Virgin Islands. Calls may terminate to American Samoa.
- Other surcharges and fees may apply, including (but not limited to) Carrier Cost Recovery Charge, Carrier Universal Service Charge, Gross Receipts Tax Surcharge, International Mobile Termination Surcharge and Single Bill Fee. In addition, state Universal Service Fund charges may also apply to interstate and/or international services.

**INTERSTATE RATES<sup>2</sup>: The Sprint TRS provider will apply a \$0.00 per minute rate for Dial-1 State to State TRS Calls placed by customers with the assistance of TRS.**

**INTRASTATE RATES<sup>2</sup>: Sprint TRS provider will apply a \$0.00 per minute rate for Dial-1 Intrastate TRS Calls placed by customers with the assistance of TRS.**

<sup>1</sup> Formerly found in Sprint Tariff F.C.C. No. 1, Section 4.4.15.

<sup>2</sup> Effective July 1, 2017 Sprint will no longer bill end users for Interstate, Intrastate or International per minute or other surcharges/fees for calls placed by customers with the assistance of TRS.

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<b>OPERATOR SERVICES CALL PLACEMENT CHARGES<sup>4</sup></b>	
Busy Line Verification	\$6.50
Emergency Interrupt	\$6.50
<b>Explanation of Call Placement Charges</b>	
<u>Busy Line Verification</u> Refers to those instances where Sprint will provide operator assistance to determine if there is conversation ongoing on at called station. A surcharge, as indicated above, will apply only if such conversation is detected. This operator service feature presently is available only on a limited basis to selected locations.	
<u>Emergency Interruption</u> Refers to those instances where Sprint will interrupt an ongoing conversation on a called station. A surcharge, as indicated above, will apply each time the Sprint operator attempts the emergency interruption whether or not the interruption is successful. A Busy Line Verification must be made and its surcharge applied before an Emergency Interruption can be attempted. This operator service feature presently is available only on a limited basis to selected locations.	

\* A Call Placement Charge may be applicable.

<sup>4</sup> Effective July 1, 2017 Sprint will no longer offer Operator Services.