

2005 SESSION

INTRODUCED

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HOUSE BILL NO. 2713

Offered January 12, 2005

Prefiled January 12, 2005

A BILL to amend and reenact § 56-484.5 of the Code of Virginia, relating to telecommunications relay service; minimum standards.

Patron—Morgan

Referred to Committee on General Laws

Be it enacted by the General Assembly of Virginia:

1. That § 56-484.5 of the Code of Virginia is amended and reenacted as follows:

§ 56-484.5. Provision of service; minimum standards.

The Department, with the assistance of the Commission, shall be responsible for the provision and operation of telecommunications relay service for all text telephones within the Commonwealth. Such service shall include at a minimum:

1. Twenty-four-hour-a-day, seven-day-a-week statewide access with no limitations or restrictions that are not applicable to voice users of the telephone network;

2. An answer rate that ensures that at least ~~eighty-five~~ 85 percent of the incoming calls are operator-answered within ~~twenty~~ 20 seconds and at least ~~ninety-nine~~ 99 percent of incoming calls answered within ~~sixty~~ 60 seconds;

3. Technological advances, including the capability of voice carry over; and

4. Adequate facilities, *end-user equipment*, and personnel to ensure that calls are interpreted accurately; notwithstanding this provision, unless miscommunication on a call is caused by the willful misconduct of the telecommunications relay service provider, liability of the telecommunications relay service provider shall be limited to the charges imposed on users for the call.

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