

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service  
Commission held at its office in  
Jefferson City on the 21<sup>st</sup> day of  
March, 2024.

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

**ORDER REGARDING THE DEAF RELAY SERVICE AND EQUIPMENT  
DISTRIBUTION FUND SURCHARGE**

Issue Date: March 21, 2024

Effective Date: April 20, 2024

On August 4, 2023, the Staff of the Commission (Staff) filed a report and motion asking the Commission to open a file regarding the existing Deaf Relay Service and Equipment Distribution Fund Surcharge. The surcharge is used to fund a statewide dual-party telephone relay service for qualifying Missourians who are unable to use traditional telecommunications equipment. The surcharge is imposed on Missouri landline basic access lines. Telecommunications companies are allowed to deduct and retain a percentage of the surcharge collected to recover billing and collection-related costs.

Section 209.259, RSMo 2016, requires the Commission to review the surcharge no less frequently than every two years. It also requires the Commission to order changes in the amount of the surcharge as necessary to assure available funds for the programs supported by that fund.

The Commission issued an Order and Notice on August 7, 2023. That notice specifically ordered that the Missouri Assistive Technology Council, the Missouri Council of the Blind, and the National Federation of the Blind – Missouri receive notice. The Commission’s Order and Notice also directed that any party wishing to respond to Staff’s

motion do so by September 7, 2023. The Office of the Public Counsel (OPC) filed comments on September 7, 2023. OPC largely concurred with Staff's motion.

Staff filed a Status Update on October 4, 2023, and then a Recommendation on March 1, 2024. Staff states that after consulting with the Federal Communications Commission (FCC) and the Relay Missouri Advisory Committee, it believes that the Commission should take no action to phase out analog relay service and the Relay Missouri Fund. Staff believes that a statutory change and more guidance from the FCC may be required before phasing out analog relay services.

Staff also asks the Commission to reduce the Relay Missouri surcharge from the current \$0.10 amount to \$0.06. Staff requests this decrease in an effort to keep the Relay Missouri fund balance at a level to cover five to nine months of expenses.

Further, Staff recommends that the Commission discontinue the Captioned Telephone Service (CapTel), which allows a user to see transcribed speech on a phone screen. The current CapTel provider, T-Mobile, has a contract to provide CapTel until October 31, 2025. T-Mobile does not plan to offer CapTel after the contract expires, and the number of active CapTel users has been steadily declining. The Commission received no responses to Staff's Recommendation.

After review of Staff's pleadings and OPC's comments, the Commission will adopt Staff's Recommendations. The Commission will take no action to phase out analog relay service or the Relay Missouri Fund as a result of this review. The decrease in the surcharge will become effective on June 1, 2024 to allow telecommunications companies sufficient time to implement the change.

**THE COMMISSION ORDERS THAT:**

1. T-Mobile shall discontinue analog CapTel service after providing at least 30 days' notice to existing users. The specific date for discontinuing the service should be mutually agreeable to T-Mobile and Staff.
2. The Deaf Relay Service and Equipment Distribution Fund Surcharge shall decrease from \$0.10 to \$0.06 effective June 1, 2024.
3. The amount that local exchange companies retain for recovering costs associated with billing, collecting and remitting surcharge revenue shall be unchanged at one percent of the total surcharge collected or \$30 per month, whichever is greater.
4. The Commission's Data Center shall send a copy of this order to all competitive local exchange carriers, all incumbent local exchange carriers, and to all IVoIP providers in Missouri.
5. This order shall become effective on April 20, 2024.
6. This file shall be closed on April 21, 2024.



**BY THE COMMISSION**

A handwritten signature in black ink that reads "Nancy Dippell". The signature is written in a cursive, flowing style.

Nancy Dippell  
Secretary

Hahn, Ch., Rupp, Coleman, Holsman  
and Kolkmeier CC., concur.

Pridgin, Deputy Chief Regulatory Law Judge

**STATE OF MISSOURI**

**OFFICE OF THE PUBLIC SERVICE COMMISSION**

**I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.**

**WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 21<sup>st</sup> day of March 2024.**



*Nancy Dippell*  
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**Nancy Dippell**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**March 21, 2024**

**File/Case No. TO-2024-0033**

**MO PSC Staff**

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**Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).**

*Sincerely,*



**Nancy Dippell  
Secretary**

**Distributed to all Competitive Local Exchange Carriers, All Incumbent Local Exchange Carriers,  
and to All IVoIP providers in Missouri.**

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Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.