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October 1, 2018

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PSC Announces New Program - Telecommunications Relay Service

Madison -The Public Service Commission (PSC) of Wisconsin is pleased to announce the addition of a new program, the Wisconsin Telecommunications Relay Service (WTRS), and the hiring of its new director, Billy Mauldin.

WTRS is a free communication service that provides full telephone accessibility to Wisconsin citizens who are deaf, hard-of-hearing, deaf-blind, and speech-disabled. 2017 Wisconsin Act 59 transferred the administration of WTRS from the Department of Administration to the PSC. The PSC is now responsible for ensuring that WTRS meets or exceeds all operational, technical and functional minimum standards identified in Title IV of the American with Disabilities Act.

Billy Mauldin brings a wealth of experience to the program, with over 20 years in the relay industry. "Since 1991, WTRS has been providing essential telecommunication relay services to Wisconsinites with disabilities," said Mauldin. "I am excited to be leading this fine program and I look forward to continue to enhance telecommunication relay services for the State of Wisconsin."

Mauldin will also direct the Telecommunications Equipment Purchase Program (TEPP), which helps people with disabilities buy specialized equipment they need in order to use basic telephone services.

"We are happy to bring Billy's expertise to the Commission," said PSC Chairman Lon Roberts. "I encourage Wisconsinites with hearing or speech disabilities to dial 7-1-1 to make use of Wisconsin's Telecommunication Relay Service and TEPP programs."

For further information, please visit the PSC

webpage: <https://psc.wi.gov/Pages/Programs/TRS.aspx> and www.wisconsinrelay.com

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