

**PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17120**

Public Meeting held May 21, 2026

Commissioners Present:

Stephen M. DeFrank, Chairman
Kimberly Barrow, Vice Chair
Kathryn L. Zerfuss
John F. Coleman, Jr.
Ralph V. Yanora

Recalculation of the Pennsylvania
Telecommunications Relay Service
Surcharge

M-2026-3059567
M-00900239

ORDER

BY THE COMMISSION:

In accordance with our May 29, 1990, Order at Docket No. M-00900239 establishing the Pennsylvania Telecommunications Relay Service (TRS or Relay)¹ and surcharge funding mechanism (TRS surcharge) and subsequent Commission orders and legislation,² we have completed the annual recalculation of the TRS surcharge rate established for the period beginning on July 1, 2026, and ending June 30, 2027. The Commission proposes to continue with the current TRS surcharge rate of \$0.00 per

¹ Additional information on TRS may be found at:

http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx

² See Act 34 of 1995, 35 P.S. §§ 6701.1 – 6701.4. The law was amended by Act 181 of 2002 to be more inclusive of persons with disabilities, establishing the Telecommunication Device Distribution Program (TDDP) to be funded by the TRS surcharge and which codified Relay and use of the TRS surcharge funding mechanism; and Act 174 of 2004, 35 P.S. § 6701.3a, which established the Print Media Access System Program (PMASP) which may be funded in part or in whole by the TRS surcharge. PMASP is a reading service for persons with certain vision-related physical disabilities. The law is now called the “Universal Telecommunications and Print Media Access Act” or “UTPMAA.”

month for residential and business access lines³ for the upcoming fiscal year period beginning July 1, 2026.

Background

The TRS surcharge recovers anticipated costs to provide calling services and equipment to individuals that are deaf, hard of hearing, deaf-blind or have difficulty speaking to make and receive telephone calls. The surcharge funds three individual programs: the Relay service itself, the Telecommunications Device Distribution Program (TDDP),⁴ and the Print Media Access System Program (PMASP).⁵ The surcharge is assessed upon the customers of wireline Incumbent Local Exchange Carriers (ILECs) and Competitive Local Exchange Carriers (CLECs) (collectively, LECs).

The annual TRS surcharge recalculation is dependent on data from several sources. LECs are required to submit annual wireline access line counts to the Commission pursuant to 52 Pa. Code § 63.37. The traditional relay provider, Hamilton Relay, Inc. (Hamilton Relay),⁶ submitted the estimated minutes of use and charges for the fiscal year July 1, 2026, through June 30, 2027. Hamilton Telephone Company d/b/a Hamilton Telecommunications submitted the estimated minutes-of-use report for the Captioned Telephone Relay Service⁷ (CTRS). Pursuant to Sections 6701.3(b)(3) and 6701.4(c) of the UTMCAA, 35 P.S. § 6701.3(b)(3) and 6701.4(c), The Office of

³ See 2022 Recalculation of the Pennsylvania Telecommunications Relay Service Surcharge Order at Docket No. M-2022-3030272.

⁴ This program provides specialized telecommunications devices, such as text telephones and amplifiers, at no charge to qualifying persons who are deaf or hard of hearing, or with speech and language disorders, or with a physical disability that prevents them from using standard telecommunication equipment. As per 35 P.S. § 6701.4, the Pennsylvania Department of Labor and Industry – Office of Vocational Rehabilitation is required to provide the Commission with an annual budget for the TDDP for the upcoming fiscal year. We note that our action on the TRS surcharge should not be construed as an approval of the TDDP annual budget.

⁵ This program is a reading service for persons with certain vision-related physical disabilities.

⁶ Hamilton Relay holds the TRS Certificate of Public Convenience to provide TRS throughout the Commonwealth of Pennsylvania. The Commission approved Hamilton Relay's Application by order entered December 4, 2014, at Docket No. A-2014-2447601.

⁷ Hamilton Telecommunications, an affiliate of Hamilton Relay, is contracted to provide CTRS services.

Vocational Rehabilitation (OVR), Department of Labor and Industry, submitted the 2026-2027 TDDP budget and the 2026-2027 PMASP budget.

Forecasted Operations Costs for 2026 – 2027

The Commission shall continue its active oversight of the operations of the Pennsylvania Telecommunications Relay Service. In doing so, the Commission believes it is necessary to continue to collaborate with OVR and its TDDP administrator⁸ to ensure adequate funding for distribution of TDDP equipment to qualified Pennsylvanians.⁹ Further, we shall continue to assist OVR in its mission to ensure adequate funding for the PMASP. We acknowledge that OVR is statutorily obligated to ensure that there is adequate funding for the TDDP and the PMASP in Pennsylvania. To assist OVR to fulfill this mission, we authorize the Commission's Bureau of Technical Utility Services to move monies from the TRS bank account into the TDDP and PMASP subsidiary bank accounts¹⁰ to ensure each program is funded in accordance with the 2026-2027 TDDP budget and the 2026-2027 PMASP budget submitted to the Commission by OVR.

Calculation of TRS surcharge for 2026 – 2027 Fiscal Year

As explained above, the monthly surcharge recalculation is based principally on the anticipated costs of three individual programs, Relay (TTY style, Speech-to-Speech, Spanish Relay, and CTRS), TDDP and the PMASP, and an accounting of access lines in service. The combined residential and business wireline access lines reported by LECs for 2025 and adjusted for Centrex lines are estimated to be 2,240,000. Accordingly, based upon the number of access lines, the anticipated Pennsylvania TRS Advisory

⁸ As of January 1, 2007, the TDDP is administered by Pennsylvania's Initiative on Assistive Technology, Institute on Disabilities, Temple University.

⁹ 35 P.S. §§ 6701.3 and 6701.4.

¹⁰ The TRS Fund Administrator is U.S. Bank Institutional Trust & Custody (US Bank). US Bank maintains three separate TRS-related accounts: the TRS Account, the TDD Program Account, and the PMAS Program Account. Among other things, the separate program accounts provide an audit tool for internal accounting controls and fraud mitigation.

Board¹¹ expenses, the TRS Fund administration costs, the projected TRS program costs from Hamilton (Relay and CTRS), the projected TDDP and PMASP budgets from OVR and the financial status of the TRS Fund, the 2026-2027 TRS surcharge rate for residential and business access lines will remain set at the current rate of \$0.00 per month per access line.

Since the set rate will not change, LECs are not required to file tariff supplements. Additionally, LECs will not have to file any monthly remittance forms with US Bank since the TRS surcharge rate will continue at zero for the period beginning July 1, 2026, through June 30, 2027.

Audits

The Bureau of Audits' report on the TDDP and the PMASP for the 12-month periods ended June 30, 2022, June 30, 2021, and June 30, 2020, at Docket No. D-2023-3043989, was released to the public by the Commission at its Public Meeting held on December 5, 2024.

The Bureau of Audits' report on the Telecommunications Relay Service Program Administration and Fund Activity for the 12-month periods ended February 29, 2024, February 28, 2023, and February 28, 2022, at Docket No. D-2025-3052945, was released to the public by the Commission at its Public Meeting held on October 23, 2025.

Service of Order

In the past, our practice has been to serve the annual TRS surcharge recalculation order on every LEC in the Commonwealth in addition to each Relay service provider, OVR, the Office of Consumer Advocate, the Office of Small Business Advocate, the

¹¹ The Pennsylvania TRS Advisory Board was established pursuant to Commission Order entered May 29, 1990. The TRS Advisory Board's By-Laws and quarterly meeting schedule can be found at: http://www.puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service/trs_advisory_board.aspx

Pennsylvania Telephone Association, and the Fund Administrator. Consistent with the TRS surcharge recalculation order entered May 23, 2013, at Docket No. M-2013-2341301, we now serve paper copies of the annual TRS surcharge recalculation order only when there is a change in the TRS surcharge rate or other provision in the order requiring that the LECs file a tariff supplement or take other action. As this order does not change the TRS surcharge rate, paper copies of the order will not be served. We will continue to publish the order in the *Pennsylvania Bulletin* and on the Commission's website.

Conclusion

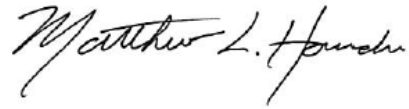
The Commission has completed the annual recalculation of the TRS surcharge rate. The TRS surcharge rate for residential and business access lines will remain set at \$0.00 per month for the time period beginning July 1, 2026, through June 30, 2027; **THEREFORE,**

IT IS ORDERED:

1. That for the period of July 1, 2026, through June 30, 2027, the TRS surcharge rate for residential and business access lines shall be set at \$0.00 per month, unless the Commission takes further action to revise the TRS surcharge rate prior to June 30, 2027.
2. That the Commission's Bureau of Technical Utility Services shall move monies from the TRS bank account into the TDDP and PMASP subsidiary bank accounts to ensure each program is funded in accordance with the 2026-2027 TDDP budget and the 2026-2027 PMASP budget submitted to the Commission by The Office of Vocational Rehabilitation, Department of Labor and Industry.
3. That a copy of this Order be published in the *Pennsylvania Bulletin*.

4. That a copy of this Order be posted to the Commission's website.

BY THE COMMISSION,



Matthew L. Homsher
Secretary

(SEAL)

ORDER ADOPTED: May 21, 2026

ORDER ENTERED: May 21, 2026