

TRS FUND PERFORMANCE AND PROJECTIONS
(July 26, 1993 thru June 30, 2004)

Date	Receivables	Collections	Refunds	Receivables Due	Expenses	Interest Income	Payment Obligations	Disbursements
1/03	4,230,840	3,830,808	2,207	2,511,306	25,300	46,500	6,784,409	6,653,015
2/03	4,323,751	4,148,381	157,478	2,844,154	27,700	39,200	6,792,308	7,215,158
3/03	4,171,287	4,805,330	8,106	2,218,217	26,100	38,000	6,800,308	8,245,028
4/03	4,217,263 *	3,217,740 *	*	3,217,740 *	28,050 *	64,000 *	6,808,414	8,122,218
5/03	4,217,263 *	3,717,502 *	503,202 3	4,220,704 *	51,204 *	64,000 *	10,255,358 1	10,255,358 1
6/03	4,217,263 *	4,218,983 *	*	4,218,983 *	34,782 *	64,100 *	10,372,850 1	10,372,850 1
7/03	35,140,128 *	19,679,556 *	*	19,679,556 *	37,944 *	64,000 *	10,494,675 1	10,494,675 1
8/03	8,785,032 *	14,232,294 *	*	14,232,294 *	75,200 *	64,000 *	10,620,943 1	10,620,943 1
9/03	8,785,032 *	11,508,663 *	*	11,508,663 *	43,100 *	64,100 *	8,901,067 2	8,901,067 2
10/03	8,785,032 *	10,146,847 *	*	10,146,847 *	72,500 *	64,000 *	9,005,949 2	9,005,949 2
11/03	8,785,032 *	9,465,940 *	*	9,465,940 *	42,250 *	64,000 *	9,114,633 2	9,114,633 2
12/03	8,785,032 *	9,125,486 *	*	9,125,486 *	48,200 *	64,100 *	9,227,324 2	9,227,324 2
2003 Totals	\$104,442,955 *	\$98,097,529 *	\$670,993 *	\$9,125,486 *	\$512,330 *	\$700,000 *	\$105,178,237 *	\$108,228,217 *
1/04	8,785,032 *	8,955,259 *	*	8,955,259 *	25,300 *	\$58,333 *	9,343,767 2	9,343,767 2
2/04	8,785,032 *	8,870,145 *	*	8,870,145 *	27,700 *	\$58,333 *	9,464,384 2	9,464,384 2
3/04	8,785,032 *	8,827,589 *	*	8,827,589 *	26,100 *	\$58,333 *	9,504,304 2	9,504,304 2
4/04	8,785,032 *	8,806,310 *	*	8,806,310 *	28,254 *	\$58,333 *	9,631,307 2	9,631,307 2
5/04	8,785,032 *	8,795,671 *	*	8,795,671 *	26,622 *	\$58,333 *	9,762,575 2	9,762,575 2
6/04	8,785,032 *	8,790,352 *	*	8,790,352 *	28,611 *	\$58,333 *	9,898,194 2	9,898,194 2
7/04	*	4,395,176 *	*	4,395,176 *	52,228 *	*	10,038,253 2	10,038,253 2
8/04	*	2,197,588 *	*	2,197,588 *	*	*	10,182,836 2	10,182,836 2
2004 Totals	\$52,710,192	\$59,638,090		\$2,197,588	\$214,815	\$349,998	\$77,825,621	\$77,825,621
Totals	\$549,475,983	\$549,125,097	\$1,846,702	\$2,197,588	\$4,831,563	\$10,503,348	\$573,481,360	\$546,372,422
(July 1993 thru June 2004)								

Fund Balance Calculation	
Total Fund	\$549,475,983
NECA Expenses	(\$4,831,563)
Interest Income	\$10,503,348
Payments	(\$546,372,422)
Fund Balance	4 \$8,775,346

* Projected

- 1 Projected Payment Obligation/Disbursement estimates for May 2003 thru August 2003 calculated using \$1.528/interstate TRS and per intrastate and interstate IP minute, \$4.045/interstate STS minute, and \$17.044/intrastate & interstate VRS minute including Internet VRS minutes.
- 2 Projected Payment Obligation/Disbursement estimates for Sept 2003 thru August 2004 calculated using \$1.359/interstate TRS minute and per intrastate and interstate IP TRS minute, \$2.445/interstate STS minute, and \$14.644/intrastate & interstate VRS minute including VRS using Internet access.
- 3 COMSAT refund, directed by FCC Order 03-92, CC Docket No. 90-571, released April 24, 2003.
- 4 If potential funding requirement \$6.4 million disbursed, balance is reduced to \$2,331,798.

DE LED NECA EXPENSES
(JULY 1993 TO MARCH 2003)
(000's)

CODE	JUL '93 THRU MAR '02													GRAND
	ACTUALS	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	TOTAL
SALARIES														
SALARIES	483.5	7.0	7.4	6.4	7.4	7.0	6.7	7.4	6.7	6.2	7.0	10.1	8.8	571.6
OVERTIME	1.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.2
INCENTIVE PLAN EXPENSE	11.1	0.7	0.7	0.7	0.7	0.7	0.7	0.7	0.7	0.3	1.2	0.2	0.7	19.1
SALARIES CONTRA	8.8	0.0	4.8	2.3	2.3	2.3	2.3	2.3	2.3	2.3	(0.6)	(0.5)	(0.5)	28.1
SALARIES	504.6	7.7	12.9	9.4	10.4	10.0	9.7	10.4	9.7	8.8	7.6	9.8	9.0	620.0
OVERHEADS														
OVERHEAD CHURN	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
OVERHEADS	135.0	2.3	2.3	2.3	2.3	2.9	2.3	2.3	2.1	2.1	2.2	3.4	3.2	164.7
OVERHEADS CONTRA	0.2	0.0	0.0	0.0	0.0	0.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6
OVERHEADS	135.2	2.3	2.3	2.3	2.3	3.3	2.3	2.3	2.1	2.1	2.2	3.4	3.2	165.3
CONTRACT LABOR														
CONTRACT LABOR	40.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	40.0
CONTRACT LABOR	40.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	40.0
TRAVEL														
AIR TRAVEL	34.3	0.0	0.0	0.8	0.0	0.0	0.0	0.6	0.0	0.1	0.1	0.0	0.0	35.9
OTHER TRANSPORTATION	11.3	0.0	0.9	0.2	0.4	0.0	0.0	0.6	0.0	0.4	0.3	0.0	0.0	14.1
TRAVEL MEALS	4.8	0.0	0.1	0.0	0.0	0.0	0.0	0.2	0.0	0.0	0.1	0.0	0.0	5.2
LODGING	16.3	0.0	0.8	0.5	0.2	0.0	0.0	0.6	0.0	0.0	0.1	0.0	0.0	18.5
OTHER TRAVEL	0.2	0.0	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3
TRAVEL	66.9	0.0	1.9	1.5	0.6	0.0	0.0	2.0	0.0	0.5	0.6	0.0	0.0	74.0
MISCELLANEOUS														
EDUCATION REIMBURS	5.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.7
TRAINING PROGRAM	5.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.6
BUSINESS MEETINGS/MEAL	3.3	0.0	0.0	2.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	6.0
AGENCY FEES	1.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.8
MISCELLANEOUS	-28.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-28.8
BANKING RELATED EXP.	53.5	0.9	0.8	0.8	0.8	2.5	3.0	1.2	1.1	1.8	0.1	0.8	0.9	69.0
TASK FORCE EXPENSE	232.9	0.0	19.3	3.7	9.6	0.0	0.6	14.3	7.5	0.0	0.0	0.0	0.0	287.9
BUSINESS ORGAN FEE	0.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
CONFERENCE & SEMINARS	2.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.2
MISCELLANEOUS	276.4	0.9	20.1	7.2	10.4	2.5	3.6	15.5	8.6	1.8	0.1	0.8	0.9	348.8
CONSULTANTS														
AUDITING EXTERNAL	2.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.5	1.0	1.0	1.1	14.6
CONSULT., DATA COLLECT.	351.3	7.6	(15.6)	4.9	5.7	4.4	4.1	5.4	5.1	5.2	6.0	4.1	5.4	393.6
CONSULTANTS	353.3	8.6	(14.6)	5.9	6.7	5.4	5.1	6.4	6.1	6.7	7.0	5.1	6.5	408.2
SUBTOTAL	1376.4	19.5	22.6	26.3	30.4	21.2	20.7	36.6	26.5	19.9	17.5	19.1	19.6	1656.3

**DETAILED NECA EXPENSES
(JULY 1993 TO MARCH 2003)
(000's)**

**Exhibit 3
Page 2 of 3**

CODE	JUL '93 THRU MAR '02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	GRAND TOTAL
	ACTUALS													
RELOCATION	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
RELOCATION	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
RENT	5.7	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	12.9
RENT	5.7	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	12.9
UTILITIES	0.7	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	1.9
UTILITIES	0.7	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	1.9
TELECOMMUTING	0.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
TELEPHONE	0.2	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	1.4
TELEPHONE	0.4	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	1.6
OFFICE EQUIPMENT	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
OFFICE EQUIPMENT	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
SUPPLIES	1.6	0.0	0.0	0.0	0.0	0.0	0.1	0.0	0.0	0.0	0.0	0.0	0.1	1.8
SUPPLIES	1.6	0.0	0.0	0.0	0.0	0.0	0.1	0.0	0.0	0.0	0.0	0.0	0.1	1.8
COURIER	2.8	0.2	0.1	0.1	0.0	0.0	0.2	0.1	0.1	0.0	0.0	0.0	0.0	3.6
POSTAGE	26.2	0.1	0.1	0.1	1.6	0.5	0.5	0.2	0.1	0.1	0.0	0.1	0.1	29.7
POSTAGE	29.0	0.3	0.2	0.2	1.6	0.5	0.7	0.3	0.2	0.1	0.0	0.1	0.1	33.3
PRINTING	1.2	0.0	0.0	0.0	1.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.7
PRINTING	1.2	0.0	0.0	0.0	1.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.7
D/P OPERATING EXP.	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
D/P OPERATING EXP.	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
SOFTWARE	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
SOFTWARE	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
DATA NETWORK	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
DATA NETWORK	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
INSURANCE	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
INSURANCE	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

DEPLETED NECA EXPENSES
(JULY 1993 TO MARCH 2003)
(000's)

CODE	JUL '93 THRU MAR '02 ACTUALS	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	GRAND TOTAL
NET INVESTMENT INCOME														
INTEREST INCOME	-8337.5	-58.1	-59.4	-54.6	-56.7	-68.2	-67.4	-68.1	-56.7	-49.4	-46.5	-39.2	-38.0	-8999.8
LATE PAYMENT CHARGE	-27.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-27.6
NET INVESTMENT INCOME	<u>-8365.1</u>	<u>-58.1</u>	<u>-59.4</u>	<u>-54.6</u>	<u>-56.7</u>	<u>-68.2</u>	<u>-67.4</u>	<u>-68.1</u>	<u>-56.7</u>	<u>-49.4</u>	<u>-46.5</u>	<u>-39.2</u>	<u>-38.0</u>	<u>-9027.4</u>
DEPRECIATION/AMORT	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
DEPRECIATION/AMORT	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>
TAXES	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TAXES	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>
COST ALLOCATION														
COST ALLOCATION	2081.4	7.0	6.0	7.0	3.0	53.0	21.0	17.0	11.0	20.0	8.0	8.0	6.0	2248.4
COST ALLOCATION	<u>2081.4</u>	<u>7.0</u>	<u>6.0</u>	<u>7.0</u>	<u>3.0</u>	<u>53.0</u>	<u>21.0</u>	<u>17.0</u>	<u>11.0</u>	<u>20.0</u>	<u>8.0</u>	<u>8.0</u>	<u>6.0</u>	<u>2248.4</u>
INS AMORTIZATION	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
INS AMORTIZATION	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>
TOTAL EXPENSES	<u>-4878.0</u>	<u>-30.5</u>	<u>-29.8</u>	<u>-20.3</u>	<u>-19.4</u>	<u>7.3</u>	<u>-24.1</u>	<u>-13.4</u>	<u>-18.2</u>	<u>-8.6</u>	<u>-20.2</u>	<u>-11.2</u>	<u>-11.4</u>	<u>-5077.8</u>
MANAGER	46.25	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	58.25
TOTAL FORCE	<u>46.25</u>	<u>1.00</u>	<u>58.25</u>											
CONTRACT LABOR	14.07	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.07
TOTAL	<u>60.32</u>	<u>1.00</u>	<u>72.32</u>											
TRIPS	69	0	0	2	0	0	0	0	0	2	0	0	0	73

INTERSTATE TRS FUND REQUIREMENTS
(July 2003 thru June 2004)

	Interstate TRS & All IP except int'l	Interstate STS	All VRS
1. Proposed Reimbursement Rate	\$1.359	\$2.445	\$14.644
2. Projected Minutes	57,524,572	138,185	2,428,348
3. Fund Size			
a. Projected Reimbursement	\$78,175,893	\$337,862	\$35,560,728
b. Uncollectible Allowance	\$7,817,589	\$33,786	\$3,556,073
c. Fund Requirement	\$85,993,483	\$371,649	\$39,116,801
4. TRS/IP/STS/VRS Fund Requirement	\$125,481,932		
a. NECA Administrative Costs	\$550,000		
b. Interest Income	(\$700,000)		
c. Potential funding requirement	\$6,443,548		
d. Total Fund Requirement	\$131,775,480		
5. Total 2002 End User IS Revenues Reported on FCC Form 499-A	\$77,514,120,092		
6. Projected Contribution Factor (Item 5/Item6)	0.00170		

Interstate Telecommunications Relay Service (TRS) Fund 2003 - 2004 Monthly Schedule for Reporting Minutes and Associated Disbursement Dates

Includes TRS, Internet Protocol (IP), Speech to Speech (STS) and Video Relay Services (VRS)

Reporting Dates Data Month Adjustment Months Disbursement Dates Definitions

2003

			No Later Than*
July 22	June	March, April, May	August 11
August 21	July	April, May, June	September 10
September 22	August	May, June, July	October 9
October 21	September	June, July, August	November 11
November 21	October	July, August, September	December 9
December 19	November	August, September, October	January 12, 2004

Reporting Date:

Date NECA is to receive reports
(15th work day of the month)

Data Month:

Calendar month for which data
is to be reported

Adjustment Months:

Prior data months for which
corrections can be submitted

Disbursement Date:

Date payment will be issued
for data being reported
(7th work day of month)

Questions should be addressed to the
NECA TRS Administrator on 973-884-8063.

2004

January 22	December	September, October, November	February 10
February 23	January	October, November, December	March 9
March 19	February	November, December, January	April 9
April 21	March	December, January, February	May 11
May 21	April	January, February, March	June 9
June 21	May	February, March, April	July 12
July 22	June	March, April, May	August 10

* Contingent upon sufficient funds and data processing time requirements

APPENDICES

- A.) TRS Provider Data Collection Form and Instructions, November 2002**

- B.) Interstate TRS Advisory Council Information**
 - Exhibit 1 Interstate TRS Advisory Council Membership List**
 - Exhibit 2 Interstate TRS Advisory Council Meeting Minutes**
 - April 23, 2002
 - October 3, 2002



80 South Jefferson Road • Whippany, NJ 07981

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Manager
TRS and NBANC Fund Administration

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November 22, 2002

**TO: PROVIDERS OF TELECOMMUNICATIONS RELAY SERVICE (TRS),
INTERNET PROTOCOL RELAY SERVICE (IP), SPEECH-TO-SPEECH RELAY
SERVICE (STS), AND VIDEO RELAY SERVICE (VRS)**

SUBJECT: ANNUAL RELAY SERVICES CENTER DATA REQUEST

Federal Communications Commission (FCC) rules require NECA, as TRS Fund Administrator, to collect data annually from all providers of TRS and related relay services. This data is used to determine the total cost of providing relay services and to develop the reimbursement rate per completed minute to be paid to providers for traditional TRS interstate minutes, STS interstate minutes, and all IP and VRS minutes. Eventually, after the carriers' end-user revenue data is collected on the FCC Form 499A on April 1, both sets of data will be used to calculate the carriers' contribution factor.

The Center Data Request is designed to gather both actual and projected data to assure that the rate per minute calculations most accurately reflect the costs and demand for interstate TRS and STS services and intrastate and interstate IP and VRS service. **Please complete the attached Relay Services Center Data Request for each center that you operate and return the form(s) to NECA as noted on the instructions by February 3, 2003.**

All data provided in the Center Data Request is treated as proprietary and confidential. Individual center cost and demand data is included in the annual NECA filing but identification of the provider and the center location is masked to retain confidentiality. Data is not disclosed to anyone other than authorized NECA staff, the auditor of the TRS Fund, or the FCC without prior notice and consent of those providing the data.

NECA will file the proposed 2003 – 2004 rates per minute with the FCC on May 1, 2003 as part of its Annual Report on relay services required by the Commission's rules. The new rates will become effective July 1, 2003 upon Commission approval. Providers will receive reimbursement at the new rates for minutes handled from July 1, 2003 through June 30, 2004.

Your effort and cooperation contribute to the success of this annual process. Please contact me with any questions you may have on the Center Data Request.

Yours truly,

A handwritten signature in cursive script that reads "Maripat Brennan". The signature is written in black ink and is positioned below the "Yours truly," text.

Attachment
Cc: Relay Services Provider Distribution List

RELAY SERVICES PROVIDER DISTRIBUTION LIST

Ameritech	Beverly A. Smith
AT&T	Sue Decker
Hamilton Telecommunications	Dixie Ziegler
Kansas Relay Service Inc.	Michael Byington
WorldCom	Hadi Alsegaf
Southwestern Bell Telephone	Stacey Dominguez
Sprint	Paul Ludwick
Statewide Services for the Hearing Impaired	Debra MacLean
Verizon	Paul Brizendine
Vista Information Technologies	Thomas E. O'Neill

Subsequent to the November 2002 distribution, the annual center data request was also sent to:

Communication Services for the Deaf, Inc. – VRS subcontractor for Sprint

Hands On, Inc. – VRS subcontractor for AT&T

Sorenson Media, Inc. – new VRS provider

Arvato Services, Inc. – new TRS provider for California, October 2003

Nordia, Inc. – new TRS provider for California, October 2003

Relay Services Center Data Request Instructions

A. General Information

This request has been designed to identify total traditional Telecommunications Relay Service (TRS), Internet Protocol (IP) Relay Service, Speech to Speech (STS) Service and Video Relay Service (VRS) cost and demand data requirements. Providing this information will assure consistency in the development of an average rate per interstate minute for traditional TRS and all IP Relay minutes, a separate average rate per interstate minute for STS, and an average per minute rate for IP and VRS to be effective July 2003 through June 2004. Cost data submitted on this data request should be:

- **total annual costs** of providing traditional TRS, IP Relay, STS and VRS in English and Spanish in each center, including local, intrastate, interstate and international costs
- reported in only **one category**; the section total of expense categories should reflect the total costs of providing each service in each center
- **actual 2001 costs, annualized costs for 2002, and projected costs for 2003 and 2004**
- **costs actually associated with relay services**; if a center performs multiple functions, such as operator services and relay services, an allocation of expenses will be required to report the costs associated with TRS. Any allocated costs should be developed from accounting records using acceptable and supportable allocation methods.

If your company has more than one relay center, use a separate data request for each center. If a center provides Traditional TRS, IP, STS and/or VRS, please complete the appropriate expense page for each of the services performed. Each expense form is identified by service on the first line of the form. Please also complete a CONSOLIDATED REQUEST expense form by service, totaling all centers' expenses.

Almost all costs of providing relay services, whether as part of a state-contracted service or a standalone service, are reportable for inclusion in the development of the reimbursement rate.

To better understand expenses that are only attributable to interstate TRS/IP/STS/VRS, there is a separate section for each service, Section F, in which to report interstate only expenses. An example would be an advertising or marketing campaign that was specific to a provider's interstate only service. These expenses will be included in the 2003 - 2004 rate development; care should be taken to ensure they are not also reported in another section of the form.

Return completed responses on or before **February 3, 2003** to:

Maripat Brennan
NECA
80 South Jefferson Road, Room S2082
Whippany, New Jersey 07981

The original signed forms must be returned to NECA. Questions concerning the data request should be referred to Maripat Brennan at 973-884-8063 or via email to mbrenna@neca.org. This data will be the basis for the interstate reimbursement rates for traditional TRS and STS, and for the intrastate and interstate reimbursement rates for IP and VRS, as well as the total fund size requirement. Carrier revenue information to determine the contribution base will be filed on April 1, 2003 via the FCC Form 499-A, Telecommunications Reporting Worksheet. NECA will use the provider cost and demand information and the carrier revenue information to calculate the carrier contribution factor. On May 1, 2003, NECA will file for the provider reimbursement rates, fund size requirement and carrier contribution factor for the fund year July 1, 2003 through June 30, 2004.

Relay Services Center Data Request Instructions

B. Form Instructions

Center Name

Enter the name of the state where the center is located or the name the provider uses to identify the center.

I. Provider/Center Identification

A. Service Provider/Administrator

Provide the requested information about the service provider -- the entity responsible for providing TRS/IP/STS/VRS. The contact name requested is the name of the person who will serve as the official provider interface for the interstate TRS Fund Administrator.

B. Center Location

Enter the address of the center through which the service is provided. The contact name requested here is the person familiar with center operations and demand data.

C. Data Request Response

List the name and contact information for the person to whom questions and requests for clarification regarding the data request response should be directed.

D. Changes, Activities & Improvements

If significant changes have occurred or are expected to occur with this center's service, please provide an explanation.

E. Other Center Information

Provide the requested information for each state served in the reporting center. The rate information is confidential and will not be shared with anyone outside of NECA. Indicate with a check whether the rate is for a completed/conversation or a total/session minute.

II. Total Traditional TRS Expense Data

Include all costs attributable to providing traditional TRS in English and Spanish as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the interexchange carrier. TRS costs do not include the costs of the interexchange carrier terminating the call after it leaves the center. Those costs are recovered by the carrier from the TRS user. When reporting expenses, please round only to the next dollar; report all amounts in whole dollars.

A. Annual Recurring Fixed/Semi-Variable Expenses

1. **Rent:** Annual payments solely for land and/or buildings rented for the provision of TRS.
2. **Utilities:** Expenses associated with land and buildings, such as water, sewerage, fuel, and power. Telephone service costs, such as center toll free numbers, local and foreign exchange should also be included here.
3. **Building Maintenance:** Expenses for maintenance and repair.
4. **Property Tax (if owned):** Taxes paid on property owned and used for the provision of TRS.

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Relay Services Center Data Request Instructions

5. **Furniture (if leased):** Lease or rental expenses associated with center furnishings.
6. **Office Equipment (if leased):** Lease or rental expenses associated with office equipment.

Subtotal Section A expenses.

B. Annual Recurring Variable Expenses

1. **Salaries and Benefits:** Compensation to employees, such as wages, salaries, commissions, bonuses, incentive awards and termination payments; payroll related benefits paid on behalf of employees, such as pensions, savings plans, workers' compensation required by law, insurance plans (life, hospital, medical, dental, vision); and social security and other payroll taxes.
2. **Telecommunications Expenses:** Expenses associated with costs of inspecting, testing, analyzing and correcting trouble; repairing or reporting on telecommunications plant (switching, transmission, operator, cable and wire) to determine need for repairs, replacements, rearrangements, and changes; costs for activities, such as controlling traffic flow, administering traffic measuring and monitoring devices, assigning equipment and load balancing, collecting and summarizing traffic data, administering trunking, and assigning interoffice facilities and circuit layout work. **Note: expenses reported here should be in addition to the telephone service expenses reported in Section A, 2.**
3. **Office Expenses:** Expenses associated with procuring office equipment and supplies; includes materials and repairs.
4. **Staff Management:** Costs incurred in providing overall administration and management, such as fees and expenses for office staff, secretaries, staff assistants, etc.; costs of supervision and office support.
5. **Billing Expenses:** Rating of toll messages and billing functions not recovered from other sources.
6. **Relay Center Management:** General and administrative costs not included in other accounts, such as providing food services, reference libraries, archives, and mail services.

Subtotal Section B expenses.

C. Annual Administrative Expenses

1. **Finance/Accounting:** Costs incurred in providing accounting and financial services. Accounting services include payroll and disbursements, property accounting, capital recovery, regulatory accounting, tax accounting, auditing, capital and operating budget and control, and general accounting. Financial services include banking operations, cash management, benefit investment fund management, etc.
2. **Legal/Regulatory:** Costs incurred for legal and regulatory services. Legal services include conducting and coordinating litigation, providing guidance on regulatory and labor matters, court costs, filing fees, cost of counsel, etc. Regulatory services include preparing and presenting information for regulatory purposes, such as responding to this data request.
3. **Engineering:** Costs incurred in the general engineering of the TRS telecommunications plant; includes costs of research and development leading to implementation of new TRS feature unless specifically excluded.
4. **Operations Support:** Costs of training, scheduling, and counseling employees.
5. **Human Resources:** Costs incurred in performing personnel administration activities, including recruiting, hiring, forecasting, planning, and reporting.

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Relay Services Center Data Request Instructions

6. **Billing:** Administrative costs of rating and providing billing information to interexchange and Exchange carriers, if not recovered by other means.
7. **Contract Management:** Costs of managing activities required by the provider contracts.
8. **Risk Management:** Management costs associated with workmen's compensation, payments in settlement of accident and damage claims, insurance premiums against losses and damages, sickness and disability payment, etc.
9. **Other Corporate Overheads:** Other administrative costs of providing TRS not included in previous categories, including marketing, advertising, customer service. **Note: *Outreach expenses should be reported in Section II, E, 4.***

Subtotal Section C expenses.

D. Annual Depreciation/Amortization Associated with Capital Investment

1. **Furniture & Fixtures:** Depreciation expense on furniture and/or fixtures.
2. **Telecommunications Equipment:** Depreciation expense associated with capitalized costs of telecommunications equipment including switching equipment, operator services equipment, cable and wire facilities, transmission equipment, and power equipment.
3. **Leasehold:** Amortization of leasehold improvements – improvements which become a permanent part of a building, like walls or carpeting.
4. **Other Capitalized:** TRS depreciation expense not accounted for in other categories.

Subtotal Section D expenses.

E. Other TRS Expenses

1. **Taxes:** Include federal, state, local, gross receipts or other tax expenses. **Note: *do not include property taxes previously reported in Section II, A, 4.***
2. **Other:** TRS costs not yet accounted for in the data provided, for example, profits or margins; attach an explanation of any expenses included in this category.
3. **Coin Sent Paid:** Costs incurred for coin sent paid TRS service, including technological and/or marketing expenses associated with industry solution.
4. **Outreach:** Costs of outreach programs to educate the public on TRS. **Note: *marketing and advertising expenses should be included in Section II, C, 9.***

Subtotal Section E expenses.

F. Interstate Only Expenses

Note: expenses reported here should be unique interstate expenses, significantly different from those reported elsewhere on the data request. They should not be included in any other category or reimbursed by any other entity; these costs will be included in the rate development. Space is provided to list "Other" interstate only expenses.

1. **Administrative:** Costs of performing administrative activities related only to interstate TRS, such as completing the Center Data Request and reporting interstate minutes monthly.

Relay Services Center Data Request Instructions

2. **Outreach/Advertising:** Costs of educational activities or advertising related only to interstate TRS.
- 3.-4. **Other:** List the expense in the space next to **Other** and provide the requested data. If additional space is required, add another page.

Subtotal Section F expenses.

Total Traditional TRS Expenses

III. Total Speech to Speech Expenses

Include all costs attributable to providing **Speech to Speech** in English and Spanish as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the interexchange carrier. STS costs do not include the costs of the interexchange carrier terminating the call after it leaves the center. Those costs are recovered by the carrier from the STS user. When reporting expenses, please **round only to the next dollar**; report all amounts in whole dollars.

Follow the same instructions for Sections A through F as listed above in Annual Traditional TRS Expenses.

Total Speech to Speech Expenses

IV. Total Video Relay Service Expenses

Include all costs attributable to providing **Video Relay Service** in English as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the interexchange carrier. When reporting expenses, please **round only to the next dollar**; report all amounts in whole dollars.

Follow the same instructions for Sections A through F as listed above in Annual Traditional TRS Expenses. Use a checkmark to indicate whether the VRS expenses are associated with Internet or non-Internet access to VRS.

Total Video Relay Service Expenses

V. Total Internet Protocol TRS Expenses

Include all costs attributable to providing **IP Relay** in English and Spanish as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the carrier. When reporting expenses, please **round only to the next dollar**; report all amounts in whole dollars.

Follow the same instructions for Sections A through F as listed above in Annual Traditional TRS Expenses in English.

Total IP Relay Expenses

VI. Annual Relay Service Demand Data

All minute data should be reported in **conversation minutes**. Conversation minutes are measured in terms of conversation time, i.e., from point of call completion to disconnect. **Do not include** time for call set-up, call ringing, waiting for an answer, calls that reach busy numbers or receive no answers, and call wrap-up. **2001 minutes** should be **actual** conversation minutes. **2002 minutes** should be **annualized actuals**, e.g., total the actual minutes for the number of months with actual minutes, divide the total by that number of months and then multiply by 12 to get the annual figure. Minutes for **2003 and 2004** should be **projected** conversation minutes for the years. The projected minutes should reflect reasonable growth rates and

Relay Services Center Data Request Instructions

include other considerations that might increase or decrease the minutes handled by a center, such as adding a new state to a center.

Provide annual, annualized and projected minutes as follows:

A. English Minutes

1. Traditional TRS Minutes Conversation Minutes

1. **Local:** TRS non-toll conversation minutes for completed calls that are included in local service billing.
2. **Intrastate Message Telephone Service (MTS):** TRS toll conversation minutes billed for completed calls within the state. Does not include toll free or 900 service minutes.
3. **Interstate MTS:** TRS toll conversation minutes billed for completed calls across state boundaries. Does not include toll free or 900 service minutes.
4. **International MTS:** TRS conversation minutes billed for completed international calls.
5. **Toll Free:** TRS conversation minutes for completed toll free calls (800/888/877, etc.). Do not include any toll free minutes in any of the other categories.
6. **900 Service:** TRS conversation minutes for completed 900 calls. Do not include any 900 service minutes in any of the other categories.
7. **General Assistance:** TRS minutes required to provide miscellaneous assistance or services such as time, temperature, service explanations, etc.

Total Traditional minutes

2. Internet Protocol (IP) Relay Minutes Conversation Minutes

We recognize that the calling number is not provided on an IP Relay call so it is not possible to determine whether a call is intrastate or interstate. **For this data request, please report calls to domestic telephone numbers that are not toll free or 900 numbers on the Local, Intra & Interstate line. However, calls to toll free numbers, 900 numbers and international numbers and calls for general assistance should be identified as such.**

1. **Local, Intra & Interstate:** IP conversation minutes for calls to US telephone numbers that are not toll free or 900 numbers.
2. **International MTS:** IP conversation minutes for completed calls to international locations.
3. **Toll Free:** IP conversation minutes for completed toll free calls (800/888/877, etc.). Do not include any toll free minutes in any of the other categories.
4. **900 Service:** IP conversation minutes for completed 900 calls. Do not include any 900 service minutes in any of the other categories.
5. **General Assistance:** IP minutes required to provide miscellaneous assistance or services such as time, temperature, service explanations, etc.

Total Traditional minutes

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3. Speech To Speech (STS) Conversation Minutes

1. **Local:** STS non-toll conversation minutes for completed calls that are included in local service billing.
2. **Intrastate Message Telephone Service (MTS):** STS toll conversation minutes billed for completed calls within the state. Do not include toll free or 900 service minutes.
3. **Interstate MTS:** STS toll conversation minutes billed for completed calls across state boundaries. Do not include toll free or 900 service minutes.
4. **International MTS:** STS conversation minutes billed for completed international calls.
5. **Toll Free:** STS conversation minutes for completed toll free calls (800/888/877, etc.). Do not include toll free minutes in any of the other categories.
6. **900 Service:** STS conversation minutes for completed 900 calls. Do not include 900 service minutes in any of the other categories.
7. **General Assistance:** STS minutes required to provide miscellaneous assistance or services such as time, temperature, service explanations, etc.

Total STS minutes

4. Video Relay Service (VRS) Conversation Minutes – Non-Internet Access

Only report VRS minutes for calls to the VRS center that do not use the Internet for access in this section. See following section to report Internet access VRS minutes.

1. **Local:** VRS non-toll conversation minutes for completed calls that are included in local service billing.
2. **Intrastate Message Telephone Service (MTS):** VRS toll conversation minutes billed for completed calls within the state. Do not include toll free or 900 service minutes.
3. **Interstate MTS:** VRS toll conversation minutes billed for completed calls across state boundaries. Do not include toll free or 900 service minutes.
4. **International MTS:** VRS conversation minutes billed for completed international calls.
5. **Toll Free:** VRS conversation minutes for completed toll free calls (800/888/877, etc.). Do not include toll free minutes in any of the other categories.
6. **900 Service:** VRS conversation minutes for completed 900 calls. Do not include 900 service minutes in any of the other categories.
7. **General Assistance:** VRS minutes required to provide miscellaneous assistance or services such as time, temperature, service explanations, etc.

Total VRS minutes

Relay Services Center Data Request Instructions

5. Video Relay Service (VRS) Conversation Minutes – Internet Access

Since the calling number is not provided on a VRS Internet Relay call, it is not possible to determine whether a call is intrastate or interstate. **For this data request, please report VRS Internet calls to domestic telephone numbers that are not toll free or 900 numbers on the Local, Intra & Interstate line. However, VRS calls to toll free numbers, 900 numbers and international numbers and calls for general assistance should be identified as such.**

1. **Local, Intra & Interstate:** VRS conversation minutes for calls to US telephone numbers that are not toll free or 900 numbers.
2. **International MTS:** VRS conversation minutes for completed calls to international locations.
3. **Toll Free:** VRS conversation minutes for completed toll free calls (800/888/877, etc.). Do not include any toll free minutes in any of the other categories.
4. **900 Service:** VRS conversation minutes for completed 900 calls. Do not include any 900 service minutes in any of the other categories.
5. **General Assistance:** VRS minutes required to provide miscellaneous assistance or services such as time, temperature, service explanations, etc.

B. Spanish Minutes

1. **Traditional TRS Conversation Minutes**
2. **Internet Protocol (IP) Conversation Minutes**
3. **Speech To Speech (STS) Conversation Minutes**
4. **Video Relay Service (VRS) Conversation Minutes – Non Internet Access***
5. **Video Relay Service (VRS) Conversation Minutes – Internet Access***

For Spanish Traditional TRS, IP, STS and VRS minutes, follow the instructions listed above for English minutes.

***Spanish to Spanish is not required for VRS. Only report Spanish VRS minutes if you provide the service.**

VII. Certification

A responsible accounting officer must certify the Center Data Request response. Please read the certification and sign accordingly.

A provider with more than one center may sign a single Certification followed by a list all of the provider's centers.

Center Name: _____

Relay Services Center Data Request

E. Other Center Information

If additional space is required in responding to this section, please make copies of this page.

1. Current Contract and Funding Information for states/entities served by this center

State/Entity: _____
Contract Dates From: _____ To: _____
Per TRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per IP Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per STS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per VRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Are there any costs for interstate TRS or STS minutes, or all IP or VRS minutes currently being recovered by a means other than the TRS Fund? Yes ___ No ___
If yes, please indicate other source of recovery: _____

2. Current Contract and Funding Information for states/entities served by this center

State/Entity: _____
Contract Dates From: _____ To: _____
Per TRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per IP Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per STS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per VRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Are there any costs for interstate TRS or STS minutes, or all IP or VRS minutes currently being recovered by a means other than the TRS Fund? Yes ___ No ___
If yes, please indicate other source of recovery: _____

3. Current Contract and Funding Information for states/entities served by this center

State/Entity: _____
Contract Dates From: _____ To: _____
Per TRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per IP Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per STS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per VRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Are there any costs for interstate TRS or STS minutes, or all IP or VRS minutes currently being recovered by a means other than the TRS Fund? Yes ___ No ___
If yes, please indicate other source of recovery: _____

4. Current Contract and Funding Information for states/entities served by this center

State/Entity: _____
Contract Dates From: _____ To: _____
Per TRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per IP Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per STS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per VRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Are there any costs for interstate TRS or STS minutes, or all IP or VRS minutes currently being recovered by a means other than the TRS Fund? Yes ___ No ___
If yes, please indicate other source of recovery: _____

Relay Services Center Data Request

II. Total Traditional TRS Expense Data		2001 Actuals	2002 Annualized Actuals	2003 Projected	2004 Projected
A. Annual Recurring Fixed/Semi-Variable Expenses					
1. Rent					
2. Utilities					
3. Building Maintenance					
4. Property Tax					
5. Furniture (if leased)					
6. Office Equipment (if leased)					
7. Other					
Subtotal		0	0	0	0
B. Annual Recurring Variable Expenses					
1. Salaries & Benefits					
2. Telecommunications Expenses					
3. Offices Expenses					
4. Staff Management Expenses					
5. Billing Expenses					
6. Relay Center Management					
Subtotal		0	0	0	0
C. Annual Administrative Expenses					
1. Finance/Accounting					
2. Legal/Regulatory					
3. Engineering					
4. Operations Support					
5. Human Resources					
6. Billing					
7. Contract Management					
8. Risk Management					
9. Other Corporate Overhead					
Subtotal		0	0	0	0
D. Annual Depreciation Associated with Capital Investment					
1. Furniture & Fixtures					
2. Telecommunications Expenses					
3. Leasehold					
4. Other Capitalized					
Subtotal		0	0	0	0
E. Other TRS Expenses					
1. Taxes					
2. Other					
3. Coin Sent Paid Expenses					
4. Outreach Expenses					
Subtotal		0	0	0	0
F. Interstate Only Expenses					
1. Administrative					
2. Outreach/Advertising					
3. Other expense					
4. Other expense					
Subtotal		0	0	0	0
Total Traditional TRS Expenses		0	0	0	0

Relay Services Center Data Request

III. Total Speech to Speech Expense Data		2001 Actuals	2002 Annualized Actuals	2003 Projected	2004 Projected
A. Annual Recurring Fixed/Semi-Variable Expenses					
1. Rent					
2. Utilities					
3. Building Maintenance					
4. Property Tax					
5. Furniture (if leased)					
6. Office Equipment (if leased)					
7. Other					
Subtotal		0	0	0	0
B. Annual Recurring Variable Expenses					
1. Salaries & Benefits					
2. Telecommunications Expenses					
3. Offices Expenses					
4. Staff Management Expenses					
5. Billing Expenses					
6. Relay Center Management					
Subtotal		0	0	0	0
C. Annual Administrative Expenses					
1. Finance/Accounting					
2. Legal/Regulatory					
3. Engineering					
4. Operations Support					
5. Human Resources					
6. Billing					
7. Contract Management					
8. Risk Management					
9. Other Corporate Overhead					
Subtotal		0	0	0	0
D. Annual Depreciation Associated with Capital Investment					
1. Furniture & Fixtures					
2. Telecommunications Expenses					
3. Leasehold					
4. Other Capitalized					
Subtotal		0	0	0	0
E. Other TRS Expenses					
1. Taxes					
2. Other					
3. Coin Sent Paid Expenses					
4. Outreach Expenses					
Subtotal		0	0	0	0
F. Interstate Only Expenses					
1. Administrative					
2. Outreach/Advertising					
3. Other expense					
4. Other expense					
Subtotal		0	0	0	0
Total STS Expenses		0	0	0	0

Relay Services Center Data Request

IV. Total Video Relay Service Expense Data			2001 Actuals	2002 Annualized Actuals	2003 Projected	2004 Projected
Non-Internet Access	Internet Access					
A. Annual Recurring Fixed/Semi-Variable Expenses						
1. Rent						
2. Utilities						
3. Building Maintenance						
4. Property Tax						
5. Furniture (if leased)						
6. Office Equipment (if leased)						
7. Other						
	Subtotal		0	0	0	0
B. Annual Recurring Variable Expenses						
1. Salaries & Benefits						
2. Telecommunications Expenses						
3. Offices Expenses						
4. Staff Management Expenses						
5. Billing Expenses						
6. Relay Center Management						
	Subtotal		0	0	0	0
C. Annual Administrative Expenses						
1. Finance/Accounting						
2. Legal/Regulatory						
3. Engineering						
4. Operations Support						
5. Human Resources						
6. Billing						
7. Contract Management						
8. Risk Management						
9. Other Corporate Overhead						
	Subtotal		0	0	0	0
D. Annual Depreciation Associated with Capital Investment						
1. Furniture & Fixtures						
2. Telecommunications Expenses						
3. Leasehold						
4. Other Capitalized						
	Subtotal		0	0	0	0
E. Other TRS Expenses						
1. Taxes						
2. Other						
3. Coin Sent Paid Expenses						
4. Outreach Expenses						
	Subtotal		0	0	0	0
F. Interstate Only Expenses						
1. Administrative						
2. Outreach/Advertising						
3. Other expense						
....4. Other expense						
	Subtotal		0	0	0	0
Total VRS Expenses			0	0	0	0

Relay Services Center Data Request

V. Total Internet Protocol (IP) Relay Expense Data		20001 Actuals	2002 Annualized Actuals	2003 Projected	2004 Projected
A. Annual Recurring Fixed/Semi-Variable Expenses					
1. Rent					
2. Utilities					
3. Building Maintenance					
4. Property Tax					
5. Furniture (if leased)					
6. Office Equipment (if leased)					
7. Other					
Subtotal		0	0	0	0
B. Annual Recurring Variable Expenses					
1. Salaries & Benefits					
2. Telecommunications Expenses					
3. Offices Expenses					
4. Staff Management Expenses					
5. Billing Expenses					
6. Relay Center Management					
Subtotal		0	0	0	0
C. Annual Administrative Expenses					
1. Finance/Accounting					
2. Legal/Regulatory					
3. Engineering					
4. Operations Support					
5. Human Resources					
6. Billing					
7. Contract Management					
8. Risk Management					
9. Other Corporate Overhead					
Subtotal		0	0	0	0
D. Annual Depreciation Associated with Capital Investment					
1. Furniture & Fixtures					
2. Telecommunications Expenses					
3. Leasehold					
4. Other Capitalized					
Subtotal		0	0	0	0
E. Other TRS Expenses					
1. Taxes					
2. Other					
3. Coin Sent Paid Expenses					
4. Outreach Expenses					
Subtotal		0	0	0	0
F. Interstate Only Expenses					
1. Administrative					
2. Outreach/Advertising					
3. Other expense					
4. Other expense					
Subtotal		0	0	0	0
Total IP Relay Expenses		0	0	0	0

Relay Services Center Data Request

VI. Annual TRS Demand Data

A. English Minutes

1. Traditional Telecommunications Relay Service (TRS) Conversation Minutes

Minutes	2001 Actuals	2002 Annualized Actuals	2003 Projected	2004 Projected
1. Local				
2. Intrastate MTS				
3. Interstate MTS				
4. International MTS				
5. Toll Free				
6. 900 Service				
7. General Assistance (GA)				
Total Traditional Minutes	0	0	0	0

2. Internet Protocol (IP) Conversation Minutes

Minutes	2001 Actuals	2002 Annualized Actuals	2003 Projected	2004 Projected
1. Local, Intra & Interstate				
2. International MTS				
3. Toll Free				
4. 900 Service				
5. General Assistance (GA)				
Total IP Minutes	0	0	0	0

3. Speech To Speech (STS) Conversation Minutes

Minutes	2001 Actuals	2002 Annualized Actuals	2003 Projected	2004 Projected
1. Local				
2. Intrastate MTS				
3. Interstate MTS				
4. International MTS				
5. Toll Free				
6. 900 Service				
7. General Assistance (GA)				
Total STS Minutes	0	0	0	0

4. Video Relay Service (VRS) Conversation Minutes - Non-Internet Access

Minutes	2001 Actuals	2002 Annualized Actuals	2003 Projected	2004 Projected
1. Local				
2. Intrastate MTS				
3. Interstate MTS				
4. International MTS				
5. Toll Free				
6. 900 Service				
7. General Assistance (GA)				
Total VRS Minutes	0	0	0	0

5. Video Relay Service (VRS) Conversation Minutes - Internet Access

Minutes	2001 Actuals	2002 Annualized Actuals	2003 Projected	2004 Projected
1. Local, Intra & Interstate				
2. International MTS				
3. Toll Free				
4. 900 Service				
5. General Assistance (GA)				
Total VRS Internet Minutes	0	0	0	0

Relay Services Center Data Request

VI. Annual TRS Demand Data

B. Spanish Minutes

1. Traditional Telecommunications Relay Service (TRS) Conversation Minutes

Minutes	2001 Actuals	2002 Annualized Actuals	2003 Projected	2004 Projected
1. Local				
2. Intrastate MTS				
3. Interstate MTS				
4. International MTS				
5. Toll Free				
6. 900 Service				
7. General Assistance (GA)				
Total Traditional Minutes	0	0	0	0

2. Internet Protocol (IP) Conversation Minutes

Minutes	2001 Actuals	2002 Annualized Actuals	2003 Projected	2004 Projected
1. Local, Intra & Interstate				
2. International MTS				
3. Toll Free				
4. 900 Service				
5. General Assistance (GA)				
Total IP Minutes	0	0	0	0

3. Speech To Speech (STS) Conversation Minutes

Minutes	2001 Actuals	2002 Annualized Actuals	2003 Projected	2004 Projected
1. Local				
2. Intrastate MTS				
3. Interstate MTS				
4. International MTS				
5. Toll Free				
6. 900 Service				
7. General Assistance (GA)				
Total STS Minutes	0	0	0	0

4. Video Relay Service (VRS) Conversation Minutes - Non-Internet Access

Minutes	2001 Actuals	2002 Annualized Actuals	2003 Projected	2004 Projected
1. Local				
2. Intrastate MTS				
3. Interstate MTS				
4. International MTS				
5. Toll Free				
6. 900 Service				
7. General Assistance (GA)				
Total VRS Minutes	0	0	0	0

5. Video Relay Service (VRS) Conversation Minutes - Internet Access

Minutes	2001 Actuals	2002 Annualized Actuals	2003 Projected	2004 Projected
1. Local, Intra & Interstate				
2. International MTS				
3. Toll Free				
4. 900 Service				
5. General Assistance (GA)				
Total VRS Internet Minutes	0	0	0	0

Center Name: _____

Relay Services Center Data Request

VII. Certification

I hereby certify that I have overall responsibility for the preparation of accounting data for

(TRS, STS, IP and/or VRS PROVIDER)
and that I am authorized to execute this certification. Based upon my personal knowledge and/or information provided to me by employees or agents responsible for the preparation of data submitted herein, I hereby certify that the data has been examined and reviewed and is true and correct, and complete.

Date: _____

Signature: _____

Name: _____

Title: _____

Providers with multiple centers may sign just one Certification and should list the centers covered by the Certification in the following space.

INTERSTATE TRS ADVISORY COUNCIL MEMBERSHIP LIST

NAME	REPRESENTING/TERM	ADDRESS	TEL. & FAX N0s.	EMAIL ID
Warren Barnett, Chair President, Barnett & Company	Hearing/speech disability community, 4/00-3/04	430 Chestnut Street, Ste. 102 Chattanooga, TN 37402-4976	423-756-0125, X.3002 423-756-0127	warren@barnettandcompany.com
Ed Bosson Relay Texas Administrator Public Utility Commission	State regulatory – relay administration 4/03 – 3/07	1701 N. Congress Avenue P.O. Box 13326 Austin, TX 78711-3326	512-936-7000 512-936-7147 tty 512-936-7003 fax	ed.bosson@puc.state.tx.us
Clayton Bowen Business Manager, Virginia Dept. for the Deaf and Hard of Hearing	State regulatory – relay administration 4/00-3/04	1602 Rolling Hills Drive #203 Richmond, VA 23229-5012	804-662-9704 v&tty 804-662-9718 fax	bowence@ddhh.state.va.us
Phil Erli Gen. Mgr., Ringgold Telephone Co.	Interstate service providers, 4/02 – 3/06	7449 Nashville Street Ringgold, Georgia 30736	706-965-1253 706-965-2906	perli@catt.com
Luis G. Estrella Policy Fellow United Cerebral Palsy Association	Hearing/speech disability community 4/03 – 3/07	8502 16 th Street, G19 Silver Spring, MD 20910	301-589-0789 (H) 202-973-7122 (O) 202-776-0414 fax	funspastic@ucp.org
Lowell C. Johnson Commissioner Nebraska Public Service Commission	State regulatory 4/01 – 3/05	300 The Atrium 1200 N Street Lincoln, NE 68508	402-471-3101 402-471-0233 fax	ljohnson@mail.state.ne.us
Anne LaLena Senior Staff Member, Nat'l Carrier Policy & Planning, Worldcom	Interstate service providers 4/03 – 3/07	22001 Loudoun County Pkwy G2-3-562 Ashburn, VA 20147	703-886-1548 703-886-0156 fax	anne.la.lena@wcom.com
Paul Ludwick, Vice Chair TRS Product Manager Sprint	TRS providers 4/03 – 3/07	6666 West 110 th Street Mail Stop: KSOPKG0111 Overland Park, KS 66211	913-661-8927 913-661-8950 fax	paul.ludwick@mail.sprint.com
Stephen Mecham Commissioner Utah Public Service Commission	State regulatory 1999-2003	160 East 300 South P.O. Box 45585 Salt Lake City, UT 84145	801-530-6492 801-530-6796 fax	sfmecham@utah.gov
Pamela Ransom, Sect'y Pres., Common Ground Solutions, Inc.	TRS users 4/02 – 3/06	711 S. Boulevard, Ste. 5 Oak Park, IL 60302	708-660-9417 708-660-9418 fax	ransom@cgsolutions.com
Alfred Sonnenstrahl Sonny Access Consulting	TRS users 4/03 – 3/07	10910 Brewer House Road Rockville, MD 20852-3463	800-735-2258 301-770-7555 tty&fax	sonny@pobox.com
Judith Viera Program Mgr, Video Interpreting Program, NorCal Center on Deafness	Hearing/speech disability community, 4/02 – 3/06	1036 Commons Drive Sacramento, CA 95825	916-641-8009(H) 916-349-7500X45(O) 916-641-8006 (H) fax	Judith.viera@attbi.com (H) jviera@norcalcenter.org (O)
Dixie Ziegler Director of Relay, Hamilton Relay Svc.	TRS providers 4/02-3/06	1001 Twelfth Street Aurora, NE 68818	402-694-5101 402-694-5037 fax	djwhitlow@hamilton.net
NECA STAFF John Ricker Executive Director Universal Svc. Support Programs Maripat Brennan Manager -Fund Administration	TRS Fund Administrator July 26, 1999 – July 25, 2003	80 S. Jefferson Road Whippany, NJ 07981 Room S 2063 Room S 2082	973-884-8469 fax 973-884-8085 973-884-8063	 jricker@neca.org mbrenna@neca.org

Interstate TRS Advisory Council

Meeting Minutes

April 23, 2002

ATTENDANCE

The Interstate Telecommunications Relay Services (TRS) Fund Advisory Council met in Washington, DC, on April 23, 2002. The following Council members, listed according to the groups they represent, attended the meeting:

Persons with hearing and/or speech disabilities:	Warren Barnett, Gus Estrella and Judy Viera
Interstate service providers:	Anne LaLena
State regulatory representatives:	Lowell Johnson and Steve Mecham
State relay administrators:	Ed Bosson and Clayton Bowen
TRS providers:	Paul Ludwick and Dixie Ziegler
TRS users:	Pam Ransom and Al Sonnenstrahl

NECA representatives attending were John Ricker, Executive Director, Universal Service Support Programs; Ken Levy, Vice-President and General Counsel, and Maripat Brennan, Manager, TRS Fund Administration.

Janet Sievert, Senior Legal Advisor for the Consumer Information Bureau (CIB) Disabilities Rights Office (DRO) represented the FCC. Greg Hlibok, Attorney Advisor in the DRO, also attended.

Audience:

Ron Barnes, CTIA
Gil Becker, Maryland Relay Administrator
Phil Bravin, Communications Services for the Deaf (South Dakota)
Julie Miron, Statewide Services for the Hearing Impaired (Michigan)
John Nelson, Hamilton Relay
Dennis Och, AT&T Accessible Communications Services (New Jersey)
Gary Warren, Hamilton Relay

CONVENE

Warren Barnett, Council Chair, convened the meeting around 8:30 a.m. In order to discuss a confidential matter, the Council went into closed session. Minutes from that portion of the meeting will be kept private.

Mr. Barnett asked council members and meeting attendees to introduce themselves, and then reviewed the Council's communications rules.

AGENDA

The agenda was approved as presented.

MINUTES

Maripat Brennan made a correction to page three, in the third sentence in the third paragraph under NECA staff reports. The word "seconded" was added after Mr. Sonnenstrahl's name. Mr. Barnett asked for any other corrections to the minutes or a motion to approve as amended. The minutes were approved.

Warren Barnett, Chair
Ed Bosson
Clayton Bowen
Luis Estrella

Lowell Johnson
Anne LaLena
Paul Ludwick, Vice-Chair
Stephen Mecham

Pamela Ransom, Secretary
Alfred Sonnenstrahl
Judith Viera
Dixie Ziegler

FCC UPDATE

Janet Sievert of the DRO staff updated the Council on the Internet Protocol (IP) Relay Order released April 22, 2002. To get the service up and running quickly, the FCC determined that all costs associated with IP Relay would be reimbursed by the interstate fund, at the same rate as relay calls placed over the public switched telephone network (PSTN). The FCC waived some TRS standards including carrier of choice, as long as consumers are not billed for long distance calls. The effective date of the Order, and reimbursement for IP Relay minutes, is April 22. The Commission issued a Second Further Notice of Proposed Rulemaking (FNPRM), seeking comments on whether or not the funding mechanism should remain permanent.

Some discussion followed on certifying IP Relay centers. Ms. Sievert confirmed that only the FCC has the authority to certify relay centers, whether TRS, STS, VRS or IP. She then spoke about the upcoming state certification process. The certification documents are due to the FCC by July 26, 2002 for recertification by July 26, 2003. Ms. Sievert responded to various questions on the process. Mr. Sonnenstrahl requested a longer comments period to assure all the consumer volunteer organizations have time to respond.

Ms. Sievert updated the Council on the status of the national outreach program. She knows there is a great deal of interest in the program and the Commission is still looking at it. Clayton Bowen expressed the support of the National Association of State Relay Administration (NASRA) for such a program. Mr. Bosson thought that \$20 – 25 million would be an appropriate amount. Ms. LaLena believes it is highly inappropriate to assess for a responsibility that doesn't clearly belong to the TRS fund.

Ms. Sievert concluded her remarks and Mr. Barnett gave everyone a fifteen-minute break.

CELLPHONE ISSUE

At the conclusion of the break, Paul Ludwick gave his presentation on the problem in relay with completing some types of wireless calls. (Please refer to the copy of the presentation concerning the examples of intrastate and interstate calls Mr. Ludwick used as examples.) The problem arises because wireless calls aren't geographic in nature whereas the model for TRS is a geographic one. Some state contracts don't permit either intrastate calls that don't originate and terminate within their state or interstate calls that don't originate or terminate in their state. The problem will only grow in the future with the advent of true local number portability.

Mr. Ludwick believes that this is a relay issue that can be solved through funding. If the financial risk is taken away from the state, the state may not hesitate to process the call. The geography question will be eliminated. Mr. Ludwick proposed that the fund provide reimbursement for all wireless calls processed through relay and that the state administrators be encouraged to modify their agreements with relay providers to permit those types of calls.

Ron Barnes of the Cellular Telecommunications & Internet Association (CTIA) noted that his organization has been working on this issue for a year and learned new information at this meeting – that even if a person provided alternate billing information, the relay center may still not process the call.

After much discussion on the issue, it was decided that a sub-committee should be formed to address this issue, with members from the various constituencies on the Council. The sub-committee should also address the IP Relay cost recovery guidelines that the Council and the Fund Administrator have been directed to develop by the FCC. Mr. Ludwick will chair the sub-committee.

FCC 02-43 FNPRM and Report and Order

John Ricker explained that the FCC had recently released an FNPRM concerning the contribution base for the Universal Service Fund – connections instead of revenues. Other programs were mentioned, including TRS, because they use revenue as the base, but no determination was made on those. NECA will monitor the developments in this proceeding as it applies to TRS.

After Mr. Ricker's presentation, the meeting broke for lunch.

Warren Barnett, Chair
Ed Bosson
Clayton Bowen
Luis Estrella

Lowell Johnson
Anne LaLena
Paul Ludwick, Vice-Chair
Stephen Mecham

Pamela Ransom, Secretary
Alfred Sonnenstrahl
Judith Viera
Dixie Ziegler

After lunch, Mr. Barnett reconvened the meeting.

NECA STAFF REPORTS

Maripat Brennan first reported on the status of the fund as of March 30, 2002, reviewing the contributions to and payments disbursed from the fund shown on the report distributed to the Council. She also reminded the Council that the supplemental filing submitted in January had not yet been approved but when it was, the amounts paid to providers would increase. Also, the balance at the end of the fund year would be approximately \$26 million that would be used to reduce the funding requirement for 2002 – 2003.

Ms. Brennan then reviewed the draft May fund size, reimbursement rate and contribution factor filing, focusing on the exhibits. IP Relay minutes were included in the development of the traditional TRS rate based on information collected from the providers the week before the meeting. The traditional TRS rate proposed for 2002 – 2002 was \$1.528; 41.3 million minutes were projected. For Speech-to-Speech (STS), a rate of \$4.045 was proposed; 213 thousand minutes were projected. The rate proposed for Video Relay Service (VRS) was \$17.044; 1 million minutes were projected. Including an uncollectible allowance of 10%, the total fund requirement was \$90.6 million. After reducing the total requirement by the \$26 million balance, the net requirement to be collected from the contributors was \$64.2 million. The preliminary contribution base was \$80.5 billion. When the net requirement is divided by the base, the contribution factor is 0.00080. The toll free factor proposed for the 2002 – 2003 fund period is 51% of toll free and 900 call minutes reimbursed from the interstate fund.

The Council approved the NECA filing for submission to the FCC on May 1, 2002. Ed Bosson abstained from the vote.

The Council then took an afternoon break and reconvened about 2:30 PM.

2002 MEETING DATES

Mr. Ludwick proposed that the sub-committee would meet via teleconference during the first or second week of May and in person on June 6th or 7th in a central city.

Mr. Barnett then noted that, because of the need to share the sub-committee work with the full Council, the Council should meet at the end of June. After a discussion, the Council decided to meet in Washington, DC, on Thursday, June 27th to cover the IP Relay cost recovery guidelines and the wireless calls issue.

Mr. Barnett then moved to the date of the fall meeting; the staff recommendation was to hold the meeting in Boston, Massachusetts, during the first week of October. After some discussion, a vote was taken to determine if the location should be Boston, MA or Miami, FL. Miami, or some location close by, was chosen

ADJOURN

Mr. Barnett asked if there was any other business to discuss or if there was anything the public wanted to contribute. There was no other business or audience comments. A motion to adjourn was originated and seconded; the motion was carried.

Respectfully submitted,
Pam Ransom
Secretary

By Maripat Brennan, NECA

Approved at June 27, 2002 Council Meeting.

Warren Barnett, Chair
Ed Bosson
Clayton Bowen
Luis Estrella

Lowell Johnson
Anne LaLena
Paul Ludwick, Vice-Chair
Stephen Mecham

Pamela Ransom, Secretary
Alfred Sonnenstrahl
Judith Viera
Dixie Ziegler

Interstate TRS Advisory Council

Meeting Minutes

October 3, 2002

Council Meeting Attendees:

Council Members	Representing
Warren Barnett	Deaf and Hard of Hearing Community
Ed Bosson	State Relay Administrators
Clayton Bowen	State Relay Administrators
Phil Erli	Service Providers
Gus Estrella	Speech Disabled Community
Lowell Johnson	State Regulatory
Anne LaLena	Service Providers
Paul Ludwick	TRS Providers
Steve Mecham	State Regulatory
Pam Ransom	TRS Users
Al Sonnenstrahl	TRS Users
Judy Viera	Deaf and Hard of Hearing Community
Dixie Ziegler	TRS Providers
NECA Staff	
Maripat Brennan	TRS Fund Administration
Ken Levy	NECA General Counsel
John Ricker	TRS Fund Administration
Audience	
Hadi Alsegaf	MCI Relay
Gil Becker	NASRA
Karen Courtney	NASRA
James Forstall	Florida Relay
Mike Ligas	Sprint Relay
Ron O Bray	Hands On
Dennis Och	AT&T Relay
Diane McKittrick	Statewide Services for the Hearing Impaired
Julie Miron	Statewide Services for the Hearing Impaired
Mark Seeger	Communication Service for the Deaf (CSD)

Convene

Warren Barnett convened the meeting at 8:30 AM.

Minutes of June 27th Meeting

Maripat Brennan said that she has not received a copy of the transcript of the June 27, 2003 meeting from Sign Language Associates although she has been trying since July. Ken Levy said that if we do not receive the minutes, the Council should try to reconstruct the proceedings from memory and use that summary to present to the Council at the next meeting for approval.

Introductions

Mr. Barnett noted that the FCC would be available by telephone link-up at 9:00 AM. Then, members of the Council and the audience introduced themselves.

Agenda

Anne LaLena moved for approval of the agenda; Pam Ransom seconded. The agenda was approved.

Next Meeting Location

Paul Ludwick moved that the next meeting be held the week of April 21st in Washington, DC, at the Park Hyatt. Lowell Johnson seconded the motion. The motion was approved.

Update on FCC 02-43 – Contribution Mechanism for the Universal Service Program

John Ricker reported that the Commission is reviewing several recommendations related to changing the Universal Service Fund (USF) cost recovery mechanism from revenue based to connections based. So far, the FCC has not given any indication that they would include the TRS fund in the new cost recovery mechanism. An Order is expected in the November – December timeframe.

Mr. Ludwick asked what kind of effect this change would have on the fund. Mr. Ricker replied it would depend on whether the FCC also changes the TRS fund's cost recovery mechanism. The revenue based mechanism for USF is in trouble because interstate revenues are either flattening out or declining for the industry. As the base decreases, the factor increases. Since the contribution is currently based on past revenues, carriers whose revenues are shrinking must collect a higher percentage from their remaining customer base while new entries with growing revenues pay less. This is also true for TRS contributors but the contribution requirement is significantly smaller than USF.

(Because of problems with the conference link-up with the FCC, the Council continued with other agenda items until the problem was resolved.)

NECA Staff Reports

Ms. Brennan started with material in Tab 5 of the meeting binders. The process for approval of the annual fund filing changed for 2002. Instead of the FCC issuing a Public Notice requesting comments and reply comments on our filing, the FCC released a Public Notice on June 14th, announcing the filing and that, if no comments were submitted, the filing would be approved in fourteen days. This process follows the current USF factor approval process.

Judy Viera asked about the \$9 million uncollectable allowance. Ms. Brennan responded that amount is a safety margin in case we do not receive payment from all the carriers. The FCC used a 10% safety margin when they developed the contribution factor. Now that NECA proposed the factor, we continue using the 10%.

With the FCC available, staff reports were postponed until later in the agenda.

FCC Participation

Sharon Webber of the FCC's Wireline Competition Bureau, Telecommunications Access Policy Division, introduced herself and explained that her organization handles matters that are related to funding and the Disabilities Rights Office (DRO) in the Consumer and Governmental Affairs Bureau handles policy matters.

Ms. Webber noted that the FCC had received two comments on the petition on wireless calling thus far, from Sprint and Telecommunications for the Deaf, (TDI).

Tom Chandler of the DRO responded to a request from Ms. Ransom for an update on the awareness program. Mr. Chandler acknowledged the awareness program has generated a lot of correspondence to his office. There is a legal question involved about the appropriate use of the money. This must be resolved in order to move forward. Ms. Ransom asked for an estimate of how long the process would take. Mr. Chandler thought the first half of 2003 was possible.

Mr. Ludwick asked for a brief update on other TRS related matters that the DRO is working on. Mr. Chandler said that several things were being addressed – IP Relay, CapTel, and items from the March 2000 TRS Order. Ed Bosson commented that he had recently approached the FCC about what it would take for potential video relay service (VRS) providers to be reimbursed from the Fund. The FCC response was that they didn't know. Mr. Chandler said that the FCC didn't have the answer then but hoped to have it soon.

In response to Judy Viera's question about when answers would be forthcoming, Mr. Chandler said you he hoped it would be soon. Al Sonnenstrahl commented that the process of licensing potential vendors needed to be speeded up so consumers had more choices for service. In response to a question concerning whether there were 12 vendors waiting to provide service, Mr. Chandler said that he was not aware of that many applicants. Mr. Chandler did say that he was hopeful that there would be several VRS providers available in the near term so consumers had more choices. Mr. Sonnenstrahl hoped for more choices for all services.

Mr. Sonnenstrahl shared a recent experience that he felt showed the need for the national awareness program. He had a reservation for a \$180 airline ticket for the TRS Council meeting. The airline tried to reach him and when they couldn't, they canceled the \$180 ticket. When he went to the airport to leave for the meeting, the airline wanted to charge him \$1,000 for a new ticket. Everything was straightened out in the end but the national awareness program would have made the airline more aware of how to reach him. He noted the deaf community is most concerned about the delay in the national program.

Ms. Viera asked who has the authority to approve the program and the funding. Mr. Chandler believes the Commissioners must approve it. Ms. Viera expressed her displeasure that the budget item for national awareness was removed from the current budget. Ms. Viera also asked that FCC organization charts be distributed to the Council members.

Mr. Sonnenstrahl noted that a national awareness program would also make the fund contributors more aware of what their contributions are used for.

Ms. LaLena commented that, if the Commission finds that it does have the legal authority, and the money for the program is collected, that the money doesn't sit fallow with no plans for using it.

Dixie Ziegler asked if the petitions for reconsideration related to the IP Relay Order were going to be addressed sooner than the potential 2003 Order Mr. Chandler mentioned. Ms. Ziegler was concerned as a potential provider of IP Relay and as a member of the Council. The Council must make sure that providers are paid appropriately; the petitions for reconsideration need to be addressed so certain providers are not disadvantaged.

Mr. Barnett announced the morning break; he reconvened the meeting at 10:40 AM.

Ms. Brennan gave a chronology of the national awareness program budget item that was included in the 2001 filing but not in the 2002 filing. In April 2001, she spoke with FCC staff about the outreach program mentioned in the March 2000 TRS Order and also mentioned in the 2000 Numbering Order that assigned 7-1-1 for use with TRS. When the fund requirement is being developed, NECA wants to make sure all possible costs are included so that we do not have to go to the carriers during the year and ask for additional funds. At the time, the FCC felt strongly that there would be a requirement for national outreach during the 2001 – 2002 funding period and it would be a good idea to include money in the budget for that. We used 10% of the TRS and STS fund requirement and came up with about \$5.5 million. That amount was included in the total funding requirement for July 2001 – June 2002.

The \$5.5 million was carried as a possible expense for the period July 2001 – June 2002, but the money was never used. In preparing for the 2002 filing, Ms. Brennan again spoke with FCC staff about the awareness program but, because there was no decision in the near future, she was advised not to include a separate amount of money. The \$5.5 million was used to reduce the 2002 – 2003 funding requirement.

Ms. LaLena thinks that the Council needs to look more closely at the 10% safety margin to see if it is appropriate. She asked for a history of actual uncollectable amounts from 2000, 2001 and 2002 so that the Council can see what are not getting paid and how much of the safety margin is being used. Ms. Ransom asked if delinquent carriers are listed by name in reports to the Commission. Ms. Brennan responded that they are but the Council may not see the detailed list.

Ms. Viera noted that James Forstall, who performs outreach for Florida relay, had brought some wonderful material to share and it was located on the back table.

IP Cost Recovery Guidelines

Ms. Brennan noted that the only significant change from earlier drafts to the final draft was the removal of the recommendation that people who make international calls through IP Relay be required to register. Instead, the administrator will monitor the international calling to see if, in fact, there is a problem. She then opened the floor for discussion on the topic, noting that a motion would be needed to approve the draft of the guidelines as corrected at the end of the discussion.

Mr. Sonnenstrahl made the motion; Ms. Viera seconded. The motion was carried.

NECA Staff Reports, cont'd

Ms. Brennan then reviewed the fund status reports. As of August 31, 2002, the fund balance was almost \$48 million. The fund had received \$20 million in contributions since the 2002 – 2003 billing in July. Annual receivables amounted to \$2.5 million and monthly receivables were \$43 million. There were 194 carriers who chose monthly billing, an increase of about 50 since last year. TRS providers were paid over \$7 million; IP providers, a little over \$2 million. Speech-to-speech providers were paid \$24 thousand and VRS providers, \$661 thousand. NECA has been paid \$112 thousand for administrative expenses. This includes \$9,000 for Council expenses.

Because of some changes to the monthly fund projection, Ms. Brennan reviewed the line items in detail. She explained that the Payables section are projected payments. When the payments are made, the amount paid is moved to the Expenses section. The Receivables section indicates what the carriers are expected to pay. When carriers make their fund contributions, the amount paid is moved to the Contributions section.

Ms. LaLena asked that the investment vehicles used by the fund be explained at the next meeting.

Mr. Bosson asked that the number of providers for each type of relay service be noted on the report. He also asked about the number of IP providers being reimbursed. Ms. Brennan said there are currently three providers but only two are being reimbursed. The two providers being reimbursed confirmed they were meeting the FCC standards; the third said there were a couple of areas where they did not feel they were meeting the standards.

Ms. Ransom asked about the jump in VRS payments from July and August to September. Ms. Brennan responded that the July minutes are paid in September and July is the first month at the new VRS rate that increased from \$9 to \$17. Also, there was an increase of more than 20,000 minutes in September. Speech to speech had a similar increase in minutes and reimbursement rate.

Ms. Viera mentioned a situation in California concerning prison inmates using speech-to-speech in order to make calls they couldn't normally make. Hadi Alsega of MCI Relay elaborated on the situation and the steps they are taking to prevent the misuse of the service.

Ms. Brennan then reviewed the new monthly minute reports. The major change was the addition of columns for the reporting of international minutes for each type of service.

Ms. Brennan also reviewed the annual TRS center data request that will be distributed in December 2002. A new page for IP Relay costs was added to the package. Mr. Ludwick suggested combining the projection of local, intrastate and interstate IP minutes and Mr. Sonnenstrahl requested that a sentence referring the completing the IP

section to the best of your ability be removed. Both suggestions were accepted. Ms. Ziegler appreciated the fact that NECA is being proactive and changing the reports and that the Council is acting responsibly to address the possibility of misuse of the service.

At the conclusion of the staff reports, the subject of the national awareness program was raised again. After a lengthy discussion among the Council members, it was clear that the members wanted the FCC to make a decision in the near future on whether or not there would be a national campaign. Ms. Viera made a motion that Ken Levy draft a letter to the FCC and send it to the Council members for comment in regard to the outreach campaign funding and actions by the FCC. Ms. Ransom seconded; the motion was passed unanimously.

Chairman Barnett asked if there was any old or new business to come before the Council. He then adjourned the meeting at 12:10 PM.

Minutes approved by the TRS Council at their April 22, 2003 meeting.

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