

**Illinois Telecommunications Access Corporation**

**Provisions for Implementation of  
the Telecommunications Relay Service Program  
As Mandated by Section 13-703  
of the Public Utilities Act.**

This Schedule is filed on behalf of all Illinois telecommunications carriers providing local exchange service, as defined in Sections 13-204 and 13-703(e) of the Public Utilities Act, and pursuant to Section 4 of the Membership Application and Agreement between the telecommunications carriers providing local exchange service and the Illinois Telecommunications Access Corporation ("ITAC").

This Schedule cancels in its entirety Ill.C.C. No. 2 of the former  
Illinois Telecommunications Access  
for the Deaf and Hearing Impaired Corporation.

Issued June 6, 1996

Effective July 21, 1996

Issued by Trudy E. Snell, Executive Director  
907 Clocktower Drive, Suite B  
Springfield, Illinois 62704

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**DEFINITIONS**

The terms and abbreviations used in this Schedule shall have the meanings ascribed to them in 83 Illinois Administrative Code 756.10 and Section 13-703 of the Public Utilities Act.

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**SCOPE AND APPLICABILITY**

1. General

The regulations contained in this Schedule apply to the provision of Telecommunications Relay Service ("TRS") between points within the State of Illinois offered by ITAC, unless otherwise stated or unless modified by specific provisions contained elsewhere in this Schedule or in 83 Illinois Administrative Code Part 756.

2. Undertaking of ITAC

ITAC undertakes to provide on behalf of all Illinois telecommunications carriers providing local exchange service, in accordance with the provisions of 83 Illinois Administrative Code 756 and this Schedule, telecommunications relay services as follows and as further detailed in this Schedule:

- A. ITAC shall provide intrastate TRS whereby a person utilizing a TTY (either ASCII or Baudot code capable) can communicate with a person utilizing a voice telephone through the voice assistance of a Communications Assistant ("CA"). All TRS conversations between TTY and voice callers shall be in real time. Subject to the provisions of this Schedule, TRS shall accept calls that can be dialed directly by a CA at the request of the originating caller.
- B. TRS shall accept a call from a TTY-equipped caller, place a call to an individual using a voice telephone, and transliterate the TTY messages to voice messages and the voice messages to TTY messages in order to complete the communications link.
- C. TRS shall accept a call from a caller using a voice telephone, place a call to a TTY-equipped individual and transliterate the voice messages to TTY messages and TTY messages to voice messages in order to complete the communications link.

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**DESCRIPTION OF TELECOMMUNICATIONS RELAY SERVICE**

1. TRS shall be provided at all times (24 hours a day, 7 days a week, 52 weeks a year) via one or more toll-free telephone numbers for all Illinois exchanges.
2. TRS shall meet or exceed the requirements of 83 Illinois Administrative Code 756.205 regarding technical and operating standards.
3. TRS shall meet or exceed the requirements of 83 Illinois Administrative Code 756.210 regarding CA standards.
4. TRS shall conform to the "Standards for Telephone Utilities" as set forth in 83 Illinois Administrative Code Part 730, as the same may be amended from time to time, and as may be appropriate for the provision of TRS, unless specifically indicated otherwise in this Schedule or in 83 Illinois Administrative Code Part 756.
5. In the event an emergency call is received from a TTY user, a CA shall attempt to complete the call to a Public Safety Answering Point ("PSAP") number, if such number is supplied by the caller and can be directly accessed by the CA. CAs are not capable of directly accessing 9-1-1. For the quickest response in emergency situations, TTY users should directly contact their local 9-1-1 service, or appropriate local emergency agencies in areas where 9-1-1 is not in service, instead of employing the TRS to complete emergency calls.

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**DESCRIPTION OF TELECOMMUNICATIONS RELAY SERVICE (continued)**

6. In accordance with the FCC's Memorandum Opinion & Order in CC Docket No. 90-571 adopted on August 25, 1995 and Order on Reconsideration in CC Docket No. 90-571 adopted on February 19, 1993, and pursuant to the Illinois Commerce Commission Order in Docket No. 95-0334 dated January 24, 1996, the following limitations apply to telecommunications relay service:

A. Toll TRS Calls Placed from Coin Operated Telephones.

Toll TRS calls placed from a coin operated telephone will be completed only if the call is charged to a calling card or a debit card.

B. TRS User-Billed Enhanced and Non-Enhanced Pay-Per-Call Services.

User-billed calls to enhanced (audiotext or recorded message) or non-enhanced (live) pay-per-call services will not be processed through the TRS.

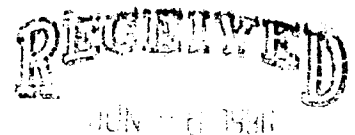
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**CHARGES FOR TELECOMMUNICATIONS RELAY SERVICE**

1. Except as provided in this Schedule, a relay-assisted call shall be billed according to the rate(s) which would otherwise have applied if the call had been dialed directly from the originating point to the terminating point on the day and time and for the duration of the actual call.
2. If the relay-assisted call is to be processed other than on direct dial basis, the appropriate operator handled surcharges shall apply, in addition to the customer direct dial charge as specified in the appropriate tariff.
3. Any discounts which would apply to a direct call between the originating and terminating points, on the day and time and for the duration of the relay-assisted call, shall be applied to the charges billed for the relay-assisted call.
4. In accordance with the FCC's Memorandum Opinion & Order in CC Docket No. 90-571 adopted on August 25, 1995, and pursuant to the Illinois Commerce Commission Order in Docket No. 95-0334 dated January 24, 1996, the following charges apply:
  - A. Local TRS calls placed from coin operated telephones shall be provided free of charge.
  - B. Toll TRS calls placed from coin operated telephones must be charged either to a calling card or a debit card. The rates shall not exceed those of a non-TRS call placed using coin sent-paid service between the originating and terminating points on the day and time and for the duration of the relay-assisted call.

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**CHARGES FOR TELECOMMUNICATIONS RELAY SERVICE (continued)**

5. Any disputes or customer refusals to pay charges assessed for relay-assisted calls shall be handled as provided in 83 Illinois Administrative Code 756.15.
6. Nonpayment of charges for relay-assisted calls shall be treated the same as nonpayment of other monthly charges collected from customers by telecommunications carriers providing local exchange services or interexchange services.
7. The System Provider shall be permitted to decline to complete a TRS call because credit authorization is denied.

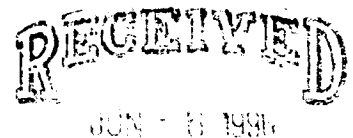
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**LIABILITY**

1. Except in cases of willful misconduct, neither ITAC, the telecommunications carriers providing local exchange service, nor the System Provider assume any liability whatsoever for damages arising from mistakes, omissions, interruptions, delays, errors, or defects in transmission occurring in the course of furnishing Telecommunications Relay Service.
2. ITAC, the telecommunications carriers providing local exchange service and the System Provider shall be indemnified and held harmless (including costs and reasonable attorney's fees) by the customer or customers or their agents against (a) claims for libel, slander, or infringement of copyright arising directly or indirectly from (i) material transmitted over the relay system or the use thereof; (ii) facilities furnished through ITAC; and (iii) apparatus and systems of the customer; and against (b) all other claims arising out of any act or omission of a customer in connection with the services and facilities provided through ITAC.
3. Neither ITAC, the telecommunications carriers providing local exchange service, nor the System Provider shall be liable for any loss, including lost profits, cost, damage, expense or delay caused by or due to labor difficulties, governmental orders, civil commotions, Acts of God or events beyond the reasonable control of said parties.
4. Each user of Telecommunications Relay Service agrees to release, indemnify, defend and hold harmless ITAC, the telecommunications carriers providing local exchange service, and the System Provider from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the user or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the user or others.
5. Neither ITAC, the telecommunications carriers providing local exchange service, nor the System Provider shall be liable for acts or omissions of others when their facilities are used for access to the Telecommunications Relay Service.

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