

CHAPTER 477C

DUAL PARTY RELAY SERVICE

Referred to in [§216A.114, 474.1](#)

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477C.1 Dual party relay service — purpose.

The general assembly finds that the provision of a statewide dual party relay service will further the public interest and protect the health, safety, and welfare of the people of Iowa through an increase in the usefulness and availability of the telephone system. Many persons who are deaf, hard-of-hearing, or have speech disorders are not able to utilize the telephone system without this type of service. Therefore, it is the purpose of [this chapter](#) to enable the orderly development, operation, promotion, and funding of a statewide dual party relay service.

[91 Acts, ch 194, §1](#); [93 Acts, ch 75, §6](#); [96 Acts, ch 1129, §96](#); [2020 Acts, ch 1102, §28](#)

477C.2 Definitions.

As used in [this chapter](#), unless the context otherwise requires:

1. “*Communication disorder*” means the inability to use the telephone for communication without a telecommunications device for the deaf and hard of hearing.

2. “*Dual party relay service*” or “*relay service*” means a communication service which provides persons with communication disorders access to the telephone system functionally equivalent to the access available to persons without communication disorders.

3. “*Telecommunications device for the deaf and hard of hearing*” means any specialized or supplemental telephone equipment used by persons with communication disorders to provide access to the telephone system.

4. “*Utilities commission*” means the Iowa utilities commission created in [section 474.1](#).

[91 Acts, ch 194, §2](#); [2020 Acts, ch 1102, §29](#); [2023 Acts, ch 19, §2687](#); [2024 Acts, ch 1170, §369, 455](#); [2025 Acts, ch 30, §75](#)

Subsection 1 stricken and former subsections 2 – 5 renumbered as 1 – 4

477C.3 Dual party relay service.

With the advice of the commission on deaf services created in [section 216A.113](#), the utilities commission shall plan, establish, administer, and promote a statewide program to provide dual party relay service as follows:

1. The utilities commission may enter into the necessary contracts and arrangements with private entities to provide for the delivery of relay service.

2. The relay service, to the extent reasonably possible, shall allow persons with communication disorders to use the telephone system in a manner and at a rate equivalent to persons without communication disorders.

3. The relay service may be provided on a stand-alone basis within the state, with other states, or with telephone utilities providing relay service in other states.

4. The utilities commission may employ additional personnel, pursuant to [section 476.10](#), to plan, establish, administer, and promote the relay service.

[91 Acts, ch 194, §3](#); [2020 Acts, ch 1102, §30](#); [2024 Acts, ch 1170, §369, 456](#); [2025 Acts, ch 30, §76](#)

Referred to in [§8F2, 477C.6](#)

Unnumbered paragraph 1 amended

477C.4 Telecommunications devices for the deaf and hard of hearing.

With the advice of the commission on deaf services created in [section 216A.113](#), the utilities commission may plan, establish, administer, and promote a program to secure, finance,

and distribute telecommunications devices for the deaf and hard of hearing. The utilities commission may establish eligibility criteria for persons to receive telecommunications devices for the deaf and hard of hearing, including but not limited to requiring certification that the recipient cannot use the telephone for communication without a telecommunications device for the deaf and hard of hearing.

91 Acts, ch 194, §4; 2020 Acts, ch 1102, §31; 2024 Acts, ch 1170, §369, 457; 2025 Acts, ch 30, §77

Referred to in §8F2, 477C.6
Section amended

477C.5 Dual party relay council. Repealed by 2024 Acts, ch 1170, §460.

477C.6 Budget.

The utilities commission shall review and approve the proposed annual budget of the relay service program authorized in [section 477C.3](#) and the equipment distribution program authorized in [section 477C.4](#).

91 Acts, ch 194, §6; 2024 Acts, ch 1170, §369

477C.7 Funding.

1. The utilities commission shall impose an assessment to fund the programs described in [this chapter](#) upon all wireless carriers and wire-line local exchange carriers providing telecommunications service in the state in the amount of three cents per month for each telecommunications service phone number provided in this state.

2. The entities subject to assessment shall remit the assessed amounts, as determined by the utilities commission, to a special revenue fund, as defined under [section 8.2](#). The moneys in the fund are appropriated solely to plan, establish, administer, and promote the relay service and equipment distribution programs.

3. The entities subject to assessment shall provide the information requested by the utilities commission necessary for implementation of the assessment.

4. Wire-line local exchange carriers shall not recover from intrastate access charges any portion of such assessment imposed under [this section](#).

91 Acts, ch 194, §7; 92 Acts, ch 1163, §99; 2005 Acts, ch 17, §1; 2018 Acts, ch 1160, §23; 2021 Acts, ch 75, §7; 2024 Acts, ch 1170, §369; 2024 Acts, ch 1185, §180

Referred to in §476.95