

## Telecommunications Relay Service (TRS) Program

	<b>2000<sup>1</sup></b>	<b>2008<sup>2</sup></b>	<b>2016<sup>3</sup></b>
<b>Access Lines<sup>4</sup></b>	683,690	647,800	377,860
<b>Minutes-of-Use (MOU)<sup>5</sup></b>			
Toll - MTS/WATS	285,000,000	312,000,000	205,400,000
<b>Ordered Surcharge</b>			
Per Access Line (monthly)	\$.04	\$.02	\$.02
MTS/WATS per MOU	\$.0007	\$.0002	\$.0002
<b>Expenses</b>			
TRS provider	\$434,400	\$250,755	\$85,515
Administrative	<u>\$31,300</u>	<u>\$42,157</u>	<u>\$39,051</u>
Total Expenses	\$465,700	\$292,912	\$124,566

### Percentage change between 2000 and 2016:

Total Access Lines:	50.6% decrease <sup>6</sup>
MOU MTS/WATS:	28 % decrease <sup>7</sup>
<b>Ordered Surcharge</b>	
Per access line	50% decrease <sup>8</sup>
MTS/WATS per MOU	71.4% decrease <sup>9</sup>
Annual Expenses:	73.3% decrease <sup>10</sup>

Note: Total access lines include only switched access lines. Currently VoIP and Wireless providers are not required to pay into the TRS program. Overall expenses for the TRS program has declined because of changes in technology with customers using texting on cell phones and increased use of CapTel phone sets.

<sup>1</sup> Information - IPUC Order No. 28328, Case No. GNR-T-00-11, March 30, 2000

<sup>2</sup> Information - IPUC Order No. 30531, Case No. GNR-T-08-01, April 16, 2008

<sup>3</sup> Information - IPUC Order No. 33481, Case No. GNR-T-16-02, March 11, 2016

<sup>4</sup> Access lines includes both business and residential switched access lines combined and are approximate numbers.

<sup>5</sup> Minute-of-Use for Toll – MTS/WATS are approximate numbers.

<sup>6</sup>  $(683,690 - 377,860 = 305,830) / 683,690 = 44.7\%$  decrease.

<sup>7</sup>  $(285,000,000 - 205,400,000 = 79,600,000) / 285,000,000 = 27.9\%$  decrease.

<sup>8</sup>  $(\$0.04 - \$0.02 = \$0.02) / \$0.04 = 50\%$  decrease.

<sup>9</sup>  $(\$0.0007 - \$0.0002 = \$0.0005) / \$0.0007 = 71.4\%$  decrease

<sup>10</sup>  $(\$465,700 - \$124,566 = \$341,134) / \$465,700 = 73.3\%$  decrease.