



NC Utilities Commission Authorizes Increase of Telecommunications Relay Service Surcharge

Effective April 1, 2023, the Telecommunications Relay Service (TRS) surcharge is \$0.16 per access line, per month. On March 14, 2023, the North Carolina Utilities Commission authorized an increase in the monthly TRS surcharge amount from \$0.08 per access line, per month to \$0.16 per access line, per month in order 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 set-up of equipment; (5) training and technical assistance related to the equipment distribution service; and (6) outreach regarding available resources.