

**STATE OF NEW HAMPSHIRE  
PUBLIC UTILITIES COMMISSION**

**T-MOBILE USA, INC.  
PETITION FOR TERMINATION OF CAPTIONED TELEPHONE SERVICE**

NOW COMES, T-Mobile USA, Inc. (“T-Mobile”), by and through its undersigned attorney, respectfully requesting, pursuant to Admin. Rules Puc 202.01, that the New Hampshire Public Utilities Commission (“PUC” or the “Commission”) approve the discontinuation of T-Mobile’s Captioned Telephone Service (“CapTel”) service beginning September 30, 2023. In support of this petition, T-Mobile states the following:

1. T-Mobile has proudly served the citizens of New Hampshire by providing Telecommunications Relay Services (“TRS”) since 1991.
2. Beginning September 30, 2023, T-Mobile will discontinue its analog Captioned Telephone Service (“CapTel”) to customers in New Hampshire.
3. T-Mobile will notify affected customers of this change. Specifically, T-Mobile will place a macro message on the captioned telephone service. The message will alert New Hampshire CapTel users that the analog CapTel service will end on September 30, 2023.
4. The number of customers who use analog CapTel has been steadily decreasing. There are multiple options available to customers other than analog CapTel service. Specifically, customers can replace their analog CapTel phone with internet captioned telephone service, or “IP CTS.” There are many IP CTS providers, some that provide IP CTS phones at no charge, or can provide IP CTS through a mobile device application. The user can obtain internet CapTel service and an internet CapTel phone at no charge from many providers listed on the FCC’s website: <https://www.fcc.gov/ipcts-providers>.

5. It is important to note that Captioned Telephone service is not currently required for FCC state program certification.
6. T-Mobile will continue to provide TRS service and Relay Conference Captioning service to customers in New Hampshire.
7. If New Hampshire would like to continue to offer customers the ability to obtain analog CapTel, it can work with the other company who still provides this service, specifically Hamilton Telephone, to reach an agreement for the provision of analog CapTel in New Hampshire.
8. All communication and correspondence for this matter should be directed to the undersigned or the following individuals:

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WHEREFORE, T-Mobile respectfully requests that the Commission grant its petition.

Respectfully Submitted,



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