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September 11, 2023

Via Email Filing (clerksoffice@puc.nh.gov)

Daniel C. Goldner, Chairman
New Hampshire Public Utilities Commission
21 S. Fruit Street, Suite 10
Concord, New Hampshire 03301

Re: DT 23-060 T-Mobile USA, Inc. Petition for Termination of Captioned Telephone Service

Dear Chairman Goldner,

On August 31, 2023, the New Hampshire Public Utilities Commission (the “Commission”) issued Order No. 26,880, Order *Nisi* Approving Petition to Terminate (the “Order”). The Order directed T-Mobile to submit an Affidavit with the Commission attesting it had informed each of its affected analog Captioned Telephone Service (“CapTel”) customers of the Order approving the discontinuation of T-Mobile’s CapTel service beginning September 30, 2023, through written notice (the “Affidavit”).

Pursuant to the Commission’s August 31 Order, enclosed please find T-Mobile’s Affidavit for filing.

Please contact the undersigned should you have any questions or need additional information.

Very truly yours,



David W. Bogan

Enclosure

cc: Service List (via e-mail)
Michelle Painter Lama, T-Mobile USA, Inc. (via e-mail)

STATE OF NEW HAMPSHIRE
PUBLIC UTILITIES COMMISSION

DT 23-060

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

AFFIDAVIT

John Moore, being duly sworn, deposes and states that:

1. I am over the age of eighteen and understand the obligation of making a statement under oath.
2. I am Senior Manager, Accessibility for T-Mobile USA, Inc. (“T-Mobile”), the petitioner in the above-captioned docket, which involves T-Mobile’s request to discontinue its Captioned Telephone Service (“CapTel”) service in New Hampshire beginning October 1, 2023.
3. On August 31, 2023, the New Hampshire Public Utilities Commission (“Commission”) issued Order No. 26,880, Order *Nisi* Approving Petition to Terminate (the “Order”).
4. In the Order, the Commission directed T-Mobile to: “inform each of its eleven effected analog Captioned Telephone Service customers of this order through written notice, such notice to be made no later than September 5, 2023, and to be documented by affidavit filed with the Commission on or before September 11, 2023.”
5. I certify that as of September 1, 2023, all CapTel users, upon making or receiving a CapTel call within New Hampshire, will receive the following written message: **New Hampshire CapTel service will end after September 30, 2023. NH residents discuss your options by calling 888-269-7477 or press blue button for care support.**¹
6. Upon calling the displayed number or pressing the blue button, the user will be connected to CapTel customer service representatives. The user will be informed of the service discontinuation and provided options for continuing services, such as upgrading to an Internet CapTel phone at no charge, or provided a way to contact the New Hampshire Telecommunications Equipment Assistance Program (NH-TEAP), the authorized state telephone equipment distribution program, for additional support. NH-TEAP is a local organization that specializes in support for New Hampshire residents with disabilities and would be able to provide information and training on continuing communication services. For example, they would be able to

¹ As of the date of this Affidavit, there are now only 9 CapTel users remaining.


teach the user how to use their CapTel phone in Voice Carry Over (VCO) mode, which is a mandatory form of relay services. They will also be able to help the user learn about internet or mobile application options that will be available after CapTel service ends.

7. T-Mobile is bound by relay service regulations and does not distribute CapTel equipment. For this reason, T-Mobile does not have contact information for CapTel users in New Hampshire. To further ensure that all New Hampshire CapTel users are notified of the service discontinuation, T-Mobile is coordinating with NH-TEAP to notify active CapTel users via mail. By coordinating with the New Hampshire telephone EDP and CapTel, NH-TEAP will mail notices to active users as soon as possible.
8. Any questions regarding this matter can be addressed to:

Michelle Painter Lama
Principal Corporate Counsel
703-201-8378
michelle.lama@t-mobile.com


John Moore
Senior Manager
T-Mobile USA, Inc.

The foregoing instrument was subscribed and sworn before me this 11th day of September, 2023 by John Moore.

SUBSCRIBED AND AFFIRMED, OR
SWORN TO BEFORE ME IN THE COUNTY
OF ARAPAHOE, STATE OF COLORADO.
THIS 11 DAY OF September 2023.

NOTARY PUBLIC, STATE OF COLORADO

