

Telecommunications Relay Service (TRS) Program

	2000¹	2008²	2016³
Access Lines⁴	683,690	647,800	377,860
Minutes-of-Use (MOU)⁵			
Toll - MTS/WATS	285,000,000	312,000,000	205,400,000
Ordered Surcharge			
Per Access Line (monthly)	\$.04	\$.02	\$.02
MTS/WATS per MOU	\$.0007	\$.0002	\$.0002
Expenses			
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% decrease⁶
 MOU MTS/WATS: 28 % decrease⁷

Ordered Surcharge
 Per access line 50% decrease⁸
 MTS/WATS per MOU 71.4% decrease⁹

Annual Expenses: 73.3% decrease¹⁰

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.

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

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

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

⁴ Access lines includes both business and residential switched access lines combined and are approximate numbers.

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

⁶ $(683,690 - 337,860 = 345,830) / 683,690 = 50.6\%$ decrease.

⁷ $(285,000,000 - 205,400,000 = 79,600,000) / 285,000,000 = 28\%$ decrease.

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

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

¹⁰ $(\$465,700 - \$124,556 = \$341,134) / \$465,700 = 73.3\%$ decrease.