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TRS Fund Annual Provider Filing

PRIVACY ACT AND PAPERWORK REDUCTION ACT STATEMENTS

The FCC is authorized under the Communications Act of 1934, as amended, to collect the information we request in this form. regulation, rule or order, your certification may be referred to the Federal, state or local agency responsible for investigating, p certain cases, the information in your certification may be disclosed to the Department of Justice or a court or adjudicative body Government is a party of a proceeding before the body or has an interest in the proceeding.

We have estimated that this collection of information will take 10.0 hours annually. Our estimate includes the time to read the and actually complete and review the form or response. If you have any comments on this estimate, or on how we can improve Communications Commission, Office of Managing Director, AMD-PERM, Washington, DC 20554, Paperwork Reduction Act mail to PRA@fcc.gov.

Please DO NOT SEND COMPLETED FORMS TO THIS ADDRESS. You are not required to respond to a collection of inform or sponsor this collection, unless it displays a currently valid OMB control number and/or we fail to provide you with this notice

THIS NOTICE IS REQUIRED BY THE PRIVACY ACT OF 1974, PUBLIC LAW 93- 579, DECEMBER 31, 1974, 5 U.S.C. SECTION 552a, OCTOBER 1, 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507.

There may be a violation or a potential violation of a FCC statute, rule, regulation, or order. In addition, the respondent is: a) a person; or b) any employee of the FCC; or c) the United States

To help us understand how we can reduce the burden it causes you, please write the Federal Register (52a(e)(3)). We will also accept your PRA comments if you send an e-mail to papr@ic.fcc.gov.

This information is not to be used by the Federal government, and the government may not conduct or disseminate this information if it has been assigned an OMB control number of 3060-0463.

52a(e)(3) AND THE PAPERWORK REDUCTION ACT OF 1995

Below are general instructions for completing this filing

Worksheet	
Filing Information	Use the pro
Filing Notes	Summarize
Flat Rate Revenue	For TTY, ST
Per Minute Revenue	For TTY, ST
Add. Revenue Paid To Provider	Supply req
Add. Costs Paid by Provider	Supply req
Demand	For VRS, IP
VRS Expenses	
IP Relay Expenses	For expens
IP CTS CA Expenses	subcategor
IP CTS ASR Expenses	
CA Stats	For all IP-b.

IP Based Expense Categories/Subcategories

Category	Subcategory
A. Annual Recurring Fixed/Semi-Variable Expenses	1. Rent
	2. Utilities
	3. Building
	4. Property
	5. Furniture
	6. Office Ec
	1. Salaries

<p>B. Recurring Variable Expenses (Direct TRS Operation Expenses)</p>	<p>2. Salaries</p> <hr/> <p>3. Salaries</p> <hr/> <p>4. Telecom</p> <hr/> <p>5. Relay Ce</p>
<p>C. Administrative Expenses</p>	<p>1. Accounti</p> <hr/> <p>2. Legal/Re</p> <hr/> <p>3. Engineer</p> <hr/> <p>4. Research</p> <hr/> <p>5. Operatic</p> <hr/> <p>6. Human F</p> <hr/> <p>7. Billing</p> <hr/> <p>8. Contract</p> <hr/> <p>9. Risk Mar</p> <hr/> <p>10. Other C</p>

	11. Enforce
D. Depreciation Associated with Capital Investments	1. Furniture 2. Telecom 3. Leaseho 4. Software 5. Other Ca
E. Other TRS Expenses	1. Marketir 2. Outreac 3. Subcont 4. License f 5. License f 6. Software 7. Custome 8. Other
F. Capital Investmens	1. Furniture 2. Telecom 3. Leaseho 4. Software 5. Other Ca

5 Fund Annual Provider Filing Instructions

; workbook. For complete instructions, please reference the Annual Filing - Provider Instructions document. Any

[Rolka Loube Provider Help Desk](#)

Instructions
provided areas to supply provider, filing year, preparer, and attesting officer information.
: any service improvements, forecasting methodologies and changes to relay demand.
S, or CTS providers, supply requested data for flat rate service contracts.
S, or CTS providers, supply requested data for per minute rate service contracts.
uested data for revenue received for programs that support TTY, STS, and/or CTS above those associated with pro
uested data for costs paid for incentives or services for which the state was not required to pay
Relay, IP CTS CA, or IP CTS ASR providers, supply two years of historical and two years of projected demand for e.

es associated with provisioning the service, supply two years of historical and two years of projected expenses fo
ies below.

ased TRS that require the use of a communications assistant (CA), for all services, supply two years of historical ar

Category	Description
	Annual payments solely for land and/or buildings rented administrative employees.
	Allowable expenses associated with land and buildings u water, sewerage, fuel, T1, trunk lines, Internet connectiv as center toll-free numbers, and local and foreign exchar expenses linked to assigning and porting. Please see app and numbering expenses.
Maintenance	Expenses for maintenance and repair used for the provis
r Tax	Real estate taxes paid on property owned and used for t
e	Lease or rental expenses associated with furnishings use
quipment	Lease or rental expenses associated with office equipme
& Benefits - Relay Center: CA/Interpreting staff	CA and interpreter staff compensation such as wages, sa payments; payroll-related benefits paid on behalf of emp by law, insurance plans (life, hospital, medical, dental, vi associated with individually contracted or sole proprieto interpreters for the number of calls or the number of mi

& Benefits – Relay Center: Management staff	Relay center managers & supervisor compensation such as wages, salaries, termination payments; payroll-related benefits paid on behalf of employees, such as health insurance; compensation required by law, insurance plans (life, hospital, medical, dental, vision); and other benefits.
& Benefits – Relay Center: Relay Center staff	Relay center staff compensation such as wages, salaries, termination payments; payroll-related benefits paid on behalf of employees, such as health insurance plans (life, hospital, medical, dental, vision); and other benefits.
Communications Expenses	Expenses associated with inspecting, testing, analyzing a plant (switching, transmission, operator, cable, and wire) for faults; changes; expenses for activities, such as controlling traffic, equipment and load balancing, collecting and summarizing call data, call distributor, and assigning interoffice facilities and circuits.
Center Expenses	Expenses not included in other accounts, such as providing equipment, office supplies, materials, and repair.
Accounting/Finance	Expenses incurred in providing accounting and financial services, including accounting, capital recovery, regulatory accounting, tax accounting, and general accounting. Financial services include banking or other financial services.
Regulatory	Expenses incurred for legal and regulatory services. Legal services include legal guidance on regulatory and labor matters, court expense and presenting information for regulatory purposes, such as in the User Registration Database (URD).
Engineering	Expenses incurred in the general day-to-day engineering activities.
Research and Development	Expenses incurred for research and development required for Relay, enhanced functional equivalency (e.g. geolocation for relay and SMS messaging, integration of VRS with video for VRS, IP CTS, and IP Relay providers to VRS, IP CTS, proprietary user devices or software or any non-TRS product) and other TRS products. Reporting total R&D expenses.
Operations Support	Expenses that ensure the sustainability of service including equipment, materials, and other resources.
Personnel Resources	Expenses incurred in performing personnel administrative services, including scheduling, counseling employees, and reporting.
Administrative	Administrative expenses of rating and providing billing in addition to other means.
Management	Expenses of managing activities required by the provider.
Management	Management expenses associated with workers' compensation.
Corporate Overhead	Other administrative expenses of providing TRS. All costs are reasonable costs of providing TRS Fund supported services to and directly support the provision of TRS Fund supported services by an entity that provides other services. The entity's revenues that are derived from the provision of TRS Fund supported services.

ement Action Expenses	Expenses incurred to comply with an FCC enforcement a and not recoverable from the TRS Fund. Itemized expenses other direct Fund payments, identified in an FCC enforce
e & Fixtures	Depreciation expense on furniture and/or fixtures.
munications Equipment	Depreciation expense associated with capitalized expens operator services equipment, cable and wire facilities, tr.
ld	Amortization of leasehold improvements - improvement
e	Amortization expenses associated with capitalized softw.
apitalized	Depreciation expense not accounted for in other categor
ng/Advertising Expenses	Expenses associated with promoting provided services a providing user incentives.
h Expenses	Expenses associated with educating the public on the TR
ractor	Third-party costs associated with two or more individual see appendix instructions for reporting and allocating su Subcontractor costs not properly allocated shall be treat
ees paid to a third party	Expenses associated with payments to a third-party for u
ees paid to an affiliate	Expenses associated with payments to an affiliate for use
e	Expenses related to in-house development/maintenance must be used to meet mandatory minimum standards ar appendix instructions for reporting total software expen:
er Premises Equipment	Expenses associated with hardware and software, includ with software installed on proprietary CPE.
	Any expenses associated with provisioning TRS that has i within the appendix.
e & Fixtures	Year-end net book value of capital investment on furnitu
munications Equipment	Year-end net book value of capital investment associate operator services equipment, cable and wire facilities, tr.
ld	Year-end net book value of capital investment of leasehc building, like walls or carpeting.
e	Year-end net book value of capital investments associate reporting total software expenses including software on mandatory minimum standards.
apitalized	Year-end net book value of capital investments not acco

Any questions should be submitted to the Rolka Loubé Provider Help Desk

provisioning the service (i.e., outreach, billing, administration).
each service.
for each category/subcategory. See descriptions of the expense
and two years of projected CA employment stats.

for the provision of the TRS, including the rent of office space used by
used for the provision of the TRS, such as electric power, natural gas, utility, internet service, and VoIP service. Telephone service expenses, such as long distance, should be included here along with related E911 and numbering plan area (NPA) codes. Include E911 and numbering plan area (NPA) codes. Provide E911 and numbering plan area (NPA) codes and instructions for reporting total, allowable, and non-allowable E911
for the provision of the TRS, including maintenance of office buildings.
for the provision of the TRS.
used for the provision of the TRS.
salaries, commissions, bonuses, incentive awards, and termination pay for employees, such as pensions, savings plans, workers' compensation required by law; and social security and other payroll taxes. Include expenses for interpreters and CAs. The FCC prohibits incentives paid to CAs and other personnel. Include minutes billed.

as wages, salaries, commissions, bonuses, incentive awards, and on behalf of employees, such as pensions, savings plans, workers' compensation, dental, vision); and social security and other payroll taxes.

commissions, bonuses, incentive awards and termination payments; such as pensions, savings plans, workers' compensation required by law, and social security and other payroll taxes.

and correcting trouble; repairing or reporting on telecommunications equipment) to determine need for repair, replacements, rearrangements, and traffic flow, administering traffic measuring and monitoring devices, assigning and recording traffic data, administering trunking equipment and facilities, automatic circuit layout work.

ing food services, libraries, archives, mail service, procuring office

services. Accounting services include payroll and disbursements, property accounting, auditing, capital and operating budget and control, and operations, cash management, and benefit investment fund management,

l services include conducting and coordinating litigation, providing legal services, filing fees, cost of counsel, etc. Regulatory services include preparing and responding to this data request and the cost of registering customers

operation of the TRS telecommunications plant and/or IP network.

and to meet mandatory minimum standards and, for VRS, IP CTS, and IP services for 911 calls, direct-dial access to 988 and N11, unified phone number portability, teleconferencing, interoperability improvements, and seamless access to and IP Relay from home, work, or mobile devices. Expense to develop new products or services are not recoverable. Please see appendix instructions for

ing troubleshooting, customer service, and technical support.

on activities, including recruiting, hiring, forecasting, planning, training,

information to interexchange and local exchange carriers, if not recovered

contracts.

nsation, payments in settlement of accident and damage claims,

over \$10,000 should be itemized. Indirect overhead costs are not recoverable. Appropriate overhead costs are those costs that are directly related to the TRS relay service(s). Indirect overhead costs may not be allocated to TRS services not supported by the TRS Fund based on the percentage of the TRS. Backup support is required for all expenses listed in this category.

ction or Consent Decree, as not attributable to the cost of providing TRS
ses include civil penalties, criminal penalties, fines, recoveries to the Fund,
ment action as not being allowable cost.

ses of telecommunication equipment including switching equipment,
ansmission equipment, and power equipment.

ts which become a permanent part of a building, like walls or carpeting.

are.

ries such as capitalized R&D.

nd/or identifying the needs of users excluding costs associated with

S.

s providing IP-based TRS for the provider under a single contract. Please
bcontractor costs to the appropriate categories and subcategories.
ed as non-allowable costs.

ise of technology, software, and/or equipment.

se of technology, software, and/or equipment.

se of software and/or license fees associated with commercial software
rd allow for the provision of functionally equivalent service. Please see
ses including software for off-the-shelf CPE and software expenses.

ing installation, maintenance, and testing as well as expenses associated

not been reported previously. Explanation of costs must be included

ire and/or fixtures.

d with telecommunication equipment including switching equipment,
ansmission equipment, and power equipment.

old improvements - improvements which become a permanent part of a

ed with capitalized software. Please see appendix instructions for
off-the-shelf CPE and software expenses above and beyond meeting

unted for in other categories.

TRS Fund Annual Provider Filing Appendix Instructions

Data may be entered on the worksheet, or a document may be embedded in the works reviewing the required appendix data, please identify the worksheet and/or filename t described in the table below.

Cost Category/Subcategory and required data

A. Recurring Fixed/Semi-Variable Expenses

1) For expenses that are provisioned jointly with the expenses for other telecommunicati following:

	Total company expenses
	Description of how the total expenses are allocated among the TRS services a
	Percent allocation for each service

2) Separately identify allowable and non-allowable costs associated with E911 and numb following categories:

	Ensuring that database information is properly and timely updated and maint.
	Processing and transmitting calls made to ten-digit numbers
	Routing emergency calls to an appropriate Public Safety Answering Point
	Other implementation-related tasks directly related to facilitating ten-digit nu
	Consumer outreach and education related to the requirements and services
	Any costs associated with obtaining numbers

B. Recurring Variable Expenses (Direct TRS Operation Expenses)

1) Provide, by call center, at-home status, job descriptions/titles and compensation inclu number of staff within the following categories:

	Provider employed CA and/or interpreter staff
	Provider contracted CA and/or interpreter staff
	Relay center management and/or supervisors
	Relay center staff

2) Provide contracts for sole proprietor and individually operated LLCs offering CA and in

3) Summarize expenses exceeding \$10,000 including vendor, description of goods/service following categories:

	Telecommunication expenses
	Relay center expenses

C. Administrative Expenses

1) Provide job descriptions/titles and compensation including salaries and benefits and a following categories:

	Finance/Accounting
	Legal/Regulatory
	Engineering

Research and development – broken down by platform, software, and CPE; re required to meet mandatory minimum standards and to enhance functional e separate amounts.

Operations Support

Human Resources

Billing

Contract Management

Other Corporate Overhead

2) Summarize expenses exceeding \$10,000 including vendor, description of goods/service following categories:

Finance/Accounting

Legal/Regulatory

Engineering

Research and Development – broken down by platform, software, and CPE; re required to meet mandatory minimum standards and to meet functional equi separate amounts.

Operations Support

Human Resources

Contract Management

Other Corporate Overhead

4) Describe all TRS related engineering projects including projects that are ongoing, planr cancelled, and to the extent applicable, explain the purpose and intended outcome for th the individual projects preserve or enhance funtional equivalency.

VRS providers should furnish the following details

Provide a list of all engineering projects that the provider engaged in for each

For each engineering project listed above, provide the goals of the project

For each engineering project listed above, provide the dollar amount of exper for each reporting calendar year

For each engineering project listed above, describe how the completion of the VRS offerings

For each engineering project listed above, state whether the project was requ standards of enhance functional equivalency.

For each engineering project listed above, indicate whether the project affect CPE, and the relationship of the particular project to a specific service that the

5) Describe all TRS related R&D projects including projects that are ongoing, planned, rec to the extent applicable, explain the purpose and intended outcome for the provision of projects preserve or enhance funtional equivalency.

VRS providers should furnish the following details

Provide a list of all R&D projects that the provider engaged in for each reporti

For each R&D project listed above, provide the goals of the project

For each R&D project listed above, provide the dollar amount of expenses spe reporting calendar year

For each R&D project listed above, describe how the completion of the projec offerings

For each R&D project listed above, state whether the project was required to

	or enhance functional equivalency.
	For each R&D project listed above, indicate whether the project affected the program and the relationship of the particular project to a specific service that the provider provides.
	6) For VRS providers, provide a detailed breakdown of the allowable and non-allowable FTE costs. Allowable costs include the registration of end users, training on the use of non-proprietary devices, and allowable costs include the installation, maintenance, and training on the use of proprietary devices.
	7) Provide other expenses incurred in rating and providing billing information to exchange recovered by other means.
	8) Provide a list of officers, senior management, and directors. For individuals listed:
	Provide a schedule that shows how their compensation has been assigned between TRS services managed by state programs, provide a schedule that shows how between the Interstate and Intrastate components. For interstate Fund support expenses assigned to each service.
	Indicate if their compensation has been included in any other cost category/schedule.
	9) Provide cost details of all Consent Decrees, Judgments, or other legal action that result in a settlement with the State Treasury, or a Third-Party to be broken down into separate amounts (e.g. fines, penalties, legal obligations).
	Provide details of compliance plans for each, where applicable, and any additional adherence to the plan.
D. Depreciation Associated with Capital Investment	
	1) Provide the depreciation method and period applied.
	2) Explain departures from traditional depreciation methods
	3) Summarize depreciable life, depreciation method, and depreciation expenses by cost category.
E. Other TRS Expenses	
	1) Provide job descriptions/titles and compensation including salaries and benefits and an allocation of expenses by the following categories:
	Marketing/Advertising
	Outreach
	Customer Premise Equipment - sales, installation, and maintenance employee
	2) For expenses exceeding \$10,000, provide vendor, description of goods/services, and expense categories:
	Marketing/Advertising
	Outreach
	Subcontractor
	3) For all outreach activities and/or projects directly relating to the provision of TRS services:
	The number of activities and/or projects
	A description of the activity and/or project, specify whether the project was for a specific service. If jointly, how allocated and specify the allocation method for each service.
	Annual expense amount recorded for the relevant outreach activities and/or projects.
	4) Provide a copy of each subcontractor contract and include contract termination dates, allocation of subcontractor expenses by RSDR expense categories and subcategories. Include allocation of subcontractor expenses.
	5) Provide a list of items purchased and outline billing rates and billing units for the following categories:
	License fees paid to a third party
	License fees paid to an affiliate
	6) Provide the number of Customer Premises Equipment sold, produced, and installed.

7) Provide the costs of CPE provided to consumers. Provide a schedule that breaks out the parts.

8) Provide a schedule of software expenses associated with CPE. Identify separately software CPE and off-the-shelf CPE. Software expenses required to meet mandatory minimum standards and beyond meeting mandatory minimum standards shall be broken down into separate

9) Provide a schedule identifying and describing any expenses not previously reported in

F. Capital Investments

1) Provide an account of all capital equipment purchased in order to provide each form of items that are long term in nature and subject to depreciation. Items such as office supplies

Itemize investments by: Form of TRS, Equipment class, Gross book values, Accumulated values

For equipment used to monitor and supervise call centers that provide multiple company investments, describe how total investments are allocated among the for each service

2) Provide an account of all capitalized expenses associated with software installed on of expenses associated with software installed on proprietary CPE shall be broken down into expenses associated with software installed on CPE required to preserve or enhance function expenses associated with software installed on CPE required to preserve or enhance function down into separate amounts.

sheet. Additional worksheets may be added as needed. To assist with that contains the referenced appendix data. Required appendix data is

	Worksheet/File Name
ions relay services, provide the	
nd between TRS and non-TRS services	
ering for IP based TRS for each of the	
ained	
mbering and emergency call handling	
ding salaries and benefits and average	
terpreter services	
es, and expense amounts for the	
verage number of staff within the	

search and development expenses equivalency shall be broken down into	
es, and expense amounts for the	
search and development expenses equivalency shall be broken down into	
ed, recently completed, and the provision of TRS services and how	
reporting calendar year	
ses spent on that particular project	
e project would affect the provider's	
ired to meet mandatory minimum	
ed the provider's platform, software or e provider offers.	
ently completed, and cancelled, and TRS services and how the individual	
ng calendar year	
ent on that particular project for each	
t would affect the provider's VRS	
meet mandatory minimum standards	

provider's platform, software or CPE, provider offers.	
field Staff costs. Allowable costs the completion of ports. Non-ary CPE.	
e and interexchange carriers if not	
etween TRS and non-TRS services. For their compensation has been assigned orted services, identify separately	
ubcategory	
ted in payments to the Fund, the U.S. ;, Fund reimbursements, and any other	
onal costs associated with maintaining	
ubcategory	
verage number of staff within the	
es	
xpense amounts for the following	
ces	
or interstate and/or intrastate ervices's activity and/or project. orts.	
, billing rates and billing units, and an lude all data that supports the	
ing categories	

ie expenses among its component	
ware expenses related to proprietary standards and software expenses above amounts.	
another category.	
of TRS. Only include capital investment ies should be listed in Section B6.	
umulated depreciation, Net book	
le TRS services, provide the total re services, and the percent allocation	
f-the-shelf CPE and capitalized o separate amounts. Capitalized ctional equivalency and capitalized ctional equivalency shall be broken	



TRS Fund Annual Provider Filing

TRS |

Estimated Average Bu

Provider Name	<input type="text"/>
Preparer Name	<input type="text"/>
Preparer's Email Address	<input type="text"/>
Preparer's Telephone	<input type="text"/>
Filing Period	<input type="text" value="2024"/>
Signed By:	
Senior Officer Name	<input type="text"/>
Senior Officer Title	<input type="text"/>

I swear under penalty of perjury that I am _____, _____
the above-named reporting entity and that I have examined the foregoing reports and that all
has been provided and all statements of fact, are true and accurate.

Persons willfully making false statements on this form can be punished by fine or imprisonment
United States Code, 18 U.S.C. §1001.

Signature

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Workload Hours Per Response: 10.0 Hours

_____, an officer of
requested information

at under Title 18 of the

--

Date



TRS Fund Annual Provider Filing

TR
Estimated Average E

To assist RolkaLoubé in understanding your data, please provide the following information:

Provide a summary of any changes, activities, and/or improvements since the prior year filing upcoming program year, which caused or may cause substantial changes in cost and/or demand.

Describe the methodology used to determine the forecasted minutes for the projected years.

Describe any characteristics unique to a particular service or changes in the relay services market.

or that are planned for the
nd data.

ketplace.



TRS Fund Annual

For each state for which the provider provides TTY, STS, and/or CTS service a

Jurisdiction	Rate Covers Services			Rate Start	Rate End
	TTY	STS	CTS		

Annual Provider Filing Flat Rate Revenue

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Estimated Average Burden Hours Per Response: 10.0 Hours

At a flat rate, supply the following information associated with provision of service minutes.

Reported as Annual Total or Monthly Rate	Flat Rate Amount	Conversation Minutes Serviced During Rate Period		
		TTY	STS	CTS



TRS Fund Annual Provider Per Minute R

For each state for which the provider provides TTY, STS, and/or CTS service at a per r

Jurisdiction	Service	Rate Start	Rate End	Per Session or Conversation Minute
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er Filing evenue

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OMB Control Number 3060-0463
Estimated Average Burden Hours Per Response: 10.0 Hours

minute rate, supply the following information.

Per Minute Rate	Minutes Serviced During Rate Period	
	Conversation	Session



TRS Fund Annual Pr Costs Paid

For each state for which the provider provides TTY, STS, and/or CTS service and required to pay for, supply the following information.

Jurisdiction	Cost Covers			Cost Start	Cost End
	TTY	STS	CTS		

Provider Filing By Provider

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OMB Control Number 3060-0463

Estimated Average Burden Hours Per Response: 10.0 Hours

for which the provider paid for incentives or services the state was not

Reported as Annual Total or Monthly Cost	Amount	Description
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TRS Fund Annual IP Based Services

For each IP based service provided by the provider, please supply two years of actuals and two years of projections.

VRS	Actuals		Projections	
	2023	2024	2025	2026
January	0	0	0	0
February	0	0	0	0
March	0	0	0	0
April	0	0	0	0
May	0	0	0	0
June	0	0	0	0
July	0	0	0	0
August	0	0	0	0
September	0	0	0	0
October	0	0	0	0
November	0	0	0	0
December	0	0	0	0
Totals	-	-	-	-

IP CTS CA	Actuals		Projections	
	2023	2024	2025	2026
January	0	0	0	0
February	0	0	0	0
March	0	0	0	0
April	0	0	0	0
May	0	0	0	0
June	0	0	0	0
July	0	0	0	0
August	0	0	0	0
September	0	0	0	0
October	0	0	0	0
November	0	0	0	0
December	0	0	0	0
Totals	-	-	-	-

Annual Provider Filing e Provider Demand

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OMB Control Number 3060-
Estimated Average Burden Hours Per Response: 10.0

ual compensated demand and two years of projected compensable demand for the years listed below.

IP Relay	Actuals		Projections	
	2023	2024	2025	2026
January	0	0	0	0
February	0	0	0	0
March	0	0	0	0
April	0	0	0	0
May	0	0	0	0
June	0	0	0	0
July	0	0	0	0
August	0	0	0	0
September	0	0	0	0
October	0	0	0	0
November	0	0	0	0
December	0	0	0	0
Totals	-	-	-	-

IP CTS ASR	Actuals		Projections	
	2023	2024	2025	2026
January	0	0	0	0
February	0	0	0	0
March	0	0	0	0
April	0	0	0	0
May	0	0	0	0
June	0	0	0	0
July	0	0	0	0
August	0	0	0	0
September	0	0	0	0
October	0	0	0	0
November	0	0	0	0
December	0	0	0	0
Totals	-	-	-	-

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Hours

For expenses associated with the provisioning of VRS service, provide

A. Recurring Fixed/Semi-Variable Expenses

1. Rent
2. Utilities
3. Building Maintenance
4. Property Tax (if owned)
5. Furniture (if leased)
6. Office Equipment (if leased)

Total

B. Recurring Variable Expenses (Direct TRS Operation Expenses)

1. Salaries & Benefits - Relay Center: CA/Interpreting Staff
2. Salaries & Benefits - Relay Center: Management
3. Salaries & Benefits - Relay Center Staff
4. Telecommunication Expenses
5. Relay Center Expenses

Total

C. Administrative Expenses

1. Accounting/Finance
2. Legal/Regulatory
3. Engineering
4. Research and Development
5. Operations Support
6. Human Resources
7. Billing
8. Contract Management
9. Risk Management
10. Other Corporate Overheads
11. Enforcement Action Expenses

Total

D. Depreciation Associated With Capital Investment

1. Furniture & Fixtures
2. Telecommunications Equipment
3. Leasehold
4. Software

5. Other Capitalized

Total

E. Other TRS Expenses

- 1. Marketing/Advertising Expenses
- 2. Outreach Expenses
- 3. Subcontractor Expenses excluding License Fees
- 4. License Fees paid to a third party
- 5. License Fees paid to an affiliate
- 6. Software
- 7. Customer Premise Equipment
- 8. Other

Total

F. Capital Investments

- 1. Furniture & Fixtures
- 2. Telecommunications Equipment
- 3. Leasehold
- 4. Software
- 5. Other Capitalized

Total

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0 Hours

TRS Fund IP Relay Expense and C

For expenses associated with the provisioning of IP Relay service, provi

A. Recurring Fixed/Semi-Variable Expenses

1. Rent
2. Utilities
3. Building Maintenance
4. Property Tax (if owned)
5. Furniture (if leased)
6. Office Equipment (if leased)

Total

B. Recurring Variable Expenses (Direct TRS Operation Expenses)

1. Salaries & Benefits - Relay Center: CA/Interpreting Staff
2. Salaries & Benefits - Relay Center: Management
3. Salaries & Benefits - Relay Center Staff
4. Telecommunication Expenses
5. Relay Center Expenses

Total

C. Administrative Expenses

1. Accounting/Finance
2. Legal/Regulatory
3. Engineering
4. Research and Development
5. Operations Support
6. Human Resources
7. Billing
8. Contract Management
9. Risk Management
10. Other Corporate Overheads
11. Enforcement Action Expenses

Total

D. Depreciation Associated With Capital Investment

1. Furniture & Fixtures
2. Telecommunications Equipment
3. Leasehold
4. Software

5. Other Capitalized

Total

E. Other TRS Expenses

- 1. Marketing/Advertising Expenses
- 2. Outreach Expenses
- 3. Subcontractor Expenses excluding License Fees
- 4. License Fees paid to a third party
- 5. License Fees paid to an affiliate
- 6. Software
- 7. Customer Premise Equipment
- 8. Other

Total

F. Capital Investments

- 1. Furniture & Fixtures
- 2. Telecommunications Equipment
- 3. Leasehold
- 4. Software
- 5. Other Capitalized

Total

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0 Hours

TRS Fund IP CTS CA Expense and C

For expenses associated with the provisioning of IP CTS CA service, prov

A. Recurring Fixed/Semi-Variable Expenses

1. Rent
2. Utilities
3. Building Maintenance
4. Property Tax (if owned)
5. Furniture (if leased)
6. Office Equipment (if leased)

Total

B. Recurring Variable Expenses (Direct TRS Operation Expenses)

1. Salaries & Benefits - Relay Center: CA/Interpreting Staff
2. Salaries & Benefits - Relay Center: Management
3. Salaries & Benefits - Relay Center Staff
4. Telecommunication Expenses
5. Relay Center Expenses

Total

C. Administrative Expenses

1. Accounting/Finance
2. Legal/Regulatory
3. Engineering
4. Research and Development
5. Operations Support
6. Human Resources
7. Billing
8. Contract Management
9. Risk Management
10. Other Corporate Overheads
11. Enforcement Action Expenses

Total

D. Depreciation Associated With Capital Investment

1. Furniture & Fixtures
2. Telecommunications Equipment
3. Leasehold
4. Software

5. Other Capitalized

Total

E. Other TRS Expenses

- 1. Marketing/Advertising Expenses
- 2. Outreach Expenses
- 3. Subcontractor Expenses excluding License Fees
- 4. License Fees paid to a third party
- 5. License Fees paid to an affiliate
- 6. Software
- 7. Customer Premise Equipment
- 8. Other

Total

F. Capital Investments

- 1. Furniture & Fixtures
- 2. Telecommunications Equipment
- 3. Leasehold
- 4. Software
- 5. Other Capitalized

Total

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Version
60-0463
0 Hours

TRS Fund IP CTS ASR Expense and C

For expenses associated with the provisioning of IP CTS ASR service, pro

A. Recurring Fixed/Semi-Variable Expenses

1. Rent
2. Utilities
3. Building Maintenance
4. Property Tax (if owned)
5. Furniture (if leased)
6. Office Equipment (if leased)

Total

B. Recurring Variable Expenses (Direct TRS Operation Expenses)

1. Salaries & Benefits - Relay Center: CA/Interpreting Staff
2. Salaries & Benefits - Relay Center: Management
3. Salaries & Benefits - Relay Center Staff
4. Telecommunication Expenses
5. Relay Center Expenses

Total

C. Administrative Expenses

1. Accounting/Finance
2. Legal/Regulatory
3. Engineering
4. Research and Development
5. Operations Support
6. Human Resources
7. Billing
8. Contract Management
9. Risk Management
10. Other Corporate Overheads
11. Enforcement Action Expenses

Total

D. Depreciation Associated With Capital Investment

1. Furniture & Fixtures
2. Telecommunications Equipment
3. Leasehold
4. Software

5. Other Capitalized

Total

E. Other TRS Expenses

- 1. Marketing/Advertising Expenses
- 2. Outreach Expenses
- 3. Subcontractor Expenses excluding License Fees
- 4. License Fees paid to a third party
- 5. License Fees paid to an affiliate
- 6. Software
- 7. Customer Premise Equipment
- 8. Other

Total

F. Capital Investments

- 1. Furniture & Fixtures
- 2. Telecommunications Equipment
- 3. Leasehold
- 4. Software
- 5. Other Capitalized

Total

Annual Provider Filing Capital Investment Data

NOT FOR PUB
Approved E
TRS Fund Provider Form Jan 2025 1
OMB Control Number 306
Estimated Average Burden Hours Per Response: 10.1

Provide two years of actual and two years of projected expenses for each category/subcategory.

Actuals		Projections	
2023	2024	2025	2026
\$ -	\$ -	\$ -	\$ -
\$ -	\$ -	\$ -	\$ -
\$ -	\$ -	\$ -	\$ -
\$ -	\$ -	\$ -	\$ -
\$ -	\$ -	\$ -	\$ -
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\$ -	\$ -	\$ -	\$ -
\$ -	\$ -	\$ -	\$ -

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0 Hours



GSA Contract Holder
HHS-18-00000001A

TRS Fund Annual Provider Call Assistance

Please provide data listed below for each service for all CAs

VRS		2023	Actual
Average Monthly Full Time CAs		0	
Average Monthly Part Time CAs - On Full Time Equivalent Basis		0	
Total CA Managers		0	
Total Non CA Relay Staff		0	
Total Yearly Number of Available Interpreting Minutes		0	
Total Yearly Number of Session Minutes		0	
Total Yearly Number of Conversation Minutes		0	
Occupancy Percentage		0%	
Utilization Percentage		0%	
IP Relay		2023	
Average Monthly Full Time CAs		0	
Average Monthly Part Time CAs - On Full Time Equivalent Basis		0	
Total CA Managers		0	
Total Non CA Relay Staff		0	
Total Yearly Number of Available Interpreting Minutes		0	
Total Yearly Number of Session Minutes		0	
Total Yearly Number of Conversation Minutes		0	
Occupancy Percentage		0%	
Utilization Percentage		0%	
IP CTS CA		2023	
Average Monthly Full Time CAs		0	
Average Monthly Part Time CAs - On Full Time Equivalent Basis		0	
Total CA Managers		0	
Total Non CA Relay Staff		0	
Total Yearly Number of Available Interpreting Minutes		0	
Total Yearly Number of Session Minutes		0	
Total Yearly Number of Conversation Minutes		0	
Occupancy Percentage		0%	
Utilization Percentage		0%	

Provider Filing Instant Stats

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 TRS Fund Provider Form Jan 2025 Version
 OMB Control Number 3060-0463
 Estimated Average Burden Hours Per Response:
 10.0 Hours

employed during the year.

Actuals	Projections		
	2024	2025	2026

0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0%	0%	0%
0%	0%	0%

2024	2025	2026
------	------	------

0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0%	0%	0%
0%	0%	0%

2024	2025	2026
------	------	------

0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0%	0%	0%
0%	0%	0%