**Section 756.100 Components of Relay Service**

a) Each telecommunications carrier shall provide intrastate service whereby a person with a hearing or speech disability can communicate with voice telephone users through the use of a trained CA or functionally equivalent technology. At a minimum, relay service shall:

1) Provide text-to-voice and voice-to-text relay service;

2) Be capable of communicating with ASCII or Baudot format at any speed generally in use;

3) Provide speech-to-speech relay service;

4) Provide Spanish language relay service;

5) Provide VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO;

6) Provide HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO; and

7) Provide access via the 7-1-1 dialing code to all relay services as a toll free call.

b) The minimum requirements listed in this Section do not prevent ITAC from offering more relay services, including but not limited to Video Relay Service and Non-English language relay service.

c) TRS providers are required to provide the following features:

1) Call release functionality;

2) Speed dialing functionality;

3) Three-way calling functionality; and

4) Answering machine and voice mail retrieval.

(Source: Amended at 28 Ill. Reg. 6974, effective May 1, 2004)