

TENNESSEE PUBLIC UTILITY COMMISSION



Andrew Jackson State Office Bldg.
502 Deaderick Street, 4th Floor
Nashville, TN 37243-0001

Electronically Filed in TPUC Docket
Room on May 30, 2025 at 12:30 p.m.

NOTICE SOLICITING PUBLIC COMMENT

DOCKET NO.: 25-00032

IN RE: *Matter to Consider the Tennessee Relay Center Service and
Transition Users to IP-Protocol*


DATE: May 30, 2025

On May 1, 2025, the Commission initiated this docket concerning the Tennessee Relay Center Program ("Relay Center"). This program offers free, around-the-clock assisted telephone services through analog teletypewriters and text telephone devices for individuals with speech, hearing, and visual impairments.

With the rapid advancements in telecommunications technology, the use of analog-based services and associated devices is being phased out, as Internet Protocol (IP) services and wireless devices are becoming the prevailing standard for telecommunications. Consequently, the usage of the Relay Center has significantly declined over the past few years. As the Commission seeks a provider to deliver services for the Relay Center beyond 2026, it is crucial that current users make the transition to IP-based telecommunications relay services as soon as possible. This will help ensure that users do not encounter any interruptions in accessing this vital service.

The Commission invites and encourages comments on ways to help users transition to IP-based telecommunications relay services. If you would like to submit written comments, please use the online form available on the Commission's website at [Public Comment Form](#), or send your comments by mail to the address provided above.

FOR THE TENNESSEE PUBLIC UTILITY COMMISSION:



Kelly Cashman Grams, General Counsel