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October 4, 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 September 12, 2023, the New Hampshire Public Utilities Commission (the “Commission”) issued Order No. 26,883, Order Modifying Effective Dates of Order *Nisi* No. 26,880 (the “Order”). The Order directed T-Mobile to submit an Affidavit attesting that it had informed each of its nine affected analog Captioned Telephone Service (“CapTel”) customers of Commission Order *Nisi* No. 26,880 approving the discontinuation of T-Mobile’s CapTel service beginning November 1, 2023, through written notice (the “Affidavit”).

Pursuant to the Commission’s September 12 Order, enclosed please find T-Mobile’s Affidavit for filing.

As noted in the Affidavit, T-Mobile does not collect or retain any customer identifying information for CapTel users in New Hampshire. T-Mobile does not bill customers for the use of CapTel service or distribute CapTel devices in New Hampshire. When a CapTel call is made, T-Mobile only generates a call record with enough information to invoice the New Hampshire Telecommunication Relay Service. To comply with the Commission’s September 12 Order, T-Mobile coordinated with the equipment distributor to obtain the names and mailing addresses of CapTel users in New Hampshire to the extent customer information is available. If the distributor does not have customer identifying information, T-Mobile has no way to obtain customer information and send the required notice.

T-Mobile has mailed letters to the identified users. Additionally, to ensure that all customers receive notice of the upcoming service discontinuation, T-Mobile set an automatic notification. Upon making a call, the user will receive a pop-up message notifying them of the upcoming discontinuation.

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

Very truly yours,

A handwritten signature in black ink, appearing to read "D. W. Bogan", with a long horizontal flourish extending to the right.

David W. Bogan

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 "August Order") approving T-Mobile's request to terminate the provision of Captioned Telephone service.
4. In the August 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. On September 11, 2023, T-Mobile filed an affidavit attesting that all CapTel users, upon making or receiving a CapTel call within New Hampshire received a message notifying them of the September 30, 2023 service discontinuation. Since that time and as a result of the message, T-Mobile has received nine inquiries regarding the discontinuation and has educated those customers about alternatives available to them.
6. On September 12, 2023, the Commission issued Order No. 26,880, Petition for Termination of Captioned Telephone Service Order Modifying Effective Dates of Order *Nisi* No. 26,880 (the "Order") directing T-Mobile to: "inform each of its nine effected analog Captioned Telephone Service customers of this order and Order No. 26,880 through written and mailed notice, such notice to be made no later than September 26, 2023, and to be documented by affidavit filed with the Commission on or before October 4, 2023."

7. Upon receiving the September 12th Order, T-Mobile reviewed records of CapTel users during the preceding 30 days and determined that there had been ten (10) users during that period.¹
8. T-Mobile does not bill customers for the use of CapTel service. T-Mobile does not distribute equipment to the customers who use CapTel service. Thus, T-Mobile does not have or maintain customer identifying information about any CapTel users. It is very important to T-Mobile that customer privacy is maintained. As a result of this Commission's Order, T-Mobile worked with the equipment vendor to acquire the mailing addresses of eight (8) active CapTel users. The vendor only has customer information by matching the serial numbers of the equipment with information that the vendor has about the customer when the customer obtained the equipment from the vendor. The identity and address of the remaining two users are unknown to T-Mobile because the equipment vendor does not have any contact or identifying information for those users. This is likely because the serial numbers on the equipment for those customers indicates that the devices were obtained approximately fifteen years ago and the vendor does not have any customer identifying information associated with the equipment. Thus, T-Mobile has no way of knowing the identity or the address of those two customers.
9. I certify that T-Mobile mailed letters to the eight identified CapTel users in New Hampshire, notifying them of the Commission's orders and the upcoming CapTel service discontinuation. A copy of the letter is attached hereto.
10. I also certify that upon making or receiving a CapTel call within New Hampshire, all users will receive a message notifying them of the service discontinuation and the Commission's Order. Every user sees the following message on every call: **(Relay NH CapTel AgentXXXX) (New Hampshire CapTel service will end after October 31, 2023 per NH PUC Order 26,880, Order Nisi. NH residents call care support 888-269-7477 or press the blue button).** The portion "XXXX" is displayed with the 4-digit CapTel Agent ID number processing the call.
11. Any questions regarding this matter can be addressed to:

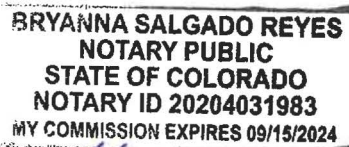
Michelle Painter Lama
Principal Corporate Counsel
703-201-8378
michelle.lama@t-mobile.com

¹ At the time of the filing of the September 11, 2023 Affidavit, there were only 9 users.


John Moore
Senior Manager
T-Mobile USA, Inc.

The foregoing instrument was subscribed and
sworn before me this 4th day of October 2023 by
John Moore.

[NOTARY PUBLIC]


BRYANNA SALGADO REYES
NOTARY PUBLIC
STATE OF COLORADO
NOTARY ID 20204031983
MY COMMISSION EXPIRES 09/15/2024





[CapTel User Full Name]
[CapTel User Address]
[CapTel User City State ZIP]

Dear CapTel User:

We are writing to inform you that the New Hampshire state CapTel captioned telephone services will end October 31, 2023. The New Hampshire Public Utilities Commission recently issued Order *Nisi* No. 26,880 approving T-Mobile's petition to discontinue Captioned Telephone Service. The T-Mobile Petition and subsequent docket filings, other than any information for which confidential treatment is requested of or granted by the Commission, are available on the Commission's website at <https://www.puc.nh.gov/Regulatory/Docketbk/2023/23-060.html>.

If you would like to continue to use the CapTel captioning service, you will need to change to an Internet-based model of the CapTel phone – at no cost. To arrange for the Internet model, please contact CapTel directly by phone **888-269-7477**; via chat on the website www.CapTel.com; or by email (CapTel@CapTel.com). Please tell the CapTel representative that you are a New Hampshire resident who currently has a CapTel 840 phone and would like to replace it with an Internet model.

If you do not have Internet service or a mobile phone, call the New Hampshire Telecommunications Equipment Program (NH-TEAP) which is overseen by **Future In Sight** to discuss alternative equipment and relay service options.

Future In Sight NH-TEAP

Email: services@futureinsight.org

Website: <https://futureinsight.org>

Phone: 800-464-3075 or 603-224-4039

After the service ends, captions will not be available through the CapTel phone. Emergency calls to 911 will connect you to the emergency center and they will be able to type their responses back to you. Callers will still have access to the amplification feature on the CapTel 840 model for all calls.

You may continue to use your CapTel phone as a Voice Carryover (VCO) phone. Through Relay New Hampshire's VCO service, you can access VCO on the CapTel phone by dialing 711 and reading the text typed on the screen.

Please do not hesitate to contact the above resources for any questions you may have.

Sincerely,

Relay New Hampshire operated by T-Mobile Accessibility

<https://relaynewhampshire.com>

English: 800-676-3777 Spanish: 800-676-4290

Email: access@t-mobile.com

Mail: 6220 Sprint Parkway, Mailstop KSOPHD01-Z8200, Overland Park, KS 66251-8200



12920 SE 38th Street, Bellevue, WA 98006
www.t-mobile.com