

## Illinois Telecommunications Relay Service (TRS)

Telecommunications Relay Service (TRS) enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate freely with the hearing population not using TT and visa versa. A Customer will be able to access the state provider to complete such calls.

TRS provides, at a minimum:

- Text-to-voice and voice-to-text relay service;
- Capability to communicate with ASCII or Baudot format at any speed generally in use;
- Speech-to-speech relay service;\
- Spanish language relay service;
- VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO;
- HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO; and
- Access via the 7-1-1 dialing code to all relay services as a toll free call.

Local TRS payphone calls are free of charge.

Access via the 7-1-1 dialing code to all relay services are toll free.

TRS users are not charged for local calls placed or received through the relay system. For calls other than local calls, TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to those such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.

Any discounts that which would apply to a direct call between the originating and terminating points on the same day, time and duration of the relay-assisted call, shall be applied to the charges billed for the relay-assisted call.

For Local Service provided by MCImetro Access Transmission Services Corp. d/b/a Verizon Access Transmission Services ("Verizon Access"), the following TRS surcharge applies:

TRS Surcharge: \$0.02 per line per month

This Surcharge is used to fund the Illinois Telecommunications Relay Service program.