

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of the Consideration of)
The Relay Missouri Fund) Case No. TO-2024-0033

PUBLIC COUNSEL’S COMMENTS

COMES NOW the Office of the Public Counsel (“OPC”) and for its Comments in response to the Staff’s August 4 Memorandum, states:

The OPC agrees with the Commission’s Staff that the declining number of subscribers for Relay Missouri Fund services, and the related advancement of communication technologies, supports a renewed look at the Relay Missouri Fund and the communications services it provides for deaf, hearing-impaired, and speech-impaired Missourians.

Additionally, the OPC concurs with the Staff that, “input should be solicited from the industry and public on the feasibility of alternatives for a Missouri consumer with analog CapTel/relay equipment.” Input from current and former users of these services would be helpful to understand how former users are continuing to communicate without Missouri Relay Fund services, and would help to understand whether these same alternatives are widely available to all current users of Missouri Relay Fund services. If this analysis were to indicate that certain telecommunications services would be lost for deaf, hearing-impaired, and/or speech impaired Missourians, and that the Relay Missouri Fund should

continue, it may be worthwhile to revisit the Fund and determine whether changes should be made to better reflect the types of services needed today.

WHEREFORE, the Office of the Public Counsel respectfully offers these Comments.

Respectfully submitted,

/s/ Marc Poston

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, emailed or hand-delivered to all counsel of record this 7th day of September 2023.

/s/ Marc Poston
