



Notice to Customers

NC Utilities Commission Authorizes Decrease of Telecommunications Relay Service Surcharge

Effective with telephone bills issued on or after July 1, 2018, the Telecommunications Relay Service (TRS) surcharge is \$0.08 per access line, per month. On May 1, 2018, the North Carolina Utilities Commission authorized a decrease in the monthly TRS surcharge amount from \$0.10 to \$0.08 to maintain adequate funding for Division of Services for the Deaf and Hard of Hearing (DSDHH), including the Telecommunications Resource Program (TRP) and the Regional Resource Centers within DSDHH. TRP is a program within the North Carolina Department of Health and Human Services consisting of a telecommunications relay service that enables persons with hearing, speech, and vision impairments to communicate with others by telephone and an equipment distribution program. Regional Resource Centers provide a wide spectrum of services, including: (1) advocacy, consultation, workshops and training on a wide variety of topics pertaining to hearing loss; (2) communication support; (3) information and referral services; (4) assistance with selection, application for and setup of equipment, training, and technical assistance as part of the equipment distribution service; and (5) outreach regarding available resources.