

TRS STATE CERTIFICATION APPLICATION



Florida Public Service Commission  
Submission to the  
Federal Communications Commission

October 1, 2017

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## Florida FCC Certification Renewal and Supporting Documents

### Introduction

The Florida Public Service Commission, in conjunction with the current relay provider in Florida, has prepared this narrative and attached appendices to comply with the FCC TRS Certification Renewal Application, particularly in response to **FCC Public Notice DA 17-697** released July 19, 2017. A copy of this Public Notice is attached as Appendix A.

The FCC has requested that each FCC TRS Certification Renewal application responds to the minimum mandatory FCC TRS requirements for providing telecommunication relay services and that each state includes procedures and remedies for enforcing any requirements imposed by state programs. Additionally, the FCC requested that several exhibits such as outreach presentations, promotional items, consumer training materials, and consumer complaint logs be included with the information provided.

The Appendices included with this TRS Certification Renewal Application are as follows:

- A. Public Notice DA 17-697
- B. Checklist of FCC Mandatory Minimum Standards
- C. Florida Relay Annual Report
- D. FTRI Outreach Activities
- E. FTRI Relay Newsletters
- F. Florida Relay Brochures and Other Advertisements
- G. Florida Statute Establishing TRS Program
- H. Complaint Logs from 2013-2017
- I. Florida TRS RFP
- J. Florida Relay Surcharge Rate Order
- K. FPSC, Sprint, and FTRI Relay Websites
- L. TASA Advisory Committee
- M. Disaster Recovery Plan
- N. Training Communications Assistants
- O. Notifications of Substantive Changes

## **State Program Narrative**

The Florida Legislature passed the Telecommunications Access System Act of 1991 (TASA) in order to establish a system whereby the citizens of Florida who are Deaf, Hard of Hearing, Deaf-Blind, or Speech Disabled have access to basic telecommunications services at a cost no greater than that paid by other telecommunications service customers. In addition, the cost of specialized telecommunications equipment necessary to ensure that citizens who are Deaf, Hard of Hearing, Deaf-Blind, or Speech Disabled have access to basic telecommunications services and the provision of telecommunications relay service is borne by all the telecommunications customers of the state.

In order to accomplish the stated goals of TASA, the Florida Public Service Commission (FPSC) was given the responsibility to establish, implement, promote and oversee the administration of a statewide telecommunications access system to provide access to telecommunications relay services by persons who are Deaf, Hard of Hearing, Deaf-Blind, or Speech Disabled, or others who communicate with them. The telecommunications access system provides for the purchase and distribution of specialized telecommunications devices and the establishment of a statewide single provider of telecommunications relay service. The FPSC is required to determine the most cost-effective method for providing telecommunications relay service and distributing specialized telecommunications devices. The users of telecommunications relay service are to pay rates no greater than the rates paid for functionally equivalent voice communication services. The privacy of the users of relay service must be maintained and the operators must maintain the confidentiality of the relay service messages. The relay service system must comply with the regulations adopted by the Federal Communications Commission (FCC) to implement Title IV of the Americans with Disabilities Act.

In order to assist the FPSC, TASA directed that an advisory committee be established. The advisory committee is appointed by the FPSC and consists of members that can present the perspective of the Deaf, Hard of Hearing, Deaf-Blind, or Speech Disabled community and the telecommunications industry. The advisory committee advises the FPSC on matters relating to the quality and cost-effectiveness of the telecommunications relay service and the distribution of the specialized telecommunications devices.

TASA requires the FPSC to establish a nonprofit corporation to carry out certain administrative responsibilities. On June 13, 1991, Florida Telecommunications Relay, Inc. (FTRI) was incorporated and designated to perform the administrative functions for the telecommunications access system. As such, FTRI has the responsibility of purchasing, storing, distributing and maintaining the specialized telecommunications devices and training users on how to operate the equipment. In addition to fulfilling the equipment needs, FTRI is responsible for outreach and advertising for the telecommunications access system. Finally, FTRI is responsible for maintaining an operational fund and making payments to the relay provider for services rendered.

A monthly surcharge is assessed and appears on the bill for each access line a subscriber obtains from a local exchange telecommunications company. The surcharge is assessed to recover the costs associated with the relay provider charges, outreach, equipment and distribution, and the

administrative costs associated with FTRI. The FPSC determines the amount of the surcharge at least once annually. The current surcharge is \$0.10 per line per month (up to 25 lines per account); however, the surcharge has ranged from a low of \$0.05 to a high of \$0.15 per line per month in previous years. Under TASA, the surcharge is capped at \$0.25 per line per month. The local exchange telecommunications companies are responsible for collecting and remitting the surcharge to FTRI.

The relay provider is selected by the FPSC through a Request for Proposals (RFP) process. The current relay contract was awarded to Sprint Communications Company, L.P. (Sprint). Sprint and the FPSC signed a contract for the provision of relay services which began on March 1, 2015, for a period of three years ending February 28, 2018. The current Sprint contract fee is \$1.09 per session minute for traditional relay service and \$1.63 per session minute for CapTel service. The contract contains options to extend the contract for four additional one-year periods upon mutual consent by both parties.

Sprint elected to not extend the current relay contract beyond the required three year period, and a new RFP process was initiated on February 24, 2017, through Docket No. 20170039-TP. Proposals to provide relay service were submitted by Sprint and Hamilton Relay, Inc. The RFP is attached as Appendix I.

On September 7, 2017, the FPSC chose Sprint as Florida's relay provider. The effective date of the contract is March 1, 2018. The contract was established for a three year period of time with four one-year options to extend the contract. The contract fee is \$1.35 per session minute for traditional relay service and \$1.69 per session minute for CapTel service.

In order to provide more detail of the requirements of TASA, Section 427, Florida Statutes, has been attached as Appendix G. In addition, the 2016 Florida Relay Annual Report is attached as Appendix C. This report will give you a brief history, financial information, and usage data.

## **Contract Status**

The Commission currently contracts with Sprint Communications Company, L.P. (Sprint) for the provision of relay service. The existing Florida relay service provider contract expires February 28, 2018. On February 24, 2017, Sprint provided notice to the Commission that, when the existing contract in Florida expires, it did not intend to extend the relay provider contract into the option periods at its current price. Staff informed Sprint that any change in price for the relay service could only be effected through the Request for Proposals (RFP) process.

A Notice of Request for Proposals (Notice) was published in the Florida Administrative Register on May 16, 2017. Staff also posted a link to the RFP on the home page of the Commission's website under Hot Topics and placed it on the Florida Department of Management Services' Vendor Bid System. The deadline for filing proposals was June 16, 2017. Two companies, Hamilton Relay, Inc. and Sprint submitted price and technical proposals.

As a result of the RFP issued by the FPSC on May 16, 2017, the FPSC chose Sprint as Florida's relay provider. The effective date of the contract is March 1, 2018. The contract was established for a three year period of time with four one-year options to extend the contract. The contract fee is \$1.35 per session minute for traditional relay service and \$1.69 per session minute for CapTel service.

# **OPERATIONAL STANDARDS**

**Sections A.1 through A.5**

## Operational Standards

### A.1 Communication Assistants (CAs)

***§64.604 (a)(1) (i) TRS Providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communication needs of individuals with hearing and speech disabilities.***

### CA Employment Standards

Florida Relay contracts with Sprint to provide the hiring, training and oversight of Communication Assistants for Florida Relay. Sprint has established a successful procedure to attract qualified applicants for TRS CA positions. Sprint's Quality Assurance team has developed comprehensive hiring and training programs that prepare employees for the challenging position as a CA and ensures all communications are of the highest quality. Employees continue to expand their knowledge of Relay and the importance of providing quality services to the consumers they serve throughout their employment as a CA. CAs are required to have a high school diploma or GED, which ensures that the applicant has at least a twelfth-grade level of English grammar and spelling skills, the ability to type 60 words-per-minute on an auditory-based test, clear articulation and an intelligible, pleasant speaking voice.

Preference is given to CA applicants with TRS experience, knowledge of American Sign Language, or experience working with individuals who are deaf, hard of hearing or have a speech disability.

All applicants for CA positions are required to submit an employment application that details the applicant's educational and employment history.

After an applicant's educational history, employment history and typing test results are reviewed; a determination is made as to whether the applicant meets the minimum CA requirements.

A human resources representative will then screen potential candidates through face-to-face and telephone interviews to evaluate the applicant's communication skills, including English grammar, diction and speech clarity, sensitivity to issues of customer service, integrity and confidentiality, and overall suitability for the job. Those applicants who do not pass the HR screening interview will not be considered for employment.

Sprint TRS CA applicants are required to pass a valid and unbiased 12th grade level spelling test to be considered for employment.

Sprint TRS CA applicants must pass a valid unbiased 12th grade level grammar test to be considered for employment.

Once the applicant passes the HR screening interview, he/she is interviewed in person by an Operations Supervisor for specific job dimensions that relate to the success of a CA. These dimensions include sensitivity to customers and issues of confidentiality.

If the Supervisor recommends the applicant for employment, the applicant must pass a drug screen and a background investigation of educational, work and criminal histories.

This process ensures that only qualified applicants are hired to work at Sprint Accessibility centers as a CA.

Sprint provides an enhanced VCO service called Captioned Telephone (CapTel) Services. Sprint requires that all *CapTel* CAs have a high school graduate equivalency as a minimum qualification for the job. Sprint ensures that all CapTel Operators are sufficiently trained to meet the needs of CapTel users. Trainees must demonstrate adequate skill level in all aspects of call processing prior to graduation from training. CapTel Relay Trainees must also demonstrate a strong proficiency in the primary required skill-set of re-voicing for CapTel calls.

- CapTel Operator Trainees spend 2 to 3 weeks training in a classroom setting.
- There is a final proficiency exam that must be passed in order to move into a live call environment.
- Upon completion of classroom training, CapTel Operators are scheduled for one-week of transition training, while being monitored and supported by another CapTel Operator or an Instructor.
- All CapTel Operators must continue to qualify for live call handling each month.
- Sprint CapTel Operators are routinely coached on Call Center ergonomics, call handling procedures, and confidentiality.
- Each CapTel Operator is evaluated on a minimum of one call each shift.
- There is also a monthly test that each CapTel Operator must pass in order to remain qualified to caption live calls.

***§64.604 (a)(1)(ii) CAs must have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.***

Florida Relay, through their contract with Sprint, has shown that that Sprint CAs have competent skills in typing, grammar, spelling, interpretation of written ASL and familiarity with hearing and speech disability cultures, languages and etiquette. Sprint requires all CAs to possess clear and articulate voice communications. CAs are given five (5) written and three (3) hands-on performance evaluations demonstrating the ability to process calls. Sprint CAs must demonstrate Relay skill level in all aspects of call processing prior to graduation from training. CAs must demonstrate their ability to:

- Sprint CAs must type 60 WPM prior to taking live calls and post training must demonstrate the ability to maintain a minimum typing speed of 60 wpm on an auditory test.
- Sprint's diversified culture training program provides the CA with information about understanding TRS users including deaf users and their culture, history and communication needs. Sprint's diversified culture program incorporates training includes the characteristics and of hard-of-hearing and late deafened users, deaf/blind and speech disabled users.
- Demonstrate a professional and courteous phone image
- Process calls using live training terminals in an efficient and knowledgeable manner
- Role-play scenarios written in varying levels of ASL

Sprint provides an extensive process for hiring CAs who provide Speech to Speech (STS). CA applicants must successfully achieve the following:

- Six months of employment as a CA
- Recommendation and/or approval from supervisor or manager
- Attend and complete speech to speech specialized Speech to Speech training program including a written evaluation.
- Proficiency in all areas of Relay call processing including grammar, enunciation and vocabulary
- Hearing acuity test administered by an audiologist using calibrated equipment to perform a speech recognition test and pure tone test.

STS applicants who meet these qualifications receive additional training specifically on STS. Sprint's STS training is delivered by individuals with professional experience related to Speech Disabilities and/or consumer experts and is based on adult learning theories.

STS applicants who meet all qualifications for the STS training program receive eight hours of classroom training specifically on Speech-to-Speech Services. Sprint's STS training program has been developed based on direct experience and consultation with Dr. Bob Segalman obtained during the initial STS trial conducted along with eight years of experience processing STS calls.

The STS training outline includes specific strategies used to facilitate communication without interfering with the STS user's control over the call including retention of information at the user's request and verification of what is said to verify accuracy.

The STS training outline is displayed in the following figure:

<b>STS TRAINING OUTLINE</b> Sprint Values and Goals	
<b>Training Agenda</b>	
<ul style="list-style-type: none"> <li>▪ Objectives / Training Outline</li> <li>▪ Introduction and History</li> <li>▪ Video</li> <li>▪ Service Description</li> <li>▪ Characteristics of Customers</li> <li>▪ Stereotypes</li> </ul>	<ul style="list-style-type: none"> <li>▪ Speech-Disabilities</li> <li>▪ Attributes of Speech-to-Speech Relay CAs</li> <li>▪ Speech-to-Speech versus Traditional Relay</li> <li>▪ FCC Requirements</li> <li>▪ Speech-to-Speech Variations</li> <li>▪ Assessment</li> </ul>
<b>Work Performance Components</b>	
<ul style="list-style-type: none"> <li>▪ Basic Call Processing</li> <li>▪ Call set up</li> <li>▪ Customer Database</li> <li>▪ Frequently Dialed Numbers</li> <li>▪ Customer Requests</li> <li>▪ Emergency Call Processing</li> </ul>	<ul style="list-style-type: none"> <li>▪ Confidentiality</li> <li>▪ Transparency</li> <li>▪ Personal Conversations</li> <li>▪ Developmental Skill Practice</li> <li>▪ Audio</li> <li>▪ Observation</li> </ul>
<b>Participation</b>	
<ul style="list-style-type: none"> <li>▪ CA training</li> <li>▪ Taking over calls – 15 minute</li> <li>▪ CA work performance</li> </ul>	<ul style="list-style-type: none"> <li>▪ Call Focus</li> <li>▪ Teamwork – support peer</li> </ul>
<b>Confidentiality and Transparency</b>	

STS TRAINING OUTLINE	
Sprint Values and Goals	
<ul style="list-style-type: none"> <li>▪ Discuss call speech patterns</li> <li>▪ Discuss techniques customer uses</li> <li>▪ Have two CAs on one call, if necessary or customer requests.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Unacceptable to:               <ul style="list-style-type: none"> <li>▪ Have conversation regarding information discussed on calls</li> <li>▪ Discuss customers in general</li> </ul> </li> </ul>

All CapTel Operators are tested and competent in typing, grammar, and spelling to ensure skills meet the following FCC Guidelines. CapTel Operator training provides familiarity with hearing, deaf, and speech-disabled cultures.

Personnel supporting CapTel have the requisite experience, expertise, skills, knowledge, training, and education to perform CapTel Services in a professional manner. CapTel Operator Trainees are screened on several skill-sets to be considered for hire. Several tests are administered to evaluate for skills in the following:

- Spelling
- Pronunciation
- Enunciation
- Reading Ability
- Vocabulary
- Error Recognition - CapTel Operators must be able to recognize a mistake in voice-recognition and be able to appropriately correct errors while on a call.

A captioned telephone user does not type during CapTel calls; therefore it is not necessary for the Operator to interpret typewritten ASL.

Please review the Sprint TRS, STS and CapTel Training outlines in **Appendix N** for more information on CA training requirements.

### **CA Quality Assurance Programs**

Sprint Accessibility Quality Assurance Managers coordinate all training curriculum and policies with the call center Quality Team Leaders and Assistant Trainers to ensure that consistent quality is maintained throughout the TRS network of Relay centers. The Sprint Quality Assurance Managers and the call center training teams meet weekly to receive updates, discuss changes and discuss concerns and how to address them. The training team is located in 5 (5) Relay Centers across the country. This team along with the support of the Location Managers, Supervisors and CAs has just one goal: to provide excellent service to our customers. In addition, Sprint listens to customer's feedback and takes proactive steps to implement suggestions and feedback. Sprint Accessibility does not develop training and consumer education programs for the telecommunications Relay service alone. Sprint Accessibility contracts with members of

the deaf, hard of hearing, deaf-blind and speech-disabled communities to jointly develop and present training all TRS programs.

**§64.604 (a)(1)(iii) CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed.**

### **Transmission of 60 WPM**

Florida Relay contracts with Sprint to provide a comprehensive Quality Assurance program focusing strictly on typing speed and accuracy. As a part of this program, Sprint conducts pre-employment testing and internal testing (quarterly) using a five-minute oral-to-type test that simulates actual working conditions and the Relay environment. Internal testing on typing speeds demonstrated that Sprint's CAs typed an average of 83.9 words per minute (wpm), with at least 95% accuracy. In fact almost a third of Sprint's CAs type over 90 wpm!

**§64.604 (a)(1)(iv) TRS providers are responsible for requiring that VRS CAs are qualified interpreters. A "qualified interpreter" is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.**

### **Qualified VRS interpreters**

Florida Relay Service does not contract to provide VRS services, nor is the state responsible for the oversight of VRS. As of January 2012, Sprint no longer provides VRS services.

**§64.604 (a)(1) (v) CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.**

### **In-Call Replacement of CAs**

Through their contract with Sprint, Florida Relay Service exceeds all FCC minimum requirements regarding changing CAs during a call. As a matter of practice at Sprint, calls are not taken over unless it is absolutely necessary to do so. Sprint CAs are trained to use on screen clocks to identify the total amount of time since the call arrived at the CA position. After 10 minutes with the TRS (15 minutes with STS) inbound customer, a CA may be relieved if it is appropriate. The only situations in which a CA would transition during a call prior to the FCC minimum standard of ten minutes include:

- The customer requests a CA of the opposite gender or different CA,
- End user verbal abuse or obscenity towards the CA
- Call requires a specialist (STS, Spanish, etc.)
- CA illness
- At the request of the customer for any reason

- And/or CA becomes aware of a conflict of interest such as identifying callers as friends or family.

In addition, there are situations which may require a CA to transition the call to a different CA, which is only approved after the CA has remained on the call longer than the FCC minimum standard of ten or fifteen minutes (for STS calls). These include:

- Shift change, and/or
- CA fatigue normally as a result of a call in progress more than 30 minutes with difficult call content or speed or 60 minutes or more of an average call.
- If transition of CAs is unavoidable, the change occurs with minimal disruption to either Relay participant including the following:
  - Sprint attempts to honor any requests for a specific gender during call transitions.
  - The second CA silently observes the call long enough to learn the spirit of the call as well as reviewing any customer call handling preferences provided during the call and as a part of the Customer Profile.

**§64.604 (a)(1)(vi) TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.**

*As stated in the section above (§64.604 (a)(1) (v)) Florida Relay honors the requests of all callers when they request a specific CA gender. Relay users may request a specific CA gender through the Customer Profile or a per-call basis directly with the CA. The transfer of the CA to the requested gender occurs as soon as one is available. This requirement has been waived by the FCC for CapTel CAs.*

**§64.604(a)(1)(vii) TRS shall transmit conversations between TTY and voice callers in real time.**

All conversations relayed between voice and TTY callers are transmitted in real-time. Florida Relay uses Sprint's Phoenix software, which provides tools and enhancements designed to allow conversations to be transmitted in real time, including the following:

- Automated answer
- CA-initiated macros (44 macros)
- Function Keys (85 separate function keys)
- System-initiated macros
- On-line help panel
- Tone of voice pre-approved descriptions (almost 100)

- Automatic Error Correction Library (615 words)
- Background descriptions (over 250)

All of these features are available in all languages including English and Spanish.

*CapTel* is a transparent service. *CapTel* CAs transmit audio and captioned text conversations from the voice caller to the *CapTel* user in real time. Since the *CapTel* user utilizes their own voice to transmit, no transmission occurs from the CA to the voice caller.

## A.2 Confidentiality and Conversation Context

**§64.604 (2)(i) Except as authorized by section 705 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls.**

### Confidentiality Policies and Procedures

As stated earlier, Florida Relay contracts with Sprint to oversee all TRS CAs, including *CapTel* CAs for the State of Florida.

In accordance with the FCC regulations, all information provided for the call set-up, including customer database records remain confidential and cannot be used for any other purpose. Once the inbound party disconnects, CAs lose the ability to view or access any information pertaining to that call. No written or taped information regarding the call is kept once the call is released from the Relay position. Billing information is transferred to billing files after the call has been terminated and is no longer available except for billing purposes.

The only exception to this policy relates to STS calls. Florida Relay STS Relay Agents may retain information from one inbound call for use in a subsequent outbound call, with the caller's permission. Such information will only be retained for the duration of the inbound call.

Florida Relay's confidentiality expectations are strictly enforced and employees are expected to comply with this policy during and after their period of employment. Sprint strictly enforces confidentiality policies in the Center, which include the following:

- Prospective CAs undergo a thorough background investigation and screening.
- During initial training, CAs are presented with examples of potential breaches of confidentiality.
- Stress can be a factor in maintaining confidentiality. CAs receive training on healthy detachment.
- Breach of confidentiality will result in disciplinary action up to and including termination of employment.
- CAs perform their work in cubicles that are bordered by high sound-absorption acoustic tiles and wear special noise reducing headsets.
- All Sprint Accessibility Centers have security key access.
- Visitors are not allowed in Relay work areas.
- Supervisors are present in the work area to observe behavior.
- All Relay Center personnel are required to sign and abide by the Sprint Accessibility Center's Agreement Regarding Confidential Customer Information.
- All employees attend annual confidentiality meetings wherein the confidentiality agreement is reviewed and re-signed.

Sprint Accessibility Center's Agreement Regarding Confidential Customer Information requires CAs to:

- Keep all call information confidential.
- Not edit or omit any content from the conversation.
- Not add or interject anything into the content or spirit of the conversation.
- Assure maximum user control.
- Continuously improve their skills.

Florida Relay CapTel CAs must comply with the same rules that TRS follows regarding confidentiality. The CapTel confidentiality form is similar to TRS. Below is an explanation of confidentiality as it pertains to CapTel CAs.

Information obtained during a *CapTel* call should not be shared with any person except a member of the *CapTel* management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, consumer, or customer service issues. General call information will not be shared unless it is used to clarify, vent, or teach. Information about call content should be discussed in a private area only.

Only information critical to resolving the situation will be disclosed. This may include consumer name, name of business/agency, gender of caller, type of call (voice in, CapTel in), day of week, time of day, city, state, or any other details that could in some way identify a consumer.

A CapTel agent may have problems, complaints or stress from handling the call. The Captionist may ask to speak to a supervisor or other member of management (as long as it wasn't their call) in a private area.

The success of *CapTel* depends on quality and complete confidentiality. Since consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence, all Captionists understand and abide by the confidentiality policy. Any Captionist who breaks this policy will be disciplined, up to and including termination. Please see the TRS pledge of confidentiality at the end of this section.

### **STS Limited Exception of Retention of Information**

At the request of a caller, Florida Relay Speech-to-Speech (STS) CAs will retain information from a call in order to facilitate the completion of consecutive calls. STS CAs may utilize the TRS system designed electronic scratchpad to aid the CA during the processing to a call or subsequent calls. No information is kept after the inbound call is released from the CA position. Please see the TRS Pledge of Confidentiality form at the end of this section.

***§64.604 (2)(ii) CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. Appropriate measures must be taken by relay providers to ensure that confidentiality of VRS users is maintained.***

## **Verbatim Relay and the Translation of ASL**

Florida Relay CAs type to the TTY user or verbalize to the non-TTY user exactly what is said, verbatim, when the call is first answered, and at all times during the conversation, unless either relay user specifically requests summarization or ASL interpretation.

**STS and TRS Training:** Sprint puts control of the call with the users.

- CAs accept their being involved only to the point of facilitating communication as a “human telephone wire.”
- CAs understand the relay user is to remain in control of the call.
- CAs do not make decisions or comments on behalf relay users.
- The user controls the call progress and content of the conversation.
- CAs re-voice/relay verbatim what is spoken, typed or heard.

At the request of the relay user, Florida Relay CAs will translate written ASL into conversational English. Training is provided on various levels of interpretation of typewritten American Sign Language (“ASL”) during initial training as well as throughout a CA’s employment. In order to successfully complete initial training, the CA must demonstrate competent skills to accurately reflect the TTY user’s intent and the CA’s role in the Relay process. CA trainees are required to pass a valid and unbiased written test to demonstrate that they can correctly interpret typewritten ASL phrases. Trainees must achieve a score of 80% or better before being allowed to complete training and process Relay calls. After initial training, each CA is provided with an ASL workbook. This workbook is completed by the CA and returned to the Supervisor. The Supervisor and CA together review the workbook and the CA’s ability to translate ASL to conversational English. The CA keeps this manual for future reference. A CA continues to be evaluated on translation skills through individualized monthly surveys.

Florida Relay CapTel CAs are prohibited from intentionally altering a relayed conversation and will relay all conversation verbatim. The State of Florida does not have oversight of VRS services and does not contract with providers to process VRS calls, and is therefore exempt from ensuring VRS interpreters maintain confidentiality.

## **STS Facilitation of Communication**

Florida Relay STS CAs will facilitate communication without interfering with a caller’s independence. They do not counsel, advise or interject personal opinions. Florida Relay STS CAs have received training on many techniques to clarify the STS user’s message if the meaning or context is unclear. Sprint understands that each STS user may also find one technique to be most comfortable. Sprint STS CAs will follow these customer preferences to clarify while providing as smooth of a call flow as possible.

Florida Relay STS CAs will not guess what the STS user is saying and will request clarification when unsure. When unsure of the meaning or context, the STS CAs will ask the speech disabled caller to repeat or clarify – especially if the meaning or context is unclear. Emphasis is placed on the intent and spirit of the message.

When necessary, STS CAs respectfully engage in open dialogue with the STS user while maintaining focus on the intent of the call. STS CAs may use many multiple tactics to clarify a STS user’s message. Many times STS users have a preference on which tactic works best for him or her. When the STS user has a

preference, the STS CA will use that tactic. Otherwise the STS CA may clarify unsure including the following:

- STS CAs may simply ask STS user to repeat the word or phrase
- STS CAs may ask “yes” or “no” questions
- STS CAs may ask the STS user to use the word in another sentence
- STS CA may ask the STS user to provide a word that rhymes with the misunderstood word
- STS CA may ask the user to spell the word

To ensure that STS CAs follow established call processing procedures, STS CAs are evaluated through individualized monthly surveys, tested randomly through the test call process, provided with customer feedback when available and observed by supervisors who are available in the STS CA work area to monitor performance. If a development area is identified in any area of call processing the STS CA will receive specific feedback and additional training. If the STS CA performance does not demonstrate improvement, progressive discipline up to and including termination may occur.

### **TRS Pledge of Confidentiality**

Sprint’s reputation as an ethical company is the key to enabling us to be the preferred communications company – a place that delivers the best experiences for employees, end users, and state customers. Throughout initial and on-going training, communications assistants (CAs) receive information and guidelines on professional conduct with an emphasis on ethics and confidentiality, based on Sprint’s “Relay Center Code of Ethical Conduct” and “Principles of Business Conduct.” CAs are presented with possible situations involving ethical issues and are taught how to apply the conduct guidelines to each situation.

All Relay center personnel are required to sign and abide by a pledge of confidentiality that promises not to disclose the identity of any caller or any information learned during the course of relaying calls. In conjunction with signing Sprint’s confidentiality agreement, as a part of training, CAs role-play various scenarios which teach the correct way to ask for assistance from a supervisor without divulging call-specifics. Examples of confidentiality breaches are reviewed and discussed with the CAs.

Sprint strictly enforces confidentiality policies in the center, which includes the following:

- ◆ Prospective employees are screened during the interview process on issues regarding ethics and confidentiality.
- ◆ On day one of training, employees must sign a Pledge of Confidentiality Agreement Form.
- ◆ During initial training, employees are presented with examples of potential breaches of confidentiality.
- ◆ Stress can be a factor in maintaining confidentiality. CAs receive three hours of training on healthy detachment.
- ◆ After graduation from initial training, employees are reviewed yearly on the Pledge of Confidentiality and are required to re-sign promises not to disclose the identity of any caller or any information learned during the course of relaying calls.
- ◆ Breach of confidentiality may result in termination of employment.
- ◆ All Sprint Accessibility Centers have security key access.
- ◆ Visitors are not allowed in work areas.

### ***Sprint Code of Conduct***

The Sprint Code of Conduct describes the ethical and legal responsibilities of employees of Sprint and anyone we authorize to act on Sprint's behalf. Sprint and all TRS employees (including Communication Service for the Deaf [CSD] staff) are required to annually certify that they understand and will comply with the established code of conduct. The certification tool and process requires employees to affirm their understanding and compliance of Code of Conduct expectations regarding Ethics, Inclusion and Diversity, Information Security, Insider Trading, Privacy, Records Management, Safety and Preparedness, and Time Reporting. The section on Ethics includes a Helpline for employee resources allowing them to confidentially and safely seek advice or report compliance violations.

The Sprint Code of Conduct covers all the serious concerns of a whistleblower policy, which is intended to encourage and enable employees and others to raise questions/concerns and seek resolution. It is explicitly stated in the Sprint Code of Conduct all employees and others are obligated to report violations or suspected violations. Additionally, Sprint has an explicit retaliation policy in which an employee who retaliates against someone who has reported in good faith or assists in an investigation may be subject to corrective action up to and including termination. This information is contained within Sprint's Code of Conduct all employees are required to complete annually.

There is a TRS whistleblower protection notification posted at Sprint TRS call centers in accordance with FCC rules. CSD also obtains a signed acknowledgement of the receipt of the Whistleblower Policy from all employees upon hire, and annually thereafter.

### ***Training on Ethics***

Sprint Relay employees receive training on the appropriate protocol to protect relay users' privacy and how to prevent the unintentional disclosure of relay communications. When trainees observe calls and ask questions once back in the training room, trainers lead a discussion on the appropriate method to seek clarifications without divulging confidential information. CAs may also role-play various scenarios which demonstrate the correct way to request assistance from a supervisor without divulging call-specifics. Examples of ethical issues and challenging circumstances are reviewed and discussed with CAs. During initial training, CAs are required to pass a series of written and skills-demonstration tests, which include their understanding of the Relay Center Code of Ethics and how to apply the Code to hypothetical situations. Trainees who do not pass these tests are not utilized as CAs.

Sprint's high-performance culture focuses on accountability, first and foremost, along with open communication and innovation. Within these traits, integrity and ethics are critical success factors. Amidst unprecedented change and technological advancement, acting with integrity is not just the right thing to do; it is the unwavering foundation for Sprint.

### ***Confidentiality***

Sprint believes measures to ensure confidentiality are crucial to the success of TRS operations and has implemented procedural and environmental measures to safeguard customer and call information. Sprint has policies in place to protect users' confidentiality. These policies establish high standards for ethical behavior and employees are subject to disciplinary action, including termination of employment, for violating ethical and confidentiality standards.

Sprint employees receive training on confidentiality and ethics. Employees are trained to understand why confidentiality is important, how to protect confidentiality, the appropriate protocol to protect relay users' privacy, how to prevent the unintentional disclosure of relay communications and the consequences of not following all confidentiality requirements. CAs are taught using various scenarios which demonstrate the correct way to request assistance from a supervisor without divulging call-specifics. Annually, all TRS call

center staff receives re-training which includes items such as confidentiality, ethics, and inclusion and diversity. All CAs annually sign a confidentiality agreement to maintain confidentiality.

Confidentiality is reinforced through our CAs' participation in an interactive training program focusing on scenarios that they are likely to encounter when relaying calls.

Correct Ways to Protect Confidentiality	Examples of Breaches of Confidentiality
To make a generic comment about calls: "Boy – long calls really wear me out."	Talking about the specific length of a call. For example, saying to another agent, "You know that call I took over for you? It lasted 84 minutes!"
To share general observations about calls: Example, "I'm noticing a lot of HCO calls lately."	Talking about specific callers. Example, "I relayed a call for Miss Deaf America." Or "I had that VCO user from Florida again this morning."
It is appropriate to respond to a customer's comments with a brief "thank you" or something to that effect without elaboration. Maintain a professional and friendly image with customers.	The agent should never say to a customer: "I remember you from a previous call – how are you doing?" Phone lines do not talk to voice telephone users; it is the same with relay customers.
It is appropriate to discuss with a member of management technical or procedural components of a call. For example, to say you had problems placing a calling card call from a pay phone.	It is not appropriate to discuss call content or conversations with others, ever.
It is appropriate to call for a Supervisor to look at your screen for assistance with the call.	It is not appropriate to request assistance from the agent sitting next to you.

All relay center personnel are required to sign and abide by the Sprint Relay policy for confidentiality. These confidentiality expectations are strictly enforced and employees are expected to comply with this policy during and after their period of employment. The relay center Code of Ethics requires the following:

- ◆ Keep all TRS call-related information strictly confidential.
- ◆ Keep no records of customer information or content of any TRS call.
- ◆ Refrain from editing or omitting anything from the content of the conversation or the spirit of the speaker.
- ◆ Refrain from adding or injecting into the content of the conversation or the spirit of the speaker.
- ◆ Assure maximum customer control.
- ◆ Strive to further skills and knowledge through training, workshops, and reading literature available in the field.

In accordance with the FCC, all information utilized for call set up, including customer database and preferred call type information remains confidential and cannot be used for anything but the call. Once the inbound party disconnects, all information pertaining to that call disappears from the CA's terminal. The required confidentiality and security of the customer preference data is covered during training of all employees and reinforced throughout employment. Sprint takes the following steps to ensure Customer Profile information remains secure:

- ◆ Sprint does not modify a customer's record based on experience.
- ◆ All Customer Profile database entries contain time and date stamps and note the identification number of the CA who processed the request.
- ◆ Relay users register a username and password/PIN. Sprint also asks customers to register a security question and answer only known to them in case the username and password is lost or forgotten.
- ◆ Sprint's Customer Profile information is encrypted and protected from outside access by firewalls.

### **CTI Confidentiality Form**

Consumers need to be confident that their personal and professional calls are kept in the strictest confidence. It is crucial that all employees understand and abide by this Confidentiality Policy.
All information obtained during a CapTel call is to be kept strictly confidential. The only person(s) to whom information obtained during a call may be divulged is a member of the administrative team (i.e. supervisors, trainers, HR representatives, the Floor Operations Coordinator, or the Call Center Director). Only specific,

pertinent information relating to Training, Call difficulty, Technical difficulties, Emergencies or Customer service issues may be disclosed to the appropriate personnel, and this must be done in private.

Under no circumstance are identifiers to be used while discussing a call (terminology that would identify personal information about a caller including, but not limited to, gender, name, address, and business information). The standard, objective way of referring to callers is to identify the person using the captioned telephone as the "client," while the other party or parties are referred to as the "doc(s)." Furthermore, any person not employed by CapTel, Inc. or its parent company shall not be allowed on or near the call floor. Nor shall information regarding CapTel clients be discussed or posted in any public forum.

Employees agree to abide by the following:

- I shall only discuss the content of a CapTel call (production, training, timing, or otherwise) with a member of the administrative team under the guidelines provided above. I will not discuss the content of a CapTel call with other persons (CAs, friends, family members, etc.).
- I shall disclose only appropriate information regarding a training/timing call to a member of the administrative team according to the guidelines documented above.
- I shall not divulge specific information related to the work or calls I have heretofore processed, upon termination of my employment at CapTel or at any time thereafter.
- I shall not disclose information which could be used to identify specifics about a particular consumer to anyone except a member of the administrative team according to the guidelines documented above.
- I shall not act upon any information received via a CapTel call.
- I shall not listen to, get involved in, or position myself to observe a CapTel call being processed by another employee.
- I shall not disclose information which could be used to identify specifics about any employee including, but not limited to, name, CA number, and schedule, except as is necessary to appropriate individuals and/or institutions or services.
- I shall not divulge my personal CA number in conjunction with my name except as required by a member of the administrative team.
- I shall not disclose the technical aspects of my position to anyone not employed by CapTel/Ultratec.
- I shall not bring visitors, including children, onto the call floor.
- I shall remain off of the call floor if I am not scheduled to be at work.

\_\_\_\_\_  
Employee Name (please print)

\_\_\_\_\_  
Employee Signature and Date

### ***Sprint Confidentiality Form***

IN CONSIDERATION of: (1) my employment with Sprint or any subsidiary, affiliate, or successor-in-interest of Sprint Corporation, (2) my continued employment as long as mutually agreeable, and (3) the opportunity to receive Sprint confidential customer information or other good and valuable consideration:

**AS AN EMPLOYEE OF THE RELAY SERVICES ORGANIZATION, I UNDERSTAND THAT I AM BOUND BY ALL SPRINT POLICIES AND SPECIFICALLY, I AGREE AS FOLLOWS:**

- 1 **ALL TELECOMMUNICATIONS RELAY SERVICE (TRS) CALL RELATED INFORMATION SHALL BE KEPT STRICTLY CONFIDENTIAL.** I will not reveal any information acquired during or observing a relay call. I will only discuss call-related questions or problems with management or Human Resources. I agree to keep confidential all information I learn in my position for the duration of and after my employment with Sprint ends.
- 2 **NO RECORDS OF CUSTOMER INFORMATION OR CONTENT OF ANY TRS CALL SHALL BE KEPT BEYOND THE DURATION OF THE CALL, WITH LIMITED EXCEPTIONS FOR AUTHORIZED COMPANY PROCEDURES.** I will not keep a record of any customer information or conversation content beyond the duration of the call except in accordance with company procedures for relaying Speech to Speech calls or for billing and customer profile purposes. I will destroy all such records in my possession immediately upon completion of their authorized use.
- 3 **NOTHING MAY BE EDITED OR OMITTED FROM THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER.** I will transmit exactly what is said in the way that it is intended in the language of the customer's choice.
- 4 **NOTHING MAY BE ADDED OR INTERJECTED INTO THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER.** I will not advise, counsel, or interject personal opinions, even when asked to do so by the customer.
- 5 **TO ASSURE MAXIMUM CUSTOMER CONTROL, I WILL BE FLEXIBLE IN ADAPTING TO THE CUSTOMER'S NEEDS.**
- 6 **I WILL STRIVE TO FURTHER MY SKILLS AND KNOWLEDGE THROUGH CONTINUED TRAINING, WORKSHOPS, AND READING OF CURRENT LITERATURE IN THE FIELD.**

**7 ALL SPRINT MATERIALS IN MY POSSESSION PERTAINING TO ANY SPRINT CUSTOMER WILL BE DELIVERED UPON THE TERMINATION OF MY EMPLOYMENT.**

I have read and understand the Sprint Relay Center Agreement Regarding Confidential Customer Information. I agree to comply and understand that failure to do so will lead to company disciplinary action that may result in my termination and/or criminal prosecution. I also understand that ascertaining damages resulting from a breach of this agreement would be difficult. I agree that Sprint shall have the right to an injunction against me, enjoining any such breach without any obligation to post bond. I agree that this will be in addition to and without limiting any other remedies or rights Sprint may have against me.

\_\_\_\_\_  
**EMPLOYEE SIGNATURE AND DATE**

\_\_\_\_\_  
**MANAGER/SUPERVISOR SIGNATURE AND DATE**

***Sprint Federal Confidentiality Form***

The Federal Relay provides a transparent link of telecommunication between typed/signed/voice (disabled) and voiced (non-disabled) messages. As part of the relay services organization all employees and subcontractors are bound to the following rules and regulations:

- All Federal Relay call related information is to be strictly confidential.
- Nothing is to be edited or omitted from the content of the conversation or the spirit of the Federal Relay user.
- Nothing is to be added or interjected into the content of the conversation or the spirit of the Federal Relay user.
- To assure maximum user control, the employee will be flexible in adapting to the caller's needs.
- Employees and subcontractors will strive to further competency in skill and knowledge through continued training, workshops and reading of current literature in the field.

**~ Employee and Subcontractor Role ~**

- 1) The employee or subcontractor shall not disclose the content of any relayed conversation with the exception of resolving issues with supervisors regarding customer complaints.
- 2) The employee or subcontractor is prohibited from identifying the name of any caller. The employee or subcontractor shall not reveal or act upon any information obtained from the caller while relaying calls, except to resolve issues regarding complaints that are handled through the supervisors.
- 3) The employee or subcontractor shall not discuss the specifics of any call relayed (even for training purposes) with coworkers, counselors, or other support services. Nor shall specifics be discussed with supervisors except to resolve issues regarding complaints.
- 4) Any Federal Tax Return information [as defined in Internal Revenue Code (IRC) 6103 (b)(1),(b)(2)] made available shall be used only for the purpose of carrying out the provisions of the Federal Relay contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Disclosure to anyone other than an authorized employee or subcontractor of Sprint shall require prior written approval of the Internal Revenue Service (IRS). Requests to make such disclosures should be addressed to the GSA Contracting Officer.
- 5) Return information disclosed to an employee or subcontractor can be used only for a purpose and to the extent authorized within the Federal relay contract, and further disclosure or any inspection of such return information for a purpose of to an extent unauthorized herein respectively constitutes a felony or criminal misdemeanor punishable upon conviction by a fine as much as \$5,000.00 or imprisonment for as long as 5 years, or both together with the costs of prosecution. These penalties are pursuant to IRC 7213, 7213A, 7431, and 26 CFR Section 301.6103(n)-1.
- 6) Any such unauthorized future disclosure of returns or return information may also result in an award of civil damages against the employee or subcontractor in an amount not less than \$1,000.00 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRC sections 7213 and 7413 and set forth at 26 CFR Section 301.6103(n)-1.
- 7) Employees and subcontractors have been notified of the penalties for improper disclosure imposed by the Privacy Act of 1974, U.S.C 552a. specifically, 5 U.S. C. 552a(l)(1), which is made applicable to subcontractors by 5 U.S.C. 552a(m)(1), provides that any employee of a subcontractor who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established there under, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.00.
- 8) Employees and subcontractors shall be responsible for the confidentiality of all calls relayed consistent

with Federal Laws, Statutes, and Regulations.

- 9) Employees and subcontractors shall ensure that no records are maintained of any conversation, in accordance with the Privacy Act of 1974 (P.L 93-579), IRC 6103, 6103(n), 26 CFR Section 301.6103 (n)-1, the Internal Revenue Service Acquisition Procedures (IRSAP) and Office of Management and Budget (OMB) guidance on the Privacy Act of 1974 (Federal Register, Volume 52, No. 75, Page 12990).
- 10) This Pledge of Confidentiality will remain in the employee's and subcontractor's file until termination of employment and shall be made available to an authorized representative for the General Services Administration (GSA) as may be requested.

I have read and fully understand the Federal Relay Code of Ethical Behavior. I agree that failure to do so will lead to disciplinary action that may include termination. I agree to process calls in the manner required by the Federal Government as detailed in the Federal Relay contract. I agree to abide by this Code of Ethics even after my employment with Sprint and/or subcontractor ends.

\_\_\_\_\_  
Employee/Subcontractor Signature      Date

\_\_\_\_\_  
Supervisor Signature      Date

\_\_\_\_\_  
Company Name (Print or Type)

**Service Type** (*check one*)

Captioned Telephone/CapTel

Relay Conference Captioning/RCC

Telecommunications Relay Service/TRS and/or Internet Relay (a.k.a. Federal IP Relay)

Note: All of Sprint's Employees and subcontractors working on this contract will be acquainted with the applicable portions of FIRMR, the Privacy Act of 1974, and the Freedom of Information Act, and implementing regulations and policies. The employees and subcontractors will also be given copies of the following criminal and civil disclosure and inspection penalties, in full text, IRC 7213, IRC 7213A, and IRC 7431.

### A.3 Types of Calls

***§64.604 (3) (i) Consistent with the obligations of telecommunications carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.***

Florida Relay Service provides 24 hour, 7 day-a-week Telecommunications Relay Service (TRS) for standard (voice), Text Telephone (TTY), wireless, or personal computers (PC) users to place local, intrastate, interstate, and international calls. Florida Relay Service also processes calls to directory assistance and to toll free numbers. There are no restrictions on the duration or number of calls placed by any relay user. All relay users accessing Florida Relay Service retain full control of the length and number of calls placed anytime through relay.

Florida Relay Service CapTel CAs are currently waived by the FCC for outbound calls because the *CapTel/CA* is not involved in the call set up and cannot refuse the call *CapTel*/users dial sequential calls directly therefore it is not possible for a *CapTel/CA* to refuse sequential calls or limit length of calls.

Florida Relay Service CapTel CAs are not waived by the FCC for inbound calls to a *CapTel* user made through a TRS facility. However, if a call is made directly to the captioned telephone access number, no set up is involved and the *CapTel/CA* cannot refuse to call.

***§64.604 (3)(ii) Relay services shall be capable of handling any type of call normally provided by telecommunications carriers unless the Commission determines that it is not technologically feasible to do so. Relay service providers have the burden of proving the infeasibility of handling any type of call.***

Florida Relay, through Sprint, works in conjunction with the Local Exchange Enhanced Services to provide additional functionality for users of TRS. Sprint processes collect and person-to-person calls and calls charged to a third-party as well as calls billed to prepaid and non-proprietary calling cards offered by the local or any other interexchange carrier. Florida Relay will also process calls to or from restricted lines e.g. hotel rooms and pay telephones.

All TRS and CapTel users will be billed in the same manner that a non-relay user would be billed. The relay user will only be billed for conversation time, (which does not include call setup time, time in between calls and wrap-up time) on toll calls. Billing will occur within 60 days of the call date. Florida Relay gives users the option of billing their calls to a non-proprietary LEC (local) or IXC (long distance) calling cards. Florida Relay works with the LECs and IXCs to compile and make available to all TTY or CapTel users a list of acceptable calling cards. The user's carrier of choice is responsible for providing call types and available billing options, and will also handle the rating and invoicing of toll calls placed through the relay.

***§64.604 (3) (iii) Relay service providers are permitted to decline to complete a call because credit authorization is denied.***

If a long distance provider declines to complete a call because credit authorization is denied, Sprint will relay the message verbatim to the relay user and follow the user's instructions.

***§64.604 (3) (iv) Relay services shall be capable of handling pay-per-call calls.***

Sprint was the first provider to process pay-per-calls, beginning in 1996. Callers to Florida Relay access 900 services by dialing a free 900 number to access relay. Use of a toll-free 900 number inbound to the relay center provides functionally equivalent access to the telecommunications network while preventing unauthorized end users from circumnavigating the LEC restrictions. This process ensures that the LEC will only complete those calls into the relay service that do not have a 900 number block added to their phone lines. The 900 service provider and the 900 number carrier(s) will rate and bill the user as if the call was dialed directly from the originating user's telephone. Currently, Florida Relay users may make 900 calls through 1-900-230-6868.

Because 900 blocking information is not available with CapTel phones, CapTel users who wish to place pay-per-calls from the CapTel phone must update their Customer Profile form to allow these calls.

***§64.604 (3)(v) TRS providers are required to provide the following types of TRS calls: (1) Text-to-voice and voice-to-text; (2) VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO.***

Florida Relay provides access to all available relay call types. Through the state's contact with Sprint, the state meets and in some cases exceeds the requirements for text-to-voice, voice-to-text, VCO, two-line VCO, VCO-to-TTY, VCO-to-VCO, HCO, two-line HCO, HCO-to-TTY, and HCO-to-HCO. Below is a list of standard services that are provided by Florida Relay:

- Text-to-Voice (TTY to Voice)
- Voice-to-Text (Voice to TTY)
- VCO Attribute-Based Routing
- VCO with Privacy/No GA
- VCO Branding
- Standardized or personalized VCO call announcement and explanation
- Two-Line VCO
- VCO-to-HCO
- VCO-to-TTY
- VCO-to-VCO
- Reverse Two-Line VCO
- Voice Call Progression

- HCO with Privacy
- HCO Branding
- Standardized or personalized HCO call announcement and explanation
- Two-Line HCO
- Reverse Two-Line HCO
- HCO-to-VCO
- HCO to TTY

Except where waived by the FCC, Florida Relay *CapTel* users are able to access all types of TRS calls. The requirement to provide 711 dialing is waived for outbound calls made from a *CapTel* phone. STS and HCO calls are also waived.

***§64.604(3)(vi) TRS providers are required to provide the following features: (1) Call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality.***

### **Call Release Functionality**

Florida Relay's TTY Call Release, also known as TTY-to-TTY call set-up, is fully in compliance with FCC standards. Once the CA has both TTY parties on line, the CA releases the call and the conversation is removed from the CA's screen, ensuring confidentiality. TTY callers are then able to conduct a conversation with their called party (TTY) without an intermediary remaining on the line.

Florida Relay adheres to the FCC's 2nd Report and Order rule, and when the call is signed off or 'released' by the CA, the call ceases to be a Relay call and is no longer subject to the per-minute reimbursement. With 2-Line *CapTel* service, a *CapTel* user can release or receive captions at any time during a call.

### **Speed Dialing Functionality**

Florida Relay speed dialing functionality (also known as frequently dialed numbers) allows Relay users to store up to 30 frequently called telephone numbers in their TRS customer profile. Customers who wish to store more numbers can simply register multiple Customer profiles, which translate to an unlimited number of entries. When the customer calls into the center, the customer can simply provide the CA the "short-hand" name or code associated with that number instead of the entire 10-digit number. For example, a caller can simply request, "Please call mom," and the CA will dial the associated ten-digit telephone number without delay. The frequently dialed number entry can be sorted by name or number. The *CapTel* Consumer Premises Equipment (CPE, or *CapTel* phone) is equipped with the ability to program in 3 speed dial numbers, and a recently dialed number.

### **Three-Way Calling**

Florida Relay provides three-way calling capability, in which the voice or STS Relay users through TRS (if the customer has purchased this feature from his/her LEC) can use this feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the Relay center. Relay users who have purchased Three-Way calling or conference calling capability from his/her Local Exchange Carriers (LECs) can use this feature when placing a call through Florida Relay. This feature allows the user to place the call to the Relay and then conferences in the voice-called party. This is also known as the Two-Line VCO method.

TTY users may also use the relay to conference in another TTY user on the line. The original TTY user requests to place a call to the voice-called party. It then becomes a conversation between two TTY customers and one Voice customer. This process also would apply if there were two voice customers and one TTY user on the line.

Florida Relay provides three-way calling for CapTel users that is in full compliance with FCC requirements. Two-line CapTel users are able to host, join or be added to any three-way call in the same manner as traditional telephone users. One-line CapTel users are able to join any three-way call in progress. In order to be added on, the host of the three-party call would simply dial the national CapTel number and enter the CapTel user's telephone number. CapTel users are also able to participate in a conference bridge to speak to three or more individuals.

***§64.604(3)(vii) Voice mail and interactive menus. CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.***

Florida Relay, through Sprint, provides an advanced Phoenix platform which contains CA-generated macros (e.g., pre-programmed phrases) which allow the CA to press a "hot key" to alert TRS users of the presence of a recorded message and/or interactive menu. Sprint's hot key sends text to the user which says "(RECORDING)." Sprint's hot keys are available in all supported languages, including English and Spanish.

Florida Relay has the ability to electronically capture recorded messages and retain them for the length of the call. All information provided during the call to the CA to assist in processing the call is considered customer-sensitive information and is deleted from the CA's screen, after the call has ended. The only information that is retained is information in the Call Detail Record necessary to bill the call.

Florida Relay does not impose additional charges for any calls which must be made in order to process calls involving recorded or interactive messages. Sprint's sophisticated Phoenix feature incorporates "function keys" allowing the CA to complete standard tasks with a combination of two-keys (or mouse clicks). As a result, many calls involving recordings can be completed without having to redial using Sprint's recording functionality. If a CA needs to redial to process these calls, the CA can quickly redial, using a specific redial hot key for answering machine, voice mail and

recordings which redials the call over an ultra-watts line so the end user is not imposed charges for additional calls.

Florida Relay CapTel users are able to hear and interact directly with the recorded message and make the selections as requested by the interactive menu. The CapTel user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played.

CapTel users can replay messages as required until the message is both heard and read as captions. The user can stay on the line as long as desired until the message is heard in its entirety or replayed. This is requested by the user directly. The CapTel user interacts with the recorded message system directly. This is treated as one call.

***§64.604 (a) (3)(viii) TRS providers shall provide, as TRS features, answering machine and voice mail retrieval.***

### **Retrieving Answering Machine and Voice Mail Messages**

Florida Relay has the ability to retrieve messages from any voice processing system that can be accessed via the telephone. Through Sprint's Phoenix platforms, CAs are able to retrieve and relay voice messages for TTY users and TTY messages for voice users.

When a user requests the CA to retrieve messages from a voice mail system or PBX mailbox, the CA will follow the following process:

- The CA will inform the caller that an answering machine has been reached.
- If the caller has provided instructions, such as access codes will follow the user's instructions. Sprint will use the touch-tone capability embedded in Sprint's Phoenix software to enter access codes or system commands to retrieve new messages, play all messages, save messages, and/or delete messages (depending on customer instructions).
- If necessary, Florida Relay CAs uses advanced recording technology to slow down the playback of the messages. If a CA needs to redial to process these calls, the CA can quickly redial, using a specific redial hot key for answering machine, voice mail and recordings which redials the call so the end user is not imposed charges for additional calls. If the CA needs to redial local calls are free, if the call is long distance the customer is only charged long distance calls for the first call.
- Sprint's platform provides the technology necessary to retrieve voice mail or answering machine messages including enabling and disabling touch-tone capability through hot keys (i.e. DTMF).
- Once all customer instructions have been followed and the caller disconnects, all information including caller's personal information is automatically deleted from the CA's position to ensure that the customer's information is kept confidential.

Like TRS users, Florida Relay CapTel users can retrieve answering machine messages from an answering machine that is near the CapTel phone. However, the CapTel user will need to follow instructions that are slightly different than TRS users including the following:

- Press the CapTel menu button that until the option, "Caption External Answering Machine Messages" is displayed. (Please note that the handset must be hung up to do this.)
- Press the "OK" button.
- Pick up the handset and place it near the answering machine.
- Watch the CapTel display to see when the CapTel CA is connected.
- Press the "play" button on the answering machine.
- View the captions on the CapTel display.
- Save, delete or navigate to the next message using the answering machine controls.
- When done, simply hang up the handset and the phone will be ready for the next call.

With other voicemail systems, the CapTel user can both hear and interact directly with the recorded message and make the selections as requested by the interactive menu. The *CapTel* user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played.

## A.4 Handling of Emergency Calls

*§64.604(a)(4) Emergency call handling requirements for TTY-based TRS providers. TTY-based TRS providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner.*

Florida Relay accepts incoming emergency calls, and automatically and immediately transfers a call to an appropriate Public Safety Answering Point (PSAP). Through its contract with Sprint, Florida Relay has access to the following:

- The largest footprint of coverage across the U.S. to terminate a 9-1-1 call
- A web interface with complete API and a branded end-user portal for address changes for internet calls.

### Call Processing Procedures

Florida Relay uses the following procedures to ensure that TRS users needing emergency services receive prompt assistance with their call.

1.	Florida Relay CAs act upon the word "emergency". Calls placed to fire, police, ambulance and rescue squad are considered emergency calls.
2.	The CA hits a Phoenix function key (i.e., "hot key") which designates the call as an Emergency. This key also prompts the system to use the caller's NPA/NXX to automatically route the call to the E-911 center which is closest to the caller's rate center. This hot-key also "freezes" the screen with an emergency banner so that the call information remains displayed. If the customer hangs up, the caller's information is available to be shared with the 911 Center.
3.	Simultaneously, the CA presses a key to notify the Supervisor. The Supervisor will assist the CA in processing the call, if needed. The Supervisor does not take over the CA function unless requested or necessary to complete the call.
4.	The caller's Automatic Number Identification (i.e., telephone number) is passed to the E-911 as Caller ID.
5.	The CA identifies the call to the authorities, using the phrase: "This is an emergency. I am calling for a deaf (or hard of hearing or Speech Disabled) person through the Florida Relay Service. They are calling from (caller's telephone number). This is CA # 1234, one moment please."
6.	The CA advises the inbound caller that the emergency services is on the line. For example, "(POLICE ON LINE NOW)" and then types the way the 911 operator answered the phone.
7.	The CA relays the call. Unlike other Relay calls, CAs may step outside of their neutral role to more actively facilitate communication, as needed.
8.	Upon request, the CA connects the TTY caller directly to the PSAP (TTY).
9.	The CA fills out an "Emergency Incident Form" which documents the call.

10.	In the rare case of an E911 routing error, the CA will fill out a technical "trouble ticket" for additional investigation.
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**Back up Procedures**

Through their contract with Sprint, Florida Relay has access to an upgraded PSAP solution that has proven extremely accurate, resulting in few instances of PSAP routing errors. In many instances, two numbers are provided for each rate center. If one of the numbers fails, the second number is dialed. In the event that a valid number is not available, the CA will contact Directory Assistance for support.

## CapTel Emergency Calling

When calling 911 using a one-line CapTel phone, the call is processed in the same way as a 911 call processed when using a standard telephone.

- The CapTel phone automatically converts to a Voice-Carry-Over (VCO) phone and dials 911 directly. (The CapTel Call Center is not engaged in processing 911 calls.)
- The CapTel phone will display the typed responses from the PSAP and the caller will use their voice to communicate with the PSAP.
- The user will be connected to the proper 911 Center in the least amount of time and the telephone number (ANI) will automatically be passed to the 911 Center.
- The 911 system renders the appropriate emergency response.

## Two-Line CapTel Emergency Calling

Because Two-Line CapTel uses separate voice and data connections, it offers the most efficient way to access Emergency Services via 911 response Centers. The Two-Line CapTel user is connected directly to 911 on a standard voice connection. The captions are connected on the second line. This procedure means that the call is connected in the fastest time, to the most appropriate 911 Center every time, with a reliable voice grade connection and with full speed captions.

## Training and Support Materials

Florida Relay CAs and Supervisors receive in-depth training on all emergency processes and procedures. This training is reinforced through on-going refresher training where Call Center staff must demonstrate knowledge and proficiency of Emergency processes and procedures.

Supervisors or Operations Administrators are available 24/7/365 to assist CAs when an emergency call occurs. CAs also have immediate access to call processing steps via an online help screen and position reference guide.

## Variations

There are many things that can happen during an emergency call, which require immediate action outside traditional call processing. The following processes were established for many of these "variations" to guide CAs and the Call Center staff on how to proceed:

### ***Caller Disconnects Before Connecting to 911 Center***

If the inbound caller disconnects prior to being connected to 911, the Phoenix system will continue dialing to the PSAP/emergency call center. The CA or Supervisor will notify the PSAP Call Center of the premature disconnect and will provide any customer information that may assist the PSAP center in resolving the emergency.

If a customer calls into the TRS center, types "HELP GA" and hangs up, we will treat this as an Emergency call. Since the customer does not give an emergency service name, Sprint always connects the caller to the police. The CA will notify the Supervisor who, in turn, calls the police and passes on all known information about the call. The CA will also fill out an Emergency Incident

Form as a record. The police will make the determination as to what kind of emergency it is and will dispatch the required emergency service.

### ***Voice Emergency Calls***

If a voice customer misdials 711 when actually they require assistance through 911, the CA will say to the inbound voice: ***"You have connected to a telephone relay service for the deaf and hard-of-hearing. If possible, you should hang up and dial 911. If not, we can attempt to connect you to a 911 center near your assigned telephone number, but there could be significant delay in getting assistance."***

When the voice caller does not disconnect, requests further assistance, and/or remains online for more than 5 seconds after the notification phrase is read the CA will attempt to complete the call to connect the caller to emergency services. The CA will inform the caller, "I am connecting your call to Emergency Services, one moment please."

## A.5 STS Called Numbers

*§64.604 (a)(5) STS called numbers. Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.*

Florida Relay offers the ability for STS users to maintain a record of regularly called names and telephone numbers. Florida Relay's speed dialing functionality (also known as frequently dialed numbers) allows Relay users to store up to 30 frequently called telephone numbers in their Customer Profile. This information, along with other preferences described below, will be transferred to any new STS provider.

When the STS user calls into the center, the user can simply provide the CA the "short-hand" name or code associated with that number instead of the entire 10-digit number. For example, a caller can simply request, "Please call mom," the STS CA will repeat the name and state the telephone number and then dial the associated ten-digit telephone number without delay.

*§64.604 (6) Visual privacy screens/idle calls. A VRS CA may not enable a visual privacy screen or similar feature during a VRS call. A VRS CA must disconnect a VRS call if the caller or the called party to a VRS call enables a privacy screen or similar feature for more than five minutes or is otherwise unresponsive or unengaged for more than five minutes, unless the call is a 9-1-1 emergency call or the caller or called party is legitimately placed on hold and is present and waiting for active communications to commence. Prior to disconnecting the call, the CA must announce to both parties the intent to terminate the call and may reverse the decision to disconnect if one of the parties indicates continued engagement with the call.*

Florida Relay does not provide, contract to provide, or oversee VRS services and is exempt from this section.

*§64.604 (7) International calls. VRS calls that originate from an international IP address will not be compensated, with the exception of calls made by a U.S. resident who has pre-registered with his or her default provider prior to leaving the country, during specified periods of time while on travel and from specified regions of travel, for which there is an accurate means of verifying the identity and location of such callers. For purposes of this section, an international IP address is defined as one that indicates that the individual initiating the call is located outside the United States.*

Florida Relay does not provide, contract to provide, or oversee VRS services and is exempt from this section.

## **TECHNICAL STANDARDS**

**Sections B.1 through B.6**

## Technical Standards

### B.1 ASCII and Baudot

*§64.604 (b) Technical standards—(1) ASCII and Baudot. TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.*

Florida Relay Service contracts with Sprint to provide Baudot (45.5 and 50), Turbocode, Enhanced Turbocode (E-Turbo) and all ASCII rates generally in use.

Upon a call being received at the CA position, TTY signals are automatically identified as Baudot, Turbocode or ASCII; if ASCII, the Baud rate is detected.

Outbound calls are dialed out in voice mode so that both the CA and hearing user (if applicable) can hear the progress of the call. If the phone is answered by a modem, the software will automatically switch to the appropriate mode of Baudot or ASCII based on the tone heard without intervention from the CA. If the call is answered by a voice person, the CA will request the text device if a voice user originated the call.

## B.2 Speed of Answer

***§64.604 (2) Speed of answer. (i) TRS providers shall ensure adequate TRS facility staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.***

Florida Relay contracts with Sprint, who currently has thirteen (13) TRS and CapTel centers across the U.S. Having access to this number of centers ensures adequate staffing for TRS and CapTel calls. Sprint samples the average answer time a minimum of every 15 minutes for each 24-hour period. Their Traffic Management Control Center (TMCC) is staffed with workforce analysts who understand call processes, call volumes, distribution patterns, contract requirements and call routing, thus ensuring exemplary service.

Sprint's Workforce Analysts develop staffing requirements for each center monthly, daily and in 15-minute increments. These center staffing lines are a management tool, which provides Workforce Analysts and each center with the following:

- Initial CA requirement for each 15-minute period of the day
- Total number of CAs scheduled for each-15 minute period
- The number of CAs over or under the requirement needed to meet forecast call volumes
- Daily, weekly, and monthly performance reports detailing speed-of-answer for each CA group and the CA utilization (occupancy) percentage. These reports are reviewed to ensure that Sprint is routing calls as efficiently as possible while meeting or exceeding customer expectations.
- Adjustments to the minimum staffing requirements can be made as needed to the 15-minute scheduling requirements based on unforeseen increases or decreases in call volumes.

***§64.604 (b) (2) ((ii) TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.***

A requirement of the Florida Relay contract with Sprint is that 85% of all calls be placed within ten (10) seconds. "Speed of answer" identifies the number of seconds required to answer a call. Florida Relay's CapTel speed of answer meets or exceeds the FCC's requirement to answer 85% of all calls within ten (10) seconds.

Florida Relay expects that Sprint will continue to review TRS and CapTel data to determine trends, taking into account any call affecting issues such as weather, holidays or technical problems. Utilizing this information, Sprint develops a Network forecast for each upcoming scheduling week.

Sprint also reviews each center's results for the previous six-weeks, as well as anticipated changes in staffing levels to determine each center's capacity to handle forecasted calls. Once the forecast has been determined, Sprint ensures that total network traffic is accounted for by each of the centers.

By continually monitoring current capacity with regards to trunking, CA workstations, staffing and equipment lag time between anticipated need and actual need will be minimized.

***§64.604 (b) (ii) (A) The call is considered delivered when the TRS facility's equipment accepts the call from the local exchange carrier (LEC) and the public switched network actually delivers the call to the TRS facility.***

Florida Relay considers the call delivered when the Relay Center's equipment accepts the call from the LEC, and the public switched network actually delivers the call to the TRS Center.

Sprint furnishes the necessary telecommunications equipment, facilities, and system software for the complete TRS operation. Sprint is a certified Interexchange Carrier (IXC) in all 50 states. Sprint's transmission circuits meet, and in most cases, exceed the ANSI T1.506-1990 Network Performance – Transmission Specifications for Switched Exchange Access Network standards.

***§64.604 (b) (ii) (B) Abandoned calls shall be included in the speed-of-answer calculation.***

Through its contract with Sprint, Florida Relay includes abandoned calls in its daily speed-of-answer performance calculations. ***§64.604 (b) (ii) (C) A TRS provider's compliance with this rule shall be measured on a daily basis.***

Sprint measures its compliance with average speed-of-answer times on a daily basis and reports this information to Florida Relay on a monthly basis.

***§64.604 (b) (ii) (D) The system shall be designed to a P.01 standard.***

Florida Relay, through its TRS contract with Sprint, ensures that all relay call centers are provided with sufficient facilities and staffing to provide a Grade of Service (GOS) of P.01 or better for calls entering the call center switch equipment during the busiest hour. Sprint's Relay system ensures that an excess of 99.99 percent of all calls reach the call center and are answered or receive a ringing signal.

***§64.604 (b) (ii) (E) A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the TRS facility to relay administrators and TRS providers upon request.***

Performance of inbound traffic on each Florida relay toll-free number where it enters the Sprint network or relay center facility is measured continuously and reported both daily and monthly. These measurements, which include traffic volume and blockage data, are compiled into a monthly report available to the state.

***§64.604 (b) (iii) Speed of answer requirements for VRS providers are phased-in as follows: by January 1, 2006, VRS providers must answer 80% of all calls within 180 seconds,***

*measured on a monthly basis; by July 1, 2006, VRS providers must answer 80% of all calls within 150 seconds, measured on a monthly basis; and by January 1, 2007, VRS providers must answer 80% of all calls within 120 seconds, measured on a monthly basis. Abandoned calls shall be included in the VRS speed of answer calculation.*

Florida Relay does not oversee VRS services, does not contract with a VRS provider to provide VRS services to customers, and is exempt from this section.

### B.3 Equal Access to Interexchange Carriers

*§64.604 (b) (3) Equal access to interexchange carriers. TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.*

On August 24, 2016, the FCC granted waivers of long distance carrier of choice (COC) and billing options for wireline relay providers who choose not to pass any charges to the end user [FCC Order addressing Sprint and Hamilton's Petitions for Interim Waiver of Sections 64.604(b)(3) and 64.604(a)(3)(ii)]. Up until June 30, 2017 when the FCC waived this requirement, Florida Relay TRS and CapTel users had equal access to their chosen inter-exchange carrier through Relay to the same extent access was provided to voice users.

TRS and CapTel users were encouraged to register their preferred Carrier-of-Choice with Customer Service. Users who had not registered their preferred Carrier-of-Choice were encouraged to contact the toll-free telephone support (Customer Service) to complete their registration. All new CapTel phones came with a Carrier-of-Choice card packaged with the equipment. Users were responsible for filling out the card or contacting CapTel Customer Service to receive the benefits of registering their Carrier-of-Choice preferences for CapTel calls.

Voice-in users calling CapTel users were also notified that their call may incur long-distance charges. After connecting to the CapTel voice-in Voice Response Unit (VRU) and entering the phone number of the CapTel user they wished to call, they may receive a verbal announcement stating that their call may include long-distance charges.

Florida Relay relied on Sprint to provide its Relay customers with both the technical and operational capability to send and receive COC calls to and from other providers. Sprint's network had the capability to permit users to select the IXC or LEC of their choice in accordance with State and Federal law.

Sprint provided the necessary network connections and signaling information in compliance with the standards accepted by the Alliance for Telecommunications Industry Solutions (ATIS) titled "ATIS-0300084, Telecommunications Relay Service" (July 2006) for carriers to accurately bill and rate Relay calls. Sprint routed calls to the designated carrier in as efficient a manner as possible. Sprint included the identification of the call as a Relay call, the end user calling number, the called number, and additional information describing the nature of the calling line (e.g., payphone, etc.). Calls not requiring operator assistance were routed to the carrier's non-operator switch. Calls involving alternate billing (e.g., card, collect, third party) involved the operator services position of the carrier. Again, Sprint provided as much information as possible to the operator services position of the transport carrier through network signaling. Efficient provision of routing to the carrier minimized the call set-up time associated with the Relay call.

Sprint encouraged all Carriers to participate in its Carrier of Choice ("COC") program. When the requested Carrier was not a COC participant, Sprint Accessibility had established a procedure where the Carrier was notified, verbally and in writing, of its obligation to provide access to relay users and encouraged their participation.

Outlined below was the process used by CAs to process Carrier-of-Choice calls and subsequent instructions to relay callers:

- Sprint Accessibility CA answers the call
- The caller provides the toll-call information.
- The caller provides preferred Carrier information either registered in the user database or for a specific call.
- If the preferred Carrier is not available through the Relay, the CA informs the caller with the standard phrase:

"I AM SORRY (carrier) DOES NOT ALLOW (billing method) CALLS OVER THEIR NETWORK."

- The user may choose to have another Carrier handle the call. Sprint Accessibility then informs the unavailable Carrier of its obligation to provide access through the Relay Service.
- The CA outdials the call utilizing the preferred Carrier. If no Carrier is specified, the call will be carried over the Sprint network.
- The called-party answers the call. The CA relays the COC call between the caller and the called-party.

Sprint had 260 carriers participating in the Sprint Accessibility's TRS Carrier-of-Choice program. Participation of Carriers in Florida is dependent on whether carrier is authorized to provide service in Florida and connectivity to the Sprint Access Tandem. At the time, Florida Relay had 37 carrier of choice companies listed as:

- 10-10-220 Telecom USA
- 10-10-321 Telecom USA
- 10-10-502 WorldxChange
- 10-10-636 Clear Choice
- 10-10-752 EXCEL
- 10-10-811 Vartec
- 10-10-834 WorldxChange
- 10-10-987
- AT&T
- All Others
- BellSouth Long Distance
- Broadwing Communications
- Broadwing Telecom
- CP Telecom
- CenturyLink
- CenturyTel LLC
- Citizens Communications

- Comcast
- Embarq Communications
- Frontier Communications
- Global Crossing
- LDDS
- MCIWorldCom
- McLeod USA
- Metromedia
- OPEX LD
- Qwest
- SBC Long Distance
- Sprint
- TCG Minnesota Inc.
- TDS Telecom
- Telecom One, Inc.
- Verizon LD
- Wiltel
- Windstream Communications, Inc.
- Working Assets
- WorldCom

The waiver of long distance COC and billing options impacted the following services and functions:

- Payphone calls will be placed without charge to the end user.
- Operator Services and Operator Services for the Deaf (TTY access) will be decommissioned as end users will no longer have a need for billing support through the relay service.
- Directory Assistance (DA) will be provided through TRS and CapTel at no charge to the end user.
- Outbound International Calling will be provided at no charge to end users. Inbound international access will remain available for TRS users using the 10-digit access number which generates end user billing outside of the relay platform.
- Sprint Accessibility discounted long distance rates will be eliminated as not applicable.
- Correctional Facilities: Sprint will continue to support inmate calling services.
- Operational Processes and Reporting will be updated to remove items relative to long distance billing and COC (e.g., Customer Profile, COC reporting, etc.).

However, this decision does not adversely impact the State of Florida or its end users. The upgrade is anticipated to result in the following benefits:

- Less cost to the end user as they will receive free domestic calling without toll charges or operator billing services.
- A faster, more efficient calling process with no billing or COC information required.
- A more efficient relay program with less time spent on call set-up.

- An easier transition process to advanced IP-based networks and platforms.

## B.4 TRS Facilities

**§64.604 (b)(4) TRS facilities. (i) TRS shall operate every day, 24 hours a day. Relay services that are not mandated by this Commission need not be provided every day, 24 hours a day, except VRS.**

Florida Relay and Sprint Accessibility Customer Service are both available 24 hours a day, every day of the year for all TRS services. Florida Relay, through Sprint, utilizes both Uninterruptible Power Supply (UPS) and backup power generators to ensure that the relay centers have uninterrupted power even in the event of a power outage. UPS is used only long enough for the backup power generators to come on line – a matter of minutes. The backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. CapTel Relay Services are also available 24 hours a day, seven days a week.

**§64.604 (b)(4) (ii) TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.**

Florida Relay contracts with Sprint's Relay centers, which are equipped with an Uninterruptible Power Supply (UPS), generator, and sufficient fuel to provide power for 24-hours following a power failure. These back-up power systems can continue to provide power beyond 24-hours as long as fuel is readily available.

Working in parallel with the UPS is Sprint's Intelligent Call Router, which instantly recognizes a problem anywhere in the Sprint Accessibility system and routes the calls to other operating call centers. Florida Relay customers will be unaware of any system fault.

In the event of a power outage, the UPS provides seamless power transition while the emergency generator is brought on line. During this transition of less than a minute, power to all the basic equipment and facilities for the center operation is maintained. This includes the switch system and its peripherals, switch room environment (air conditioning and heating in the computer room), CA positions (including consoles/terminals), emergency lighting, system alarms and Call Detail Record (CDR) recording. As a safety precaution, the fire suppression system is not electrically powered in case of a fire during a power failure. Once the back-up generator is on line, stable power to all relay system equipment and facility environmental control is established and maintained until commercial power is restored..

All of the system preventive maintenance functions can be performed on-line, with no effect on call processing. In addition, on-line and off-line diagnostic routines will identify system faults or failures to the individual board level. Diagnostic procedures are continually processed by the switching system software to detect defective components before they are used. Manual on-line diagnostics can be launched at any time from the maintenance and administrative terminal located with the unit without affecting call processing, calls in progress or calls waiting to be answered. The maintenance and administrative terminal includes keyboard, screen and printer capabilities.

Please see Sprint's Disaster Recovery Plan and the Network Support Plan in **Appendix M**.

**§64.604 (b)(4)(iii) A VRS CA may not relay calls from a location primarily used as his or her home.**

Florida Relay does not oversee VRS services, does not contract with a VRS provider to provide VRS services to customers, and is exempt from this section.

***§64.604 (b)(4)(iv) A VRS provider leasing or licensing an automatic call distribution (ACD) platform must have a written lease or license agreement. Such lease or license agreement may not include any revenue sharing agreement or compensation based upon minutes of use. In addition, if any such lease is between two eligible VRS providers, the lessee or licensee must locate the ACD platform on its own premises and must utilize its own employees to manage the ACD platform.***

Florida Relay does not oversee VRS services, does not contract with a VRS provider to provide VRS services to customers, and is exempt from this section.

## B.5 Technology

*§64.604 (b)(5) Technology. No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to person with disabilities. TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. TRS facilities that utilize SS7 technology shall be subject to the Calling Party Telephone Number rules set forth at 47 CFR 64.1600 et seq.*

Florida Relay through Sprint, is in full compliance with 47 CFR §64.1600 et seq. of the FCC's Rules for providing SS7 capability.

In order to achieve functional equivalence, Florida Relay will continue to provide Caller ID service through SS7 signaling where the 10-digit number of the calling party is passed through to the called-party for local and long-distance calls. Florida Relay receives calling party identifying information including blocking information, from all relay users. Sprint's Caller ID SS7 solution includes receiving the privacy bit information from the inbound Relay caller as well as other SS7 call information elements such as:

- Calling Party Number
- Charge Number
- Originating Line Information
- Sprint passes through the calling party information (rather than 711 or the number of the Relay Center)

## State-of-the-Art Technology

As the provider of relay services for the State of Florida, Sprint offers several enhanced features to improve the telecommunications access of STS relay users. These advanced features include:

- Message Retention (up to 24 hours)
- STS Called Numbers
- Privacy Option
- STS Contact Information
- STS Email Call Set-up
- STS with Voice Carry Over
- Specialized STS Customer Service (including Training Line)
- Wireless Access - STS (\*787)

## Wireless Access – STS (\*787)

In early 2012, Sprint announced the first wireless short-code solution for STS users. Sprint wireless customers are able to dial \*STS (i.e., \*787) to reach a Speech-to-Speech CA quickly and easily from anywhere in the nation. All callers who are physically located within the state are automatically connected to a Speech-to-Speech CA. This service is available to both callers with

and without a speech disability who need to place an STS call. Voice callers needing to place a call to an STS user may also use this service.

When Florida TRS customers travel outside of the state, callers will automatically be connected to STS based on their physical location. If they are in a state where Sprint is the Relay provider, the caller is connected to the State's STS service. If not, callers are automatically transferred to Sprint's interstate STS service, where they will be able to place interstate calls only. This exciting new enhancement grants additional mobility and flexibility for STS users.

### **STS Message Retention**

Sprint expanded its Customer Profile to allow STS users to retain messages for up to 24 hours. The STS user may dictate the first message to be read to the called party. This feature allows the STS user to request that this initial message be retained in the Relay system for up to 24 hours. This is especially helpful if the STS user needs to leave a message and the line is busy. If the called party is unavailable (e.g. busy signal, no answer), the STS user may request that the STS message be retained. Over the next 24 hours, the STS user can redial their state STS and request that the call be attempted without delay. At the end of 24 hours, the message is automatically deleted from the Customer's Profile.

### **STS Called Numbers**

Sprint continues to offer the ability for STS users to maintain a record of regularly called names and telephone numbers. Sprint's speed dialing functionality (also known as frequently dialed numbers) allows Relay users to store up to 30 frequently called telephone numbers in their Customer Profile. This information, along with other preferences described below, can be transferred to any new STS provider.

When the STS user calls into the center, the user can simply provide the CA the "short-hand" name or code associated with that number instead of the entire 10-digit number. For example, a caller can simply request, "Please call mom," and the STS CA will dial the associated ten-digit telephone number without delay.

Please see the graphic below for the written Customer Profile form, which encourages STS users to register speed dial entries.

**Frequently Dialed Numbers (Speed Dial for Non-Emergency Calls):**  
*Note: Limit 30 characters per name*

	Name	Area Code & Phone Number
<b>1</b>	<input type="text"/>	<input type="text"/>
<b>2</b>	<input type="text"/>	<input type="text"/>
<b>3</b>	<input type="text"/>	<input type="text"/>
<b>4</b>	<input type="text"/>	<input type="text"/>
<b>5</b>	<input type="text"/>	<input type="text"/>

*If you need to add more information, go to the **Additional Information** section on the page 3.*

### STS with Privacy Option

Sprint offers STS users the ability to communicate without the CA hearing the voice party. If this option is selected, the CA simply listens to the voice of the STS user and repeats messages according to the STS users' preference.

### STS Contact Information

Communicating telephone numbers may be difficult for some STS users. This feature allows STS users to simply advise friends, family and others to dial 7-1-1 to reach them. Once connected, the person can simply provide the STS user's name to the STS CA. The STS CA will use the STS user's profile information provided for this purpose to connect to the STS user based on the registered STS user's hours and days of availability. In this manner the inbound caller can be connected with the STS user at their location.

### Emergency Numbers

In most emergency situations, STS callers dial 9-1-1 first for emergency help. However, this may be especially challenging for STS users. STS users also have the ability to list up to ten additional emergency phone numbers in their Customer Profile. Contacts such as a doctor's office, the local/state poison control center and the local hospital are used for this purpose.

## B.6 Caller ID

*§64.604 (b) (6) Caller ID. When a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party.*

Florida Relay, through their contract with Sprint, provides true Caller ID service through SS7 signaling where the 10-digit number of the calling party is passed through to the called-party for local and long distance calls. Sprint will receive calling party identifying information including blocking information, from all TRS users.

### Customer Control

With Sprint's TRS Caller ID, the Relay user is in control. Relay users with this feature are able to disable or block their Caller ID information from being transmitted with their LEC on either a 'per-call' or a 'per-line' basis.

The TRS user can view the calling party's information before picking up the phone. The Relay user can then decide whether or not to answer the call based on the name and number displayed on the Caller ID unit or their telephone display screen.

With Sprint's Caller ID, there are numerous benefits for TRS users, including:

- Increased privacy
- Documentation of calls received
- A count of incoming calls on the display screen
- Phone numbers of hang-up callers
- Prompt emergency call processing

When Caller ID information is not passed through, as with standard telecommunications, the call recipient will receive a message such as "Out of Area" or "Caller Unknown."

### Technology

Sprint Accessibility offers True Caller ID for all local and long distance calls to Carriers who have SS7 connectivity with Sprint. Sprint's SS7 network interfaces with all national long distance Carriers and major LECs, CLECs, and ILECs.

Sprint's Caller ID SS7 solution includes receiving the privacy bit information from the inbound Relay caller as well as other SS7 call information elements such as: the Calling Party Number, Charge Number and Originating Line Information. Sprint passes through the calling party information (rather than 711 or the number of the TRS Center).

### Caller ID Enhancements

Many Caller ID enhancements are compatible with the Relay service and can be accessed by TRS users.

### **Selective Call Acceptance**

Selective Call Acceptance allows a user to create a list of phone numbers so that the user will receive only calls from numbers on that list. All other callers will be directed to an announcement that says "The number you have dialed is not accepting calls at this time." If this recording is reached by Relay, it will be typed or spoken to the inbound caller. When Selective Call Acceptance is in effect, it supersedes all other enhanced features.

### **Selective Call Rejection**

Selective Call Rejection enables the user to create a list of special phone numbers so that when a call is received from that number, the call will be rejected. If this recording is reached by Relay, it will be typed or spoken to the inbound caller.

### **Selective Call Forward**

Selective Call Forward enables the user to create a list of special phone numbers so that when a call is received from someone on that list, the call will be forwarded to a designated number.

### **Privacy ID (Anonymous Call Rejection)**

Privacy ID, also known as Anonymous Call Rejection, allows users to restrict incoming calls from parties who have blocked their Caller ID information. If the name or number of the person that calls you is unknown, the caller hears a recorded message, such as:

"The person you are calling does not accept blocked or unknown calls. At the tone, please say your name or company name and your call will be connected."

This information will be typed or voiced to the originating caller. If the calling party wishes to leave their name, it will be left by the CA. The called party, if hearing, may listen to the recording and choose an option to answer, block or send to voice mail. Realizing that not all users will be able to hear this recording by the calling party, some companies have implemented additional enhancements outlined below:

### **Instant Access List (Preferred Caller List)**

Users may designate a list of up to 10 numbers that can bypass the Sprint Privacy ID function. If a caller's number displays while their name doesn't, adding their number to this list will let their calls through.

### **Caller's Access Code**

Caller's Access Code allows a user to designate an override code for Privacy ID. The user may share this code with friends and family, as desired. When the calling party calls, they may choose to enter a code during the intercept greeting to bypass the Privacy ID screening so their call will go

through. This works great for friends and family who frequently call from areas where Caller ID is not available.

## **FUNCTIONAL STANDARDS**

**Sections C.1 through C.7**

## Functional Standards

### C.1 Consumer Complaint Logs

***§64.604 (c)(1)(i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution. (ii) Beginning July 1, 2008, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2008 shall indicate the number of complaints received from the date of OMB approval through May 31, 2012.***

Florida Relay has established policies regarding complaints, inquiries, comments and commendations related to Relay Services and personnel. Upon receipt of a direct complaint filed by a customer, a designated representative will accept the complaint, provide the customer with information regarding the process for resolution and will offer to follow-up with the customer. Sprint ensures that all records will include the name and/or address of the complainant (when offered), the date received, the CA identification number, the nature of the complaint, and the result of any investigation and the date of resolution.

Florida Relay works closely with their TRS provider (Sprint) to identify contact particulars such as: consumer type (TTY, VCO, HCO, Voice or Speech-to-Speech), customer contact information (when given), CA identification numbers, the call handling center and over forty-five contact categories including: complaints, inquires and unsolicited commendations.

Sprint submits reports detailing the information above. Each report will include the following information:

- Name of the complainant or commendation
- The date of the contact, complaint or compliment
- The nature of the complaint or comment
- The action taken i.e. technical support, service explanation, CA development area, preparation of commendation

All contacts and complaints received by Customer Service, Supervisors, and Account Management will be documented in Sprint's customer contact database.

#### **Customer Contacts Online Database (CCOD)**

To further support the complaint resolution process, Sprint has developed a Customer Contact Online Database (CCOD), which serves as a seamless and timesaving device for documenting customer contacts.

The CCOD will automatically notify the TRS Sprint program manager assigned to the State of Florida via email of any complaint entry, ensuring that they receive timely notification of consumer concerns. The CCOD will track consumer contact information as required by the FCC

By approximately June 15th of each calendar year, Sprint submits a copy of 12-month complaint log report for the period of June 1- May 31 to the State relay administrators. Florida Relay reviews the log and then passed the complaint log to the FCC by July 1<sup>st</sup> of each year.

See **Appendix H** for copies of the last five years of Florida Relay complaints and commendations that have been submitted to the FCC.

## C.2 Contact Persons

**§64.604 (c)(2) Contact persons. Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following: (i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions; (ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and (iii) The physical address to which correspondence should be sent.**

Florida Relay callers may file intrastate complaints and commendations regarding Florida Relay services through the following contacts:

Jeffrey L. Branch  
3030 North Rocky Point Drive, Suite 650  
Tampa, FL 33609  
Jeffrey.Branch@sprint.com  
Fax: 913-523-0286  
Text: 727-667-8657  
VP: 813-774-6362

Curtis Williams, Public Utility Analyst  
Office of Industry Development & Market Analysis  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850  
cjwillia@psc.state.fl.us  
www.psc.state.fl.us  
Fax: 850-413-6925  
Voice: 850-413-6924

### C.3 Public Access to Information

**§64.604 (3) Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.**

Outreach education is a significant method to inform relay and non-relay users about the varied free relay services available to them. A substantial amount of the funds are used on activities that publicize and educate the public at large regarding what services are available and how to access and properly use the available variety of relay services. The outreach plan is expanded monthly, dependent on the availability of community events and other advertising mechanisms. A variety of outreach promotional channels are exemplified in the following appendices:

**Appendix D** FTRI Outreach Activities

**Appendix F** Florida Relay Brochures and Other Advertisements

**Appendix K** FPSC, Sprint, and FTRI Relay Websites

### TRS Information in Directories

Placing Florida Relay TRS numbers in directories throughout the state makes relay information visible and available to consumers. **Appendix D** contains selected examples of such information.

### Literature

Florida Relay products and services continued to be promoted via outreach activities, brochures, instructional and marketing flyers, literature advertised in various publications, emails, and in one-on-one settings.

During the past four years, the following literature were developed: one about Florida Relay TRS service in both English and Spanish languages; one about partnering with businesses; and one geared for young students in the classroom with a lesson guide for the teacher.

In social media platforms, Florida Relay has a Facebook page and the FTRI website for consumers to read about the various types of relay services and equipment available to them. All these are found in **Appendix F**.

### Websites

The Florida Relay website, [www.ftri.org/relay](http://www.ftri.org/relay) , provides information on the various relay services, explains how each relay call is handled, offers consumers an online form to note their personal preferences, and more. **Appendix K** indicates certain screenshots from the website.

Via this website, Florida Relay also provides resource links to various resource agencies they partner with, including but not limited to:

- [Florida Academy of Audiology](#)

- [Florida Council on Aging](#)
- [Florida Geriatrics Society](#)
- [Florida Society of Hearing Healthcare Professionals](#)
- [Florida State Guardianship Association](#)
- [LeadingAge Florida](#)

Florida Relay also provides resource links to various organizations and associations such as:

- [Able Trust](#)
- [Alexander Graham Bell Association for the Deaf and Hard of Hearing](#)
- [Area Agency on Aging for North Florida \(Aging Resource Center\)](#)
- [Florida Association of Speech-Language Pathologists & Audiologists \(FLASHA\)](#)
- [Florida Association of the Deaf \(FAD\)](#)
- [Florida Coordinating Council for the Deaf and Hard of Hearing \(FCCDHH\)](#)
- [Florida Deaf-Blind Association \(FDBA\)](#)
- [Florida Laryngectomee Association](#)
- [Hearing Loss Association of America - National \(HLAA\)](#)
- [Hearing Loss Association of America - Florida \(HLA-FL\)](#)
- [Helen Keller National Center](#)
- [National Association of the Deaf \(NAD\)](#)
- [National Association of State Relay Administration](#)
- [TDI Online](#)
- [Telecommunications Equipment Distribution Program Association \(TEDPA\)](#)

Florida Relay provides resource links to state and government entities:

- [Florida Division of Vocational Rehabilitation Services](#)
- [Florida Public Service Commission](#)
- [Lifeline Assistance Program and Linkup Florida](#)
- [MyFlorida.com](#)

Florida Relay lists educational institutions:

- [Florida School for the Deaf and the Blind](#)
- [Oral Deaf Education](#)

Florida Relay provides a listing of numerous, and within close proximity to consumers' residence, regional distribution centers:

- [Ability 1st](#)
- [Audiology with a Heart](#)
- [Center for Hearing and Communication](#)
- [Center for Independent Living in Broward County](#)
- [Center for Independent Living of Central Florida](#)
- [Center for Independent Living of North Central Florida](#)

- [Central Florida Speech and Hearing Center](#)
- [CIL Disability Resource Center](#)
- [Deaf and Hard of Hearing Services](#)
- [Deaf and Hard of Hearing Services of Lake and Sumter Counties](#)
- [Deaf and Hard of Hearing Services of the Treasure Coast](#)
- [Deaf Service Center of SW Florida](#)
- [Disability Resource Center, Inc.](#)
- [Easterseals Northeast Central Florida](#)
- [Easterseals Florida](#)
- [Family Center on Deafness](#)
- [Hearing and Speech Center of Florida](#)
- [Independent Living Resource Center of NE Florida](#)
- [Self Reliance Inc. - Center for Independent Living](#)
- [Space Coast Center for Independent Living](#)

Florida Relay lists manufacturers of specialized equipment:

- [Clarity](#)
- [ClearSounds](#)
- [Serene](#)
- [Sonic Alert](#)
- [Teltex](#)
- [Ultratec](#)

The two relay providers Florida Relay lists consist of:

- [Sprint Relay](#)
- [Sprint CapTel](#)

**C.4 Rates**

***§64.604 (4) Rates. TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination***

As mentioned on Page 25 under Section B.3 “Equal Access to Interexchange Carriers,” on August 24, 2016, the FCC granted waivers of long distance carrier of choice (COC) and billing options for wireline relay providers who choose not to pass any charges to the end user [FCC Order addressing Sprint and Hamilton’s Petitions for Interim Waiver of Sections 64.604(b)(3) and 64.604(a)(3)(ii)]. Up until June 30, 2017 when the FCC waived this requirement, Florida Relay TRS and CapTel users had equal access to their chosen inter-exchange carrier through Relay to the same extent access was provided to voice users.

Up until June 30, 2017, Florida Relay users were not charged more for services than for those charges paid by standard “voice” telephone users. TRS users, who select Sprint as their interstate carrier, were rated and invoiced by Sprint. The caller was only billed for conversation time. Those users, who select a preferred interstate carrier via the Florida Relay COC list, were rated and invoiced by the selected interstate carrier.

By FCC jurisdiction, Sprint had two separate Message Telephone Service rates – one for interstate and one for intrastate. The table below exhibits the discounted rates off Sprint’s Message Telephone System (MTS) rates.

<p><b>FL MTS &amp; TRS Rates</b></p>	<p>Free intrastate 1+ Long Distance Service</p> <p>Free Intrastate Directory Assistance</p> <p>50% discount off of 1+ standard interstate MTS Rates</p> <p>No charges to relay users while the CA is “explaining relay service” with the free intrastate LD</p> <p>50% interstate MTS discount rate</p>	<p>PM</p>
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## C.5 Jurisdictional Separation of Costs

*§64.604 (5) Jurisdictional separation of costs—(i) General. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended (ii) Cost recovery. Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under §64.605, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.*

All Florida Relay intrastate and interstate minutes are reported separately to the state on the Sprint invoice. The interstate and international minutes are reimbursed by the TRS Interstate Fund. The local and intrastate minutes are reimbursed by the State. On individual customer invoices, Sprint deducts minutes for which the Rolka Loube Saltzer Associates (RLSA), the Interstate Telecommunications Relay Services (TRS) Fund (Fund) administrator, reimburses. These deductible minutes are associated with these call types: Interstate, International, Interstate Directory Assistance, Toll Free and 900. In accordance with FCC rules, states only receive a 51% deduction for Toll Free and 900 minutes for which RLSA reimburses. For RSLA reimbursement, Sprint uses a cumulative report of eligible customers to calculate its monthly reimbursement request. An invoice and supporting documents are sent monthly to RSLA for reimbursement.

### Telecommunications Relay Fund

*§64.604 (c)(5)(iii) through §64.604 (c)(iii)(M) does not pertain to State programs. However, the state of Florida contracts with Sprint who contribute and collect interstate funds through RLSA. It is the State's understanding that Sprint complies with the appropriate mandates under this section.*

*§64.604 (c) (7) (N) (1-4) pertain to VRS providers. The State of Florida does not provide VRS services, does not contract to provide VRS services and is exempt from this section.*

## C.6 Complaints

**§64.604 (6) (i) Referral of complaint. If a complaint to the Commission alleges a violation of this subpart with respect to intrastate TRS within a state and certification of the program of such state under §64.605 is in effect, the Commission shall refer such complaint to such state expeditiously. (ii) Intrastate complaints shall be resolved by the state within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, a state PUC, the relay provider, or with any other state entity.**

Florida Relay works in conjunction with the TRS provider, Sprint Accessibility, to establish a complaint resolution procedure to ensure complaints are resolved within 180 days of filing. If the complaint concerns a specific CA, an Operations Supervisor follows up and resolves the complaint. The role of the supervisor is to:

- Accept all types of complaints, issues and comments.
- Handle all service type complaints.
- Resolve complaints with Communication Assistants.
- Follow up with customers if requested by the customers.

If the complaint concerns a specific technical issue, a trouble ticket is filed and the ticket number is documented on the customer contact form. The ticket will be investigated and resolved by an on-site technician. The state-assigned Account Manager is responsible for tracking all technical complaints and following-up with customers on resolutions.

If a miscellaneous complaint is filed with customer service, a copy is faxed to the appropriate Relay Program Manager for resolution and follow-up with the customer. Florida customers also have the option of calling Sprint's 24-hour Customer Service department (1-800-676-3777), the Sprint Accessibility Program Manager or the Florida Public Service Commission to file complaints or commendations.

Florida Relay has adopted the informal FCC procedure of closing all complaints, complete with a satisfactory resolution, within 180 days of the date the complaint was filed. Florida Relay submits all complaints from June 1 to May 31 to the FCC by the annual July 1 deadline. To see copies of the Complaint Log Summaries from 2013 through 2017, please refer to **Appendix H**.

## C.7 Treatment of TRS Customer Info

*(7) Treatment of TRS customer information. Beginning on July 21, 2000, all future contracts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service provision. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.*

Florida Relay, through Sprint's Customer Preference Database, includes type of call, billing information, speed dialing, slow typing, carrier of choice, emergency numbers, blocked outbound numbers, language type (English, Spanish, ASL) and call notes in customers' profiles. At the end of the ensuing contract(s) Sprint will transfer all TRS database records to the next incoming relay provider, at least 60 days prior to the last day of service, in a usable format.

Sprint does not use customer information for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Sprint will not be sell, distribute, share or reveal in any other way by the relay center or its employees, unless compelled to do so by lawful order.

**§ 64.606 Internet-based TRS provider and TRS program certification**

**(a) Documentation**

**(1) Certified state program.** *Any state, through its office of the governor or other delegated executive office empowered to provide TRS, desiring to establish a state program under this section shall submit, not later than October 1, 1992, documentation to the Commission addressed to the Federal Communications Commission, Chief, Consumer & Governmental Affairs Bureau, TRS Certification Program, Washington, DC 20554, and captioned “TRS State Certification Application.” All documentation shall be submitted in narrative form, shall clearly describe the state program for implementing intrastate TRS, and the procedures and remedies for enforcing any requirements imposed by the state program. The Commission shall give public notice of states filing for certification including notification in the FEDERAL REGISTER.*

The Florida Relay Services meets all operational, technical, and functional minimum standards required by the FCC

Appendix I is the Florida Relay RFP showing the FPSC commitment to meet all minimum TRS requirements. Florida offers several services that are not required by the FCC. Florida exceeds the FCC standards by offering TurboCode, Caller ID, and CapTel as services in its contract with Sprint. These are enhanced services for relay users that add functionality, but do not circumvent or conflict with any federal requirements.

The FRS is funded through a surcharges added to all subscribers of local exchange telecommunications companies. The surcharge is itemized on the customer's monthly bill and at least annually, is explained in detail. At any time, a customer may call the local exchange company to ask for an explanation of the surcharge. Florida's relay surcharge order is included in Appendix J.

## 47 CFR 64.606 - Internet-based TRS provider and TRS program certification.

### § 64.606 Internet-based TRS provider and TRS program certification.

#### (a) *Documentation* -

**(1) *Certified state program.*** Any state, through its office of the governor or other delegated executive office empowered to provide TRS, desiring to establish a state program under this section shall submit, not later than October 1, 1992, documentation to the Commission addressed to the Federal Communications Commission, Chief, Consumer & Governmental Affairs Bureau, TRS Certification Program, Washington, DC 20554, and captioned “TRS State Certification Application.” All documentation shall be submitted in narrative form, shall clearly describe the state program for implementing intrastate TRS, and the procedures and remedies for enforcing any requirements imposed by the state program. The Commission shall give public notice of states filing for certification including notification in the FEDERAL REGISTER.

**(2) *Internet-based TRS provider.*** Any entity desiring to provide Internet-based TRS and to receive compensation from the Interstate TRS Fund, shall submit documentation to the Commission addressed to the Federal Communications Commission, Chief, Consumer and Governmental Affairs Bureau, TRS Certification Program, Washington, DC 20554, and captioned “Internet-based TRS Certification Application.” The documentation shall include, in narrative form:

**(i)** A description of the forms of Internet-based TRS to be provided (*i.e.*, VRS, IP Relay, and/or IP captioned telephone relay service);

**(ii)** A detailed description of how the applicant will meet all non-waived mandatory minimum standards applicable to each form of TRS offered, including documentary and other evidence, and in the case of VRS, such documentary and other evidence shall demonstrate that the applicant leases, licenses or has acquired its own facilities and operates such facilities associated with TRS call centers and employs communications assistants, on a full or part-time basis, to staff such call centers at the date of the application. Such evidence shall include, but not be limited to:

**(A)** In the case of VRS applicants or providers,

**(1)** Operating five or fewer call centers within the United States, a copy of each deed or lease for each call center operated by the applicant within the United States;

**(2)** Operating more than five call centers within the United States, a copy of each deed or lease for a representative sampling (taking into account size (by number of communications assistants) and location) of five call centers operated by the applicant within the United States, together with a list of all other call centers that they operate that includes the information required under § 64.604(c)(5)(iii)(N)(2);

**(3)** Operating call centers outside of the United States, a copy of each deed or lease for each call center operated by the applicant outside of the United States;

**(4)** A description of the technology and equipment used to support their call center functions - including, but not limited to, automatic call distribution, routing, call setup, mapping, call features, billing for compensation from the TRS Fund, and registration - and for each core function of each call center for which the applicant must provide a copy of technology and equipment proofs of purchase, leases or license agreements in accordance with paragraphs (a)(2)(ii)(A)(5) through (7) of this section, a statement whether such technology and equipment is owned, leased or licensed (and from whom if leased or licensed);

**(5)** Operating five or fewer call centers within the United States, a copy of each proof of purchase, lease or license agreement for all technology and equipment used to support their call center functions for each call center operated by the applicant within the United States;

**(6)** Operating more than five call centers within the United States, a copy of each proof of purchase, lease or license agreement for technology and equipment used to support their call center functions for a representative sampling (taking into account size (by number of communications assistants) and location) of five call centers operated by the applicant within the United States; a copy of each proof of purchase, lease or license agreement for technology and equipment used to support their call center functions for all call centers operated by the applicant within the United States must be retained by the applicant for three years from the date of the application, and submitted to the Commission upon request;

**(7)** Operating call centers outside of the United States, a copy of each proof of purchase, lease or license agreement for all technology and equipment used

to support their call center functions for each call center operated by the applicant outside of the United States; and

**(8)** A complete copy of each lease or license agreement for automatic call distribution.

**(B)** For all applicants, a list of individuals or entities that hold at least a 10 percent equity interest in the applicant, have the power to vote 10 percent or more of the securities of the applicant, or exercise de jure or de facto control over the applicant, a description of the applicant's organizational structure, and the names of its executives, officers, members of its board of directors, general partners (in the case of a partnership), and managing members (in the case of a limited liability company);

**(C)** For all applicants, a list of the number of applicant's full-time and part-time employees involved in TRS operations, including and divided by the following positions: executives and officers; video phone installers (in the case of VRS), communications assistants, and persons involved in marketing and sponsorship activities;

**(D)** For all applicants, copies of employment agreements for all of the provider's employees directly involved in TRS operations, executives, and communications assistants, and a list of names of employees directly involved in TRS operations, need not be submitted with the application, but must be retained by the applicant for five years from the date of application, and submitted to the Commission upon request; and

**(E)** For all applicants, a list of all sponsorship arrangements relating to Internet-based TRS, including on that list a description of any associated written agreements; copies of all such arrangements and agreements must be retained by the applicant for three years from the date of the application, and submitted to the Commission upon request;

**(F)** In the case of applicants to provide IP CTS or IP CTS providers, a description of measures taken by such applicants or providers to ensure that they do not and will not request or collect payment from the TRS Fund for service to consumers who do not satisfy the registration and certification requirements in § 64.604(c)(9), and an explanation of how these measures provide such assurance.

**(iii)** A description of the provider's complaint procedures; and

**(iv)** A statement that the provider will file annual compliance reports demonstrating continued compliance with these rules.

**(v)** The chief executive officer (CEO), chief financial officer (CFO), or other senior executive of an applicant for Internet-based TRS certification under this section

with first hand knowledge of the accuracy and completeness of the information provided, when submitting an application for certification under paragraph (a)(2) of this section, must certify as follows: I swear under penalty of perjury that I am \_\_\_\_\_(name and title), \_\_\_\_\_an officer of the above-named applicant, and that I have examined the foregoing submissions, and that all information required under the Commission's rules and orders has been provided and all statements of fact, as well as all documentation contained in this submission, are true, accurate, and complete.

**(3) Assessment of internet-based TRS provider certification application.** In order to assess the merits of a certification application submitted by an Internet-based TRS provider, the Commission may conduct one or more on-site visits of the applicant's premises, to which the applicant must consent.

**(4)** For the purposes of paragraphs (a)(2)(ii)(A)(4) and (a)(2)(ii)(A)(6) of this section, VRS CA Service Providers shall, in their description of the technology and equipment used to support their call center functions, describe:

**(i)** How they provide connectivity to the Neutral Video Communication Service Platform; and

**(ii)** How they internally route calls to CAs and then back to the Neutral Video Communication Service Platform. VRS CA service providers need not describe ACD platform functionality if it is not used for these purposes.

**(b)**

**(1) Requirements for state certification.** After review of state documentation, the Commission shall certify, by letter, or order, the state program if the Commission determines that the state certification documentation:

**(i)** Establishes that the state program meets or exceeds all operational, technical, and functional minimum standards contained in § 64.604;

**(ii)** Establishes that the state program makes available adequate procedures and remedies for enforcing the requirements of the state program, including that it makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints; and

**(iii)** Where a state program exceeds the mandatory minimum standards contained in § 64.604, the state establishes that its program in no way conflicts with federal law.

**(2) Requirements for Internet-based TRS Provider FCC certification.** After review of certification documentation, the Commission shall certify, by Public Notice, that the Internet-based TRS provider is eligible for compensation from the Interstate TRS

Fund if the Commission determines that the certification documentation:

(i) Establishes that the provision of Internet-based TRS will meet or exceed all non-waived operational, technical, and functional minimum standards contained in § 64.604;

(ii) Establishes that the Internet-based TRS provider makes available adequate procedures and remedies for ensuring compliance with the requirements of this section and the mandatory minimum standards contained in § 64.604, including that it makes available for TRS users informational materials on complaint procedures sufficient for users to know the proper procedures for filing complaints.

(c)

**(1) State certification period.** State certification shall remain in effect for five years. One year prior to expiration of certification, a state may apply for renewal of its certification by filing documentation as prescribed by paragraphs (a) and (b) of this section.

**(2) Internet-based TRS Provider FCC certification period.** Certification granted under this section shall remain in effect for five years. An Internet-based TRS provider applying for renewal of its certification must file documentation with the Commission containing the information described in paragraph (a)(2) of this section at least 90 days prior to expiration of its certification.

**(d) Method of funding.** Except as provided in § 64.604, the Commission shall not refuse to certify a state program based solely on the method such state will implement for funding intrastate TRS, but funding mechanisms, if labeled, shall be labeled in a manner that promote national understanding of TRS and do not offend the public.

(e)

**(1) Suspension or revocation of state certification.** The Commission may suspend or revoke such certification if, after notice and opportunity for hearing, the Commission determines that such certification is no longer warranted. In a state whose program has been suspended or revoked, the Commission shall take such steps as may be necessary, consistent with this subpart, to ensure continuity of TRS. The Commission may, on its own motion, require a certified state program to submit documentation demonstrating ongoing compliance with the Commission's minimum standards if, for example, the Commission receives evidence that a state program may not be in compliance with the minimum standards.

**(2) Suspension or revocation of Internet-based TRS Provider FCC certification.** The Commission may suspend or revoke the certification of an Internet-based TRS provider if, after notice and opportunity for hearing, the Commission determines that such certification is no longer warranted. The Commission may, on its own motion, require a certified Internet-based TRS provider to submit documentation

demonstrating ongoing compliance with the Commission's minimum standards if, for example, the Commission receives evidence that a certified Internet-based TRS provider may not be in compliance with the minimum standards.

**(f) Notification of substantive change.**

**(1)** States must notify the Commission of substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change.

**(2)** VRS and IP Relay providers certified under this section must notify the Commission of substantive changes in their TRS programs, services, and features within 60 days of when such changes occur, and must certify that the interstate TRS provider continues to meet Federal minimum standards after implementing the substantive change. Substantive changes shall include, but not be limited to:

**(i)** The use of new equipment or technologies to facilitate the manner in which relay services are provided;

**(ii)** Providing services from a new facility not previously identified to the Commission or the Fund administrator; and

**(iii)** Discontinuation of service from any facility.

**(g)** Internet-based TRS providers certified under this section shall file with the Commission, on an annual basis, a report demonstrating that they are in compliance with § 64.604.

**(1)** Such reports must update the information required in paragraph (a)(2) of this section and include updated documentation and a summary of the updates, or certify that there are no changes to the information and documentation submitted with the application for certification, application for renewal of certification, or the most recent annual report, as applicable.

**(2)** The chief executive officer (CEO), chief financial officer (CFO), or other senior executive of an Internet-based TRS provider under this section with first hand knowledge of the accuracy and completeness of the information provided, when submitting an annual report under paragraph (g) of this section, must, with each such submission, certify as follows:

I swear under penalty of perjury that I am \_\_\_\_\_ (name and title), an officer of the above-named reporting entity, and that I have examined the foregoing submissions, and that all information required under the Commission's rules and orders has been provided and all statements of fact, as well as all documentation contained in this submission, are true, accurate, and complete.

**(3)** Each VRS provider shall include within its annual report a compliance plan describing the provider's policies, procedures, and practices for complying with the requirements of § 64.604(c)(13) of this subpart. Such compliance plan shall include, at a minimum:

- (i)** Identification of any officer(s) or managerial employee(s) responsible for ensuring compliance with § 64.604(c)(13) of this subpart;
- (ii)** A description of any compliance training provided to the provider's officers, employees, and contractors;
- (iii)** Identification of any telephone numbers, Web site addresses, or other mechanisms available to employees for reporting abuses;
- (iv)** A description of any internal audit processes used to ensure the accuracy and completeness of minutes submitted to the TRS Fund administrator; and
- (v)** A description of all policies and practices that the provider is following to prevent waste, fraud, and abuse of the TRS Fund. A provider that fails to file a compliance plan shall not be entitled to compensation for the provision of VRS during the period of noncompliance.

**(4)** If, at any time, the Commission determines that a VRS provider's compliance plan currently on file is inadequate to prevent waste, fraud, and abuse of the TRS Fund, the Commission shall so notify the provider, shall explain the reasons the plan is inadequate, and shall direct the provider to correct the identified defects and submit an amended compliance plan reflecting such correction within a specified time period not to exceed 60 days. A provider that fails to comply with such directive shall not be entitled to compensation for the provision of VRS during the period of noncompliance. A submitted compliance plan shall not be prima facie evidence of the plan's adequacy; nor shall it be evidence that the provider has fulfilled its obligations under § 64.604(c)(13) of this subpart.

**(h) *Unauthorized service interruptions.***

- (1)** Each certified VRS provider must provide Internet-based TRS without unauthorized voluntary service interruptions.
- (2)** A VRS provider seeking to voluntarily interrupt service for a period of 30 minutes or more in duration must first obtain Commission authorization by submitting a written request to the Commission's Consumer and Governmental Affairs Bureau (CGB) at least 60 days prior to any planned service interruption, with detailed information of:
  - (i)** Its justification for such interruption;
  - (ii)** Its plan to notify customers about the impending interruption; and
  - (iii)** Its plans for resuming service, so as to minimize the impact of such disruption

on consumers through a smooth transition of temporary service to another provider, and restoration of its service at the completion of such interruption. CGB will grant or deny such a request and provide a response to the provider at least 35 days prior to the proposed interruption, in order to afford an adequate period of notification to consumers. In evaluating such a request, CGB will consider such factors as the length of time of the proposed interruption, the reason for such interruption, the frequency with which such requests have been made by the provider in the past, the potential impact of the interruption on consumers, and the provider's plans for a smooth service restoration.

**(3)** In the event of an unforeseen service interruption due to circumstances beyond an Internet-based TRS service provider's control, or in the event of a VRS provider's voluntary service interruption of less than 30 minutes in duration, the provider must submit a written notification to CGB within two business days of the commencement of the service interruption, with an explanation of when and how the provider has restored service or the provider's plan to do so imminently. In the event the provider has not restored service at the time such report is filed, the provider must submit a second report within two business days of the restoration of service with an explanation of when and how the provider has restored service. The provider also must provide notification of service outages covered by this paragraph to consumers on an accessible Web site, and that notification of service status must be updated in a timely manner.

**(4)** A VRS provider that fails to obtain prior Commission authorization for a voluntary service interruption or fails to provide written notification after a voluntary service interruption of less than 30 minutes in duration, or an Internet-based TRS provider that fails to provide written notification after the commencement of an unforeseen service interruption due to circumstances beyond the provider's control in accordance with this subsection, may be subject to revocation of certification, suspension of payment from the TRS Fund, or other enforcement action by the Commission, as appropriate.

[ 70 FR 76215, Dec. 23, 2005. Redesignated at 73 FR 21259, Apr. 21, 2008; 76 FR 24402, May 2, 2011; 76 FR 47474, 47477, Aug. 5, 2011; 76 FR 67073, Oct. 31, 2011; 77 FR 33662, June 7, 2012; 78 FR 40608, July 5, 2013; 78 FR 53694, Aug. 30, 2013]

**EFFECTIVE DATE NOTE:**

At 78 FR 53694, Aug. 30, 2013, § 64.606 (a)(2)(ii)(F) was added. This paragraph contains information collection and recordkeeping requirements and will not become effective until approval has been given by the Office of Management and Budget.

[LD]

**Appendix A – FCC TRS Public Notice, July 19, 2017**



# PUBLIC NOTICE

Federal Communications Commission  
445 12<sup>th</sup> St., S.W.  
Washington, D.C. 20554

News Media Information 202 / 418-0500  
Internet: <https://www.fcc.gov>  
TTY: 1-888-835-5322

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DA 17-697

Released: July 19, 2017

## CONSUMER AND GOVERNMENTAL AFFAIRS BUREAU REMINDS STATE TELECOMMUNICATIONS RELAY SERVICE PROGRAMS TO SEEK RECERTIFICATION

### CG Docket No. 03-123

Under Section 225, states wishing to operate their own telecommunications relay service (TRS) programs for the provision of intrastate and interstate TRS must have certification from the Federal Communications Commission (FCC or Commission) to do so.<sup>1</sup> Commission rules provide that states and covered territories may receive TRS certification in five year increments.<sup>2</sup> This Public Notice alerts states and territories that the certifications they now hold will expire on July 25, 2018. Under the Commission's rules, each certified state or territory may file an application for renewal of its certification one year prior to expiration, i.e., beginning July 25, 2017.<sup>3</sup> Although there is no prescribed deadline for filing, we request that renewal applications be filed no later than October 1, 2017, to give the Commission sufficient time to review and rule on the applications prior to expiration of the existing certifications.

Congress created the TRS program in Title IV of the Americans with Disabilities Act of 1990 (ADA),<sup>4</sup> codified at Section 225 of the Communications Act of 1934, as amended (Act).<sup>5</sup> TRS enables persons with hearing and speech disabilities to access the telephone system to communicate with other individuals.<sup>6</sup> Under the Act, the Commission must ensure that the provision of TRS is functionally equivalent to voice telephone services.<sup>7</sup> The Commission's TRS regulations set forth mandatory minimum standards that TRS providers must follow to meet this functional equivalency mandate.<sup>8</sup>

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<sup>1</sup> 47 U.S.C. § 225(f). TRS are "telephone transmission services that provide the ability for an individual who is deaf, hard of hearing, deaf-blind, or who has a speech disability to engage in communication by wire or radio with one or more individuals, in a manner that is functionally equivalent to the ability of a hearing individual who does not have a speech disability to communicate using voice communication services by wire or radio." 47 U.S.C. § 225(a)(3). *See also Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order, Order on Reconsideration, and Further Notice of Proposed Rulemaking, 19 FCC Rcd 12475, 12479, para. 3 & n.18 (2004) (describing how a traditional TRS call works). Although state TRS programs may offer interstate as well as intrastate TRS, only the costs associated with the provision of intrastate TRS are recovered from the state. *See* 47 U.S.C. § 225(d)(3).

<sup>2</sup> 47 CFR § 64.606(c)(1). The Consumer and Governmental Affairs Bureau (CGB or Bureau), under delegated authority, issued its last round of certification grants in July 2013. *Notice of Certification of State Telecommunications Relay Services (TRS) Programs*, Public Notice, 28 FCC Rcd 9987, 9987 (CGB 2013).

<sup>3</sup> 47 CFR § 64.606(c)(1).

<sup>4</sup> Pub. L. No. 101-336, 104 Stat. 327 (July 26, 1990).

<sup>5</sup> 47 U.S.C. § 225.

<sup>6</sup> *Id.* § 225(a)(3).

<sup>7</sup> *Id.* § 225(a)(3).

<sup>8</sup> *See* 47 CFR § 64.604.

All certified state TRS programs are required to provide traditional (TTY-based) TRS, interstate Spanish language traditional TRS, and speech-to-speech relay (STS) service.<sup>9</sup> States may also offer captioned telephone relay service (CTS).<sup>10</sup> Each state seeking renewal of its certification must submit documentation to the Commission that describes its relay program and includes its procedures and remedies for enforcing any requirements that the program may impose.<sup>11</sup> In addition, a state must establish that its program makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints.<sup>12</sup> This certification process is intended to ensure that TRS is provided in a uniform manner throughout the United States and territories. The Commission’s TRS rules further explain that documentation should be submitted in narrative form, and that the Commission shall provide the public with notice of and an opportunity to comment on such applications.<sup>13</sup>

Per the following schedule, the Bureau will release for public comment each application for renewal, after which it will review each application to determine whether the state TRS program has sufficiently documented that it meets or exceeds all of the applicable operational, technical and functional mandatory minimum standards set forth in section 64.604 of the Commission’s rules.<sup>14</sup> The state must also establish that the program does not conflict with federal law.<sup>15</sup> In addition, applications will be reviewed to ensure that each state TRS program makes available adequate procedures and remedies for enforcing the requirements of each state’s program.<sup>16</sup> The Bureau will release public notices of renewal of certification for each state on a rolling basis.

#### **SUMMARY OF STATE TRS PROGRAM CERTIFICATION TIMELINE**

<b>DATE</b>	<b>FCC ACTION</b>	<b>PROCESS</b>
Beginning July 2017	CGB will issue Public Notices seeking comment on state TRS applications that have been filed.	Comments are due within 30 days of release of the Public Notices; reply comments are due within 15 days thereafter.
July 2017 - May 2018	CGB will review applications for TRS recertification for compliance with 47 CFR §§ 64.604 and 64.606.	If necessary, the Bureau will send deficiency letters requesting additional information from states to ensure compliance with TRS mandatory minimum standards and other certification requirements.

<sup>9</sup> See 47 CFR § 64.603.

<sup>10</sup> Since 2003, CTS has been a non-mandatory type of TRS that is eligible for compensation from the states for intrastate calls and from the Interstate TRS Fund for interstate or IP-based CTS calls. *Telecommunications Relay Services, and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Declaratory Ruling, 18 FCC Rcd 16121 (2003).

<sup>11</sup> 47 U.S.C. § 225(f); 47 CFR § 64.606(a).

<sup>12</sup> 47 CFR § 64.606(b)(1)(ii).

<sup>13</sup> *Id.* § 64.606(a).

<sup>14</sup> 47 U.S.C. § 225(f)(2)(A). See 47 CFR § 64.604.

<sup>15</sup> 47 CFR § 64.606(b)(1)(iii).

<sup>16</sup> 47 U.S.C. § 225(f)(2)(B).

May 2018 - July 2018	CGB will issue certification renewals on a rolling basis.	
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**PROCEDURES FOR FILING: All filings must reference CG Docket No. 03-123 and be captioned “TRS State Certification Application.”**

**Electronic Filers:** Filings may be filed electronically using the Internet by accessing the Commission’s electronic comment filing system (ECFS): <http://apps.fcc.gov/ecfs/>. Follow the instructions provided on the website for submitting electronic filings. For ECFS filers, in completing the transmittal screen, filers should include their full name, U.S. Postal service mailing address, and CG Docket No. 03-123.

**Paper Filers:** Parties who choose to submit by paper must submit an original and one copy of each filing. To expedite the processing of the applications, parties submitting by paper are encouraged to submit an additional copy to Attn: Dana Wilson, Federal Communications Commission, Consumer and Governmental Affairs Bureau, 445 12<sup>th</sup> Street, SW, Room 3-C418, Washington, DC 20554 or by email at [Dana.Wilson@fcc.gov](mailto:Dana.Wilson@fcc.gov).

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission’s Secretary, Office of the Secretary, Federal Communications Commission.

- All hand-delivered or messenger-delivered paper filing for the Commission’s Secretary must be delivered to FCC Headquarters at 445 12<sup>th</sup> Street, SW, Room TW-A325, Washington, DC 20554. The filings hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of *before* entering the building.
- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class mail, Express Mail, and Priority Mail must be addressed to 445 12<sup>th</sup> Street, SW, Washington, DC 20554.

**ADDITIONAL INFORMATION**

A copy of this *Public Notice* and related documents are available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12<sup>th</sup> Street, SW, Room CY-A257, Washington, DC 20554. Filings also may be found by searching on the Commission's Electronic Comment Filing System (ECFS) at <http://apps.fcc.gov/ecfs/> (insert CG Docket No. 03-123 into the Proceeding block).

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer and Governmental Affairs Bureau at 202-418-0530 (voice), 844-432-2275 (videophone), or 202-418-0432 (TTY).

For further information, please contact please contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disability Rights Office, at (202) 418-2247 (voice) or e-mail at [Dana.Wilson@fcc.gov](mailto:Dana.Wilson@fcc.gov).

-FCC-

## **Appendix B – Checklist of FCC Mandatory Minimum Standards**

## Appendix B – Checklist of FCC Mandatory Minimum Standards

Please see the following table for a point-by-point explanation of how we meet and/or exceed each of the minimum federal standards.

FCC Minimum Standard	Applies to:	Compliant	Sprint's Approach
CA Training 47 C.F.R. § 64.604(a)(1)(i)	TRS, STS, CTS, IP CTS, IP Relay	Exceeds	Sprint offers a comprehensive training program designed to offer the best quality to all relay users. Sprint's 2-3 week program includes training on Diversified Culture, compliance with regulatory requirements, & the operation of Sprint's systems.
CA Skills 47 C.F.R. § 64.604(a)(1)(ii)	TRS, STS, CTS, IP CTS, IP Relay (Partially waived for CTS, IP CTS)	Exceeds	Sprint ensures all CAs are skilled in typing, grammar, spelling, & interpretation of typewritten ASL (as applicable), familiar with hearing & speech disability culture, language, & etiquette; & have clear & articulate voice communication skills.
CA Typing 47 C.F.R. § 64.604(a)(1)(iii)	TRS, STS, CTS, IP CTS, IP Relay (Waived/partially waived for CTS, IP CTS)	Exceeds	Sprint's CAs type &/or transcribe conversations at a rate greater than 60 words per minute. CA testing is conducted at least quarterly.
VRS CA Qualifications 47 C.F.R. § 64.604(a)(1)(iv)	VRS	N/A	This requirement is not applicable to the services being offered.
Call Takeover 47 C.F.R. § 64.604(a)(1)(v)	TRS, STS, CTS, IP CTS, IP Relay	Exceeds	As a general rule, Sprint allows CA takeovers only when necessary. Sprint's CAs stay with any given call for a minimum of 10 or 20 minutes, as defined by the FCC.
Gender Preference 47 C.F.R. § 64.604(a)(1)(vi)	TRS, STS, IP Relay (Waived for CTS, IP CTS)	Meets	Sprint makes its best efforts to accommodate its customers' requests regarding the gender of the CA handling their calls — both at call initiation &/or call takeover.
Real Time 47 C.F.R. § 64.604(a)(1)(vii)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint's sophisticated software enables real-time communication for all Relay users.
STS Voice Mute Option 47 C.F.R. § 64.604(a)(1)(viii)	STS (Waived for TRS, IP Relay, CTS, IP CTS)	Meets	Sprint offers STS users the option to mute their voice so the other party to the call will hear only the CA & will not hear the STS user's voice.
Confidentiality Rule 47 C.F.R. § 64.604(a)(2)(i)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint has systematic & operational processes intended to prevent disclosure of call content &/or Customer Proprietary Network Info (CPNI), except as authorized by 47 U.S.C. § 605. STS CAs may retain info from a particular call in order to facilitate the completion of consecutive calls, at the request of the user.
Conversation Content 47 C.F.R. § 64.604(a)(2)(ii)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint bars its CAs from intentionally altering the conversations they relay, except to the extent necessary to: (i) translate ASL calls to conversational English; (ii) facilitate STS calls without interfering with the independence of the user; or (iii) necessary to provide info to emergency responders.
Sequential Calls 47 C.F.R. § 64.604(a)(3)(i)	TRS, STS, IP Relay (Waived for CTS, IP CTS)	Meets	Sprint CAs do not refuse single or sequential calls.
Call Length 47 C.F.R. § 64.604(a)(3)(i)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint never limits the length of a Relay call.
Types of Calls 47 C.F.R. § 64.604(a)(3)(ii)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Except to the extent the requirements are waived, not permitted, or as the FCC determines that it is not technologically feasible to do so, Sprint services are capable of handling any type of call

FCC Minimum Standard	Applies to:	Compliant	Sprint's Approach
			normally provided by telecommunications carriers.
Credit Authorization 47 C.F.R. § 64.604(a)(3)(iii)	TRS, STS, CTS (Waived for IP CTS, IP Relay)	Meets	Sprint understands it is permitted to decline a call if the user cannot pay or because a credit authorization for toll calls is denied.
Pay Per Calls 47 C.F.R. § 64.604(a)(3)(iv)	TRS, STS, CTS (Waived for IP CTS, IP Relay)	Exceeds	Sprint processes pay per calling for TRS & CapTel users with blocks available via the Customer Profile.
Call Combinations 47 C.F.R. § 64.604(a)(3)(v)	TRS (Partially waived for CTS, IP CTS, IP Relay)	Meets	Sprint's Relay services support all mandatory FCC call types.
Call Release 47 C.F.R. § 64.604(a)(3)(vi)(1)	TRS (Waived for CTS, IP CTS, IP Relay)	Meets	Sprint provides TTY-TTY call set-up which allows the CA to set-up the call & drop off the line, if not needed to facilitate conversation.
Speed Dial 47 C.F.R. § 64.604(a)(3)(vi)(2)	TRS, STS, CTS, IP Relay (Waived for IP Relay)	Meets	Sprint's TRS/CTS speed dial is available with a Customer Profile. CapTel users can select 3 speed dial buttons & a phone book for contacts.
Three-Way Calling 47 C.F.R. § 64.604(a)(3)(vi)(3)	TRS, STS, CTS, IP Relay (Waived for IP CTS)	Meets	Sprint supports LEC-based three-way calling for its customers.
Interactive Menus & Voicemail 47 C.F.R. § 64.604(a)(3)(vii)/(viii)	TRS, STS, CTS, IP CTS, IP Relay	Exceeds	Sprint electronically captures recordings & makes interactive recordings & voicemail/ answering machines available to Relay customers. Sprint supports Sprint IP Text Mail so Sprint IP users can receive voicemail messages via email, when unable to answer.
Emergency Calls for TTY-based providers 47 C.F.R. § 64.604(a)(4)	TRS, STS (N/A for CTS, IP CTS, IP Relay)	Meets	Sprint automatically & immediately connects emergency calls to an appropriate Public Safety Answering Point (PSAP) which is capable of dispatching emergency services.
STS Called Numbers 47 C.F.R. § 64.604(a)(5)	STS (N/A for TRS, CTS, IP CTS, IP Relay)	Exceeds	Sprint allows STS users to register a Customer Profile which includes Speed Dial & other enhancements.
Privacy Screens 47 C.F.R. § 64.604(a)(6)	VRS	N/A	This requirement is not applicable to the services being offered.
International Calls Non- reimbursable 47 C.F.R. § 64.604(a)(7)	VRS, IP Relay (N/A for TRS, STS CTS, or IP CTS)	N/A	This requirement is not applicable to the services being offered. Sprint IP has procedures in place to prohibit international usage.
ASCII & Baudot 47 C.F.R. § 64.604(b)(1)	TRS, STS (Waived for CTS, IP CTS) (N/A for IP Relay)	Exceeds	Sprint's TRS (TTY) platform supports all communication modes generally in use including Baudot (domestic & international), ASCII, Turbo Code, & Enhanced Turbo Code (E-Turbo).
Speed of Answer & Blockage 47 C.F.R. § 64.604(b)(2)	TRS, STS, CTS, IP CTS, IP Relay	Exceeds	Sprint Relay answers at least 85 percent of all calls on a daily basis within 10 seconds, including abandons. Sprint's systems exceed the P.01 standard.
Equal Access to Interexchange Carriers (IXCs) 47 C.F.R. § 64.604(b)(3)	TRS, STS, CTS (Waived for IP CTS, IP Relay)	Exceeds	Except to the extent the requirements are waived, Sprint's TRS & CTS platforms support the billing & rating of toll calls through other carriers.
TRS Facilities 47 C.F.R. § 64.604(b)(4)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint provides mandated services 24/7 using redundant facilities functionally.
Technology 47 C.F.R. § 64.604(b)(5)	TRS, STS, CTS, IP CTS, IP Relay	Exceeds	Sprint exceeds the minimum mandatory services & routinely upgrades its products to increase functional equivalency.
Caller ID 47 C.F.R. §	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint provides Caller ID. If not blocked by the customer, the number of the calling party is

FCC Minimum Standard	Applies to:	Compliant	Sprint's Approach
64.604(b)(6)			transmitted.
STS 711 Calls 47 C.F.R. § 64.604(b)(7)	TRS, STS (N/A to CTS, IP CTS, or IP Relay)	Exceeds	Sprint offers multiple solutions to meet this requirement include: Auto 711 Routing for STS users connects callers with a Customer Profile directly to STS CAs. CAs answering 711 for callers without a profile will immediately transfer the caller to a STS CA. Sprint offers a wireless short code to STS for Sprint wireless users. Sprint's 711 Interactive Voice Response (IVR) allows connectivity directly to an STS CA using the same level of prompts the IVR uses for other forms of TRS.
Consumer Complaint Logs & Procedures 47 C.F.R. § 64.604(c)(1)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint maintains 24/7 Customer Service & logs all complaints received. Sprint provides the State a summary that meets FCC standards.
Contact Persons 47 C.F.R. § 64.604(c)(2)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint's point of contact for complaints is Customer Service at: Sprint Relay Customer Service PO Box 29230 Shawnee Mission, KS 66201-9230 800-676-3777 (English) 800-676-4290 (Spanish) 877-787-1989 (Speech to Speech) 877-877-3291 (Fax)
Public Access to Information 47 C.F.R. § 64.604(c)(3)	TRS, STS, CTS, IP CTS, IP Relay	Exceeds	Sprint provides innovative Outreach services through state programs. The FCC does not allow IP Relay providers to include the cost of outreach in their yearly costs. Sprint continues to publicize the availability of IP services through promo materials, on-line marketing, & public service announcements. (Sprint does not include the cost of these activities in its yearly cost submissions to the FCC).
Rates 47 C.F.R. § 64.604(c)(4)	TRS, STS, CTS, IP CTS, IP Relay	Exceeds	Sprint ensures TRS/CTS users, who rely on Sprint's Relay platforms to establish billing for toll calls, are charged no more than traditional phone users.
Cost Information & Data Submission 47 C.F.R. § 64.604(c)(5)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint contributes to the Interstate TRS Fund & submits the required cost data to the FCC & to the Fund administrator to receive reimbursement.
Whistleblower Notice 47 C.F.R. § 64.604(c)(5)(M)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint has provided copies of the whistleblower protections to all of its employees including instructions for reporting noncompliance to the FCC's whistleblower hotline.
Complaint Resolution 47 C.F.R. § 64.604(c)(6)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint supports timely & effective complaint resolution.
Treatment of Customer Information 47 C.F.R. § 64.604(c)(7)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint does not use Customer Profile data for any purpose other than to process calls & will not sell, distribute, share, or reveal the profile data unless compelled by law. During State Relay transitions, Sprint does provide Customer Profile data at least 60 days prior to transition in usable format.
No Incentives to Use IP CTS 47 C.F.R. § 64.604(c)(8)	IP CTS (N/A to TRS, STS, CTS, or IP Relay)	Meets	Sprint does not offer incentives to IP CTS users directly/indirectly. Sprint prohibits incentives to hearing health professionals & does not have joint marketing arrangements with any hearing health professional.

FCC Minimum Standard	Applies to:	Compliant	Sprint's Approach
IP CTS Registration & Certification 47 C.F.R. § 64.604(c)(9)	IP CTS (N/A to TRS, STS, CTS, or IP Relay)	Meets	Sprint complies with the final FCC rule requiring the collection of each new customer's name, address, telephone number, date of birth, & last 4 of SSN. Sprint collects a separate, self-certification for all new IP CTS users. Sprint maintains registration & certification records for at least 5 years after service ceases, & does not disclose registration & certification information, except as required by law/regulation.
IP CTS Default Settings 47 C.F.R. § 64.604(c)(10)	IP CTS (N/A to TRS, STS, CTS, or IP Relay)	Meets	Sprint's default setting for the IP CapTel phone is to have captions on.
IP CTS Equipment Fee & Label 47 C.F.R. § 64.604(c)(11)	IP CTS (N/A to TRS, STS, CTS, or IP Relay)	Meets	Portions of this requirement were struck down at the conclusion of the DC Circuit Court ruling on <i>Sorenson v FCC</i> & no longer applies. Sprint fully complies with the remainders of the order to provide a warning label on all IP CTS equipment & software.
TRS calls requiring multiple CAs 47 C.F.R. § 64.604(c)(14)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint complies for VCO-VCO calls between multiple captioned telephone relay service users, IP CTS/CTS users & IP CTS users; CTS/IP CTS users & TTY users; CTS/IP CTS users & VRS users.
IP Emergency calling requirements 47 C.F.R. § 64.605	IP CTS, IP Relay (N/A to TRS, STS, or CTS)	Meets	Sprint's emergency calling service is in full compliance with the FCC's rules. For Sprint IP, Sprint handles & routes emergency calls to the applicable PSAP; immediately attempts to re-establish contact in the event of disconnection; automatically places 911 calls at the front of call queues; & obtains registered location info from its users. For IP CTS calls, Sprint provides captioning for emergency calls, & the customer's underlying carrier handles call routing & delivery to/from the PSAP. Sprint provides its users with methods of updating their registered locations.
Internet-based TRS Registration 47 C.F.R. § 64.611	IP Relay (N/A to TRS, STS, CTS, or IP CTS)	Meets	Sprint provides IP users the ability to register Sprint as their default provider. Sprint assigns 10-digit local numbers, routes, & delivers inbound & outbound calls. Sprint updates the TRS Numbering Directory for users who select Sprint as their default IP provider, as required under the FCC. Sprint complies with all porting requirements. Sprint's promo materials include advisories for E911, processes for obtaining a number, number portability, & updating location information.

## **Appendix C – Florida Relay Annual Report**

Section 427.704, Florida Statutes, requires the Florida Public Service Commission to prepare an annual report on the operation of the telecommunications access system, which shall be available on the Commission's Web site.



*The Status of the  
Telecommunications Access System Act of 1991*



DECEMBER 2016





*The Status of the  
Telecommunications Access System Act of 1991*



**DECEMBER 2016**

PREPARED BY

The Florida Public Service Commission  
Office of Telecommunications



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## I. Overview

Chapter 427, Florida Statutes (F.S.), established the Telecommunications Access System Act of 1991 (TASA). Section 427.704(9), F.S., requires the Florida Public Service Commission (FPSC or Commission) to prepare an annual report, which shall be available on the Commission's Internet website, on the operation of the telecommunications access system.

It is estimated that approximately 2.5 to 3 million<sup>1</sup> of the estimated 20 million persons living in Florida have been diagnosed as having a hearing loss. To meet the needs of these Florida citizens, the state legislature established a telecommunications access system to provide equitable basic access to the telecommunications network for individuals who are deaf, hard of hearing, deaf-blind, or speech impaired.

Pursuant to TASA, the Commission is responsible for establishing, implementing, promoting, and overseeing the administration of a statewide telecommunications access system to provide access to telecommunications relay services by people who are deaf, hard of hearing, deaf-blind or speech impaired and those who communicate with them. To that end, the FPSC directed the local exchange companies (LECs) to form a not-for-profit corporation, known as Florida Telecommunications Relay, Inc. (FTRI). Under oversight of the FPSC, FTRI fulfills some of the requirements of TASA by providing for the distribution of specialized equipment required for telecommunications services to the deaf, hard of hearing, deaf-blind, or speech impaired and for outreach in the most cost-effective manner.

The FPSC continues to be responsive to the needs of the deaf, hard of hearing, deaf-blind, and speech impaired community in Florida. FTRI continues to expand its outreach programs which increase consumer awareness of both FTRI's programs and the relay system. FTRI and its 23 regional distribution centers conducted 1,877 outreach activities during the last fiscal year.

The Telecommunications Relay industry is changing rapidly. Traditional relay service minutes continue to decrease because users are transitioning to Internet Protocol Relay, Video Relay Service, Internet Protocol Captioned Telephone Service, and CapTel captioning service. Furthermore, the increased distribution and service improvement of CapTel has enriched the lives of people who would not normally use traditional relay service.

<sup>1</sup> 2015 Florida Coordinating Council for the Deaf and Hard of Hearing Biennial Report to Governor Rick Scott, the Florida Legislature & the Supreme Court and "Demographics and Statistics," Florida Telecommunications Relay, Inc., <http://ftri.org/index.cfm/go/public.view/page/12>, accessed on October 3, 2016.

The figures below provide a statistical summary of the status of the Telecommunications Access System. Figure 1 shows the Florida relay revenues and expenses for the 2015-2016 fiscal year.

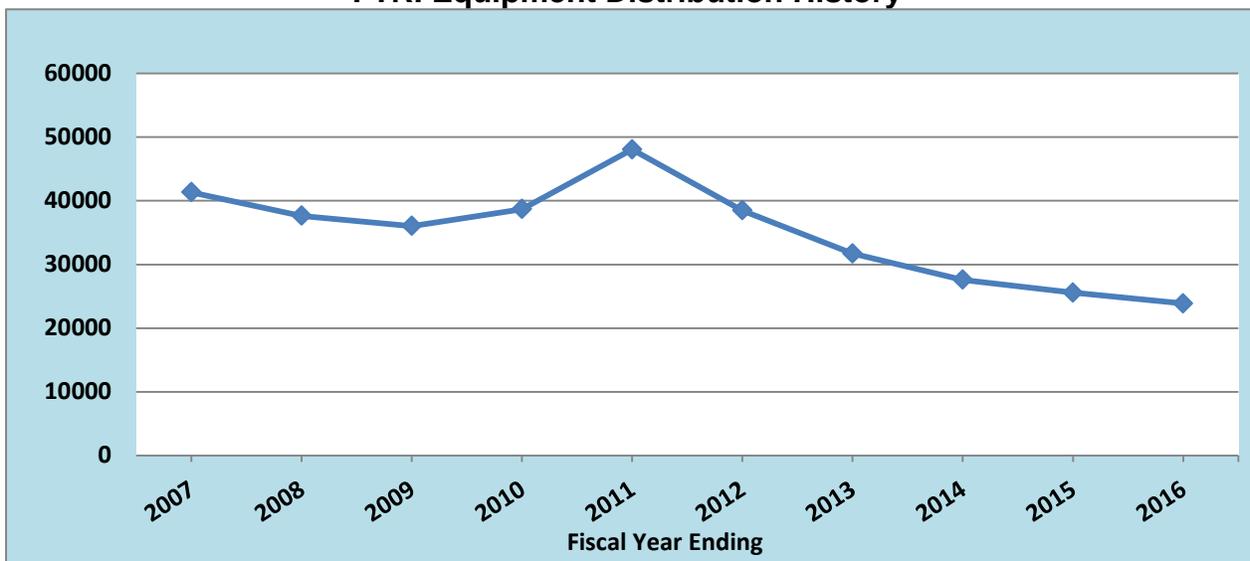
**Figure 1  
FTRI Financial Report**

Account	7/01/15 – 6/30/16
Total Revenue	\$8,233,605
Relay Services Expense	3,376,471
Equipment and Repairs	1,549,998
Equipment Distribution	950,604
Outreach	583,747
Administrative Expense	856,312
National Deaf-Blind Equipment Program	173,628
<b>Revenue Less Expenses</b>	<b>\$742,845</b>

*Source: Florida Telecommunications Relay Inc.'s 2015-2016 Annual Report.*

FTRI distributed 23,876 pieces of relay equipment for fiscal year 2015-2016. Figure 2 shows the number of pieces of relay equipment distributed from fiscal year ending June 30, 2006 through fiscal year ending June 30, 2016. The single piece of equipment that is predominantly distributed by FTRI is the volume control telephone for the hard of hearing.

**Figure 2  
FTRI Equipment Distribution History**



*Source: Florida Telecommunications Relay, Inc.'s 2006-2007 Annual Report through 2015-2016 Annual Report.*

Figure 3 reflects the number of new recipients receiving equipment and training for the 2015-2016 fiscal year. The number of new recipients is lower than the number of pieces of distributed new equipment referenced in Figure 2 because a significant number of recipients received more than one piece of equipment. In most circumstances, clients are allowed to have two pieces of equipment on loan through the program.

**Figure 3**  
**New Recipients of Equipment and Training**

Type of Recipient	New Recipients 7/01/15–6/30/16
Deaf	49
Hard of Hearing	12,513
Speech Challenged	58
Dual Sensory	0
<b>Total</b>	<b>12,620</b>

*Source: Florida Telecommunications Relay, Inc.'s 2015-2016 Annual Report.*

Figure 4 reflects the number of persons served each fiscal year by FTRI from 2006-2007 through 2015-2016.

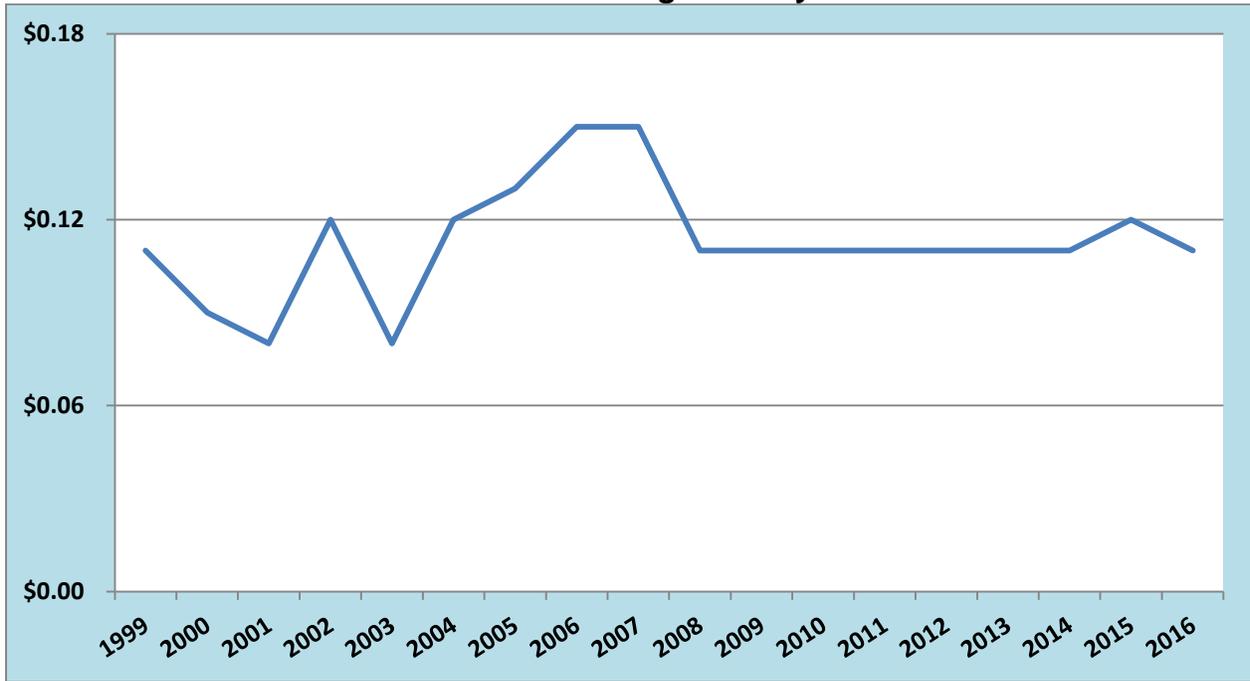
**Figure 4**  
**FTRI Clients Served**

Fiscal Year	New	Modified	Exchange	Return	Follow-Up	Customer Calls	Total
2006-2007	18,937	2,356	14,498	4,871	1,531	16,327	58,520
2007-2008	17,428	1,932	15,087	4,531	1,264	19,659	59,901
2008-2009	17,170	952	14,918	4,399	691	21,446	59,576
2009-2010	18,190	1,170	16,658	4,503	667	20,001	61,189
2010-2011	24,299	734	20,492	5,593	999	16,252	68,369
2011-2012	19,287	576	16,988	5,462	866	19,464	62,643
2012-2013	15,078	474	14,519	5,399	985	23,495	59,950
2013-2014	13,671	486	12,787	5,315	963	29,467	62,689
2014-2015	13,408	309	11,133	5,102	958	28,347	59,257
2015-2016	12,620	231	10,700	4,685	665	27,751	56,652

*Source: Florida Telecommunications Relay, Inc.'s 2006-2007 Annual Report through 2015-2016 Annual Report.*

The TASA surcharge for fiscal year 2016-2017 is currently 11 cents per month. Figure 5 provides a historical view of the TASA surcharge collected monthly from each local exchange telecommunications company subscriber's basic telecommunications access line since July 1, 1999.

**Figure 5  
TASA Surcharge History**



Source: Florida Public Service Commission Website at <http://www.floridapsc.com/Telecommunication/FloridaRelay#>.

Additional financial and statistical information is contained in the appendices to this report. Appendix A provides the approved budget and actual expenses for FTRI for fiscal year 2015-16 and the approved budget for fiscal year 2016-17. Appendix B is FTRI's annual report to the Commission that contains information on the equipment distribution program and audited financial statements for FTRI. Appendix C contains usage information on the various relay services compiled from Sprint Communications Company, L.P. (Sprint) monthly reports.

## II. State Level Developments

Section 427.704, F.S., charges the Commission with overseeing the administration of a statewide telecommunications access system to provide access to Telecommunications Relay Services (TRS) by persons who are deaf, hard of hearing, deaf-blind or speech impaired, or those who communicate with them. TRS, created by Title IV of the Americans with Disabilities Act of 1990, enables an individual with a hearing or speech disability to communicate by telephone or other device through the telephone system.

### **A. FTRI Budget and Annual Surcharge Established**

On July 21, 2016, the FPSC issued an order setting the budget for FTRI and establishing the annual surcharge.<sup>2</sup> The order:

- Reduced the monthly TRS<sup>3</sup> surcharge by one penny to \$0.11 per month for Fiscal Year 2016/2017, effective September 1, 2016.
- Required the incumbent local exchange companies, competitive local exchange companies, and shared tenant providers to bill the \$0.11 surcharge for fiscal year 2016/2017, effective September 1, 2016.
- Required FTRI to reduce its proposed budget by \$305,387.
- Provides FTRI flexibility, if needed, to shift up to ten percent from one expense category to another as a management tool.

### **B. Relay Service Provider**

After a RFP was issued and bids submitted and evaluated, the FPSC awarded the current relay provider contract to Sprint, effective March 1, 2015, for a period of three years. The contract contains options to extend the contract for four additional one-year periods, and requires mutual consent by both parties to extend the contract.

<sup>2</sup> Order No. PSC-16-0280-PAA-TP in Docket No. 140029-TP.

<sup>3</sup> See 47 U.S.C. § 225(a)(3) (defining TRS); see also section 103 of the Twenty-First Century Communications and Video Accessibility Act of 2010 (CVAA), Pub. L. No. 111-260, 124 Stat. 2751 (2010), as codified in various sections of 47 U.S.C., and amended by Pub. L. No. 111-265, 124 Stat. 2795 (2010) (making technical corrections to the CVAA). TRS is provided in a variety of ways. Interstate TRS calls, and all Internet Protocol (IP) based TRS calls, both intrastate and interstate, are compensated from the Interstate Telecommunications Relay Service Fund. See, e.g., *Provision of Improved Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CC Docket 98-67, Declaratory Ruling and Second Further Notice of Proposed Rule Making, 17 FCC Rcd 7779, 7784-86, ¶¶ 15-22 (2002) (declining to apply jurisdictional separation of costs to Internet Protocol Relay Service (IP Relay), and directing the Federal TRS Fund Administrator to reimburse all IP Relay minutes from the Fund).

### **III. Federal Level Developments**

Chapter 427, F.S., requires the relay system to be compliant with regulations adopted by the Federal Communications Commission (FCC) to implement Title IV of the Americans with Disabilities Act. The FCC mandates the minimum requirements for services a state must provide, certifies each state program, and periodically proposes changes in the stipulated services. One such proposed change is the possibility of the states funding the intrastate portion of the cost to provide Internet relay services.

#### **A. Compensation Rates**

On June 30, 2016, the FCC's Consumer and Governmental Affairs Bureau adopted per-minute compensation rates to be paid from the Interstate Telecommunications Relay Services Fund (TRS Fund, or Fund) for the year beginning July 1, 2016, for all telecommunications relay services.<sup>4</sup> The order also determines the percentage factor used to calculate how much interstate and international revenue telecommunications carriers and other covered service providers must contribute to the TRS Fund.

Based on recommendations from the Interstate TRS Fund Administrator, effective July 1, 2016, the per-minute compensation rates for interstate and Internet-based TRS, other than video relay service, shall be: (1) for interstate traditional TRS, \$2.6245; (2) for interstate Speech-to-Speech relay service, \$3.7555; (3) for interstate captioned and Internet Protocol captioned telephone service, \$1.9058; and (4) for IP Relay, \$1.40.

#### **B. Video Relay Service (VRS)**

In 2013, the FCC amended its rules to improve the structure, efficiency, and quality of the video relay service (VRS) program, and took steps to improve the effectiveness of its interoperability and portability rules, in order to improve functional equivalence and VRS availability for consumers, ease of compliance by providers, and overall efficiency in the operation of the TRS program. The Commission encouraged the continuation of efforts to develop voluntary, consensus standards to facilitate interoperability and portability. The VRS Task Group of the SIP Forum, and a successor group, the Relay User Equipment Forum, have produced standards believed to satisfy the Commission's objectives.

Through Further Notice of Proposed Rulemaking, released August 4, 2016, the FCC proposes to incorporate those standards by reference into the VRS interoperability rule.<sup>5</sup> The notice also included a process that will readily enable revisions to this rule to reflect future amendments or changes in these standards.

<sup>4</sup> FCC Order, DA 16-750, GC Docket No. 03-123, released June 30, 2016, [https://apps.fcc.gov/edocs\\_public/attachmatch/DA-16-750A1.pdf](https://apps.fcc.gov/edocs_public/attachmatch/DA-16-750A1.pdf), accessed December 2, 2016.

<sup>5</sup> FCC Further Notice of Proposed Rulemaking, CG Docket No. 10-51, released August 4, 2016, [https://apps.fcc.gov/edocs\\_public/attachmatch/DA-16-893A1.pdf](https://apps.fcc.gov/edocs_public/attachmatch/DA-16-893A1.pdf), accessed December 2, 2016.

#### IV. Distribution of Specialized Telecommunications Equipment

To be in compliance with Section 427.704(9), F.S., the Relay Administrator must file a report annually with the Commission by November 1 and include the status of the distribution of specialized telecommunications devices. The Relay Administrator, which is presently FTRI, distributes specialized equipment required for telecommunications services to the deaf, hard of hearing, deaf-blind, or speech impaired and also provides outreach and educational programs for Florida Relay Services. FTRI continues to expand its outreach programs which increase consumer awareness of both FTRI's programs and the relay system. FTRI and its 23 regional distribution centers conducted 1,877 outreach activities and signed up 14 new businesses as Relay Friendly Business Partners during the last fiscal year.<sup>6</sup>

During 2016, FTRI increased its outreach efforts. FTRI's primary outreach effort centered around expanding its advertising campaign by advertising the relay program all year using insert advertisements. FTRI has experimented with newspaper inserts since 2012. However, FTRI has not previously advertised in newspapers all 12 months of the year using insert flyers.

Figure 6 provides a listing of professionals involved with the certification of client applications for the 2015-2016 equipment distribution program, and Figure 7 identifies the types and quantity of equipment that were distributed to end-users for the last two fiscal years. FTRI, along with its regional distribution centers, loans this equipment to qualified deaf, hard of hearing, deaf-blind, or speech impaired individuals at no charge for as long as they need it. To receive this equipment, individuals must complete an FTRI application, have it signed by an approved certifier, and either mail it to FTRI or visit a regional distribution center in their area.

**Figure 6**  
**2015-2016 Eligibility Certifiers**

Category of Certifier	Number of Approved Applications
Deaf Service Center Director	8,682
Audiologist	2,382
Hearing Aid Specialist	1,166
Licensed Physician	282
State Certified Teacher	3
State Agency	0
Speech Pathologist	100
Federal Agency	5
<b>Total</b>	<b>12,620</b>

*Source: Florida Telecommunications Relay, Inc.'s. 2015-2016 Annual Report.*

<sup>6</sup> Fourteen businesses signed up as "Relay Friendly" partners and were given access to training information designed to help businesses train employees on how to communicate via the Florida Relay Service with individuals who are deaf, hard of hearing, deaf-blind, or speech impaired.

**Figure 7  
Equipment Distributed by FTRI\***

<b>Equipment Distributed by FTRI</b>	<b>Units Distributed 7/1/14 – 6/30/15</b>	<b>Units Distributed 7/1/15 – 6/30/16</b>
1. Volume Control Telephone for Hearing Impaired (VCP)	24,286	22,940
2. Audible Ring Signaler (ARS)	281	143
3. Visual Ring Signaler (VRS)	358	286
4. Telecommunications Device for the Deaf (TDD) or Teletype Device (TTY)	51	72
5. Caption Telephone (CapTel)	435	334
6. Other – Includes In-line amplifier, phones for the speech challenged, hearing carry-over phone, and voice-carry-over phone.	230	214
<b>Total</b>	<b>25,564</b>	<b>23,876</b>

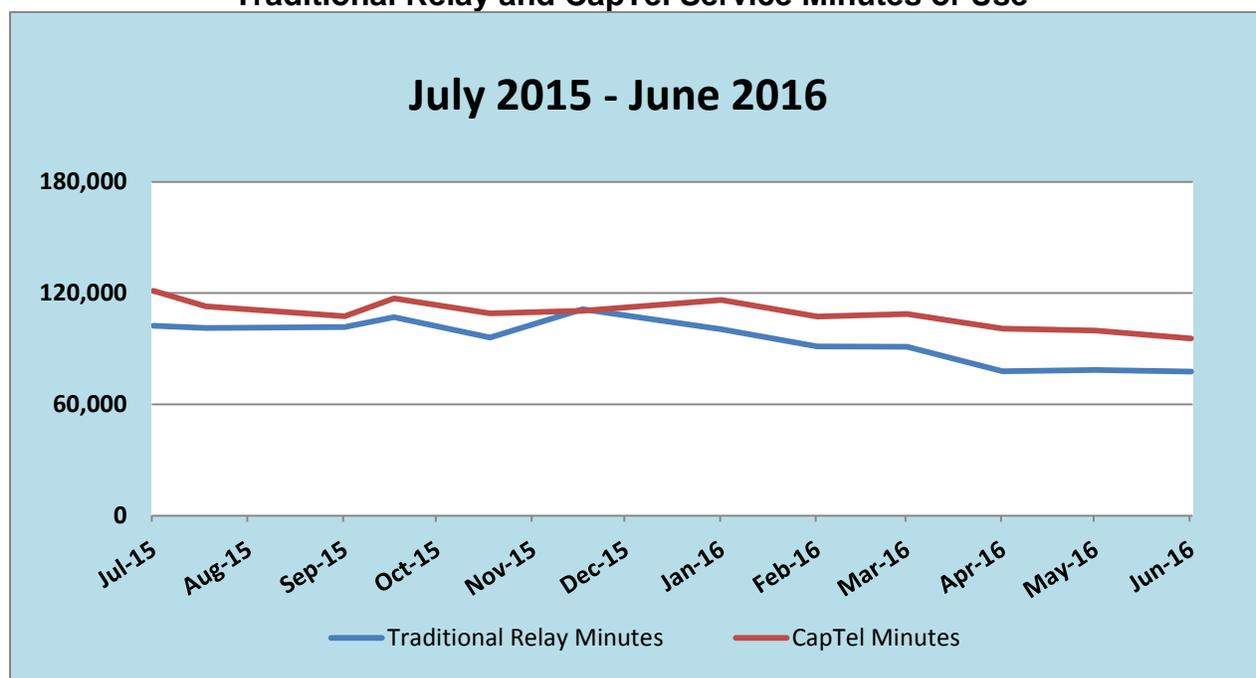
*Source: Florida Telecommunications Relay, Inc.'s 2014-2015 Annual Report and 2015-2016 Annual Report.  
\*Margin of Error ± 1%*

## V. Relay Calling Volume

In Figure 8, traditional relay minutes of use and CapTel<sup>7</sup> minutes of use for July 2015 and June 2016 are reflected. Between July 2015 and June 2016, the total number of billable minutes of use for traditional relay calls were 1,136,390. Total CapTel minutes of use between July 2015 and June 2016 were 1,306,669.

Traditional relay minutes of use and CapTel minutes of use are tracked separately due to the cost differential of the two services. While relay minutes currently have a cost of \$1.09 per minute, CapTel service has a cost of \$1.61 per minute because of its specialized service.

**Figure 8**  
**Traditional Relay and CapTel Service Minutes of Use**



Source: July 2015 - June 2016 monthly bills from Sprint Relay.

<sup>7</sup> When using CapTel service, the captioned telephone user dials the number he or she wishes to call. The user is automatically connected to a captioned telephone relay operator at the TRS facility. The specialized TRS facility equipment, in turn, automatically connects the captioned telephone user's line to a second outgoing line from the TRS facility to the called party. The captioned telephone user does not need to dial an 800 or 711 exchange to reach the TRS facility and set up the call, nor is there any interaction with the relay operator (by either party to the call). The relay operator, instead of typing what the called party says, repeats what the called party says into a computer and voice recognition technology automatically transcribes it from the relay operator's voice into text, which is then transmitted directly to the user. The use of voice recognition technology allows the captions to appear on the captioned telephone nearly simultaneously with the called party's spoken words. Throughout the call, the relay operator is completely transparent and does not participate in the call by voicing any part of the conversation.

## VI. Advisory Committee

In accordance with Section 427.706, F.S., the FPSC established an advisory committee to advise the FPSC and FTRI concerning the Telecommunications Access System. The advisory committee provides the expertise, experience, and perspective of people who are deaf, hard of hearing, deaf-blind, or speech impaired to the Commission and to the FTRI regarding the operation of the telecommunications access system. The committee also advises the Commission and the Administrator on any matter relating to the quality and cost-effectiveness of the telecommunications relay service and the specialized telecommunications devices distribution system. Members of the committee are not compensated for their services, but are entitled to per diem and travel expenses for travel to committee meetings. The advisory committee can consist of up to ten individuals. Figure 9 shows the current members of the TASA advisory committee.

**Figure 9  
TASA Advisory Committee**

Recommending Organization	Name of Member
Florida Coordinating Council for the Deaf and Hard of Hearing	Chris Littlewood
Deaf and Hard of Hearing Services of the Treasure Coast, Inc.	Rick Kottler
Florida Deaf/Blind Association	Cheryl Rhodes
Florida Telecommunications Industry Association (formerly known as Florida Telephone Association)	Maryrose Sirianni
Hearing Loss Association of America Florida	Richard Herring
Florida Association of the Deaf, Inc.	Tom D'Angelo
Florida Association of the Deaf, Inc.	Tim Wata

*Source: Florida Public Service Commission Website*  
<http://www.floridapsc.com/Telecommunication/TASAAdvisoryCommittee>

### **A. TASA Advisory Committee Meeting - April 13, 2016**

At the April 13, 2016 meeting, the topics discussed included recent FCC and FPSC actions regarding relay service, FTRI's fiscal year 2016-2017 proposed budget, Florida Relay traffic trends, service quality testing, and CapTel service.

Included in FTRI's presentation were details of its fiscal year 2016-2017 budget request. FTRI presented that its proposed budget maintained the relay surcharge at 12 cents per access line, projected \$7,796,894 in revenues, and \$7,505,109 in expenses. FTRI also discussed in detail its requested \$153,674 increase in outreach expense to continue promoting and creating awareness about the relay program.

***B. TASA Advisory Committee Meeting - October 20, 2016***

The October 20, 2016 TASA meeting included an FPSC staff presentation on recent FCC and FPSC actions regarding relay service, a presentation by FTRI on its 2015-2016 Annual Report, and a presentation by Sprint on its operations, including call volumes for TRS and CapTel service.

FTRI's Annual Report presentation included details on its operations, including client servicing, equipment distribution, and outreach activities. FTRI's presentation also included information on the operations of contracted services through Regional Distribution Centers. Also, Sprint presented an overview of its Relay service in Florida, operational updates, and outreach activities to promote the Florida Relay.

Sprint's presentation included the announcement that the company has changed its brand name from Sprint Relay to Sprint Accessibility. Sprint Accessibility explained that the purpose of the new brand is to demonstrate the company's ongoing dedication to serve customers with any type of disability. Sprint Accessibility further explained that this is a name change and that there will be no impact to the Florida Relay program.

## **VII. Conclusion**

The FPSC will continue to be responsive to the needs of the deaf, hard of hearing, deaf-blind, and speech impaired Community in Florida. FTRI continues to expand its outreach programs which increase consumer awareness of both FTRI's programs and the relay system.

The Telecommunications Relay industry is changing rapidly. Traditional relay service minutes continue to decrease because users are transitioning to IP Relay, VRS, IP CTS, and CapTel captioning service. Furthermore, the increased distribution and service improvement of CapTel has enriched the lives of people who would not normally use traditional relay service.

## Appendix A

### FTRI Budget for 2015-2016 and 2016-2017 Fiscal Years

	Commission Approved Budget 2015-2016	Actual Revenue And Expenses 2015-2016	Commission Approved Budget 2016-2017
<b>Operating Revenue</b>			
<i>Surcharges</i>	\$8,249,890	\$8,028,146	\$7,297,393
<i>Interest Income</i>	33,941	31,831	34,188
<i>NDBEDP</i>	468,749	173,628	0
<i>Miscellaneous Income</i>	0	0	0
<i>Total Revenues</i>	8,752,580	8,233,605	7,331,581
<i>Surplus Account</i>	15,722,595	16,643,691	16,775,550
<b>GRAND TOTAL FUNDS</b>	<b>24,475,175</b>	<b>24,877,296</b>	<b>24,107,131</b>
<b>CATEGORY I. Operating Expenses/ Relay Services</b>			
<i>Sprint</i>	<b>3,971,499</b>	<b>3,376,471</b>	<b>3,192,039</b>
<b>CATEGORY II. Equipment &amp; Repairs</b>			
<i>VCPH cordless</i>	0	1,034,085	
<i>VCPS-RC200</i>	0	4,634	
<i>Large Print TDDs</i>	0	0	
<i>VCO/HCO – TDD</i>	720	0	1,533
<i>VCO Telephone</i>	0	492	-
<i>Dual Sensory Equipment</i>	5,000	0	-
<i>CapTel Phone Equipment</i>	0	0	-
<i>VCP Hearing Impaired</i>	1,440,645	282,537	1,415,745
<i>VCP Speech Impaired</i>	1,386	601	689
<i>TeliTalk Speech Aid</i>	18,000	6,000	7,200
<i>Jupiter Speaker Phone</i>	0	0	
<i>In-Line Amplifier</i>	0	0	
<i>ARS/VRS Signaling Equipment</i>	22,581	8,166	8,557
<i>Accessories &amp; Supplies</i>	2,980	0	481
<i>Telecom Equipment Repair</i>			
	199,074	81,523	89,829
<b>TOTAL CATEGORY II</b>	<b>1,690,386</b>	<b>1,549,998</b>	<b>1,524,034</b>
<b>CATEGORY III. Equipment Distribution &amp; Training</b>			
<i>Freight-Telecom Equipment</i>	74,314	44,113	43,225
<i>Regional Distribution Centers</i>			
	978,423	906,023	981,481
<i>Workshop Expense</i>	0	0	0
<i>Training Expense</i>	2,000	468	624
<b>TOTAL CATEGORY III</b>	<b>1,054,737</b>	<b>950,604</b>	<b>1,025,330</b>

	Commission Approved Budget 2015-2016	Actual Revenue And Expenses 2015-2016	Commission Approved Budget 2016-2017
<b>CATEGORY IV. Outreach</b>			
<i>Outreach Expense</i>	\$574,626	\$583,747	\$574,626
<b>TOTAL CATEGORY IV</b>	<b>574,626</b>	<b>583,747</b>	<b>574,626</b>
<b>CATEGORY V. General &amp; Administrative</b>			
<i>Advertising</i>	2,641	793	1,340
<i>Accounting/Auditing</i>	24,896	20,437	26,140
<i>Legal</i>	72,000	71,388	71,400
<i>Computer Consultation</i>	23,970	9,829	7,187
<i>Computer Software</i>	0	2,238	0
<i>Dues &amp; Subscriptions</i>	3,034	2,624	3,439
<i>Furniture and Equipment Purchases</i>	12,750	745	4,507
<i>Depreciation</i>		6,213	0
<i>Office Equipment Lease</i>	1,886	1,615	1,695
<i>Insurance- Health/ Life/Disability/Other</i>	158,262	121,941	114,077
<i>Office Expense</i>	16,524	14,357	14,197
<i>Postage</i>	9,917	5,242	4,489
<i>Printing</i>	1,537	539	719
<i>Rent</i>	91,280	86,453	93,921
<i>Utilities</i>	5,808	3,444	5,065
<i>Retirement</i>	58,575	56,583	59,101
<i>Employee Compensation</i>	408,471	386,020	393,852
<i>Temporary Staff</i>	8,000	7,230	9,640
<i>Taxes-Payroll</i>	32,507	31,083	29,669
<i>Taxes-Unemployment Comp</i>	1,863	0	2,012
<i>Taxes-Licenses</i>	65	0	0
<i>Telephone</i>	18,670	16,195	15,595
<i>Travel &amp; Business</i>	16,296	7,316	9,755
<i>Equipment Maintenance</i>	1,353	766	937
<i>Employee Training</i>	7,000	425	567
<i>Meeting &amp; Interpreter</i>	5,733	2,836	3,641
<b>TOTAL CATEGORY V</b>	<b>991,935</b>	<b>856,312</b>	<b>883,693</b>
<b>CATEGORY VI. NDBEDP</b>			
<i>NDBEDP Expense</i>	468,749	173,628	0
<b>TOTAL CATEGORY VI.</b>	<b>468,749</b>	<b>173,628</b>	<b>0</b>
<b>GRAND TOTAL EXPENSES</b>	<b>8,751,932</b>	<b>7,490,760</b>	<b>7,199,722</b>

## Appendix B FTRI Annual Report



## Annual Report 2015 - 2016

TASA – Florida Statutes Chapter 427

## Message from the Executive Director



As you read in the subsequent pages, you'll find both the Equipment Distribution Program (EDP) and Outreach program had a productive fiscal year 2015/2016. Here are a few highlights:

- 28,919 individuals were served with new, modify, exchange, return, or follow-up service throughout the state.
- 12,620 new clients received service.
- 16,299 existing clients received modify, exchange, return, or follow-up service.
- 23,876 pieces of specialized telecommunications equipment were distributed.
- Processed 27,751 customer service calls.
- Received 3,452 online inquiries through the FTRI website.
- Verified more than 87,906 EDP forms.
- 1,877 outreach activities were performed by FTRI and the Regional Distribution Centers (RDC) throughout Florida.
- Conducted 1,282 off-site telephone equipment distributions.
- We continued to collaborate with other organizations and/or state agencies for outreach activities.
- Managed the NDBEDP for Florida.
- We continued to place a high priority on protecting the integrity of client information by making security enhancements to our processing system.
- We operated within budget requirements.
- We received high marks from the external auditors for the financial records and internal controls FTRI has in place.

These highlights are some of our accomplishments in fiscal year 2015/2016 that reflect the broad scope of the FTRI organization to provide quality services to the residents of Florida.

  
James Forstall, FTRI Executive Director



## TASA Requirements

In response to the Telecommunications Access System Act of 1991 (TASA), the Florida Public Service Commission (FPSC) directed the local exchange companies (LECs) to form a not-for-profit corporation to fulfill the requirements of TASA. Florida Telecommunications Relay, Inc. (FTRI) registered with the Florida Department of State as a not-for-profit corporation effective June 13, 1991, and is exempt from Florida sales tax as a 501(c) (3) organization.

## Mission Statement

Florida Telecommunications Relay, Inc. (FTRI), as the designated administrator, shall carry out the intent of the Telecommunications Access System Act (TASA) by providing access terminals required for basic telecommunications services to hearing impaired, speech impaired, and dual sensory impaired persons in the most cost effective manner.

## Equipment Distribution Program

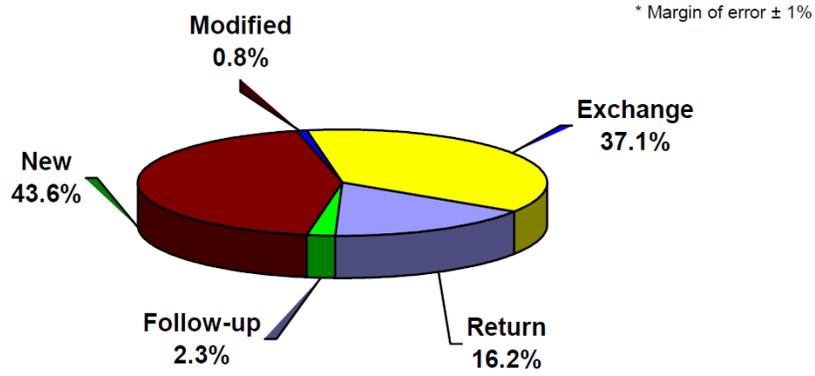
FTRI utilizes a regional distribution system for approximately eighty percent of the State of Florida, with centralized distribution from the administrative office in Tallahassee accounting for the remaining twenty percent.

FTRI contracted with twenty-four non-profit agencies to provide services as Regional Distribution Centers (RDCs). In these areas persons who are deaf, hard of hearing, or speech impaired have applications certified and processed (**New** service), receive equipment and training, and are supplied with any additional services. These may include modifying from one type of equipment to another (**Modified** service), exchanging for the same type of equipment (**Exchange** service), returning any equipment that is no longer necessary (**Return** service), and additional training services as needed (**Follow-up** service).

Additional training on equipment is provided to individuals requesting the training at no charge.

## Client Services

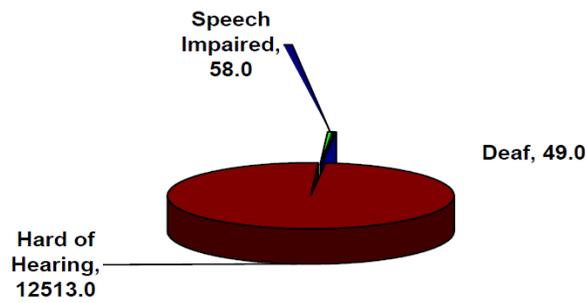
The total number of EDP services provided by FTRI for fiscal year 2015/2016 was **28,919\***. The average number of EDP services provided monthly was **2,409**.



## New Client Eligibility

FTRI served **12,620** new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	49
Hard of Hearing	12,513
Speech Challenged	58
Dual Sensory	0
<b>Total</b>	<b>12,620</b>



## New Client Certification

Professionals involved with the certification of client applications for the equipment distribution program were as follows:

Category of Certifier	Quantity of Approved Applications
Deaf Service Center Director	8,682
Audiologist	2,382
Hearing Aid Specialist	1,166
Licensed Physician	282
State Certified Teacher	3
State Agency	0
Speech Pathologist	100
Federal Agency	5
<b>Total</b>	<b>12,620</b>

## New Client Age Groups

The 2015/2016 breakdown of new recipients by age group is as follows:

Age Group	Recipients
3 – 9	5
10 – 19	14
20 – 29	11
30 – 39	36
40 – 49	118
50 – 59	427
60 – 69	1,478
70 – 79	3,573
80 – 89	4,829
90 – 99	2,055
100 – 109	74
<b>Total</b>	<b>12,620</b>

More people in the 80 to 89 age group received equipment than those of any other specific age group. Approximately eighty-three percent of all recipients served in this fiscal year were seventy years of age or older.

## New Client County of Residence

FTRI is a statewide program serving all 67 counties. The following is a breakdown of new clients by county of residence:

County	Recipients	County	Recipients
<b>Alachua</b>	<b>148</b>	<b>Lake</b>	<b>362</b>
Baker	11	<b>Lee</b>	<b>450</b>
<b>Bay</b>	<b>217</b>	<b>Leon</b>	<b>108</b>
Bradford	23	<b>Levy</b>	<b>25</b>
<b>Brevard</b>	<b>273</b>	Liberty	3
<b>Broward</b>	<b>1,100</b>	Madison	4
Calhoun	3	<b>Manatee</b>	<b>152</b>
<b>Charlotte</b>	<b>181</b>	<b>Marion</b>	<b>329</b>
<b>Citrus</b>	<b>411</b>	<b>Martin</b>	<b>169</b>
<b>Clay</b>	<b>85</b>	<b>Monroe</b>	<b>11</b>
<b>Collier</b>	<b>202</b>	<b>Nassau</b>	<b>14</b>
<b>Columbia</b>	<b>45</b>	<b>Okaloosa</b>	<b>63</b>
<b>Dade</b>	<b>516</b>	Okeechobee	16
DeSoto	7	<b>Orange</b>	<b>227</b>
Dixie	8	Osceola	20
<b>Duval</b>	<b>237</b>	<b>Palm Beach</b>	<b>1,747</b>
<b>Escambia</b>	<b>272</b>	<b>Pasco</b>	<b>425</b>
<b>Flagler</b>	<b>230</b>	<b>Pinellas</b>	<b>776</b>
Franklin	5	<b>Polk</b>	<b>620</b>
Gadsden	24	Putnam	80
Gilchrist	8	<b>Santa Rosa</b>	<b>59</b>
Glades	1	<b>Sarasota</b>	<b>206</b>
<b>Gulf</b>	<b>19</b>	<b>Seminole</b>	<b>125</b>
Hamilton	4	<b>St. Johns</b>	<b>112</b>
Hardee	2	<b>St. Lucie</b>	<b>153</b>
<b>Hendry</b>	<b>7</b>	<b>Sumter</b>	<b>334</b>
<b>Hernando</b>	<b>165</b>	<b>Suwannee</b>	<b>48</b>
<b>Highlands</b>	<b>86</b>	Taylor	5
<b>Hillsborough</b>	<b>688</b>	Union	5
<b>Holmes</b>	<b>18</b>	<b>Volusia</b>	<b>788</b>
<b>Indian River</b>	<b>93</b>	<b>Wakulla</b>	<b>11</b>
Jackson	45	<b>Walton</b>	<b>6</b>
Jefferson	7	<b>Washington</b>	<b>21</b>
Lafayette	5		
		<b>Total</b>	<b>12,620</b>

Counties in **bold** are located close to Regional Distribution Centers. RDC contracts do not assign counties to specific contracted entities in order to assure that clients receive the best and most convenient service available.

## Equipment

FTRI currently distributes the following specialized telecommunications equipment:

1. Text Telephone
2. Amplified Telephone for the Hard of Hearing
3. Amplified Telephone for the Speech Disabled
4. Voice Carry-Over Telephone
5. Deaf Blind Communicator
6. In-Line Amplifier
7. Voice Carry-Over/Hearing Carry-Over/TTY
8. Specialized speakerphone for individuals with hearing loss and limited mobility
9. TeliTalk Telephone
10. Captioned Telephone

FTRI also distributes amplified, flashing, or vibrating ringer devices to alert clients to incoming telephone calls. These devices are:

1. Audible Ring Signaler
2. Visual Ring Signaler
3. Tactile Ring Signaler

Each piece of equipment is supported by the standard manufacturer warranty. Equipment that is determined to be out of warranty and beyond repair is retired. Equipment that meets specific criteria is repaired/refurbished to “like new” and reissued.

## Equipment Vendors

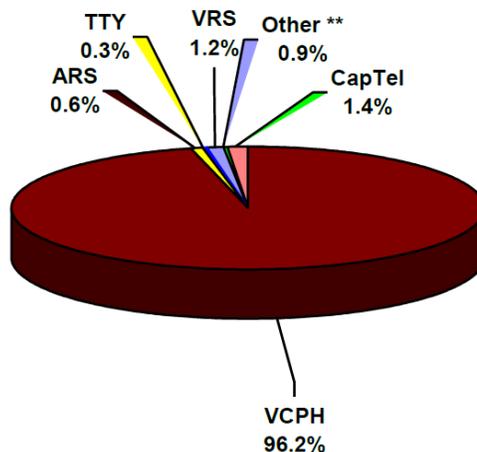
FTRI works with several equipment vendors to supply specialized telecommunications equipment. Some of these include:



## Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2015/2016 numbered **23,846\*** units. The monthly equipment distribution average was **1,987**.

\* Margin of error  $\pm$  1%



\*\* Includes In-line amplifier, phones for the speech challenged, hearing carry-over phone, and voice carry-over phone.

## Quality Assurance

FTRI maintains a quality assurance system to monitor the services, training, and equipment provided by contracted agencies.

Postcard questionnaires are mailed to a random selection of clients served by each Regional Distribution Center or the FTRI office. Four thousand three hundred and thirty-six (4,336) questionnaires were mailed during this fiscal year and FTRI received 1,227 responses for a nearly 28 percent return rate. Ninety-four percent of the responses were positive. Negative responses are resolved by either contacting the client directly or referring to the RDC for follow-up.

Also, FTRI's automated email system sent quality assurance surveys to 4,360 new clients the subsequent day after receiving service and received 1,239 responses for a 28.42 percent response rate. Clients requesting follow-up were contacted by FTRI Customer Care.

## Outreach

Throughout the past fiscal year FTRI's outreach efforts have stabilized throughout the state. The Regional Distribution Centers (RDCs) continue to provide outreach services to their respective communities to disseminate information about FTRI's programs and Florida Relay service.

The following activities were conducted.

<b>Outreach Activities</b>
<b>FTRI / RDC conducted 1,877 outreach activities throughout the state.</b>
<b>Administered a statewide print media campaign in Fall 2015 and Spring 2016 using customized RDC ads covering major markets. The combined circulations of the newspapers in the campaign total 7,514,754.</b>
<b>14 businesses signed up as "Relay Friendly Business Partners Program" (BPP) through the FTRI website.</b>
<b>Information about both Florida Relay and FTRI EDP was made available to over 500 employees through the BPP.</b>
<b>Visited 21 TASA Approved Certifiers.</b>
<b>FTRI continued to partner with organizations and/or state agencies (FAD, FLALDA, HLAA-FL, Sprint, TSC, FDVR, FASC, FLAA, FLASHA, FLA, FCCDHH, FSHHP, FCEC, FCOA, FASP, FDVA, CVSOAF, FSGA) for outreach activities.</b>
<b>Launched a CapTel insert ad campaign for the Florida Relay Service.</b>
<b>Continued distribution of a monthly E-newsletter for RDC staff.</b>
<b>Continued an aggressive posting Memes on FTRI's Twitter and Facebook account with the assistance of Clarity.</b>
<b>Developed and implemented web-based training programs using Go-To-Meeting program for RDC staff on important topics relative to the FTRI program (RDC Training Sessions).</b>
<b>Provided approximately 655 (EDP) and 38 (Outreach) hours of comprehensive training to RDCs during this fiscal year.</b>
<b>Contributed articles for publication in HLA-FL, FAD, FLAA, FCOA, FAHSA, FSHHP, Florida Department of Elder Affairs, the Florida Health Care Association and Florida Geriatric Society.</b>
<b>Developed, in partnership with ClearSounds, content library and memes.</b>
<b>Emailed quality assurance surveys to 4,360 new clients who provide an email address with their application. FTRI also developed and emailed 30-day follow-up quality assurance survey to 4,249 clients ensure they are satisfied with their equipment.</b>

**FTRI – Equipment Distribution Program**

FTRI advertised in major dailies, community newspapers using insert ads throughout the state.

**Fall Campaign**

Florida Telecommunications  
FTRI Relay, Inc. #KeepFloridaConnected

**Loud, Clear, & Free**

Florida residents with a certified hearing loss can receive the ClearSounds® A400 Amplified Cordless Phone at NO COST through Florida Telecommunications Relay, Inc.

Enjoy effortless conversations again—contact FTRI today!

Contact your area center for details:  
Deaf and Hard of Hearing Services of the Treasure Coast, Inc.  
1016 NE Junon Beach Blvd • Junon Beach, FL 34957 • 772-334-2233

ClearSounds  
www.ftri.org/free

Florida Telecommunications  
FTRI Relay, Inc. #KeepFloridaConnected

**Loud, Clear, & Free**

Florida residents with a certified hearing loss can receive the ClearSounds® A400 Amplified Cordless Phone at NO COST through Florida Telecommunications Relay, Inc.

Contact your area center for details:  
Center for Telecommunications in Central Florida  
738 North Semoran Dr • Winter Park, FL 32789 • 407-423-1070  
Center State Florida, Inc.  
2810 Mizell Avenue • Winter Park, FL 32789 • 407-629-4515

ClearSounds  
www.ftri.org/free

(Back and front of 8 1/2 x 11 insert ad)

**Loud, Clear & Free**

The ClearSounds® A400 Amplified Cordless Phone and CSC500 Amplified Corded Phone are easy-to-use, powerful home phones that provide amplification and tone control so you can hear every conversation clearly.

See reverse side to learn how to get this phone absolutely FREE as a Florida resident!

Amplifies up to 40 dB

Florida Telecommunications  
FTRI Relay, Inc.

ClearSounds

Florida Telecommunications  
FTRI Relay, Inc. #KeepFloridaConnected

**We all know someone with hearing loss.**

"Hi, Grandpa! Mommy said you got a new ClearSounds® amplified phone from FTRI. I'm so glad you can hear me tell you all about my soccer games now. I scored a goal today!"

When you or someone you love struggles to hear on the phone, calls become stressful. This leads to isolation and frustration.

**There are solutions!**

If you live in Florida and have a certified hearing loss, you can receive—at no cost—the ClearSounds® A400 Amplified Cordless Phone or CSC500 Amplified Corded Phone, two powerful yet easy-to-use solutions that offer amplification and tone control so every call sounds crystal clear. Both high-quality phones are available at no cost through Florida Telecommunications Relay, Inc. (FTRI), a statewide nonprofit 501(c)(3).

Enjoy effortless conversations again—contact FTRI today.

Hearing Impaired Persons, Inc. of Charlotte County  
21450 Gibraltar Drive, Unit 8  
Fort Charlotte, FL 32962  
941.743.8947 www.ftri.org/pgonda

**Spring Campaign**

**FREE PHONE!**  
**For those with hearing loss**

Qualified Florida residents can receive one of these amplified telephones FREE from Florida Telecommunications Relay, Inc. (FTRI), a nonprofit distributor of amplified telephones for people with hearing loss and speech challenges.

**Clarity® XLC3.4™**

Community Center for the Deaf and Hard of Hearing of Manatee and Sarasota Counties  
 628 Cypress Avenue - Venice, FL 34285 - (941) 488-5709  
 www.cchh.org/free

Florida Telecommunications  
**FTRI Relay, Inc.**  
 #KeepFloridaConnected

**FREE PHONE!**  
**For those with hearing loss**

Qualified Florida residents can receive one of these amplified telephones FREE from Florida Telecommunications Relay, Inc. (FTRI), a nonprofit distributor of amplified telephones for people with hearing loss and speech challenges:

**Clarity® XLC3.4™**

- Amplifies calls over 30dB
- Amplifies outgoing speech
- Loud and clear speakerphone
- High contrast Talking Caller ID
- Illuminated Talking Dial pad
- Extra loud flashing ringer
- Hearing aid compatible
- Ask up to four ringtones

Community Center for the Deaf and Hard of Hearing of Manatee and Sarasota Counties  
 628 Cypress Avenue - Venice, FL 34285  
 (941) 488-5709

Florida Telecommunications  
**FTRI Relay, Inc.**  
 #KeepFloridaConnected www.FTRI.org/Free

(Back and front of 8 1/2 x 11 insert ad)

**A free solution for those with hearing loss.**

Are you or a loved one missing out on important conversations? Hearing loss can be frustrating and lead to isolation. Now, there's no reason to be left out any longer.

If you are a resident of Florida and have a certified hearing loss, you can get the Clarity® XLC3.4™ Amplified Cordless Phone for FREE from Florida Telecommunications Relay, Inc. (FTRI), a statewide nonprofit 501(c)(3). Clarity phones are an easy-to-use solution that offer amplification and tone control so every call sounds crystal clear.

Contact FTRI today to find out how you can hear loud and clear for free!

Deaf and Hard of Hearing Services of Florida  
 8610 Galen Wilson Blvd, Bldg B Suite 100  
 Port Richey, FL 34668  
 (727) 853-1010

Florida Telecommunications  
**FTRI Relay, Inc.**  
 #KeepFloridaConnected www.FTRI.org/Free

**Get This Amplified Phone FREE!**

The Clarity XLC3.4 Amplified Cordless Phone is a loud, easy-to-use home phone featuring 50+dB of digital amplified sound and four levels of tone control.

See reverse side to find out how you can get this phone absolutely FREE as a Florida resident!

Florida Telecommunications  
**FTRI Relay, Inc.**

clarity

*Social Media Campaign*

**Website banner ads**

**FREE PHONE!**  
 for those with hearing loss

**NEW PRODUCT XLC3.4\***

- 50dB of amplification
- Caller ID screen
- Loud and clear speakerphone
- ClarityLogic™ customer support

Florida Telecommunications FTRI Relay, Inc.

Working together to help Florida seniors gain communication independence again!

Florida Telecommunications FTRI Relay, Inc. #KeepFloridaConnected

**FGS is kicking off 2016 by announcing the renewal of their partnership with FTRI, the distributor of amplified telephones to Floridians with hearing loss!**

FLORIDA SENIORS SOCIETY

Learn more about FTRI at 800-222-3448 and #KeepFloridaConnected

Florida Telecommunications FTRI Relay, Inc.

**Facebook ads**

Jacksonville residents with hearing loss... get the amplified phone you need to stay connected.

#KeepFloridaConnected

Florida Telecommunications Relay, Inc. sponsored

Apply and receive your phone at Deaf & Hearing Resources of Palm Beach County.

Palm Beach County residents with hearing loss... get the amplified phone you need to stay connected.

#KeepFloridaConnected

FTRI - West Palm Beach

10000 1719 0160

Like Comment Retweet

**FB/Twitter Memes**

**DID YOU KNOW THAT 18% OF SENIORS LIVE ALONE?**

**DON'T LET THEM FEEL LONELY!**

**CALL OR VISIT THEM TODAY.**

#KEEPFLORIDACONNECTED

ALONE WE CAN DO SO LITTLE; TOGETHER WE CAN DO SO MUCH.

#KEEPFLORIDACONNECTED

**- HELEN KELLER**

Did you know nearly **30%** of teens experience ringing or buzzing in the ears?

#KeepFloridaConnected

**Florida Relay**

In addition to FTRI and RDCs conducting presentations and exhibiting, the CapTel provided by Florida Relay Service was advertised using 8½ x 11 insert ad in selected newspapers.

**TASA Approved Certifiers**

FTRI partnered with 21 new TASA approved certifiers who referred individuals with hearing loss to the FTRI programs to receive specialized telephones and services. FTRI provides all certifiers, as well as other collaborated partners, with applications, brochures and other printed materials for dissemination to people that visit their office or agencies.



**NDBEDP (National Deaf-Blind Equipment Distribution Program)**

FTRI continued to distribute equipment to qualified deaf-blind residents in the state of Florida. During this report period, 17 qualified individuals have been provided equipment and training while 42 existing clients received on-going assistance. Ninety-eight (98) pieces of equipment were distributed.

**Closing Statement**

FTRI continues to maintain its status as an administrative center, concentrating on oversight of the Regional Distribution Center (RDC) contractors, and equipment vendors. Since the inception of the Equipment Distribution Program in 1986, over 528,698 Florida residents have been provided with telecommunications equipment and support services.

**FLORIDA TELECOMMUNICATIONS RELAY, INC.  
FINANCIAL STATEMENTS  
FOR THE YEARS ENDED  
JUNE 30, 2016 AND 2015**

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www.memcpas.com

August 23, 2016

To the Board of Directors  
Florida Telecommunications Relay, Inc.  
Tallahassee, Florida

## INDEPENDENT AUDITORS' REPORT

We have audited the accompanying financial statements of Florida Telecommunications Relay, Inc. (a nonprofit organization), which comprise the statements of financial position as of June 30, 2016 and 2015, and the related statements of activities and cash flows for the years then ended, and the related notes to the financial statements.

### Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

### Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an

opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### **Opinion**

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Florida Telecommunications Relay, Inc. as of June 30, 2016 and 2015, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

### **Other Matter**

Our audit was conducted for the purpose of forming an opinion on the financial statements as a whole. The Schedule of Expenses by Category is presented for purposes of additional analysis and is not a required part of the financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated in all material respects in relation to the financial statements as a whole.

*Moore Ellison & McDuffie, CPAs, PA*  
MOORE ELLISON & MCDUFFIE, CPA'S, PA

**FLORIDA TELECOMMUNICATIONS RELAY, INC**  
**STATEMENTS OF FINANCIAL POSITION**  
**AS OF JUNE 30, 2016 AND 2015**

**ASSETS**

<b>CURRENT ASSETS</b>	<u>2016</u>	<u>2015</u>
Cash and Cash Equivalents	\$16,552,936	\$15,682,385
Accounts Receivable	723,081	840,755
Prepaid Expenses	<u>8,351</u>	<u>7,933</u>
	<u>17,284,368</u>	<u>16,531,073</u>
 <b>PROPERTY AND EQUIPMENT</b>		
Office Furniture	46,919	46,919
Office Equipment	92,807	91,862
Dual Sensory Equipment	<u>80,273</u>	<u>80,273</u>
	219,999	219,054
Less: Accumulated Depreciation	<u>(207,312)</u>	<u>(201,099)</u>
	<u>12,687</u>	<u>17,955</u>
 <b>OTHER ASSETS</b>		
Deposits	<u>7,839</u>	<u>7,839</u>
<b>TOTAL ASSETS</b>	<u>\$ 17,304,894</u>	<u>\$16,556,867</u>

**SEE INDEPENDENT AUDITORS' REPORT AND  
NOTES TO THE FINANCIAL STATEMENTS**

**FLORIDA TELECOMMUNICATIONS RELAY, INC**  
**STATEMENTS OF FINANCIAL POSITION - CONTINUED**  
**AS OF JUNE 30, 2016 AND 2015**

**LIABILITIES AND NET ASSETS**

<b>CURRENT LIABILITIES</b>	<u><b>2016</b></u>	<u><b>2015</b></u>
Accounts Payable	\$ 615,424	\$ 617,194
Accrued Leave Payable	<u>45,779</u>	<u>38,827</u>
<b>TOTAL LIABILITIES</b>	661,203	656,021
<b>NET ASSETS</b>		
Unrestricted Net Assets	<u>16,643,691</u>	<u>15,900,846</u>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<u><b>\$ 17,304,894</b></u>	<u><b>\$ 16,556,867</b></u>

**SEE INDEPENDENT AUDITORS' REPORT AND  
NOTES TO THE FINANCIAL STATEMENTS**

**FLORIDA TELECOMMUNICATIONS RELAY, INC**  
**STATEMENTS OF ACTIVITIES**  
**FOR THE YEARS ENDED**  
**JUNE 30, 2016 AND 2015**

<b>REVENUES</b>	<u>2016</u>	<u>2015</u>
Surcharge Revenue	\$ 8,028,146	\$ 7,765,108
National Deaf-Blind Equipment Distribution Program	173,628	250,550
Investment Earnings	<u>31,831</u>	<u>43,513</u>
<b>TOTAL REVENUES</b>	<u>8,233,605</u>	<u>8,059,171</u>
 <b>EXPENSES</b>		
Category I-Relay Service	3,376,471	3,377,734
Category II-Equipment & Repair	1,549,998	1,556,922
Category III-Equipment Distribution	950,604	1,018,344
Category IV-Outreach	583,747	568,124
Category V-General & Administrative	856,312	928,524
Category VI-Nat Deaf-Blind Equip Distr Prog	<u>173,628</u>	<u>250,550</u>
<b>TOTAL EXPENSES</b>	<u>7,490,760</u>	<u>7,700,198</u>
<b>CHANGE IN UNRESTRICTED NET ASSETS</b>	742,845	358,973
<b>NET ASSETS, BEGINNING OF YEAR</b>	<u>15,900,846</u>	<u>15,541,873</u>
<b>NET ASSETS, END OF YEAR</b>	<u>\$ 16,643,691</u>	<u>\$15,900,846</u>

**SEE INDEPENDENT AUDITORS' REPORT AND  
NOTES TO THE FINANCIAL STATEMENTS**

**FLORIDA TELECOMMUNICATIONS RELAY, INC**  
**STATEMENTS OF CASH FLOWS**  
**FOR THE YEARS ENDED**  
**JUNE 30, 2016 AND 2015**

	<u>2016</u>	<u>2015</u>
<b>Operating Activities</b>		
Change in Net Assets	\$ 742,845	\$ 358,973
<b>Adjustments to Reconcile Change in Net Assets to Net Cash From Operating Activities</b>		
Depreciation	6,213	6,620
Decrease (Increase) in Assets:		
Accounts Receivable	117,674	116,300
Prepaid Expenses	(418)	(2,864)
Deposits	-	1,100
Increase (Decrease) in Liabilities:		
Accounts Payable	(1,770)	(258,149)
Accrued Expenses	6,952	(5,027)
<b>Net Cash From Operating Activities</b>	<u>871,496</u>	<u>216,953</u>
<b>Investing Activities</b>		
(Purchase) / Disposal of Fixed Assets	(945)	(5,518)
<b>Net Cash Used By Investing Activities</b>	<u>(945)</u>	<u>(5,518)</u>
<b>Net Increase / (Decrease) in Cash</b>	870,551	211,435
<b>Cash at Beginning of Period</b>	<u>15,682,385</u>	<u>15,470,950</u>
<b>Cash at End of Period</b>	<u>\$ 16,552,936</u>	<u>\$ 15,682,385</u>

**Supplemental Disclosures**

Income		
Interest Income	\$ 31,831	\$ 43,513

**SEE INDEPENDENT AUDITORS' REPORT AND  
NOTES TO THE FINANCIAL STATEMENTS**

**FLORIDA TELECOMMUNICATIONS RELAY, INC**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEARS ENDED JUNE 30, 2016 AND 2015**

**A. Organization**

The Florida Telecommunications Relay, Inc. (the Organization) is a not-for-profit that was incorporated in June of 1991 under the laws of the State of Florida for the purpose of acting as an administrator of the Telecommunications Access Systems Act, pursuant to s.427.704(2). The Organization is responsible for providing relay services and the distribution of specialized telecommunications devices. The devices for the deaf, blind, hard of hearing, and speech impaired persons are distributed free of charge to clients certified by designated specialists in the speech and hearing field. The Florida Public Service Commission regulates the Organization which is funded through a surcharge on access lines of residents of the State of Florida.

**B. Significant Accounting Policies**

A summary of the Company's significant accounting policies consistently applied in the preparation of the accompanying financial statements are as follows:

*Basis of Accounting*

The Company utilized the accrual basis of accounting, whereby income is recognized as earned and expenses are recognized as obligations are incurred.

*Cash and Cash Equivalents*

Cash and cash equivalents consist of short-term investments with an original maturity of three months or less, cash on deposit, money market funds and certificates of deposit.

*Accounts Receivable*

Accounts receivable consists of surcharges collected by the various telephone companies for the previous month. All collections are due to the Organization from the telephone companies by the 15<sup>th</sup> of the following month. The Organization has established an allowance for doubtful accounts and uses the reserve method for recognizing bad debts. As of June 30, 2016, management believes all receivables are collectible.

*Property and Equipment*

Property and Equipment are recorded at cost. Improvements are capitalized, while expenditures for maintenance and repairs are expensed as incurred. Upon disposal of depreciable property, the appropriate property accounts are reduced by the related costs and accumulated depreciation. The resulting gains and losses are reflected in the statements of operations. Property and equipment are depreciated over estimated service lives as follows:

Office Furniture	5 years	straight-line
Office Equipment	5 years	straight-line
Dual-Sensory Equipment	5 years	straight-line

**SEE INDEPENDENT AUDITORS' REPORT**

**FLORIDA TELECOMMUNICATIONS RELAY, INC**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEARS ENDED JUNE 30, 2016 AND 2015**

*Income Taxes*

The Organization, a Florida not-for-profit corporation, is exempt under Internal Revenue Code 501(c)(3) and has been determined to be other than a private foundation. Therefore, no provision for income taxes has been made.

*Estimates*

The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

**C. Operating Lease Commitments**

The Organization leases office space under a non-cancelable operating lease, dated November 26, 2001. The current lease term began on February 29, 2012 and expires on February 28, 2017. The base rent payable, per month, is \$7,380, for the years ended June 30, 2016 and 2015.

The Organization leases its copier under a non-cancelable operating lease dated June 26, 2013. The lease is for a period of 48 months. Monthly lease payments are \$92, for the years ended June 30, 2016 and 2015.

Maturities of the leases payable in each of the next five years, as of June 30, 2016 and 2015, are approximated as follows:

<u>Year Ending</u>	<u>2016</u>
June 30, 2017	\$ 60,146
June 30, 2018	0
June 30, 2019	0
June 30, 2020	0
June 30, 2021	0
Thereafter	0
Total	<u>\$ 60,146</u>

<u>Year Ending</u>	<u>2015</u>
June 30, 2016	\$ 89,667
June 30, 2017	60,146
June 30, 2018	0
June 30, 2019	0
June 30, 2020	0
Thereafter	0
Total	<u>\$ 149,813</u>

**SEE INDEPENDENT AUDITORS' REPORT**

**FLORIDA TELECOMMUNICATIONS RELAY, INC**  
**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED**  
**FOR THE YEAR ENDED JUNE 30, 2016 AND 2015**

**D. Retirement Plan**

The Organization contributes to a multiple employer, qualified, defined benefit pension plan, sponsored by the National Telecommunications Cooperative Association. Employees begin participating in the plan quarterly, coincident with their date of employment. Contributions to the plan are paid quarterly and based on 11.1% of compensation for all full-time employees and part-time employees, who work at least 1,000 hours per calendar year. Benefits will be paid to participants in an amount dependent on years of service, and the final average salary as defined in the plan document. Retirement expense for the fiscal years ended June 30, 2016 and 2015 were \$56,583 and \$61,858, respectively.

**E. Current Vulnerability Due to Certain Concentrations**

The Organization maintains two bank accounts at Regions Bank. Accounts at this institution are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$250,000. At June 30, 2016 and 2015, the Organization had deposits at Regions Bank in excess of FDIC insured limits.

Regions Bank qualifies as a public depository under Chapter 280, Florida Statutes which defines the Florida Security for Public Deposits Act. The Organization considers itself a qualified public depositor under this Act. The Act provides that qualified public depositories must maintain eligible collateral having market value equal to 50% of the average daily balance for each month of all public deposits in excess of any applicable deposit insurance held by the depository during the twelve months immediately preceding the date of any computation of the balance. As such, the depository is not required to hold collateral in the Organization's benefit. The Public Depository Security Trust Fund, as created under the laws of the State of Florida, would be required to pay the Organization for any deposits not covered by depository insurance or collateral pledged by the depository, as previously described. All deposits with financial institutions were 100% insured by federal depository insurance or by collateral provided by qualified public sector depositories to the State Treasurer pursuant to the Public Depository Security Act of the State of Florida. The Act established a Trust Fund, maintained by the State Treasurer, which is a multiple financial institution pool with the ability to assess its member financial institutions for collateral shortfalls if a member fails.

During the years ended June 30, 2016 and 2015, the Organization recognized \$8,028,146 and \$7,765,108, respectively, of surcharge revenue. The amounts represent 98% and 96%, respectively, of total revenue and support.

**SEE INDEPENDENT AUDITORS' REPORT**

**FLORIDA TELECOMMUNICATIONS RELAY, INC  
NOTES TO THE FINANCIAL STATEMENTS – CONTINUED  
FOR THE YEAR ENDED JUNE 30, 2016 AND 2015**

**F. Related Party Transactions**

There were no related party transactions discovered during the course of our audit.

**G. Commitments and Contingencies**

Currently, the Organization has not accrued any liabilities associated with any legal action or threatened legal action.

**H. Uncertain Tax Positions**

The IRS has three years to audit your tax returns and assess any additional tax liabilities.

**I. Subsequent Events**

Management has considered subsequent events through August 23, 2016, the date which the financial statements were available to be issued. No items requiring additional adjustment or disclosure have been identified.

**SEE INDEPENDENT AUDITORS' REPORT**

**SUPPLEMENTAL INFORMATION**

**FLORIDA TELECOMMUNICATIONS RELAY, INC**  
**SCHEDULES OF EXPENSES BY CATEGORY**  
**FOR THE YEAR ENDED JUNE 30, 2016 AND 2015**

<b>CATEGORY I - RELAY SERVICE</b>	<u>2016</u>	<u>2015</u>
Dual Party Relay Provider	\$ <u>3,376,471</u>	\$ <u>3,377,734</u>
 <b>CATEGORY II - EQUIPMENT AND REPAIR</b>		
ARS/VRS Signaling Equipment	\$ 8,166	\$ 16,962
CAPTEL Equipment	-	15,985
Telecommunications Equipment Repair	81,523	187,826
TeliTalk Speech Aid Phone	6,000	13,800
VCO Telephone	-	492
VCO / HCO TDD	2,530	-
VCP Hearing Impaired	439,896	282,537
VCP Speech Impaired	517	601
VCPH Cordless	1,011,366	1,034,085
VCPS-RC200	-	4,634
	<u>\$ 1,549,998</u>	<u>\$ 1,556,922</u>
 <b>CATEGORY III - EQUIPMENT DISTRIBUTION</b>		
Freight/Telecommunications Equipment	\$ 44,113	\$ 65,782
Regional Distribution Centers	906,023	952,094
Training	468	468
	<u>\$ 950,604</u>	<u>\$ 1,018,344</u>
 <b>CATEGORY IV - OUTREACH</b>		
Outreach - General	\$ <u>583,747</u>	\$ <u>568,124</u>

**SEE INDEPENDENT AUDITORS' REPORT AND  
NOTES TO THE FINANCIAL STATEMENTS**

**FLORIDA TELECOMMUNICATIONS RELAY, INC**  
**SCHEDULES OF EXPENSES BY CATEGORY - CONTINUED**  
**FOR THE YEAR ENDED JUNE 30, 2016 AND 2015**

<b>CATEGORY V - GENERAL AND ADMINISTRATIVE</b>	<u>2016</u>	<u>2015</u>
Accounting/Auditing	\$ 20,437	\$ 23,900
Advertising	793	655
Computer Consultation	9,829	8,428
Computer Software	2,238	1,613
Depreciation	6,213	6,620
Dues and Subscriptions	2,624	2,115
Employee Compensation	386,020	411,168
Employee Training	425	7,950
Equipment Maintenance	766	1,136
Furniture and Equipment Purchases	745	379
Insurance	121,941	152,252
Legal	71,388	72,080
Meeting and Interpreter Expense	2,836	5,015
Office Equipment Lease	1,615	1,773
Office Expense	14,357	13,658
Payroll Taxes	31,083	34,698
Postage	5,242	8,514
Printing	539	1,095
Rent	86,453	79,565
Retirement	56,583	61,858
Telephone	16,195	16,113
Travel and Business Expense	7,316	15,773
Utilities	3,444	2,166
Temporary Staff	7,230	-
	<u>\$ 856,312</u>	<u>\$ 928,524</u>

**CATEGORY VI - NATIONAL DEAF-BLIND EQUIPMENT DISTRIBUTION PROGRAM**

Program Expenses	<u>\$ 173,628</u>	<u>\$ 250,550</u>
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**SEE INDEPENDENT AUDITORS' REPORT AND  
NOTES TO THE FINANCIAL STATEMENTS**

**Appendix C  
Florida Relay Service Information**

**Sprint**

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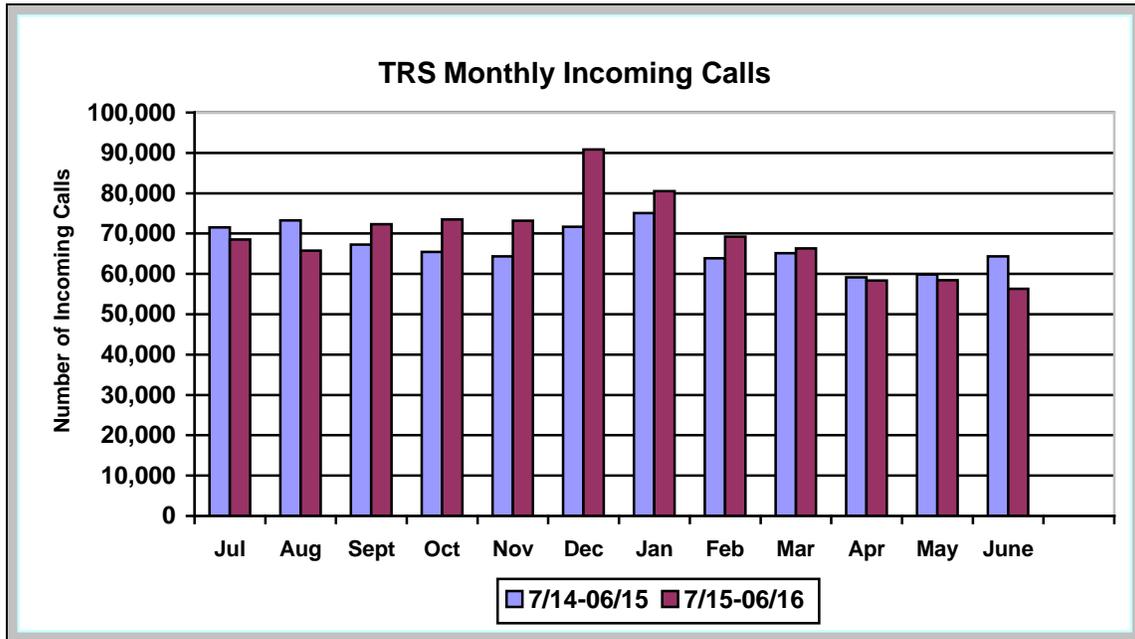
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## TRS Monthly Incoming Calls

Total Incoming Calls July 2014 – June 2015		Total Incoming Calls July 2015 – June 2016	
Jul	71,506	Jul	68,553
Aug	73,281	Aug	65,750
Sept	67,255	Sept	72,317
Oct	65,449	Oct	73,519
Nov	64,322	Nov	73,161
Dec	71,711	Dec	90,824
Jan	75,089	Jan	80,515
Feb	63,904	Feb	69,256
Mar	65,150	Mar	66,352
Apr	59,122	Apr	58,354
May	59,837	May	58,473
Jun	64,338	Jun	56,306
<b>Total</b>	<b>800,964</b>	<b>Total</b>	<b>833,380</b>

Source: Sprint Telecommunications Relay Services Report – Florida Traffic Pattern Statistics – July 2015-June 2016.

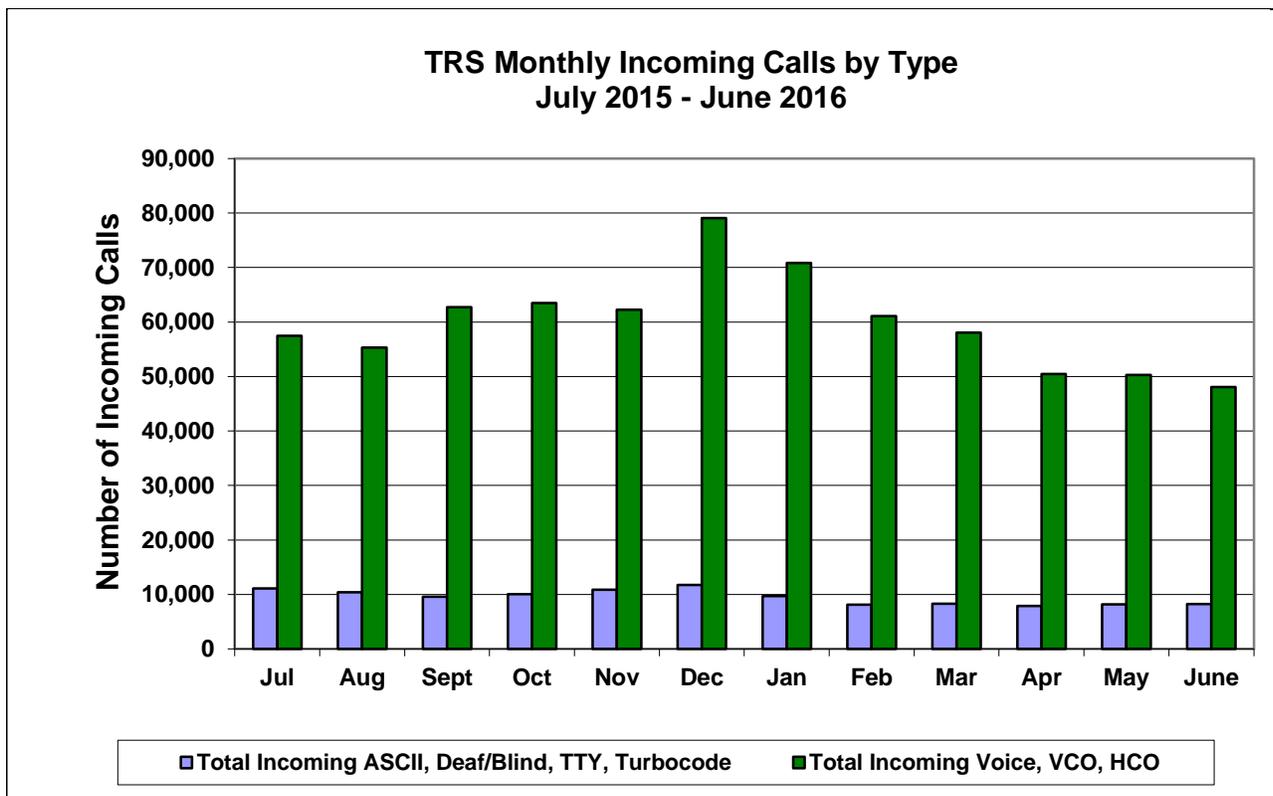


Source: Sprint Telecommunications Relay Services Report – Florida Traffic Pattern Statistics – July 2015-June 2016.

## TRS Monthly Incoming Calls by Type July 2015 – June 2016

Month	ASCII	Deaf/Blind Baudot	TTY	Turbo-code	Total ASCII, Deaf/Blind Baudot, TTY, Turbocode	Voice	VCO	HCO	Total Voice, VCO, HCO	Total Incoming Calls
July	388	9	9,222	1,479	11,098	54,424	2,987	44	57,455	68,553
Aug	441	45	9,256	671	10,413	52,598	2,688	51	55,337	65,750
Sept	448	6	8,654	490	9,598	59,684	2,986	49	62,719	72,317
Oct	580	1	8,976	489	10,046	60,285	3,138	50	63,473	73,519
Nov	372	13	10,180	325	10,890	59,728	2,512	31	62,271	73,161
Dec	373	1	10,973	387	11,734	76,332	2,725	33	79,090	90,824
Jan	365	18	8,907	386	9,676	68,574	2,237	28	70,839	80,515
Feb	373	13	7,445	311	8,142	58,857	2,238	19	61,114	69,256
March	550	2	7,454	314	8,320	55,601	2,371	60	58,032	66,352
April	716	0	6,920	262	7,898	48,237	2,112	107	50,456	58,354
May	551	0	7,393	250	8,194	48,078	2,146	55	50,279	58,473
June	485	0	7,482	297	8,264	45,870	2,109	63	48,042	56,306
<b>Total</b>	<b>5,642</b>	<b>108</b>	<b>102,862</b>	<b>5,661</b>	<b>114,273</b>	<b>688,268</b>	<b>30,249</b>	<b>590</b>	<b>719,107</b>	<b>833,380</b>

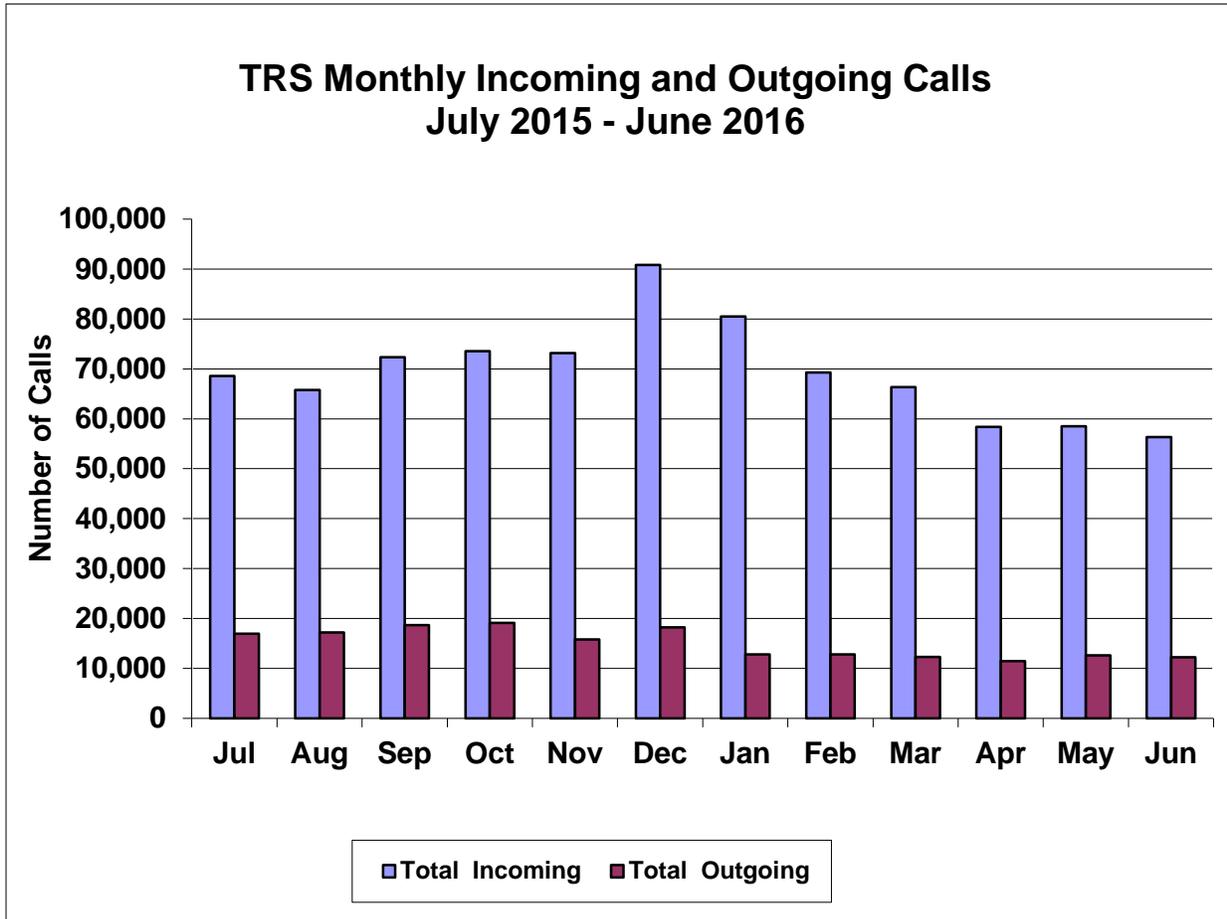
Source: Sprint Telecommunications Relay Services Report – Florida Traffic Pattern Statistics - July 2015-June 2016.



Source: Sprint Telecommunications Relay Services Report – Florida Traffic Pattern Statistics - July 2015-June 2016.

TRS Monthly Incoming and Outgoing Calls July 2015 – June 2016				
Month	Total Incoming	Incomplete Outgoing	Complete Outgoing	Total Outgoing
July	68,553	3,350	13,605	16,955
Aug	65,750	3,881	13,333	17,214
Sept	72,317	4,433	14,257	18,690
Oct	73,519	4,670	14,466	19,136
Nov	73,161	3,868	11,949	15,817
Dec	90,824	4,599	13,603	18,202
Jan	80,515	2,584	10,252	12,836
Feb	69,256	2,359	10,456	12,815
March	66,352	2,099	10,179	12,278
April	58,354	2,255	9,222	11,477
May	58,473	2,864	9,771	12,635
June	56,306	2,648	9,595	12,243
<b>Total</b>	<b>833,380</b>	<b>39,610</b>	<b>140,688</b>	<b>180,298</b>

Source: Sprint Telecommunications Relay Services Report – Intrastate/Interstate for FL - July 2015-June 2016.



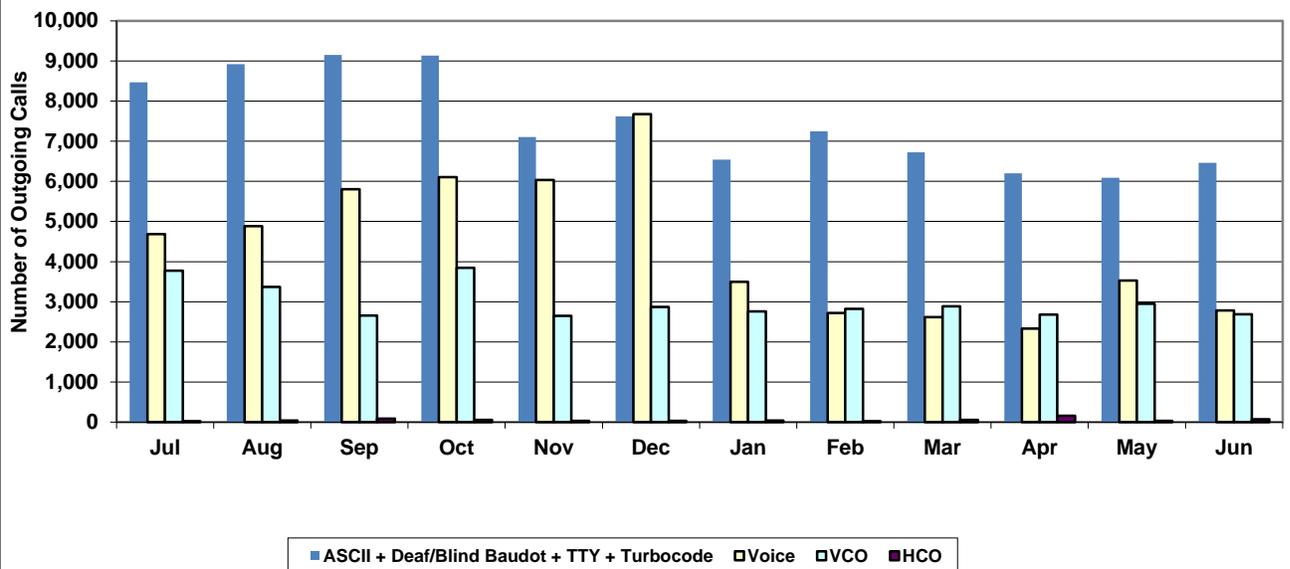
Source: Sprint Telecommunications Relay Services Report – Intrastate/Interstate for FL - July 2015-June 2016.

## TRS Monthly Outgoing Calls by Type July 2015 – June 2016

Month	ASCII	Deaf/Blind Baudot	TTY	Turbo-code	Total ASCII, Deaf/Blind, Baudot, TTY, Turbocode	Voice	VCO	HCO	Total Voice, VCO, HCO	Total Outgoing Calls
July	272	0	6,261	1,936	8,469	4,686	3,773	27	8,486	16,955
Aug	307	2	7,681	925	8,915	4,884	3,372	43	8,299	17,214
Sept	252	0	8,266	627	9,145	5,805	3,655	85	9,545	18,690
Oct	273	3	8,342	514	9,132	6,103	3,845	56	10,004	19,136
Nov	265	10	6,471	359	7,105	6,031	2,645	36	8,712	15,817
Dec	255	0	6,909	455	7,619	7,677	2,870	36	10,583	18,202
Jan	289	77	5,662	515	6,543	3,494	2,757	42	6,293	12,836
Feb	279	25	6,516	426	7,246	2,720	2,823	26	5,569	12,815
March	325	1	6,067	331	6,724	2,616	2,884	54	5,554	12,278
April	421	0	5,478	298	6,197	2,434	2,684	162	5,280	11,477
May	289	0	5,516	286	6,091	3,528	2,949	67	6,544	12,635
June	245	0	6,180	280	6,705	2,781	2,685	72	5,538	12,243
<b>Total</b>	<b>3,472</b>	<b>118</b>	<b>79,349</b>	<b>6,952</b>	<b>89,891</b>	<b>52,759</b>	<b>36,942</b>	<b>706</b>	<b>90,407</b>	<b>180,298</b>

Source: Sprint Telecommunications Relay Services Report – Florida Traffic Pattern Statistics - July 2015-June 2016.

## TRS Monthly Outgoing Calls by Type July 2015 - June 2016

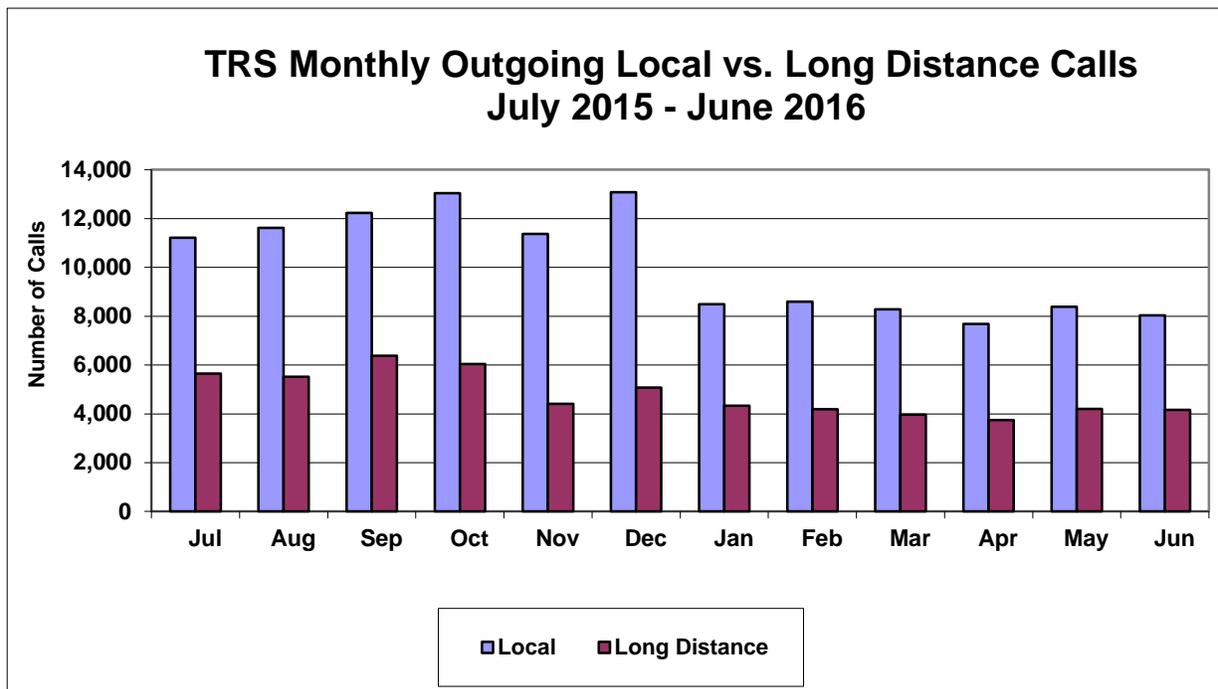


Source: Sprint Telecommunications Relay Services Report – Florida Traffic Pattern Statistics - July 2015-June 2016.

## TRS Monthly Outgoing Local vs. Long Distance Calls July 2015 – June 2016<sup>8</sup>

Month	Local	Total Long Distance	Toll Free	Intrastate Intralata	Intrastate Interlata	Interstate	International
July	11,216	5,649	2,235	87	1,233	2,081	13
Aug	11,617	5,516	1,844	76	1,360	2,226	10
Sept	12,237	6,384	2,387	140	1,387	2,439	31
Oct	13,046	6,038	2,481	165	1,352	2,003	37
Nov	11,376	4,414	1,972	176	812	1,343	111
Dec	13,086	5,077	2,281	366	965	1,251	214
Jan	8,489	4,332	2,306	135	657	1,024	210
Feb	8,592	4,196	1,893	74	845	1,200	184
March	8,281	3,966	1,932	61	848	972	153
April	7,687	3,744	1,805	55	694	1,183	7
May	8,391	4,206	2,069	168	668	1,298	3
June	8,032	4,162	1,792	137	818	1,411	4
<b>Total</b>	<b>122,050</b>	<b>57,684</b>	<b>24,997</b>	<b>1,640</b>	<b>11,639</b>	<b>18,431</b>	<b>977</b>

Source: Sprint Telecommunications Relay Services Report – Intrastate/Interstate for FL - July 2015-June 2016.



Source: Sprint Telecommunications Relay Services Report – Intrastate/Interstate for FL - July 2015-June 2016.

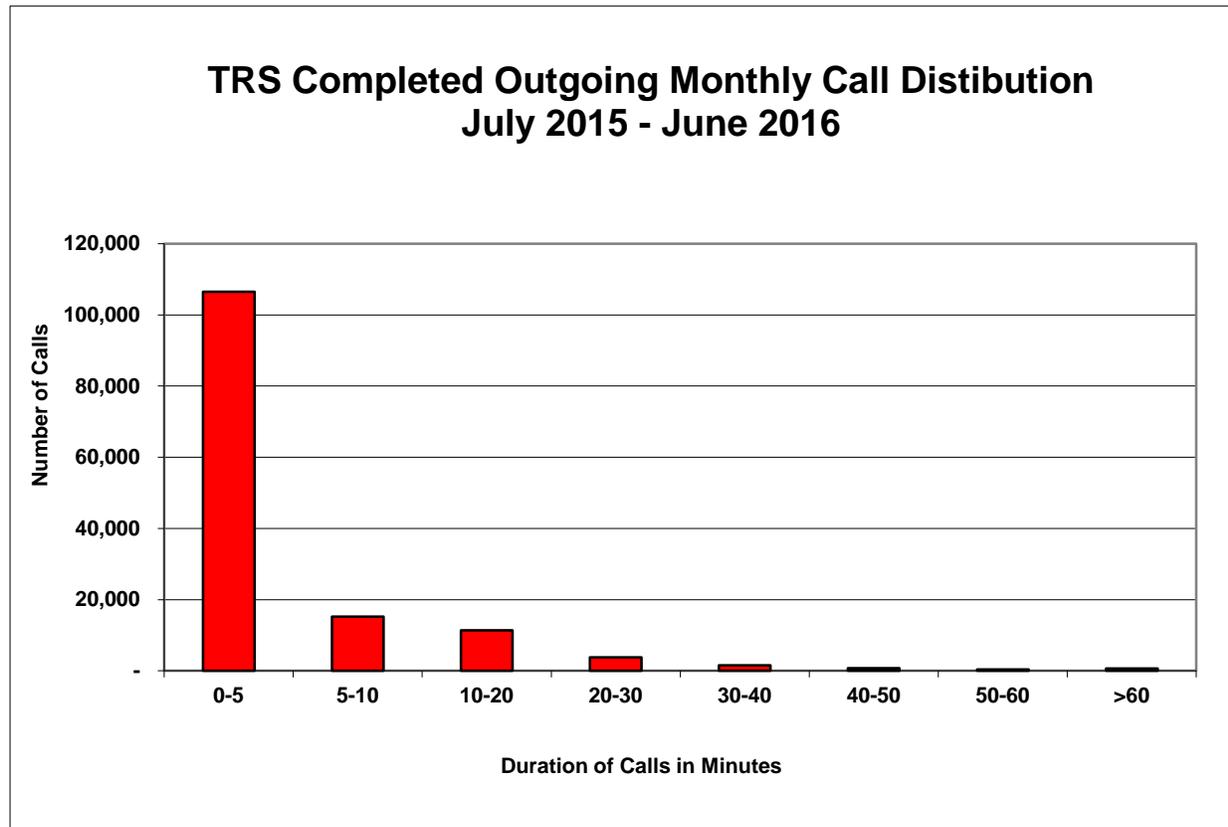
<sup>8</sup> Does not include Directory Assistance Calls.

## TRS Completed Outgoing Monthly Call Distribution July 2015 – June 2016

In Minutes								
Month	0-5	5-10	10-20	20-30	30-40	40-50	50-60	>60
July	10,530	1,407	1,039	297	146	68	36	82
Aug	10,318	1,399	1,033	304	119	60	43	57
Sept	11,105	1,451	1,124	311	120	53	36	57
Oct	11,229	1,468	1,089	354	135	73	42	76
Nov	9,154	1,253	917	354	132	56	35	48
Dec	10,367	1,268	1,035	323	140	52	27	63
Jan	7,488	1,253	902	350	114	59	39	47
Feb	7,705	1,230	940	325	125	59	25	47
March	7,308	1,230	1,020	321	148	67	37	48
April	6,803	1,128	791	264	107	64	25	40
May	7,342	1,119	733	290	129	65	27	66
June	7,188	1,069	797	280	114	66	24	57
<b>Total</b>	<b>106,537</b>	<b>15,275</b>	<b>11,420</b>	<b>3,773</b>	<b>1,529</b>	<b>742</b>	<b>396</b>	<b>688</b>

Source: Sprint Telecommunications Relay Services Report – Call Profile Number of Outbound Calls for FL - July 2015-June 2016.

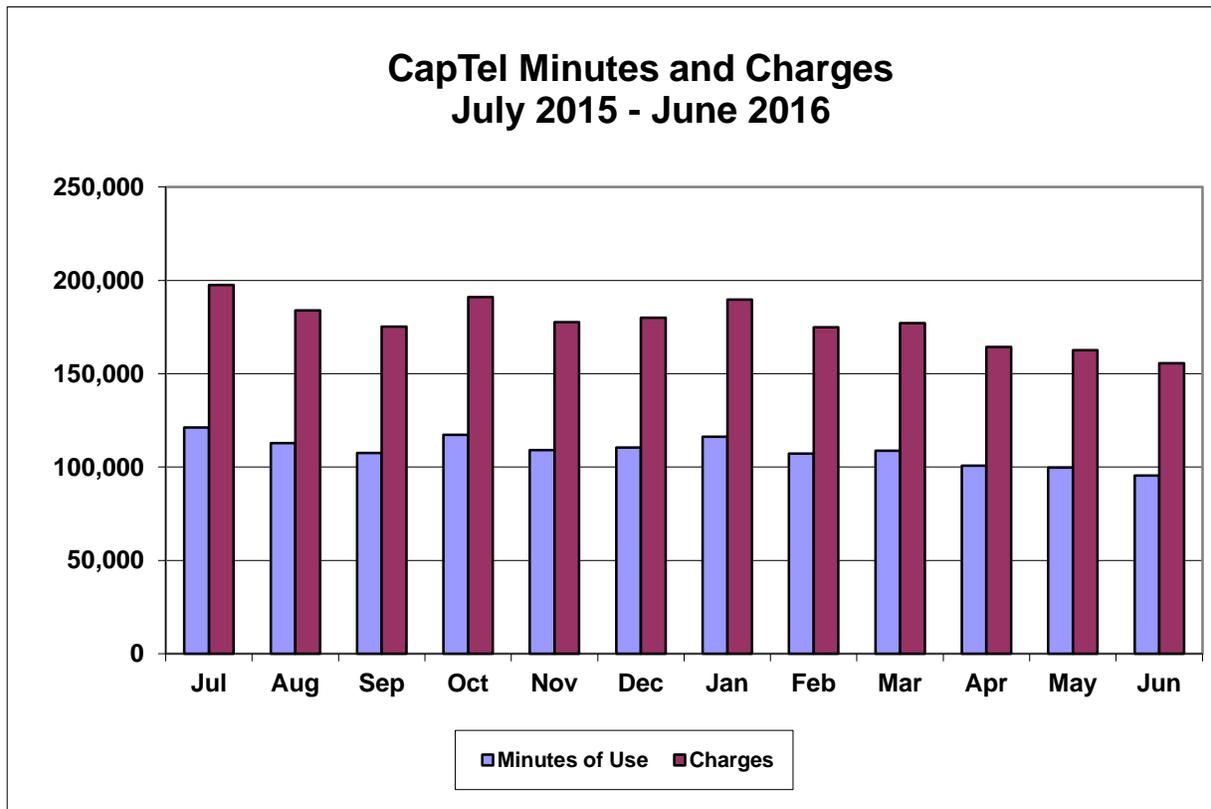
## TRS Completed Outgoing Monthly Call Distribution July 2015 - June 2016



Source: Sprint Telecommunications Relay Services Report – Call Profile Number of Outbound Calls for FL - July 2015-June 2016.

CapTel Minutes and Charges July 2015 – June 2016		
Month	Minutes of Use	Charges (\$)
July	121,204	\$197,562
Aug	112,843	\$183,933
Sept	107,547	\$175,302
Oct	117,210	\$191,053
Nov	109,030	\$177,719
Dec	110,488	\$180,096
Jan	116,356	\$189,659
Feb	107,304	\$174,906
March	108,696	\$177,174
April	100,800	\$164,305
May	99,745	\$162,585
June	95,446	\$155,577
<b>Total</b>	<b>1,306,669</b>	<b>\$2,129,871</b>

Source: Sprint Monthly Traffic Report



Source: Sprint Monthly Traffic Report

## Glossary

**Administrator** A nonprofit corporation<sup>9</sup> created by the local exchange telephone companies pursuant to Commission Order No. 24462, dated May 1, 1991. This nonprofit corporation was created in June 1991 and is known as the Florida Telecommunications Relay, Inc. (FTRI). The FTRI has three basic roles: (1) to collect the surcharge revenues from the local exchange telephone companies and pay the relay service provider,<sup>10</sup> (2) to distribute and maintain specialized telecommunications devices,<sup>11</sup> and (3) to provide community outreach and training on use of the relay service and specialized telecommunications devices.<sup>12</sup> FTRI's office is located in Tallahassee.

**Advisory Committee** A group of up to ten individuals recommended by various organizations representing both the telephone industry and individuals who are deaf, hard of hearing, speech impaired, or deaf-blind.<sup>13</sup> The advisory committee's role is to provide input to both the Florida Public Service Commission (FPSC) and the Administrator on the development and operation of the Telecommunications Access System. The advisory committee has been actively involved in the implementation of Telecommunications Access System Act since May 1991 and meets with the Commission staff regularly.

**ARS** (Audible Ring Signaler) A signaler with a ring volume up to 95 decibels which rings when the telephone rings. When the ringer is turned off, a light will still flash when the phone rings.

**ASCII** The American Standard Code for Information Interexchange employs an eight bit code and can operate at any standard transmission baud rate including 300, 1200, 2400, and higher. Baud rate is a measure of how fast data is moving between instruments that use serial communication. The standard ASCII character set consists of 128 decimal numbers ranging from 0 through 127 assigned to letters, numbers, punctuation marks, and the most common special characters. Computers use ASCII code, while most telecommunications devices for the deaf use Baudot which has a fixed baud rate of 45.5.

**Baudot** A seven bit code, only five of which are information bits. Baudot is used by some text telephones to communicate with each other at a 45.5 baud rate.

**CA** A Communications Assistant translates or interprets conversation between two or more end users of telecommunications relay service. CA supersedes the term "TDD operator."

**CapTel** A captioned telephone service which uses a telephone that looks similar to a traditional telephone but also has a text display that allows the user, on one standard telephone line, to listen to the other party speak and simultaneously read captions of what the other party is saying.

**Dialogue RC 200** A phone which has voice activated answering, designed for people with any degree of mobility and dexterity loss.

<sup>9</sup> Section 427.704(2), F.S.

<sup>10</sup> Section 427.705(1)(d),(g),F.S.

<sup>11</sup>Section 427.705(1)(a), F.S.

<sup>12</sup> Section 427.705(1)(a),(b), F.S.

<sup>13</sup> Section 427.706, F.S.

**Dual Sensory Impaired** Having both a permanent hearing impairment and a permanent visual impairment and includes deaf/blindness.

**FCC** Federal Communications Commission.

**FPSC or Commission** The Florida Public Service Commission, which has overall responsibility for implementation and oversight of the Relay system.<sup>14</sup>

**FTRI** The Florida Telecommunications Relay, Inc., which is the nonprofit corporation formed to serve as the Telecommunications Access System Act Administrator.

**HCO** Hearing Carry Over is a form of relay service in which the person with the speech impairment is able to listen to the other end user and, in reply, the CA speaks the text as typed by the person with the speech disability.

**IP CTS** Internet Protocol Captioned Telephone Service. IP CTS allows a person who can speak and who has some residual hearing to simultaneously listen to what is said over the telephone and read captions of what the other person is saying. An Internet connection carries the captions between the relay provider and the user.

**Internet Protocol (IP) Relay** Allows people who have difficulty hearing or speaking to communicate with anyone in the world through an Internet connection using a computer and the Internet, rather than with a TTY and a standard telephone line.

**LEC** Local Exchange Company

**Jupiter Speaker Phone** A speaker phone which provides hands-free telephone access and accommodates speech-impaired, hearing-impaired, and mobility-impaired individuals.

**Provider** The entity that provides relay service.<sup>15</sup>

**Regional Distribution Centers** Non-profit agencies across Florida contracted by FTRI to provide equipment distribution services.

**TASA** Telecommunications Access System Act of 1991.

**TDD** The Telecommunications Device for the Deaf is a type of machine that allows people who are deaf, hard of hearing, or speech impaired to communicate over the phone using a keyboard and a viewing screen.

**TeliTalk** The TeliTalk speech aid is specifically designed to meet the needs of approximately 3,000 speech impaired people in Florida who have had laryngectomies. The TeliTalk Speech Aid is a telephone unit with an electro-larynx device attached and is operated just like any other speech aid, allowing for a variety of neck placements and oral straw use.

<sup>14</sup> Section 427.704(1), F.S.

<sup>15</sup> Section 427.704(3)(a), F.S.

**TRS** (1) The Tactile Ring Signaler for deaf/blind people is a signaler which vibrates to let the individual know when the telephone is ringing. (2) Telecommunications Relay Service.

**TTY** A Text Telephone is a machine that employs graphic communication in the transmission of coded signals through a wire or radio communication system. TTY supersedes the term "TDD" or "telecommunications device for the deaf."

**Turbo Code** A feature that allows for enhanced transmission and the capability to interrupt during transmission during relay calls on text telephones. Turbo Code is an enhanced TTY protocol which has a higher data rate than regular Baudot protocol and is in full ASCII compliance.

**Tykriphone** A hands-free speakerphone which accommodates speech-impaired and mobility-impaired individuals.

**VCO** Voice Carry Over is a form of TRS in which the person with the hearing disability is able to speak directly to the other end user. The CA types the response back to the person with the hearing disability. The CA does not voice the conversation.

**VCP** The Volume Control Phone is a phone for the hearing or speech impaired which amplifies the incoming voice from 0 to 40 decibels.

**VRS** (1) Video Relay Service is a telecommunications relay service that allows people with hearing or speech disabilities and who use sign language to communicate with voice telephone users through video equipment. The video link allows the CA to view and interpret the party's signed conversation and then relay the conversation back and forth with a voice caller. (2) A Visual Ring Signaler is a signaler which connects to a lamp and makes the light flash on and off when the telephone rings.

## **Appendix D – FTRI Outreach Activities**

Period: July 25, 2012 to July 25, 2017

Event Type: Non contractual Outreach; Other; Equipment Distribution; Exhibit / Equip. Dist.; Presentation / Equip. Dist.; Exhibit; Presentation;  
 Status: Approved

RDC Name	RDC #	RDC City	Presentation Events	Exhibit Events	Equipment Distribution	Non Contract Events	P/ED	E/ED	Other	Attend #	New (O)	Mod (O)	Exch (O)	Ret (O)	FIUp (O)	Total (O)	Average Cost/New (O)	Average Cost/All Srvs (O)
Center for Hearing and Communication	2	Ft. Lauderdale	1	3	1022	1	21	74	3	25294	5651	25	2974	390	7	9047	\$ 4.90	\$ 3.06
Deaf & Hearing Resources of Palm Beach	3	West Palm Be	24	19	422	18	15	26	28	21858	2353	12	1692	353	140	4550	\$ 11.95	\$ 6.18
Easterseals Northeast Central Florida	4	Daytona Beacl	24	33	407	22	190	213	80	102813	4172	14	1144	274	14	5618	\$ 26.88	\$ 19.96
Independent Living Resource Center of NE	5	Jacksonville	10	10	60	16	123	97	7	25783	1064	2	204	30	0	1300	\$ 42.58	\$ 34.85
Center for Independent Living of Broward C	7	Ft. Lauderdale	4	1	523	1	8	44	4	6247	916	0	833	85	8	1842	\$ 17.42	\$ 8.66
Center for Independent Living of South Flo	8	Miami	0	5	212	3	3	4	3	2128	597	0	515	82	71	1265	\$ 4.83	\$ 2.28
Citrus Hearing Impaired Program Services	9	Crystal River	2	0	2	10	15	8	4	1915	218	2	55	15	1	291	\$ 17.36	\$ 13.01
Deaf and Hard of Hearing Services of Flori	10	Port Richey	0	1	894	1	68	154	9	29044	2556	22	1740	537	12	4867	\$ 18.65	\$ 9.79
Deaf & Hearing Connection of Tampa Bay	12	Largo	1	0	31	0	5	0	0	368	113	1	95	34	2	245	\$ 4.25	\$ 1.96
Community Center for the Deaf and Hard c	13	Sarasota	2	11	40	5	3	3	8	2320	208	2	86	6	1	303	\$ 19.90	\$ 13.66
Center for Independent Living of North Cer	14	Gainesville	3	6	416	6	32	67	28	21598	1954	14	871	216	29	3084	\$ 11.88	\$ 7.53
Deaf and Hard of Hearing Services of the T	16	Jensen Beach	0	0	12	0	1	4	4	359	92	0	21	2	0	115	\$ 11.74	\$ 9.39
Deaf Service Center of SW Florida	17	Fort Myers	6	0	136	1	27	9	5	7513	677	9	418	148	4	1256	\$ 15.62	\$ 8.42
Center for Independent Living in Central Fl	18	Winter Park	12	15	122	1	22	55	13	23353	819	4	328	54	17	1222	\$ 30.74	\$ 20.60
Central Florida Speech and Hearing Cente	19	Lakeland	49	0	318	2	9	126	24	454116	2481	35	928	272	13	3729	\$ 20.57	\$ 13.68
Space Coast Center for Independent Living	20	Rockledge	7	13	0	10	2	1	5	33176	78	1	20	3	1	103	\$ 80.12	\$ 60.67
Hearing Impaired Persons Inc. of Charlotte	21	Port Charlotte	3	1	346	6	3	8	11	9692	464	8	499	285	36	1292	\$ 10.87	\$ 3.90
Deaf and Hearing Services of Lake and Su	22	Leesburg	9	18	166	32	13	26	4	9752	1054	4	293	39	4	1394	\$ 9.82	\$ 7.42
Area Agency on Aging for North Florida Inc	23	Tallahassee	1	0	84	1	1	6	0	3652	138	0	97	12	0	247	\$ 10.43	\$ 5.83
CIL Disability Resource Center	24	Pensacola	11	3	235	52	142	84	10	29875	1014	18	474	86	9	1601	\$ 34.88	\$ 22.09
Disability Resource Center Inc.	25	Panama City	3	5	60	0	32	21	6	12584	293	16	262	34	4	609	\$ 37.83	\$ 18.20
Hearing and Speech Center of Florida	26	Miami	1	0	97	1	123	6	3	2746	878	5	634	51	4	1572	\$ 13.03	\$ 7.28
Family Center on Deafness	27	Largo	1	5	646	3	261	117	26	24409	2300	35	1501	636	127	4599	\$ 25.05	\$ 12.53
Self Reliance Center for Independent Living	28	Tampa	0	1	47	6	6	8	0	5216	175	0	90	27	0	292	\$ 16.63	\$ 9.97
Ability 1st	29	Tallahassee	4	13	1	2	13	18	2	14324	122	4	37	3	2	168	\$ 75.20	\$ 54.61
Audiology with a Heart	30	Palm Springs (	7	6	259	20	9	86	19	21549	2054	4	1442	258	83	3841	\$ 16.72	\$ 8.94
Big Bend Hospice Inc.	31	Crawfordville	1	0	8	0	0	0	4	3065	18	1	10	0	0	29	\$ 46.11	\$ 28.62
Center for Independent Living Gulf Coast	32	Fort Myers	0	0	61	4	5	2	0	772	324	2	56	32	0	414	\$ 2.84	\$ 2.22
Suncoast Center for Independent Living Inc	33	Sarasota	0	0	0	2	0	0	0	90	0	0	1	0	0	1		\$ -
Easterseals Florida Inc.	40	Winter Park	0	1	0	0	1	1	0	425	6	0	0	0	0	6	\$ 157.33	\$ 157.33
Florida Telecommunications Relay Inc.	98	Tallahassee	27	38	20	62	7	26	30	97258	143	1	46	6	5	201	\$ 10.49	\$ 7.46
Various Client Orders	99	Tallahassee	0	0	0	0	0	0	0	0	40	0	0	0	0	40	\$ -	\$ -
<b>Totals:</b>			<b>215</b>	<b>210</b>	<b>6650</b>	<b>298</b>	<b>1164</b>	<b>1294</b>	<b>341</b>	<b>993294</b>	<b>32972</b>	<b>241</b>	<b>17366</b>	<b>3970</b>	<b>594</b>	<b>55144</b>	<b>\$ 17.87</b>	<b>\$ 10.69</b>

RDC = Regional Distribution Center  
 P/ED = Presentation/Equipment Distribution  
 E/ED = Exhibit/Equipment Distribution  
 Other = Methods not listed  
 O = Tracked by Outreach Events ID #

FTRI/RDC share Florida Relay information at approved outreach events.

## Find a Location

There are [regional distribution centers](#) near you.

Enter your zip code:



## FTRI Offers Several Amplified Telephones

FTRI offers a variety of [amplified telephones](#) to meet the need of persons with a mild, moderate, or severe hearing loss. These amplified telephones are available at all of the [24 Regional Distribution Centers](#) located throughout the state.

### To qualify for a **FREE** special phone, you must be:

- A permanent Florida resident
- At least 3 years old
- Certified as having a hearing loss or speech impairment

Sign up to receive an application.

Or call FTRI at  
**800-222-3448**

## Contact Customer Care

**Voice:** 888-554-1151 · **TTY:** 888-447-5620 · **VP:** 850-270-2641

**Email:** [customercare@ftri.org](mailto:customercare@ftri.org)

FTRI now has a new Customer Care toll-free telephone number for clients to call if they are experiencing trouble with their amplified phone. The new number to call is 888-554-1151 or you may email Customer Care at [customercare@ftri.org](mailto:customercare@ftri.org).



## Florida Relay

Dial 7-1-1 to get assistance communicating with standard (voice) telephone users.

[More about the Relay »](#)

### Free Phones Available at These Events/Locations

- SPRING HILL**  
[Spring Hill Enrichment Center](#)  
 Tuesday, August 8 - 1:00 PM to 3:00 PM  
 727-853-1010
- BROOKSVILLE**  
[Brooksville Enrichment Center](#)  
 Tuesday, August 8 - 10:00 AM to 12:00 PM  
 727-853-1010
- HIALEAH**  
[Iglesia Bautista Northside](#)  
 Tuesday, August 8 - 10:00 AM to 3:00 PM  
 561-366-7219
- JACKSONVILLE**  
[Southside Church of God](#)  
 Tuesday, August 8 - 6:00pm to 9:00pm  
 386-944-7806
- PENSACOLA**  
[Belton Hearing Aids](#)  
 Tuesday, August 8 - 9:00 AM to 1:00 PM  
 850-595-5566
- DUNEDIN**  
[Dunedin Senior Center](#)  
 Tuesday, August 8 - 9:30 AM to 11:30 AM  
 727-399-9983
- BOCA RATON**  
[Patch Reef Park Boca Raton](#)  
 Wednesday, August 9 - 10:00 AM to 1:00 PM  
 561-366-7219

[More Events »](#)

# Calendar

## TUESDAY, AUGUST 8

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Spring Hill · Phone Distribution

### Spring Hill Enrichment Center

Tuesday, August 8, 1:00 PM to 3:00 PM · Call Honey Dalton at 727-853-1010

Brooksville · Phone Distribution

### Brooksville Enrichment Center

Tuesday, August 8, 10:00 AM to 12:00 PM · Call Honey Dalton at 727-853-1010

Hialeah · Phone Distribution

### Iglesia Bautista Northside

Tuesday, August 8, 10:00 AM to 3:00 PM · Call Fred Schott at 561-366-7219

Jacksonville · Outreach/Phone Distribution

### Southside Church of God

Tuesday, August 8, 6:00pm to 9:00pm · Call Eric Witherspoon at 386-944-7806

Pensacola · Phone Distribution

### Beltone Hearing Aids

Tuesday, August 8, 9:00 AM to 1:00 PM · Call Karen Jackson at 850-595-5566

Dunedin · Phone Distribution

### Dunedin Senior Center

Tuesday, August 8, 9:30 AM to 11:30 AM · Call Tammy Shuman at 727-399-9983

## WEDNESDAY, AUGUST 9

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Boca Raton · Phone Distribution

### Patch Reef Park Boca Raton

Wednesday, August 9, 10:00 AM to 1:00 PM · Call Fred Schott at 561-366-7219

Homosassa · Outreach/Phone Distribution

### Citrus County West Senior Center

Wednesday, August 9, 11:15 to 12:15 pm · Call Theresa Dobran at 352-795-5000

# Atria Evergreen Woods Independent Living

## Date

Sunday, August 13, 2017

12:00 PM to 4:00 PM

## Address

7030 Evergreen Woods Trail

Spring Hill, Florida 34608

[Map to this location](#)

## Type

Outreach/Phone Distribution

## Description

A Florida Telecommunications Relay, Inc. (FTRI) representative will be displaying **specialized telephone** equipment and disseminating printed material about the free specialized telephone distribution program and related services for qualified Florida citizens. During this event someone will be available to distribute and provide training on the specialized telephone. Information about the Florida Relay service will also be disseminated during this exhibit. For more information about FTRI or the **Florida Relay** service please call 800-222-3448.

## Contact

### Name

Honey Dalton

**Deaf and Hard of Hearing Services of Florida, Inc.**

### Email

[jthomas@deafhhsfla.org](mailto:jthomas@deafhhsfla.org)

### Phone

727-853-1010

### Address

8610 Galen Wilson Blvd.

Bldg B Suite 100

Port Richey, Florida 34668

[Map to this location](#)

# Clay County Senior Expo

## Date

Wednesday, August 16, 2017

9AM-2PM

## Address

283 College Drive  
Orange Park, Florida 32065

[Map to this location](#)

## Type

Outreach/Phone Distribution

## Description

A Florida Telecommunications Relay, Inc. (FTRI) representative will be displaying **specialized telephone** equipment and disseminating printed material about the free specialized telephone distribution program and related services for qualified Florida citizens. During this event someone will be available to distribute and provide training on the specialized telephone. Information about the Florida Relay service will also be disseminated during this exhibit. For more information about FTRI or the **Florida Relay** service please call 800-222-3448.

## Contact

### Name

Candace Wyatt  
**Independent Living Resource Center of NE  
Florida**

### Email

[tylerm@cilj.com](mailto:tylerm@cilj.com)

### Phone

904-399-8484

### Address

2709 Art Museum Drive  
Jacksonville, Florida 32207  
[Map to this location](#)

# Iglesia Bautista Northside

## Date

Tuesday, August 8, 2017

10:00 AM to 3:00 PM

## Appointment Required

## Address

1200 W 4th Avenue

Hialeah, Florida 33010

[Map to this location](#)

## Type

Phone Distribution

## Description

Someone will be available to distribute and provide training on the free [specialized telephone](#) to qualified Florida residents at this location. Information about the [Florida Telecommunications Relay, Inc \(FTRI\)](#) and [Florida Relay](#) service will be available during this time. For more information about FTRI or the Florida Relay service please call 800-222-3448.

## Contact

### Name

Fred Schott

[Audiology with a Heart](#)

### Phone

561-366-7219

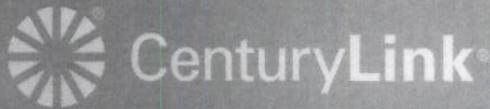
### Address

2324 S Congress Avenue

Suite 2G

Palm Springs (near West Palm Beach), Florida  
33406

[Map to this location](#)



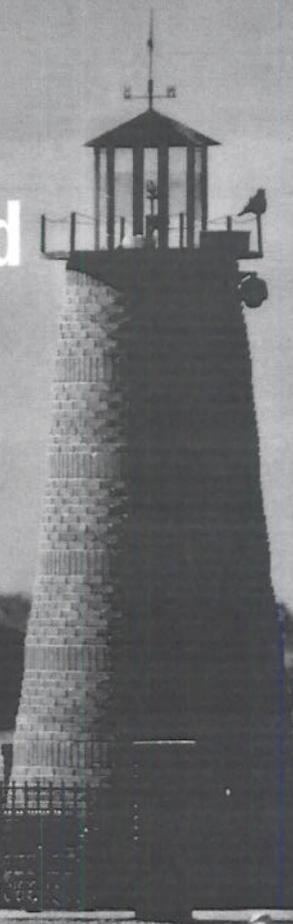
# Kissimmee/St. Cloud

Campbell City, Celebration, Haines City (427 exchange),  
Holopaw, Intercession City, Kenansville, Kissimmee,  
Narcoossee, Poinciana, St. Cloud, West Kissimmee,  
Yeehaw Junction  
Issued June 2017

Kissimmee/St. Cloud, FL Issued June 2017

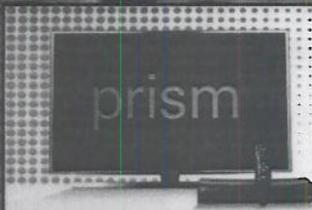
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**Fallen Sparrow Tattoos**  
5049 W Irlo Bronson Mem Hwy Kssm..... 407 507-4966

**Familia Insurance Agency** 3055 Michigan Ave Kssm..... 407 847-8007

**Family Barber Shop** 2611 Simpson Rd Kssm..... 407 978-6879

**Family Choice Health Care** 418 Broadway Kssm..... 407 846-0044

**Family Dentistry** 3192 S John Young Pkwy Kssm..... 407 870-5151

**Family Dentistry Of St Cloud** 1300 13th St St Cd..... 407 892-3326

**Family Dollar**  
1336 Us Highway 17 92 N Hn Ct..... 863 588-2216  
3295 Boggy Creek Rd Kssm..... 407 624-4681  
2500 Michigan Ave Kssm..... 407 705-2360  
520 Cypress Pkwy Poin..... 407 624-4001  
3321 Deer Creek Commerce Ln Dvpt..... 863 852-1474  
102 S John Young Pkwy Kssm..... 407 705-2966  
1683 E Hinson Ave Hn Ct..... 863 422-5554  
1900 N Main St Kssm..... 407 933-1256  
204 Us Highway 17 92 N Dvpt..... 863 422-7132  
7180 E Irlo Bronson Memorial Hwy Kssm..... 407 846-0825  
4000 W Vine St Kssm..... 407 518-9273  
690 Buenaventura Blvd Kssm..... 407 344-1622  
2593 Boggy Creek Rd Kssm..... 407 846-1310  
2625 N John Young Pkwy Kssm..... 407 279-3230  
1677 S Poinciana Blvd Kssm..... 321 250-5168  
102 S John Young Pkwy Kssm..... 407 944-0917  
102 S John Young Pkwy Kssm..... 407 944-0918

**Family Hair Salon Spa Inc**  
880 Towne Center Dr Kssm..... 407 344-4247

**Family Medicine of Hunters Creek**  
264 Greenwald Way Kssm..... 407 933-1644  
264 Greenwald Way Kssm..... 407 933-1654

**Family Physicians Group**  
1050 Cypress Pkwy Kssm..... 407 483-1400  
2576 Boggy Creek Rd Kssm..... 407 348-8338  
387 W Oak St Kssm..... 407 483-2000

**Family Practice of Celebration**  
1530 Celebration Blvd Ste 408 Kssm..... 407 566-1600

**Family Services Counseling**  
100 Park Place Blvd Kssm..... 407 518-9505

**Familymeds Pharmacy #730**  
200 Park Place Blvd Kssm..... 407 932-0808

**Famous Footwear** 3282 N John Young Pkwy Kssm..... 407 343-9914

**Fantastic Sam** 3321 S Orange Blossom Trl Kssm..... 407 846-7655

**Farber Stuart** 802 N Rose Ave Kssm..... 407 933-2080

**Farber Stuart MD** 802 Rose Ave Kssm..... 407 933-2080

**Farm Bureau** 1680 E Irlo Bronson Memorial Hwy Kssm..... 407 847-5189

**Farm Bureau Haines City** 203 S Dixie Dr Hn Ct..... 863 421-4545

**Fashion City** 816 E Vine St Kssm..... 407 932-0749

**Past Realty** 4102 Pleasant Hill Rd Kssm..... 407 933-2272

**Fastenal** 2520 Michigan Ave Kssm..... 407 932-2421

**Fastenal Company** 2520 Michigan Ave Kssm..... 407 343-4337

**Fastsigns #175401**  
407 978-6638  
407 892-4400

**Fat Boy's Bar-B-Q** 2912 13th St St Cd..... 407 847-7098

**Fazzoli's Italian Food Fast** 2703 W Vine St Kssm..... 407 931-1388

**Fecaro Inc** 3501 W Vine St Kssm..... 407 933-2929

**FedEx** 1751 Hotel Plaza Blvd Ord..... 407 560-8366

**FedEx Office**  
3295 Greenwald N Way Kssm..... 407 933-6760  
4350 W Vine St Kssm..... 407 396-2923

**Feld Body Shop** 907 Garden St Kssm..... 407 847-3623

**Fellowship Community Florida Central**  
1100 Cobblestone Cir Kssm..... 407 994-1759

**Feltrim Development Na Inc**  
116 Polo Park East Blvd Ste B Dvpt..... 863 424-1400  
Femine 3831 W Vine St Kssm..... 407 943-7396

**Fercho Auto Repair** 1416 Ridge St Kssm..... 407 933-6882

**Ferrara R P Mechanical Services Inc**  
1234 S John Young Pkwy Kssm..... 407 827-6130

**Fiesta Key Owners Association**  
1101 South Beach Cir Kssm..... 407 343-9020

**Fifth Gear Auto Group Inc** 240 W Carroll St Kssm..... 407 201-7920

**Fifth Third Bank**  
2280 Boggy Creek Rd Kssm..... 407 348-2059  
2280 Boggy Creek Rd Kssm..... 407 348-2014  
3801 Pleasant Hill Rd Kssm..... 321 697-5800  
3801 Pleasant Hill Rd Kssm..... 407 847-7612

**#56506 Subway**  
4877 E Irlo Bronson Memorial Hwy St Cd..... 321 766-6870

**Fighting Tigers American Karate School**  
1144 E Donegan Ave Kssm..... 407 847-7254

**Filart Esdeas Amarga MD PA**  
1320 N Main St Kssm..... 407 846-6669

**Filthy Rich**  
407 507-2633  
407 566-2181

**Fine Homes** 800 Celebration Ave Kssm..... 407 846-7778

**FineLine Furnishings** 1751 Business Center Ln Kssm..... 407 935-1259

**Finetech Locksmith** 2901 Parkway Blvd Kssm..... 321 677-3122

**Finishing Touch** 1129 Pennsylvania Ave St Cd..... 407 957-9771

**Finkler Neil J MD** 500 E Rollins St Ord..... 800 531-0087

**Fire**  
Emergency  
Osceola County..... 911  
Non-Emergency  
Kissimmee Fire Department  
Forest Fires  
Osceola County..... 407 846-5206

**Fire Golf Maintenance**  
3300 Serravallo Blvd Kssm..... 407 477-7872  
3200 Serravallo Blvd Kssm..... 407 396-0538

**Fire Water**  
1018 Pennsylvania Ave St Cd..... 407 891-7202  
1018 Pennsylvania Ave St Cd..... 407 891-2255

**Firehouse Subs**  
4534 13th St St Cd..... 407 957-2467  
1305 Vine St Kssm..... 407 518-7827  
4534 13th St St Cd..... 407 957-2407

**Firehouse Subs Lake Buena Vista**  
12515 State Road 535 Ste 515 Ord..... 321 395-4898

**First American Real Estate**  
233 N John Young Pkwy Kssm..... 407 350-5931

**First American Title** 150 W Oak St Kssm..... 407 870-5546

**First American Title Insurance Company**  
Kissimmee Area  
260 W Oak St..... 407 932-0283

Metro West Area  
1768 Park Center Dr..... 407 293-4343  
11 N Summerlin Ave..... 407 423-5981

**1st Attraction Tickets LLC**  
5509 W Irlo Bronson Mem Hwy Kssm..... 407 997-0114

**First Bank Mortgage** 215 Celebration Pl Cbr..... 321 559-1175

**First Baptist Church Of Kissimmee**  
Youth Building 1700 N John Young Pkwy Kssm..... 407 846-3900

**First Baptist Church Of St Cloud**  
1717 13th St St Cd..... 407 892-7125

**First Baptist Poinciana** 601 Walnut St Kssm..... 863 427-0075

**First Bk On Indian town**  
100 Park Place Blvd Kssm..... 407 518-4947  
2590 Boggy Creek Rd Kssm..... 407 962-0297

**First Choice Pediatrics** 3274 Greenwald Way Kssm..... 407 201-8400

**1st Choice Visiting Nurses**  
407 935-9013

**First Christian Church** 415 N Main St Kssm..... 407 847-2543

**First Christian Hispanic Church**  
1615 Clay St Kssm..... 407 343-0648

**First Church Of The Nazarene**  
1550 Mill Slough Rd Kssm..... 407 847-5510

**First Continental Corp** 2758 N Poinciana Blvd Kssm..... 407 239-6402

**First Continental Mortgage Litigation**  
952 E Osceola Pkwy Kssm..... 407 343-7407

**First Data** 3831 Siskin Dr Kssm..... 321 682-5384

**First Financial Management Services Inc**  
3501 W Vine St Kssm..... 407 978-6886

**1st Financial Services** 2009 W Vine St Kssm..... 407 932-1801

**First Guardian Homes LLC**  
2601 Emerald Lake Ct Kssm..... 407 483-7820

**First Health Chiropractic** 709 W Vine St Kssm..... 407 846-2225

**First International RE** 2546 N John Young Pkwy Kssm..... 407 932-3400

**First International Title** 1155 Miranda Ln Kssm..... 407 350-3992

**First National Bank Of Osceola**  
920 N John Young Pkwy..... 407 847-0067

**First Presbyterian Church** 15 Church St Kssm..... 407 847-2807

**First Security Self Storage**  
2323 Holly Hill Tank Dr Dvpt..... 863 424-3031

**First State Development** Kissimmee..... 407 396-1119

**First Trading Co** 1410 Vine St Kssm..... 407 932-3826

**First Trading Co Inc** 1308 Vine St Kssm..... 407 932-4437

**First Trading Company Inc**  
1308 W Vine St Kssm..... 407 932-4436  
1410 E Vine St Kssm..... 407 932-3824

**First United Church Of Jesus Christ Apostlic**  
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**First United Pentecostal Church**  
1537 Mill Slough Rd Kssm..... 407 847-9141

**Firstservice Residential Florida Inc**  
3197 Feltrim Pl Kssm..... 407 390-0064  
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**Fis Outdoor** 2792 Michigan Ave Kssm..... 407 518-1557

**Fischer Robert DDS** 595 Oak Commons Blvd Kssm..... 407 931-3733

**Fitness Mart** 3831 W Vine St Kssm..... 407 870-0800

**Fitness Solutions For Women Inc**  
3269 S John Young Pkwy Kssm..... 407 847-3488

**Fitzgibbons & Pfister** 215 Celebration Pl Cbr..... 321 559-1225

**Five Below**  
630 Centerville Blvd Kssm..... 407 846-1355  
3229 Rolling Oaks Blvd Kssm..... 407 239-1861

**5 Points Furniture And Auction**  
1125 New York Ave St Cd..... 407 891-9882

**5 Star Paralegal Services**  
1130 E Donegan Ave Kssm..... 407 944-4144

**5 Star Pet Grooming**  
1537 E Irlo Bronson Memorial Hwy St Cd..... 407 593-6911

**Five Star Pizza** 3354 Orange Blossom Trail Kssm..... 407 944-1555

**Five Star Taxi**  
407 397-0026

**FIVE STAR TRACTOR & EQUIPMENT**  
1750 E Irlo Bronson Mem Hwy  
Kssmme..... 407 847-8895

**Five Star Tractor And Equipment Inc**  
1750 E Irlo Bronson Memorial Hwy Kssm..... 407 343-4254

**Five Star Villas Inc** 7809 Pamela Ct Kssm..... 407 465-0418

**535 Liquor Store** 3269 Vineland Rd Kssm..... 407 396-4411

**FJ Florida Property Services** 231 Lasso Dr Kssm..... 407 465-0449

**FJ Sun Club LLC DBA** 1701 N Central Ave Kssm..... 407 846-6888

**Flamingo Inn**  
801 E Vine St Kssm..... 407 846-1935  
801 E Vine St Kssm..... 407 846-7378

**Flamingo Kitchen Corporation**  
1901 S Poinciana Blvd Kssm..... 407 978-6148

**Flamingo Properties Inc**  
601 Sunridge Woods Blvd Dvpt..... 863 420-9152

**Flamingo Water Park Resort**  
2261 E Irlo Bronson Mem Hwy Kssm..... 407 846-2221

**Flastay** 2914 Vineland Rd Kssm..... 321 677-0175

**Flea Dollar** 4301 W Vine St Kssm..... 407 396-2260

**Flinkenbinder Timothy L PA**  
200 E Monument Ave Kssm..... 407 483-1633

**Flippers Pizzeria** 1225 State Road 535 Ord..... 407 938-9633

**Florida Injury Kissimmee**  
1040 E Osceola Pkwy Kssm..... 321 219-1000

**Floors And Tiles** 2750 Michigan Ave Kssm..... 407 846-4443

**Flora Express** 4340 Kissimmee Park Rd St Cd..... 407 892-5155

**Flora Ridge Condo Association Gate**  
407 343-4302

**Flora Ridge Condominiums**  
3000 Whitestone Cir Kssm..... 407 344-1300

**Flora Ridge Condos**  
407 705-2861

**Floral Ridge Condo Assoc**  
3025 Greystone Loop Kssm..... 407 870-0706

**3001 Greystone Loop Kssm**  
407 870-0404

**Floraland Nurseries LLC** 5610 Holopaw Ave St Cd..... 407 892-7400

**Flores Bouquet & More** 2625 Simpson Rd Kssm..... 321 697-0200

**Flores Dionisio C MD FACS**  
2400 N Orange Blossom Trl Kssm..... 407 944-9888

**Florida Adventure** 1918 13th St St Cd..... 407 892-8690

**Florida All Star Insurance**  
105 Buenaventura Blvd Kssm..... 407 344-2884

**Florida Armature Works Inc** 2460 Smith St Kssm..... 407 846-1745

**Florida Arthritis & Rheumatism**  
1400 W Oak St Kssm..... 407 343-5558

**Florida Bank Of Commerce** 1125 E Oak St Kssm..... 407 870-8318

**Florida Blood Services** 39861 Highway 27 Dvpt..... 863 421-2449

**Florida Builders LLC** Kissimmee 34747..... 407 396-9205

**Florida Camp Inn** 1000 Main St Dvpt..... 863 424-2494

**Florida Cardiology** Kissimmee 34741..... 407 931-0070

**Florida Cardiology PA** 2239 North Blvd Dvpt..... 863 419-1418

**Florida Cattleman's Association**  
800 Shakerag Rd Kssm..... 407 846-6221

**Florida Christian College** 1011 Bill Beck Blvd Kssm..... 407 847-8966

**Florida Cliffhanger Service** Kissimmee..... 407 239-0811

**Florida Commercial Care Inc** Kissimmee 34741..... 407 933-0249

**Florida Cruise Bureau** 3501 W Vine St Kssm..... 407 569-4444

**Florida Decorating Centers Inc** 200 13th St St Cd..... 407 892-7997

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**Florida Designer Wood** 2840 Michigan Ave Kssm..... 407 933-0702

**Florida Diamond Properties Inc**  
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3 S John Young Pkwy Ste 5 Kssm..... 407 847-7117

**Florida Discount Travel**  
7770 W Irlo Bronson Mem Hwy Kssm..... 407 997-4380

**Florida Ear Nose Throat & Facial Plastic**  
407 944-3340

**Florida Electrical Service AN**  
710 Durango Loop St Dvpt..... 863 420-6200

**Florida Ent**  
1162 Cypress Glen Cir Kssm..... 407 279-4273  
1162 Cypress Glen Cir Kssm..... 407 343-9006

**Florida ENT Adult & Pediatrics**  
721 W Oak St Kssm..... 407 343-9006

**Florida Family Medicine** 2120 Michigan Ave Kssm..... 407 483-8946

**Florida Gas Transmission** 110 Lakewood Dr Kssm..... 407 870-7774

**Florida Group Inc** 446 Prestwick Dr Dvpt..... 863 420-2840

**Florida High Speed Internet Inc**  
407 344-0500

**Florida Homeowners Direct**  
970 Golden Bear Dr Reunion..... 863 424-2101

**Florida Homes Intl Inc** 45669 Highway 27 Dvpt..... 863 420-3377

**Florida Hospital**  
Centra Care Corporate Offices  
Florida Hospital HealthCare System  
Home Care Services..... 407 691-5454

**Central Intake**  
407 691-8202

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407 933-6681

**Physical Therapy** 201 Hilda St Kssm..... 407 933-6684

**Private Division**  
407 691-8206

**Respiratory Care**  
407 691-8250

**Florida Hospital-Kissimmee**  
2450 North Orange Blossom Trl  
Emergency Department..... 407 846-4343  
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Health Information Management..... 407 933-6618  
Laboratory..... 407 933-6675  
Marketing-Public Relations..... 407 933-6626  
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Radiology..... 407 933-6690  
Rehabilitation Sports Medicine and Wellness Center  
201 Hilda St Kssm..... 407 933-6684

**All Other Departments**  
407 846-4343

**Florida Hospital Central Care**  
407 397-7041

**Florida Hospital Physical Therapy**  
201 Hilda St Kssm..... 407 933-6684

**Florida Infectious Disease Group**  
102 Park Place Blvd Kssm..... 407 944-4900

**Florida Injury Kissimmee LLC**  
1040 E Osceola Pkwy Kssm..... 321 219-1005

**Florida Injury & Rehabilitation Center**  
1040 E Osceola Pkwy Kssm..... 321 219-0780

**Florida Jobs & Benefits Center**  
58 E Main St..... 407 884-2042  
1597 N John Young Pkwy Kssm..... 407 846-5255

**Florida Leisure Inc** 3501 W Vine St Kssm..... 407 870-1600

**Florida Lung Asthma And Sleep Specialist**  
4553 Pleasant Hill Rd Kssm..... 407 483-8965

**Florida Medical Hearing Centers**  
1310 N Main St Kssm..... 407 978-6641

**Florida Medical And Injury Center**  
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**Florida Metal Trading Inc** 3363 W Vine St Kssm..... 407 935-0371

**Florida Metropolitan University**  
Orlando College-South  
2411 Sand Lake Rd..... 407 851-2525

**Florida Optical Enterprise Inc**  
1011 W Vine St Kssm..... 407 343-0567

**Florida Palms Owners Association**  
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**Florida Patio Furniture** 2337 Clay St Kssm..... 407 483-7922

**FLORIDA PEST CONTROL**  
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**Florida Pines Realty Inc** 3207 13th St St Cd..... 407 892-0040

**Florida Plaza Liquors**  
5730 W Irlo Bronson Memorial Hwy Kssm..... 407 507-3821

**Florida Property Sales Inc** 1633 E Vine St Kssm..... 407 348-9811

**Florida Realty Marketplace**  
2850 Deer Creek Commerce Ln Dvpt..... 863 420-8118

**Florida Referral Network** 3150 Vineland Rd Kssm..... 407 396-9010

**Florida Relay Service**  
TDD ASCII Callers..... 800 955-1339  
TDD Baudot Callers..... 800 955-8771  
Voice Callers..... 800 955-8771

**Florida Rentals Unlimited** 1212 Dyer Blvd Kssm..... 407 518-7510

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# repair & maintenance

## Telephone Network Interface

### Inside Wire

Inside wire includes the telephone wire within your home or business and the wire that runs around the outside of your home or business to the point where it connects to the telephone company line.

### Maintaining the inside wire and jacks at your home or business

Federal deregulation of inside wire and jacks requires customers to assume responsibility for the maintenance and repair of all wiring and jacks inside their homes or businesses.

### As a customer you have these options:

- Sign up for a repair maintenance program with your telephone company
- Hire your telephone company to make repairs on a time and material basis
- Hire an independent contractor to make repairs
- Make all repairs yourself

### Before you call repair service, we recommend that you do two things:

1. Check all the telephones in your home to determine if the same problem exists on all telephones. If the trouble is not in all of the telephones, then there is most likely a problem with a single telephone and/or jack.
2. If the problem still exists in all of the telephones, you need to determine if the trouble is in your inside wire and/or your jacks. You can do this by making a check from the Telephone Network Interface Device located at your premises. This device is where the inside wire connects to the telephone company's lines.

### The Telephone Company Does Not Repair Telephones Owned By The Customer.

If the trouble is found in the inside wiring or jacks and the customer subscribes to a maintenance program, the telephone company will make repairs at no charge. If the customer is not a maintenance program subscriber, the trouble location charge will apply. The telephone company will repair the trouble at the subscribers request and will charge the customer on a time and materials basis for the repair work.

### Providing & Maintaining Your Own Inside Wire-Residence & Simple/Single Line Business

Every customer has the option of installing his own inside wire or having the installation completed by the telephone company or a contractor.

In compliance with FCC rulings, effective January 1, 1987, inside wire was deregulated. This means that you, the customer, are responsible for maintenance of the telephone wiring and jacks inside your home or business, or you may subscribe to a maintenance program. Customers who elect to maintain their own inside wire will be charged on a time and material basis for any repair work done by their telephone company. The following are the types of vendors who sell inside wire and jacks:

- Local hardware stores
- National chain hardware stores
- National chain discount stores
- National chain specialty electronic stores
- Cellular and Mobile telephone equipment suppliers
- Electrical contractors

### Providing Your Own Equipment

Under the Federal Communications Commission's registration program, you may supply your own telephone or other terminal equipment and connect it directly to the nationwide telephone network. The equipment must be approved by the FCC. You are responsible for its proper connection, maintenance and repair.

To assure that our customers are provided good service in our high growth territory and have access to the latest in Network Features, it is necessary that the telephone company replace older central office equipment with new modern state-of-the-art equipment on a programmed basis. When these changes are made, some customer-owned equipment may not function properly. In instances when the customer-owned equipment does not function properly, it is the customer's responsibility to replace his equipment at his expense.

Customers who provide their own terminal equipment shall be responsible for paying any applicable charges for visits by the telephone company to the customer's premises where a service difficulty or trouble results from the customer's equipment. The customer's equipment will not be repaired.

**For additional information on maintenance and repair of inside wire and customer equipment see "Electric Contractors" in the Yellow Pages.**

# general information

## Florida Relay - Telecommunication Services for Deaf, Hard of Hearing and Speech Disabled Individuals

**Floridians who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired are discovering telephone independence and are able to make their own phone calls and receive phone calls whenever they want.**

Florida Telecommunications Relay, Inc. (FTRI) Equipment Distribution Program provides specialized telecommunications equipment, at no charge, to qualifying residents of Florida.

- Volume Control Telephone for the Hearing Impaired
- Volume Control Telephone for the Speech Impaired
- Voice Carry-Over Telephone (VCO)
- Text Telephone
- Voice Carry-Over/Hearing Carry-Over/Text Telephone

- In-Line Amplifier
- Plus, Ring Signaling Devices

For equipment, call FTRI at 1-800-222-3448 (Voice) • 1-888-447-5620 (TTY) [www.ftri.org](http://www.ftri.org)

Thousands of Floridians use Florida Relay every day to make personal and business phone calls. The relay allows people who use specialized telephone equipment to communicate with people who use standard telephones. Florida Relay offers user-friendly features:

- Relay Operators available 24 hours a day, 365 days a year
- No restrictions on the number or length of calls placed
- No charge for local phone calls
- Translation services for English from American Sign Language (ASL)-based text, Spanish, and French Creole

Toll-Free Access Numbers Dial 711 to use the relay anywhere, or continue using:

- 1-800-955-8771 (TTY)
- 1-877-955-8260 (VCO)
- 1-800-955-8770 (Voice)
- 1-800-955-1339 (ASCI)
- 1-877-955-5334 (STS)
- 1-877-955-8773 (Spanish)
- 1-877-955-8707 (French Creole)
- Available from 8 a.m.-2 a.m. EST/7 days
- 1-900-230-6868 (900 Services)

**Customer Service Numbers (TTY/Voice)**  
 1-800-682-8706 (English-Voice)  
 1-800-682-8786 (TTY)  
 1-800-855-2886 (Spanish-Voice/TTY)

**For printed materials and outreach presentations for FTRI Equipment and Florida Relay, call FTRI at 1-800-222-3448.**

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# Marco Island

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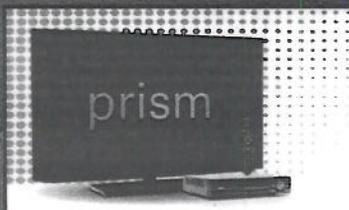
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7700 Tamiami Trail N	596-7220
3607 Tamiami Trl N	262-1918
694 Goodlette Rd N	263-2767
2930 Immokalee Rd	592-5842
3545 Pine Ridge Rd	596-5104
12980 Tamiami Trl N	597-7402
Ehlen Construction 790 Bald Eagle Dr Mois	393-0075
1883 Olde Marco Inn LLC 160 Palm St Mois	394-0936
1883 Olde Marco Inn LLC 140 Palm St Mois	394-1715
Eli Contracting 601 W Elkcam Cir Mois	394-1640
Elite Nails And Spa 1089 N Collier Blvd Mois	389-4343
Elizabeth Gilroy 816 Hideaway Cir Mois	642-8820
Empire Bagel Factory 277 N Collier Blvd Mois	642-4141
Empire Painting Company	394-0686
Especially For Women	
3890 SW Health Pkwy Naps	592-1388
960 N Collier Blvd	642-3067
Everglades Wonder Gardens 27180 Old 41 Rd Bnsp	992-2591
Everything But Water-Marco Town Center Mall	
1089 N Collier Blvd Mois	642-9171
Executive Auto Repair Of Marco 855 Bald Eagle Dr Mois	394-4304
Executive Services	394-6336
Extreme Cleaning LLC	389-4456

**F**

<b>F A I Electronics</b> 95 N Barfield Dr Mois	393-2613
<b>F C Hotel Ltd</b>	
Marco Beach Ocean Resort	
Reservations & Information	
Sale e Pepe	
480 S Collier Blvd Marco Island	393-1600
FCI Homes 1164 Winterberry Dr Mois	970-2730
FCI Homes Inc 783 N Barfield Dr Mois	389-8973
Floam Fishing Charters www.fishingnaples.com Gld	389-1500
Felix Marine 800 E Elkcam Cir Mois	642-4550
Ferguson Patricia A CPA 870 Bald Eagle Dr Mois	642-8600
Fetheroff O'Neill Home Builders 324 Nassau Ct Mois	394-2341
Fiddler's Creek	
www.fiddlerscreek.com	
8152 Fiddler's Creek Parkway Naples 34114	
The Club & Spa	732-3000
Caxambas Restaurant	732-3000
Golf Pro Shop	732-3030
<b>Fifth Ave Title And Esrow</b> 678 Bald Eagle Dr Mois	970-5383
<b>5th Avenue Coffee Co</b> 740 N Collier Blvd Mois	970-0054
<b>File Stor</b> 4075 Edison Ave Pkwy	418-0676
<b>Floam Of Marco</b> 890 S Collier Blvd Mois	394-8855
Fire Emergencies Only	911
<b>Fire Pro LLC</b>	389-5503
<b>First Baptist Church of Marco Island</b>	
1450 Winterberry Dr Mois	394-1646
<b>First Call Restoration</b> 4305 Exchange Ave Naples	394-6777
<b>First Class Air Conditioning</b>	643-0076
<b>First Fidelity Title</b> 953 N Collier Blvd	642-7010
<b>First National Bank Of The Gulf</b> 688 Bald Eagle Dr Mois	642-3880
<b>First Title &amp; Abstract Inc</b> 606 Bald Eagle Dr Mois	394-1199
<b>Fishing Hotline</b> Marco River Marina Mois	642-8888
<b>579 Holdings</b> 579 E Elkcam Cir Mois	394-0728
<b>520 Collier LLC</b> 520 S Collier Mois	642-3642
<b>Fleming Logistic Inc</b> 1570 Dooxse Ter Mois	393-2220
<b>Flood's</b>	272-3126
<b>Florida Bay Builders</b> 277 N Collier Blvd Mois	642-5300
<b>Florida Communication Consultants</b> 690 Wren St Mois	394-0276
<b>Florida Facial Pain Center</b> 950 N Collier Blvd Mois	389-9400
<b>Florida Home Loanz</b> 547 E Elkcam Cir Mois	394-2102
<b>Florida Relay Service</b>	
TDD ASCTT Callers	800 955-1339
TDD Saoudt Callers	800 955-8771
Voice Callers	800 955-8770

**Florida State Of** — see Government Pages

<b>Florida Choice Dentistry</b> 40 S Heathwood Dr Mois	394-4906
<b>Forestry Resources Landscape Supply</b>	
3927 Domestic Ave Naps	434-7736
<b>Forrest Court LLC</b> 841 Arcadia Ct Mois	970-0108
<b>Forsythe Insurance Services</b> 995 N Collier Blvd Mois	393-4100
<b>Foxy Nails And Spa</b> 291 S Collier Blvd Mois	394-4005
<b>Frank Bernacke Merchant Services</b> 140 Seaview Ct Mois	397-6071
<b>Frank J Bonini Jr</b> 950 N Collier Blvd Mois	389-8800
<b>Frazee Inc</b> 491 S Collier Blvd Mois	394-0880
<b>Frazee Inc</b> 400 S Collier Blvd Mois	394-1361
<b>Frazee Inc</b> 291 S Collier Blvd Mois	394-0094
<b>Freddy's Denture Lab</b> 19 Bald Eagle Dr Mois	394-2025
<b>Freyl &amp; Son Homes</b> 861 N Barfield Dr Mois	394-1965

**G**

<b>G3 Boats</b> 706 E Elkcam Cir Mois	394-4241
<b>G And L Drapery Upholstry</b> 287 N Collier Blvd Mois	970-2925
<b>GNC</b> 167 Barfield Dr Mois	642-3336
<b>GNWH Marketing Group LLC</b>	389-9449
<b>Garcia Silvia MD PA</b> 40 Heathwood Dr S Mois	393-0533
<b>Garrison Brent DVM</b> 1842 San Marco Rd Mois	394-2535
<b>Gastroenterology Group Of Naples</b>	
Colonial Square 1064 Goodlette Rd N Naps	649-1186
<b>Gastroenterology Group Of Naples</b>	
Colonial Square 1064 Goodlette Rd N Naps	649-1186
19 Bald Eagle Dr	389-0684
<b>Gauta Joseph MD</b>	
3890 SW Health Pkwy	592-1388
960 N Collier Blvd Marco Island	642-3067
<b>GEICO Insurance</b> 24-Hour Sales-Service-Claims	800 841-3000
<b>General Nutrition Centers</b>	
5014 Airport Pulling Rd Naps	261-5103
23191 Fashion Dr Estr	390-7789
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Coastland Mall	
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<b>Genes 5th Ave Flourist</b> 1089 N Collier Blvd Mois	642-0300
<b>George Garcia</b> 601 E Elkcam Cir Mois	970-2875
<b>George Rethati</b> 224 Stillwater Ct Mois	642-6464
<b>George's &amp; The Shoe Resort</b> 1089 Collier Blvd N Mois	394-2621
<b>Gilles &amp; Sons</b> 1064 Gayer Way Mois	389-2594

<b>Gino's Olde Marco Trattoria</b> 1095 Bald Eagle Dr Mois	389-4368
<b>Glass Of Marco</b> 939 Chalmers Dr Mois	642-6200
<b>Glennhaven Mgt Co Inc</b> 950 N Collier Blvd Mois	970-5245
<b>Global Computer Services Inc</b> 601 Elkcam Cir E Mois	389-9140
<b>Golden Gate Jewelers of Marco</b> 133 S Barfield Dr Mois	259-8937

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<b>Goodyear Car Care of Collier</b> 6220 Collier Blvd	793-7117
<b>Goodyear Collier Goodyear Car Care</b> 806 111th Ave N Naps	594-1010
<b>Goodyear Collier Goodyear Car Care</b>	
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<b>Greater Marco YMCA</b> 101 Sand Hill St Mois	394-9622
<b>Green Pro Landscaping &amp; Property Management</b>	
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<b>Greenscapes</b>	643-4471
<b>Greg Lasch Plastering Inc</b>	992-6822
<b>Greg Thomas Insurance Agency Inc</b> Naps	566-9999
<b>Greg Thomas Insurance Agency Inc</b> 3401 Bonita Beach Rd Bnsp	992-6822
<b>Greg Thomas Insurance Agency Inc</b> 1222 SE 47th St Cpcr	598-9955
<b>Greg Thomas Insurance Agency Inc</b> 950 N Collier Blvd Ste 205 Mois	642-5560
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8156 Fiddler's Creek Pkwy	732-9400
<b>Gulf Bay Construction Company</b>	
Pelican Bay High Rise Division	
6865 Grenadier Blvd	596-1747
<b>Gulf Bay Marketing Group Inc</b>	
Pelican Bay High Rise Sales Office	
6869 Pelican Bay Blvd	598-9900
<b>Fiddler's Creek Sales Center</b>	
The Club & Spa	732-3000
Caxambas Restaurant	732-3000
Golf Pro Shop	732-3030
<b>Gulf Bay Group of Companies</b>	
Corporate Office	
8156 Fiddler's Creek Pkwy	732-9400
<b>Gulf Bay Construction Company</b>	
Pelican Bay High Rise Division	
6865 Grenadier Blvd	596-1747
<b>Fiddler's Creek Sales Center</b>	
The Club & Spa	732-3000
Caxambas Restaurant	732-3000
Golf Pro Shop	732-3030
Marco Beach Ocean Resort	
Sale e Pepe Fine Italian Cuisine	393-1600
Toulouse Lounge	393-1610
<b>Gulf Coast Insurance</b>	
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27831 S Tamiami Trl Bnsp	992-4560
<b>Gulf Coast Roofing Co Inc</b>	
2101 J & C Blvd Naps	597-9007
Marco Island	394-6656
<b>Gulf Hearing Aid Center</b> 380 Tamiami Trl N Naps	262-2288
<b>Gulf Island Lock &amp; Safe</b> 1 Front St Mois	642-3222
<b>Gulf Mechanical Contractors LLC</b> 651 S Collier Blvd Mois	394-2964
<b>Gulfcoast Orthopaedic Specialists</b>	
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<b>Gulfview Club Of Marco</b> 58 N Collier Blvd Mois	394-0030
<b>Gulfview Club Of Marco</b> 58 N Collier Blvd Mois	394-0058
<b>Gutierrez William P DC</b> 1110 Collier Blvd N Mois	642-0076
<b>Guzzo Electric</b> 799 E Elkcam Cir Mois	642-6625

<b>H2O Services</b> 997 N Collier Blvd Mois	389-9277
<b>H&amp;R Block</b> 935 N Collier Blvd Mois	394-5058
<b>Habitat Condominium Association</b> 828 Hideaway Cir Mois	394-2459
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<b>Happy Nail</b> 916 N Collier Blvd Mois	642-6828
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<b>Harbor Goldsmith</b> The 680 Bald Eagle Dr Mois	394-2765
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<b>Healthcare Network Of Southwest Florida</b>	
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1454 Madison Ave Imkl 34142	657-3663
1755 Heritage Trl Naps 34112	775-2220
1265 Creekside Pkwy Naps 34108	591-1755
1749 Heritage Trl Naps 34112	774-1850
1755 Heritage Trl Naps 34112	353-4101
1502 Lake Trafford Rd Imkl 34142	657-6363
40 Heathwood Dr Mois 34145	394-0693
1284 Creekside St Naps 34108	596-3133
3425 10th St Naps 34103	658-3700
1454 Madison Ave Imkl 34142	658-3000
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<b>Hermann Schulze DDS</b> 606 Bald Eagle Dr Mois	394-1004
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Worldwide Reservations	800 654-3131
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<b>Hideaway Beach Association</b>	
Beach Club 250 South Beach Dr Mois	394-5555

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<b>Hilton Marco Island Beach Resort</b> 560 S Collier Blvd Mois	394-5000
<b>Hodges-Josberger Funeral Home</b> 577 E Elkcam Cir Mois	394-7573
<b>Holiday Homes Of Marco Island</b> 950 Collier Blvd N Mois	389-9940
<b>Home Fashion Upholstry</b> 5350 Shirley St Naps	597-7783
<b>Home-Tech Service Inc</b>	
Naples Area Customers	597-1601
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<b>April 2017</b> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	<b>May 2017</b> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	<b>June 2017</b> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	<b>July 2017</b> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
<b>August 2017</b> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	<b>September 2017</b> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	<b>October 2017</b> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	<b>November 2017</b> S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

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# repair & maintenance

## Telephone Network Interface

### Inside Wire

Inside wire includes the telephone wire within your home or business and the wire that runs around the outside of your home or business to the point where it connects to the telephone company line.

### Maintaining the inside wire and jacks at your home or business

Federal deregulation of inside wire and jacks requires customers to assume responsibility for the maintenance and repair of all wiring and jacks inside their homes or businesses.

### As a customer you have these options:

- Sign up for a repair maintenance program with your telephone company.
- Hire your telephone company to make repairs on a time and material basis.
- Hire an independent contractor to make repairs.
- Make all repairs yourself.

Before you call repair service, we recommend that you do two things:

1. Check all the telephones in your home to determine if the same problem exists on all telephones. If the trouble is not in all of the telephones, then there is most likely a problem with a single telephone and/or jack.
2. If the problem still exists in all of the telephones, you need to determine if the trouble is in your inside wire and/or your jacks. You can do this by making a check from the Telephone Network Interface Device located at your premises. This device is where the inside wire connects to the telephone company's lines.

## The Telephone Company Does Not Repair Telephones Owned By The Customer.

If the trouble is found in the inside wiring or jacks and the customer subscribes to a maintenance program, the telephone company will make repairs at no charge. If the customer is not a maintenance program subscriber, the trouble location charge will apply. The telephone company will repair the trouble at the subscribers request and will charge the customer on a time and materials basis for the repair work.

## Providing & Maintaining Your Own Inside Wire-Residence & Simple/Single Line Business

Every customer has the option of installing his own inside wire or having the installation completed by the telephone company or a contractor.

In compliance with FCC rulings, effective January 1, 1987, inside wire was deregulated. This means that you, the customer, are responsible for maintenance of the telephone wiring and jacks inside your home or business, or you may subscribe to a maintenance program. Customers who elect to maintain their own inside wire will be charged on a time and material basis for any repair work done by their telephone company. The following are the types of vendors who sell inside wire and jacks:

- Local hardware stores
- National chain hardware stores
- National chain discount stores
- National chain specialty electronic stores
- Cellular and Mobile telephone equipment suppliers
- Electrical contractors

## Providing Your Own Equipment

Under the Federal Communications Commission's registration program, you may supply your own telephone or other terminal equipment and connect it directly to the nationwide telephone network. The equipment must be approved by the FCC. You are responsible for its proper connection, maintenance and repair.

To assure that our customers are provided good service in our high growth territory and have access to the latest in Network Features, it is necessary that the telephone company replace older central office equipment with new modern state-of-the-art equipment on a programmed basis. When these changes are made, some customer-owned equipment may not function properly. In instances when the customer-owned equipment does not function properly, it is the customer's responsibility to replace his equipment at his expense.

Customers who provide their own terminal equipment shall be responsible for paying any applicable charges for visits by the telephone company to the customer's premises where a service difficulty or trouble results from the customer's equipment. The customer's equipment will not be repaired.

For additional information on maintenance and repair of inside wire and customer equipment see "Electric Contractors" in the Yellow Pages.

# general information

## Florida Relay - Telecommunication Services for Deaf, Hard of Hearing and Speech Disabled Individuals



Floridians who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired are discovering telephone independence and are able to make their own phone calls and receive phone calls whenever they want.

Florida Telecommunications Relay, Inc. (FTRI) Equipment Distribution Program provides specialized telecommunications equipment, at no charge, to qualifying residents of Florida.

- Volume Control Telephone for the Hearing Impaired
- Volume Control Telephone for the Speech Impaired
- Voice Carry-Over Telephone (VCO)
- Text Telephone
- Voice Carry-Over/Hearing Carry-Over/Text Telephone
- In-Line Amplifier
- Plus, Ring Signaling Devices

For equipment, call FTRI at 1-800-222-3448 (Voice) - 1-888-447-5620 (TTY) [www.ftri.org](http://www.ftri.org)

Thousands of Floridians use Florida Relay every day to make personal and business phone calls. The relay allows people who use specialized telephone equipment to communicate with people who use standard telephones. Florida Relay offers user-friendly features:

- Relay Operators available 24 hours a day, 365 days a year
- No restrictions on the number or length of calls placed
- No charge for local phone calls
- Translation services for English from America Sign Language (ASL)-based text, Spanish, and French Creole

Toll-Free Access Numbers Dial 711 to use the relay anywhere, or continue using:

- 1-800-955-8771 (TTY)
- 1-877-955-8260 (VCO)
- 1-800-955-8770 (Voice)
- 1-800-955-1339 (ASLII)
- 1-877-955-5334 (STS)

1-877-955-8773 (Spanish)  
1-877-955-8707 (French Creole)  
Available from 8 a.m.-2 a.m. EST/7 days  
1-900-230-6868 (900 Services)

Customer Service Numbers (TTY/Voice)  
1-800-682-8706 (English-Voice)  
1-800-682-8786 (TTY)  
1-800-855-2886 (Spanish-Voice/TTY)

For printed materials and outreach presentations for FTRI Equipment and Florida Relay, call FTRI at 1-800-222-3448.

## Lifeline Telephone Assistance Program

CenturyLink participates in a program to make residential telephone service more affordable to eligible low-income individuals and families. This program, established by the Florida Public Service Commission and in conjunction with the Federal Communications Commission, offers discounted basic local service to qualified customers. In addition, service deposits are generally waived for customers electing to place toll restriction on their lines. Monthly charges for toll restriction will be waived for customers requesting to have that restriction on their account.



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Issued January 2017

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## repair & maintenance

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- Text Telephone
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- In-Line Amplifier
- Plus, Ring Signaling Devices

For equipment, call FTRI at 1-800-222-3448 (Voice) • 1-888-447-5620 (TTY) [www.ftri.org](http://www.ftri.org)

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1-877-955-8260 (VCO)  
1-800-955-8770 (Voice)  
1-800-955-1339 (ASLII)  
1-877-955-5334 (STS)  
1-877-955-8773 (Spanish)  
1-877-955-8707 (French Creole)  
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1-800-855-2886 (Spanish-Voice/TTY)

For printed materials and outreach presentations for FTRI Equipment and Florida Relay, call FTRI at 1-800-222-3448.

## **Appendix E – Florida Relay Newsletters**

## Customer Care and Quality Assurance: “How Can I Help You?”

Customer satisfaction is a top priority at FTTRI. Last fall, a Customer Care line was launched to better serve clients requiring assistance for any equipment they have received through the program. The results so far are significant: sixty-five percent of all calls are resolved after troubleshooting the problem with the client. FTTRI clients with questions are encouraged to call the Customer Care line at 888-554-1151 or email at [customer care@ftri.org](mailto:customer care@ftri.org).

Solutions to common issues include:

- Make sure the dial switch for Tone and Pulse is set to Tone
- Fully charge a new cordless phone (12 hours)
- Use a filter (provided by FTTRI) to reduce static/feedback
- Make sure the AC power adapter is plugged in (for phones with AC power adapters.)



### Quality Assurance

In June, FTTRI launched a major expansion of the Quality Assurance program. New clients who provide an email address are sent a simple five question survey the day after they received their phone. Clients are asked about the experience and if they would like a follow up call from FTTRI to answer any questions. A second survey is sent 30 days after the equipment was received to ask if the phone amplification and clarity is suitable for the client's needs. Postcard surveys are still mailed to clients who do not provide an email address.

### We're pleased to share some of the positive survey comments received from our clients:

*“I was so impressed with your staff and organization. Thank you so much.”* – C.N., Pensacola

*“What a wonderful service you provide to us. Thank you very much.”* – D.S., Crystal River

*“I was so pleased with the staff and their help. I just want to say thank you for the professional and friendly help.”* – G.S., Jacksonville

*“The staff person distributing the phone did an excellent job of explaining features.”* – L.T., Orlando

### About The Florida Link

The Florida Link is FTTRI's newsletter, your source for news and information on your telephone equipment and the Florida Relay Service. This newsletter is posted to the website, [www.ftri.org](http://www.ftri.org).

FTTRI Customer Service: 1-888-554-1151 (Voice) or 1-888-447-5620 (TTY)



1820 E. Park Ave., Suite 101  
Tallahassee, FL 32301

# In case you haven't heard about us



*Florida Telecommunications Relay, Inc. (FTRI) is a statewide nonprofit 501(c) (3) organization that administers the Specialized Telecommunications Equipment Distribution Program for citizens of Florida who are Deaf, Hard of Hearing, Deaf/Blind and Speech Disabled. We're dedicated to administering the specialized equipment program, as well as educating and promoting the Florida Relay Service.*

*The Florida Legislature passed the Telecommunications Access System Act in 1991. The purpose of TASA is to provide basic telecommunications services for Hard of Hearing, Deaf, Deaf/Blind, and Speech Disabled individuals, in the most cost effective way possible.*

*TASA mandates that the FTRI equipment distribution program and the Florida Relay Service be funded by a monthly surcharge billed to all telephone customers (land lines) in the State of Florida. The specialized telephone equipment and ring signaling devices provided through this program are loaned to all qualified permanent Florida residents for as long as they need it, at no charge.*

## **Our Goal**

Having served just under a half million clients over the past 22 years, one would assume that just about every resident in Florida is aware of FTRI; unfortunately there is more work to be done. Approximately three million Floridians have hearing loss. If you know someone who has a hearing loss or speech disability, give them the gift of independence by sharing this newsletter. Our specialized phones make a difference in people's lives every day. If you already have an FTRI phone, help us help someone.....and, remember, there is no cost for your communication independence.

## **New Year, New Phones**

FTRI has kicked off the New Year with exciting news. Two new phones have been added to our distribution inventory to meet specific hearing and speech needs of Florida residents. The new equipment includes:

### **ClearSounds CSC500**

The CSC500 amplifies incoming sound up to 40 dB and is ideal for someone with mild to moderate hearing loss. This phone is line powered and does not require electricity.

## **Serene HD40S**

The HD40S is ideal for individuals that need more outgoing speech amplification. Incoming sound is amplified up to 18 dB. Outgoing speech is amplified up to 40 dB. Both phones feature bright visual ringers, large key pads and speed dial buttons with space to insert a picture. All FTRI phones are hearing aid compatible. Please note: current FTRI clients may only exchange an existing phone if it is not working properly or if hearing needs have changed. Current clients should contact Customer Care with any questions: 1-888-554-1151.

# AT&T Relay

## Florida's New Relay Provider

On June 1, 2012, AT&T began to fulfill its three-year contract to provide relay service in Florida. The Florida Relay Service is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Disabled. Through the Florida Relay Service, people who use specialized telephone equipment can communicate with people who use standard telephone equipment. To call Florida Relay, dial 7-1-1, or use the appropriate toll free numbers below:

- 1-800-955-8771 (TTY)
- 1-800-955-8770 (Voice)
- 1-800-955-1339 (ASCII)
- 1-877-955-8260 (Voice Carry-Over Direct)
- 1-877-955-5334 (Speech-to-Speech)
- 1-877-955-8773 (Spanish)

The service is available 24 hours a day, 365 days a year, with no limit on the number or length of calls. Anyone can make a Florida Relay call, simply by dialing the easy-to-remember nationwide access number: 7-1-1.

Relay users are encouraged to complete a Relay Customer Profile e-form to expedite calls. Once a profile is established, your calls are answered immediately by the Florida Relay Service in the language and modality specified in your profile. The form is available at <https://www.relaycall.com/Profile/login.cfm>. All information you provide is kept confidential. If you need help completing this e-form, please contact AT&T's National Customer Care Center at 800-682-8786 (TTY) or 800-682-8706 (Voice) or 888-288-2184 (Fax).

## What is the Florida Relay Service?

The Florida Relay Service is a free, statewide assisted telephone service that enables people with hearing or speech loss to communicate with standard telephone users through the use of an assistive device, such as text telephone (TTY), a telephone that is equipped with a keyboard and screen for typing and reading messages.



# Message from the Executive Director



As you read in the subsequent pages, you'll find both the Equipment Distribution Program (EDP) and Outreach program had a productive fiscal year 2011/2012. Here are a few highlights:

- 43,179 individuals were served with new, modify, exchange, return, or follow-up service throughout the state.
- 19,287 new clients received service.
- 23,892 existing clients received modify, exchange, return, or follow-up service.
- 38,477 pieces of specialized telecommunications equipment were distributed.
- Processed 19,464 customer service calls.
- Mailed 1,001 applications to individuals requesting them.
- Processed more than 147,790 EDP forms.
- 886 outreach activities were performed by FTRI and the Regional Distribution Centers (RDC) throughout Florida.
- Conducted 2,055 off-site telephone equipment distributions.
- We continued to collaborate with other organizations and/or state agencies for outreach activities.
- We continued to place a high priority on protecting the integrity of client information by making security enhancements to our processing system.

- We operated within budget requirements.
- We received high marks from the external auditors for the financial records and internal controls FTRI has in place.

These highlights are some of our accomplishments in fiscal year 2011/2012 that reflect the broad scope of the FTRI organization to provide quality services to the residents of Florida.

I sincerely believe that your equipment needs are consistently met by FTRI's friendly and passionate staff of representatives spanning the sunshine state. In fact, we're so confident that our clients are satisfied that they'll go so far as spreading the word to family members, friends, co-workers or even their next-door neighbor. Our overall goal is to provide special telephone and services to each Floridian with a hearing loss or speech disability. Together we can make a positive difference in someone's life by "Connecting People to People."

## Board of Directors

- Mike Griffis, President
- Harvey Spears, Vice President
- Cecil Bradley, Treasurer
- Stan Greer
- Becki Edmonston
- Tom McCabe
- Robert Kelly
- James Forstall, Executive Director
- Doc Horton, Legal Counsel

## Advertising in Local Newspapers

In addition to PSAs, FTRI advertises in newspapers throughout the state to further promote its services and telephones. FTRI firmly believes that it's important to keep its message in the forefront so that the more people that hear about our program, the more awareness is generated in the state. FTRI also relies on consumers to spread the word about how the telephone has benefited you and how it may also benefit other family members and friends. If you happen to see an FTRI advertisement and perhaps already received a telephone from FTRI, please relay the message to someone else so that they too can benefit from the program. The equipment provided through the program is loaned to all qualified permanent Florida residents for as long as they need it, at no charge. An application can be found on pages 9 and 10.



# Florida Relay Service PSA Campaign



*In Spring 2013, FTRI will launch a television PSA campaign for the Florida Relay Service. The Relay message will reach a wide and diverse audience of millions of television viewers statewide.*

## National Deaf Blind Equipment Distribution Program

Florida Telecommunications Relay, Inc. has been selected by the Federal Communications Commission to administer the National Deaf-Blind Equipment Distribution Program (NDBEDP) for the state of Florida. FTRI is one of 53 certified programs across the U.S. authorized to distribute specialized equipment to low-income individuals who are deaf-blind. The two-year pilot program launched July 1, 2012, the FCC may extend the pilot program for a third year.

The goal of the National Deaf-Blind Equipment Distribution Program is to ensure that every person with combined hearing and vision loss has access to modern telecommunication tools and the training necessary to use them, granting every individual the opportunity to interact with the world as an involved, contributing member of society. If you're interested in learning more about NDBEDP please go to <http://www.ftri.org/ndbedp> or email [ndbedp@ftri.org](mailto:ndbedp@ftri.org).



## Find Us on Facebook and Twitter

Are you on Facebook? As the largest free, social networking website with over 1 billion users, Facebook is ideal for generating awareness for organizations like FTRI. If you already have a Facebook account you can easily find us by searching for FTRI. If you do not have a Facebook account, you can quickly create one by going to our website [www.FTRI.org](http://www.FTRI.org) and click on the Facebook link on the bottom of the homepage. This will take you to our Facebook page and you can click on the "Sign-Up" link. The FTRI Facebook page includes a list of our statewide Regional Distribution Centers pictures of past events, and other valuable information. Facebook allows FTRI to expand its networking horizon by communicating its services and activities with millions of people in a cost effective way. Please visit Facebook and "like" FTRI today.

FTRI has officially gone live on Twitter! Just in case you haven't heard about it, Twitter is an online networking service that enables its users to send and read text-based messages of up to 140 characters, also known as "tweets." As of 2012, Twitter houses 500 million users, generating 340 million tweets daily. To create a twitter handle go to [www.Twitter.com](http://www.Twitter.com) and click the "sign-up" link. To follow FTRI click the search field on the top of the page and enter "FTRI\_Inc" and enjoy all of our interesting content. Where Facebook is used as a resource to locate regional distribution centers and view upcoming events, Twitter is generally used as a topical resource for our clients as well as a networking tool to connect our clients with other organizations that they may benefit from. Follow us today!

# FTRI Regional Distribution Centers

Below is a list of the statewide distribution centers. This list is also available online at [www.ftri.org/locations](http://www.ftri.org/locations). For added convenience, the website features a new “search by zip code” option.

AGENCY	VOICE NUMBER/TTY NUMBER
Center for Hearing and Communication (Fort Lauderdale)	954-601-1930
Deaf Service Center of Palm Beach County (West Palm Beach)	561-802-3353
Easter Seals/Deaf and Hard of Hearing Services (Daytona Beach)	386-944-7806
Independent Living Resource Center of NE Florida (Jacksonville)	904-399-8484
Center for Independent Living of Broward County (Fort Lauderdale)	954-722-6400
Center for Independent Living of South Florida (Miami)	305-751-8025
Citrus Hearing Impaired Program Services (Crystal River)	352-795-5000
Deaf and Hard of Hearing Services of Florida, Inc. (Port Richey)	727-853-1010
Community Center for the Deaf and Hard of Hearing of Manatee and Sarasota Counties (Sarasota)	941-366-0260
Center for Independent Living of North Central Florida (Gainesville)	352-378-7474
Deaf and Hard of Hearing Services of the Treasure Coast (Jensen Beach)	772-334-2233
Deaf Service Center of SW Florida (Fort Myers)	239-461-0334
Center for Independent Living in Central Florida (Winter Park)	407-623-1070
Central Florida Speech and Hearing Center (Lakeland)	863-686-3189
Space Coast Center for Independent Living (Rockledge)	321-632-9114
Hearing Impaired Persons, Inc. of Charlotte County (Port Charlotte)	941-743-8347
Deaf and Hearing Services of Lake and Sumter Counties (Leesburg)	352-323-0757
Area Agency on Aging for North Florida, Inc. (Tallahassee)	850-488-0055
Center for Independent Living Disability Resource Center (Pensacola)	850-595-5566
Disability Resource Center, Inc. (Panama City)	850-769-6890
Hearing and Speech Center of Florida (Miami)	786-406-7426
Family Center on Deafness (Largo)	727-399-9983

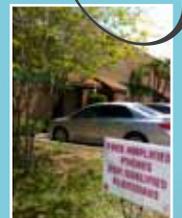
*We'll come to you . . .*



If your business, club or organization would like a presentation about our program, please contact [outreach@ftri.org](mailto:outreach@ftri.org) or call 1-888-292-1950, ext. 238. Presentations are customized to your needs and range from a program overview to a full demonstration of our equipment and a distribution of our

phones. All equipment distribution includes full training sessions to ensure our clients are as comfortable as possible with their equipment. If you or anyone you know could possibly benefit from an FTRI presentation, please do not hesitate to contact FTRI. Our trained outreach specialists conduct presentations at a slew of different locations and customize them individually to better inform their target demographic; locations include:

- **Businesses**
- **Private Communities**
- **Church Groups**
- **Schools**
- **Civic Clubs**
- **Assisted Living Facilities**
- **Statewide and Local Conferences**
- **Educational/Enrichment Seminars**
- **Other Nonprofits interested in partnering with our program.**





## Don't hang up! Do business! Business Partnership Program

Would you be upset if you tried to call a business and they kept hanging up on you? Thousands of Floridians who are Deaf, Hard of Hearing, Deaf/Blind, and Speech Disabled experience this frustration because so many businesses in the State of Florida do not understand how to accept a telephone call from the Florida Relay Service.

So stop missing out on 3 million potential customers, become "Relay Friendly" today! If you answer the phone and hear, "Florida Relay Operator 2679, have you received a relay call before?" don't hang up, do business, because someone is calling you through the Florida Relay.

Sign up now to become a "Relay Friendly" business partner and receive the following at absolutely no cost:

- Training material for you and your employees.
- Advertising on the FTRI website, so that Relay users in your area can contact you.
- Reproducible artwork which can be incorporated into your current marketing plan, such as brochures and fliers.
- A press release to announce your "Relay Friendly" status to the public.
- A certificate to display in your place of business.

To become a Florida Relay Business Partner, go to

<http://www.ftri.org/join> to join!



## Telecommunication Connection



# Toll-free Access Numbers

### Dial 711

to use the Relay anywhere  
or continue using

- 1-800-955-8770 (Voice)
- 1-800-955-8771 (TTY)
- 1-877-955-8260 (VCO)
- 1-877-955-5334 (STS)
- 1-800-955-1339 (ASCII)
- 1-877-955-8773 (Spanish)

### Relay Customer Service

- 1-800-682-8706 (English)
- 1-800-855-2886 (Spanish)

# Did You Know?

## The Importance of Keeping Your TTY

The TTY or text telephone was developed to allow people who are deaf, hard of hearing, deaf/blind or speech disabled to communicate using the telephone.

During the 1980s and 1990s, the TTY was the predominant method of telephone communication for people with hearing loss until wireless devices, video phones (VRS) and personal computers (IP relay) became mainstream.

While some people have returned their TTY to FTRI, did you know there are two very important reasons to keep it?

**9-1-1:** In times of emergency the TTY remains one of the best methods for individuals with hearing loss to contact 9-1-1. Emergency officials can readily locate a TTY caller and respond quickly.

**No electricity? No problem!** Keep in mind, too, that the TTY is powered by a rechargeable battery and does not require electricity to operate. Florida has frequent power outages due to storms and lightening strikes. TTY users can rest assured their equipment will operate even if there is no power and the telephone lines are intact.

If you have any questions about your TTY, please contact FTRI at 888-447-5620 (TTY) or 1-888-554-1151 (V).

# Kids Keeping in Touch

*Kids Keeping in Touch* through Florida Relay is FREE teaching and awareness-building tool designed primarily for school-aged children from grades three through five. Students who participate in this fun, effective program not only gain a better understanding of people who are Deaf, Hard of Hearing, Deaf/Blind or Speech Disabled, but also they became familiar with Florida Relay.

Did you know that an estimated 16 percent of Floridians - approximately three million - have some degree of hearing loss? That's just one reason why it's so important for teachers, students and educators across our state to learn about communicating with these individuals.

By teaching students about hearing loss with Florida Relay, *Kids Keeping in Touch* encourages a greater sensitivity to communication differences between hearing people and people with hearing loss.

Classroom teachers benefit from *Kids Keeping in Touch* too. The FREE program correlates to the Sunshine State Standards, the Florida Comprehensive Assessment Test (FCAT) and English for Speakers of Other Languages (ESOL). Through Florida Relay, Students and teachers alike discover that all people have an equal opportunity to keep in touch anytime, anywhere, with family, friends and business associates.

To view a short informative video about *Kids Keeping in Touch*, go to <http://www.youtube.com/watch?v=x8axHyMqplU>.

# Upcoming Events

Ambassadors for Aging, Tallahassee	April 30, 2013
County Veteran Service Officers Training, Cocoa	May 4-11, 2013
Florida Association of Speech-Language Pathologists and Audiologists, Marco Island	May 23-26, 2013
Family Café, Orlando	June 7-9, 2013
Florida Society of Hearing Healthcare Professionals, Clearwater Beach	July 11-14, 2013
Florida Academy of Audiology, Orlando	August 8-10, 2013

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## Keep this page for your records.

### Conditions of Acceptance (COA):

If you receive equipment from the program, the following conditions will apply:

1. I understand that the equipment I am borrowing for telephone access belongs to FTRI; I do not own it. If I abuse the equipment, I can be held financially responsible for the replacement.
2. I will take good care of the equipment to ensure it is not damaged, stolen, or lost. If it is damaged, stolen or lost, I will contact FTRI immediately at 888-554-1151 (Voice) or 888-447-5620 (TTY).
3. If the equipment stops working properly, I will not try to fix it. I will notify FTRI at 888-554-1151 (Voice) or 888-447-5620 (TTY) and they will fix it.
4. I will notify FTRI if my address or telephone number changes.
5. I understand the equipment I receive today must be returned to FTRI if:
  - a. I move out of Florida.
  - b. I no longer need the equipment.
6. I understand that I cannot sell, give away, or loan this equipment to anyone else.
7. I understand that this agreement is binding for any additional or exchanged equipment that I receive from the program.
8. Failure to comply with this COA may result in the applicant being denied participation in the FTRI Distribution Program.
9. By signing this application, I understand that the user of the equipment is responsible for the use and operation of the equipment, and I agree to defend FTRI and release them of any and all claims, damages and expenses arising out of the use or misuse of this equipment by anyone.

#### HOW DO I GET MORE INFORMATION?

If you experience trouble with your amplified phone, contact FTRI Customer Care at 888-554-1151 or email [customercare@ftri.org](mailto:customercare@ftri.org).

You may also contact FTRI 888-447-5620 (TTY) or 850-270-6016 (VP)

# Florida Telecommunications Relay, Inc. (FTRI) Application

## Section 1- to be completed by the applicant

All information required to process application.  
Please type or print clearly:

Social Security Number \_\_\_\_\_



### How Did You Hear About This Program?

(Circle One)

- |                   |                       |                            |
|-------------------|-----------------------|----------------------------|
| (1) Friend/Family | (2) Physician         | (3) Hearing Aid Specialist |
| (4) Audiologist   | (5) FTRI Presentation | (6) Television             |
| (7) Newspaper     | (8) FTRI Website      | (9) Other _____            |

First \_\_\_\_\_ Middle \_\_\_\_\_ Last \_\_\_\_\_

Birth Date \_\_\_\_\_ Home Phone ( \_\_\_\_\_ ) \_\_\_\_\_ Day Phone ( \_\_\_\_\_ ) \_\_\_\_\_

Address \_\_\_\_\_ (Apt) \_\_\_\_\_ City \_\_\_\_\_

State FL Zip Code \_\_\_\_\_ County \_\_\_\_\_ Email \_\_\_\_\_

Shipping Address (if different): \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Alternate contact person \_\_\_\_\_ Relationship \_\_\_\_\_ Phone \_\_\_\_\_

By signing this I certify that I am a permanent Florida resident who has a hearing loss and/or speech impairment, that **I understand and accept the conditions of acceptance**, and that the information I have given is true. I authorize the certifier of this application to provide this information to FTRI in order that I can receive the designated specialized telecommunications equipment.

Signature of Applicant X \_\_\_\_\_ Date \_\_\_\_\_ Print

Name \_\_\_\_\_ (If under 18, Parent/Guardian)

## Section 2- to be completed by the certifier

In accordance with Chapter 427.705 F.S., I am eligible to certify FTRI applications. I am:

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Deaf Service Center Director                                 | <input type="checkbox"/> Speech Pathologist | <input type="checkbox"/> Hearing Aid Specialist |
| <input type="checkbox"/> Appropriate State or Federal agency representative           | <input type="checkbox"/> Audiologist        |   |
| <input type="checkbox"/> State Certified Teacher for the Hearing or Visually Impaired | <input type="checkbox"/> Licensed Physician |   |

Application must be certified within the State of Florida. I certify that the applicant is: (check one)

- Hard of Hearing.** Having a permanent hearing impairment which is severe enough to necessitate the use of amplification devices to discriminate speech sounds in verbal communication.
- Deaf.** Having a permanent hearing impairment and being unable to discriminate speech sounds in verbal communication with or without the assistance of amplification devices.
- Speech Impaired or having a speech impairment.** Having a permanent loss of verbal communication ability which prohibits normal usage of a standard telephone handset.
- Dual sensory impaired.** Having both a permanent hearing impairment and a permanent visual impairment, and includes deaf/blindness.

Certifier's Name \_\_\_\_\_ State License # \_\_\_\_\_

Agency Name \_\_\_\_\_ County \_\_\_\_\_

Telephone Number ( \_\_\_\_\_ ) \_\_\_\_\_ Certifier's Signature X \_\_\_\_\_

Certifier information must be complete to process application. For questions please call 1-800-222-3448.

**This application will not be returned to you. If you would like a copy, please make one before sending in.**

 **EDP ID#:** \_\_\_\_\_ (Where client received phone)

**OUTREACH EVENT ID #:** \_\_\_\_\_



## FTRI and the National Deaf-Blind Equipment Distribution Program

FTRI is the contracted entity to administer the National Deaf-Blind Equipment Distribution Program (NDBEDP) in the state of Florida. Since July 2011 FTRI has served 73 Deaf-Blind individuals, 31 of whom have received program training in equipment. These Floridians now have access to the latest telecommunication technologies that grant them the opportunity to connect with other people as well as being an active participant in the world of information sharing. This program is part of the 21st Century Communications and Video Accessibility Act of 2010 signed by President Obama. The NDBEDP, with an annual budget of \$10 million, is overseen by the Federal Communications Commission (FCC). Should you know of anyone who may qualify for this program, please have them contact the FTRI office 800-222-3448 or email at [NDBEDP@ftri.org](mailto:NDBEDP@ftri.org). To learn more about the NDBEDP you may go to [www.ftri.org/ndbedp](http://www.ftri.org/ndbedp) or [www.icanconnect.org](http://www.icanconnect.org)



## ABOUT US...

Florida Telecommunications Relay, Inc. (FTRI) is a statewide nonprofit 501(c) (3) organization that administers the Specialized Telecommunications Equipment Distribution Program for citizens of Florida who are Deaf, Hard of Hearing, Deaf/Blind and Speech Challenged. We're dedicated to administering the specialized equipment program, as well as educating and promoting the Florida Relay Service. The Florida Legislature passed the Telecommunications Access System Act (TASA) in 1991. The purpose of TASA is to provide basic telecommunication services for Hard of Hearing, Deaf, Deaf/Blind, and Speech Challenged individuals, in the most cost effective way possible. TASA mandates that the FTRI equipment distribution program and the Florida Relay Service be funded by a monthly surcharge billed to all telephone customers (land lines) in the State of Florida. The amplified telephone equipment and ring signaling devices provided through this program are loaned to all qualified permanent Florida residents for as long as they need it, at no charge.

**About The Florida Link** | The Florida Link is FTRI's newsletter, your source for news and information on your telephone equipment and the Florida Relay Service. This newsletter is posted to the website, [www.ftri.org](http://www.ftri.org).  
FTRI Customer Care: 1-888-554-1151 (Voice) or 1-888-447-5620 (TTY)

 **Florida  
Telecommunications  
FTRI Relay, Inc.**

1820 E. Park Ave., Suite 101  
Tallahassee, FL 32301

## CUSTOMER CARE



### “How Can I Help You?”

Customer satisfaction is a top priority at FTRI. In 2012, a Customer Care line was launched to better serve clients requiring assistance for any equipment they have received through the program. The results so far are significant: sixty-five percent of all calls are resolved after troubleshooting the problem with the client. FTRI clients with questions are encouraged to call the Customer Care line at 888-554-1151 or email at [customer care@ftri.org](mailto:customer care@ftri.org).

Solutions to common issues include:

- Make sure the dial switch for Tone and Pulse is set to Tone
- Fully charge a new cordless phone (12 hours)
- Use a filter (provided by FTRI) to reduce static/feedback
- Make sure the AC power adapter is plugged in (for phones with AC power adapters.)

## Congratulations FTRI!

*We are proud to announce that FTRI was recognized as one of the Florida Public Service Commission's "Helping Hands" for March of 2013. Many state agencies and organizations are "PSC Helping Hands," who assist the Public Service Commission in promoting and educating Floridians about the Lifeline Assistance telephone discount program. According to the PSC, FTRI has been "instrumental in helping Floridians who have hearing loss or speech disabilities learn about the Lifeline Assistance telephone discount program and discover ways to reduce their utility bills." For more information about the Lifeline Assistance Program, please go to their website at: <http://www.psc.state.fl.us/>*

## FTRI Welcomes Two New Regional Distribution Centers



**Self Reliance, Inc. Center for Independent Living – Tampa**

One of the more exciting changes in 2014 is the addition of Self Reliance, Inc. a Center for Independent Living in Tampa. The staff at Self Reliance, Inc. pride themselves on promoting independence and empowering people with disabilities. Their core services are advocacy, peer support, mentoring, independent living skill training, information & referral services, and various medical and nonmedical equipment distribution programs which, effective February 1st includes FTRI's Equipment Distribution Program. FTRI and Self Reliance look forward to what we can accomplish together. For more information about Self Reliance Inc. go to their website at <http://self-reliance.org/>.



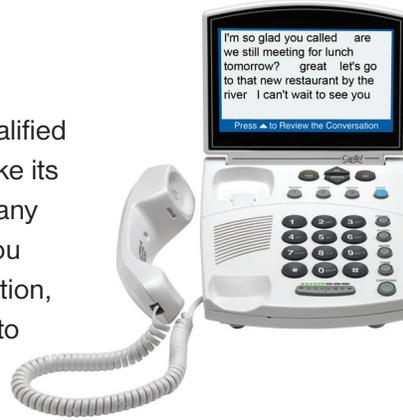
**Ability 1st Center for Independent Living of North Florida – Tallahassee**

We are very pleased to announce the addition of Ability1st Center for Independent Living of North Florida as our newest Regional Distribution Center. Ability1st, the Center for Independent Living of North Florida, is a community-based non profit organization that provides services to persons with varying disabilities. Ability1st serves Leon, Jefferson, Madison, Taylor, Gadsden, and Wakulla counties. FTRI and Ability1st look forward to what we can accomplish together. For more information about Ability1st Center for Independent Living of North Florida, please go to their website at: <http://www.ability1st.info/>.

# Equipment Update

## CapTel 840

The CapTel 840 will now be issued to qualified individuals in place of the CapTel 800. Like its predecessor, the CapTel 840 works like any traditional telephone, but it also shows you captions during your telephone conversation, enabling a severely hard of hearing user to speak for themselves and read the incoming response. The CapTel 840's user-friendly interface and large display screen is ideal for Florida residents who are profoundly hard of hearing.



### **What is the difference between the CapTel 800 and the CapTel 840?**

Where the CapTel 800 was very user-friendly and had a large display screen, the CapTel 840 improves on that model by being even more user-friendly and having a larger display screen, but the CapTel 840 has a built in answering machine as well.

### **Can I exchange my CapTel 800 for my CapTel 840?**

If your current CapTel is functioning properly, you may not exchange it for a CapTel 840 as they serve the same purpose. If your CapTel 800 is not functioning properly, it can be tested for dysfunction and exchanged.

## CSC500

The CSC500 amplifies incoming sound up to 40 dB and is ideal for someone with mild to moderate hearing loss. This phone is line powered and does not require electricity. The CSC500 had very positive feedback in the community since its introduction to the program last year. Individuals coping with both hearing loss and memory loss have expressed extreme satisfaction with the CSC500.



## Serene HD40S

The HD40S is ideal for individuals that need outgoing speech amplification. Incoming sound is amplified up to 18 dB. Outgoing speech is amplified up to 40 dB. The HD40S features a bright visual ringer, large key pad and speed dial buttons with space to insert a picture.



## Florida Relay Service

### Spreading the Word

In Spring 2013, FTRI launched a television PSA campaign for the Florida Relay Service. The Relay message reached a wide and diverse audience of millions of television viewers statewide. In addition to PSAs, FTRI advertises in newspapers throughout the state to further promote its services and telephones. FTRI firmly believes that it's important to keep its message in the forefront so more people hear about our program. FTRI also relies on consumers to spread the word about how the telephone has benefited you and how it may also benefit other family members and friends. If you happen to see an FTRI advertisement and already received a telephone, please relay the message to someone else. The equipment provided through the program is loaned to all qualified permanent Florida residents for as long as they need it, at no charge.

# Message from the Executive Director



*As you read in the subsequent pages, you'll find both the Equipment Distribution Program (EDP) and Outreach program had a productive fiscal year 2012/2013.*

*Here are a few highlights:*

- 36,480 individuals were served with new, modify, exchange, return, or follow-up service throughout the state.
- 15,078 new clients received service.
- 21,402 existing clients received modify, exchange, return, or follow-up service.
- 31,726 pieces of specialized telecommunications equipment were distributed.
- Processed 23,495 customer service calls.
- Mailed 1,534 applications to individuals.
- Processed more than 101,576 EDP forms.
- 830 outreach activities were performed by FTRI and the Regional Distribution Centers (RDC) throughout Florida.

- Conducted 1,977 off-site telephone equipment distributions.
- We continued to collaborate with other organizations and/or state agencies for outreach activities.
- We continued to place a high priority on protecting the integrity of client information by making security enhancements to our processing system.
- We operated within budget requirements.
- We received high marks from external auditors for the financial records and internal controls FTRI has in place.

These highlights are some of the accomplishments in fiscal year 2012/2013 that reflect the scope of the FTRI organization to provide quality services to the residents of Florida.

I sincerely believe that your equipment needs are consistently met by FTRI's staff of representatives spanning the state. Our overall goal is to provide specialized telephones and services to each Floridian with a hearing loss or speech challenge. Together we can make a positive difference in someone's life by "Connecting People to People."



## Board of Directors

**Mike Griffis**  
President

**Harvey Spears**  
Vice President

**Cecil Bradley**  
Treasurer

**Stan Greer**

**Becki Edmonston**

**Tom McCabe**

**Robert Kelly**

**James Forstall**  
Executive Director

**Doc Horton**  
Legal Counsel



## AT&T and the Florida Relay Services

AT&T is now in the second of a three-year contract to provide relay services in Florida. The Florida Relay Service is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Challenged. Through the Florida Relay Service, people who use specialized telephone equipment can communicate with people who use standard telephone equipment. To call Florida Relay, dial 7-1-1, or use the appropriate toll free numbers below:

- 1-800-955-8771 (TTY)
- 1-800-955-8770 (Voice)
- 1-800-955-1339 (ASCII)
- 1-877-955-8260 (Voice Carry-Over Direct)
- 1-877-955-5334 (Speech-to-Speech)
- 1-877-955-8773 (Spanish)

The service is available 24 hours a day, 365 days a year, with no limit on the number or length of calls. Anyone can make a Florida Relay call, simply by dialing the easy-to-remember nationwide access number: 7-1-1. Relay users are encouraged to complete a Relay Customer Profile e-form to expedite calls. Once a profile is established, your calls are answered immediately by the Florida Relay Service in the language and modality specified in your profile. The form is available at <http://www.ftri.org/index.cfm/go/public.view/page/3>. All information you provide is kept confidential. If you need help completing this e-form, please contact AT&T's National Customer Care Center at 800-682-8786 (TTY) or 800-682-8706 (Voice) or 888-288-2184 (Fax).

## Social Media



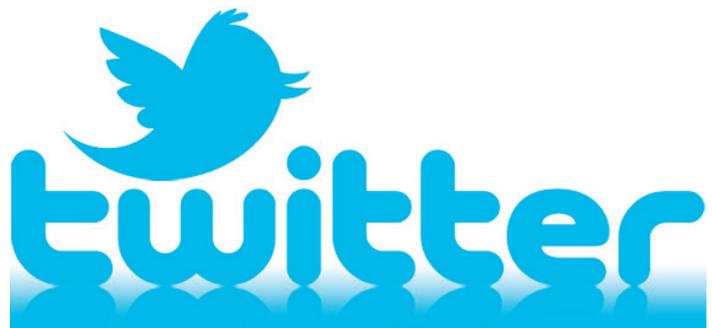
Find us on  
**Facebook**

Are you on Facebook? As the largest free, social networking website with over 1 billion users, Facebook is ideal for generating awareness for organizations like FTRI. If you already have a Facebook account you can easily find us by searching for FTRI. If you do not have a Facebook account, you can quickly create one by going to our website [www.FTRI.org](http://www.FTRI.org) and click on the Facebook link on the bottom of the homepage. This will take you to our Facebook page and you can click on the "Sign-Up" link. The FTRI Facebook page includes a list of our statewide Regional Distribution Centers, pictures of past events, and other valuable information. Facebook allows FTRI to expand its networking horizon by communicating its services and activities with millions of people in a cost effective way. Please visit Facebook and "like" FTRI today.

### FTRI has officially gone live on Twitter!

Just in case you haven't heard about it, Twitter is an online networking that enables its users to send and read text-based messages of up to 140 characters, also known as "tweets." As of 2012, Twitter houses 500 million users, generating 340 million tweets daily. To create a twitter handle go to [www.Twitter.com](http://www.Twitter.com) and click the "sign-up" link. To follow FTRI click the search field on the top of the page and enter "FTRI\_Inc" and enjoy all of our interesting content. Where Facebook is used as a resource to locate regional distribution centers and view upcoming events, Twitter is generally used as a topical resource for our clients as well as a networking tool to connect our clients with other organizations that they may benefit from.

Follow us today at [https://twitter.com/FTRI\\_Inc](https://twitter.com/FTRI_Inc)



# FTRI Regional Distribution Centers

Below is a list of the statewide distribution centers. This list is also available online at [www.ftri.org/locations](http://www.ftri.org/locations). For added convenience, the website features a new “search by zip code” option.

AGENCY	
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Independent Living Resource Center of NE Florida (Jacksonville)	904-399-8484
Center for Independent Living of Broward County (Fort Lauderdale)	954-722-6400
Center for Independent Living of South Florida (Miami)	305-751-8025
Citrus Hearing Impaired Program Services (Crystal River)	352-795-5000
Deaf and Hard of Hearing Services of Florida, Inc. (Port Richey)	727-853-1010
Community Center for the Deaf and Hard of Hearing of Manatee and Sarasota Counties (Sarasota)	941-366-0260
Center for Independent Living of North Central Florida (Gainesville)	352-378-7474
Deaf and Hard of Hearing Services of the Treasure Coast (Jensen Beach)	772-334-2233
Deaf Service Center of SW Florida (Fort Myers)	239-461-0334
Center for Independent Living in Central Florida (Winter Park)	407-623-1070
Central Florida Speech and Hearing Center (Lakeland)	863-686-3189
Space Coast Center for Independent Living (Rockledge)	321-632-9114
Hearing Impaired Persons, Inc. of Charlotte County (Port Charlotte)	941-743-8347
Deaf and Hearing Services of Lake and Sumter Counties (Leesburg)	352-323-0757
Area Agency on Aging for North Florida, Inc. (Tallahassee)	850-488-0055
Center for Independent Living Disability Resource Center (Pensacola)	850-595-5566
Disability Resource Center, Inc. (Panama City)	850-769-6890
Hearing and Speech Center of Florida (Miami)	786-406-7426
Family Center on Deafness (Largo)	727-399-9983
Self Reliance Center for Independent Living (Tampa)	813-375-3965
Ability1st Center for Independent Living (Tallahassee)	850-575-9621

## We'll Come to You



If your business, club or organization would like a presentation about our program, please contact outreach@ftri.org or call 1-888-292-1950, ext. 238. Presentations are customized to your needs and range from a program overview to a full demonstration of our equipment and a distribution of our phones. All equipment distribution

includes full training sessions to ensure our clients are as comfortable as possible with their equipment. If you or anyone you know could possibly benefit from an FTRI presentation, please do not hesitate to contact FTRI. Our trained outreach specialists conduct presentations at a slew of different locations and customize them individually to better inform their target demographic.



Locations include:

- **Businesses**
- **Private Communities**
- **Church Groups**
- **Schools**
- **Civic Clubs**
- **Assisted Living Facilities**
- **Statewide and Local Conferences**
- **Educational/Enrichment Seminars**
- **Other Nonprofits interested in partnering with our program.**

# FTRI changed my life...

*Frank was 67 years old when he realized that something had to give. Fifteen years prior he started to notice his unnatural habit of turning his head to hear a conversation. He began to read lips, squinting to make out the words he couldn't quite understand. Each day it worsens, each day he became more frustrated. Communicating on the telephone became a nightmare - "I avoided the phone like the plague" said Frank.*

Then everything changed for the better. "I was reading the newspaper the other day and I saw this ad about amplified phones for folks that can't hear well and I thought, geez this must be some kind of scam or something, then I figured it can't hurt to have the wife give them a call." It was then that Frank and Shirley realized that Florida Telecommunications Relay, Inc. (FTRI) was a genuine service that can help.

"They were very nice." My wife explained that I had difficulty hearing on the telephone and needed her help hearing on the phone and they said not to worry, they were there to help." Frank and Shirley were then told how the FTRI program works and how to apply for amplified telephone at *no cost* to them.

The qualification process at FTRI is quite simple. All Frank had to do was prove 3 things:

- That he was older than 3 years old (Frank happily provided us with his FL Driver's license)
- That he was a permanent Florida Resident (A voter's registration card will always suffice, but Frank's driver's license did the trick)
- And that he had a hearing loss

All FTRI clients need to have their FTRI application certified by someone qualified to attest to their hearing loss. In Frank's case, any of the following would suffice:

- Hearing Aid Specialist
- Audiologist
- Licensed Physician
- Deaf Service Center Director

- Speech Pathologist
- Appropriate State or Federal Agency Representative
- State Certified Teacher for the Hearing or Visually Impaired

After getting Frank's application certified by an audiologist, they headed to one of the 24 Regional Distribution Centers that FTRI has across the state and submitted his application. "They laid out all of these great phones and we began testing to see which one was best for me. The lady that helped was real nice and took her time explaining how each phone was different." Thirty minutes later Frank was on his way home.

Frank shared, "I took the already assembled amplified telephone home, along with a "Quick Guide" sheet and a special Customer Care toll-free number to call if I needed assistance. I was touched by how accommodating they were."

After setting up the phone the first person I wanted to call was my 10 year old granddaughter. I arranged the settings on the phone to suit my needs and called her. "The difficult part was when I finally heard my granddaughter's voice over the phone for the first time in years, I cried. My poor granddaughter had no clue why I was crying so I explained that I was happy, happy to finally hear her voice using my new amplified telephone."

Frank and Shirley  
Tallahassee, FL

# Upcoming Events

EVENT/LOCATION	DATE
DeafNation - Jacksonville	March 15th
Ambassadors for Aging Day - Tallahassee	March 26th
American Legion Annual Conference - Orlando	June 12-15
16th Annual Family Cafe State Conference - Orlando	June 6-8
Florida Society of Hearing Health Professionals Annual Conference - Orlando	July 11-13
Deaf Awareness Day at Wet n' Wild - Orlando	July 18th
Florida Council on Aging Annual Conference - Orlando	August 4-6
Florida Academy of Audiology Annual Conference - Fort Myers	August 7-9
Florida Assisted Living Association Annual Conference - Orlando	August 11-14
Tallahassee Active Living Expo - Tallahassee	September 2014
Miami Waving Hands Expo - Miami	September 2014
Florida Laryngectomee Association State Meeting - Orlando	September 25-28
Florida Council for Exceptional Children Annual Conference - Location TBA	October 2014
Florida Deaf-Blind Association State Meeting - Location TBA	October 2014
Florida Summit on Childhood Deafness - Lake Mary	November 2014
Communication Access and Technology Expo - Tampa	November 2014



## Our Goal

*Having served just over a half million clients over the past 22 years, one would assume that just about every resident in Florida is aware of FTRI; unfortunately there is more work to be done. Approximately three million Floridians have some degree of hearing loss. If you know someone who has a hearing loss or speech disability, give them the gift of independence by sharing this newsletter. Our amplified phones make a difference in people's lives every day. If you already have an FTRI phone, help us help someone and remember, there is no cost for your telephone independence.*

**Please note:** Current FTRI clients may only exchange an existing phone if it is not working properly or if hearing needs have changed. Current clients should contact Customer Care with any questions: 1-888-554-1151.

---

## Keep this page for your records.

### Conditions of Acceptance (COA):

If you receive equipment from the program, the following conditions will apply:

1. I understand that the equipment I am borrowing for telephone access belongs to FTRI; I do not own it. If I abuse the equipment, I can be held financially responsible for the replacement.
2. I will take good care of the equipment to ensure it is not damaged, stolen, or lost. If it is damaged, stolen or lost, I will contact FTRI immediately at 888-554-1151 (Voice) or 888-447-5620 (TTY).
3. If the equipment stops working properly, I will not try to fix it. I will notify FTRI at 888-554-1151 (Voice) or 888-447-5620 (TTY) and they will fix it.
4. I will notify FTRI if my address or telephone number changes.
5. I understand the equipment I receive today must be returned to FTRI if:
  - a. I move out of Florida.
  - b. I no longer need the equipment.
6. I understand that I cannot sell, give away, or loan this equipment to anyone else.
7. I understand that this agreement is binding for any additional or exchanged equipment that I receive from the program.
8. Failure to comply with this COA may result in the applicant being denied participation in the FTRI Distribution Program.
9. By signing this application, I understand that the user of the equipment is responsible for the use and operation of the equipment, and I agree to defend FTRI and release them of any and all claims, damages and expenses arising out of the use or misuse of this equipment by anyone.

#### HOW DO I GET MORE INFORMATION?

If you experience trouble with your amplified phone, contact FTRI Customer Care at 888-554-1151 or email [customercare@ftri.org](mailto:customercare@ftri.org).

You may also contact FTRI 888-447-5620 (TTY) or 850-270-6016 (VP)

# Florida Telecommunications Relay, Inc. (FTRI) Application

## Section 1- to be completed by the applicant

All information required to process application.

Please type or print clearly:

Social Security Number \_\_\_\_\_



### How Did You Hear About This Program?

(Circle One)

- |                   |                       |                            |
|-------------------|-----------------------|----------------------------|
| (1) Friend/Family | (2) Physician         | (3) Hearing Aid Specialist |
| (4) Audiologist   | (5) FTRI Presentation | (6) Television             |
| (7) Newspaper     | (8) FTRI Website      | (9) Other _____            |

First \_\_\_\_\_ Middle \_\_\_\_\_ Last \_\_\_\_\_

Birth Date \_\_\_\_\_ Home Phone ( \_\_\_\_\_ ) Day Phone ( \_\_\_\_\_ )

Address \_\_\_\_\_ (Apt) \_\_\_\_\_ City \_\_\_\_\_

State FL Zip Code \_\_\_\_\_ County \_\_\_\_\_ Email \_\_\_\_\_

Shipping Address (if different): \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Alternate contact person \_\_\_\_\_ Relationship \_\_\_\_\_ Phone \_\_\_\_\_

By signing this I certify that I am a permanent Florida resident who has a hearing loss and/or speech impairment, that **I understand and accept the conditions of acceptance**, and that the information I have given is true. I authorize the certifier of this application to provide this information to FTRI in order that I can receive the designated specialized telecommunications equipment.

Signature of Applicant X \_\_\_\_\_ Date \_\_\_\_\_ Print

Name \_\_\_\_\_ (If under 18, Parent/Guardian)

## Section 2- to be completed by the certifier

In accordance with Chapter 427.705 F.S., I am eligible to certify FTRI applications. I am:

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Deaf Service Center Director                                 | <input type="checkbox"/> Speech Pathologist | <input type="checkbox"/> Hearing Aid Specialist |
| <input type="checkbox"/> Appropriate State or Federal agency representative           | <input type="checkbox"/> Audiologist        |   |
| <input type="checkbox"/> State Certified Teacher for the Hearing or Visually Impaired | <input type="checkbox"/> Licensed Physician |   |

Application must be certified within the State of Florida. I certify that the applicant is: (check one)

- Hard of Hearing.** Having a permanent hearing impairment which is severe enough to necessitate the use of amplification devices to discriminate speech sounds in verbal communication.
- Deaf.** Having a permanent hearing impairment and being unable to discriminate speech sounds in verbal communication with or without the assistance of amplification devices.
- Speech Impaired or having a speech impairment.** Having a permanent loss of verbal communication ability which prohibits normal usage of a standard telephone handset.
- Dual sensory impaired.** Having both a permanent hearing impairment and a permanent visual impairment, and includes deaf/blindness.

Certifier's Name \_\_\_\_\_ State License # \_\_\_\_\_

Agency Name \_\_\_\_\_ County \_\_\_\_\_

Telephone Number ( \_\_\_\_\_ ) \_\_\_\_\_ Certifier's Signature X \_\_\_\_\_

Certifier information must be complete to process application. For questions please call 1-800-222-3448.

**This application will not be returned to you. If you would like a copy, please make one before sending in.**

 **EDP ID#:** \_\_\_\_\_ (Where client received phone)

**OUTREACH EVENT ID #:** \_\_\_\_\_

## **Appendix F – Florida Relay Brochures and Other Advertisements**

**Everything you need to connect with your world**

**Todo lo que usted necesita para conectarse con su mundo**

## What is the Florida Relay Service?

The Florida Relay Service is a free, statewide assisted telephone service that enables people with hearing or speech loss to communicate with standard telephone users through the use of an assistive device, such as text telephone (TTY), a telephone that is equipped with a keyboard and screen for typing and reading messages.



FLORIDA RELAY USER



RELAY OPERATOR



OTHER PARTY

Talk back & forth

## Just Dial 7-1-1 to Make a Relay Call

Anyone can initiate a Florida Relay call simply by dialing 7-1-1. This will connect you to a specially trained Relay Operator, who will ask you for the phone number of the person or business you wish to call. Once both parties are connected, the Operator will relay the conversation back and forth, voicing the TTY user's typed messages to the hearing party, and typing the hearing party's responses back to the TTY user. By law, all calls are kept confidential.

*Traveling out of state? Dial (800) 955-8771 (TTY) or (800) 955-8770 (voice).*

## A Convenient Way to Call

- Easy toll-free access: just dial 7-1-1
- Available 24 hours a day, 365 days a year
- No restrictions on number or length of calls
- No charge for local calls

## More Features to Keep You Connected

### VCO (Voice Carry-Over)

VCO enables deaf or hard-of-hearing individuals to speak directly to a standard telephone user, and then read the response on the screen of a TTY or VCO enhanced phone. The Relay Operator serves as the "ears" and types the response for the VCO user to read.

### HCO (Hearing Carry-Over)

For individuals who can hear but have limited to no speech capabilities, HCO allows Relay users to listen directly to their callers' words, and then type their responses back using a TTY. The Relay Operator serves as the "voice" for the HCO user by reading aloud everything that is typed.

## STS (Speech-To-Speech)

STS gives people with mild-to-moderate speech difficulties the ability to speak for themselves during a telephone call. A specially trained Relay Operator will listen and then repeat what the STS user is saying word for word.

## Spanish Relay

If you're a Spanish-speaking Relay user, simply dial 7-1-1 and ask for a Spanish operator, or dial the Spanish Relay number directly at (877) 955-8773.

*Para hablar con un asistente de comunicacion en Espanol, marca (877) 955-8773.*

## Florida Telecommunications Relay Telephone Distribution Program

Florida Relay users may qualify to receive FREE specialized phone equipment. To qualify, you must be:

- A permanent Florida resident
- Three years of age or older
- Certified as hard-of-hearing, deaf, deaf-blind or speech-impaired

Learn more and get an application at [www.ftri.org](http://www.ftri.org) or call (888) 447-5620 (TTY) or (800) 222-3448 (voice) for more information.



# Business Partners

Search

All Types ▼ Zip Code [Search](#)

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- [Automotive Services](#)
- [Children's Services](#)
- [City/Community Services](#)
- [Deaf/Hard of Hearing](#)
- [Educational Services](#)
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- [Financial services](#)
- [Food/Beverage](#)
- [Housing/Home Improvement](#)
- [Legal Services](#)
- [Medical Services](#)
- [Not for Profit](#)
- [Other](#)
- [Professional Services](#)
- [Retail](#)
- [Senior Services](#)
- [State Agencies](#)
- [Technology](#)
- [Travel](#)

## Florida Businesses: Don't Hang Up! Do Business! Sign up here to become a Florida Relay Business Partner

Would you be upset if you tried to call a business and they kept hanging up on you? Thousands of Floridians who are Deaf, Hard of Hearing, Deaf/Blind, and Speech Disabled experience this frustration every day because so many businesses in the State of Florida do not understand how to accept a telephone call from the Florida Relay Service.

Florida Relay is a public service that allows people who have a hearing loss or speech disability to communicate over the phone. A Relay operator serves as the communications link, between people who use specialized telephones and people that use standard phones.

So stop burning up profits and become "Relay Friendly" today! If you answer the phone and hear, "Florida Relay Operator 2679, have you received a relay call before?" Don't Hang Up, Do Business, because someone is calling you though the Florida Relay.

### Sign up now to become a "Relay Friendly" business partner and receive the following at absolutely No Cost:

- Training material for you and your employees
- Advertising on the FTRI website, so that Relay users in your area can contact you.
- Reproducible artwork which can be incorporated into your current marketing plan, such as brochures and fliers.
- A press release to announce your "Relay Friendly" status to the public.
- A certificate to hang up in your place of business.

[Become a Business Partner](#)

### Are you already a FTRI Business Partner?

If you have already signed up to be a part of the Business Partnership Program you do not need to sign up again; we should have your business's information posted online. If you have any questions about the program, or just need to update your business' information please contact:

FTRI Outreach Department at 800-222-3448 ext. 232 or email us at [outreach@ftri.org](mailto:outreach@ftri.org).

## Browse by City

- [Miami](#)
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- [Brooksville](#)
- [All Cities »](#)

#### APPLY FOR A PHONE TODAY

- [Application in English](#)
- [Application in Spanish](#)

#### SPREAD THE WORD



#### CONTACT US

1820 East Park Avenue  
Suite 101  
Tallahassee, FL 32301

Voice: 1-800-222-3448  
Customer Care: 1-888-554-1151  
TTY: 1-888-447-5620  
VP: 1-850-270-6016

# Business Partners

 Edit Page

[Ver esta página en Español](#)

Welcome to the **Florida Relay Business Partner Program** and thank you for your commitment to help people discover communication freedom. The resources below will help your organization learn about the relay services that individuals with hearing loss or speech disabilities use to communicate via the telephone. We hope this information helps you communicate with your members and clients who use the Florida Relay.

You may need the [free Adobe Reader](#) to view the PDFs on this page.

## Welcome Packet

### Relay Friendly Certificate



[Download PDF](#)

### Camera Ready Artwork



## Press Release



[Download PDF](#)

### Commercial Printing Size

- [JPG format](#)
- [PDF format](#)
- [EPS format](#)

### Microsoft Word size

- [JPG format](#)
- [PDF format](#)
- [EPS format](#)

### Web size

- [JPG format](#)
- [PDF format](#)
- [EPS format](#)

### Need a sticker?

Contact FTRI at [outreach@ftri.org](mailto:outreach@ftri.org) if you need a sticker for your business window or door. The sticker indicates that your business is sensitive to the needs of individuals with hearing loss and speech disabilities.

## Training Videos



### Don't Hang Up, Do Business

Guides you through the basics of making and receiving a relay call.

Duration: 10 minutes



## Let's Make a Florida Relay Call

Uses a kid's point of view to understand how easy it is to make a relay call.

**Duration:** 5 minutes



## Business Partner Public Service Announcement (PSA)

**Duration:** 30 seconds

## Florida Relay FAQ and American Sign Language Tips

- [Florida Relay Frequently Asked Questions](#)
- [Quick Reference Guide to Florida Relay Calls](#)
- [Common Relay Abbreviations](#)
- [Do's and Don'ts for communicating with individuals who have a hearing loss](#)

### [Online American Sign Language Video Dictionary at ASLPro.com](#)

- [Learn the American Sign Language alphabet](#)
- [How to greet your customers using American Sign Language](#)

## Links

### Employer Resources

- [Florida Business Leadership Network](#)  
Provides employers with disability employment resources.
- [Americans with Disabilities Act law](#)  
Law related to equal opportunity for individuals with disabilities.
- [Florida Division of Vocational Rehabilitation](#)  
Employment resource for businesses and people with disabilities.

### Interpreters/General Information

- [Registry of Interpreters for the Deaf](#)  
Includes a searchable database to find an interpreter or interpreting agency in your area.
- [National Institute on Deafness and other Communication Disorders](#)  
Statistics on hearing loss.
- [Hearing Loss Association of America](#)  
Facts on hearing loss.
- [FCC/DHH](#)  
A resource for persons seeking assistance with hearing loss issues in Florida.

### Schools/Education

- [Florida School for the Deaf and Blind](#)
- [Gallaudet University](#)

## Contact Us

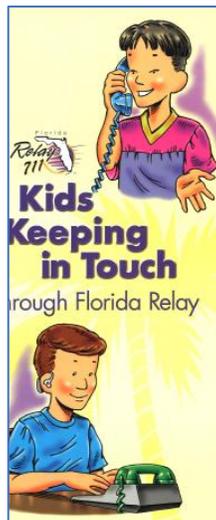
For more information or questions please contact our Outreach Department:

### Equipment Manufacturers

- [Clarity](#)
- [Sonic Alert](#)
- [Ultratec](#)
- [ClearSounds](#)
- [Serene](#)
- [Teltext](#)
- [Amplicom](#)
- [Silent Call](#)

### Relay Providers

- [Sprint Relay](#)
- [Hamilton](#)
- [Sorenson](#)
- [Convo](#)
- [ZVRS](#)
- [ClearCaptions](#)
- [CaptionCall](#)
- [CapTel](#)



### What is Florida Relay?

Florida Relay is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Disabled. Through Florida Relay, people who use specialized telephone equipment can communicate with people who use standard telephones.



The service is available 24 hours a day, 365 days a year, with no limit on the number or length of calls. Anyone can make a Florida Relay call (even you!), simply by dialing the easy-to-remember, nationwide access number: 7-1-1.

### How does *Kids Keeping in Touch* benefit students and teachers?

By teaching students about hearing loss and Florida Relay, *Kids Keeping in Touch* encourages a greater sensitivity to communication differences between hearing people and people who are Deaf, Hard of Hearing, Deaf/Blind or Speech Disabled.

Classroom teachers benefit from *Kids Keeping in Touch* too. The FREE program correlates to the Sunshine State Standards, the Florida Comprehensive Assessment Test (FCAT) and English for Speakers of Other Languages (ESOL). Through Florida

After students viewed the “Let’s Make a Florida Relay Call” video, over 90 PERCENT said they now knew how to communicate by phone with people who have hearing loss. Your students will too!

Relay, students and teachers alike discover that all people have an equal opportunity to keep in touch anytime, anywhere, with family, friends and business associates.

### What’s included in the program?

The program comes complete with detailed instructions, lesson plans, student activities and a video—all adaptable to other grade levels—and was written by an experienced classroom teacher in consultation with experts on hearing loss.

### *Kids Keeping in Touch* consists of four main units:

- **The Human Body:** This unit helps students develop deaf awareness, identify parts of the ear and learn the causes of hearing loss. The unit also includes a lesson about cochlear implants—one of the newest developments in hearing loss technology.
- **Society and Culture:** In this unit, students learn about important cultural differences among people with hearing loss.

• **Technology and Communication:** In this unit, students gain an understanding of the functions and features of TTYs, hearing aids and Florida Relay. Students learn how to communicate face to face and by telephone with people who are Deaf or Hard of Hearing.

• **Students-to-Students:** This unit outlines a special program that pairs hearing students with students who have hearing loss. Students learn how to communicate with each other through Florida Relay.

### How can I learn more?

Florida Relay welcomes your questions and feedback. For more information, or to request a staff presentation, call 1-800-222-3434 or e-mail [outreach@ftri.org](mailto:outreach@ftri.org).



Hundreds of teachers nationwide have used *Kids Keeping in Touch* successfully. Teachers have described the program as a “fun, effective teaching and awareness-building tool,” and a resource that “teaches children to embrace diversity.”

# Facebook



Florida Relay  
@FLRelay

- Home
- About
- Photos
- Reviews
- Posts
- Community

Create a Page



Liked
 Following
 Share
 ...
 

Call Now

Message

**Photos**

Connecting People to People

**To qualify for a FREE special phone, you must be:**

1. A permanent Florida resident
2. At least 3 years old
3. Certified as having a hearing loss or speech impairment

Get Application

Or call FTRI at **800-222-3448**





Telecommunication Company in Tallahassee, Florida

5.0 ★★★★★

Community See All

- Invite your friends to like this Page
- 10 people like this
- 11 people follow this
- Elissa Ftri likes this or has visited

About See All



1820 East Park Avenue, Suite 101  
Tallahassee, Florida, FL 32301

(800) 222-3448

Send Message

www.ftri.org/index.cfm/go/public.view/page/3

Telecommunication Company

People Also Like

## Florida Relay

Staff  
Frequently Asked  
Questions  
Kids Education

# Florida Relay



Dial 7-1-1 to get assistance communicating with standard (voice) telephone users.

Florida Relay is a service provided to residents in the State of Florida who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Disabled that connects them to standard (voice) telephone users. Through the use of highly trained Operators, calls can be made 24/7, 365 days a year allowing our Florida residents who are in need of Relay services to connect and communicate with anyone at any time.

All calls remain confidential, and no records of conversations are ever maintained.

## Relay Services

### Text Telephone (TTY) and ASCII

A person who is deaf, hard-of-hearing, deaf-blind, or speech-disabled uses a TTY to type his/her conversation to a relay operator, who then reads the typed conversation to a hearing person.

### Voice Carry Over (VCO)

Enables a hard-of-hearing or deaf user to use his/her voice to speak directly to hearing person. When the hearing person speaks to back, the Relay operator serves as the "ears" and types everything that is said on a TTY or text display.

### Video Assisted STS

Supports a one-way video call between the CA and STS user.

### Enhanced Speech to Speech

Enhanced Speech to Speech features provide users with the ability to set up call times, contacts, and faster call set up.

### Voice

Standard telephone users can easily initiate calls to TTY users. The relay operator types the hearing person's spoken words to the TTY user and reads back the typed replies.

### Speech to Speech (STS)

Allows speech-disabled persons to voice their conversation. A specially trained Florida Relay Operator will listen and repeat the speech-disabled user's dialogue to the called party. No special telephone equipment is needed to use this service.

### Relay Conference Captioning (RCC)

Free service for anyone who is deaf or hard of hearing to engage in meetings (in-person or remote), group conversations in a videoconference and multi-party conference call.

### CapTel

This service involves the use of a CapTel phone which can be found as part of Florida Relay's list of available equipment.

## Benefits of Using Florida Relay

Florida Relay Service uses state-of-the-art technology to bring relay services to users. The following features and performance standards are available at all times.

- Store and refer back to information such as frequently dialed numbers, preferred call type, and long distance carrier
- Utilize a wide array of technologies, such as teletypewriters (TTYs), Voice Carry-Over (VCO) and Hearing Carry-Over (HCO)
- Retrieve voicemail and answering machine messages
- Redial last number called
- Work with sensitive and well-trained Relay Operators who handle each call with complete confidentiality
- The Relay Service routinely monitors performance to ensure continuous high quality services.
- Florida Relay offers services in Spanish, Spanish to English translation, and French.

## Getting Started: Dial 7-1-1

7-1-1 is a simple, free, easy-to-remember number to access Florida Relay services. The Florida Relay Service, provided through a contract with Sprint, is used to assist communications between people who use text telephones (TTYs) and people who use voice telephones. Specially trained operators facilitate communications between the two callers. Every call is handled in strict confidence.

A person who is deaf, hard of hearing, deaf-blind, or speech-disabled uses a TTY to type his/her conversation to the relay operator who then reads the typed conversation to a hearing person. The Relay Operator relays the hearing person's spoken words by typing them back to the TTY user.

7-1-1 is easier to dial and remember than the typical 800 numbers for relay access. It creates a more user-friendly environment for less experienced users, such as businesses and friends or family members of TTY users. 7-1-1 is NOT an emergency code and should not be confused with 9-1-1. HOWEVER, if you use a TTY and cannot obtain emergency services through 9-1-1, you may call 7-1-1 and tell the Relay Operator you have an emergency. The operator will then voice your emergency to the appropriate authorities.

The simplest way to access the variety of Florida Relay services available is to Dial 7-1-1.

Just follow these simple steps:

1. Dial 7-1-1 (or the Florida Relay toll-free number appropriate for you specific call listed below)
2. A specially trained Florida Relay Operator will answer and identify themselves by their Operator number.
3. Give the Operator the phone number of the person you are calling.
4. The operator will connect you with the person you are calling and will assist you with communication.

NOTE: If the phone from which you are calling does not accept 7-1-1, we have a list of dedicated toll free numbers for each call-type that you can utilize for the same great service!

NOTE: If the phone from which you are calling does not accept 7-1-1, we have a list of dedicated toll free numbers for each call-type that you can utilize for the same great service!

<b>TTY</b>	800-955-8771	If you are using TTY equipment.
<b>Voice</b>	800-955-8770	If you are a standard (voice) user, and are trying to connect with a Relay user.
<b>ASCII</b>	800-955-1339	If you are utilizing a computer.
<b>Voice Carry Over (VCO)</b>	877-955-8260	If you prefer to speak directly to the hearing person. When the hearing person speaks to you, the Relay Operator serves as your "ears" and types everything said to your TTY or VCO phone.
<b>Speech to Speech (STS)</b>	877-955-5334	If you have a speech disability and would prefer to have our specially trained Relay Operators serve as your voice and repeat your responses to the called party.
<b>Video Assisted STS</b>	877-955-5334	Video-Assisted STS supports a one-way video call between the CA and STS user. The video connection assists the CA in understanding the STS user's speech. Callers can enter contact information in the STS Profile to reduce set-up time.
<b>Spanish to Spanish</b>	877-955-8773	If you prefer to conduct your conversations in Spanish.
<b>Spanish to English Translation</b>	844-463-9710	If your primary language is Spanish, however your caller is an English speaker. Our Relay Operators are able to translate your conversation into English.
<b>French to French</b>	877-955-8707	If you prefer to conduct your conversation using the French language
<b>900 Pay Per Call</b>	900-230-6868	With Pay per calls the Relay user is responsible for direct billing. Rates vary depending on the service called.

## Florida Relay Customer Profile

With Florida Relay you are able to fill out your own customer profile. This allows us to store your call preferences, and expedites call processing. Some items you can add to your profile include:

- Frequently dialed numbers
- Emergency numbers
- Preferred carrier of choice
- Customer notes
- Other personal preferences

The relay user will have the flexibility of updating their user preferences as needed. User information is confidential and secure.

Complete a Relay Customer Profile form:

 [Customer Profile Form](#)

If you need help completing this e-form, please contact Florida Customer Service 866-462-6509 (Voice/TTY), 800-855-2886 (Spanish), 866-931-9027 (VCO) or 877-877-3291 (Fax). All the information you provide will be kept confidential. For additional customer service contact information please see below.

## Spanish Relay

Florida Relay makes it easy for Spanish and English-speaking Florida Relay users to call one another by phone. All call types processed through Florida Relay are also available in Spanish. This includes TTY, VCO, HCO, and STS.

In addition to Spanish-to-Spanish relay, Florida Relay also offers English-to-Spanish and Spanish-to-English translation 24/7 365 days a year. In order for a Relay call to be translated, callers must request a Spanish CA when dialing 711 or dial the Florida Relay Spanish number directly at (877) 955-8773.

## Emergency Assistance

In case of an emergency, Relay users should call 9-1-1 directly or the emergency services center in their community.

If a relay user attempts to dial 9-1-1 through the Florida Relay Service the Relay Operator will transfer the call to the nearest Public Safety Answering Point (PSAP). However, please remember: calls placed directly to emergency service 9-1-1 will save valuable time in urgent situations.

## Customer Service

Florida Relay customer service is available 24 hours a day 365 days a year. If you have problems placing your Relay call please use the contact information below:

### English Florida Relay Customer Service:

1-800-676-3777 (TTY/ASCII)

1-800-676-3777 (Voice)

877-877-3291 (Fax)

[sprint.trscustserv@sprint.com](mailto:sprint.trscustserv@sprint.com) (Email)

### Spanish Florida Customer Service:

1-800-855-2886 (TTY/Voice)

### Speech to Speech Customer Service:

877-787-1989

### Voice Carry Over Customer Service:

866-931-9027

### APPLY FOR A PHONE TODAY

 Application in English

 Application in Spanish

### SPREAD THE WORD



### CONTACT US

1820 East Park Avenue  
Suite 101  
Tallahassee, FL 32301

Voice: 1-800-222-3448  
Customer Care: 1-888-554-1151  
TTY: 1-888-447-5620  
VP: 1-850-270-6016

## Florida Relay

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### Staff

Frequently Asked Questions

Kids Education

## Florida Relay Staff

### Jeffrey Branch

Client Director - Sprint Relay

3030 N. Rocky Point Drive

Tampa, FL 33607

(813) 774-6362 (VP)

(913) 523-9286 (Fax)

[jeffrey.branch@sprint.com](mailto:jeffrey.branch@sprint.com)

## Relay Customer Profile

The Florida Relay service has developed a customer profile system for our users that allows you to customize your Relay experience. By filling out a customer profile, Florida Relay is able to store your call preferences and expedite your call.

You may add the following information to your profile

- Frequently dialed numbers
- Emergency numbers
- Preferred carrier of choice
- Out dial Information
- Customer notes
- Emergency Numbers
- Other personal preferences

For Sprint wireless services, please visit [SprintRelayStore.com](http://SprintRelayStore.com).

## Florida Relay

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### Staff

Frequently Asked Questions

Kids Education

## Frequently Asked Questions

### What is the Relay Service?

The Relay Service is the communication link that connects people who use specialized telephones to people who use standard telephones.

### Who can use Florida Relay?

Florida Relay is a free public service that provides a communication link between standard telephone (voice) users and persons who are Deaf, Deaf/Blind, Hard of Hearing and Speech-Disabled using text telephones (TTYs) captioned telephone (CapTel), or personal computers.

### How do I contact Florida Relay?

Just dial 7-1-1 to reach a Relay Operator. The free 7-1-1 access number is available anywhere, anytime. Visit our main page for more information for more information on toll free access numbers at [www.ftri.org/relay](http://www.ftri.org/relay).

### When dialing 7-1-1, I am unable to make a relay call. Why?

If you have problems with 7-1-1 when calling through your switchboard (usually a PBX telephone system), you will need to contact your PBX administrate to have the system reconfigured to allow you to reach 7-1-1. PBX telephone systems are usually at hotels, businesses, agencies, and offices that have extension numbers. A way around this issue would be to utilize the toll free number.

You may hear a series of strange noises that sound like a fax machine when calling from a PBX phone system. If this is the case, simply be patient and after approximately 30 seconds a live Relay operator will pick up the line to assist you.

### How would I know if my business is receiving a Relay call?

When a person is receiving a relay call, the phone rings as is standard. When you answer, you will hear an Operator state "Florida Relay Operator 1234, have you ever received a Relay call before?" At this point, it is important to remember to stay on the line and do not hang up. If you inform the Operator that you have never received a Relay call before, they will quickly explain the process and then begin your call.

**Can I call someone who uses a TTY/TDD (text telephone or telecommunication device for the deaf) if I do not have one?**

Yes! You can call Florida Relay by dialing 7-1-1 and providing the Relay operator with the phone number (including area code) of the person you are calling. The Operator will place your call to that person and type your spoken words to the TY user; then the Operator will voice the typed words from the other party to you until the conversation has ended.

#### What is the customer database profile and how is it used?

This is a form that is filled out by a Relay user and submitted to Relay Customer Service. This form allows individuals to create calling preferences that will then be automatically displayed on the Operator's screen when placing a call. This will save time when making calls, as well as make the call smoother and easier. You can find the Customer Profile here. You also may call customer service for support at the following numbers: 800-682-8786 (TTY), 800-682-8706 (Voice), 800-855-2886 (Spanish).

#### If I have caller ID on my phone, and call another party through Florida Relay, which number will appear?

If the person you are calling using Florida Relay has caller ID, then your phone number will appear on their caller ID.

#### What happens if I have problems making a Relay call?

You can connect to Customer Service at the following numbers:

*English Florida Relay Customer Service:*

1-800-676-3777 (TTY/ASCII)

1-800-676-3777 (Voice)

877-877-3291 (Fax)

[sprint.trscustserv@sprint.com](mailto:sprint.trscustserv@sprint.com) (Email)

*Spanish Florida Customer Service:*

1-800-855-2886 (TTY/Voice)

*Speech to Speech Customer Service:*

877-787-1989

A customer service representative will be happy to assist you with any problems or questions you may have. In fact they are available 24 hours a day, 7 days a week, 365 days a year.

## Florida Relay

Staff

Frequently Asked Questions

**Kids Education**

# Kids Keeping in Touch Through Florida Relay

Florida Telecommunications Relay, Inc. (FTRI) in collaboration with the Florida Department of Education (FDOE) are proud to offer "Kids Keeping in Touch through Florida Relay," an educational awareness program for children in grades 3-5.

This program has been designed to help teachers and educators increase awareness and sensitivity to the communication barriers faced by individuals with hearing loss and speech disabilities. The lesson plans below cover such diverse and interesting topics as The Human Body, Society and Culture, Technology and Communication, and much more. All of the lesson plans meet the benchmarks for the Sunshine State Standards, Florida Comprehensive Assessment Test (FCAT), and English for Speakers of other Languages (ESOL) Standards.

FTRI is a not for profit organization and the lesson plans may be downloaded at no cost. The lesson plans may be downloaded as one entire package, or by individual units.

You may need a free [Adobe Reader](#) to view resources on this page.

## Download lesson plans:

[Complete Kit \(Intro, Units 1, 2, 3, 4\)](#)

Or download unit-by-unit:

1. [Intro - Hearing Loss Awareness](#)
2. [Unit 1 - The Human Body](#)
3. [Unit 2 - Society and Culture](#)
4. [Unit 3 - Technology and Communication](#)
5. [Unit 4 - Students to Students](#)

## Let's Make a Florida Relay Call

The following 4 minute video explains how easy it is to make and receive a relay call, all from a kid's perspective.

To request a free DVD copy of this video for your classroom, please contact us:

Email: [outreach@ftri.org](mailto:outreach@ftri.org)

Phone: 1-800-222-3448 Ext 232

TTY: 1-888-447-5620



## Contact Us

For more information or questions about this program please contact our Outreach Department:

Email: [outreach@ftri.org](mailto:outreach@ftri.org)

Phone: 1-800-222-3448 Ext 232

TTY: 1-888-447-5620

## **Appendix G – Florida Statute Establishing TRS Program**

Select Year:

## The 2012 Florida Statutes

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Title XXX  
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Chapter 427  
SPECIAL TRANSPORTATION AND COMMUNICATIONS  
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427.701 Title.—This part may be cited as the “Telecommunications Access System Act of 1991.”  
History.—s. 1, ch. 91-111.

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## The 2012 Florida Statutes

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### 427.702 Findings, purpose, and legislative intent.—

(1) The Legislature finds and declares that:

(a) Telecommunications services provide a rapid and essential communications link among the general public and with essential offices and organizations such as police, fire, and medical facilities.

(b) All persons should have basic telecommunications services available to them at reasonable and affordable costs.

(c) A significant portion of Florida's hearing impaired and speech impaired populations has profound disabilities, including dual sensory impairments, which render normal telephone equipment useless without additional specialized telecommunications devices, many of which cost several hundred dollars.

(d) The telecommunications system is intended to provide access to a basic communications network between all persons, and that many persons who have a hearing impairment or speech impairment currently have no access to the basic telecommunications system.

(e) Persons who do not have a hearing impairment or speech impairment are generally excluded from access to the basic telecommunications system to communicate with persons who have a hearing impairment or speech impairment without the use of specialized telecommunications devices.

(f) There exists a need for a telecommunications relay system whereby the cost for access to basic telecommunications services for persons who have a hearing impairment or speech impairment is no greater than the amount paid by other telecommunications customers.

(g) The Federal Government, in order to carry out the purposes established by Title II of the Communications Act of 1934, as amended, by the enactment of the Americans with Disabilities Act, endeavored to ensure that interstate and intrastate telecommunications relay services are available, to the extent possible and in the most efficient manner, to hearing impaired and speech impaired persons in the United States.

(h) Title IV of the Americans with Disabilities Act mandates that the telecommunications companies providing telephone services within the state shall provide telecommunications relay services on or before July 25, 1993, to persons who are hearing impaired or speech impaired within their certificated territories in a manner that meets or exceeds the requirements of regulations to be prescribed by the Federal Communications Commission.

(2) It is the declared purpose of this part to establish a system whereby the citizens of Florida who are hearing impaired, speech impaired, or dual sensory impaired have access to basic telecommunications services at a cost no greater than that paid by other telecommunications services customers, and whereby the cost of specialized telecommunications equipment necessary to ensure that citizens who are hearing impaired, speech impaired, or dual sensory impaired have access to basic telecommunications services and the provision of telecommunications relay service is borne by all the telecommunications customers of the state.

(3) It is the intent of the Legislature:

(a) That a telecommunications access system be established to provide equitable basic access to the

telecommunications network for persons who are hearing impaired, speech impaired, or dual sensory impaired.

(b) That the telecommunications access system includes a telecommunications relay service system that meets or exceeds the certification requirements of the Federal Communications Commission.

(c) That the telecommunications access system includes the distribution of telecommunications devices for the deaf that are compatible with the telecommunications relay service system and has the capability of incorporating new technologies as they develop.

(d) That the telecommunications access system includes the distribution of specialized telecommunications devices necessary for hearing impaired, speech impaired, or dual sensory impaired persons to access basic telecommunications services.

(e) That the telecommunications access system ensures that users of the telecommunications relay service system pay rates no greater than the rates paid for functionally equivalent voice communications services.

(f) That the telecommunications access system be as cost efficient as possible without diminishing the effectiveness or the quality of the system.

(g) That the telecommunications access system uses state-of-the-art technology for specialized telecommunications devices and the telecommunications relay service and encourages the incorporation of new developments in technology, to the extent that it has demonstrated benefits consistent with the intent of this act and is in the best interest of the citizens of this state.

(h) That the value of the involvement of persons who have hearing or speech impairments, and organizations representing or serving those persons, be recognized and such persons and organizations be involved throughout the development, establishment, and implementation of the telecommunications access system through participation on the advisory committee as provided in s. 427.706.

(i) That the total cost of providing telecommunications relay services and distributing specialized telecommunications devices be spread equitably among and collected from customers of all local exchange telecommunications companies.

History.—s. 1, ch. 91-111.

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### 427.703 Definitions.—As used in this part:

(1) “Administrator” means a corporation not for profit incorporated pursuant to the provisions of chapter 617 and designated by the Florida Public Service Commission to administer the telecommunications relay service system and the distribution of specialized telecommunications devices pursuant to the provisions of this act and rules and regulations established by the commission.

(2) “Commission” means the Florida Public Service Commission.

(3) “Deaf” means having a permanent hearing impairment and being unable to discriminate speech sounds in verbal communication, with or without the assistance of amplification devices.

(4) “Dual sensory impaired” means having both a permanent hearing impairment and a permanent visual impairment and includes deaf/blindness.

(5) “Hard of hearing” means having a permanent hearing impairment which is severe enough to necessitate the use of amplification devices to discriminate speech sounds in verbal communication.

(6) “Hearing impaired” or “having a hearing impairment” means deaf or hard of hearing and, for purposes of this part, includes being dual sensory impaired.

(7) “Local exchange telecommunications company” means a telecommunications company certificated by the commission to provide telecommunications services within a specific geographic area.

(8) “Operating fund” means the fund established, invested, managed, and maintained by the administrator for the exclusive purpose of implementing and administering the provisions of this act pursuant to commission rules and regulations.

(9) “Ring signaling device” means a mechanism, such as a flashing light, which visually indicates that a communication is being received through a telephone line. This term also means a mechanism such as an adjustable volume ringer and buzzer which audibly and loudly indicates an incoming telephone communication.

(10) “Speech impaired” or “having a speech impairment” means having a permanent loss of verbal communication ability which prohibits normal usage of a standard telephone handset.

(11) “Specialized telecommunications device” means a TDD, a volume control handset, a ring signaling device, or any other customer premises telecommunications equipment specifically designed or used to provide basic access to telecommunications services for a hearing impaired, speech impaired, or dual sensory impaired person.

(12) “Surcharge” means an additional charge which is to be paid by local exchange telecommunications company subscribers pursuant to the cost recovery mechanism established under s. 427.704(4) in order to implement the system described herein.

(13) “Telecommunications company” includes every corporation, partnership, and person and their lessees, trustees, or receivers appointed by any court whatsoever, and every political subdivision of the state, offering two-way telecommunications service to the public for hire within this state by the use of a telecommunications facility. The term “telecommunications company” does not include an entity which provides a

telecommunications facility exclusively to a certificated telecommunications company, or a specialized mobile radio service operator, a private radio carrier, a radio common carrier, a cellular radio telecommunications carrier, or a cable television company providing cable service as defined in 47 U.S.C. s. 522.

(14) “Telecommunications device for the deaf” or “TDD” means a mechanism which is connected to a standard telephone line, operated by means of a keyboard, and used to transmit or receive signals through telephone lines.

(15) “Telecommunications facility” includes real estate, easements, apparatus, property, and routes used and operated to provide two-way telecommunications service to the public for hire within this state.

(16) “Telecommunications relay service” means any telecommunications transmission service that allows a person who is hearing impaired or speech impaired to communicate by wire or radio in a manner that is functionally equivalent to the ability of a person who is not hearing impaired or speech impaired. Such term includes any service that enables two-way communication between a person who uses a telecommunications device or other nonvoice terminal device and a person who does not use such a device.

(17) “Volume control handset” means a telephone which has an adjustable control for increasing the volume of the sound being produced by the telephone receiving unit or by the telephone transmitting unit.

History.—s. 1, ch. 91-111.

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### 427.704 Powers and duties of the commission.—

(1) The commission shall establish, implement, promote, and oversee the administration of a statewide telecommunications access system to provide access to telecommunications relay services by persons who are hearing impaired or speech impaired, or others who communicate with them. The telecommunications access system shall provide for the purchase and distribution of specialized telecommunications devices and the establishment of statewide single provider telecommunications relay service system which operates continuously. To provide telecommunications relay services and distribute specialized telecommunication devices to persons who are hearing impaired or speech impaired, at a reasonable cost the commission shall:

(a) Investigate, conduct public hearings, and solicit the advice and counsel of the advisory committee established pursuant to s. 427.706 to determine the most cost-effective method for providing telecommunications relay service and distributing specialized telecommunications devices.

(b) Ensure that users of the telecommunications relay service system pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as duration of the call, time of day, and distance from the point of origination to the point of termination.

(c) Ensure that the telecommunications access system protects the privacy of persons to whom services are provided and that all operators maintain the confidentiality of all relay service messages.

(d) Ensure that the telecommunications relay service system complies with regulations adopted by the Federal Communications Commission to implement Title IV of the Americans with Disabilities Act.

(2) The commission shall designate as the administrator of the telecommunications access system a corporation not for profit organized for such purposes and incorporated pursuant to chapter 617. For the purposes of this part, the commission may order telecommunications companies to form such a corporation not for profit.

(3)(a) The commission shall select the provider of the telecommunications relay service pursuant to procedures established by the commission. In selecting the service provider, the commission shall take into consideration the cost of providing the relay service and the interests of the hearing impaired and speech impaired community in having access to a high-quality and technologically advanced telecommunications system. The commission shall award the contract to the bidder whose proposal is the most advantageous to the state, taking into consideration the following:

1. The appropriateness and accessibility of the proposed telecommunications relay service for the citizens of the state, including persons who are hearing impaired or speech impaired.
2. The overall quality of the proposed telecommunications relay service.
3. The charges for the proposed telecommunications relay service system.
4. The ability and qualifications of the bidder to provide the proposed telecommunications relay service as outlined in the request for proposals.
5. Any proposed service enhancements and technological enhancements which improve service without

significantly increasing cost.

6. Any proposed inclusion of provision of assistance to deaf persons with special needs to access the basic telecommunications system.

7. The ability to meet the proposed commencement date for the telecommunications relay service.

8. All other factors listed in the request for proposals.

(b) The commission shall consider the advice and counsel of the advisory committee in the development of the request for proposals. The request for proposals shall include, but not be limited to:

1. A description of the scope and general requirements of the telecommunications relay service, including the required compliance with regulations adopted by the Federal Communications Commission to implement Title IV of the Americans with Disabilities Act, the required service provisions and service limitations, system design, service provider qualifications, and service description, type of calls to be provided, and charges to the users.

2. A description of the telecommunications relay service system standards.

3. A description of information to be provided by the bidder, including service provider qualifications, cost information, including cost per call and startup costs, a description of the system design, including network access and facilities to be provided, and relay operator standards.

4. A description of service provider reporting requirements.

(c) The commission shall establish a request for a proposals review committee, which shall include commission staff and designated members of the advisory committee, to review the proposals received by the commission and recommend a telecommunications relay service provider to the commission for final selection. By agreeing to serve on the review committee, each member of the review committee shall agree that he or she currently does not have and will not have any interest or employment, either directly or indirectly, with potential bidders that would conflict in any manner or degree with his or her performance on the committee.

(d) To the extent a bidder desires any portion of its proposal to be considered proprietary, confidential business information, the bidder shall make such request concurrent with filing its proposal and justify its request as provided in s. 364.183.

(4)(a) The commission shall establish a mechanism to recover the costs of implementing and maintaining the services required pursuant to this part which shall be applied to each basic telecommunications access line. In establishing the recovery mechanism, the commission shall:

1. Require all local exchange telecommunications companies to impose a monthly surcharge on all local exchange telecommunications company subscribers on an individual access line basis, except that such surcharge shall not be imposed upon more than 25 basic telecommunications access lines per account bill rendered.

2. Require all local exchange telecommunications companies to include the surcharge as a part of the local service charge that appears on the customer's bill, except that the local exchange telecommunications company shall specify the surcharge on the initial bill to the subscriber and itemize it at least once annually.

3. Allow the local exchange telecommunications company to deduct and retain 1 percent of the total surcharge amount collected each month to recover the billing, collecting, remitting, and administrative costs attributed to the surcharge.

(b) The commission shall determine the amount of the surcharge based upon the amount of funding necessary to accomplish the purposes of this act and provide the services on an ongoing basis; however, in no case shall the amount exceed 25 cents per line per month.

(c) All moneys received by the local exchange telecommunications company, less the amount retained as authorized by subparagraph (4)(a)3., shall be remitted to the administrator for deposit in appropriate financial institutions regulated under state or federal law and used exclusively to fund the telecommunications access system provided for herein.

(d) The surcharge collected by the local exchange telecommunications companies is not subject to any sales, use, franchise, income, municipal utility, gross receipts, or any other tax, fee, or assessment, nor shall it be considered revenue of the local exchange telecommunications companies for any purpose.

(e) From the date of implementing the surcharge, the commission shall review the amount of the surcharge at least annually and shall order changes in the amount of the surcharge as necessary to assure available funds for the provision of the telecommunications access system established herein. Where the review of the surcharge determines that excess funds are available, the commission may order the suspension of the surcharge for a period which the commission deems appropriate.

(5) The commission shall require each local exchange telecommunications company to begin assessing and collecting the surcharge in the amount of 5 cents per access line per month on bills rendered on or after July 1, 1991, for remission to the administrator for deposit in the operational fund. Each local exchange telecommunications company shall remit moneys collected to the administrator. On August 15, 1991, each local exchange telecommunications company shall begin remitting the moneys collected to the administrator on a monthly basis and in a manner as prescribed by the commission. The administrator shall use such moneys to cover costs incurred during the development of the telecommunications relay services and to establish and administer the specialized telecommunications devices system.

(6) The commission shall establish a schedule for completion of specific stages of the telecommunications relay service development and implementation except that the statewide telecommunications relay service shall commence on or before June 1, 1992.

(7) The commission shall require the administrator to submit financial statements for the distribution of specialized telecommunications devices and the telecommunications relay service to the commission quarterly, in the manner prescribed by the commission.

(8) The commission shall adopt rules and may take any other action necessary to implement the provisions of this act.

(9) The commission shall prepare an annual report on the operation of the telecommunications access system, which shall be available on the commission's Internet website. Reports must be prepared in consultation with the administrator and the advisory committee appointed pursuant to s. 427.706. The reports must, at a minimum, briefly outline the status of developments in the telecommunications access system, the number of persons served, the call volume, revenues and expenditures, the allocation of the revenues and expenditures between provision of specialized telecommunications devices to individuals and operation of statewide relay service, other major policy or operational issues, and proposals for improvements or changes to the telecommunications access system.

History.—s. 1, ch. 91-111; s. 11, ch. 2000-334; s. 139, ch. 2010-102.

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### 427.705 Administration of the telecommunications access system.—

(1) Consistent with the provisions of this act and rules and regulations established by the commission, the administrator shall:

(a) Purchase, store, distribute, and maintain specialized telecommunications devices, either directly or through contract with third parties, or a combination thereof.

(b) Administer advertising and outreach services as required by the commission, either directly or through contract with third parties, or a combination thereof.

(c) Administer training services for recipients of specialized telecommunications devices and for telecommunications relay service users as directed by the commission through contract with third parties.

(d) Establish and maintain an operational fund with appropriate financial institutions regulated under state or federal law, and receive moneys from the local exchange telecommunications companies and deposit such moneys in the operational fund.

(e) Develop, test, and implement an accounting system and internal controls and procedures to receive, safeguard, and disperse moneys in the operational fund as directed by the commission.

(f) Develop and implement procedures for an independent audit and for compliance with commission reporting requirements, as directed by the commission.

(g) Administer and control the award of money to all parties incurring costs in implementing and maintaining the telecommunications access system, equipment, and technical support services in accordance with the provisions of this act.

(2) The administrator shall be audited annually by an independent auditing firm to assure proper management of any revenues it receives and disburses. The administrator's books and records shall be open to the commission and to the Auditor General for review upon request. The commission shall have the authority to establish fiscal and operational requirements for the administrator to follow in order to ensure that the administrative costs of the system are reasonable.

(3) The administrator may apply to the commission for an adjustment in the amount of the monthly surcharge that a local exchange telecommunications company must impose on its customers. Prior to applying to the commission for such an adjustment, the commission may require the administrator to employ an independent accounting firm to perform an audit of the accounts of the administrator and the service providers relevant to the surcharge and file a report with the commission.

(4) In contracting for the provision of distribution of specialized telecommunications devices, outreach services, and training of recipients, the administrator shall consider contracting with organizations that provide services to persons who are hearing impaired or speech impaired.

(5) The administrator shall provide for the distribution of specialized telecommunications devices to persons qualified to receive such equipment in accordance with the provisions of this act. The administrator shall establish procedures for the distribution of specialized telecommunications devices and shall solicit the advice

and counsel and consider the recommendations of the advisory committee in establishing such procedures. The procedures shall:

(a) Provide for certification of persons as hearing impaired, speech impaired, or dual sensory impaired. Such certification process shall include a statement attesting to such impairment by a licensed physician, audiologist, speech-language pathologist, hearing aid specialist, or deaf service center director; by a state-certified teacher of the hearing impaired; by a state-certified teacher of the visually impaired; or by an appropriate state or federal agency. The licensed physician, audiologist, speech-language pathologist, hearing aid specialist, state-certified teacher of the hearing impaired, or state-certified teacher of the visually impaired providing statements which attest to such impairments shall work within their individual scopes of practice according to their education and training. The deaf service center directors and appropriate state and federal agencies shall attest to such impairments as provided for in the procedures developed by the administrator.

(b) Establish characteristics and performance standards for specialized telecommunications devices determined to be necessary, and for the selection of equipment to be purchased for distribution to qualified recipients. The characteristics and standards shall be modified as advances in equipment technology render such standards inapplicable.

(c) Provide for the administrator to apply for, contract for, receive, and expend for the purposes of this part any appropriation, grant, gift, or donation from the Federal Government or any other public or private source.

(d) Require the administrator to purchase the equipment required by this part on a competitively bid basis, so that the best value per unit may be obtained on the equipment selected for purchase, unless the equipment is available from only one source, or the total amount of the subject transaction does not exceed \$5,000.

(6) All names, addresses, and telephone numbers provided to the Florida Public Service Commission or administrator by applicants for specialized telecommunications devices are confidential and exempt from the provisions of s. 119.07(1). The information shall be released to contractors only to the extent necessary for assignment and shipment of equipment, for provision of training in the use of equipment, and for inventory reconciliation purposes. Neither the administrator or any contractor shall release this information nor use it for any other purpose.

(7) The administrator shall assume responsibility for distribution of specialized telecommunications devices.

(8) The administrator shall submit financial statements to the commission quarterly, in the manner prescribed by the commission.

History.—s. 1, ch. 91-111; s. 1, ch. 92-2; s. 278, ch. 96-406; s. 52, ch. 99-5; s. 12, ch. 2000-334.

## The 2012 Florida Statutes

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Title XXX  
SOCIAL  
WELFARE

Chapter 427  
SPECIAL TRANSPORTATION AND COMMUNICATIONS  
SERVICES

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### 427.706 Advisory committee.—

(1) The commission shall appoint an advisory committee to assist the commission with the implementation of the provisions of this part. The committee shall be composed of no more than 10 persons and shall include, to the extent practicable, the following:

- (a) Two deaf persons recommended by the Florida Association of the Deaf.
- (b) One hearing impaired person recommended by Self-Help for the Hard of Hearing.
- (c) One deaf and blind person recommended by the Coalition for Persons with Dual Sensory Disabilities.
- (d) One speech impaired person recommended by the Florida Language Speech and Hearing Association.
- (e) Two representatives of telecommunications companies.
- (f) One person with experience in providing relay services recommended by the Deaf Service Center Association.

- (g) One person recommended by the Advocacy Center for Persons with Disabilities, Inc.
- (h) One person recommended by the Florida League of Seniors.

(2) The advisory committee shall provide the expertise, experience, and perspective of persons who are hearing impaired or speech impaired to the commission and to the administrator during all phases of the development and operation of the telecommunications access system. The advisory committee shall advise the commission and the administrator on the quality and cost-effectiveness of the telecommunications relay service and the specialized telecommunications devices distribution system. The advisory committee may submit material for inclusion in the annual report prepared pursuant to s. 427.704.

(3) Members of the committee shall not be compensated for their services but are entitled to receive reimbursement for per diem and travel expenses as provided in s. 112.061. The commission shall use funds from the Florida Public Service Regulatory Trust Fund to cover the costs incurred by members of the advisory committee.

History.—s. 1, ch. 91-111; s. 45, ch. 94-324; s. 18, ch. 95-327; s. 140, ch. 2010-102; s. 4, ch. 2012-177.

Select Year:

## The 2012 Florida Statutes

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Title XXX  
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Chapter 427  
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**427.707 Exemption from liability.**—Neither the commission, the administrator, the provider of the telecommunications relay service, nor any agent, employee, representative, or officer of the foregoing shall be liable for any claims, actions, damages, or causes of action arising out of or resulting from the establishment, participation in, or operation of the telecommunications relay service, except where there is malicious purpose or wanton and willful disregard of human rights, safety, or property in the establishment, participation in, or operation of the telecommunications relay service.

History.—s. 1, ch. 91-111.

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Chapter 427  
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**427.708** Certain public safety and health care providers required to purchase and operate TDD's.—

(1) The central communications office of each county sheriff's department shall purchase and continually operate at least one TDD.

(2)(a) The central communications office of each police department and each firefighting agency in a municipality with a population of 25,000 to 250,000 shall purchase and continually operate at least one TDD.

(b) The central communications office of each police department and each firefighting agency in a municipality with a population exceeding 250,000 persons shall purchase and continually operate at least two TDD's.

(3) Each hospital as defined in s. 395.002 shall purchase and continually operate at least one TDD.

(4) Each emergency telephone number "911" system, as provided in s. 365.171, and each agency receiving automatically routed calls through such a system shall purchase and continually operate at least one TDD.

(5) Each public safety office, health care provider, and emergency telephone number "911" system required to obtain a TDD pursuant to this section shall continuously operate and staff such equipment on a 24-hour basis.

(6) Each office or organization required to purchase TDD's pursuant to this section shall buy such equipment which meets the same specifications as those selected by the commission.

(7) Each office or organization required to operate TDD's pursuant to this section shall utilize equipment in accordance with standards established by the commission.

History.—s. 1, ch. 91-111; s. 80, ch. 92-289; s. 46, ch. 94-324; s. 19, ch. 95-327.

## **Appendix H – Complaint Logs from 2013-2017**

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
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ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



KEITH C. HETRICK  
GENERAL COUNSEL  
(850) 413-6199

# Public Service Commission

June 30, 2016

## VIA ELECTRONIC FILING

The Honorable Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: CG Docket No. 03-123, Florida TRS Complaint Summary**

Dear Ms. Dortch:

In accordance with Order FCC 00-56, issued March 6, 2000, enclosed is a copy of Florida's relay complaint summary for the period of June 1, 2015, through May 31, 2016. Florida received nine complaints about the various types of services including CapTel. If you have any questions, please contact Curtis Williams at (850) 413-6924 or [cjwillia@psc.state.fl.us](mailto:cjwillia@psc.state.fl.us).

Sincerely,

/s/Pamela H. Page  
Pamela H. Page  
Senior Attorney

PHP/nah

cc: Alison Kutler, FCC Consumer & Governmental Affairs Bureau  
Office of Telecommunications (Salak, Fogleman, Williams)

**Florida FCC  
2015 – 2016  
Complaint Log**

## Complaints Made To Sprint

Complaint Tracking for FL (6/1/15 - 5/31/16). Total Customer Contacts: 8

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	9/29/15	TTY customer experienced a long hold time with Operator waiting for a live person. Operator disconnected to redial and customer remained on hold. No follow-up requested.	9/29/15	Supervisor coached the Operator on making sure to relay any information heard to keep the caller informed during long hold times.
2	11/10/15	Customer reported that Florida Relay 711 did not answer TTY. Technical ticket was opened. Follow-up requested.	11/18/15	Problem fixed on 11/18/15. Email sent to customer to let her know and to do a test-call. Customer replied that her call went directly to TTY.
3	12/18/15	Customer reported to his local telephone company (Bright House) that he was unable to connect to Florida Relay when dialing 711 or the toll free number. Customer reached a fast busy signal.	12/18/15	Sprint contends that the caller did not connect for a legitimate relay call requiring relay service support. Sprint also states that the caller is nonresponsive, abusive, and harmful. Sprint further states that the customer has made over 400 calls.
4	01/04/16	Customer reported an inaccurate number captioned on a call.	01/08/16	Call detail was shared with Call Center management for follow-up with the Operator by the supervisor. The supervisor brought the incident to the attention of the Operator and discussed the importance of accuracy and correct techniques for optimal performance.
5	01/16/16	Customer reported seeing a message on the CapTel 840 screen stating the call would be disconnected due to a technical difficulty.	01/16/16	Investigation revealed the call experienced a technical problem at the Operator's station resulting in disconnection of the call. Sprint followed-up with a call to the customer to explain that this was an isolated incident. Customer thanked Sprint for the follow-up.
6	02/24/16	Caller was trying to ask the Operator questions but the Operator was rude when informing the caller that the device user was typing. No follow-up requested.	02/24/16	Supervisor coached the Operator to be more patient and listen to the caller before responding.

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7	05/10/16	Customer complained that the Operator did not understand Spanish call instructions to call the number to see if someone answers and if answering machine answers to hang-up and dial again. Customer asked for Spanish supervisor but got a English only Supervisor. No follow-up requested.	05/10/16	Supervisor coached the Operator on the importance of asking for clarification if the initial instruction from the customer is not clear.
8	05/24/16	Customer's assistant reported inaccurate captions on the CapTel 840i. Customer's assistant was unable to provide any call details.	06/06/16	Advised customer to document the date, time, and Operator number of future calls.

## **Complaints Made To Florida Public Service Commission**

Complaint Tracking for FL (6/1/15 - 5/31/16). Total Customer Contacts: 1

<b>No.</b>	<b>Date of Complaint</b>	<b>Nature of Complaint</b>	<b>Date of Resolution</b>	<b>Explanation of Resolution</b>
1	06/30/15	Customer complained about a TTY relay service garbled issue at two Florida prisons experienced through Securus Technology, the telecommunications service provider for the two prisons.	08/24/15	Complaint Resolved. Based on recommendations from Sprint, Securus Technology made changes to its TTY settings to resolve the issue.

COMMISSIONERS:  
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JIMMY PATRONIS

STATE OF FLORIDA



GENERAL COUNSEL  
CHARLIE BECK  
(850) 413-6199

# Public Service Commission

June 26, 2015

## VIA ELECTRONIC FILING

The Honorable Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

### Re: CG Docket No. 03-123, Florida TRS Complaint Summary

Dear Ms. Dortch:

In accordance with Order FCC-00-56, issued March 6, 2000, enclosed is a copy of Florida's relay complaint summary for the period of June 1, 2014, through May 31, 2015. Florida received 21 complaints about the various types of services including CapTel. If you have any questions, please contact Curtis Williams at (850) 413-6924 or [cjwillia@psc.state.fl.us](mailto:cjwillia@psc.state.fl.us).

Sincerely,

/ s /

Pamela H. Page  
Senior Attorney

PHP:tf

cc: Alison Kutler, FCC Consumer & Governmental Affairs Bureau  
Office of Telecommunications (Salak, Casey, Williams)

**Florida FCC  
2014 – 2015  
Complaint Log**

## Complaints Made To AT&T

Complaint Tracking for FL (6/1/2014 - 2/28/15). Total Customer Contacts: 11

<b>No.</b>	<b>Date of Complaint</b>	<b>Nature of Complaint</b>	<b>Date of Resolution</b>	<b>Explanation of Resolution</b>
1	8/12/14	Customer complained that Relay call would not go through.	8/12/14	Advised that AT&T would forward to the technical team.
2	8/15/14	Customer reported that she is unable to receive calls from a particular caller.	9/4/14	AT&T placed test call. Customer confirmed call was successful. Further discussion revealed customer may have provided call with incorrect caption service.
3	8/18/14	Customer reported receiving no captions on a previous call.	8/19/14	AT&T sent call information to call center for review. Center found there was a technical issue during the time of the call, which has since been fixed.
4	8/18/14	Customer was unable to communicate with 911.	8/19/14	AT&T sent customer a letter explaining that when calling 911 from a CapTel 840 in 1-line mode, phone will convert to VCO.
5	8/19/14	Customer complained he/she was unable to place call through Florida Relay.	8/19/14	Advised that AT&T would forward to the technical team.
6	8/22/14	Customer reported not being able to call CapTel phone.	8/22/14	Call detail was shared with Call Center management to follow-up.
7	9/10/14	Customer reported difficulty using the CapTel phone.	9/10/14	AT&T advised customer AT&T experienced a brief technical difficulty that has since been resolved.
8	9/15/14	Customer reported experiencing inaccurate captions during a call.	10/2/14	Call detail was shared with Call Center management to follow-up and discuss with the CA.
9	10/9/14	Customer reported seeing words similar to what had been spoken appear in captions.	10/15/14	AT&T advised the customer that the captionist uses voice recognition technology to generate captions.
10	10/25/14	Customer reported no captions when captioning a voice mail message.	11/4/14	Call detail was shared with Call Center management for discussion with CA.
11	12/4/14	Customer's neighbor reported that the customer saw "waiting for CapTel Operator."	12/4/14	AT&T advised that the customer should remain on the line to be connected with the next available captionist.

## Complaints Made To Sprint

Complaint Tracking for FL (3/1/15 - 5/31/15). Total Customer Contacts: 6

1	3/23/15	Customer's daughter reported the customer has been receiving inaccurate captions on some calls.	3/30/15	Additional quality checking measures were established with the CA in question to ensure future accuracy.
2	3/27/15	Business manager explained a new office rep received her first Relay call. The agent was impatient and sarcastic. Follow-up requested.	3/27/15	Supervisor coached the agent on remaining professional and courteous at all times and to request supervisor assistance if needed. Follow-up letter sent per request.
3	4/10/15	Customer reported that the operator did not keep her informed during a 20 minute hold time. After no response customer became frustrated and disconnected the call.	4/10/15	A supervisor coached the agent to remain focused and alert to customer messages. The supervisor contacted the customer to explain action taken. Customer was satisfied with response.
4	5/3/15	Customer called to report that he asked to be transferred to customer service and the call was disconnected. Customer did not request a follow-up.	5/3/15	A supervisor provided the appropriate contact phone number for customer service and transferred the call. Also investigated the CA's procedural knowledge and found the CA knowledgeable.
5	5/20/15	Customer reported inaccurate captions on a previous call but wasn't able to identify the call or provide specific examples.	5/21/15	Suggested customer document the date, time, and CA number of future calls. Followed up and the customer reported that all subsequent captioned calls have been accurate.
6	5/22/15	Customer reported voice mail retrieval did not work. CA gets a recording saying the call cannot be completed as dialed. Customer confident the voice mail access number he is providing is correct. Follow-up requested.	5/29/15	Conducted test calls via the Relay service to the voicemail access number provided by the customer. Test calls were successfully completed. Attempted to follow-up with customer several times and voice mailed message left with the customer.

## Complaints Made To Florida Public Service Commission

Complaint Tracking for FL (6/1/14 - 5/31/15). Total Customer Contacts: 4

1	9/4/14	Customer complained that to get Relay equipment, you must provide your birth date and social security number.	9/12/14	Informed customer that FTRI is required to obtain the information to track equipment out on loan. Explained that the information is kept confidential.
2	9/23/14	Customer's FTRI equipment was not working properly.	9/26/14	Customer received a new phone.
3	12/1/14	Customer billed for Relay long distance by AT&T. CapTel phone not working.	12/2/14	Explained carrier of choice system. Contacted FTRI on customer's behalf to replace CapTel phone.
4	3/26/15	Customer complained about not getting good enough Internet service to run his VRS.	5/13/15	Contacted CenturyLink to investigate the issue. CenturyLink investigated and provided follow-up that issue was resolved.

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



GENERAL COUNSEL  
S. CURTIS KISER  
(850) 413-6199

# Public Service Commission

June 25, 2014

## VIA ELECTRONIC FILING

The Honorable Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554

### Re: CG Docket No. 03-123, Florida TRS Complaint Summary

Dear Ms. Dortch:

In accordance with Order FCC 00-56, issued March 6, 2000, enclosed is a copy of Florida's relay complaint summary for the period of June 1, 2013, through May 31, 2014. Florida received 13 complaints about the various types of services including CapTel. If you have any questions, please contact Curtis Williams at (850) 413-6924 or at [cjwillia@psc.state.fl.us](mailto:cjwillia@psc.state.fl.us).

Sincerely,

/ s /

Pamela H. Page  
Senior Attorney

PHP:tf

cc: Kris Monteith, FCC Consumer & Governmental Affairs Bureau  
Office of Telecommunications (Salak, Casey, Williams)

# **Florida FCC 2013 – 2014 Complaint Log**

### Complaints Made To AT&T

Complaint Tracking for FL (6/1/2013-5/31/14). Total Customer Contacts: 13

<b>No.</b>	<b>Date of Complaint</b>	<b>Nature of Complaint</b>	<b>Date of Resolution</b>	<b>Explanation of Resolution</b>
1	6/1/13	Customer complained that he/she had to wait a long time to reach a Communications Assistant (CA).	6/1/13	Apologized and advised that AT&T would forward to the technical team.
2	6/2/13	Customer complained the captionists are spelling her name incorrectly.	6/2/13	Apologized and explained how captions are created, and suggested the customer spell the name during the call so the captionist will use the correct spelling.
3	6/8/13	Customer complained there was silence at the beginning of 1-line captioned calls.	6/8/13	Apologized and educated customer that it will be normal to experience a brief muted time while CapTel is establishing the connection.
4	10/10/13	Customer complained that he/she had to wait a long time to reach a Communications Assistant (CA).	10/10/13	Apologized for the customer's inconvenience.
5	11/26/13	Customer complained the CA was not transparent.	11/26/13	Apologized for the inconvenience and assured the customer the CA's manager would follow up accordingly.
6	2/10/14	Customer reported the CA was not captioning the correct words and there were accuracy issues.	2/20/14	Apologized and arranged for a call back from a supervisor. Supervisor also coached CA and is performing additional monitoring.
7	3/17/14	The customer reported inaccurate captions during calls.	3/17/14	Apologized and thanked customer for bringing matter to AT&T's attention. Customer did not have any specifics about the call; AT&T suggested she document the date, time, and CA# if the problem occurs again.
8	4/26/14	The customer reported sometimes names and medicine names are misspelled.	4/26/14	Apologized and thanked customer for bringing matter to AT&T's attention. Customer did not have any specifics about the call; suggested that if the problem occurs again, she document the date, time, and CA#.

9	4/27/14	Customer reported that captions of a phone number came up incorrect.	4/27/14	Apologized and thanked customer for bringing matter to AT&T's attention. Customer did not have any specifics about the call; suggested that if the problem occurs again, she document the date, time, and CA#.
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**Complaints Made To Florida Public Service Commission**

10	6/10/13	Customer's i711 account was deactivated for inactivity.	6/25/13	Contacted Purple Communications on customer's behalf. Complaint was resolved to the customer's satisfaction.
11	11/8/13	Customer originally wanted CapTel phone, but changed his mind.	11/12/13	Customer decided to keep his existing phone provided by FTRI after learning the options the phone had.
12	12/8/13	Requested contact information for Florida Relay Service be updated.	12/18/13	Sent e-mail back to Mr. Wilson updating the Florida Relay contact information.
13	4/10/14	Customer concerned about relay service and the IP transition, mainly the cost of her local service with AT&T.	4/15/14	Explained that the FCC is working on relay service and IP transition. Told her the PSC does not regulate retail rates of AT&T.

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
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JULIE I. BROWN

STATE OF FLORIDA



GENERAL COUNSEL  
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(850) 413-6199

## Public Service Commission

July 1, 2013

### VIA ELECTRONIC FILING

The Honorable Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554

**Re: CG Docket No. 03-123, Florida TRS Complaint Summary**

Dear Ms Dortch:

In accordance with Order FCC 00-56, issued March 6, 2000, enclosed is a copy of Florida's relay complaint summary for the period of June 1, 2012, through May 31, 2013. Florida received 52 complaints about the various types of services including CapTel. If you have any questions, please contact Curtis Williams at (850) 413-6924 or at [cjwillia@psc.state.fl.us](mailto:cjwillia@psc.state.fl.us).

Sincerely,

/ s /

Cindy B. Miller  
Senior Attorney

CBM:tf

cc: Mark Stone, FCC Consumer & Governmental Affairs Bureau  
Office of Telecommunications (Salak, Casey, Williams)

# **Florida FCC 2012 – 2013 Complaint Log**

### Complaints Made To AT&T

Complaint Tracking for FL (6/1/2012-5/31/13). Total Customer Contacts: 52

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	6/8/12	Customer complained that the Communications Assistant (CA) did not provide I.D.	6/8/12	Assured the customer the CA's manager would follow-up.
2	6/17/12	Customer complained that he/she has issues with Voice Carry Over (VCO) connecting.	6/17/12	Referred the information to AT&T technical team.
3	6/20/12	The customer complained about difficulty reaching a Relay Operator.	6/27/12	Referred the information to the technical team.
4	6/22/12	Customer complained he/she did not like Upfront Automation.	6/29/12	Explained Upfront Automation.
5	7/10/12	The customer complained that his/her calls to Spanish Relay were being dropped.	7/10/12	Assured the customer the CA's manager would follow-up.
6	7/10/12	The customer complained about quality of service when using Spanish operators.	7/10/12	Assured the customer the CA's manager would follow-up.
7	7/10/12	The customer complained that his/her Spanish calls were being answered by English speaking CAs.	7/10/12	Referred the information to AT&T technical team.
8	7/16/12	The customer was unable to place calls using his/her Carrier of Choice.	7/16/12	Referred the information to AT&T technical team.
9	7/16/12	The customer complained about the typing speed and efficiency of Florida Spanish Relay.	7/16/12	Referred the information to AT&T technical team.
10	7/17/12	Customer complained that CA was rude.	7/17/12	The CA was counseled by their Manager on appropriate procedures, and coached on appropriate manner for interacting with customers.
11	7/17/12	Customer complained that CA was rude.	7/17/12	The CA was counseled by their Manager on appropriate procedures, and coached on appropriate manner for interacting with customers.
12	7/27/12	Customer complained they were unable to reach the Relay service by dialing 711.	8/2/12	Referred the information to AT&T technical team.
13	7/30/12	The customer was unable to place calls using his/her Carrier of Choice.	7/30/12	Referred the information to AT&T technical team.

The Honorable Marlene H. Dortch, Secretary  
Annual Florida Relay Consumer Complaint Log  
July 1, 2013

14	8/15/12	Customer complained CA hung-up on him/her.	8/15/12	Assured the customer the CA manager would follow-up.
15	8/16/12	Customer complained that the CA did not follow instructions.	8/16/12	Assured the customer the CA manager would follow-up.
16	8/26/12	Customer complained about the quality of service provided by the CA.	8/30/12	Assured the customer the CA manager would follow-up.
17	9/1/12	Customer complained that the CA told him/her the line was busy.	9/1/12	Apologized
18	9/5/12	Customer complained about quality of service.	9/5/12	The customer disconnected before providing further details.
19	9/6/12	The customer was unable to place calls using his/her Carrier of Choice.	9/6/12	Referred the information to AT&T technical team.
20	9/11/12	Customer complained about the typing speed of AT&T's Communications Assistants.	9/13/12	AT&T apologized for the customer inconvenience.
21	9/13/12	Customer complained that the CAs were not following his/her instructions.	9/13/12	Advised the customer to provide CA numbers when/if this happens in the future.
22	9/19/12	The customer complained that the CA did not advise that Voice Carry Over (VCO) was on.	9/19/12	Customer did not have CA numbers.
23	9/25/12	Customer stated that CA did not provide ID.	9/25/12	Customer was not able to provide date and time of call.
24	10/14/12	The customer complained about technical difficulties on Relay calls.	10/14/12	AT&T apologized for any inconvenience.
25	10/23/13	Customer was unable to reach the Relay service by dialing 711.	10/25/12	AT&T referred the information to its technical team.
26	11/15/12	Customer complained about typing speed of the CAs and AT&T's inability to process Voice Carry Over (VCO) calls properly.	11/16/12	Assured the customer the Communications Assistant's manager would follow-up.
27	11/15/12	Customer complained about typing speed of the Communications Assistant and AT&T's inability to process Voice Carry Over (VCO) calls properly.	11/16/12	Assured the customer the Communications Assistant's manager would follow-up.

The Honorable Marlene H. Dortch, Secretary  
Annual Florida Relay Consumer Complaint Log  
July 1, 2013

28	11/24/12	The customer complained that the Communications Assistant did not properly process request.	11/26/12	Apologized for the inconvenience, and assured the customer the Communications Assistant's manager would follow-up.
29	11/26/12	Customer complained of inability to place calls using Carrier of Choice.	11/26/12	AT&T explained Carrier of Choice through Relay to the customer.
30	12/6/12	Customer complained that CA hung up before call was completed.	12/6/12	Apologized for the inconvenience, and assured the customer the Communications Assistant's manager would follow-up.
31	12/24/12	Customer complained of inability to place calls using Carrier of Choice.	1/2013	Account Manager contacted Carrier to inform them about connecting to AT&T Relay Carrier of Choice platform.
32	12/26/12	The customer complained that the CA spoke softly with no inflection in his/her voice.	12/26/12	Assured the customer the Communications Assistant's manager would follow-up.
33	1/8/13	The customer's husband reported that they waited 30 minutes to get captions on the CapTel800.	1/2013	Customer had service through a digital cable provider. CapTel800 is not designed for digital cable. Advised of option to use CapTel840i.
34	1/11/13	Customer complained that the CA hung-up before the call was completed.	1/11/13	Assured the customer the Communications Assistant's manager would follow-up.
35	1/15/13	The customer complained that some CAs are rude. The customer did not have specific CA numbers or date and time of calls.	1/15/13	Apologized
36	1/30/13	The customer stated that the CA did not provide ID.	1/30/13	Assured the customer the Communications Assistant's manager would follow-up.
37	1/31/13	Customer complained that he/she did not like the CA verifying his/her telephone number before placing call.	1/31/13	Explained Relay procedures to the customer.
38	2/24/13	The customer complained the CA's typing was not efficient.	2/24/13	Assured the customer the Communications Assistant's manager would follow-up.
39	2/26/13	Customer complained that the CA hung-up before the call was completed.	2/26/13	Assured the customer the Communications Assistant's manager would follow-up.

The Honorable Marlene H. Dortch, Secretary  
 Annual Florida Relay Consumer Complaint Log  
 July 1, 2013

40	3/8/13	The customer complained that the CA did not leave his/her message on an answering machine.	3/8/13	Assured the customer the Communications Assistant's manager would follow-up.
41	3/8/13	Customer complained that his/her friend was unable to reach the Relay service by dialing 711.	3/8/13	AT&T referred the information to its technical team.
42	3/12/13	The customer complained about Relay methods and procedures.	3/12/13	Explained Relay methods and procedures.
43	3/20/13	The customer complained that he/she did not like that the CA verified spelling on his/her Relay call.	3/20/13	Explained Relay methods and procedures.
44	3/20/13	Customer complained that the CA hung-up before the call was completed.	3/20/13	Assured the customer the Communications Assistant's manager would follow-up accordingly.
45	4/1/13	The customer complained that the CA did not follow instructions.	4/1/13	Assured the customer the Communications Assistant's manager would follow-up.
46	4/13/13	The customer complained that the CA did not speak with proper intonation.	4/13/13	Assured the customer the Communications Assistant's manager would follow-up.
47	5/8/13	The customer complained that the CA typed in Spanish when he/she is an English speaking customer.	5/8/13	Assured the customer the Communications Assistant's manager would follow-up.
48	5/16/13	Customer complained of inability to place calls using Carrier of Choice.	5/16/13	Explained Carrier of Choice through Relay.
49	5/26/13	The customer complained that there was a delay in reaching a CA.	5/26/13	Explained Up-Front Automation and referred to technical team.

**Complaints Made To Florida Public Service Commission**

50	6/29/12	Customer complained about having to pay for long distance. Carrier of Choice billing issue.	3/12/13	Explained Carrier of Choice through Relay to the customer. Customer directed to contact Mediacomm billing department to issue refunds/credits.
51	10/2/12	Customer complained she could not call long distance because no access code was given to her.	10/24/12	Customer didn't want to pay for long distance service, and subsequently cancelled service.
52	5/29/13	Two inmates complained about not being able to make Relay calls from prison.	6/11/13	The numbers the inmates were trying to call do not accept collect calls. All prison facilities only allow collect calls.

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



GENERAL COUNSEL  
S. CURTIS KISER  
(850) 413-6199

## Public Service Commission

June 21, 2012

### VIA ELECTRONIC FILING

The Honorable Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554

**Re: CG Docket No. 03-123, Florida TRS Complaint Summary**

Dear Ms Dortch:

In accordance with Order FCC 00-56, issued March 6, 2000, enclosed is a copy of Florida's relay complaint summary for the period of June 1, 2011, through May 31, 2012. Florida received 36 complaints about the various types of services including CapTel. Each of the complaints were resolved within the FCC's time requirements. If you have any questions, please contact Bob Casey at (850) 413-6974 or at [bcasey@psc.state.fl.us](mailto:bcasey@psc.state.fl.us).

Sincerely,

/ s /

Cindy B. Miller  
Senior Attorney

CBM:tf

cc: Mark Stone, FCC Consumer & Governmental Affairs Bureau  
Division of Regulatory Analysis (Salak, Casey, Williams)

# **Florida FCC 2011 - 2012 Complaint Log**

## Complaints made to Sprint Relay

Complaint Tracking for FL (06/01/2011-05/31/2012). Total Customer Contacts: 35

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/24/11	A Customer was upset that the supervisor who responded to a call with this Relay Operator called him/her a bad name and hung up so fast that he/she could not apologize for the behavior displayed toward the operator. The operators number listed the numbers 666 and this made the customer nervous causing them to call the operator things like "hell lake of fire", "Satan", and "Lucifer". The Customer felt bad for calling the operator these names and wanted a chance to apologize. An apology was made for the inconvenience and the customer was assured that this information would be forwarded to the appropriate manager. A phone number was provided for follow up. The customers name was not provided.	06/24/11	A complaint was made toward the Supervisor on duty, not the operator. Further investigation by Communications Manager indicated the caller was complaining about someone named "Sherry." There is no Supervisor at this center by that name. Three attempts to reach the caller were made, but there was no answer.
2	06/28/11	A Customer made 3 calls to Customer Service and each call was garbled. Finally after the customer could be read, the Relay Operator typed while she was typing, gave wrong facts to her and had no professionalism. Her original concern was a call regarding her phone number not being blocked or given to a company she called on Sunday. She had dialed *67 then 711. When the customer got her order, her phone number was on the order. Her main concern was how the Relay Operator treated her.	06/28/11	An attempt to contact the customer was made to get more specific information and there was no answer. We finally spoke with the customer and apologized for the incident. The Customer was educated about Caller ID blocks and she said she appreciated the information.
3	06/28/11	The Relay Operator kept typing "Message garbled." It seemed like the Communication Assistant wasn't trying to help me place a call or willing to get a supervisor to come on the line to assist.	06/28/11	The Relay Operator followed proper procedure. Along with sending the macro "your message is garbled" the Relay Operator disabled turbo code and reduced the typing speed. The message continued to come across garbled and the Relay Operator was unable to read the customers messages.
4	07/07/11	A customer call and a Spanish operator was requested and the operator would not connect the customer. The operator said only that they could not do that and that they would disconnect. An apology was given to the customer and they were assured that the Relay Operator will be followed up with. The customer was offered a transfer to a Spanish operator. The customer did not request a follow up.	07/07/11	In following up with the Relay Operator, proper procedure was reviewed and the Relay Operator is now aware of how to transfer to a Spanish Operator.
5	07/11/11	A Customer called and got a Spanish operator that kept saying that the message was garbled. The Customer typed the same thing nine times before hanging up. The Customer stated that before the operator number she received "ICMY" and then the operator number. An apologized was made to the customer and the customer was thanked for the feedback. Follow up was offered and the customer provided a mailing address for follow up by mail. A Supervisor clarified with the customer about the "ICMY" before the operator number and the caller stated that it was typed by the operator in the initial greeting.	07/11/11	This is a Technical Complaint. Program Managers/Account Managers are responsible for Technical Complaints. An email was sent to Operations to clarify "ICMY" and if a Trouble Ticket was issued. A letter was composed and mailed it to this customer using the explanation already provided by the supervisor to the customer. Clarification: Did not use the supervisor's comment in the letter since it was not a resolution. The technician stated that "engineering is aware of the garbling issue with regards to "ICMY" among other letters appearing before the operator number and worked on it". The Customer has not called our Customer Service department back to mention this issue.
6	08/18/11	The Customer stated that they have a right to ask for another Relay Operator even if they are in the middle of a call. The Supervisor was discriminating against the customer in every call.	08/18/11	A call was set up with the Supervisor and the customer on the Outbound line and information was relayed Inbound as required. The Customer of was informed of relay protocol. A letter was sent to the customer via email per the follow up request.
7	10/01/11	Technical - General	10/11/11	The Customer reported that several callers received a busy signal when trying to reach her. The Customer Service Representative was able to place several successful captioned calls to the CapTel user. The Customer Service Representative shared the customers experience with technical support for further investigation which showed a temporary routing issue in the phone network that resolved itself. We confirmed that the customer is now able to reach this number successfully with captions.
8	10/09/11	A TTY Customer placed a call and asked the relay Relay Operator to describe all voice emotions and tones, which the Relay Operator did not do. At the end of call when the customer asked for voice tones, the Relay Operator replied that they "can't identify a voice emotion". The Customer was very unhappy because they had always had voice tones typed out for them until this time. The Customer Service Representative apologized for the call and promised to take down a complaint against the Relay Operator. The Customer requested a follow up email regarding this complaint.	10/09/11	The Relay Operator was coached on the importance of following the customers instructions and relaying voice descriptions. Customer service is a top priority and relaying background info and voice descriptions are a must.

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9	10/17/11	TTY customer states that the Relay Operator did not follow her instructions to redial 10 times. The Relay Operator said he can only redial once and then she would have to ask again to redial and continue this way until they had redialed 10 times. The customer was apologized to and requested follow up via email.	10/17/11	The Relay Operator was coached on honoring all redial requests/instructions from customers. The Relay Operator stated he now fully understands how to properly handle this type of request in the future. A follow up email was sent to the customer per her request.
10	10/20/11	"The Relay Operator hung up on me."	10/20/11	A Supervisor met with the Relay Operator in regards to this complaint. The Relay Operator remembered specifically that he had a call at this time that froze up and disconnected the caller. A Trouble ticket was entered and closed as a one-time technical issue with the station.
11	10/31/11	Accuracy of captions	10/31/11	A Customer shared feedback regarding the accuracy of captions and stated that sometimes he experienced incorrect words. The Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. The Customer Service Representative suggested that the customer document the date, time, and Communication Assistant number of any future calls to allow us to take specific action with the Communications Assistant captioning the call.
12	11/04/11	The Customer complained, that the caller reported, that the Communication Assistant didn't type "your welcome" or "have a nice day" after she closed her call by typing "thank you". Customer Service responded, apologized and told her the report would be sent to the call center supervisor. The Customer requested follow up.	11/04/11	The Relay Operator was coached on the importance of demonstrating a warm and friendly demeanor when speaking with the customer. E-mail follow up made as requested.
13	11/15/11	Technical - General	11/30/11	A call to a CapTel customer would not connect. A test call from the Customer Service Representative did connect correctly. The Customer Service Representative shared the customer's experience with technical support for further investigation which showed a temporary routing issue in the phone network that resolved itself. We confirmed that the customer is now able to reach this number successfully with captions.
14	11/30/11	Technical - General	12/09/11	A Customers nephew reported getting a busy signal only when calling from his land line phone to his aunt's CapTel. Technical support provided the customer with a remedy by re-routing the callers calls through a different carrier. The Customer Service Representative confirmed that this adjustment resolved the customers experience.
15	12/03/11	Technical - General	12/08/11	A Customer reported seeing a Long Distance message on his screen. Further research showed that a local call was being routed as a long distance call. Technical Support made an adjustment in the system so that the call data shows the call as being local instead of long distance. The Customer Service Representative confirmed this adjustment resolved the customers experience.
16	12/09/11	Technical - General	12/09/11	A Customers nephew reported not being able to connect with the CapTel 800 through the captioning service. Telephone Relay Service network carriers identified a configuration issue and re-routed calls temporarily through a different carrier until the original carrier was able to permanently resolve the issue. The nephew confirmed that he is now able to connect with his aunt's CapTel phone through the captioning service.
17	12/13/11	A Customer complaining about garbling only when numbers were coming out. The Customer said this always happens with Florida relay and all Relay Operators intentionally garble their messages. The Customer said he will be taking this to higher authorities and hung up after cursing at the supervisor. The Supervisor had no opportunity to respond to the customers complaint.	12/13/11	In observing the screen, the supervisor could see that the message was not garbled on the Relay Operators end of the conversation. A trouble ticket for garbling was submitted. A trouble ticket was opened but we were unable to follow up with customer to inform them of the action taken on the technical complaint.
18	12/17/11	Technical - General	12/17/11	A Caller to a CapTel user reported her inability to reach one specific number through the captioning service. One of the Telephone Relay Service network carriers identified a configuration issue and re-routed calls temporarily through a different carrier until the original carrier was able to permanently resolve the issue. The Customer Service Representative confirmed the issue has been permanently resolved by the original carrier and customer is able to reach this number successfully.
19	01/07/12	The Customer said that the Relay Operator was being rude because the Relay Operator would start to type again after she had already given the go ahead. The Relay Operator kept typing over the customer. An apology was made to the customer and he was informed that the Relay Operator would be coached. The Customer is satisfied and does not want a follow up call.	01/07/12	The Operator was coached about caller control and the proper phrasing to use to inform the voice person when the TTY user is trying to interrupt.

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20	01/11/12	The Relay Operator did not do a good job on my relay call. My sister told me he would not type everything. The Supervisor asked if the caller had any examples of missed conversation and the caller said the Relay Operator was just not typing in general. An apology was made for the inconvenience and a follow up was offered on this complaint. The customer requests that a supervisor will follow up with his sister via voice and appropriate contact information was provided.	01/11/12	A supervisor followed up with the Relay Operator and reviewed the proper procedure for relaying calls. The Relay Operator did not remember the call and feels that this would not have been done intentionally, but will be more aware of typing verbatim in the future. The Supervisor followed up with the customer and the customer was pleased with the result of the coaching of the Relay Operator and thanked us for our follow up.
21	02/07/12	A Florida TTY user complained that the Relay Operator did not inform them that static could occur after their caller hung up. The Relay Operator apologized for the problem and explained that the Relay Operator supervisor would be made aware of the issue. Follow up contact was not wanted.	02/07/12	The Relay Operator claims that the customer connected on an outbound line with a lot of static. The Relay Operator relayed everything they could understand and offered to redial, but the caller said no, with profanity, and disconnected. The Relay Operator was coached on the importance of keeping the caller informed.
22	02/13/12	A Customer said that the Relay Operator couldn't hear him. Although his notes said VCO caller, the Relay Operator didn't put the call on VCO. An apology was made to the customer they were informed that the Relay Operator would be coached. The Customer was satisfied and did not request any follow up.	02/13/12	The Relay Operator was coached on following customer notes and to notify bridge personnel for questions. The Relay Operator understood.
23	02/17/12	There was a dialing Issue with the customer being unable to dial a regional 800 number.	02/20/12	A Customer reported that she was attempting to reach an 800 number but got a department that could not transfer the call to the division she wished to reach. The Customer Service Representative advised the customer that an adjustment was made to how this regional 800 # would be routed to allow the call to reach the general number successfully.
24	02/20/12	Technical - General	03/06/12	A Customer reported that she is having difficulty calling her electric company on the CapTel 800. The Customer indicated that she can call her electric company's phone number without captions on the CapTel 800 but not with captions. Similarly the customer reported having the same experience when calling a different phone number for her electric company. Technical support did an adjustment in the system to allow the customer's phone calls to go through successfully. The Customer Service Representative confirmed that the customer is able to call both numbers for her electric company from the CapTel 800 successfully.
25	02/28/12	The customer stated, "First of all the Relay Operator said she announced the call but I didn't hear the TTY tones. Second she said that she couldn't complete the call because it was a 800 #. I have been calling this number for many years. My mother is the TTY user. Your Relay Operator argued with me about this." The Relay Operator called over the Supervisor and said they tried to connect the call but it would not. The Supervisor dialed the number and connected the call which was an 800 # and connected to a TTY. The caller wanted to make sure that someone spoke to her about her attitude and the caller was apologized to.	02/28/12	The Relay Operator said she and a Supervisor kept getting an error message when trying to out dial, but it finally went through on its own. They submitted a trouble ticket. The Relay Operator was coached on following customer instructions and keeping the customer informed of call changes.
26	02/28/12	The Customer stated, "She likes to play games and say she can't read me or can't set the machine. It is coming across perfect to me on this end. She kept saying it's garbled. Please talk to your Relay Operator about how to work her machine." An apology was made for the inconvenience and we let the customer know it has been documented.	02/28/12	The supervisor met with the Relay Operator and reviewed the proper procedure when dealing with a call that is garbling. The Relay Operator was aware of this call and did try to correct the issue but was unable to. A trouble ticket was not filled out for this garbling issue and the supervisor did coach the Relay Operator on the importance of trouble tickets so that our technicians can attempt to find a resolution to any technical issues that may arise.
27	02/29/12	A Customer complained that the Relay Operator was using an inappropriate tone of voice. The Customer asked the voice caller why they were impatient or annoyed, and the voice caller hung up after saying that they were not impatient or annoyed. The Customer is mad that the operator misunderstood the tone of voice of the voice caller. A Supervisor was not able to speak with the customer since the customer hung up before more information was gathered.	02/29/12	A Supervisor was not able to speak with the customer since the customer hung up before more information was gathered.
28	03/30/12	A Florida TTY user called to complain that they were getting an error when trying to access the internet website www.sprintrelayonline.com. Customer Service apologized for the inconvenience and opened a Trouble Ticket. The Customer did not request follow up.	03/30/12	This has been resolved and the Customer did not request follow up.

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29	04/07/12	A TTY user stated that the Relay Operator stopped responding twice during a call. The Relay Operator never sent the dialing out macro. The Relay Operator started typing the recording but then abruptly stopped typing and the TTY user typed "hello q hello q hello q." The Relay Operator never responded. After waiting for a little over a minute the TTY user decided to hang up. A Customer service representative apologized to the customer and stated that the information would be passed along to the appropriate parties. The Customer requested follow up via email.	04/07/12	The Relay Operator was coached on correct call procedures. A follow up email was sent to the customer.
30	04/21/12	A Customer's daughter reported both CapTel phones were not working.	04/26/12	A Customer Service Representative also confirmed that a regular phone did not get a dial tone at either phone jack and referred the caller to the phone service provider for further assistance. This resolved the customer's experience.
31	04/24/12	A Customer's daughter reported that no phones in the home have a dial tone.	04/24/12	A Customer Service Representative advised contacting the telephone service provider for assistance.
32	05/01/12	Internal Update Performed	06/13/12	A Supervisor spoke with the Relay Operator. He could not remember any specifics of this call. The Relay Operator is aware of the consequences of disconnecting a call or the need to report any technical issues. The customer was called back at the contact number given to get more details of what occurred. The Supervisor spoke to three different people in the household; all stated they could not remember placing any complaints. The ticket was closed out.
33	05/02/12	A Customer reported that the outgoing calls they made today rang four times and then there was no audio however the call still connected and the call was captioned.	05/03/12	The Relay Operator on the call logged a trouble ticket noting the same experience as the customer. Further investigation identified a work station issue which was corrected. The Customer has since made successful captioned calls.
34	05/03/12	A Customer was having difficulty reaching a particular number using her CapTel phone.	05/16/12	Technical support made an adjustment to how the customer's captioned calls routed and this resolved the experience. A Customer Service Representative confirmed that the customer is now able to make captioned calls to the number in question.
35	05/07/12	Customer's helper reported that upon set up at a new location the CapTel does not reach a dial tone.	05/07/12	Customer Service Representative advised contacting the telephone service provider to ensure that the service has been switched to the customer's new location.

**Complaints made to Florida Public Service Commission**

36	06-06/11	An inmate of a Florida Civil Commitment Center alleged he was being discriminated against because he was only allowed to make collect relay calls.	06-20/11	The investigation showed that both hearing and non-hearing inmates making outgoing calls are required to make collect calls. No discrimination found.
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## **Appendix I – Florida TRS RFP**

**STATE OF FLORIDA**

**FLORIDA PUBLIC SERVICE COMMISSION**

**REQUEST FOR PROPOSALS**

**TO PROVIDE**

**TELECOMMUNICATIONS RELAY SERVICE IN**

**FLORIDA**

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## **REQUEST FOR PROPOSALS**

### **A. ADMINISTRATIVE REQUIREMENTS AND PROCEDURES**

#### **1. Issuing Entity and Point of Contact**

This Request For Proposals (RFP) is issued by the Florida Public Service Commission (FPSC). The FPSC's Proposals Review Committee (PRC) Chairman is the sole point of contact concerning this RFP and all communications must be made through the Chairman, Curtis Williams. Mailed correspondence must be addressed to Curtis Williams, c/o Ms. Carlotta Stauffer, Director, Office of Commission Clerk, Commission, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850 and should reference Docket No. 170039-TP. The PRC Chairman can be contacted at (850) 413-6924 and facsimile correspondence should be directed to (850) 413-6925. E-mail should be directed to the PRC Chairman at [cjwillia@psc.state.fl.us](mailto:cjwillia@psc.state.fl.us).

#### **2. Purpose**

The purpose of this RFP is to contract for a Florida Relay Service (FRS) System that meets the needs of the people of the State of Florida pursuant to the Telecommunications Access System Act of 1991 (Chapter 427, Florida Statutes) and which satisfies or exceeds the relay system certification requirements of the Federal Communications Commission under the Americans with Disabilities Act. Bidders must comply with the requirements of both laws.

Section E, Table 1 of this RFP contains a summary of the captioned telephone intrastate billable minutes and TRS intrastate billable minutes provided by the current relay provider concerning the Florida relay traffic for the months of March 2016 through March 2017. Section E, Table 2 of this RFP contains a summary of the Florida intrastate and interstate session minutes for the months of March 2016 through March 2017. The bidder assumes all responsibility for the accuracy of data from these reports and billable minute information in using them for bidding purposes.

#### **3. Other Applicable Laws/Legal Considerations**

This RFP, and any resulting contract, shall be governed by the laws of the State of Florida. The bidders and provider shall comply with applicable federal, state, and local laws and regulations.

The contract shall be construed according to the laws of the State of Florida. Any legal proceedings against any party relating to or arising out of the RFP or any resultant contract or contractual relation shall be brought in State of Florida administrative or judicial forums. The venue will be Leon County, Florida.

#### **4. Scope**

This RFP contains the instructions governing the proposal to be submitted and the material to be included therein, mandatory administrative and operational requirements which a bidder shall meet to be eligible for consideration, specific instructions for proposal submission, and evaluation criteria.

#### **5. FCC Authority to Provide Relay Services**

The provider shall have the necessary FCC authority or only use, for relay service, telecommunications providers that have the necessary FCC authority to provide interstate and international service.

#### **6. Definitions/Acronyms**

The following terms, when used in this RFP, have the meaning shown below.

- a. Abandoned Calls – Calls reaching the relay switch and terminated by the caller before a communications assistant answers regardless of the amount of time that has elapsed since the call reached the relay switch.
- b. Administrator – A not-for-profit corporation incorporated pursuant to the provisions of Chapter 617, Florida Statutes, and designated by the FPSC to administer the telecommunications relay service system and the distribution of specialized telecommunications devices pursuant to Section 427.703(1), Florida Statutes.
- c. Advisory Committee – A group created by Section 427.706, Florida Statutes, and consisting of up to ten individuals named by the FPSC for the purposes described in Chapter 427, Florida Statutes.
- d. Answer Time – The point in the progression of inbound calls beginning when it arrives at the call center switch until it is routed to a communications assistant.
- e. Billable Minutes – For the purpose of calculating and rendering bills to the Administrator pursuant to Section 427.704(2), Florida Statutes, billable minutes is the elapsed time between the time the incoming call enters the Florida Relay System provider's relay center switch and the completion of relay service. Total session time shall be rounded to the nearest one-tenth of a minute or less per session and the time for all call sessions shall be added together for all incoming calls during the month to produce the total billable minutes per month. The total of billable minutes for the month shall be rounded to the nearest one-tenth of a minute. In a session which includes a mix of intrastate toll or local calls and interstate or international calls, the time

associated with the interstate or international calls shall not be included in the billable time for that call session.

- f. Blocked calls – Calls blocked by the carrier’s 800 number network.
- g. Communications Assistant (CA) - A person who relays conversation to and from users of a relay system.
- h. Deaf – Having a permanent hearing loss and being unable to discriminate speech sounds in verbal communication, with or without the assistance of amplification devices.
- i. Dual Sensory Loss – Having both a permanent hearing loss and a permanent visual impairment and includes deaf/blindness.
- j. Electronic Posting -The Florida Department of Management Service's Vendor Bid System website located at [http://myflorida.com/apps/vbs/vbs\\_www.main\\_menu](http://myflorida.com/apps/vbs/vbs_www.main_menu).
- k. FPSC - Florida Public Service Commission.
- l. General Assistance Calls – Incoming calls to the CA that are not associated with an outgoing relay call. Such calls may provide information about using relay or other types of calls that are normally handled by customer service.
- m. Hard of Hearing – Having a permanent hearing loss which is severe enough to necessitate the use of amplification devices to discriminate speech sounds.
- n. Hearing Loss or Hearing Disabled – Being deaf or hard of hearing and includes dual sensory impairment.
- o. Hearing Carry-Over (HCO) – A feature that allows people who are speech disabled to use their hearing abilities to listen directly to their party. The CA voices the typed responses from the HCO user to the hearing person, who then speaks directly to the HCO user without CA interaction.
- p. Incoming Call – An incoming call refers to the portion of the communications connection from the calling party to the relay service center. An incoming Telecommunications Device for the Deaf (TDD) call is a call originated by a TDD user. An incoming telephone call is a call originated by a telephone user. An incoming call includes calls to the relay service telephone number for completing a relay call as well as general assistance calls.
- q. Minor Irregularity – A variation from the request for proposals terms and conditions which does not affect the price of the proposal, give the bidder an

unfair advantage or benefit not enjoyed by other bidders, or does not adversely impact the interests of the FPSC.

- r. **Outgoing Call** – An outgoing call refers to the portion of the communications connection from the relay service center to the called party. An outgoing TDD call is a call to a TDD user. An outgoing telephone call is a call to a telephone user.
- s. **Provider** – The entity with whom the FPSC contracts to provide Florida Relay Service.
- t. **Proposals Review Committee (PRC)** – The PRC consists of designated FPSC staff and designated members of the Advisory Committee.
- u. **Session Minutes** – Session minutes include the entire time that the relay call is connected to the communication assistant, including the time used to set up the call until the time the communications assistant disconnects the last party.
- v. **Speech Impaired or Speech Disabled** – Having a permanent loss of verbal communications ability which prohibits normal usage of a standard telephone set as stated in Section 427.703(10), Florida Statutes.
- w. **Speech to Speech (STS)** – A service that enables a person with speech disabilities to use relay service with his own voice or voice synthesizer, rather than using a TDD. A specially trained CA functions as a human translator for people with speech disabilities who have trouble being understood on the telephone. The STS CA repeats the words of the speech disabled user to the other party on the call.
- x. **Telecommunications Device for the Deaf (TDD or TTY)** – A mechanism which is connected to a standard telephone line, operated by means of a keyboard, and used to transmit or receive signals through telephone lines. The term includes mechanisms equipped with sight assisting devices such as a large print screen or Braille printer and also includes computers as stated in Section 427.703(14), Florida Statutes.
- y. **User** - Includes either the calling or called party in a relay call.
- z. **Video Relay** – Video relay interpreting allows the caller, utilizing video conferencing facilities, to use sign language to communicate with the CA who voices the call to the hearing person at the receiving end.
- aa. **Voice Carry-Over** - A feature that enables a user with a hearing disability to utilize his useable speech for direct expression of voice communications and

to use the CA for conversion of the other user's communications from voice to TDD.

## **7. Key Dates**

The following dates are target dates. The FPSC and the PRC Chairman reserve the right to change the dates. Any change to the dates shall be accomplished by addendum.

Release Request for Proposals..... by May 11, 2017  
Clarifying Questions Submitted in Writing to  
PRC Chairman 3:00p.m. EDT.....by May 25, 2017  
Answers to Clarifying Questions.....by June 2, 2017  
**TECHNICAL AND PRICE PROPOSAL**  
**DUE DATE & TIME 3:00p.m. EDT..... by June 16, 2017**  
Performance Bond Due ..... Upon Execution of Contract  
Begin Service .....March 1, 2018

## **8. Commencement Date**

The commencement date for the service is March 1, 2018. Within their response to the RFP, bidders shall provide a work schedule showing how they can meet that deadline and shall provide a statement that they can provide the complete service on March 1, 2018.

## **9. Term of Contract**

The term of the Contract will be an initial three year period. Upon mutual agreement between the FPSC and the provider, the Contract may be extended for up to four additional one year periods subject to the same terms and conditions set forth in the initial Contract and any written amendments signed by the parties. Any extension is subject to the availability of funds and contingent upon satisfactory performance by the provider. The provider shall notify the Commission of its desire to extend service by March 1 the year before the current service period expires. For example, if the contract service period is due to expire on February 28, 2021, the provider should notify the FPSC by March 1, 2020, that it desires a one year extension of service.

## **10. Restrictions on Communications**

From the issue date of this RFP until the staff recommendation on the award of the contract is filed in the docket file, bidders are not to communicate with any FPSC Commissioner, staff member, or Advisory Committee member regarding this RFP except for:

- a. Written correspondence to or from the PRC Chairman for clarifying questions only regarding the Commission-approved RFP. All written questions must be submitted to the PRC Chairman by 3:00 pm EDT, May 25, 2017, and

written answers to the questions will be posted in Docket No. 170039-TP and on the Florida Department of Management Services Vendor Bid System ([http://www.myflorida.com/apps/vbs/vbs\\_www.main\\_menu](http://www.myflorida.com/apps/vbs/vbs_www.main_menu)) by June 2, 2017. No changes to the Commission-approved RFP will be considered.

- b. Oral discussions at an oral interview or site visit pursuant to Section A.

After the recommendation for award is filed, there will be no oral or written communication with FPSC staff, including the PRC Chairman, or any member of the FPSC concerning the RFP. Written correspondence submitted to the docket file for the sole purpose of identifying a mathematical error will be reviewed by appropriate FPSC staff.

For breach of this provision, the FPSC reserves the right to reject the proposal.

#### **11. Modifications, Withdrawals, and Late Proposals**

Proposals may only be modified or withdrawn by the bidder up to the established filing date and time. It is the responsibility of the bidder to ensure that the proposal is received by the Office of Commission Clerk on or before the proposal due date and time. Both the technical and price proposals must be filed by June 16, 2017, at 3:00 p.m. EDT. Late proposals will not be accepted.

#### **12. Bidding Costs**

Neither the FPSC, nor the Florida Relay System, is liable for any costs incurred by a bidder in conjunction with the development of its proposal.

#### **13. Rejection of Proposals, Correction of Errors**

The PRC Chairman and the FPSC reserve the right to reject any or all proposals and to cancel the RFP. The FPSC reserves the right to allow a bidder to correct minor irregularities upon notification by the PRC Chairman. A bidder may not modify its proposal after opening; however, calculation or typographical errors may be corrected by the FPSC.

#### **14. Public Availability of Proposals, News Releases and Public Announcements**

The technical proposals will each be made available to the general public within 10 days after each is opened. The price proposals will not be opened until after the technical proposals have been evaluated. Such price proposals will be made available after the staff recommendation for award is filed. The FPSC may issue press releases or public announcements concerning filed proposals or the RFP process.

## **15. Protests**

Failure to file a protest of either the RFP or the letter of intent within the time prescribed in Section 120.57(3)(b), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

## **16. Letter of Intent/Notification to Bidders**

Upon selection of a potential provider by the FPSC, the FPSC will issue a letter of intent to the potential provider. The electronic posting of the Notice of Intent to Award is the point of entry to protest the award pursuant to Section 120.57(3), Florida Statutes. A contract shall be completed and signed by all parties concerned within thirty (30) days of mailing the letter of intent. If this date is not met, through no fault of the FPSC, the FPSC may elect to cancel the letter of intent and make the award to another bidder.

All bidders will receive a copy of the letter of intent by certified mail, return receipt requested.

## **17. Award of Contract**

The FPSC shall award the contract to the bidder whose proposal is the most advantageous to the state, taking into account the following considerations in Section 427.704(3)(a), Florida Statutes:

- a. The appropriateness and accessibility of the proposed telecommunications relay service for the citizens of the state, including persons who are deaf, hard of hearing, or speech impaired.
- b. The overall quality of the proposed telecommunications relay system.
- c. The charges for the proposed telecommunications relay service system.
- d. The ability and qualifications of the bidder to provide the proposed telecommunications relay service system as outlined in the RFP.
- e. Any proposed service enhancements and technological enhancements which improve service without significantly increasing cost.
- f. Any proposed provision of assistance to deaf persons with special needs to access the basic telecommunications system.
- g. The ability to meet the proposed commencement date for the FRS.
- h. All other factors listed in the RFP.

## **18. Award Without Discussion**

The FPSC reserves the right to make an award without discussion of proposals with the bidder. Therefore, it is important that each technical and price proposal be submitted in the most complete, understandable, and accurate manner possible.

## **19. Oral Interviews/Site Visits/Written Data Requests**

Bidders may be asked to participate in oral interviews, respond to a written data request, make their facilities available for a site inspection by the PRC or make their financial records available for a FPSC audit. Such interviews, site visits, and/or audits will be at the bidder's expense except that the PRC will pay for its own expenses (transportation, meals, housing, etc.). Bidders should come to oral interviews prepared to answer the PRC's questions and the bidder's primary contact person (person signing the letter of transmittal accompanying the RFP or his designee) shall be present at all meetings with the PRC or FPSC.

## **20. Contract Document**

The successful bidder will be required to sign a contract which will include the following elements.

- a. The RFP.
- b. The bidder's proposal in response to the RFP.
- c. A document identifying any clarifications to the proposal and any unsolicited items contained in the proposal and desired by the FPSC to be included in the FRS.

All of the above items together will constitute a complete initial contract that will be executed by the FPSC's Executive Director on behalf of the FPSC.

## **21. Limited Liability**

Neither the Commission, its Advisory Committee, the Administrator, the PRC and the provider of the telecommunications relay service, nor any agent, employee, representative, or officer of the foregoing shall be liable for any claims, actions, damages, or causes of action arising out of or resulting from the establishment, participation in, or operation of the telecommunications relay service, except where there is malicious purpose or wanton and willful disregard of human rights, safety, or property in the establishment, participation in, or operation of the telecommunications relay service. To the fullest extent permitted by law, all prospective service providers and their assigns or successors by their participation in the RFP process, shall indemnify, save and hold the FPSC and its employees and agents, including the Advisory Committee and PRC, free and harmless from all suits, causes of

action, debts, rights, judgments, claims, demands, accounts, damages, costs, losses, and expenses of whatsoever kind in law or equity, known and unknown, foreseen and unforeseen, arising from or out of the RFP and/or any subsequent acts related thereto, including, but not limited to, the recommendation of a bidder to the FPSC and any action brought by an unsuccessful bidder. This is a statutory requirement that will not be amended or waived.

## **22. Disclaimer**

All information contained in the RFP, including any amendments and supplements thereto, reflects the best and most accurate information available to the FPSC at the time of the RFP preparation. No inaccuracies in such information shall constitute a basis for change of the payments to the provider or a basis for legal recovery of damages, either actual, consequential, or punitive.

## **23. Cancellation/Availability of Funds**

The FPSC shall have the right to unilaterally cancel, terminate, or suspend any ensuing contract, in whole or in part, by giving the provider 60 calendar day's written notice by certified mail, return receipt requested, or in person with proof of delivery. If a breach of the contract by the provider occurs, the FPSC will provide written notice to the provider, and allow 14 days to cure the breach. If a breach of the contract is not cured within the 14 days, the FPSC may, by written notice to the provider, terminate the contract upon 24 hours notice. The provisions herein do not limit the FPSC's right to remedies at law or to damages.

Pursuant to Rule 25-25.013, F.A.C., on multi-term contracts, this contract is subject to the availability of funds.

## **24. Public Bidder Meetings and Proprietary/Confidential Information**

Written requests for confidentiality shall be considered by the FPSC as described in Section 364.183, Florida Statutes. Rule 25-22.006, F.A.C., should be followed in making a request.

Meetings held between the FPSC or PRC and the bidder shall be open to the general public. Should the need arise to discuss any confidential materials, the FPSC or PRC will attempt to hold such a discussion by referring to the confidential material in a general way without closing the meeting. All meetings with bidders will be transcribed.

## **25. Public Records**

All material submitted regarding this RFP becomes the property of the FPSC and subject to Chapter 119, Florida Statutes, (Public Records Law). The PRC reserves the right to use any or all information/material presented in reply to the RFP, subject to any

confidentiality granted via Chapter 364 and Chapter 427, Florida Statutes. Disqualification of a bidder does not eliminate this right.

Unless otherwise exempt from disclosure under Chapter 119, Florida Statutes, or Section 24(a) of Article I of the State of Florida Constitution, all documents qualifying as public records shall be made available by the provider to the requestor, for public inspection. The FPSC may unilaterally cancel the contract for refusal by the provider to allow such public access. The provider must:

- a. Keep and maintain public records required by the FPSC in order to perform the service.
- b. Upon request from the FPSC's custodian of records, provide the FPSC with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in the Public Records Law or as otherwise provided by law. A provider who fails to provide public records to the FPSC may be subject to penalties under Section 119.10, Florida Statutes.
- c. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the provider does not transfer the records to the FPSC.
- d. Upon completion of the contract, transfer, at no cost, to the FPSC all public records in possession of the provider or keep and maintain public records required by the FPSC to perform the contract. If the provider transfers all public records to the FPSC upon completion of the contract, the provider shall destroy any duplicate records that are exempt or confidential and exempt from public records disclosure requirements. If the provider keeps and maintains public records upon completion of the contract, the provider shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the FPSC in an Adobe PDF format.

**IF THE PROVIDER HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (850) 413-6770, [clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us), 2540 SHUMARD OAK BOULEVARD, TALLAHASSEE, FLORIDA 32399-0850.**

The FPSC and the provider acknowledge that this contract, including all elements identified in section A. 20 of this RFP, is a public record, is available to the public for inspection, and may be posted on a web site by the State of Florida.

## **26. Non-Collusion**

By submitting a proposal, the bidder affirms that the proposed bid prices have been arrived at independently without collusion, consultation, or communications with any other bidder or competitor, that the said bid prices were not disclosed by the bidder prior to filing with the FPSC, and that no attempt was made by the bidder to induce any other person, partnership or corporation, to submit or not submit a proposal.

## **27. Changes in the Contract**

Any change in the contract shall be accomplished by a formal written contract amendment signed by the authorized representatives of both the FPSC and the provider. No other document or oral communications shall be construed as an amendment to the contract.

## **28. Conflict of Interest/Standards of Conduct**

The award hereunder is subject to the provisions of Chapter 112, Florida Statutes, (Public Officers and Employees), and Chapter 350, Florida Statutes (Standards of Conduct). All bidders shall disclose with their bid the name of any officer, director, or agent, who is also an employee of the State of Florida, or any of its agencies. Further, all bidders shall disclose the name of any state employee who owns, directly or indirectly, an interest of five percent or more in the bidder's firm or any of its branches.

## **29. Minority Business**

It is the policy of the FPSC to encourage participation by minority business enterprises (as defined in Section 287.012, Florida Statutes) in FPSC contracts. If two identical bids/proposals to an invitation for bids or request for proposals are received and one response is from a minority owned company, the FPSC shall enter into a contract with the minority owned company. If applicable, the bidder shall include in its proposal evidence that it meets the definition of a minority business.

## **30. Dispute Resolution**

Any dispute concerning performance of the Contract shall be decided by the FPSC or the FPSC's designated Contract manager, who shall reduce the decision to writing and serve a copy on the provider. The decision shall be final and conclusive unless within twenty one (21) days from the date of receipt, the provider files with the FPSC a petition for administrative hearing. The FPSC's decision on the petition shall be final, subject to the provider's right to review pursuant to Chapter 120, Florida Statutes. Exhaustion of administrative remedies is an absolute condition precedent to the provider's ability to pursue any other form of dispute resolution; provided, however, that the parties may employ the alternative dispute resolution procedures outlined in Chapter 120, Florida Statutes. Without limiting the foregoing, the exclusive venue of any legal or equitable action that arises out of

or relates to the Contract shall be the appropriate state court in Leon County, Florida; in any such action, Florida law shall apply and the parties waive any right to jury trial.

**31. Waiver**

The delay or failure by the FPSC to exercise or enforce any of its rights under this Contract shall not constitute or be deemed a waiver of FPSC's right thereafter to enforce those rights, nor shall any single or partial exercise of any such right preclude any other or further exercise thereof or the exercise of any other right.

**32. Severability**

If a court deems any provision of the Contract void or unenforceable, that provision shall be enforced only to the extent that it is not in violation of law or is not otherwise unenforceable and all other provisions shall remain in full force and effect.

**33. Force Majeure, Notice of Delay, and No Damages for Delay**

The provider shall not be responsible for delay resulting from its failure to perform if neither the fault nor the negligence of the provider or its employees or agents contributed to the delay and the delay is due directly to acts of God, wars, acts of public enemies, strikes, fires, floods, or other similar cause wholly beyond the provider's control, or for any of the foregoing that affect subcontractors or suppliers if no alternate source of supply is available to the provider. In case of any delay the provider believes is excusable, the provider shall notify the FPSC in writing of the delay or potential delay and describe the cause of the delay either (1) within ten (10) days after the cause that creates or will create the delay first arose, if the provider could reasonably foresee that a delay could occur as a result, or (2) if delay is not reasonably foreseeable, within five (5) days after the date the provider first had reason to believe that a delay could result. THE FOREGOING SHALL CONSTITUTE THE PROVIDER'S SOLE REMEDY OR EXCUSE WITH RESPECT TO DELAY.

Providing notice in strict accordance with this paragraph is a condition precedent to such remedy. No claim for damages, other than for an extension of time, shall be asserted against the FPSC. The provider shall not be entitled to an increase in the Contract price or payment of any kind from the FPSC for direct, indirect, consequential, impact or other costs, expenses or damages, including but not limited to costs of acceleration or inefficiency, arising because of delay, disruption, interference, or hindrance from any cause whatsoever. If performance is suspended or delayed, in whole or in part, due to any of the causes described in this paragraph, after the causes have ceased to exist the provider shall perform at no increased cost, unless the FPSC determines, in its sole discretion, that the delay will significantly impair the value of the Contract to the State or to Customers, in which case the FPSC may (1) accept allocated performance or deliveries from the provider, or (2) purchase from other sources (without recourse to and by the provider for the related costs and expenses) to replace all or part of the products that are the subject of the delay, which

purchases may be deducted from the Contract quantity, or (3) terminate the Contract in whole or in part.

**34. Liquidated Damages for Failure to Initiate Services on Time or to Provide Contracted Services for the Life of the Contract**

Implementation of the Florida Relay Service in a timely matter is essential. Failure by the provider to implement the service by March 1, 2018, shall be considered a significant and material breach of the Contract. For each day the service is delayed, the provider shall pay to the Administrator, for deposit in its operating fund, the sum of \$25,000.

Liquidated damages may accrue up to the following amounts for each breach. Liquidated damages for any particular month may not exceed the actual monthly revenue from the provision of services pursuant to this RFP. For failure to:

- a. Meet answer time requirements - \$5,000/day.
- b. Meet blockage rate or transmission level requirement - \$5,000/day.
- c. Meet complaint resolution requirement - \$1,000/complaint.
- d. Provide timely reports - \$500/day.
- e. Meet minimum typing speed of 60 words per minute on live traditional relay calls - \$5,000/day.
- f. Provide contracted services for the life of the contract, the FPSC reserves the right to require the payment by the provider of liquidated damages in the amount commensurate with the duration and extent of the system deficiencies.

Any liquidated damages may be paid by means of the Administrator deducting the amount of the liquidated damage from a monthly payment to the provider. Such action shall only occur upon order of the FPSC. The Liquidated Damage provisions stated above in this Section A.34 are subject to the Force Majeure provisions in Section A.33.

## **B. THE SERVICE TO BE PROVIDED**

### **1. Overview**

This section of the RFP lists and describes the specific basic features of the relay service required to be provided.

### **2. Scope of Service**

The relay service shall be designed to provide the means by which a deaf, hard of hearing, speech, or dual sensory impaired person using a TTY can communicate over the existing telecommunications network with a non-TTY user (and vice-versa) through the use of the relay system. The service shall also provide other telecommunications services to persons with hearing and speech disabilities as further described below.

The FPSC is interested in procuring a relay service that is as cost efficient as possible while at the same time providing a service as equivalent to standard telecommunications service as possible.

### **3. Access Numbers**

There shall be a single access number for TDD users, a single access number for voice users, a single access number for ASCII users, and a single access number for Spanish users. The TDD access number shall be (800) 955-8771, the voice access number shall be (800) 955-8770, and the ASCII access number shall be (800) 955-1339. The Spanish access number shall be (877) 955-8773. The provider must request FPSC authority to use additional numbers for relay access (e.g. Speech to Speech (STS), other foreign languages, etc.). If a caller calls the wrong access number, the system shall process the call without requiring the caller to redial.

Access shall also be provided via "711" which shall point to the (800) 955-8770 number.

### **4. Availability of the System to Users**

The service shall be designed to relay local, intrastate, interstate, and international calls that originate or terminate in Florida. Relay service shall be available 24 hours per day every day of the year. No restrictions shall be placed on the length or number of calls placed by customers through the relay center.

## **5. Minimum Communications Assistant (CA) Qualifications and Testing**

The provider shall adequately supervise and train its employees to always be courteous, considerate, and efficient in their contact and dealings with its customers and the public in general, and shall conduct periodic evaluations to ensure that courteous service is being rendered.

Bidders shall specify how CAs will meet all necessary proficiency requirements. CAs shall be able to quickly and accurately type TDD relay messages. The provider shall use valid, unbiased tests for CAs on subjects including, but not limited to:

- a. Competent skills in typing, grammar, spelling, interpretation of typewritten American Sign Language (ASL), and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.
- b. A high school diploma or grade equivalent diploma. In addition, each candidate shall pass a high school level English comprehension and grammar test before being considered for employment.
- c. A minimum typing speed of 60 words per minute (wpm) on live traditional relay calls. Technological aids may be used to reach the required typing speed. The provider shall conduct monthly test calls on live calls using a statistically valid sample of their Florida TRS calls, with test results being submitted to the contract administrator on a monthly basis. The provider shall use prepared scripts that reflect a typical conversation and calling through the relay system the same as other live calls. The purpose of these calls will be to ensure all federal and state requirements for relay service are met. The provider shall explain as part of its proposal how it will conduct the test calls to determine the adequacy of service provided by the relay service. The method to be used to determine the typing speed is as follows. Start timing the CA when the CA begins to type the message to the TTY user. Count the number of characters including spaces and divide that number by five to determine the number of words per minute. It shall be the objective of the provider to test each CA at least once yearly. If a CA does not meet the 60 wpm requirement, the CA shall be taken off of live relay calls until further training and compliance can be accomplished.
- d. Ethics, e.g., how a CA interacts with clients.
- e. Confidentiality.

Any person who has not passed these tests shall not be utilized as a CA.

## **6. Communications Assistant (CA) Training**

Each bidder shall demonstrate in its proposal how ongoing CA training will be provided by including with its proposal an outline of a proposed CA training plan. The provisions for CA training shall include, but not be limited to, an understanding of limited written English and ASL, deaf culture, needs of hearing and speech disabled and dual sensory impaired users, ability to speak in a tone of voice consistent with the intent and mood of the conversation, operation of relay telecommunications equipment, how to handle hearing and Voice Carry-Over, ethics, confidentiality and other requirements of the provider's operating policies and procedures. Training shall include both simulated and live on-line call handling.

## **7. Staff Training**

All relay center staff, including management, shall receive training in ASL, deaf culture, needs of hearing, speech and dual sensory impaired users, ethics, and confidentiality. Each proposal should include an outline of a staff training plan indicating training topics and time frames as well as explaining how individuals or organizations (such as deaf service centers, state agencies, Florida Telecommunications Relay, Inc., universities, etc.) representing the hearing and speech impaired community would be used to assist with the training.

## **8. Counseling of CAs and Staff**

Bidders are required to outline a program for counseling and support that will help CAs and staff deal with the emotional aspects of relaying calls. Those providing this staff support shall have training in dealing with the emotional aspects of handling relay calls. However, in counseling sessions, the CA shall not give to the support person the names of callers involved. The counseling support system shall follow the confidentiality provisions of this RFP.

## **9. Procedures for Relaying Communications**

The system shall be designed to convey the full content of the communications. Unless requested otherwise by a user, the CA shall relay all calls according to the following procedures.

- a. The CA is to be identified by a number (not name) followed by "M" if male and "F" if female. The provider shall establish a method which will allow identification of the CA in the event a complaint is filed or a user wants to praise the work of the CA.
- b. The user shall be kept informed on the status of the call, such as dialing, ringing, busy, disconnected, or on hold throughout the call session. The system shall provide feedback to callers on the call status within 10 seconds

after a caller has provided the number to call and continue to provide feedback until the call is answered.

- c. All users shall have the option of telling the CA how to greet the called party and what aspects of the call that he/she will handle. For example, the TDD user may voice the call (Voice Carry-Over), rather than have the CA do it or the caller may ask that relay be explained as soon as someone answers the call.
- d. When the call is first answered, and at all times during the conversation, the system shall type to the TDD user or verbalize to the non-TDD user verbatim what is said or typed unless the relay user specifically requests summarization. If the CA summarizes the conversation, the CA shall inform both parties that the call is being summarized.
- e. When the CA is asked to explain relay to a user, the CA shall express the term "explaining relay" to the other user on the call to let them know what is happening rather than transmitting all of the explanation.
- f. When speaking for the TDD user, the CA shall adopt a conversational tone of voice appropriate to the type of call being made and conveying the intent and mood of the message. The CA shall also indicate identifiable emotions by typing those in parentheses, (e.g., he's laughing, he's crying). Any identifiable background noises shall be relayed to the TDD user in parentheses. The CA shall identify to the TDD user, if identifiable, the gender of voice users when they first come on the line. All of the above should be done automatically unless the user asks that it not be done.
- g. CAs shall indicate to the user, if known, if another person comes on the line.
- h. All comments directed to either party by the CA or to the CA by either party shall be relayed. These comments shall be typed in parentheses. However, comments between the CA and a relay user at the beginning of a call which deal with billing information need not be relayed to the other user.
- i. CAs shall verify spelling of unfamiliar proper nouns, numbers, addresses, information about drug prescriptions and other unfamiliar words that are spoken and are to be relayed.
- j. CAs shall stay on the line for a minimum of ten (10) minutes before allowing a change in CAs. For STS calls, the CA must stay on the line a minimum of twenty (20) minutes. If a user requests that the same CA be used during the entire conversation, the system shall comply whenever possible until both parties have terminated the call.

- k. CAs shall not counsel, offer advice, or interject personal opinions or additional information into any relay call. This also means the CAs shall not make any value judgments on the profanity or obscenity or legality of any messages. Furthermore, the CAs shall not hold personal conversations with anyone calling the system.
- l. Users shall not be required to give their names or the name of the party they are calling, unless needed for billing.
- m. The system shall transmit conversations between TTY and voice callers in real time.
- n. For each incoming call, the CA shall without delay make as many outgoing calls as requested by the caller.
- o. If a user requests that a CA of a specific gender be used, the provider shall make best efforts to accommodate the request when a call is initiated and at the time the call is transferred to another CA.
- p. The provider shall provide a customer profile database. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.

#### **10. Languages Served**

At all times, the provider shall make available CAs with the capability to provide relay service to users who use either English, Spanish, or ASL on their relay call. Translation from one language to another is not required.

#### **11. Additional Languages Served**

The provider will not be required to serve languages other than English, Spanish, or ASL. However, additional evaluation points may be given for proposals that include how the provider would handle relay calls using one or more additional languages (e.g. French, Haitian Creole, etc.). Additional languages should be identified.

#### **12. Shift Advisor/Consultant**

On each shift the provider shall employ in the relay center at least one person who is highly knowledgeable of ASL in order to serve as an advisor/consultant to assist CAs in understanding the intent of messages and properly communicating the full content of communication.

### **13. Confidentiality of Calls**

As required by Section 427.704(1)(c), Florida Statutes, all calls shall be totally confidential; no written or electronic script shall be kept beyond the duration of the call. CAs and supervisory personnel shall not reveal information about the content of any call and, except for the minimum necessary for billing, complaint processing, statistical reporting or training purposes as further described in this RFP, shall not reveal any information about a call. CAs and supervisory personnel shall be required to sign a pledge of confidentiality promising not to disclose the identity of any callers (except for the reasons discussed in this section) or any information learned during the course of relaying calls, either during the period of employment as a CA or after termination of employment.

- a. When training new CAs by the method of sharing past experience, trainers shall not reveal any of the following information:
  - (1) Names of the parties on the call.
  - (2) Originating or terminating points of specific calls.
  - (3) Specifics of the information conveyed.
- b. CAs shall not discuss, even among themselves or their supervisors, any names or specifics of any relay call, except as necessary in instances of resolving complaints, bill processing, emergencies, or for training purposes. CAs may discuss a general situation with which they need assistance in order to clarify how to process a particular type of relay call. CAs should be trained to ask questions about procedures without revealing names or specific information that will identify the caller.
- c. Watching or listening to actual calls by anyone other than the CA is prohibited except for training or monitoring purposes or other purposes specifically authorized by the FPSC. FPSC staff shall be permitted to observe live calls for monitoring purposes, but shall also comply with the confidentiality provisions above.
- d. A copy of the FPSC rules on confidentiality shall be provided to a user upon request and at no cost.

#### **14. Types of Calls to be Provided**

- a. Text-to-voice/voice-to-text. The provider shall transmit conversations between TTY and voice callers in real time.
- b. Voice carry-over (VCO), two-line VCO, VCO-to-TTY, and VCO-to-VCO.
- c. Hearing carry-over (HCO), two-line HCO, HCO-to-TTY, HCO-to-HCO and Captioned Telephone or its equivalent service.

#### **15. Call Release Functionality**

Call release functionality is a feature that allows the CA to sign-off or "release" from the telephone line after the CA has set up a telephone call between the originating TTY caller and a called TTY party, such as when a TTY user must go through a TRS facility to contact another TTY user because the called TTY party can only be reached through a voice-only interface, such as a switchboard.

The provider shall also immediately release a call when a TTY user using the relay system is inactive for more than thirty (30) seconds.

#### **16. Speed dialing**

A feature that allows a TRS user to place a call using a stored number maintained by the TRS facility. In the context of TRS, speed dialing allows a TRS user to give the CA a "short-hand" name or number for the user's most frequently called telephone numbers.

#### **17. Three-Way Calling Functionality**

A feature that allows more than two parties to be on the telephone line at the same time with the CA.

#### **18. Voicemail and Interactive Menus**

CAs must alert the TRS user of the presence of a recorded message and interactive menus through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. The provider may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.

The bidder shall explain how messages will be left on or retrieved from answering machines and how interaction with voice response units will be accomplished. The bidder shall explain how any access code used to retrieve messages will be confidentially handled.

The bidder shall explain if and how messages will be retrieved from an answering machine if the originating party calling the relay center is at the same location as the answering machine. For example, if a person is at home and cannot retrieve his messages from his own answering machine, how will the relay center accomplish retrieving the message and relaying the information to the deaf or hard of hearing person when only one telephone line exists to the residence?

### **19. Voice and Hearing Carry-Over**

The provider shall provide both voice and hearing Carry-Over upon request of the user. A TDD user may request Voice Carry-Over (VCO) which will allow him/her to speak directly to the telephone user and receive the message typed back on the TDD. In addition, a TDD user may request Hearing Carry-Over (HCO) which will enable the TDD user to directly hear what the telephone user is saying and type back his/her message, which will be spoken by the operator.

As part of its proposal, the bidder shall describe in detail how incoming 2-line VCO calls will be handled. As part of its proposal the bidder shall also describe in detail how outgoing 2-line VCO calls will be handled.

The provider shall make provision for two persons who have a hearing loss to speak for themselves by means of Voice Carry-Over to Voice Carry-Over (VCO to VCO) and for two persons who are speech disabled to hear for themselves by means of Hearing Carry-Over to Hearing Carry-Over (HCO to HCO).

### **20. Captioned Telephone Voice Carry-Over**

The provider shall provide as part of its proposal a description of how Captioned Telephone or its equivalent service will be provided, including 2-line captioned service. If an equivalent service is provided, it must be compatible with the existing Captioned Telephone telephones currently in use by end users. The provider shall price the Captioned Telephone service separately from other relay services in its price proposal. No roaming or guest options are to be allowed.

The provider shall conduct monthly test calls on live calls using a statistically valid sample of its Florida captioned telephone calls, with results being submitted to the contract administrator on a monthly basis. The provider shall use prepared scripts that reflect a typical conversation and calling through the relay captioned telephone system the same as other live calls. The purpose of these calls will be to ensure all federal and state requirements for relay service are met. The provider shall explain as part of its proposal how it will conduct the test calls to determine the adequacy of service provided by the captioned telephone service.

## **21. Turbocode™**

The provider shall provide Turbocode™, or its functionally equivalent, service that allows the relay user to interrupt the CA or other TDD user as part of the basic relay system.

Pricing for this service shall be included in the basic relay price in the bidder's price proposal.

## **22. Speech to Speech**

The provider must offer Speech to Speech (STS) users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA shall just repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

Pricing for STS service shall be included in the basic relay service price in the bidder's price proposal.

## **23. Access to Pay Per Call Services (i.e. 900/976)**

The provider shall provide access to pay per call services such as 900/976 numbers.

The bidder should explain how it will provide relay service users with access to pay per call services. Bidders are to describe how such access can be provided, how callers can disconnect without being charged, and a methodology for billing the user directly for any charges incurred from the pay per call service. The bidder should describe how it would deal with denied pay per call calls and high bill complaints for 900/976 calls. Before placing the call, the CA shall advise the caller that there will be a charge for the call.

The bidder shall explain in the proposal how interstate and intrastate pay per call charges shall be separated for end user payment purposes.

## **24. Caller ID**

When a TRS facility is able to transmit any calling party identifying information to the public network, the provider must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party.

## **25. Last Number Redial**

Last Number Redial allows the caller to have the system dial the last number called via relay without the caller having to give the number to the CA.

## **26. Obscenity Directed at the Operator**

CAs do not have to tolerate obscenity directed at them. A proposal shall specify how the provider will handle these situations.

## **27. Emergency Calls**

The provider must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner. In addition, a CA must pass along the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.

## **28. Blockage**

The provider is responsible for ensuring that 99 percent of all calls reaching the provider's relay center per day are either answered or continue to receive a ringing signal. Calls that are blocked must receive a network blockage signal of 120 interruptions per minute.

## **29. Answer Time**

The provider is responsible for answering, except during network failure, 85 percent of all calls daily within 10 seconds of reaching the relay switch by any method which results in the caller's call immediately being placed, not put in a queue, or on hold. Elapsed time is calculated from the time inbound calls reach the relay switch. In calculating the percentage of calls meeting the answer time standard, the numerator shall be the total number of calls per day that are answered (with a CA ready to serve) in 10 seconds or less. The denominator shall be the total number of calls per day reaching the relay switch. Answer time shall not be reported as an average speed of answer or by using a weighted service level.

## **30. Equipment Compatibility**

It is necessary for the system to be capable of receiving and transmitting in both Baudot and ASCII codes, as well as voice. It is also required that the relay system be capable of automatically identifying incoming TDD signals as either Baudot or ASCII. All equipment shall be compatible with the basic protocol of TDDs distributed in Florida through the Administrator.

## **31. Transmission Levels**

Transmission levels must be maintained within industry standards as outlined in the American National Standards Institute (ANSI) – Network Performance – Switched Exchange

Access Network Transmission specifications (ANSI T1.506-1997). The provider must provide updates to those standards as amended by ANSI during the term of the contract and must meet the amended standards.

### **32. Measuring Equipment Accuracy**

Every meter, recording and ticketing device used to capture call details for billing subscribers or the FPSC/Administrator as well as for providing traffic information shall be tested prior to its installation and shall be accurate 97 percent of the time to within a one second grace period. All equipment shall be maintained in a good state of repair consistent with safety and adequate service performance. Quarterly testing of the measuring equipment accuracy shall be performed by the provider and files should be maintained for the duration of the contract for FPSC review upon request.

### **33. Emergency Operations and Uninterruptible Power**

In addition to a minimum of thirty (30) minutes battery capacity sufficient to operate each relay center processing Florida relay traffic at busy season busy hour load, each relay center shall have installed emergency power generating equipment capable of maintaining the relay center's operations. The uninterruptible power system shall support the switch system and its peripherals, switch room environmental (air conditioning, fire suppression system, emergency lights and system alarms), operator consoles/terminals, operator worksite emergency lights, and Call Detail Record recording. Provisions shall be made to meet emergencies resulting from failure of power service, sudden and prolonged increases in traffic, storms, lightning, etc. Employees shall be instructed as to the procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of relay service.

The bidder shall describe its plan for dealing with all types of natural and man-made problems (e.g., hurricanes, lightning strikes, fires, etc.) which either isolate the relay center and prevent calls from reaching the center or cause the center to be unable to operate. In addition, the plan should detail the steps which will be taken to deal with the problem and restore relay service.

The provider shall inform the contract manager of any major interruptions to the operation of the relay center extending beyond five minutes duration. The contract manager shall also be informed when it becomes known to the relay center that any portion of the state is isolated for more than five minutes from the relay center. The provider shall also provide a written (or e-mail) report to the contract manager after restoration of service.

Although it is not mandatory, the FPSC urges the provider to subscribe qualifying facilities for priority restoration under the Telecommunications Service Priority Program.

**34. Intercept Messages**

Appropriate intercept messages shall be provided if a system failure occurs.

**35. Service Expansion**

The bidder shall show the capability of expanding services in response to increasing demand. The bidder shall develop and illustrate in its proposal a detailed plan of how this expansion will be accomplished. The plan shall include, but not be limited to, trunking capacity, CA workstations, personnel, and equipment capacity. The plan shall also indicate how any time lag shall be avoided to meet any increased call volume. The above plans shall allow the provider to be able to maintain all standards listed in the RFP.

**36. New Technology**

The users should be allowed to benefit from advancing technology. The bidder should keep abreast of technological changes in the provision of relay service to inform the FPSC and Administrator when new enhancements are available and at what price, and to provide the FPSC the opportunity to purchase such enhancements or upgrades to the service.

**37. Consumer Input and Participation in Advisory Committee and FPSC Proceedings**

The telephone users shall have input on the quality of the delivery of service. Bidders shall develop a plan to include the FPSC and its Advisory Committee in any evaluation of the system. A bidder shall not include travel or per diem costs of the FPSC or its Advisory Committee in its bid price since those costs will be funded by the State. An outline of this plan shall be included with the bidder's proposal. The plan shall explain methods for consumer input and how the recommendations from these evaluations will be incorporated into the policies of the relay center. This does not preclude the provider from conducting additional internal evaluations which use relay staff. The results of any service quality evaluation shall be reported to the FPSC office within 15 calendar days after the last month in each quarter.

Bidders are encouraged to include in the consumer input plan, methods for working with organizations serving individuals with hearing and speech loss statewide to conduct periodic community forums. The community forums shall be for the purpose of gaining user input on the quality of relay service and for responding to user questions and problems on use of the relay service. The community forums shall be planned and conducted in conjunction with organizations serving people with hearing and speech loss.

The provider shall participate in all meetings of the Advisory Committee and all FPSC workshops and hearings relating to relay service unless excused by the contract manager.

### **38. Complaint Resolution**

The provider shall establish procedures regarding complaints, inquiries, and comments regarding system services and personnel. The provider shall ensure that any caller to the relay center having a complaint will be able to reach a supervisor or administrator while still online during a relay call. All complaints received by supervisors, or in writing, shall be documented, including their resolution, and kept on file and available to the FPSC upon request. In addition, the relay center shall have a toll-free Customer Services telephone number available statewide and accessible to the public for the purpose of reporting service or other deficiencies. Records of such reports and copies of written reports regarding service or other deficiencies shall be maintained for the life of the contract and for twelve (12) months after conclusion of the contract period. This record shall include the name and/or address of the complainant, the date, and time received, the CA identification number, the nature of the complaint, the result of any investigation, the disposition of the complaint, and the date of such disposition. Each signed letter of complaint shall be acknowledged in writing or by contact by a representative of the provider. The necessary replies to inquiries propounded by the FPSC's staff concerning service or other complaints received by the FPSC shall be furnished in writing within fifteen (15) days from the date of the FPSC inquiry.

A complaint log compliant with the FCC reporting requirements shall be provided to the FPSC's contract manager in a timely manner for filing with the FCC.

### **39. Charges for Incoming Calls**

The provider shall make no charge to the users for making calls (incoming) to the relay service.

### **40. Billing Arrangements**

The provider shall bill for charges for collect calls, person-to-person calls, calls to or from hotel rooms and pay telephones, and calls charged to a third party. The provider shall also arrange for billing to any industry standard local exchange or competitive local exchange company calling card. For calls billed by or on behalf of the provider, the bidder shall include a complete description of how users will be billed for all calls. This description shall include the bidder's procedures for obtaining billing information from the local exchange and competitive local exchange companies, whether the billing will be performed directly by the provider itself or contracted, specific credit cards or telephone calling cards to which calls can be billed, and a sample bill format. The bidder shall also explain how it will respond to customer inquiries about erroneous bills and how credits will be issued or refunds made. If the provider has obtained an FCC waiver, the provider will provide long distance service to TRS and CTS users at no cost to the users.

#### **41. End User Billing for Intrastate Calls**

Intrastate toll calls placed through the relay system and billed by or on behalf of the provider shall be billed to the voice or TDD caller at 50 percent of the provider's rate for non-relay calls. An additional 10 percent discount (60 percent total discount) shall apply to calls to or from the dual-sensory impaired; the provider shall develop a system for identifying such users and applying the discount to their calls. Timing for timed intrastate call billing shall begin when the relay operator advises a party to proceed with the call and shall not include any initial time by the operator to explain how relay service works.

The bidder shall explain how its discount toll plan subscribers would be billed for relayed calls billed by or on behalf of the provider. For example, if a bidder offers a discount for over five hours of usage per month, the bidder should explain how a subscriber to that service would be billed for any relay calls made during the month.

The provider shall not charge the end user more for non-message toll relay calling than would be charged for the same call if billed by the end user's local exchange or competitive local exchange company. The provider can accomplish this by obtaining necessary billing information about the end user's local company in order to ensure that it does not bill in excess of those rates (e.g., extended area service calls, extended calling service calls, etc.) so that the end user's local company can bill for relay calls under the local company's rates. If this alternative approach is taken, the provider shall submit the billing information to the local company in an industry standard format and the provider shall incur whatever costs are required to correctly format the billing information so that the local company can bill the calls.

Of the two approaches described above, the bidder should indicate how it will initially bill calls and the provider shall advise the FPSC's contract manager whenever it changes billing methodologies.

#### **42. Relaying Interstate and International Calls**

The provider shall be required to relay interstate and international calls that originate or terminate in Florida. The provider shall not include in its bill for Florida relay service any charges or time associated with interstate or international calls.

If relayed interstate or international calls are to be billed by the provider to the end user at a rate higher than the rate for a non-relay call, the provider shall quote the rate to the party to be billed before beginning the call. The bidder shall indicate how its rate for interstate and international calls will compare to the rate for non-relay calls and whether any discounts or additional charges will apply to interstate and international relay calls.

#### **43. End User Selection of Carrier**

The provider shall allow a caller to select an available interexchange company other than the provider for completion of toll calls and billing purposes. If the provider has

obtained an FCC waiver, this requirement would only apply to International calls. The provider must meet current and subsequent requirements of the Network Interconnection Interoperability forum for handling end user requests for a carrier other than the provider. The bidder shall include a copy of the current standard along with its proposal and the provider shall provide to the FPSC any subsequent updates in the standard as soon as they are adopted.

#### **44. Recipient of Toll Revenues**

The relay provider or its underlying telecommunications provider shall be allowed to retain the toll revenues for all long distance calls billed by or on behalf of the relay provider or its underlying telecommunications provider.

#### **45. Long Distance Call Billing**

Operator handled calls from inmates at correctional facilities, payphones, to and from international locations, to Directory Assistance, and calls placed to pay per call services (e.g., 900 numbers) shall be carefully supervised and disconnects made promptly. A check of the timing clock shall be made at least once each twenty-four (24) hours to ensure that the clocks are synchronized and that the time is correct. Clock deviations shall not be in excess of 12 seconds. Bidders shall specify the record system for identifying and documenting long distance and toll calls for billing purposes. The record shall contain, at a minimum, the following information:

- a. Telephone number or credit card number to be billed (NPA-prefix-line number).
- b. Originating and terminating telephone number (NPA-prefix-line number).
- c. Originating and terminating exchange named.
- d. Date.
- e. Start time.
- f. Call duration to the full second (the time in between start time and end time). Long distance calls billed to subscribers shall be listed chronologically and reflect the connect time of such calls based on the appropriate time zone. Bidders shall also fully describe the billing system and billing process that will be used, including identification of any subcontractors, specific duties of the subcontractors, and how the billing record detail will be transmitted to the billing agent (if any).

#### **46. Special Needs**

The provider is not required to provide Special Needs services. However, consideration will be given for additional evaluation points for proposals that include Special Needs services (beyond any other services for basic relay described elsewhere in their proposal) as a part of the basic relay service.

“Special Needs” means limiting factors of a physical or literacy nature that preclude a person who is hearing, speech or dual-sensory (both hearing and visually impaired) disabled from using basic relay service. Special Needs includes: (1) physical limitations, either temporary or permanent, which preclude use of a TDD with or without adaptations for persons with manual dexterity limitations (e.g., paralysis, severe arthritis, broken fingers) and (2) markedly limited ability either to read or write English or Spanish which precludes the user from being able to use the relay service. (However, relay service does not include translation from one language to another for the Special Needs population or for any other consumers). Special Needs does not include: (1) unavailability of telephone service at the caller's home or business, (2) inability to communicate in either English or Spanish (i.e., where caller can only communicate in a language other than English or Spanish), or (3) handling complex calls (e.g., intervening in a call with a doctor to explain a medical procedure).

The bidder shall describe what steps will be taken to provide telecommunications assistance to persons with hearing, speech and dual-sensory impairments who have special needs. This description shall include the types of services that would be provided, the prices to end users (if any) for those services, how those services would operationally be provided, how parties other than the provider would be involved in providing Special Needs services, and how the provider would assure that those parties would fulfill their portion of the service obligation.

#### **47. Unsolicited Features in Basic Relay Service**

The bidder will not be required to provide unsolicited features in its basic relay service. However, additional evaluation points will be considered for proposals that include unsolicited features. The cost to the state for these unsolicited features must be included within the basic relay service price proposal.

Any additional features not described elsewhere in the RFP, and which the bidder is including in its basic relay service and price proposal, which a bidder would like to propose shall be fully described indicating how the feature would work, how it would improve the system, which users would benefit from the feature and any other information which would allow the FPSC and PRC to evaluate the feature. Examples might include features such as: video interpreting; use of speech synthesis equipment instead of a CA to convert text to speech; use of voice recognition equipment instead of a CA to convert speech to text; enhanced transmission speed or any proposed service enhancements and technological enhancements which improve service.

**48. IP-Relay Service, IP-Captioned Telephone Service, and Video Relay Service**

If required by the FCC, the bidder shall be capable of providing IP-Relay service. If required by the FCC, the bidder shall be capable of providing IP-Captioned Telephone Service. If required by the FCC, the bidder shall be capable of providing Video Relay Service.

**49. Redundancy**

Please provide information regarding redundant coverage offered nationally, such as the number of call centers.

**50. Performance Bond**

The provider will be required to furnish an acceptable performance bond, certified or cashier's check, or bank money order equal to the estimated total first year price of the contract. The bond may be renewed annually and shall be in effect for the entire duration of the contract and provided to the FPSC upon execution of the contract or upon request of the FPSC's contract manager.

To be acceptable to the FPSC as surety for performance bonds, a surety company shall comply with the following provisions:

- a. The surety company shall be authorized to do business in the state of Florida.
- b. The surety company shall have been in business and have a record of successful continuous operations for at least five (5) years.
- c. The surety company shall have minimum Best's Policy Holder Rating of A and Required Financial Rating of VIII from Best's Key Rating Guide.
- d. The surety company shall provide a duly authenticated Power of Attorney evidencing that the person executing the bond on behalf of the surety had the authority to do so on the date of the bond.

**51. Submission of Monthly Invoice**

By the 14th calendar day of the month (or the subsequent business day if the 14th falls on a Saturday, Sunday, or holiday), the provider shall submit a detailed invoice (showing billable minutes and rates) to the Administrator [defined in Section 427.703(1), Florida Statutes] at the contracted price for the previous month's activity. The accounting period used to prepare monthly invoices shall be the calendar month. Payment shall not exceed the prices contained in the contract. The invoice and supporting documentation shall be prepared in such a way as to allow the Administrator or the FPSC to audit the invoice. A copy of the monthly

invoice shall be submitted to the contract manager at the same time it is submitted to the Administrator.

Payment is due within 30 days of receipt of a proper invoice. If payment is not received within the 30 day due date, the FPSC will be liable for interest charges at prime lending rates that will be incurred against the unpaid balance until such time as payment is received.

The invoices provided by relay provider for the FRS shall specify to whom payment shall be made and the address to which such remittance shall be mailed. If FPSC or its assigned Administrator disputes any portion of a monthly invoice, the disputing party shall provide to relay provider a detailed explanation of and manner of calculations of the disputed amounts. Relay provider will promptly address the claim with the FPSC or its Administrator and attempt to resolve the problem within thirty (30) days. If the dispute is between relay provider's Administrator and relay provider and these two parties cannot resolve the issue within thirty (30) days of the due date of the bill, relay provider shall so advise the FPSC. The FPSC will address the dispute as soon as possible. If relay provider overcharges the FPSC on any monthly invoice and the overage is paid, relay provider shall issue a credit in the amount of the overage plus interest charges at prime lending rates. Interest shall be calculated from the date such payment is received by relay provider ("Payment Date"), until the date such credit is issued.

## **52. Travel**

The provider will not be entitled to a separate payment from the FPSC or the Administrator for any travel expenses which occur as a result of this contract.

## **53. Reporting Requirements**

The provider shall provide to the contract manager and the Administrator the following written reports by the 25th calendar day of each month reporting data for the previous month. More frequent or more detailed reports shall also be provided upon request.

- a. Total daily and monthly
  - (1) Number of incoming calls (separately stating whether incoming calls originate as Baudot, ASCII or voice calls, and also separately stating whether each type of call is English, Spanish, or other foreign language calls). The number of incoming calls which are general assistance calls shall be footnoted on the report.
  - (2) Number of incoming call minutes associated with each of the categories of incoming calls in a.(1) above.

- (3) Number of outgoing calls (provide two breakdowns of this total: one separately stating completed calls and incomplete calls, and one separately stating whether calls terminate as Baudot, ASCII or voice calls).
  - (4) Number and percentage of incoming Florida calls received at each relay center handling Florida calls. Total should equal the number of incoming calls in item a.(1) above.
- b. Average daily and monthly blockage rate.
  - c. Daily answer times for the month and daily number and percent of incoming calls answered within ten (10) seconds for the month.
  - d. Total daily and monthly number of outgoing calls (including both completed and incomplete) of the following lengths:
    - (1) 0 – 10 minutes
    - (2) >10 – 20 minutes
    - (3) >20 – 30 minutes
    - (4) >30 – 40 minutes
    - (5) >40 – 50 minutes
    - (6) > 50 – 60 minutes
    - (7) > 60+ minutes
  - e. On a daily basis for the month, number of outgoing calls and average length of calls by hour of day. (Total should equal total of a.(3)).
  - f. Number of outgoing local, intraLATA toll, intrastate interLATA, interstate and international calls for the month. (Total should equal total of a.(3)).
  - g. Number of outgoing calls and average length of completed outgoing calls originated by TDD users and voice users (identified separately). (Total number of calls should equal total of a.(3)).
  - h. The provider shall provide monthly summary reports to the FPSC and the Administrator regarding the number of complaints received categorized by topic areas. The provider shall also provide a complaint summary to the FPSC in the format necessary to submit to the FCC in compliance with 47 CFR

64.604(c)(ii), by June 15 covering the previous 12 months of complaints ending May 31 of that year.

- i. The provider shall report monthly to the FPSC and the Administrator the results of any user evaluations conducted.
- j. The provider shall report monthly on new subcontractors being used to assist in providing relay service and shall identify the scope of their role in the process and the relationship of the subcontractor to the provider.
- k. By March 1, the provider shall provide to the Administrator and the contract manager forecasted relay usage figures and costs to the FPSC for the upcoming fiscal year (July 1 -June 30).
- l. The provider shall report monthly on Captioned Telephone or its equivalent service listing the daily answer time, minutes of use for international, interstate, and intrastate; billable session minutes and service levels.
- m. The provider shall submit the necessary documentation to the FPSC that complies with the state certification requirements of 47 CFR 64.606 when required.
- n. The provider shall provide reports to the FPSC as necessary to complete the five-year re-certification of Florida Relay Service with the FCC.
- o. A provider opting to locate a call center in Florida shall file quarterly reports with the FPSC's contract manager demonstrating a minimum of 75 percent of Florida relay traffic is handled by the Florida located center except when emergency conditions exist at the Florida center.

The bidder shall include information on its capability and willingness to provide ad hoc reports including new information in the bidder's database or new formats for existing information.

#### **54. Transfer to New Provider**

When relay service is transferred to a new provider, the provider shall make every effort to ensure that service is transferred to the new provider so that relay users do not experience an interruption in service. The relay service and consumer service 800 or other telephone numbers shall be made available to the new provider, with the new provider paying any costs associated with transferring the numbers to the new provider. Provision of customer profile data to the incoming provider shall be provided at least sixty (60) days prior to the outgoing provider's last day of service.

## **55. Insurance Coverage**

During the term of the Contract, the provider shall provide insurance coverage for itself and all of its employees used in connection with the performance of services under this Contract and ensure that all subcontractors shall be similarly covered as provided herein. Such policies shall be issued by a financially sound carrier and/or carriers duly authorized to do business in the State of Florida. Such insurance coverage shall hold the FPSC harmless from any act, negligence or omission on the part of provider, its employees, agents or subcontractors and their employees in the execution or performance of the obligations assumed hereunder. This insurance will include Worker's Compensation as required by law and comprehensive general liability and bodily injury insurance in amounts no less than \$1,000,000 per occurrence and \$2,000,000 general aggregate.

## **56. Optional Florida Call Center**

A bidder may, at its option, elect to place a call center in Florida through which relay traffic may be routed. A bidder proposing an optional call center shall maintain the call center throughout the term of the contract. A minimum of 75 percent of Florida relay traffic shall be handled by the Florida located center except when emergency conditions exist at the Florida center. Percentage of traffic routed through the Florida relay call center shall be reported to the FPSC's contract manager on a quarterly basis. The Florida call center shall be fully operational by March 1, 2018. Bidders meeting the criteria for a Florida call center will be awarded 100 points. Partial points will not be awarded in this category.

## **C. TECHNICAL BID PROPOSAL FORMAT**

### **1. Format**

The bidder's proposal shall be organized in the same order as the items listed in the checklist form in Section E except Signature of Acceptance items require no response other than a signature on the checklist. Signing means that the item has been reviewed and the bidder agrees to comply with the item. The person signing shall be the person in the bidder's organization authorized to make the proposal. For items for which points may be awarded, the bidder shall explain how it will provide the service described in the RFP. For pass/fail items, the bidder shall provide the information requested.

- a. The original and fifteen (15) two-sided copies of the technical proposal shall be filed. The original and five (5) copies of the price proposal shall be filed.
- b. The technical proposal shall be contained in a three-ring binder indicating the name of the bidder and indicating that the contents of the binder is the technical bid proposal only. Price proposals are not eligible for FPSC electronic filing. (The price proposal shall be submitted in a separate sealed envelope - see Section D.)
- c. Each page of the technical proposal shall be numbered at the bottom center of each page and each page should be consecutively numbered with no repetition of page numbers, except attachments that can be numbered A-1, B-1, etc. For example, there shall only be one page 1, one page 50 and one page 500 in the technical proposal. Page numbering shall only be done in Arabic numerals with no pages numbered with other characters such as 5.7, iii, 6-a, XIX, or similar numbering systems, except attachments as described above. Attachments can have their own numbering system. Attachments shall be labeled by letters, e.g., A, B, C, etc. Page numbers for attachments should begin with the attachment letter designator, e.g., A-1, B-1, C-1, etc.
- d. In the top or bottom margin of each page, the name of the company shall be identified.
- e. To the extent possible, all pages of the proposal shall be on 8½ x 11" white paper. However, individual presentations which the bidder is unable to place on an 8½ x 11" page in a readable format may be presented on a larger page.
- f. Attachments can have their own numbering system. Attachments shall be labeled by letters, e.g., A, B, C, etc. Page numbers for attachments shall begin with the attachment letter designator, e.g., A-1, B-1, C-1, etc.

## **2. Transmittal Letter**

The transmittal letter on the original of the technical proposal shall contain the original manual signature of the person submitting the proposal on behalf of the bidder. The technical proposal copies shall also contain the typewritten signer's name and title. The transmittal letter shall clearly identify the complete legal name of the bidder. In the transmittal letter, the bidder shall state that it will comply with all requirements of the RFP. Any exceptions to the RFP's terms and conditions will result in disqualification from the solicitation process.

Each person signing a proposal certifies that he/she is the person in the bidder's organization authorized to make the proposal. The signer shall provide his/her affiliation with the bidder, address, telephone and facsimile numbers. If different from the person signing the proposal, the transmittal letter shall identify the person or persons (name, title, mailing address, e-mail address, telephone and facsimile number) authorized to make decisions or answer questions related to the proposal and any subsequent contract.

## **3. Public Entity Crimes Provision**

Pursuant to Section 287.133, Florida Statutes, a person or affiliate who is on the convicted vendor list following a conviction for a public crime may not submit a bid on a contract to provide any goods or services to a public entity. The person or affiliate may not be awarded a contract or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity and may not transact business with any public entity in excess of the threshold amount provided for in Florida Statute 287.017 for Category Two (\$35,000) for a period of 36 months from the date of being placed on the convicted vendor list.

## **4. Financial Information**

To allow the FPSC to evaluate the financial responsibility of the bidding company, the following items shall be submitted with the proposal for the bidding company (and its parent company, if applicable). Online access via a secure website<sup>1</sup> is an acceptable method to submit these items:

- a. Audited financial statements (or a SEC 10K Report) for the most recent two (2) years, including at a minimum:
  - (1) statement of income and related earnings,
  - (2) cash flow statement,

<sup>1</sup>A bidder may file a claim of confidentiality pursuant to Rule 25-22.006(5), F.A.C., or the bidder may file a formal request for confidential classification pursuant to Rule 25-22.006(4), F.A.C. Documents received by means of the Internet cannot be considered confidential.

- (3) balance sheet, and,
- (4) opinion concerning financial statements from an outside CPA;
- b. Primary Banking source letter of reference.

## **5. Experience and Customer References**

For each state in which the bidder is providing relay service, the bidder shall indicate:

- a. When the bidder began operating the system.
- b. The number of outgoing calls for the most recent month.
- c. The total duration of the contract.

If the bidder's relay service in other states is available for testing by means of a number that can be dialed from within Florida, the bidder shall provide the telephone numbers that can be used to dial the bidder's relay service.

The bidder shall provide the names of the contract administrator for the active contracts requested above. Also provide a specific phone number and e-mail address for each contract administrator. The FPSC will contact these administrators for customer references.

## **6. Subcontractors**

If the bidder proposes to use subcontractors, the bidder shall identify those subcontractors and indicate the scope of their role in the provision of relay service. The bidder shall also indicate what experience the subcontractor has in providing the service for which it would contract with the provider. Once the contract is awarded, any change in subcontractors shall be reviewed and acknowledged by the FPSC.

## **7. Bid Security Deposit**

A \$500,000 bid security deposit shall be furnished to the FPSC with the original of the proposal. The bid security deposit shall be in the form of a bond, a certified or cashier's check, or bank money order that is valid through the point of execution of the contract, and is payable to the Florida Telecommunications Relay, Inc. The bid security deposit will be held without cashing.

If a bond is used, the bond shall be issued from a reliable surety company acceptable to the FPSC, licensed to do business in the state of Florida. Such a bond shall be accompanied by a duly authenticated Power of Attorney evidencing that the person executing the bond on behalf of the surety had the authority to do so on the date of the bond. Please

clearly identify the expiration date of the bond if a bond is submitted as the bid security instrument.

The unsuccessful bidders' security deposits shall be returned, without interest, within thirty (30) days after disqualification, withdrawal, or signing of the contract with the successful bidder. The successful bidder's bid security shall be returned, without interest, upon signing of the contract and furnishing the Performance Bond as specified herein. If the successful bidder fails to sign a contract within thirty (30) days after the Letter of Intent or fails to deliver the Performance Bond as specified herein, the bid security shall be forfeited to the Florida Telecommunications Access System Fund.

## **8. Check List of Proposal Content**

As a part of the bidder's proposal, the transmittal letter should be followed by the evaluation checklist in Section E. In the blank beside each item on the checklist, except items requiring a Signature of Acceptance, the bidder's company contact person who is responsible for the proposal and any subsequent contract and who signs the transmittal letter shall initial (not check) each item in the check list which is contained within the proposal. The person initialing the checklist shall ensure that each item in the checklist is also contained in its proposal and in the same order as the item appears in the checklist. The bidder shall also indicate beside each item in the checklist the page number in its proposal where the item in the checklist can be found.

For items requiring a Signature of Acceptance, the same person shall sign each item indicating that the item has been reviewed and the bidder agrees to comply with the item.

NOTE:

For filing part of a bid proposal electronically, please contact the Commission Clerk at (850) 413-6770 to discuss your filing. **CONFIDENTIAL INFORMATION MAY NOT BE FILED ELECTRONICALLY.**

## **D. THE PRICE PROPOSAL FORMAT**

Bidders shall submit their bids on the basis of a charge per billable minute for all services described with the exception of Captioned Telephone in item B. 20. The prices per billable minute for Captioned Telephone in B. 20 shall be separately stated. A format similar to that shown below should be used for the price proposal.

NOTE: THE PRICE PROPOSAL SHALL BE FILED IN A SEPARATE SEALED ENVELOPE MARKED: "SEALED – TO BE OPENED ONLY BY THE FPSC PROPOSAL OPENING OFFICER"

### **SERVICE PRICE PER BILLABLE MINUTE**

#### **1. Basic Relay Service**

Bid price should be on a flat rate basis per billable minute for all billable minutes and not vary depending upon the volume of traffic. Existing contract price for intrastate basic relay service is \$1.09 per session minute.

#### **2. Captioned Telephone**

Bid price should be on a rate per billable minute for all billable minutes and may vary depending upon the volume of traffic. Existing contract price for intrastate captioned telephone service is \$1.63 per session minute.

**E. THE EVALUATION METHOD TO BE USED AND FILING CHECK LIST**

Technical proposals will be evaluated using a pass or fail criteria for some elements, a point rating criteria for some elements, and a signature of acceptance for some elements. The PRC Chairman reserves, at his discretion, the right to notify and allow a bidder a minimum time period to cure minor irregularities in items rated on a pass/fail basis. Failure to cure such minor irregularities may result in elimination of the proposal from further evaluation. For items that are rated on a point basis, each member of the PRC will rate each item giving it a rating of between zero and the maximum point rating shown on the check list on the following pages with the exception of checklist item number 63 (RFP ref. B53).

The technical ratings will be based on the PRC member's evaluation of the evaluated item using the following scale.

Where maximum points equals	Poor	Fair	Good	Excellent
10	0-2.5	2.6-5.0	5.1-7.5	7.6-10
25	0-6.3	6.4-12.5	12.6-18.8	18.9-25
50	0-12.5	12.6-25	25.1-37.5	37.6-50
75	0-18.8	18.9-37.5	37.6-56.3	56.4-75
100	0-25	26-50	51-75	76-100
200	0-50	51-100	101-150	151-200

Total points from each PRC evaluator on the technical proposal will be added together for a total technical score. Proposals that do not receive at least 75% of the total available technical points in aggregate to achieve a level of Excellent, will be eliminated from further evaluation and the bidder's price proposal will not be considered. The technical score totals for each bidder will be compared by using the point total for the bidder with the highest point total as the denominator of a fraction with each bidder's individual point total as the numerator. Each bidder's percentage will then be multiplied by 50% to arrive at the weighted score for each bidder's technical proposal. Next, a weighted score for each eligible bidder's price proposal shall be calculated as follows. Each eligible bidder's price will be compared by using the lowest eligible bidder's bid price for basic relay service as the numerator of a fraction with each eligible bidder's price as the denominator. Each eligible bidder's percentage will then be multiplied by 18.14% to arrive at the weighted percentage score for each eligible bidder's price proposal. The same procedure will be used to evaluate Captioned Telephone or its equivalent service using 31.86% to arrive at the weighted percentage score.

Each eligible bidder's weighted percentage score for its technical proposal and for its price proposal will be added together and the eligible bidder with the highest total will be recommended by the PRC to the FPSC. However, the FPSC reserves the right to reject the PRC's recommendation, and reject all bids.

### **Evaluation Example**

The following is an example of how the PRC would evaluate the bidders if the total technical points available equal 7,500. The numbers used are strictly for illustrative purposes and not intended to provide any guidance in terms of what the FPSC anticipates the price, price relationships, or usage levels to be.

Assumptions:

- a) Sum of total technical points by all evaluators:  
Bidder A (7,500 points) -  $7,500/7,500 = 1.000 \times 50\% = .5000$   
Bidder B (7,000 points) -  $7,000/7,500 = .9333 \times 50\% = .4667$   
Bidder C (5,500 points) -  $5,500/7,500 = .7333 \times 50\% = .3667$

In the example above, Bidder C failed to obtain a score equal to 75% of the total technical points available and as a result, Bidder C's price proposal would not be considered.

- b) Bidders' price proposals for basic relay service:  
Bidder A - \$1.09 per billable minute  
Bidder B - \$1.80 per billable minute
- c) Bidders' price proposals for Captioned Telephone service:  
Bidder A - \$1.63 per billable minute  
Bidder B - \$1.61 per billable minute

The technical evaluation is as follows:

Bidder A (7,500 points) -  $7,500/7,500 = 1.000 \times 50\% = .5000$   
Bidder B (7,000 points) -  $7,000/7,500 = .9333 \times 50\% = .4667$

The price evaluation for TRS is as follows:

Bidder A (\$1.09 per billable minute) -  $\$1.09/\$1.09 = 1.000 \times 18.14\% = .1814$   
Bidder B (\$1.80 per billable minute) -  $\$1.09/\$1.80 = .6056 \times 18.14\% = .1098$

The price evaluation for Captioned Telephone (CT) service is as follows:

Bidder A – (\$1.63 per billable minute) -  $\$1.61/\$1.63 = .9877 \times 31.86\% = .3147$

Bidder B – (\$1.61 per billable minute) -  $\$1.61/\$1.61 = 1.000 \times 31.86\% = .3186$

The total is calculated as follows:

Bidder A – .5000 (technical) + .1814 (price TRS) + .3147 (price CT) = .9961

Bidder B – .4667 (technical) + .1098 (price TRS) + .3186 (price CT) = .8951

### FILING CHECK LIST

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
1.	_____	Format (RFP ref. Sections C and D)	N/A	N/A
2.	_____	Transmittal Letter, Address, Contact Person, Tel. and Fax No., Legal Name of Bidder, and Statement of Compliance with or lack of Compliance with RFP requirements (RFP ref. C-2)	_____	P/F
3.	_____	Check List (RFP ref. C-8 and E)	_____	P/F
4.	N/A	FCC Authority to Provide Relay Services (RFP ref. A-5)	Signature of Acceptance _____	
5.	N/A	Public Bidder Meetings and Proprietary/Confidential Information (RFP ref. A-24)	Signature of Acceptance _____	
6.	N/A	Conflict of Interest/Standards of Conduct (RFP ref. A-28) – State Name(s) or None Below Name(s) Disclosed: _____	Signature of Acceptance _____	
7.	N/A	Dispute Resolution (RFP ref. A-30)	Signature of Acceptance _____	

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
8.	N/A	Waiver (RFP ref. A-31)	Signature of Acceptance _____	
9.	N/A	Severability (RFP ref. A-32)	Signature of Acceptance _____	
10.	_____	Commencement Date (RFP ref. A-8)	_____	P/F
11.	N/A	Term of Contract (RFP ref. A-9)	Signature of Acceptance _____	
12.	N/A	Scope of Service (RFP ref. B-2)	Signature of Acceptance _____	
13.	N/A	Access Numbers (RFP ref. B-3)	Signature of Acceptance _____	
14.	N/A	Availability of the System to Users (RFP ref. B-4)	Signature of Acceptance _____	
15.	_____	Minimum CA Qualifications/Testing (RFP ref. B-5)	_____	100
16.	_____	CA Training (RFP ref. B-6)	_____	100

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
17.	_____	Staff Training (RFP ref. B-7)	_____	100
18.	_____	Counseling of CAs and Staff (RFP ref. B-8)	_____	25
19.	_____	Procedures for Relaying Communications (RFP ref. B-9)	_____	100
20.	N/A	Languages Served (RFP ref. B-10)	Signature of Acceptance _____	
21.	_____	Additional Languages Served (RFP ref. B-11)	_____	25
22.	N/A	Shift Advisor/Consultant (RFP ref. B-12)	Signature of Acceptance _____	
23.	N/A	Confidentiality of Calls (RFP ref. B-13)	Signature of Acceptance _____	
24.	N/A	Types of Calls to be Provided (RFP ref. B-14)	Signature of Acceptance _____	
25.	_____	Call Release Functionality (RFP ref. B-15)	_____	50
26.	_____	Speed Dialing (RFP ref. B-16)	_____	50
27.	_____	Three-Way Calling Functionality (RFP ref. B-17)	_____	50

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
28.	_____	Voicemail and Interactive Menus (RFP ref. B-18)	_____	50
29.	_____	Voice and Hearing Carry-Over (RFP ref. B-19)	_____	100
30.	_____	Captioned Telephone Voice Carry-Over (RFP ref. B-20)	_____	100
31.	_____	Turbocode™ (RFP ref. B-21)	_____	100
32.	_____	Speech to Speech (RFP ref. B-22)	_____	100
33.	_____	Access to Pay Per Call Services (RFP ref. B-23)	_____	100
34.	_____	Caller ID (RFP ref. B-24)	_____	100
35.	_____	Last Number Redial (RFP ref. B-25)	_____	25
36.	_____	Obscenity Directed at the Operator (RFP ref. B-26)	_____	25
37.	_____	Emergency Calls (RFP ref. B-27)	_____	100
38.	_____	Blockage (RFP ref. B-28)	_____	200
39.	_____	Answer Time (RFP ref. B-29)	_____	200
40.	N/A	Equipment Compatibility (RFP ref. B-30)	Signature of Acceptance _____	

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
41.	N/A	Transmission Levels (RFP ref. B-31)	Signature of Acceptance _____	
42.	N/A	Measuring Equipment Accuracy (RFP ref. B-32)	Signature of Acceptance _____	
43.	_____	Emergency Operations and Uninterruptible Power (RFP ref. B-33)	_____	100
44.	_____	Intercept Messages (RFP ref. B-34)	_____	P/F
45.	_____	Service Expansion (RFP ref. B-35)	_____	50
46.	N/A	New Technology (RFP ref. B-36)	Signature of Acceptance _____	
47.	_____	Consumer Input and Participation in Advisory Committee and FPSC Proceedings (RFP ref. B-37)	_____	100
48.	_____	Complaint Resolution (RFP ref. B-38)	_____	200
49.	N/A	Charges for Incoming Calls (RFP ref. B-39)	Signature of Acceptance _____	

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
50.	_____	Billing Arrangements (RFP ref. B-40)	_____	50
51.	_____	End User Billing for Intrastate Calls (RFP ref. B-41)	_____	50
52.	_____	Relaying Interstate and International Calls (RFP ref. B-42)	_____	50
53.	_____	End User Selection of Carrier (RFP ref. B-43)	_____	50
54.	N/A	Recipient of Toll Revenues (RFP ref. B-44)	Signature of Acceptance _____	
55.	_____	Long Distance Call Billing (RFP ref. B-45)	_____	50
56.	_____	Special Needs (RFP ref. B-46)	_____	25
57.	_____	Unsolicited Features in Basic Relay Service (RFP ref. B-47)	_____	200
58.	_____	IP Relay, IP-Captioned Telephone Service, and Video Relay Service (RFP ref. B-48)	_____	Optional 0 Points
59.	_____	Redundancy (RFP ref. B-49)	_____	Optional 0 Points
60.	N/A	Performance Bond (RFP ref. B-50)	Signature of Acceptance _____	

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
61.	N/A	Submission of Monthly Invoice (RFP ref. B-51)	Signature of Acceptance _____	
62.	N/A	Travel (RFP ref. B-52)	Signature of Acceptance _____	
63.	_____	Reporting Requirements (RFP ref. B-53)	_____	50
64.	N/A	Transfer to New Provider (RFP ref. B-54)	Signature of Acceptance _____	
65.	N/A	Insurance Coverage (RFP ref. B-55)	Signature of Acceptance _____	
66.	_____	Optional Florida Call Center (RFP ref. B-56)	_____	100
67.	N/A	Public Entity Crimes Provision(RFP ref. C-3)	Signature of Acceptance _____	
68.	_____	Financial Information (RFP ref. C-4)	_____	P/F

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. Of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
69.	_____	Experience and Customer References (RFP ref. C-5)	_____	200
70.	_____	Subcontractors (RFP ref. C-6)	_____	50
71.	_____	Bid Security Deposit (RFP ref. C-7)	_____	P/F
72.	_____	The Price Proposal Format (RFP ref. Section D) Must be filed in a separate sealed envelope marked: "Sealed-To Be Opened Only By the FPSC Proposal Opening Officer."	_____	See RFP Sec. D & Sec. E
73.		MAXIMUM TOTAL POINTS		3,125

**TABLE 1**  
**TOTAL INTRASTATE BILLABLE SESSION MINUTES**  
(March 2016 – March 2017)

Monthly Invoice	Intrastate TRS Minutes	Intrastate Captioned Telephone Service
March 2016	91,108	108,696
April 2016	77,763	100,800
May 2016	78,530	99,745
June 2016	77,694	95,446
July 2016	75,923	86,986
August 2016	87,722	94,251
September 2016	80,980	87,108
October 2016	89,722	85,347
November 2016	85,408	81,680
December 2016	91,089	82,868
January 2017	97,551	89,404
February 2017	82,283	78,741
March 2017	87,700	85,479

**TABLE 2**  
**TOTAL BILLABLE SESSION MINUTES**  
(Intrastate and Interstate)  
(March 2016 – March 2017)

Monthly Invoice	TRS Minutes	STS	Spanish	Captioned Telephone Service
March 2016	107,946	1,409	13,819	158,709
April 2016	91,951	1,118	9,788	147,185
May 2016	94,812	913	9,190	146,048
June 2016	92,254	1,094	9,917	137,562
July 2016	89,836	871	9,814	127,115
August 2016	101,703	1,625	10,188	138,893
September 2016	94,117	1,415	9,136	127,897
October 2016	102,931	1,288	9,351	125,493
November 2016	98,982	762	9,319	122,088
December 2016	103,793	2,013	10,632	126,831
January 2017	110,889	2,181	13,220	130,429
February 2017	93,911	1,992	10,330	117,139
March 2017	104,633	1,887	8,948	125,940

## **Appendix J – Florida Relay Surcharge Order**

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Request for submission of proposals for relay service, beginning in June 2015, for the deaf, hard of hearing, deaf/blind, or speech impaired, and other implementation matters in compliance with the Florida Telecommunications Access System Act of 1991.

DOCKET NO. 20140029-TP  
ORDER NO. PSC-2017-0292-PAA-TP  
ISSUED: July 26, 2017

The following Commissioners participated in the disposition of this matter:

JULIE I. BROWN, Chairman  
ART GRAHAM  
RONALD A. BRISÉ  
DONALD J. POLMANN

NOTICE OF PROPOSED AGENCY ACTION ORDER ESTABLISHING FLORIDA TELECOMMUNICATIONS RELAY, INC.'S 2017/2018 BUDGET AND REDUCING THE SURCHARGE TO \$0.10

BY THE COMMISSION:

NOTICE is hereby given by the Florida Public Service Commission (Commission) that the action discussed herein is preliminary in nature and will become final unless a person whose interests are substantially affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code.

I. Background

The Florida Relay System provides deaf and hard of hearing persons access to basic telecommunications services by using a specialized Communications Assistant that relays information between the deaf or hard of hearing person and the other party to the call. The primary function of the Florida Relay System is accomplished by the deaf or hard of hearing person using a Telecommunications Device for the Deaf (TDD). The person using the TDD types a message to the Communications Assistant who in turn voices the message to the other party, or a Captioned Telephone which displays real-time captions of the conversation.

The Telecommunications Access System Act of 1991 (TASA) established a statewide telecommunications relay system which became effective May 24, 1991. Section 427.701(1), Florida Statutes (F.S.), provides that the Commission shall establish, implement, promote, and oversee the administration of the statewide telecommunications access system to provide access to telecommunications relay services by persons who are deaf, hard of hearing or speech impaired, or others who communicate with them. It is estimated that approximately 2.5 to 3

million of the estimated 20 million persons living in Florida have been diagnosed as having a hearing loss.<sup>1</sup> This system provides telecommunications service for deaf or hard of hearing persons functionally equivalent to the service provided to hearing persons.

TASA provides funding for the distribution of specialized telecommunications devices and provision of intrastate relay service through the imposition of a surcharge of up to \$0.25 per landline access line per month. Accounts with over 25 access lines are billed for only 25 lines. Pursuant to Section 427.704(4)(a)1, F.S., a surcharge is collected only from landline access lines.<sup>2</sup>

Florida Telecommunications Relay, Inc. (FTRI), a non-profit corporation formed by the local exchange telephone companies, was selected by the Commission to serve as the Telecommunications Access System Act Administrator. On July 1, 1991, the local exchange telecommunications companies began collecting an initial \$0.05 per access line surcharge pursuant to Order No. 24581. Since July 1, 1991, the surcharge, which is currently \$0.11 per month, has changed to reflect FTRI budgetary needs.

Chapter 427, F.S., requires that the relay system comply with regulations adopted by the Federal Communications Commission (FCC) to implement Title IV of the Americans with Disabilities Act. The FCC mandates the minimum requirements for services a state must provide, certifies each state program, and periodically proposes changes that must be provided.

On March 1, 2017, FTRI filed its proposed budget. FTRI's proposed budget, appended hereto as Attachment A includes a decrease in expenses of approximately \$1,230,462 from the budget we approved for Fiscal Year 2016/2017.

Our staff sent data requests to FTRI on a number of issues included in its proposed budget. FTRI compared its proposed budget to the budget we approved last year and estimated revenue and expenses for the current fiscal year. FTRI's responses to our staff's data requests are included in the docket file.

FTRI's estimated revenues and expenses were based on data for the first two quarters of the fiscal year. On May 15, 2017, FTRI filed updated third quarter financial information at our staff's request. With additional financial information, our staff formulated new estimated budget results for Fiscal Year 2016/2017 based on the additional information filed. This additional data is reflected in our estimate appended hereto as Attachment B.

The current relay service provider is Sprint. The minutes of use for traditional TRS have been declining. The traditional TRS cost to FTRI as approved in Sprint's contract is currently \$1.09 per session minute. Sprint's projections indicate that traditional minutes will continue to decline during the 2017/2018 Fiscal Year. Traditional relay users are transitioning to the following services:

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<sup>1</sup> 2015 Florida Coordinating Council for the Deaf and Hard of Hearing Biennial Report to Governor Rick Scott, the Florida Legislature and the Supreme Court and "Demographics and Statistics," Florida Telecommunications Relay, Inc., <http://ftri.org/index.cfm/go/public.view/page/12>, accessed on June 14, 2017.

<sup>2</sup> Florida Telecommunications Relay, Inc. projects a four percent decrease in landline access lines subject to the relay surcharge for the budget year 2017/2018.

- Internet Protocol (IP) Relay<sup>3</sup>
- Video Relay Service (VRS)<sup>4</sup>
- Captioned Telephone (CapTel) Service<sup>5</sup>
- Internet Protocol Captioned Telephone Service<sup>6</sup>
- Internet Protocol Speech-to-Speech (STS) Service<sup>7</sup>
- Wireless Service<sup>8</sup>

CapTel service uses a specialized telephone that provides captioning of the incoming call for a deaf or hard of hearing person. Sprint's projections show that CapTel minutes of use will also decrease during the 2017/2018 Fiscal Year. The CapTel cost to FTRI as approved in the Sprint contract is currently \$1.63 per session minute.

This order addresses the FTRI Fiscal Year 2017/2018 budget and the relay surcharge for the upcoming fiscal year. We are vested with jurisdiction pursuant to Chapter 427, F.S.

## II. FTRI's Proposed Budget

The FTRI 2017/2018 proposed budget projects total operating revenues to be \$6,224,425 and total expenses to be \$5,969,260. Based on the projected revenues and expense reductions, we find that the Telecommunications Relay surcharge shall be reduced by \$0.01 from \$0.11 to \$0.10 per access line for the 2017/2018 Fiscal Year.

Sprint's estimated Fiscal Year 2017/2018 traditional Telecommunications Relay surcharge minutes of use are 824,498 at a rate of \$1.09 per minute for a total of \$898,703. Sprint's estimated CapTel minutes of use for Fiscal Year 2017/2018 are 810,223 at a rate of \$1.63 per minute for a total of \$1,320,663.

The biggest decrease in expense in the budget arises from relay provider services, resulting in \$972,673 in savings when compared to the Fiscal Year 2016/2017 budget we approved. A comparison of the FTRI budget which we approved for Fiscal Year 2016/2017, FTRI's estimated revenues and expenses, and FTRI's Fiscal Year 2017/2018 proposed budget as filed is shown in Table 1 below.

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<sup>3</sup> IP Relay allows people who have difficulty hearing or speaking to communicate through an Internet connection using a computer and the Internet, rather than a TTY and a telephone.

<sup>4</sup> Video Relay Service enables persons with hearing disabilities who use American Sign Language to communicate with voice telephone users through video equipment, rather than through typed text. Video equipment links the VRS user with a TRS operator so that the VRS user and the operator can see and communicate with each other in signed conversation.

<sup>5</sup> A CapTel telephone is a telephone that displays real-time captions of a conversation.

<sup>6</sup> IP captioned telephone service allows the user to simultaneously listen to and read the text of what the other party in a telephone conversation has said, where the connection carrying the captions between the service and the user is via an IP addressed and routed link.

<sup>7</sup> Speech-to-Speech (STS) relay service utilizes a specially trained CA who understands the speech patterns of persons with speech disabilities and can repeat the words spoken by such an individual to the other party to the call. IP STS uses the Internet, rather than the public switched telephone network, to connect the consumer to the relay provider.

<sup>8</sup> Specifically, wireless services offer applications such as text, instant messaging, and Facetime.

**Table 1**  
**FTRI Budget Comparison**

	<b>Approved 2016-2017<sup>9</sup></b>	<b>FTRI Estimated 2016-2017<sup>10</sup></b>	<b>FTRI Proposed 2017-2018</b>
Operating Revenue:			
Surcharges	\$7,297,393	\$7,177,537	\$6,170,576
Interest Income	34,188	48,424	53,849
Total Operating Revenue	\$7,331,581	\$7,225,961	\$6,224,425
Operating Expenses:			
Relay Provider Services	\$3,192,039	\$2,664,000	\$2,219,366
Equipment & Repairs	1,524,034	1,397,499	1,335,920
Equipment Distribution & Training	953,908	873,742	855,892
Outreach	574,626	574,626	558,976
General & Administrative	955,115	930,947	999,106
Total Expenses	\$7,199,722	\$6,440,814	\$5,969,260
Annual Surplus	\$131,859	\$785,147	\$255,165
Surplus Account	15,983,096	16,552,936	17,337,883
Total Surplus <sup>11</sup>	\$16,114,955	\$17,338,083	\$17,593,048

Source: FTRI's Fiscal Year 2017/2018 proposed budget.

FTRI acknowledges that access lines have decreased at the rate of 4.8 percent during the past three years (2014-2016) and acknowledges that it believes that trend will continue as more consumers transition from landline phones to other technologies. As a result, FTRI's revenues will be reduced as the number of access lines declines, holding the surcharge constant. Continued efforts by FTRI to reduce expenses are important.

Based on having third quarter data for Fiscal Year 2016/2017, we developed an estimate of FTRI's expenses for Fiscal Year 2016/2017. This data is presented in Attachment B. For most expenses, we used actual data from June 2016 through March 2017 and estimated the fourth

<sup>9</sup> Our staff determined that FTRI incorrectly presented its Equipment & Repair and Equipment Distribution & Training expenses in its March 1, 2017 budget filing. The corrected numbers are presented in Table 1 and Attachment B.

<sup>10</sup> Our staff determined that FTRI incorrectly presented its Equipment & Repair total in its March 1, 2017 budget filing with the Commission. The corrected number is presented in Table 1 and Attachment B.

<sup>11</sup> The FCC may mandate state funding of Video Relay Service, Internet Protocol Relay Service, and Internet Protocol Captioned Telephone Service. It is estimated that at a minimum \$32 million would be needed to adequately fund the state program. By Order PSC-06-0469-PAA-TP, issued June 1, 2006, in Docket No. 040763-TP, we maintained the Florida Telecommunications Relay Service surcharge at \$0.15/month for one year in lieu of a surcharge reduction, to prepare the state Telecommunications Relay Service Fund for assuming intrastate costs of Video Relay Service and Internet Protocol Relay, and to allow time to determine how the costs should be recovered should the need arise.

quarter by averaging the first three quarters of the fiscal year. The exception is for Outreach where we were informed that FTRI will spend the remaining funds in that account in the fourth quarter. Our estimates were then used as one element in evaluating FTRI's proposed budget. Attachment B includes FTRI's budgeted information for comparison purposes. Below is a review of selected items from FTRI's proposed budget expense by category.

A. Category I – Relay Services

The basis of the relay service expense is the minutes of use as projected by Sprint. Sprint's historical projections have proven to be reasonable, and it has multi-state experience with such projections. As a result, we find that the estimates for Fiscal Year 2017/2018 are reasonable and should be used for budgetary purposes.<sup>12</sup>

B. Category II – Equipment & Repairs

Category II expenses reflect the purchases of equipment to be distributed to clients and the repairs that FTRI must do to keep the equipment in working order. We reviewed FTRI's work papers to determine the amounts of equipment purchased for the year. FTRI's equipment budget reflected declines in equipment distribution, but includes equipment orders to maintain a sufficient inventory to serve its clients. FTRI used contract pricing for equipment multiplied by the number of units it plans to order over the course of the year. After comparing FTRI's proposed budget with its own estimates for Fiscal Year 2016/2017, we find that FTRI's proposed budget for Category II expenses is reasonable and supported in its work papers.

C. Category III – Equipment Distribution & Training

Category III reflects the cost of distribution of equipment throughout the state and the training of consumers in the use of the equipment. FTRI contracts with non-profit Regional Distribution Centers (RDCs) to perform these functions throughout Florida. Currently, there are 24 RDCs.

FTRI proposes a budget for Freight-Telecomm Equipment of \$40,442 for Fiscal Year 2017/2018. This represents about a 3 percent increase from our estimate for Fiscal Year 2016/2017. FTRI anticipates that it will experience increased expenses as the warranties of several equipment models have expired. As a result, FTRI will be responsible for the shipping of units for repair and replacement at FTRI's expense. As a result, we find that FTRI's proposed budget is reasonable for this item.

The largest component for Category III relates to FTRI's support of the RDCs. We note that FTRI has added an additional RDC from last year. FTRI reports that of the \$814,950 in its proposed budget, \$732,762 is related to contracts supporting the distribution centers. FTRI's contracts with RDCs vary the support amount based on the number of clients they assist. More funds are provided for connecting a new client, while fewer funds are provided to assist existing clients in the system.

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<sup>12</sup>Our staff is evaluating responses to the relay request for proposals and the current rates may change beginning March 1, 2018.

The second largest expense for this line item of \$70,048 relates to the maintenance and charges to support FTRI's database. Additional costs are related to laptops and air card connectivity for access to FTRI's database system by RDCs with sufficient activity to justify offsite distribution. The laptops and air cards represent an additional \$11,640.

D. Category IV – Outreach

FTRI has requested \$558,876, a decrease of \$15,650 from last year's budget, for Outreach. This represents a reduction by 2.7 percent from last year. FTRI believes that newspaper outreach is reaching more eligible consumers and that it has had strong positive results. FTRI has indicated that it plans on spending the remaining funds from the budget we approved in the fourth quarter. As a result, our estimate for Fiscal Year 2016/2017 reflects that amount as set forth in Attachment B. RDCs are responsible for some of the outreach for regional events that are approved and funded by FTRI.

E. Category V – General & Administrative

Category V reflects the expenses associated with FTRI's operations such as office and furnishings, employees, contracted services (auditors, attorney, and computer consultants), computers and other operating expenses (such as insurance and retirement). The number of staff at FTRI has remained the same from last year.

The correlation between the decline in minutes of use and technology substitution for General and Administrative expense is not as direct as the correlation associated with service delivery and equipment distribution. However, efforts to control General and Administrative expenses are of equal importance.

III. Decision

FTRI's proposed 2017/2018 budget presents reduced expenses in Categories I-IV. However, additional reductions can be made in both Category III - Equipment Distribution & Training and Category V - General & Administrative expenses. We compared actual expenses for the first three quarters and estimated the fourth quarter (using an average of the first three quarters) for Fiscal Year 2016-2017 to compare with FTRI's proposed budget. In addition, we reviewed the budget working papers supplied by FTRI. Based on this review, the following adjustments and/or continued monitoring of the following expenses shall occur:

- Regional Distribution Centers
- Legal
- Insurance-Health/Life/Disability
- Retirement

FTRI recognizes that access lines have decreased at the rate of 4.8 percent during the past three years (2014 - 2016) and that this trend will likely continue. As discussed earlier, we find that Relay and CapTel expenses from Sprint (Category I) are projected to decline as a result of reduced minutes. In addition, Equipment & Repairs expenses (Category II), Equipment Distribution & Training expenses (Category III), and Outreach expenses (Category IV) are

projected to decline. FTRI's proposed budget recognizes this trend as reflected in the proposed expense reductions associated with Categories I-IV. We find that it is reasonable that FTRI's proposed budget would present expense reductions in Categories I-IV given the technology shift phenomenon.

A. Regional Distribution Centers (RDCs)

For costs related to the RDCs (Category III), we note that FTRI's proposed budget includes a reduction relative to both FTRI's approved budget (10 percent) and its estimated expenses (2 percent) for Fiscal Year 2016/2017. However, the rate of decline does not appear to correspond with the decline that was reported in the first three quarters of Fiscal Year 2016/2017.

As noted earlier, our estimates are based on the first three quarters of Fiscal Year 2016/2017 and use an average of those quarters to estimate the last quarter. FTRI's proposed budget would be an increase of approximately 11 percent when compared to our estimate for Fiscal Year 2016/2017. FTRI's own estimate for Fiscal Year 2016/2017 already reflected a reduction of \$76,226 when compared to its approved budget. Most of the expenses related to the RDCs are related to RDC contracts. Since the expense of these contracts declines as the number of clients declines, we find it is reasonable to assume that the trend will continue and at best, level off. While FTRI did provide supporting work papers as requested for its proposed budget, that data did not include actual third quarter expenses. By comparison, our estimate included third quarter data. We find that third quarter data does not support FTRI's proposed estimate. As a result, FTRI's budget for RDCs shall be reduced by \$81,954 to \$732,996, which is our estimate for Fiscal Year 2016/2017.

B. Legal Fees

Based on a review of supporting documents relating to Legal expense, we have concerns regarding these expenses. FTRI has had the same law firm on retainer for many years. The attorney attends the board meetings and writes the minutes, reviews Request for Proposals, reviews contracts, and advises on legal issues as they arise. It appears that paying the attorney an hourly rate may be more cost effective than paying a retainer. At a minimum, such legal invoices should be itemized with date of services, charges for the services, and a detailed description of the services provided by legal counsel.

FTRI's proposed 2017/2018 Fiscal Year budget line item for Legal expense shall be reduced by \$36,000. Our staff requested that FTRI provide any contracts, letters of engagement or other agreements for legal services. FTRI submitted a long-standing contract for legal services for a flat retainer of \$72,000 per year, excluding any travel or litigation costs. We find that the monthly invoices submitted did not show sufficient detail of services performed, hours spent, hourly rate, or other relevant information to justify the contract amount. At \$370 per hour, approximately 195 hours would have to be spent to justify the retainer. The current contract

retainer is over twice the amount we recently approved to litigate a Class B water and wastewater rate case.<sup>13</sup>

We are not convinced that the contract amount is required to perform the regular annual non-litigation services for FTRI. Based on our review of the information provided, we find that the billable minutes associated with the services contracted may be more in line with an expense of \$36,000. We find that more detailed billing information is necessary to allow for further analysis in next year's budget. FTRI shall collect such billing information to include itemized invoices to FTRI with date of services, charges for the services, hours of service, price per hour, and a detailed description of the services provided by legal counsel.

### C. In-House Analyses

#### 1. Insurance

FTRI provides health, dental, vision, basic life, short-term disability, and long-term disability insurance to its employees. While this insurance may be beneficial to the employee, we find that it goes beyond what an organization must offer its employees. Currently, employees pay part of the premiums related to their health insurance, which may include dental and vision. FTRI shall compare the benefits offered based on its size and similarly situated organizations.

#### 2. Retirement

Currently, 11.1 percent of salaries are contributed to a retirement account for the employees. Employees are not required to pay for any of their retirement. The retirement budget is based on estimated compensation for ten employees, a three percent salary increase, and estimated overtime (\$49,406). In addition, this includes a retirement plan surcharge of 2.78 percent on gross compensation for the first half of the budget year and a 5.55 surcharge for the second half of the year (\$18,538). In addition, there is a charge of \$5,790 to the Pension Benefit Guarantee Cooperation. NTCA Retirement and Security is FTRI's retirement plan provider. NTCA has made plan cost increases and funding requirements changes. FTRI has decided to maintain the current contribution of 11.1 percent; however, employee future benefits are reduced from a 1.83 to a 1.54 benefit accrual rate with this decision. Future cost increases are under evaluation by FTRI.

FTRI shall conduct in-house analyses for the expense items for Insurance-Health/Life/Disability and Retirement and submit its findings to us. These analyses should include price quotes from other providers for insurance and retirement plans. The insurance and retirements benefits should include benefits offered by comparably-sized nonprofit and for profit entities. FTRI shall submit the results of the analysis to our staff by January 31, 2018 for review.

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<sup>13</sup> Order No. PSC-17-0209-PAA-WU, Issued May 30, 2017, Docket No. 160065-WU, *In re: Application for increase in water rates in Charlotte County by Bocilla Utilities, Inc.* We approved \$370 per hour and \$31,323 in legal fees for rate case expense.

3. Surcharge

The incumbent local exchange companies, competitive local exchange companies, and shared tenant providers shall discontinue billing the \$0.11 monthly surcharge, and bill the \$0.10 surcharge for fiscal year 2017/2018, effective September 1, 2017.

IV. Conclusion

FTRI's proposed budget expenses for Fiscal Year 2017/2018 shall be reduced by \$81,954 for RDC expenses and by \$36,000 for Legal expenses. The incumbent local exchange companies, competitive local exchange companies, and shared tenant providers shall discontinue billing the \$0.11 monthly surcharge, and bill the \$0.10 surcharge for Fiscal Year 2017/2018, effective September 1, 2017. FTRI shall require detailed, itemized bills from its legal counsel and conduct in-house analyses for Insurance-Health/Life/Disability and Retirement expenses. FTRI shall provide the results of the analyses to our staff by January 31, 2018.

Based upon the foregoing, it is

ORDERED by the Florida Public Service Commission that the TRS surcharge is reduced to \$0.10 per month for Fiscal Year 2017/2018, effective September 1, 2017. It is further

ORDERED that the incumbent local exchange companies, competitive local exchange companies, and shared tenant providers shall bill the \$0.10 surcharge for Fiscal Year 2017/2018, effective September 1, 2017. It is further

ORDERED that FTRI reduce its proposed budget by \$81,954 for RDC expenses and by \$36,000 for Legal Expenses. It is further

ORDERED that FTRI shall require detailed, itemized bills from its legal counsel. It is further

ORDERED that FTRI shall conduct in-house analyses for Insurance-Health/Life/Disability and Retirement expenses and that FTRI shall provide the results of its analysis to Commission staff by January 31, 2018. It is further

ORDERED that the provisions of this Order, issued as proposed agency action, shall become final and effective upon issuance of a Consummating Order unless an appropriate petition in the form provided by Rule 28-106.201, Florida Administrative Code, is received by the Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on the date set forth in the "Notice of Further Proceedings" attached hereto. It is further

ORDERED that in the event this Order becomes final, this docket shall remain open to address all matters related to relay throughout the life of the contract.

By ORDER of the Florida Public Service Commission this 26th day of July, 2017.



CARLOTTA S. STAUFFER  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
(850) 413-6770  
www.floridapsc.com

Copies furnished: A copy of this document is provided to the parties of record at the time of issuance and, if applicable, interested persons.

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NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

As identified in the body of this order, the action proposed herein is preliminary in nature. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Office of Commission Clerk, at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on August 16, 2017. If such a petition is filed, mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing. In the absence of such a petition, this order shall become effective and final upon the issuance of a Consummating Order.

Any objection or protest filed in this docket before the issuance date of this order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.

Any party adversely affected by the Commission's final action in this matter may request: (1) reconsideration of the decision by filing a motion for reconsideration with the Office of Commission Clerk, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or (2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water or wastewater utility by filing a notice of appeal with the Office of Commission Clerk and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.



1820 E. Park Avenue, Suite 101  
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March 1, 2017

Mr. Curtis Williams, Regulatory Analyst IV  
Office of Telecommunications  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0866

RE: **FTRI FY 2017/2018 Budget**

Dear Mr. Williams:

I am pleased to forward a copy of the FY 2017/2018 budget for the Florida Telecommunications Relay, Inc. (FTRI). The budget was reviewed by FTRI's Budget Committee and was recently adopted by the Board of Directors at a special meeting.

The budget adopted by the board for FY 2017/2018 reduces the surcharge to 10 cents per access line and at this level is projected to produce revenues of \$6,224,425. As reflected on the attached copy of the approved budget total expenses are projected to be \$5,969,260.

Access lines have decreased at the rate of 4.8% during the past three years (2014, 2015 & 2016) and that trend is expected to continue as more consumers move from landline to other technologies. For the current budget period, it is projected that access lines will decrease over 4%.

FTRI and its regional partners continue to reach out to meet the telecommunications access needs of residents who are deaf, hard of hearing, deaf/blind, or speech disabled. Outreach continues to be an integral part of our efforts to attract new clients and educate the general population about the Florida Relay System and the benefits this brings to our citizens.

Should you have questions or desire additional information, please do not hesitate to email me at [jforstall@ftri.org](mailto:jforstall@ftri.org).

Sincerely,

A handwritten signature in blue ink, appearing to read "James Forstall", is written over the typed name and title.

James Forstall  
Executive Director

Enclosure

cc: FTRI Board of Directors

Florida Telecommunications Relay, Inc.						
Fiscal Year 2017/2018 Budget @ .10 cents surcharge						
	2018/2017	2016/2017	2017/2018	Estimated to Budget	Budget to Budget	
	APPROVED	ESTIMATED	PROPOSED	VARIANCE	VARIANCE	
	BUDGET	REV & EXPEND	BUDGET	2016/2017	2016/2017	
				2017/2018	2017/2018	
<b>OPERATING REVENUE</b>						
1	Surcharges	7,297,393	7,177,537	6,170,576	(1,006,961)	(1,126,817)
2	Interest Income	34,188	48,424	53,849	5,425	19,661
3	NDBEDP					
	<b>TOTAL OPERATING REV</b>	<b>7,331,581</b>	<b>7,225,961</b>	<b>6,224,425</b>	<b>(1,001,536)</b>	<b>(1,107,156)</b>
<b>OTHER REVENUE/FUNDS</b>						
4	Surplus Account	15,983,096	16,552,936	17,337,883	784,947	1,354,787
	<b>TOTAL REVENUE</b>	<b>23,314,677</b>	<b>23,778,897</b>	<b>23,562,308</b>	<b>(216,589)</b>	<b>247,631</b>
<b>OPERATING EXPENSES</b>						
<b>CATEGORY I - RELAY SERVICES</b>						
5	DPR Provider	3,192,039	2,664,000	2,219,366	(444,634)	(972,673)
	<b>SUBTOTAL-CATEGORY I</b>	<b>3,192,039</b>	<b>2,664,000</b>	<b>2,219,366</b>	<b>(444,634)</b>	<b>(972,673)</b>
<b>CATEGORY II - EQUIPMENT &amp; REPAIRS</b>						
6	TDD Equipment	0	0	0	0	0
7	Large Print TDD's	0	0	0	0	0
8	VCO/HCO - TDD	720	4,600	4,600	0	3,880
9	VCO Telephone	0	0	0	0	0
10	Dual Sensory Equipment	5,000	0	0	0	(5,000)
11	CapTel Phone Equipment	0	0	0	0	0
12	VCP Hearing Impaired	1,440,645	1,300,675	1,249,948	(50,727)	(190,697)
13	VCP Speech Impaired	1,386	1,063	832	(231)	(554)
14	TeliTalk Speech Aid	18,000	9,000	9,000	0	(9,000)
15	Jupiter Speaker phone	0	0	0	0	0
16	In-Line Amplifier	0	300	300	0	300
17	ARS Signaling Equip	6,501	2,600	2,400	(200)	(4,101)
18	VRS Signaling Equip	16,080	3,193	2,921	(272)	(13,159)
19	Accessories & Supplies	2,980	791	1,580	789	(1,400)
20	Telecomm Equip Repair	199,074	75,477	64,339	(11,138)	(134,735)
	<b>SUBTOTAL-CATEGORY II</b>	<b>1,690,386</b>	<b>1,397,699</b>	<b>1,335,920</b>	<b>(61,779)</b>	<b>(354,466)</b>
<b>CATEGORY III - EQUIPMENT DISTRIBUTION &amp; TRAINING</b>						
21	Freight-Telecomm Equip	43,225	39,909	40,442	533	(2,783)
22	Regional Distr Centers	910,059	833,833	814,950	(18,883)	(95,109)
23	Workshop Expense	0	0	0	0	0
24	Training Expense	664	0	500	500	(164)
	<b>SUBTOTAL-CATEGORY III</b>	<b>953,948</b>	<b>873,742</b>	<b>855,892</b>	<b>(17,850)</b>	<b>(98,056)</b>

Florida Telecommunications Relay, Inc.						
Fiscal Year 2017/2018 Budget @ .10 cents surcharge						
	2016/2017	2016/2017	2017/2018	Estimated to Budget	Budget to Budget	
	APPROVED	ESTIMATED	PROPOSED	VARIANCE	VARIANCE	
	BUDGET	REV & EXPEND	BUDGET	2016/2017	2016/2017	
				2017/2018	2017/2018	
CATEGORY IV - OUTREACH						
25	Outreach Expense	574,626	574,626	558,976	(15,650)	(15,650)
	SUBTOTAL-CATEGORY IV	574,626	574,626	558,976	(15,650)	(15,650)
CATEGORY V - GENERAL & ADMINISTRATIVE						
26	Advertising	1,340	15	658	643	(682)
27	Accounting/Auditing	26,140	22,414	20,533	(1,881)	(5,607)
28	Legal	71,400	72,000	72,000	0	600
29	Computer Consultation	7,187	7,187	5,580	(1,607)	(1,607)
30	Dues & Subscriptions	3,439	1,714	1,655	(59)	(1,784)
31	Office Furniture Purchase	0	0	0	0	0
32	Office Equipment Purchase	4,507	4,109	6,667	2,558	2,160
33	Office Equipment Lease	1,695	1,870	1,827	(43)	132
34	Insurance-Hlth/Life/Dsbly	125,343	140,903	175,345	34,442	50,002
35	Insurance-Other	10,748	9,449	10,075	626	(673)
36	Office Expense	14,197	14,035	13,719	(316)	(478)
37	Postage	4,489	7,541	7,541	0	3,052
38	Printing	719	1,514	1,514	0	795
39	Rent	93,921	91,769	92,062	293	(1,859)
40	Utilities	5,065	5,297	5,297	0	232
41	Retirement	65,585	60,783	73,734	12,951	8,149
42	Employee Compensation	434,973	422,644	445,106	22,462	10,133
43	Temporary Employment	9,640	0	0	0	(9,640)
44	Taxes - Payroll	33,275	30,061	30,091	30	(3,184)
45	Taxes - Unemplmt Comp	2,012	1,829	1,725	(104)	(287)
46	Taxes - Licenses	0	61	61	0	61
47	Telephone	15,595	17,106	17,240	134	1,645
48	Travel & Business	18,700	15,273	13,585	(1,688)	(5,115)
49	Equipment Maint.	937	736	746	10	(191)
50	Employee Training/Dev	567	1,042	975	(67)	408
51	Meeting Expense	3,641	1,595	1,370	(225)	(2,271)
52	Miscellaneous Expense	0	0	0	0	0
	SUBTOTAL-CATEGORY V	955,115	930,947	999,106	68,159	43,991
CATEGORY VI - NDBEDP						
53	NDBEDP - Expense	0	0			
	SUBTOTAL-CATEGORY VI	0	0	0	0	0
	TOTAL EXPENSES	7,366,114	6,441,014	5,969,260	(471,754)	(1,396,854)
	REVENUE LESS EXPENSES	15,948,563	17,337,883	17,593,048	255,165	1,644,485
				255,165		

**Staff's Budget Comparison**

		2016/2017 APPROVED BUDGET	2016/2017 FTRI ESTIMATED EXPENSES	2016/2017 FPSC ESTIMATED EXPENSES	2017/2018 FTRI PROPOSED BUDGET	2017/2018 APPROVED BUDGET
	<b>REVENUE</b>					
1	Surcharge	7,297,393	7,177,537	7,177,537	6,170,576	6,273,379
2	Interest	34,188	48,424	48,424	53,849	53,849
3	NDBEDP <sup>14</sup>	-	-	-	-	-
	<b>TOTAL OPERATING REVENUE</b>	7,331,581	7,225,961	7,225,961	6,224,425	6,327,228
4	Surplus Account <sup>15</sup>	15,983,096	16,552,936	16,552,936	17,337,883	17,337,883
	<b>TOTAL REVENUE</b>	23,314,677	23,778,897	23,778,897	23,562,308	23,665,111
	<b>OPERATING EXPENSES</b>					
	<b>CATEGORY I - RELAY SERVICES</b>					
5	DPR Provider	3,192,039	2,664,000	2,664,000	2,219,366	2,219,366
	<b>SUBTOTAL CATEGORY I</b>	3,192,039	2,664,000	2,664,000	2,219,366	2,219,366
	<b>CATEGORY II - EQUIPMENT &amp; REPAIRS</b>					
6	TDD Equipment	-	-	-	-	-
7	Large Print TDD	-	-	-	-	-
8	VCO/HCO-TDD	1,533	4,600	6,133	4,600	4,600
9	VCO-Telephone	-	-	-	-	-
10	Dual Sensory Equipment	-	-	-	-	-
11	CapTel Phone Equipment	-	-	-	-	-
12	VCP Hearing Impaired	1,415,745	1,300,675	1,233,219	1,249,948	1,249,948
13	VCP Speech Impaired	689	1,063	1,109	832	832
14	TeliTalk Speech Aid	7,200	9,000	7,200	9,000	9,000
15	Infrared/Hands Free	-	-	-	-	-
16	In Line Amplifier	-	300	400	300	300
17	ARS-Signaling Equipment	1,589	2,400	2,717	2,400	2,400
18	VRS-Signaling Equipment	6,968	3,193	6,608	2,921	2,921
19	Equipment Accessories/Supplies	481	791	823	1,580	1,580
20	Telecom Equipment Repair	89,829	75,477	63,667	64,339	64,339
	<b>SUBTOTAL CATEGORY II</b>	1,524,034	1,397,499	1,321,726	1,335,920	1,335,920
	<b>CATEGORY III - EQUIPMENT DISTRIBUTION &amp;</b>					

<sup>14</sup> The National Deaf-Blind Equipment Distribution Program (NDBEDP) was administrated by FTRI in Florida, but was relinquished last year. As a result, this line item reflects a zero balance and was included for consistency with FRTI's proposal.

<sup>15</sup> The surplus account represents funds collected to cover two months of operating expenses to offset fluctuations in funding and to partially cover expenses relating to video relay service when the FCC mandates that states pay for such expenses.

**Staff's Budget Comparison**

		2016/2017 APPROVED BUDGET	2016/2017 FTRI ESTIMATED EXPENSES	2016/2017 FPSC ESTIMATED EXPENSES	2017/2018 FTRI PROPOSED BUDGET	2017/2018 APPROVED BUDGET
	<b>TRAINING</b>					
21	Freight - Telecom Equipment	43,225	39,909	39,137	40,442	40,442
22	Regional Distribution Centers	910,059	833,833	732,996	814,950	732,996
23	Workshop Expense	-	-	-	-	-
24	Training Expense for RDCs	624	-	-	500	500
	<b>SUBTOTAL CATEGORY III</b>	953,908	873,742	772,133	855,892	773,938
	<b>CATEGORY IV – OUTREACH</b>					
25	Outreach Expense	574,626	574,626	574,626	558,976	558,976
	<b>SUBTOTAL CATEGORY IV</b>	574,626	574,626	574,626	558,976	558,976
	<b>CATEGORY V - GENERAL AND ADMINISTRATIVE</b>					
26	Advertising	1,340	15	20	658	658
27	Accounting/Audit	26,140	22,414	27,119	20,533	20,533
28	Legal	71,400	72,000	72,000	72,000	36,000
29	Consultation-Computer	7,187	7,187	7,289	5,580	5,580
30	Dues/Subscriptions	3,439	1,714	1,957	1,655	1,655
31	Office Furniture	-	-	-	-	-
32	Office Equipment Purchase	4,507	4,109	4,271	6,667	6,667
33	Office Equipment Lease	1,695	1,870	1,937	1,827	1,827
34	Insurance - Health/Life/Disability	125,343	140,903	128,707	175,345	175,345
35	Insurance-Other	10,748	9,449	9,764	10,075	10,075
36	Office Expense	14,197	14,035	13,179	13,719	13,719
37	Postage	4,489	7,541	5,389	7,541	7,541
38	Printing	719	1,514	2,072	1,514	1,514
39	Rent	93,921	91,769	91,776	92,062	92,062
40	Utilities	5,065	5,297	5,259	5,297	5,297
41	Retirement	65,585	60,783	61,340	73,734	73,734
42	Employee Compensation	434,973	422,644	417,707	445,106	445,106
43	Temporary Employment	9,640	-	-	-	-
44	Taxes – Payroll	33,275	30,061	31,304	30,091	30,091
45	Taxes - Unemployment Comp	2,012	1,829	2,171	1,725	1,725
46	Taxes – Licenses	-	61	-	61	61
47	Telephone	15,595	17,106	17,712	17,240	17,240
48	Travel & Business Expense	18,700	15,273	13,188	13,585	13,585
49	Equipment Maintenance	937	736	951	746	746
50	Employee Training	567	1,042	456	975	975

**Staff's Budget Comparison**

		2016/2017 APPROVED BUDGET	2016/2017 FTRI ESTIMATED EXPENSES	2016/2017 FPSC ESTIMATED EXPENSES	2017/2018 FTRI PROPOSED BUDGET	2017/2018 APPROVED BUDGET
51	Meeting Expense	3,641	1,595	1,240	1,370	1,370
52	Miscellaneous	-	-	-	-	-
	<b>SUBTOTAL CATEGORY V</b>	955,115	930,947	916,808	999,106	963,106
	<b>CATEGORY VI</b>					
53	NDBEDP <sup>16</sup>	-	-	-	-	-
	<b>SUBTOTAL CATEGORY VI</b>	-	-	-	-	-
	TOTAL EXPENSES	7,199,722	6,440,814	6,249,443	5,969,260	5,851,306
	REVENUES LESS EXPENSES	131,859	785,147	976,518	255,165	475,922

<sup>16</sup> The National Deaf-Blind Equipment Distribution Program (NDBEDP) was administrated by FTRI in Florida, but was relinquished last year. As a result, this line item reflects a zero balance and was included for consistency with FRTI's proposal.

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Request for submission of proposals for relay service, beginning in June 2015, for the deaf, hard of hearing, deaf/blind, or speech impaired, and other implementation matters in compliance with the Florida Telecommunications Access System Act of 1991.

DOCKET NO. 20140029-TP  
ORDER NO. PSC-2017-0347-FOF-TP  
ISSUED: September 7, 2017

The following Commissioners participated in the disposition of this matter:

JULIE I. BROWN, Chairman  
ART GRAHAM  
RONALD A. BRISÉ  
DONALD J. POLMANN

ORDER DISMISSING PETITION FOR FORMAL PROCEEDINGS WITH PREJUDICE,  
MAKING PROPOSED AGENCY ACTION ORDER NO. 2017-0292-PAA-TP FINAL  
AND EFFECTIVE, AND DIRECTING THE LOCAL EXCHANGE COMPANIES,  
COMPETITIVE LOCAL EXCHANGE COMPANIES, AND SHARED TENANT PROVIDERS  
TO BEGIN CHARGING THE \$0.10 SURCHARGE BY OCTOBER 1, 2017

BY THE COMMISSION:

I. Background

Section 427.701(1), Florida Statutes (F.S.), provides that the Commission shall establish, implement, and oversee the administration of the statewide telecommunications access system for the deaf, hard of hearing, deaf/blind or speech impaired. Pursuant to Section 427.704(2), F.S., we designated Florida Telecommunications Relay Inc. (FTRI), a nonprofit corporation formed by the local exchange telephone companies, to serve as the Telecommunications Access System Administrator.

We have an oversight role for FTRI pursuant to Section 427.704(1), F.S. On July 26, 2017, we issued Proposed Agency Action Order No. PSC-2017-0292-PAA-TP establishing the 2017/2018 budget for FTRI. We adjusted certain line items in FTRI's proposed budget, filed March 1, 2017, and reduced the Florida Relay System (FRS) surcharge from \$0.11 to \$0.10. Any person whose substantial interests were affected by the proposed action could file a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code (F.A.C.).

On August 16, 2017, Mr. Chris Littlewood submitted a customer contact petitioning the Commission to reconsider Proposed Agency Action Order No. PSC-2017-0292-PAA-TP.

Pursuant to Rules 25-22.029(4) and 25-22.0376(5), F.A.C., we will not entertain motions for reconsideration of a notice of proposed agency action.

On August 18, 2017, our staff sent a letter to Mr. Littlewood asking that he inform the Commission whether the August 16, 2017 customer contact should be considered as a petition for formal proceedings. On August 23, 2017, Mr. Littlewood re-filed the August 16, 2017 customer contact with an electronic message stating that he wished the Commission to consider his August 16, 2017 customer contact as a petition for formal proceedings.

We have jurisdiction pursuant to Chapter 427, F.S.

## II. Pleading Requirements for Formal Proceedings

Rule 25-22.029(3), F.A.C., states that one whose substantial interests may or will be affected by the Commission's proposed action may file a petition for a Section 120.569 or 120.57, F.S., hearing, in the form provided by Rule 28-106.201, F.A.C. Order No. PSC-2017-0292-PAA-TP contains a notice of further proceedings or judicial review that states that a petition for formal proceeding must be filed in the form provided by Rule 28-106.201, F.A.C.

Rule 28-106.201, F.A.C., Initiation of Proceedings, requires that all petitions for a formal hearing must contain the following:

- (a) The name and address of each agency affected and each agency's file or identification number, if known;
- (b) The name and address, any e-mail address, any facsimile number, and telephone number of the petitioner, if the petitioner is not represented by an attorney or qualified representative, and an explanation of how the petitioner's substantial interests will be affected by the agency determination;
- (c) A statement of when and how the petitioner received notice of the agency decision;
- (d) A statement of all the disputed issues of material fact. If there are none, the petition must so indicate;
- (e) A concise statement of the ultimate facts alleged, including the specific facts the petitioner contends warrant reversal or modification of the agency's proposed action;
- (f) A statement of the specific rules or statutes the petitioner contends require reversal or modification of the agency's proposed action, including an explanation of how the alleged facts relate to the specific rules or statutes; and
- (g) A statement of the relief sought by the petitioner, stating precisely the action petitioner wishes the agency to take with respect to the agency's proposed action.

Mr. Littlewood's petition, styled as a motion for reconsideration,<sup>1</sup> is a request that we consider the expansion of services provided by FTRI to the deaf, hard of hearing, deaf/blind or speech impaired. Mr. Littlewood does not seek any relief related to the FTRI 2017/2018 budget, but only submits a general request that we consider expanding the services provided by the Florida relay system. He asserts that we should consider the "appropriate expanded services of telecommunications relay as appropriate for current technologies under Florida Statute 427.701(1)."

The petition does not contain a concise statement of the ultimate facts alleged, including the specific facts Mr. Littlewood contends warrant reversal or modification of Order No. PSC-2017-0292-PAA-TP. He makes no claim that any rule, order or statute has been violated. No specific facts were alleged by Mr. Littlewood to support his request for expanded services provided by the Florida relay system.

There is no statement of the specific rules or statutes that he contends require reversal or modification of Order No. PSC-2017-0292-PAA-TP. There is no explanation of how any alleged facts relate to specific rules or statutes relevant to the FTRI budget. Mr. Littlewood fails to identify, cite, or reference with specificity any rule, order, or statute which would require the reversal or modification of the PAA Order establishing FTRI's annual budget and reducing the surcharge from \$0.11 to \$0.10.

Mr. Littlewood appears to accept the budget and surcharge decrease established by the Commission. He states in his petition that "My concern is not so much the reduction in surcharge to \$0.10 whereas fiscally appropriate as it is the lack of attention to the changing needs of services." There is no claim that we should in any manner change the FTRI budget or take any action with regard to the amount of the surcharge, only a request that it should be suspended while further investigation into the expansion of relay services is complete.

Section 120.569(2)(c), F.S., mandates that we dismiss a petition if it is not in substantial compliance with the requirements of Rule 28-106.201, F.A.C. Mr. Littlewood's filing does not satisfy the requirements of Rule 28-106.201, F.A.C. Therefore, his petition is hereby dismissed.

### III. Dismissal With Prejudice

Mr. Littlewood's filing asks us to suspend the surcharge for consideration of services to digital and Internet Protocol (IP) equipment that is otherwise prohibited by existing Florida Statutes. He also mentions more "current wireless technologies" and video relay services. Chapter 364, F.S., grants us jurisdiction to regulate telecommunications service. Our authority to regulate telecommunications service is limited by Section 364.011, F.S., which exempts wireless telecommunications and Voice over Internet Protocol from our jurisdiction. Mr. Littlewood seeks services through the relay program for which we have no jurisdiction.

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<sup>1</sup> Rules 25-22.029 and 25-22.0376(5), F.A.C., state that the Commission will not entertain a motion for reconsideration of a notice of proposed agency action.

Section 120.569(2)(c), F.S., states that dismissal of a petition shall, at least once, be without prejudice to the filing of a timely amended petition curing the defect, unless it conclusively appears from the face of the petition that the defect cannot be cured. Even if Mr. Littlewood's petition were to comply with the rules on initiating formal proceedings, the nature of the action he requests does not state a cause of action under our jurisdiction. Therefore, this defect cannot be cured, and Mr. Littlewood's petition is hereby dismissed with prejudice.

IV. Conclusion

Mr. Littlewood's petition for formal proceedings, although timely, fails to meet the requirements outlined in Rule 28-106.201, F.A.C., on filing a petition for formal proceedings and fails to state a cause of action over which we have jurisdiction. Thus, Mr. Littlewood's request for formal proceedings is dismissed with prejudice and Proposed Agency Action Order No. PSC-2017-0292-PAA-TP is hereby made final and effective. The incumbent local exchange companies, competitive local exchange companies, and shared tenant providers shall begin charging the \$0.10 surcharge by October 1, 2017.

Based on the foregoing, it is therefore,

ORDERED by the Florida Public Service Commission that Mr. Littlewood's petition for formal proceedings is dismissed with prejudice as set forth in the body of this Order. It is further

ORDERED that Proposed Agency Action Order 2017-0292-PAA-TP is hereby made final and effective. It is further

ORDERED that the incumbent local exchange companies, competitive local exchange companies, and shared tenant providers shall begin charging the \$0.10 surcharge by October 1, 2017. It is further

ORDERED that this docket shall remain open to address all matters related to relay service throughout the life of the current relay contract.

By ORDER of the Florida Public Service Commission this 7th day of September, 2017.



HONG WANG

Chief Deputy Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
(850) 413-6770  
www.floridapsc.com

Copies furnished: A copy of this document is provided to the parties of record at the time of issuance and, if applicable, interested persons.

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NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water and/or wastewater utility by filing a notice of appeal with the Office of Commission Clerk, and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.

## **Appendix K – FPSC, Sprint, and FTRI Relay Websites**

## Florida Relay

The Telecommunications Access System Act of 1991 (TASA) gives the Florida Public Service Commission (FPSC) responsibility for implementation and oversight of the Telecommunications System created by TASA.

[Request for Proposals to Provide a Telecommunications Relay Service System in Florida](#)

[Annual Report on the Operation of the Telecommunications Access System \(December 2016\) \(PDF file size = 5.6MB\)](#)

**[Click To See: Past PSC Annual Report on the Operation of the Telecommunications Access System.](#)**

[Service Contract](#)

[Definition of Terms and Acronyms](#)

[Development of the Telecommunications Access System](#)

[TASA Advisory Committee](#)

[Florida PSC Staff Contacts and Relay Service Contacts](#)

[Florida Relay Monthly Surcharge Collection Report \(PDF size = 105KB\)](#)



## Service Contract

On October 2, 2014, in Docket No. [140029-TP](#) , the Commission selected Sprint as Florida's Relay Service Provider.



- To connect with Florida Relay It's Simple, just dial 711... or dial
- 1-800-955-8771 (TTY/VCO)
- 1-800-955-8770 (Voice)
- 1-800-955-1339 (ASCII)
- 1-877-955-8773 (Spanish)
- 1-877-955-8707 (French)
- 1-877-955-5334 (STS)
- 1-877-955-8260 (VCO Direct)
- Sprint Relay Customer Service
  - English: : (V, TTY) 1-800-676-3777
  - Spanish: (V, TTY) 1-800-855-2886
  - Email: [Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com)

Florida Relay is the independence link that enables standard telephone users to communicate with people who are Deaf, Hard-of-Hearing, Deaf/Blind or Speech Impaired who use specialized telecommunication devices, such as, a TTY (Text Telephone or TDD).

A Relay Operator (OPR) takes the phone call and acts as your confidential link to reach anybody, anywhere, 24-hours a day, 365 days a year, with no restrictions on the number of calls placed or on the length of calls. There is no charge for making local phone calls. Florida Relay accepts long-distance and international phone calls based on the caller's preference. Many long-distance providers offer discounted rates for long-distance calls through the relay service. It's the responsibility of the relay user (caller) to contact their long-distance provider of choice to see if a discounted rate is available.

Everyday, thousands of Florida residents relay on Florida Relay to make personal and business phone calls. Relay users have different needs and use different features; and users can communicate with other users. Some example of the type of relay users:

Text Telephone (TTY or TDD) - the caller types their phone conversation, the operator (OPR) voices typed words to the hearing person and types back the words being said; the caller reads the text message on the TTY screen and / or paper printout on the TTY.

Voice Carry-Over (VCO) - the caller can speak directly to the hearing person the operator (OPR) types back the words that are being said and the caller reads the text message on the VCO screen (or TTY).

Two-Line VCO - the caller needs two phones or a computer, one line is for speaking and one line is for receiving text messages.

Hearing Carry-Over - the caller listens to the person who is speaking, the operator (OPR) voices text messages to hearing person who speaks directly to HCO user without operator (OPR) interaction.

## Definition of Terms and Acronyms

[Chapter 427](#) of the Florida Statutes concerning the TELECOMMUNICATIONS ACCESS SYSTEM.

- **ADMINISTRATOR** - A nonprofit corporation [427.704(2), F.S.] created by the local exchange telephone companies pursuant to Commission [Order No. 24462](#) dated May 1, 1991.

That nonprofit corporation was created in June of 1991 and is known as [Florida Telecommunications Relay, Inc. \(FTRI\)](#) The Administrator has three basic roles: one is to collect the surcharge revenues from the local exchange telephone companies and pay the relay service provider [427.705(1)(d)&(g), F.S.], another is to distribute and maintain the specialized telecommunications devices [417.705(1)(a), F.S.] and the third is to provide community outreach and training on use of the relay service and specialized telecommunications devices [427.705(1)(a)-(b), F.S.] The FTRI's offices are located in Tallahassee.

- **ADVISORY COMMITTEE**- A group of up to ten (10) individuals recommended by various organizations representing both the telephone industry and individuals with hearing, speech, or dual sensory impairment [427.706, F.S.] The Advisory Committee's role is to provide input to both the FPSC and the Administrator on the development and operation of the Telecommunications Access System. The Advisory Committee has been actively involved in the implementation of TASA since May 1991. The Advisory Committee has met with the Commission staff on several occasions and also made presentations before the Commission.
- **FCC** - Federal Communications Commission
- **FPSC** - The Florida Public Service Commission, which has overall responsibility for implementation and oversight of the system [427.704(1), F.S.]
- **LEC** - Local Exchange Company. These providers of local exchange telephone service have the responsibility of collecting the surcharge and submitting it to the Administrator.
- **PROVIDER** - The entity that provides the relay service [427.704(3)(a), F.S.] The FPSC entered into a contract with AT&T to provide the relay service for the three-year period from June 1, 2012 through May 31, 2015. The contract includes four one-year optional contract extensions with AT&T.

# Telecommunications Access System

## DEVELOPMENT OF THE TELECOMMUNICATIONS ACCESS SYSTEM

The major implementation issues were dealt with in 1991 and 1992. Since that time, the Telecommunications Access System has been continuing to meet telecommunications needs of the population of Florida. The table below identifies the major steps in development of the Telecommunications Access System.

Date	Event
Aug 12, 2016	FTRI Budget approved. TASA surcharge decreased to \$0.11 per access line per month.
May 05, 2015	FTRI Budget approved. TASA surcharge increased to \$0.12 per access line per month.
Dec 18, 2014	The Commission approved an early transition of relay providers date of March 3, 2015 from June 1, 2015 for the transition from AT&T to Sprint.
Sep 22, 2014	The Commission awarded the Florida Relay Service contract to Sprint for a three-year contract beginning in June 2015.
May 09, 2014	FTRI budget approved. TASA surcharge maintained at \$0.11 per access line per month.
Jun 03, 2013	FTRI 2013-2014 budget approved. TASA surcharge maintained at \$0.11 per access line per month.
May 08, 2012	FTRI 2012-2013 budget approved. TASA surcharge maintained at \$0.11 per access line per month.
Feb 14, 2012	The Commission awarded the Florida relay service contract to AT&T Relay for a three-year period beginning on June 1, 2012 and ending May 31, 2015.
May 24, 2011	FTRI 2011-2012 budget approved. TASA surcharge maintained at \$0.11 per access line per month.
Jun 15, 2010	The Commission approved a one-year contract option extension with Sprint Relay beginning June 1, 2011.
May 04, 2010	FTRI 2010-2011 budget approved. TASA surcharge maintained at \$0.11 per access line per month.
Mar 02, 2010	The Commission removed roaming and guest options for Florida CapTel phone service.
Jun 30, 2009	The Commission approved a one-year contract option extension with Sprint Relay beginning June 1, 2010.
May 05, 2009	FTRI 2009-2010 budget approved. TASA surcharge maintained at \$0.11 per access line per month.
Jul 01, 2008	The Commission approved a one-year contract option extension with Sprint Relay beginning June 1, 2009.
May 06, 2008	FTRI 2008-2009 budget approved. TASA surcharge maintained at \$0.11 per access line per month.
Sep 11, 2007	The Commission approved a one-year contract option extension with Sprint Relay beginning June 1, 2008.
Jun 25, 2007	FTRI 2007-2008 budget approved. TASA surcharge reduced from \$0.15 to \$0.11 per access line per month.
Nov 21, 2006	Contract amended to eliminate requirement that CA shall not inform the telephone user that the TDD user is hearing or speech disabled unless the TDD user asks the CA to do so.

<b>Date</b>	<b>Event</b>
Jun 26, 2006	FTRI 2006-2007 budget approved. TASA surcharge maintained at \$0.15 per access line per month.
Feb 07, 2006	Contract amended to reflect new FCC answer time requirements.
Oct 13, 2005	Liquidated Damages assessed against Sprint for failure to meet typing speed requirements of 60 wpm on live relay calls.
Jun 16, 2005	FTRI 2005-2006 budget approved. TASA surcharge maintained at \$0.15 per access line per month.
Jan 04, 2005	The Commission approved staff's recommendation to award the relay service contract to Sprint-Florida, Inc. for a three-year period beginning on June 1, 2005 and ending May 31, 2008.
Sep 21, 2004	Request for Proposals Released for relay service beginning June 1, 2005.
Jul 01, 2004	TASA surcharge increased from \$.13 to \$.15 per access line per month.
Mar 01, 2004	TASA surcharge increased from \$.12 to \$.13. The Commission voted to include CapTel as a service.
Jul 01, 2003	TASA surcharge increased from \$.08 to \$.12 per access line per month
May 19, 2003	FCC Recertification application approved through July 1, 2008
Oct 01, 2002	Applied to the FCC for recertification.
Jul 01, 2002	TASA surcharge decreased from \$.12 to \$.08 per access line per month.
May 21, 2002	The Commission voted to extend the Sprint contract for relay services until May 31, 2005.
Aug 01, 2001	711 used to access relay service in Florida.
Jul 01, 2001	TASA surcharge increased from \$.08 to \$.12 per access line per month
Jun 01, 2001	The Commission received an award from the Florida Association for the Deaf for its service to promote relay advancements for Florida deaf citizens.
May 15, 2001	The Commission voted to add Caller ID as a service offered by Sprint.
Nov 07, 2000	The Commission voted to add Turbo Code as a service offered by Sprint.
Nov 07, 2000	The Commission voted to amend the contract with Sprint to incorporate changes mandated by the FCC beginning December 18, 2000.
Aug 02, 2000	MCI assessed additional liquidated damages.
Jul 01, 2000	TASA surcharge decreased from \$.09 to \$.08 per access line per month.
Jun 01, 2000	Sprint became Florida's Relay provider.
Mar 30, 2000	MCI assessed liquidated damage for service quality.
Jan 11, 2000	Sprint selected as Florida's relay provider.

<b>Date</b>	<b>Event</b>
Oct 07, 1999	Relay RFP issued for relay service beginning June 1, 2000.
Jul 01, 1999	TASA surcharge decreased from \$.11 to \$.09 per access line per month.
Jul 01, 1998	The FPSC submitted its comments to the FCC on several relay issues in CC Docket No. 98-67, Telecommunications Relay Services and Speech to Speech Services for Individuals with Hearing and Speech Disabilities.
Jul 01, 1998	TASA surcharge decreased from \$.12 to \$.11 per access line per month.
Sep 04, 1997	The FPSC, on behalf of the State of Florida, submitted an application for renewal of the certification of the Florida Relay Service by the FCC.
May 06, 1997	MCI offers a third 800 telephone number for ASCII users.
Apr 08, 1997	Contract signed with MCI to provide Florida Relay Service for three years. (June 1, 1997 - May 30, 2000)
Aug 14, 1996	Relay RFP issued for relay service beginning June 1, 1997.
Jul 01, 1996	TASA surcharge increased from \$.10 to \$.12 per access line per month.
Jul 18, 1995	Contract amendment with MCI to extend relay service contract for fifth year from June 1, 1996 to May 31, 1997
Jul 01, 1995	TASA surcharge decreased from \$.12 to \$.10 per access line per month.
Nov 01, 1994	TASA surcharge increased from \$.10 to \$.12 per access line per month.
Aug 04, 1994	Contract amendment with MCI to extend relay service contract for fourth year from June 1, 1995 to May 31, 1996.
Mar 31, 1994	Final report of Deaf Service Center Association on results of pilot project on Special Needs.
Jul 08, 1993	FCC letter certifying the Florida Relay System as being in compliance with the FCC rules implementing the Americans with Disabilities Act. Certification is in effect from July 26, 1993 through July 25, 1998.
Sep 15, 1992	FPSC request for certification of Florida Relay Service sent to FCC.
Jul 01, 1992	TASA surcharge increased from \$.05 to \$.10 per access line per month.
Jun 01, 1992	Florida Relay Service formally begins processing relay calls out of the Miami relay center.
Jan 17, 1992	Contract signed with MCI to provide Florida Relay Service.
Aug 15, 1991	Relay RFP issued for relay service beginning June 1, 1992.
Sep 16, 1991	First specialized telecommunications equipment distributed by FTRI.
Sep 01, 1991	Responsibility for distribution of specialized telecommunications equipment transferred from Florida Council for the Hearing Impaired to Florida Telecommunications Relay, Inc.

<b>Date</b>	<b>Event</b>
Jul 01, 1991	TASA surcharge set at \$.05 per access line per month.
Jun 13, 1991	Florida Telecommunications Relay, Inc. (TASA Administrator) incorporated as a nonprofit association.
May 24, 1991	TASA became law.
May 01, 1991	First Advisory Committee members named.
Apr 24, 1991	TASA passed legislature

## TASA Advisory Committee

**MEETINGS:**

- April 26, 2017 TASA Meeting
  - [Meeting Agenda](#) (PDF size = 17KB)
  - [Florida Public Service Commission](#) (PPT size = 805KB)
  - [Florida Telecommunications Relay, Inc.](#) (PDF size = 2.7MB)
  - [Sprint presentation](#) (PPTX size = 535KB)
  
- [October 20, 2016 TASA Meeting Transcript](#) (PDF size = 218KB)

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**Florida Telecommunications Relay, Inc.  
Monthly TASA Surcharge Collection Report**

From: \_\_\_\_\_  
(Company Name)

Florida Company Code: \_\_\_\_\_ For Reporting Period: \_\_\_\_\_

Date TASA remitted to FTRI: \_\_\_\_\_ Remitted by: Check # \_\_\_\_\_

**Number of lines billed @ \$.11 each:** \_\_\_\_\_  
(\$ .11 beginning Sept 1, 2016)

Was the surcharge prorated on any access lines? \_\_\_\_\_

1. Total - Surcharge billed	\$ _____
2. (Less) Surcharge not collected	\$ _____
3. (Plus) Surcharge collected (attributed to prior period)	\$ _____
4. Subtotal	\$ _____
5. (Less) 1% of Surcharge collected	\$ _____
6. Total - Remitted to FTRI (TASA fund administrator)	\$ _____

Prepared by: \_\_\_\_\_ Phone: \_\_\_\_\_

Signed by: \_\_\_\_\_ Email: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

*Please remit payment with form to:*

<b>Florida Telecommunications Relay, Inc.</b> <b>c/o Accounts Receivable Department</b> <b>1820 E. Park Avenue, Suite 101</b> <b>Tallahassee, FL 32301</b>	<b>Phone: 850-205-1470 ext. 224</b> <b>Fax: 850-656-6099</b> <b>Email: <a href="mailto:accountsreceivable@ftri.org">accountsreceivable@ftri.org</a></b>
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Revised August 2016



**911 Info**

**Contact Us**

**Shop Now**

**Solutions**

**Services**

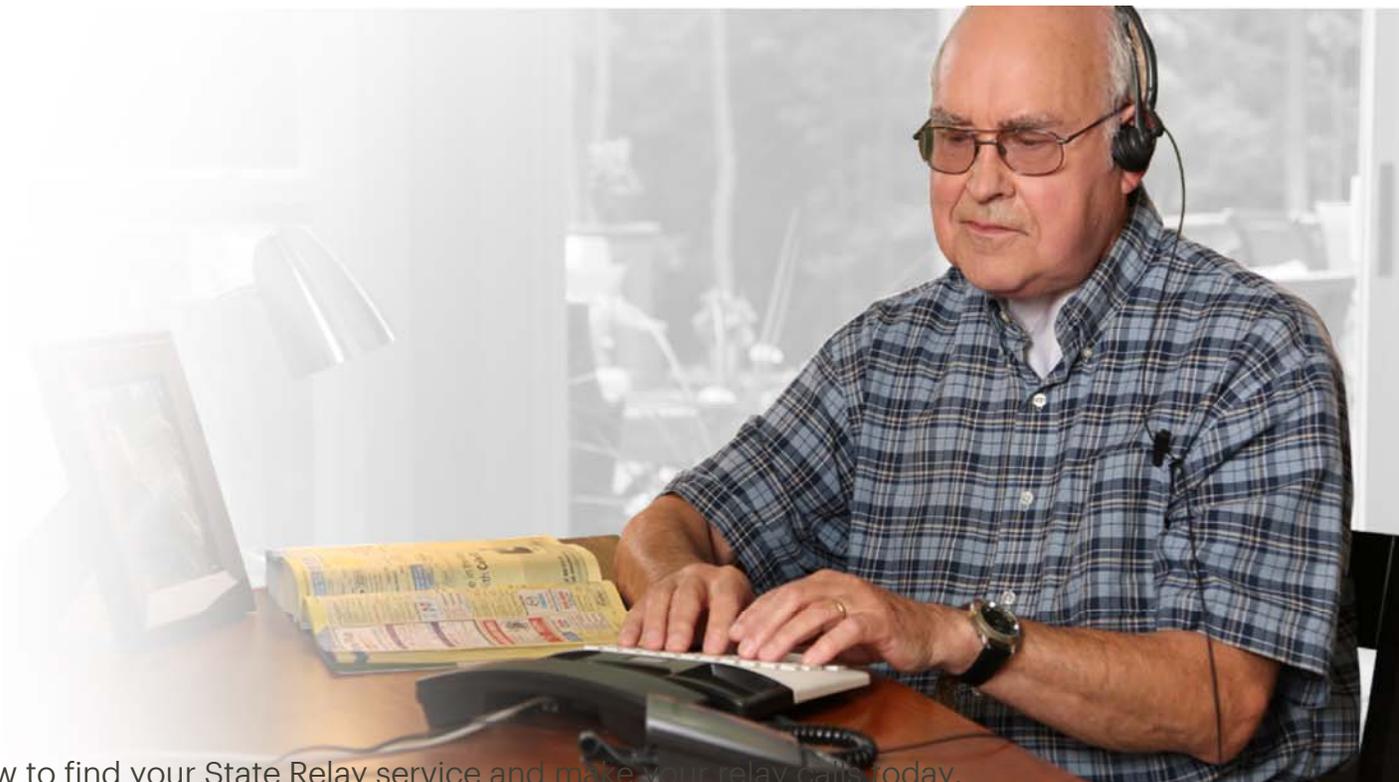
**CapTel**

**Wireless**

**About**

# State Relay Services

State Relay service gives relay users who are deaf, hard-of-hearing, deafblind, or have a speech disability full telephone access.



Select your state below to find your State Relay service and make your relay calls today.

- Select -



In addition to TTY calls, State Relay Services also include:

- > Voice Carry Over (VCO)
- > Hearing Carry Over (HCO)
- > Speech to Speech (STS)
- > CapTel (captioned telephone)

For a full description of how each service works, visit your State Relay website.

Sprint Relay currently provides State Relay services for 33 US States, the US Federal Government, the Commonwealth of Puerto Rico, Virgin Islands, and the Country of New Zealand.

For a full description of how each service works, visit your State Relay website.

## eNews Sign Up

**Sign Up Now**

For more information view the **[Sprint Privacy Policy](#)**.

### Sprint Relay Solutions

- Hearing Loss Service
- Speech Disability Services
- Business Communication
- Deaf Services
- Spanish Communications
- Standard Telephone Users

### Quick Links

- Relay Services
- CapTel
- 911
- About
- Contact Us
- Shop Now
- Wireless Products
- Career

### Sprint Relay

- My Sprint Relay
- Sponsorship Requests
- Sprint Accessibility Site
- Sprint IP
- Sprint Speech to Speech

### Helpful Links

- Sprint Relay Store
- Sprint Vision Store
- Federal IP Relay
- Federal RCC
- Sprint CapTel
- Sprint WebCapTel
- Customer Profile

## Vision Loss Services



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Although Sprint IP, Fed IP, Fed VRS, Sprint Mobile IP app, and CapTel® can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. By using Sprint IP, Fed IP, Fed VRS, Sprint Mobile IP app, and CapTel® for emergency calling, you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through Sprint IP, Fed IP, Fed VRS, Sprint Mobile IP app, and CapTel®; whether caused by the negligence of Sprint or otherwise. Other restrictions apply. For details, see [www.sprintrelay.com](http://www.sprintrelay.com) © 2017 Sprint. Sprint and logos are trademarks of Sprint. CapTel® is a registered trademark of Ultratec, Inc. Other trademarks are the property of their respective owners.

**Florida Relay**

- Staff
- Frequently Asked Questions
- Kids Education

# Florida Relay



Dial 7-1-1 to get assistance communicating with standard (voice) telephone users.

Florida Relay is a service provided to residents in the State of Florida who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Disabled that connects them to standard (voice) telephone users. Through the use of highly trained Operators, calls can be made 24/7, 365 days a year allowing our Florida residents who are in need of Relay services to connect and communicate with anyone at any time.

All calls remain confidential, and no records of conversations are ever maintained.

## Relay Services

### Text Telephone (TTY) and ASCII

A person who is deaf, hard-of-hearing, deaf-blind, or speech-disabled uses a TTY to type his/her conversation to a relay operator, who then reads the typed conversation to a hearing person.

### Voice

Standard telephone users can easily initiate calls to TTY users. The relay operator types the hearing person's spoken words to the TTY user and reads back the typed replies.

### Voice Carry Over (VCO)

Enables a hard-of-hearing or deaf user to use his/her voice to speak directly to hearing person. When the hearing person speaks to back, the Relay operator serves as the "ears" and types everything that is said on a TTY or text display.

### Speech to Speech (STS)

Allows speech-disabled persons to voice their conversation. A specially trained Florida Relay Operator will listen and repeat the speech-disabled user's dialogue to the called party. No special telephone equipment is needed to use this service.

### Video Assisted STS

Supports a one-way video call between the CA and STS user.

### Relay Conference Captioning (RCC)

Free service for anyone who is deaf or hard of hearing to engage in meetings (in-person or remote), group conversations in a videoconference and multi-party conference call.

### Enhanced Speech to Speech

Enhanced Speech to Speech features provide users with the ability to set up call times, contacts, and faster call set up.

### CapTel

This service involves the use of a CapTel phone which can be found as part of Florida Relay's list of available equipment.

## Benefits of Using Florida Relay

Florida Relay Service uses state-of-the-art technology to bring relay services to users. The following features and performance standards are available at all times.

- Store and refer back to information such as frequently dialed numbers, preferred call type, and long distance carrier
- Utilize a wide array of technologies, such as teletypewriters (TTYs), Voice Carry-Over (VCO) and Hearing Carry-Over (HCO)
- Retrieve voicemail and answering machine messages
- Redial last number called
- Work with sensitive and well-trained Relay Operators who handle each call with complete confidentiality
- The Relay Service routinely monitors performance to ensure continuous high quality services.
- Florida Relay offers services in Spanish, Spanish to English translation, and French.

## Getting Started: Dial 7-1-1

7-1-1 is a simple, free, easy-to-remember number to access Florida Relay services. The Florida Relay Service, provided through a contract with Sprint, is used to assist communications between people who use text telephones (TTYs) and people who use voice telephones. Specially trained operators facilitate communications between the two callers. Every call is handled in strict confidence.

A person who is deaf, hard of hearing, deaf-blind, or speech-disabled uses a TTY to type his/her conversation to the relay operator who then reads the typed conversation to a hearing person. The Relay Operator relays the hearing person's spoken words by typing them back to the TTY user.

7-1-1 is easier to dial and remember than the typical 800 numbers for relay access. It creates a more user-friendly environment for less experienced users, such as businesses and friends or family members of TTY users. 7-1-1 is NOT an emergency code and should not be confused with 9-1-1. HOWEVER, if you use a TTY and cannot obtain emergency services through 9-1-1, you may call 7-1-1 and tell the Relay Operator you have an emergency. The operator will then voice your emergency to the appropriate authorities.

The simplest way to access the variety of Florida Relay services available is to Dial 7-1-1.

Just follow these simple steps:

1. Dial 7-1-1 (or the Florida Relay toll-free number appropriate for you specific call listed below)
2. A specially trained Florida Relay Operator will answer and identify themselves by their Operator number.
3. Give the Operator the phone number of the person you are calling.
4. The operator will connect you with the person you are calling and will assist you with communication.

NOTE: If the phone from which you are calling does not accept 7-1-1, we have a list of dedicated toll free numbers for each call-type that you can utilize for the same great service!

NOTE: If the phone from which you are calling does not accept 7-1-1, we have a list of dedicated toll free numbers for each call-type that you can utilize for the same great service!

<b>TTY</b>	800-955-8771	If you are using TTY equipment.
<b>Voice</b>	800-955-8770	If you are a standard (voice) user, and are trying to connect with a Relay user.
<b>ASCII</b>	800-955-1339	If you are utilizing a computer.
<b>Voice Carry Over (VCO)</b>	877-955-8260	If you prefer to speak directly to the hearing person. When the hearing person speaks to you, the Relay Operator serves as your "ears" and types everything said to your TTY or VCO phone.
<b>Speech to Speech (STS)</b>	877-955-5334	If you have a speech disability and would prefer to have our specially trained Relay Operators serve as your voice and repeat your responses to the called party.
<b>Video Assisted STS</b>	877-955-5334	Video-Assisted STS supports a one-way video call between the CA and STS user. The video connection assists the CA in understanding the STS user's speech. Callers can enter contact information in the STS Profile to reduce set-up time.
<b>Spanish to Spanish</b>	877-955-8773	If you prefer to conduct your conversations in Spanish.
<b>Spanish to English Translation</b>	844-463-9710	If your primary language is Spanish, however your caller is an English speaker. Our Relay Operators are able to translate your conversation into English.
<b>French to French</b>	877-955-8707	If you prefer to conduct your conversation using the French language
<b>900 Pay Per Call</b>	900-230-6868	With Pay per calls the Relay user is responsible for direct billing. Rates vary depending on the service called.

## Florida Relay Customer Profile

With Florida Relay you are able to fill out your own customer profile. This allows us to store your call preferences, and expedites call processing. Some items you can add to your profile include:

- Frequently dialed numbers
- Emergency numbers
- Preferred carrier of choice
- Customer notes
- Other personal preferences

The relay user will have the flexibility of updating their user preferences as needed. User information is confidential and secure.

Complete a Relay Customer Profile form:

[Customer Profile Form](#)

If you need help completing this e-form, please contact Florida Customer Service 866-462-6509 (Voice/TTY), 800-855-2886 (Spanish), 866-931-9027 (VCO) or 877-877-3291 (Fax). All the information you provide will be kept confidential. For additional customer service contact information please see below.

## Spanish Relay

Florida Relay makes it easy for Spanish and English-speaking Florida Relay users to call one another by phone. All call types processed through Florida Relay are also available in Spanish. This includes TTY, VCO, HCO, and STS.

In addition to Spanish-to-Spanish relay, Florida Relay also offers English-to-Spanish and Spanish-to-English translation 24/7 365 days a year. In order for a Relay call to be translated, callers must request a Spanish CA when dialing 711 or dial the Florida Relay Spanish number directly at (877) 955-8773.

## Emergency Assistance

In case of an emergency, Relay users should call 9-1-1 directly or the emergency services center in their community.

If a relay user attempts to dial 9-1-1 through the Florida Relay Service the Relay Operator will transfer the call to the nearest Public Safety Answering Point (PSAP). However, please remember: calls placed directly to emergency service 9-1-1 will save valuable time in urgent situations.

## Customer Service

Florida Relay customer service is available 24 hours a day 365 days a year. If you have problems placing your Relay call please use the contact information below:

**English Florida Relay Customer Service:**

1-800-676-3777 (TTY/ASCII)

1-800-676-3777 (Voice)

877-877-3291 (Fax)

[sprint.trscustserv@sprint.com](mailto:sprint.trscustserv@sprint.com) (Email)

**Spanish Florida Customer Service:**

1-800-855-2886 (TTY/Voice)

**Speech to Speech Customer Service:**

877-787-1989

**Voice Carry Over Customer Service:**

866-931-9027

### APPLY FOR A PHONE TODAY

 Application in English

 Application in Spanish

### SPREAD THE WORD



### CONTACT US

1820 East Park Avenue  
Suite 101  
Tallahassee, FL 32301

Voice: 1-800-222-3448  
Customer Care: 1-888-554-1151  
TTY: 1-888-447-5620  
VP: 1-850-270-6016

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## Florida Relay

### Staff

Frequently Asked Questions

Kids Education

## Florida Relay Staff

### Jeffrey Branch

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[jeffrey.branch@sprint.com](mailto:jeffrey.branch@sprint.com)

## Relay Customer Profile

The Florida Relay service has developed a customer profile system for our users that allows you to customize your Relay experience. By filling out a customer profile, Florida Relay is able to store your call preferences and expedite your call.

You may add the following information to your profile

- Frequently dialed numbers
- Emergency numbers
- Preferred carrier of choice
- Out dial Information
- Customer notes
- Emergency Numbers
- Other personal preferences

For Sprint wireless services, please visit [SprintRelayStore.com](http://SprintRelayStore.com).

## Florida Relay

### Staff

Frequently Asked Questions

Kids Education

## Frequently Asked Questions

### What is the Relay Service?

The Relay Service is the communication link that connects people who use specialized telephones to people who use standard telephones.

### Who can use Florida Relay?

Florida Relay is a free public service that provides a communication link between standard telephone (voice) users and persons who are Deaf, Deaf/Blind, Hard of Hearing and Speech-Disabled using text telephones (TTYs) captioned telephone (CapTel), or personal computers.

### How do I contact Florida Relay?

Just dial 7-1-1 to reach a Relay Operator. The free 7-1-1 access number is available anywhere, anytime. Visit our main page for more information for more information on toll free access numbers at [www.ftri.org/relay](http://www.ftri.org/relay).

### When dialing 7-1-1, I am unable to make a relay call. Why?

If you have problems with 7-1-1 when calling through your switchboard (usually a PBX telephone system), you will need to contact your PBX administrator to have the system reconfigured to allow you to reach 7-1-1. PBX telephone systems are usually at hotels, businesses, agencies, and offices that have extension numbers. A way around this issue would be to utilize the toll free number.

You may hear a series of strange noises that sound like a fax machine when calling from a PBX phone system. If this is the case, simply be patient and after approximately 30 seconds a live Relay operator will pick up the line to assist you.

### How would I know if my business is receiving a Relay call?

When a person is receiving a relay call, the phone rings as is standard. When you answer, you will hear an Operator state "Florida Relay Operator 1234, have you ever received a Relay call before?" At this point, it is important to remember to stay on the line and do not hang up. If you inform the Operator that you have never received a Relay call before, they will quickly explain the process and then begin your call.

### Can I call someone who uses a TTY/TDD (text telephone or telecommunication device for the deaf) if I do not have one?

Yes! You can call Florida Relay by dialing 7-1-1 and providing the Relay operator with the phone number (including area code) of the person you are calling. The Operator will place your call to that person and type your spoken words to the TY user; then the Operator will voice the typed words from the other party to you until the conversation has ended.

**What is the customer database profile and how is it used?**

This is a form that is filled out by a Relay user and submitted to Relay Customer Service. This form allows individuals to create calling preferences that will then be automatically displayed on the Operator's screen when placing a call. This will save time when making calls, as well as make the call smoother and easier. You can find the Customer Profile here. You also may call customer service for support at the following numbers: 800-682-8786 (TTY), 800-682-8706 (Voice), 800-855-2886 (Spanish).

**If I have caller ID on my phone, and call another party through Florida Relay, which number will appear?**

If the person you are calling using Florida Relay has caller ID, then your phone number will appear on their caller ID.

**What happens if I have problems making a Relay call?**

You can connect to Customer Service at the following numbers:

*English Florida Relay Customer Service:*

1-800-676-3777 (TTY/ASCII)

1-800-676-3777 (Voice)

877-877-3291 (Fax)

[sprint.trscustserv@sprint.com](mailto:sprint.trscustserv@sprint.com) (Email)

*Spanish Florida Customer Service:*

1-800-855-2886 (TTY/Voice)

*Speech to Speech Customer Service:*

877-787-1989

A customer service representative will be happy to assist you with any problems or questions you may have. In fact they are available 24 hours a day, 7 days a week, 365 days a year.

## Kids Keeping in Touch Through Florida Relay

Florida Telecommunications Relay, Inc. (FTRI) in collaboration with the Florida Department of Education (FDOE) are proud to offer "Kids Keeping in Touch through Florida Relay," an educational awareness program for children in grades 3-5.

This program has been designed to help teachers and educators increase awareness and sensitivity to the communication barriers faced by individuals with hearing loss and speech disabilities. The lesson plans below cover such diverse and interesting topics as The Human Body, Society and Culture, Technology and Communication, and much more. All of the lesson plans meet the benchmarks for the Sunshine State Standards, Florida Comprehensive Assessment Test (FCAT), and English for Speakers of other Languages (ESOL) Standards.

FTRI is a not for profit organization and the lesson plans may be downloaded at no cost. The lesson plans may be downloaded as one entire package, or by individual units.

You may need a free [Adobe Reader](#) to view resources on this page.

### Download lesson plans:

[Complete Kit \(Intro, Units 1, 2, 3, 4\)](#)

Or download unit-by-unit:

- [1. Intro - Hearing Loss Awareness](#)
- [2. Unit 1 - The Human Body](#)
- [3. Unit 2 - Society and Culture](#)
- [4. Unit 3 - Technology and Communication](#)
- [5. Unit 4 - Students to Students](#)

## Let's Make a Florida Relay Call

The following 4 minute video explains how easy it is to make and receive a relay call, all from a kid's perspective.

To request a free DVD copy of this video for your classroom, please contact us:

Email: [outreach@ftri.org](mailto:outreach@ftri.org)

Phone: 1-800-222-3448 Ext 232

TTY: 1-888-447-5620



## Contact Us

For more information or questions about this program please contact our Outreach Department:

Email: [outreach@ftri.org](mailto:outreach@ftri.org)

Phone: 1-800-222-3448 Ext 232

TTY: 1-888-447-5620

## **Appendix L – TASA Advisory Committee**

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**Appendix M – Disaster Recovery Plan**

## Appendix M Disaster Recovery

### Sprint utilizes an Uninterrupted Power

Supply (UPS) and backup power generator to ensure all Sprint Accessibility Centers have uninterrupted power even in the event of a power outage. UPS is used only long enough for the backup power generator to come on line – a matter of minutes. Backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. Generators can stay in service for longer periods of time, as fuel availability permits.

In the event of a power outage, the UPS and backup power generator ensures seamless power transition until normal power is restored. While this transition is in progress, power to all basic equipment and facilities essential to the center's operation is maintained. This includes:

- ◆ Switch system and peripherals
- ◆ Switch room environmentals
- ◆ CA positions (consoles/terminals and emergency lights)
- ◆ Emergency lights (self-contained batteries)
- ◆ System alarms
- ◆ CDR recording

As a safety precaution (in the event of a fire during a power failure), the fire suppression system is not electric powered. Once the back-up generator is on line, stable power is

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**established and maintained to all TRS system equipment and facility environmental control units until commercial power is restored.**

Sprint's comprehensive Disaster Recovery Plan details the methods Sprint will utilize to cope with specific disasters. The plan includes quick and reliable switching of calls, Sprint's TRS network diagrams identifying where traffic will be rerouted if vulnerable circuits become inoperable, and problem reporting with escalation protocol. Besides service outages, the Disaster Recovery Plan applies to specific disasters that affect any technical area of Sprint's Relay network.

The first line of defense against degradation is the Sprint's Relay dynamic call routing that Sprint employs. During a major or minor service disruption, the Sprint's Relay dynamic call routing network feature bypasses the failed or degraded facility and immediately directs calls to the first available Relay Operator in any of Sprint's fully inter-linked TRS Call Centers. ROs are trained in advance to provide service to other States; the transfer of calls between Centers is transparent to users.

Beyond the Sprint's Relay dynamic call routing network, Sprint's TRS Disaster Recovery Plan details the steps that will be taken to deal with any Relay problem, and restore Telecommunications Relay service to its full operating level in the shortest possible time.

#### STATE NOTIFICATION PROCEDURE

To provide the State with the most complete and timely information on problems affecting Relay service, the trouble reporting procedure will include three levels of response:

- An immediate report (as defined in the contract)
- A 24-hour status report
- A comprehensive final report within 5 business days

Sprint will notify the designated representative of the State within fifteen minutes if a Relay service disruption of 30 minutes or longer occurs. The report will explain how the problem will be corrected and an approximate time when full service will be restored. Within 24 hours of the Relay service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals that the problem has been corrected and that full Relay service has been restored. The final comprehensive written report, explaining how and when the problem occurred, corrective action taken, and time and date when full operation resumed will be provided to the Contract Administrator within five business days of return to normal operation. Examples of Relay service disruption include:

- TRS Switching System failure or malfunction
- Major transmission facility blockage of the last-leg circuits to the Relay Call Centers
- Threat to RO safety or other RO work stoppage
- Loss of RO position capabilities

## **Appendix N – Training Communications Assistants**

## **Appendix N**

### **Communications Assistant (CA) Training**

Sprint knows a well-trained CA has the skills and tools to provide the best customer experience. The education and continued development of all CAs is an investment. Sprint's training has evolved over 26 years in the relay industry, however, Sprint's commitment to quality service has never wavered. Sprint's reputation as a TRS provider within the deaf, hard of hearing, DeafBlind, speech-disabled communities, and the general public comes from our CAs' commitment to providing quality service.

Training has been developed in coordination and cooperation with the relay user communities. CA trainees must complete a series of scenario-based assessments, culminating in an on-the-job final assessment before graduating from initial training and handling relay calls. Training does not stop after the initial push. Employees continue to receive regular ongoing training to improve their skills and knowledge. Ongoing training and Quality Assurance programs are used as incentives to encourage competition between individual CAs and call centers and encourage continued industry-leading quality.

Sprint listens to customers' feedback and takes proactive steps to implement changes to address suggestions and feedback. Sprint does not develop training and consumer education programs for the TRS in isolation. Sprint Accessibility contracts with members of the deaf, hard of hearing, and DeafBlind communities and individuals with a speech disability to jointly develop and present training for TRS. This is an important Sprint advantage. Sprint provides ongoing training to our CAs on state-specific information including the names of local organizations, cities, and other common terms specific to the State. Sprint welcomes feedback from the State and its end-users.

During initial training, CAs are trained and evaluated on how to accurately reflect the TTY user's intent and the CA's role in the Relay process. Training is provided on various levels of English/Spanish/ASL during initial training and throughout employment. In order to successfully complete initial training, the CA must demonstrate competent skills to translate calls as requested. When training is complete, a CA continues to be evaluated on translation skills through individualized monthly surveys.

Relay trainees are required to pass a valid and unbiased written test to demonstrate that they can correctly interpret typewritten ASL phrases. Trainees must achieve a score of 80 percent or better before being allowed to complete training and process Relay calls.

Sprint incorporates various instructional methods to enhance the trainee's ability to learn:

- ◆ Lectures
- ◆ Visual graphics
- ◆ Flow charts
- ◆ Videos
- ◆ Role-play scenarios
- ◆ Simulated on-line call handling
- ◆ Observation of live-call handling

Our policies and standards manual has been developed over the past 26 years. Sprint stresses the importance of all Relay policies and procedures at the interview/selection process and continues through initial and ongoing training and is currently being utilized and available for the State to review. An outline of these expectations is provided in the following table. This list is not meant to be a complete source and is subject to change.

<b>POLICY AND PROCEDURE TOPICS</b>		
Orientation	◆ Welcome and Introductions	◆ Internet Services

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> <li>◆ Introduction to Each Other</li> <li>◆ Sprint (or Vendor Company)</li> <li>◆ Sprint Values</li> <li>◆ Sprint Corp Overview</li> <li>◆ History of Sprint Corporation</li> <li>◆ Local Telecommunications</li> <li>◆ Wireless</li> </ul>	<ul style="list-style-type: none"> <li>◆ Product Distribution</li> <li>◆ The Sprint Campus (if applicable)</li> <li>◆ Telecommunications Relay Service</li> <li>◆ What is Relay?</li> <li>◆ Relay Agent Training</li> <li>◆ Relay - Connect to Your Future Video</li> <li>◆ Observation Guidelines</li> <li>◆ How a Call Reaches Sprint Relay</li> </ul>
Connecting to Relay	<ul style="list-style-type: none"> <li>◆ The Role of a Relay Agent</li> <li>◆ Connecting to Relay</li> <li>◆ 711</li> <li>◆ Dedicated Toll-Free Numbers</li> <li>◆ Equipment</li> <li>◆ TTY</li> <li>◆ TTY Basics</li> <li>◆ TTY Etiquette</li> <li>◆ Closing a Conversation</li> <li>◆ Agent Responsibility</li> <li>◆ Call Set Up</li> <li>◆ Call Closing</li> <li>◆ TTY to Voice Closing a Conversation</li> <li>◆ Operator Role Closure</li> <li>◆ Operator Close Protocol Guide:</li> <li>◆ Disallowed Calls</li> <li>◆ Glossary of Abbreviations &amp; Terms</li> <li>◆ TTY Practice Session</li> <li>◆ Auto-Corrected Abbreviations</li> <li>◆ Standard Abbreviations</li> <li>◆ Typing Variations</li> <li>◆ Internet Characters</li> <li>◆ Non-Baudot Supported Characters</li> <li>◆ Verbatim - Style</li> <li>◆ Contraction Spelling</li> <li>◆ Punctuation</li> <li>◆ Agent/Operator Role</li> <li>◆ SKSK</li> <li>◆ Background Noises while TTY user is Typing</li> <li>◆ Typing Monetary Units</li> <li>◆ 711</li> <li>◆ TTY Garble During Typing</li> <li>◆ XXX to Correct Typing Error</li> <li>◆ Other Communication Devices</li> <li>◆ Data Transmission Speed</li> <li>◆ Turbo Code</li> <li>◆ Turbo Code Interrupt</li> <li>◆ Enhanced Turbo Dial Thru - (ETurbo)</li> <li>◆ Disable Turbo Code Mode</li> <li>◆ American Standard Code Information Interchange (ASCII)</li> <li>◆ ASCII Interrupts</li> <li>◆ Sprint IP - Internet Relay</li> <li>◆ Sprint IP call processing</li> <li>◆ Internet Relay variations</li> <li>◆ 'GA' is optional</li> <li>◆ Sprint IP Standard Svc Explanation</li> <li>◆ Text Flow</li> <li>◆ Interruptions without garble</li> <li>◆ Conversational flow</li> </ul>	<ul style="list-style-type: none"> <li>◆ Sprint IP user connects to Agent but wants Customer Service</li> <li>◆ Sprint IP Two Line VCO</li> <li>◆ Fed IP Relay</li> <li>◆ Fed IP Relay call processing</li> <li>◆ Fed IP Relay Reporting</li> <li>◆ Fed IP Relay variations</li> <li>◆ Sprint/Fed IP Relay International Calling</li> <li>◆ Sprint/Fed IP Variations</li> <li>◆ Sprint/Fed IP Fast Busy</li> <li>◆ Sprint/Fed IP 2-Line VCO</li> <li>◆ Sprint/Fed IP Conversation Lag Time</li> <li>◆ Sprint/Fed IP Interrupts</li> <li>◆ Voice Mail Greeting</li> <li>◆ Cellular &amp; Wireless Phones</li> <li>◆ Video Relay Service</li> <li>◆ Devices &amp; Pagers</li> <li>◆ TTY Public Payphone</li> <li>◆ Sprint National Relay</li> <li>◆ Sprint International</li> <li>◆ Inbound international calling</li> <li>◆ Sprint International Variations</li> <li>◆ Non-Standard TTY</li> <li>◆ Outbound International calling</li> <li>◆ Transfer Menu</li> <li>◆ Reseller call processing</li> <li>◆ CapTel</li> <li>◆ Relay-CapTel</li> <li>◆ CapTel-Relay</li> <li>◆ CapTel Transfers</li> <li>◆ Dedicated State CapTel Transfer</li> <li>◆ Alternate Languages</li> <li>◆ Spanish Language Customer Service</li> <li>◆ Relay Caller ID</li> <li>◆ True Caller ID</li> <li>◆ Per Call Block</li> <li>◆ Per Line Block</li> <li>◆ Permanent Call Blocking</li> <li>◆ Caller ID Blocking - True Caller ID</li> <li>◆ Connecting Variations</li> <li>◆ Misdialed Relay Phrase</li> <li>◆ Dialed 711 Instead of 911</li> <li>◆ 711 Spanish</li> <li>◆ Request for Relay Numbers</li> <li>◆ Cellular/Wireless problem reaching 711</li> <li>◆ 611/811 (LEC Service Access)</li> <li>◆ 700</li> <li>◆ 900 Numbers &amp; Call Processing</li> <li>◆ Correctional Facility/Prison Calls</li> <li>◆ Use of Relay through Correctional Facilities:</li> </ul>

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> <li>◆ ASL Emoticons – Text Message Abbreviations</li> <li>◆ IP Acronyms</li> <li>◆ Sprint IP Variations</li> </ul>	<ul style="list-style-type: none"> <li>Correctional Facility Call Processing, Relay Abuse</li> <li>◆ Spanish &amp; French Language Service</li> <li>◆ International calling restrictions</li> <li>◆ Info Digit list</li> <li>◆ 911 Emergency Calls</li> </ul>
Overview of System & Equipment	<ul style="list-style-type: none"> <li>◆ System Overview</li> <li>◆ Login/Logout</li> <li>◆ Agent Profile</li> <li>◆ Clicking the Mouse</li> <li>◆ Dragging/Dropping</li> <li>◆ Copy/Paste</li> <li>◆ Drop Down Boxes</li> <li>◆ Lists</li> <li>◆ Radio Button</li> <li>◆ Scroll Bars</li> <li>◆ Sliders</li> <li>◆ Tables</li> <li>◆ Accessing a Program</li> <li>◆ Screen Displays</li> <li>◆ Call Handling Screen</li> <li>◆ Title Bar</li> <li>◆ Banner</li> <li>◆ Conversation Area</li> <li>◆ Disconnect Message Status</li> <li>◆ Color Scheme</li> <li>◆ Agent Text Transmission</li> <li>◆ Cancel Key</li> <li>◆ Information Bar</li> <li>◆ Profile</li> <li>◆ Help</li> <li>◆ Call Type</li> </ul>	<ul style="list-style-type: none"> <li>◆ Dial Window</li> <li>◆ Scratch Pad</li> <li>◆ Transfer Panel</li> <li>◆ Headset Panel</li> <li>◆ Status Bar</li> <li>◆ Record Feature</li> <li>◆ Function Keys</li> <li>◆ Block</li> <li>◆ Ctrl-Switch</li> <li>◆ Switch</li> <li>◆ The Keyboard</li> <li>◆ Alpha Keys</li> <li>◆ Call Handling Keys</li> <li>◆ Numeric Keys</li> <li>◆ Cursor Movement Keys</li> <li>◆ Arrow Keys</li> <li>◆ Backspace</li> <li>◆ Error Correction Function</li> <li>◆ Single Word Edit Function</li> <li>◆ Word Substitution Feature</li> <li>◆ Macros Table</li> <li>◆ Ctrl-Function Keys</li> <li>◆ Glossary of Telephony Terms</li> <li>◆ Background Noises</li> <li>◆ Voice Tones/Descriptive Words</li> <li>◆ Standard Abbreviations</li> </ul>
Phone Image (Tone of Voice)	<ul style="list-style-type: none"> <li>◆ Professional Phone Image</li> <li>◆ How phone image is created</li> <li>◆ Provide warm &amp; friendly greeting</li> <li>◆ Conversational Tone</li> <li>◆ Voice Inflection</li> <li>◆ Audibility &amp; breath control</li> <li>◆ Pitch</li> <li>◆ Quality</li> <li>◆ Operator Role</li> <li>◆ Relay Role</li> <li>◆ Relay Skills</li> <li>◆ Conversational Flow</li> <li>◆ Staying focused</li> <li>◆ Listening skills</li> <li>◆ Customer service skill</li> <li>◆ Coping skills</li> <li>◆ Phrases</li> <li>◆ Background Noises</li> <li>◆ Voice Tones/Descriptive Words</li> </ul>	<ul style="list-style-type: none"> <li>◆ Voice Person Speaking in Third Person</li> <li>◆ Pacing the Voice Customer</li> <li>◆ Brief pacing phrases</li> <li>◆ Repeating information</li> <li>◆ Voice Customer does not say "GA"</li> <li>◆ Handling Interruptions</li> <li>◆ Voice Tone</li> <li>◆ How Phone Image is Created</li> <li>◆ Why Conversational Tone?</li> <li>◆ Transparency, Caller Control &amp; Confidentiality</li> <li>◆ Rudeness</li> <li>◆ Create an Exceptional Customer Experience</li> <li>◆ Announce</li> <li>◆ Closing</li> <li>◆ Suggested Redirect Phrases</li> <li>◆ Transparency &amp; Caller Control</li> </ul>
TTY-Voice & Voice-TTY	<ul style="list-style-type: none"> <li>◆ TTY to Voice Introduction</li> <li>◆ Connecting to outbound customer</li> <li>◆ Announcement</li> <li>◆ Explanation of service</li> <li>◆ Deaf or Hard-of-Hearing Explanation</li> <li>◆ International Announcement</li> <li>◆ TTY-Voice Procedures</li> <li>◆ TTY-Voice Specific Person Request</li> </ul>	<ul style="list-style-type: none"> <li>◆ TTY-Voice Busy Signals</li> <li>◆ Regional 800</li> <li>◆ Voice-TTY</li> <li>◆ Voice-TTY Introduction</li> <li>◆ Connecting to the outbound customer</li> <li>◆ Voice Greeting</li> <li>◆ Voice call progress</li> <li>◆ Announcement</li> </ul>

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> <li>◆ Variations Specific Person Request</li> <li>◆ TTY-Voice Answered TTY</li> <li>◆ Voice Person Not Available</li> <li>◆ TTY-TTY Call Release</li> <li>◆ TTY-Voice Answer TTY (TTY-TTY)</li> <li>◆ TTY-TTY Specific Person Request</li> <li>◆ TTY-Voice No Answer</li> <li>◆ Types of Busy Signals</li> <li>◆ Redialing</li> </ul>	<ul style="list-style-type: none"> <li>◆ Voice-TTY call (Hearing Person Answer)</li> <li>◆ Explanation of service</li> <li>◆ Voice-TTY Procedures</li> <li>◆ Voice-TTY Specific Person Request</li> <li>◆ Voice-TTY Answered Voice</li> <li>◆ Voice-TTY No Answer</li> <li>◆ Voice-TTY Busy Signal</li> </ul>
Branding	<ul style="list-style-type: none"> <li>◆ Inbound Answer Type Branding</li> <li>◆ Database Branding</li> </ul>	<ul style="list-style-type: none"> <li>◆ Branding procedures</li> </ul>
Recordings, Answering Machines, Pagers, & Answering Machine Retrieval (AMR)	<ul style="list-style-type: none"> <li>◆ Introduction</li> <li>◆ Recording Feature</li> <li>◆ Information Line Recording (TTY/ Voice)</li> <li>◆ Touch Tone Dialing</li> <li>◆ Using Touch Tones (TTY/Voice)</li> <li>◆ Audio text interaction</li> <li>◆ Variations for Recordings</li> <li>◆ Record Feature Tips</li> <li>◆ TTY-Voice Recordings</li> <li>◆ TTY-Voice Recording Information</li> <li>◆ TTY-Voice Answering Machine</li> <li>◆ Variations: Answering Machine/ Recording/Pagers</li> <li>◆ Voice Mail Retrieval</li> </ul>	<ul style="list-style-type: none"> <li>◆ AMR</li> <li>◆ TTY-Voice Pager/Beeper (known)</li> <li>◆ TTY-Voice Pager/Beeper (unknown)</li> <li>◆ Voice-TTY Pager</li> <li>◆ Voice-TTY Answering Machine</li> <li>◆ Other Recording Variations</li> <li>◆ Voice Mail System</li> <li>◆ Privacy Manager/Call Intercept</li> <li>◆ Automatic Redial System Recordings</li> <li>◆ Switchboards</li> <li>◆ Redialing Voicemail through Switchboard</li> <li>◆ TTY-Voice Asking for Specific Person</li> <li>◆ Live person On Answering Machine Redial</li> </ul>
VCO (Voice Carry-Over)	<ul style="list-style-type: none"> <li>◆ VCO Introduction</li> <li>◆ VCO Announcement</li> <li>◆ VCO Service Explanation</li> <li>◆ VCO Equipment</li> <li>◆ Non-Branded VCO</li> <li>◆ Branded VCO</li> <li>◆ VCO No Answer</li> <li>◆ VCO Busy</li> <li>◆ VCO Privacy</li> <li>◆ VCO Answering Machine</li> <li>◆ Voice-VCO Answered TTY</li> <li>◆ Voice-VCO Answered VCO</li> <li>◆ Two-Line VCO (2LVCO) Intro</li> </ul>	<ul style="list-style-type: none"> <li>◆ Reverse 2LVCO Intro</li> <li>◆ Reverse 2LVCO Procedure</li> <li>◆ VCO Variations</li> <li>◆ VCO comes in Voice Line</li> <li>◆ 2LVCO Conference Calls</li> <li>◆ VCO Requests Relay to give Relay #</li> <li>◆ VCO Privacy while leaving message</li> <li>◆ VCO Voice Mail Retrieval</li> <li>◆ 2LVCO Voice Mail Retrieval</li> <li>◆ VCO Types and Voices</li> <li>◆ Inbound Customer Requests VCO/HCO</li> <li>◆ VCO Requests CA gives name in notes</li> <li>◆ 2LVCO Procedure</li> </ul>
Billing	<ul style="list-style-type: none"> <li>◆ Introduction</li> <li>◆ Local call description</li> <li>◆ Paid by Inbound</li> <li>◆ Toll Free Calls</li> <li>◆ Calls that Cannot Be Processed</li> <li>◆ Specific Person Request</li> </ul>	<ul style="list-style-type: none"> <li>◆ Inbound tells wrong #</li> <li>◆ Agent dials wrong #</li> <li>◆ Marine</li> <li>◆ Roaming Feature</li> <li>◆ Restricted Roaming</li> <li>◆ Unrestricted Roaming</li> </ul>
HCO (Hearing Carry-Over)	<ul style="list-style-type: none"> <li>◆ HCO Intro</li> <li>◆ HCO Announcement</li> <li>◆ HCO Service Explanation</li> <li>◆ People with speech disabilities "S"</li> <li>◆ Non-Branded HCO</li> <li>◆ Branded HCO</li> <li>◆ HCO with Privacy</li> <li>◆ HCO No Answer</li> <li>◆ HCO Busy</li> <li>◆ HCO-Voice Answering Machine</li> </ul>	<ul style="list-style-type: none"> <li>◆ Voice-HCO Answered</li> <li>◆ Voice-HCO Answered TTY (1) (2)</li> <li>◆ Voice-HCO recorded message answers</li> <li>◆ 2LHCO Intro</li> <li>◆ Two-Line HCO Procedure</li> <li>◆ Reverse Two-Line HCO</li> <li>◆ HCO Variations</li> <li>◆ Inbound requests VCO/HCO</li> <li>◆ HCO User Requests to Speak</li> </ul>
Customer Database	<ul style="list-style-type: none"> <li>◆ Enhanced Customer Database Profile</li> <li>◆ Household Profile</li> <li>◆ Edit Household Profile</li> </ul>	<ul style="list-style-type: none"> <li>◆ Customer Profile Introduction</li> <li>◆ Use/Edit/New/Delete Customer Profile</li> <li>◆ Verify Customer Password for Agent</li> </ul>

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> <li>◆ Navigating Customer Database</li> <li>◆ Household Profile Panels</li> <li>◆ Frequently Dialed Numbers</li> <li>◆ Preferences</li> <li>◆ Restrictions</li> <li>◆ Blocked</li> <li>◆ Emergency Numbers</li> <li>◆ STS</li> <li>◆ STS Messages</li> </ul>	<ul style="list-style-type: none"> <li>◆ Verify Customer Password – CSR Only</li> <li>◆ Customer Profile Panels</li> <li>◆ Personal Information</li> <li>◆ Notes</li> <li>◆ Frequently Dialed #s</li> <li>◆ Emergency #s</li> <li>◆ STS</li> <li>◆ STS Messages</li> <li>◆ Database Profile Macros</li> </ul>
Directory Assistance (DA)	<ul style="list-style-type: none"> <li>◆ DA Intro</li> <li>◆ Interstate DA</li> <li>◆ Intrastate DA</li> <li>◆ Automated DA</li> <li>◆ DA City &amp; State Given; Area Code Unknown</li> <li>◆ DA Variations</li> <li>◆ International Transfer Menu</li> <li>◆ Call Processing -- Calling Intl</li> </ul>	<ul style="list-style-type: none"> <li>◆ Call Processing -- Calling from International Number</li> <li>◆ Sprint International Variations</li> <li>◆ Non-Standard TTY</li> <li>◆ Answered Foreign Language</li> <li>◆ Transfer Menu</li> <li>◆ 900 # Call Processing</li> <li>◆ 211/311/511 Requests</li> </ul>
Device-to-Device Calls	<ul style="list-style-type: none"> <li>◆ Device to Device Intro</li> <li>◆ Function Keys &amp; Banner Messages</li> <li>◆ VCO-TTY &amp; TTY-VCO</li> <li>◆ VCO-VCO</li> <li>◆ TTY-HCO &amp; HCO-TTY</li> </ul>	<ul style="list-style-type: none"> <li>◆ VCO-HCO &amp; HCO-VCO</li> <li>◆ HCO-HCO</li> <li>◆ Device to Device Variations</li> <li>◆ Alternate Call Type reaches recording</li> </ul>
Call Processing Variations	<ul style="list-style-type: none"> <li>◆ CA information</li> <li>◆ Area Code Only In From Number</li> <li>◆ Conversational Flow</li> <li>◆ Static or Poor Connection</li> <li>◆ Profanity towards Agent</li> <li>◆ Redialing</li> <li>◆ Young Children</li> <li>◆ Inbound Does Not Connect</li> <li>◆ Inbound ASCII</li> <li>◆ Tone Judgments</li> <li>◆ Repeating Information</li> <li>◆ Restricted Calls</li> <li>◆ Two calling from numbers</li> <li>◆ LEC Service Office</li> <li>◆ 611/811</li> <li>◆ Double Letters</li> <li>◆ Call Waiting Feature</li> <li>◆ Conference Calls</li> <li>◆ Party Line Calls</li> <li>◆ Three-Way Calling</li> <li>◆ Hard of hearing customer Answers TTY Line</li> <li>◆ Spanish Calls to Spanish Speaking Agents</li> <li>◆ Request for Alternate Language</li> <li>◆ Caller Types in Alternate Language</li> <li>◆ Voice Customer Hangs Up During Call</li> <li>◆ Variable Time Stamp</li> <li>◆ Customer Misdialed Phrase</li> <li>◆ TTY Customer Hangs Up During Call</li> <li>◆ Non Standard TTY Capability</li> <li>◆ Relaying Internet Characters</li> <li>◆ TTY User Does Not Type GA</li> <li>◆ Dispatch Calls – Pizza, Taxi, etc.</li> <li>◆ Customer Referral Guidelines</li> <li>◆ V-T Calls answered by Fax</li> <li>◆ Customer Requests</li> <li>◆ Holding for Inbound prior to out dial</li> </ul>	<ul style="list-style-type: none"> <li>◆ Request for Length of Call</li> <li>◆ T-V Call &amp; V Requests Supervisor Call Backs for TTYs</li> <li>◆ Multiple Calls</li> <li>◆ Sensitive Topics</li> <li>◆ Suicide</li> <li>◆ Abuse</li> <li>◆ Illegal Calls</li> <li>◆ Answering Machines</li> <li>◆ Hangs Up Before Message Left</li> <li>◆ Do Not Type Recorded Messages</li> <li>◆ Answering Machine Full</li> <li>◆ Change Answering Machine Message</li> <li>◆ VCO Requests Leave Message 1st out dial</li> <li>◆ Leaving a Message V-TTY Ans V</li> <li>◆ Retrieving Messages from TTY V Answering Machine</li> <li>◆ TTY Screener</li> <li>◆ Request to Leave TTY Message on Answering Machine</li> <li>◆ Recordings</li> <li>◆ Regional 800</li> <li>◆ TTY Requests “Dial That Number”</li> <li>◆ Recording with Relay Option</li> <li>◆ Alternate Call Recording Reached</li> <li>◆ English/Spanish</li> <li>◆ Pound</li> <li>◆ Touch Tone Phone</li> <li>◆ Advertisements</li> <li>◆ Do Not Type Recordings</li> <li>◆ Get Live Person/Rep</li> <li>◆ Conversation Being Recorded</li> <li>◆ Dial Number from Recorded Announcement</li> <li>◆ VCO</li> <li>◆ Conference Calls</li> <li>◆ Leave Relay Number</li> </ul>

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> <li>◆ Request for Company Information</li> <li>◆ Request for M/F Agent</li> <li>◆ Request Specific Agent</li> <li>◆ Agent Knows Customer</li> <li>◆ Request for Relay Number</li> <li>◆ Customer Requests to Call Relay Service</li> <li>◆ Request for Calling From Number</li> <li>◆ Request Telephone Number Referral</li> <li>◆ Request for Date/Time</li> <li>◆ User Requests Agent to Modify Call</li> </ul>	<ul style="list-style-type: none"> <li>◆ Voice Mail Retrieval</li> <li>◆ VCO Types &amp; Voices</li> <li>◆ Prompting</li> <li>◆ Data Transmission Box</li> <li>◆ Prompting VCO on Hold</li> <li>◆ Requests VCO/HCO</li> <li>◆ HCO</li> <li>◆ Requests VCO/HCO</li> <li>◆ Alternate Call Type Recording</li> <li>◆ Bridge Left Open</li> </ul>
Call Take Over Procedures	<ul style="list-style-type: none"> <li>◆ FCC Rule</li> <li>◆ Protocol &amp; process flow</li> <li>◆ TTY-Voice and Voice-TTY</li> <li>◆ ASCII</li> </ul>	<ul style="list-style-type: none"> <li>◆ VCO</li> <li>◆ VCO-VCO</li> <li>◆ HCO</li> <li>◆ VCO-TTY &amp; TTY-VCO</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>◆ Functions</li> <li>◆ Language Services</li> </ul>	<ul style="list-style-type: none"> <li>◆ Procedures</li> </ul>
Transparency	<ul style="list-style-type: none"> <li>◆ Non-Emergency Calls</li> <li>◆ Emergency Center Evacuation</li> </ul>	<ul style="list-style-type: none"> <li>◆ Network Failure</li> </ul>
Emergency Call Procedures	<ul style="list-style-type: none"> <li>◆ Emergency Calls Intro</li> <li>◆ Emergency Services</li> <li>◆ FCC Requirements</li> <li>◆ Emergency Call Processing</li> <li>◆ Emergency Reporting</li> <li>◆ TTY-Emergency</li> </ul>	<ul style="list-style-type: none"> <li>◆ TTY-Emergency TTY Call Release</li> <li>◆ Internet-Emergency</li> <li>◆ Instant Messenger (IM) Emergency</li> <li>◆ Emergency Call Processing Variations</li> <li>◆ Emergency Form</li> <li>◆ Voice-Emergency</li> </ul>
Federal Relay Service	<ul style="list-style-type: none"> <li>◆ FedRelay Intro</li> <li>◆ FedRelay Announcement</li> <li>◆ FedRelay Service Explanation</li> <li>◆ FedRelay Procedures</li> <li>◆ FedRelay call types</li> </ul>	<ul style="list-style-type: none"> <li>◆ FedRelay Confidentiality Policy</li> <li>◆ FedRelay Customer Information Requests</li> <li>◆ FedRelay Customer Contacts</li> <li>◆ FedRelay Reporting</li> </ul>
STS (Speech-to-Speech)	<ul style="list-style-type: none"> <li>◆ STS Introduction &amp; History</li> <li>◆ STS Description</li> <li>◆ Disabilities</li> <li>◆ Characteristics of STS users</li> <li>◆ Stereotypes</li> <li>◆ Clarifying Phrases</li> <li>◆ Phrases to Avoid</li> <li>◆ STS Phone Image</li> <li>◆ STS Agent Tools</li> <li>◆ Consistency</li> <li>◆ Patience</li> <li>◆ Ask Yes/No Questions</li> <li>◆ No Personal Conversation</li> <li>◆ Phrases</li> <li>◆ STS Alphabet</li> <li>◆ Transparency/Call Control/ Confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>◆ Ways to Reduce/Streamline Notes</li> <li>◆ Standard Abbreviations (STS)</li> <li>◆ STS-Voice</li> <li>◆ Voice-STS</li> <li>◆ STS VCO-Voice</li> <li>◆ Voice-STS VCO (TTY answer)</li> <li>◆ Voice-STS VCO (VCO answer)</li> <li>◆ STS VCO -- 2 Line VCO</li> <li>◆ TTY-STS</li> <li>◆ STS-TTY</li> <li>◆ Non-branded HCO-STS</li> <li>◆ STS-HCO</li> <li>◆ STS Hold Message</li> <li>◆ STS Call Takeover</li> <li>◆ Confidentiality &amp; Transparency</li> <li>◆ Personal Conversations requests</li> <li>◆ STS Variations</li> </ul>
Healthy Detachment	<ul style="list-style-type: none"> <li>◆ Healthy Detachment Intro</li> <li>◆ Objectives</li> <li>◆ Survival Skills</li> <li>◆ Relay Traps</li> </ul>	<ul style="list-style-type: none"> <li>◆ Perception</li> <li>◆ Ways to Reduce Stress</li> <li>◆ Hospitality</li> <li>◆ Phrases</li> </ul>
Healthy Relay	<ul style="list-style-type: none"> <li>◆ Introduction</li> <li>◆ Objectives</li> <li>◆ Ergonomics</li> <li>◆ Stretching Exercises</li> <li>◆ Agent Reinforcement</li> <li>◆ Ergonomic Review</li> </ul>	<ul style="list-style-type: none"> <li>◆ Setting up Workstation</li> <li>◆ GUAM - Get Up and Move</li> <li>◆ Ergonomic Relief</li> <li>◆ Slowing the Customer Down</li> <li>◆ Overtime</li> <li>◆ Relaxation</li> </ul>
Adult Learner	<ul style="list-style-type: none"> <li>◆ Understanding the Needs of the Adult Learner</li> </ul>	<ul style="list-style-type: none"> <li>◆ Modeling</li> </ul>

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> <li>◆ The Learning Continuum</li> <li>◆ Use of Different Modalities</li> <li>◆ Edgar Dale's Cone of Experience</li> <li>◆ Elements of Lesson Design</li> <li>◆ Focus</li> <li>◆ Objective &amp; Purpose</li> <li>◆ Input</li> <li>◆ Trust in Management</li> </ul>	<ul style="list-style-type: none"> <li>◆ Checking For Understanding</li> <li>◆ Guided Practice</li> <li>◆ Independent Practice</li> <li>◆ Summary</li> <li>◆ Evaluation</li> <li>◆ How to Give Effective Instruction</li> <li>◆ Questioning Guidelines</li> <li>◆ Feedback - Training &amp; Coaching Technique</li> </ul>
Assessing Performance	<ul style="list-style-type: none"> <li>◆ The Assessment Process in Training</li> <li>◆ Assessment - What is involved?</li> <li>◆ Practice Time</li> <li>◆ Spelling Test</li> <li>◆ Written tests</li> <li>◆ Side by side evaluations</li> <li>◆ Typing</li> </ul>	<ul style="list-style-type: none"> <li>◆ Acceptable Time Frame</li> <li>◆ Acceptable Is Relative</li> <li>◆ Ways to "Coach"</li> <li>◆ Feedback</li> <li>◆ Maintain Self-esteem &amp; Motivate</li> <li>◆ Pass/Fail Guidelines</li> <li>◆ Introduce Assessment Form</li> <li>◆ Form Set-Up</li> </ul>
Introduction to Diversified Culture	<ul style="list-style-type: none"> <li>◆ Introduction to Diversified Culture</li> <li>◆ Diversification</li> <li>◆ Who Uses Relay</li> <li>◆ Understanding Our Customer</li> <li>◆ Special Communication Needs</li> <li>◆ Pathological vs. Cultural View of Deafness</li> </ul>	<ul style="list-style-type: none"> <li>◆ Why is there Deaf Culture?</li> <li>◆ What Do You Know About Deafness</li> <li>◆ Myths About Deafness</li> <li>◆ Two Views of Deafness</li> <li>◆ Loudness Levels</li> <li>◆ Characteristics of Deafness</li> <li>◆ The Deaf Community</li> </ul>
Deaf Heritage	<ul style="list-style-type: none"> <li>◆ History in Europe</li> <li>◆ History in North America</li> <li>◆ Alexander Graham Bell</li> </ul>	<ul style="list-style-type: none"> <li>◆ Edward Miner Gallaudet</li> <li>◆ Oral/Combined Debate</li> <li>◆ Timeline of Deaf History</li> </ul>
The Deaf Community	<ul style="list-style-type: none"> <li>◆ Introduction to the Deaf Community</li> <li>◆ National Association of the Deaf</li> <li>◆ Contributions to Society</li> <li>◆ Mainstreamed Schools</li> <li>◆ Sign Language Interpreters</li> <li>◆ Different Communication Systems</li> <li>◆ Exposure to English</li> <li>◆ DEAF President Now</li> <li>◆ Attitude Changes toward the Deaf Community</li> </ul>	<ul style="list-style-type: none"> <li>◆ American Athletic Association of the Deaf</li> <li>◆ National Theatre of the Deaf</li> <li>◆ Assistive Devices</li> <li>◆ Gaining Acceptance in the Deaf Community</li> <li>◆ Changes in the Deaf Community</li> <li>◆ Working with a Sign Language Interpreter</li> <li>◆ Interpreting Standards</li> <li>◆ Equal Access</li> <li>◆ Cochlear Implant Controversy</li> </ul>
American Sign Language (ASL) Pt. 1	<ul style="list-style-type: none"> <li>◆ What is ASL?</li> <li>◆ History of ASL</li> <li>◆ ASL Recognized as Language</li> </ul>	<ul style="list-style-type: none"> <li>◆ Rules of ASL</li> <li>◆ Five Parameters of ASL</li> <li>◆ English vs. ASL Idioms</li> </ul>
American Sign Language (ASL) Pt. 2	<ul style="list-style-type: none"> <li>◆ Evolution of ASL</li> <li>◆ ASL Syntax</li> </ul>	<ul style="list-style-type: none"> <li>◆ Translate ASL to English and Vice Versa</li> </ul>
TTYPhony & TTY Courtesy	<ul style="list-style-type: none"> <li>◆ First Teletypewriter</li> <li>◆ Evolution &amp; History of the TTY</li> <li>◆ Telecom Laws of Accessibility</li> </ul>	<ul style="list-style-type: none"> <li>◆ TTY Courtesy</li> <li>◆ Development of Relay Service Market</li> </ul>
Deaf Customers	<ul style="list-style-type: none"> <li>◆ Statistics from NIDCD</li> </ul>	<ul style="list-style-type: none"> <li>◆ Relaying for Deaf Customers</li> </ul>
Hard of hearing & Late-Deafened Customers	<ul style="list-style-type: none"> <li>◆ Characteristics of Deaf Customers</li> <li>◆ Assistive Devices for Deaf Customers</li> <li>◆ Establishment of Assoc. of Late-Deafened Adults</li> </ul>	<ul style="list-style-type: none"> <li>◆ Establishment of Hearing Loss Association of America</li> <li>◆ Deaf Seniors</li> <li>◆ Military Veterans</li> <li>◆ Relaying for Late-Deafened Customers</li> </ul>
DeafBlind Customers	<ul style="list-style-type: none"> <li>◆ What Does DeafBlind Mean</li> <li>◆ Assistive Devices for the DeafBlind</li> <li>◆ Relaying for the DeafBlind</li> </ul>	<ul style="list-style-type: none"> <li>◆ DeafBlind Pacing – Allows the CA to slow down the transmission to the Braille machine</li> </ul>
Relaying for Speech/ Cognitively Disabled Customers	<ul style="list-style-type: none"> <li>◆ Speech-Challenged Customers</li> <li>◆ Assistive Devices</li> <li>◆ Physically &amp;/or Cognitively Challenged Customers</li> </ul>	<ul style="list-style-type: none"> <li>◆ Traumatic Brain Injury</li> <li>◆ Stroke</li> <li>◆ Communication Related Effects</li> </ul>

POLICY AND PROCEDURE TOPICS		
Relaying for Hearing Customers	<ul style="list-style-type: none"> <li>◆ Statistics</li> </ul>	
Ethics & Confidentiality	<ul style="list-style-type: none"> <li>◆ Interpreting Standards</li> <li>◆ ADA &amp; FCC regulations for the Provision of TRS</li> <li>◆ Regulations pertaining to call content</li> </ul>	<ul style="list-style-type: none"> <li>◆ TRS Rules – Operator Standards</li> <li>◆ Relay Center Agreement Regarding Confidential Customer Info</li> </ul>

### **On-Going Quality Focus Skill Training**

Continuous skill training is the cornerstone of Sprint’s training program. Core relay processing skills are continually reinforced throughout employment and as a part of supplemental training programs. Sprint develops skills training programs and on-going training labs to ensure skills are maintained and remain consistent with basic relay training. Refresher training is provided on correct relay procedures including system navigation, standard procedures, professionalism, and ethics. Depending upon the complexity of the training a decision is made to determine the appropriate delivery. Our on-going skill training program includes:

- ◆ Quality Focus Skill training - monthly
- ◆ Diversified Culture Awareness training - monthly
- ◆ Customer Service Initiative – monthly
- ◆ Check for Understanding – monthly
- ◆ Grammar and Spelling Rules - bi-annual

#### *Quality Focus Skill Training topics from 2016/2017:*

<b>Jan 2016</b>	Dialing the correct number within 5 seconds
<b>Feb 2016</b>	Typing the Voice/TTY greeting verbatim, Announcement protocol including a prompt state-specific announcement/greeting used/ ID number given
<b>Mar 2016</b>	Call processed according to procedures, specifically following Customer Note instructions
<b>Apr 2016</b>	State-specific announcements/greeting/ID given, Call closing protocol, Appropriate closing and macro for call type
<b>May 2016</b>	Specific person request announcements, Progress of call/Customer Informed
<b>Jun 2016</b>	Call transfer procedure, Adapting to call procedures changes as directed by the customer.
<b>Jul 2016</b>	Typing greeting verbatim, Typing message verbatim, Voicing the complete message
<b>Aug 2016</b>	Maintaining transparency maintained, Typing messages verbatim
<b>Sept 2016</b>	Dialing efficiency and protocol
<b>Oct 2016</b>	Typing/reading voice/device answer greetings verbatim, Call closing procedure, Relay mode closing protocol, Operator mode closing protocol
<b>Nov 2016</b>	Changing call procedures as directed by customer, Appropriate macros use., Non-branded VCO call type setup
<b>Dec 2016</b>	Call type standard procedure, Modifying call procedure as directed by the customer, Transferring (711 customer request)
<b>Jan 2017</b>	Dialing the correct number within 5 seconds
<b>Feb 2017</b>	Determining familiarity with relay services, Call type appropriate service explanations, Appropriate macro use (EXPLAINING RELAY)?
<b>Mar 2017</b>	Following customer note and customer typed Instructions
<b>Apr 2017</b>	Announcement protocol including a prompt state-specific announcement/greeting used/ID number given, Call closing protocol, Appropriate closing and macro for call type.
<b>May 2017</b>	Specific person announcement procedure
<b>Jun 2017</b>	Call transfer procedure, Adapting to call procedures changes as directed by the customer, 711 transfer compliance

### **Ongoing Diversified Culture Awareness Training**

Training continues to bring focus to serving relay customers and disability awareness. Sprint provides additional training in Diversified Culture in conjunction with each state’s local deaf, hard of hearing,

Deafblind, late deafened and speech-disabled communities to identify knowledgeable presenters to promote ongoing training. These resources, in coordination with trainers ensure all materials presented are appropriate to continuing to broaden employees' understanding and effectiveness. Sprint will utilize live presentations, videos, audio recordings, role-plays, group activities, written materials, and/or discussion groups to deliver ongoing Diversified Culture training. As a part of ongoing Diversified Culture Training, each employee is required annually to review the ethics and confidentiality requirements and sign an agreement of understanding.

*Diversified Culture Awareness Training topics from 2016/2017:*

<b>Jan 2016</b>	Diversified Culture-What's That? Diversification in Communication, Considerations, Who uses the relay service? Why is it important for us to understand our customers? Why is it important for us to recognize their special communication needs?
<b>Feb 2016</b>	The History of Deafness
<b>Mar 2016</b>	Ways to Detach
<b>Apr 2016</b>	Deaf Nation Expo is...
<b>May 2016</b>	American Sign Language is..., CODA means...
<b>June 2016</b>	All About CapTel, How it works
<b>July 2016</b>	Baseball Signs originated from Sign Language
<b>Aug 2016</b>	Accessibility for All, Sprint corporate responsibility
<b>Sept 2016</b>	Diversity-Equality-Inclusion
<b>Oct 2016</b>	Disability is Diversity, Stretches to do at your desk
<b>Nov 2016</b>	Disability Awareness
<b>Dec 2016</b>	Disability Advocacy
<b>Jan 2017</b>	View of a person's abilities
<b>Feb 2017</b>	Highlight: Edward Verne Roberts – American Disability Activist
<b>Mar 2017</b>	Disability Awareness
<b>Apr 2017</b>	Parkinson's Awareness Month
<b>May 2017</b>	Limb Loss Awareness Month

*The following is an example of the monthly Quality Focus Check for Understanding from March 2017.*

**Check For Understanding  
Quality Focus March 2017**

Please return to your supervisor by March 7, 2017.

Name \_\_\_\_\_ Supervisor \_\_\_\_\_

- 1) What is the first thing an agent should look at when a call comes to their station?  
\_\_\_\_\_
- 2) If a customer requests that the agent verifies the Calling To number before dialing out the agent should type or say something like, \_\_\_\_\_
- 3) The IP Call number to dial is entered by the inbound, therefore you DO NOT need to verify the Calling To number before outdialing on an IP call, even if it's in the Customer Notes to do so.  
TRUE FALSE
- 4) The record feature may be used on conference calls.  
TRUE FALSE
- 5) If the customer has TYPE RECORDINGS as a preference or instruction the agent should not transmit \_\_\_\_\_. This instruction indicates that the customers the agent to type the \_\_\_\_\_ recording.
- 6) If a device user requests that you do not announce relay, the agent should:
  - a) Not identify that this call is through a relay service or ask if the voice person has had a relay call before. |
  - b) Inform the customer they must answer the question (HOW WOULD YOU LIKE YOUR CALL ANNOUNCED Q) GA.
  - c) Inform the caller they are required to announce the call.
- 7) What is the purpose of the customer notes?
  - a) To assist the agent in processing the call how the customer prefers.
  - b) To annoy the operator.
  - c) To ensure the customer does not have to repeat their instructions before every call.
  - d) Both A and C.
- 8) When using <ALT .>, agents should send it:
  - a) Only once and then pause a few moments before sending it again.
  - b) Twice and then pause a few moments before sending it again.
  - c) As many times as they want since they are in the buffer and can be canceled when the phone is answered.

TTY/ASL Refresher	Provide examples of how to relay the statements
" TIME WHAT Q	
" GO PARTY YOU Q	

**Customer Service Initiative (CSI) program:** A discussion of support techniques to enhance service for customers and an avenue for sharing relay agent peer to peer suggestions toward accomplishing superior service. 2016/2017 CSI topics are provided in the following table.

<b>Jan 2016</b>	Use of "Deaf/hard of hearing" and/or "internet service" in announcements.
<b>Feb 2016</b>	Outdial time, Inappropriate use, Veterans and hearing loss
<b>April 2016</b>	Sprint IP go ahead, Keeping the caller informed, Facilitate communication
<b>May 2016</b>	Procedure for recordings, Chemotherapy and hearing loss
<b>Jun 2016</b>	Caller control, Keeping the caller informed, Announcements, FCC verbatim requirement, State requirement call customization request
<b>Jul 2016</b>	Solicitation for agent process improvement suggestions, Caller control
<b>Aug 2016</b>	Call closure, Equal communication access
<b>Sep 2016</b>	Call processing reference information, Sprint Relay customer care, Speed of service recognition
<b>Oct 2016</b>	Brief service explanations, Call handling tips from agents
<b>Nov 2016</b>	Customer commendations, States and capitals review
<b>Dec 2016</b>	System enhancement prioritization
<b>Jan 2017</b>	Customer instructions, FCC call take over rule, Transparency
<b>Mar 2017</b>	Transparency, Caller control
<b>Apr 2017</b>	Customer notes, Operator/Relay mode, Call handling tips from agents
<b>May 2017</b>	Stress management

The following is an example of our bi-annual Grammar and Spelling Rules from 2016/2017.



## GRAMMAR MATTERS

**Homonyms** (also called homophones) are words that sound like one another but have different meanings. Some homonyms are spelled the same, like bark (the sound a dog makes) and bark (the outer layer of a tree trunk).

### I and Me Usage

	When to Use	Example Sentence	How to Test
<b>I</b>	When you're referring to the subject of a sentence or clause	Julia (subject) and I (subject) always go together.	To know if you should use "I" or "me" take the other pronoun out of the sentence and see if it still makes sense.
<b>Me</b>	When you're referring to the object of a sentence or clause	Will you (subject) be coming with me (object) to the store?	

#### Examples:

**I**

- Harry and I **me** went to the store.  
Test: Me went to the store. (Incorrect!)  
Test: I went to the store. (Correct!)
- Jake invited Brian and I **me** over for dinner.  
Test: Jake invited I over for dinner. (Incorrect!)  
Test: Jake invited me over for dinner. (Correct!)

**Me**

- Will you take my brother and I **me** to the movies?  
Test: Will you take I to the movies? (Incorrect!)  
Test: Will you take me to the movies? (Correct!)
- Sam, Jennifer, and I **me** went to the beach.  
Test: I/me went to the beach. (Incorrect!)  
Test: I went to the beach. (Correct!)

### There, Their, and They're Usage

pronounced the same	When to Use	How to Test
<b>I there</b>	Naming a place, a thing, or the existence of something	if you can replace "there" with "here" you have it right!
<b>I their</b>	showing possession	if you can substitute "their" with "our" you have it right!
<b>I they're</b>	Combining the words "they" and "are"	"I they" is a pronoun and "are" is the verb. if you can substitute "We are" you have it right!

### Have and Has Usage

	Singular	Plural	Hint
1 <sup>st</sup> Person	I have	We have	"Have" and "has" are both present tense conjugations of the verb "to have", and we use "have" or "has" depending on the subject. If the subject is 3 <sup>rd</sup> person singular, then you use "has". All other subjects take on "have".
2 <sup>nd</sup> Person	You have	You have	
3 <sup>rd</sup> Person	He/She/It has	They have	

### It's and Its Usage

	When to Use	How to Test	How to Test
<b>It's</b>	When you're about to describe something	Replace with "it is"	if you can replace "it's" with "it is" you have it right! Otherwise do not use punctuation.
<b>Its</b>	When you want to indicate ownership of something	Replace with another possessive adjective ("her," "his," "their") or "the"	

### Ten Common Spelling Rules

Rule	Examples	Memorize
<b>1. 'ie' or 'ei'</b> ❶ Write <i>i</i> before <i>e</i> , except after <i>c</i> ❷ Write <i>ie</i> after <i>c</i> for words with a <i>sh</i> sound. ❸ Write <i>ei</i> when the vowels sounds like an <i>e</i> as in 'weigh'	❶ achieve, believe, friend receive, receipt, perceive ❷ ancient, efficient, sufficient, conscience ❸ neighbor, vein, reign, rein, deign	Exceptions: Words like counterfeit, either, neither, height, leisure, forfeit, foreign, science, species, seize, weird
<b>2. 's' or 'es'</b> ❶ Add <i>es</i> if a word ends in <i>ch</i> , <i>sh</i> , <i>ss</i> , <i>x</i> or <i>z</i> ❷ Add <i>es</i> for most words ending in <i>o</i>	❶ arch > arches, clash > clashes, class > classes, box > boxes, quiz > quizzes ❷ tomato > tomatoes, hero > heroes, go > goes, do > does, echo > echoes	Exceptions: Words like allos, duos, pianos, radios, solos sopranos, studios, videos, typos
<b>3. 'y' to 'i' or not</b> ❶ For words ending in <i>y</i> preceded by a vowel, retain the <i>y</i> when adding <i>s</i> or a suffix. ❷ For words ending in <i>y</i> , retain the <i>y</i> when adding <i>ing</i> . ❸ For words ending in <i>y</i> , preceded by a consonant, change the <i>y</i> to <i>i</i> before any other suffix	❶ convey > conveys, employ > employer ❷ try > trying, justify > justifying, certify > certifying, study > studying ❸ try > tried, justify > justifies, certify > certifiable, mystify > mystified, laboratory > laboratories	Exceptions: Words like dryness, shyness
<b>4. drop the final 'e'</b> ❶ DROP the <i>e</i> when the suffix starts with a vowel. ❷ DROP the <i>e</i> when the word ends in <i>dge</i> . ❸ DROP the final <i>e</i> when adding <i>-ing</i>	❶ save > sovable, use > usable ❷ judge > judgment ❸ save > saving, manage > managing, trace > tracing, emerge > emerging	Exceptions: DO NOT DROP the <i>e</i> if the word ends in <i>oe</i> or <i>ge</i> (e.g. manage > manageable, trace > traceable)
<b>5. 't' or 'tt' when adding -ing, -ed and some suffixes to verbs</b> ❶ DOUBLE the <i>t</i> for verbs of one syllable with a single vowel, or a short vowel sound. ❷ DOUBLE the <i>t</i> for verbs of more than one syllable when the stress is on the last syllable.	❶ rot > rotting, rotted, rotten fit > fitting, fitted knot > knotting, knotted ❷ abet > abetting, abetting allot > allotting, allotted commit > committing, committed emit > emitting, emitted forget > forgetting, forgotten (but forgetful)	Exceptions: DO NOT DOUBLE the <i>t</i> for verbs of one syllable with a double vowel or a long vowel sound (e.g. treat > treating, treated; greet > greeting, greeted)
<b>6. 'r' or 'rr' when adding -ing, -ed and some suffixes to verbs</b> ❶ DOUBLE the <i>r</i> for verbs of one syllable when the final <i>r</i> is preceded by a single vowel. ❷ DOUBLE the <i>r</i> for words of more than one syllable when the stress does not fall on the first syllable.	❶ star > staring, starred, stary tar > tarring, tarred war > warring, warred (but warfare) scar > scarring, scarred stir > stirring, stirred ❷ concur > concurring, concurred, concurrence occur > occurring, occurred, occurrence defer > deferring, deferred, (but deference) deter > deterring, deterring, deterrent infer > inferring, inferred, (but inference) prefer > preferred, preferring, (but preference) refer > referred, referring, referral	Exceptions: DO NOT DOUBLE the <i>r</i> for verbs of one syllable when the final <i>r</i> is preceded by a double vowel (e.g. fear > fearing, feared) DO NOT DOUBLE the <i>r</i> for words of more than one syllable, when the stress falls on the first syllable (e.g. prosper > prospered, prospering)
<b>7. 'l' or 'll' when adding -ing, -ed and some suffixes to verbs</b> DOUBLE the <i>l</i> when it is preceded by a single vowel.	cancel > cancelling, cancelled, cancellation fulfil > fulfilling, fulfilled, fulfillment level > levelling, levelled travel > travelling, travelled, traveller/traveler	Exceptions: DO NOT DOUBLE the <i>l</i> when it is preceded by a double vowel (e.g. conceal > concealing, concealed)

### Staff Training

Our entire Accessibility team exists for our customers. Training on all aspects of ASL, deaf culture, the needs of hearing, speech and dual sensory impaired users, ethics and confidentiality is vital to our success. These topics and others help us to be able to meet and exceed customer expectations and requirements.

All Sprint employees are required to take ethics and confidentiality training. The Sprint Code of Conduct is applicable to Sprint employees and its controlled subsidiaries, the Sprint Board of Directors and anyone we authorize to act on Sprint's behalf. The Code establishes the basic foundation of Sprint's ethics by communicating our philosophy and commitment to all of our employees, customers, other stakeholders, and the communities in which we do business. The Sprint Code of Conduct outlines our ethical and legal responsibilities as employees, as well as our interactions with customers, competitors and suppliers. One of our most valuable assets is our reputation for honesty and fairness, and our commitment to uphold this responsibility. The Code is a go-to resource when questions of legal or ethical appropriateness arise. We are bound by the Code and the specific operational policies of Sprint. Annual Code certification is required.

Sprint also maintains an Ethics Helpline, a 24-hour resource for employees and other stakeholders to confidentially and safely seek advice or report any suspected violation of the Code of Conduct, such as fraud, sexual harassment, discrimination, or any illegal conduct in the workplace.

Sprint staff members are also required set annual corporate training and development goals. Individual performance is measured and tied to compensation. Ongoing Staff Development is also key to overall staff performance. Sprint's Accessibility Customer Solutions (ACS) group hosts an interactive meeting called the Sprint Accessibility Café. This monthly meeting is an opportunity for the Accessibility Team to share market and industry product updates. Presenters from outside the group and subject matter experts from the Relay industry also provide updates.

## **Appendix O – Notification of Substantive Changes**

## Jeff Bates

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**From:** Curtis Williams  
**Sent:** Monday, December 22, 2014 1:19 PM  
**To:** 'TRS\_POC@fcc.gov'  
**Cc:** Bob Casey; Pamela H. Page; Jeff Bates; Beth Salak  
**Subject:** Change in Contact Information for Florida Certified State TRS Program and Change in Relay Provider

Pursuant to 47 C.F.R. § 64.604(c)(2), the Florida Public Service Commission notifies the FCC of changes to the contact information for persons managing Florida's certified state TRS program.

### New Florida Contact List

Primary contact: Curtis Williams 850-413-6924; Fax: 850-413-6925; Email: [cjwillia@psc.state.fl.us](mailto:cjwillia@psc.state.fl.us)  
Jeff Bates 850-413-6538; Fax 850-413-6539; Email: [JBates@psc.state.fl.us](mailto:JBates@psc.state.fl.us)  
Pamela Page 850-413-6214; Fax 850-413-6215; Email: [phpage@psc.state.fl.us](mailto:phpage@psc.state.fl.us)

### Change in Relay Provider

On December 18, 2014, the Florida Public Service Commission approved Sprint Communications Company, L.P. as the new Florida relay provider effective March 1, 2015.

Please let me know if you have any questions. Thank You.

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