

Bill Page Messages — North Carolina
Business and Residence Rate Increase for Telecommunications Relay Service (TRS)
March 2011 Delivery

Bill Page Messages for All Business and Residence Customers

Local Services

Surcharge Increase

Effective with telephone bills issued on or after April 1, 2011, the Telecommunications Relay Service (TRS) surcharge is \$0.11 per access line, per month. On February 2, 2011, the North Carolina Utilities Commission authorized an increase in the monthly TRS surcharge amount from \$0.09 to \$0.11 to maintain adequate funding for the Telecommunications Resource Program (TRP) and for Regional Resource Centers within the Division of Services for the Deaf and Hard of Hearing. TRP is a program within the North Carolina Department of Health and Human Services consisting of a telecommunications relay service that enables persons with hearing, speech and vision impairments to communicate with others by telephone and an equipment distribution program. Regional Resource Centers provide a wide spectrum of services, including: (1) advocacy, consultation, workshops and training on a wide variety of topics pertaining to hearing loss; (2) communication support; (3) information and referral services; (4) assistance with selection, application for and set-up of equipment, training and technical assistance as part of the equipment distribution service; and (5) outreach regarding available resources.