

**§8703. Requirements**

Telecommunications relay services must conform to the following requirements. [PL 1989, c. 851, §7 (NEW).]

**1. Geographic availability.** Services must be available on a statewide basis to the extent that they are technologically feasible.

[PL 2009, c. 68, §12 (AMD).]

**2. Temporal availability.** Services must be available 24 hours a day for every calendar day of the year.

[PL 1989, c. 851, §7 (NEW).]

**3. Accessibility.** Relay service operators may not refuse calls or limit the length of calls.

[PL 1989, c. 851, §7 (NEW).]

**4. Blockage level.** The allowable blockage level for the telecommunications relay services must be reasonable. Complaints relating to the reasonableness of the blockage level may be brought to the commission by the council or by 10 or more aggrieved persons pursuant to section 1302, subsection 1. [PL 2017, c. 408, §5 (AMD).]

**5. Confidentiality.** The providers of telecommunications relay services shall keep relay service communications confidential.

[PL 2015, c. 250, Pt. C, §6 (AMD).]

**6. User fee prohibited.** A separate fee for telecommunications relay services may not be assessed to users of the services.

[PL 1989, c. 851, §7 (NEW).]

**7. Recovery of expenses and costs.** The costs for telecommunications relay services must be recovered through the state universal service fund pursuant to section 7104, subsection 7.

[PL 2005, c. 305, §3 (AMD).]

**8. Council.** The providers of telecommunications relay services must take into consideration any comments from the council.

[PL 2017, c. 408, §5 (AMD).]

**9. Restrictions.** Upon request, the providers of telecommunications relay services shall make known to users of the services any restrictions on the types of calls handled such as collect calls and automated information services.

[PL 1989, c. 851, §7 (NEW).]

**10. Notification of rates or charges.** Upon request, the providers of telecommunications relay services shall make known to users any rates or charges for the services.

[PL 1989, c. 851, §7 (NEW).]

**SECTION HISTORY**

PL 1989, c. 851, §7 (NEW). PL 2005, c. 305, §3 (AMD). PL 2009, c. 68, §12 (AMD). PL 2015, c. 250, Pt. C, §6 (AMD). PL 2017, c. 408, §5 (AMD).

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