

Appendix S: Photocopies of Relay Brochures and Other Advertisements (Original Relay Brochures and Other Advertisements included with filing under separate cover labeled Appendix S)

FTRI Relay Brochures

"Call Florida Relay by Dialing 7-1-1" (English and Spanish)
 "Kids Keeping in Touch"
 "Become a Florida Relay Business Partner"
 "Catch the Relay Wave and Make a Call Today"
 "VCO Voice Carry-over"
 "HCO Hearing Carry-Over"
 "TTY Text Telephone"
 "STS Speech-to-Speech"

Promotional Items

Window sticker for businesses "Proud to be Relay Friendly – Relay 711"
 Florida Relay 711 Baseball Cap
 Relay 711 Luggage Tag
 Florida Relay Business Partner Kit
 Florida Grades 3-8 Educational Kit "Kids Keeping in Touch through Florida Relay"
 Florida Relay 711 T-shirt molded in the form of a telephone
 Florida Relay 711 Print Ads & Trade Show Displays (on CD)
 Florida Relay 711 Public Service Announcements (on CD)

FPSC General Information Brochures

"Fight Back Against Cramming"
 "Fight Back Against Slamming"
 "Florida Area Codes and Why They Change"
 "How To Choose A Long Distance Carrier"
 "Link-Up Florida and Lifeline Assistance Programs"
 "Navigating Your Phone Bill"
 "Prepaid Phone Cards"
 "Tips on Telephone Service"
 "Your Rights and Responsibilities as a Telecommunications Customer in Florida"
 "If you have a Problem with Utility Service or Rates"

Other

Speech to Speech name and phone number business card with calling instructions on back
 TTY name and phone number business card with calling instructions on back
 VCO name and phone number business card with calling instructions on back
 "CapTel – The Captioned Telephone" Brochure
 "2-Line CapTel" Brochure
 "Florida Relay 711...discover communication freedom" poster



access numbers

Dial **711** to use the Relay
anywhere in the U.S.

or, continue using

1-800-955-8771
(TTY/VCO)

1-800-955-8770
(Voice)

1-800-955-1339
(ASCII)

1-877-955-5334
(STS)

1-877-955-8773
(Spanish)

1-877-955-8707
(French Creole) 8 a.m. to 2 a.m. daily

1-800-676-3777
(Customer Service—English)

1-800-676-4290
(Customer Service—Spanish)

IN AN EMERGENCY, DIAL 911.

REMEMBER
711—Relay Service
411—Directory Assistance
911—LOCAL EMERGENCY ASSISTANCE



Call Florida Relay by Dialing

7-1-1



... discover communication freedom

711—The Easy Way to Call Florida Relay

Dialing 711 to reach Florida Relay makes calling easier and faster. In the past, each state had an 800 number for its own relay system; but the Federal Communications Commission (FCC) ordered nationwide implementation of 711 dialing for access to telecommunications relay services by October 2001.

- Just dial 711—no more remembering and dialing an 11-digit number.
- Just dial 711—no more looking up the number for TTY, VCO, ASCII, or Speech-to-Speech.
- Just dial 711—no more searching for a state's relay number when you travel.

How to Place Florida Relay Calls

1. Call Florida Relay by dialing 711.
2. Give the relay operator (OPR) the phone number with the area code you are calling.
3. Give your name and the name of the person you are calling.
4. Speak normally and directly to the person you have called, not the OPR. If you are typing, phrase your message as if you were talking directly to the other party.

Florida Relay is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired. Through the Florida Relay, people who use specialized telephones can communicate with people who use standard telephones and vice versa.

Thousands of Floridians depend upon Florida Relay every day to make both personal and business phone calls. Florida Relay offers a variety of user features depending on the individual's needs. A person who uses one feature may communicate with someone who uses another feature. For instance, a person using a Text Telephone (TTY) may communicate with a person using Voice Carry-Over (VCO), Hearing Carry-Over (HCO), or Speech-to-Speech (STS) through the relay service.

Relay OPRs are patient and accept misspelled words if you are using equipment that requires you to type. No one needs to be a skilled typist to use the relay service. Many users type their messages using only one or two fingers. For more specific examples, please ask for a Hearing Carry-Over (HCO), Voice Carry-Over (VCO), Text Telephone (TTY), or Speech-to-Speech (STS) brochure.

Remember, with Florida Relay, it is always YOUR call!

Using the Florida Relay

The diagram below shows the process of a Florida Relay call.



Privacy Concerns Are No Problem

- Relay OPRs cannot, by law, disclose the content of any phone conversation.
- Relay OPRs may not intentionally alter a phone conversation.
- Relay OPRs must relay calls word for word.
- All phone conversations are strictly confidential; no records are kept.

Below are various types of Florida Relay calls:

- **Text Telephone**—For individuals who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired.
- **Hearing Carry-Over**—For individuals who have good listening skills, but have difficulty speaking over the phone.
- **Voice Carry-Over**—For individuals who have good verbal skills, but have difficulty hearing over the phone.
- **Speech-to-Speech**—For individuals who have a speech impairment and want to use their own voice while utilizing the assistance of a specially-trained operator.
- **Voice**—For individuals who want to communicate by phone with a person who is Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired.

Abbreviations

People
user
key
user
CUD
GA
HLD
SK
MSC
SKSK
NBR
GA to S
OPR
PLS
Q

Florida Relay . . . User Friendly Features

- Easy, toll-free 3-digit access number; dial 711.
- Relay OPRs available 24 hours a day, 365 days a year.
- No restrictions on the number or length of calls.
- No charge for local calls.
- Long distance pay phone calls may be collect, charged to the caller's calling card, or processed with a debit card.
- Translation services for English from ASL-based text, Spanish, and French Creole.
- Permanent branding of relay user's phone number. Relay users who wish to have their phone number permanently branded should call the Relay Customer Service number. It usually takes 48 hours for permanent branding to become effective.
- Customer Profile for individual information, calling preferences, and frequent phone numbers dialed. (Users who submit profiles save call-time because the relay OPR automatically will know how to handle their relay call.)

Permanent Branding

A Florida Relay user can request permanent branding. Branding allows the relay OPR to automatically know what type of call feature is being used, which saves call-time. This also means that the user can begin the call as soon as the relay OPR answers.



Turbo Code Features for TTY Users

Turbo Code transmits signals at a speed up to 110 WPM (words per minute) and allows callers to inform the relay OPR to shift the speed if the transmission of typed text is too fast or too slow. The Turbo Code Interrupt feature gives users the option to interrupt as if they were in a normal conversation. TTY users must turn the Turbo Code and Interrupt features on in order to access these options.

Florida Relay and Caller ID

When individuals receive a relay call, the number of the person calling appears on the Caller ID box, not the number for Florida Relay. If you do not want your telephone number to be transmitted to the person you are calling, you will need to block your Caller ID with Florida Relay. Per call or per line blocking numbers like *67 or *82 do not work through the relay service. You will need to inform the relay OPR that you do not want your Caller ID sent when you give the phone number for the relay OPR to dial.

The
Independence
Factor . . .

FTRI Equipment Distribution Program

FTRI provides specialized telephones and ring signaling devices, **at no charge**, to qualifying Florida residents who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired. Floridians are discovering communication freedom and are able to make their phone calls whenever they want. FTRI not only provides specialized telecommunications equipment but also offers clients equipment training and maintenance, **at no charge**.

For more information about the Equipment Distribution Program, call FTRI at

1-800-222-3448 (Voice) or
1-888-447-5620 (TTY).
Or, visit the FTRI Web site at
www.ftri.org

 Florida
Telecommunications
FTRI Relay, Inc.

For printed materials
or outreach presentations,
call FTRI at 1-866-FLRELAY
(1-866-357-3529).



Números de acceso

Marque **711** para usar el Relay en cualquier parte de los Estados Unidos

o siga usando:

1-800-955-8771
(TTY)

1-877-955-8260
(VCO)

1-800-955-8770
(Voz)

1-800-955-1339
(ASCII)

1-877-955-5334
(STS)

1-877-955-8773
(Español)

1-877-955-8707
(Francés criollo) de 8 a.m. a 2 a.m.
diariamente

1-800-676-3777
(Servicio al cliente—inglés)

1-800-676-4290
(Servicio al cliente—español)

En caso de emergencia, marque el 911.

Recuerde

711—Servicio de relay
411—Ayuda con la guía telefónica
911—Ayuda local de emergencia



Llame a Florida Relay Marque

7-1-1



... discover communication freedom

711— La manera fácil de llamar a Florida Relay

Marcar 711 para comunicarse con Florida Relay hace que la llamada sea rápida y fácil. En el pasado, cada estado tenía un número 800 para su propio sistema de Relay, pero la Comisión Federal de Comunicaciones (FCC) ordenó una implementación a nivel nacional para octubre de 2001 del número 711 para acceder a telecomunicaciones de tipo Relay.

- Sólo marque 711—no tiene que recordar o marcar un número de 11 dígitos.
- Sólo marque 711—no tiene que buscar los números para teléfono de texto (TTY), teléfono con voz propia (VCO), ASCII, o palabra a palabra (STS).
- Sólo marque 711—no busque más el número Relay de un estado cuando usted viaje.

Cómo hacer una llamada a Florida Relay

1. Llame a Florida Relay usando 711.
2. Dé al operador Relay (OPR) el número con el código de área al que usted llama.
3. Dé su nombre y el nombre de la persona a quien usted llama.
4. Hable normal y directamente a la persona que ha llamado, no al operador Relay (OPR). Si usted usa el teclado, parafrasee como si estuviera hablando directamente a la otra persona.

Los operadores de Relay (OPR) son pacientes y aceptan palabras mal escritas cuando usted utiliza un equipo que requiere el uso del teclado. No tiene que ser un mecanógrafo experto para usar el servicio Relay. Muchos usuarios teclean sus mensajes usando un dedo o dos. Para ejemplos más específicos, por favor pida el folleto para Continuación de Oído (HCO), Teléfono con Voz Propia (VCO), Teléfono de Texto (TTY) y Palabra a Palabra (STS).

¡Recuerde, con Florida Relay, es su decisión!

Florida Relay es el vínculo comunicativo para los sordos, los que tienen dificultad auditiva, los sordos/ciegos, o los que tienen impedimentos del habla. Por medio del Florida Relay, la gente que utiliza un equipo telefónico especial puede comunicarse con gente que usa un equipo telefónico típico y viceversa.

Miles de floridianos dependen del Florida Relay cada día para hacer tanto llamadas personales como comerciales. El Florida Relay ofrece una variedad de servicios personales de acuerdo a las necesidades de cada persona. Una persona que usa un tipo de servicio puede comunicarse con otra que usa otro servicio. Por ejemplo, una persona que usa el Teléfono de Texto (TTY) puede comunicarse con una persona que utiliza el Teléfono con Voz Propia (VCO), Continuación de Oído (HCO), o Palabra a Palabra (STS) por medio del servicio Relay.

Usar el Florida Relay

El diagrama de abajo muestra el proceso de una llamada de Florida Relay.



No se preocupe por su privacidad

- Los operadores de Relay (OPR) no pueden, por ley, dar información acerca del contenido de una conversación.
- Los operadores de Relay (OPR) no pueden alterar intencionalmente una conversación telefónica.
- Los operadores de Relay (OPR) deben transmitir llamadas palabra por palabra.
- Todas las conversaciones son estrictamente confidenciales; no se guarda ningún tipo de registro.

A continuación se presentan los diversos tipos de llamadas Relay:

- **Teléfono de Texto (TTY)**—Para personas que son sordas, tienen dificultad para escuchar, son sordas/ciegas, o tienen impedimentos del habla.
- **Continuación de Oído (HCO)**—Para personas que poseen buena habilidad de escucha, pero tienen dificultad para hablar por teléfono.
- **Teléfono con Voz Propia (VCO)**—Para personas que poseen una buena destreza verbal, pero tienen dificultad para escuchar por teléfono.
- **Palabra a Palabra (STS)**—Para personas que tienen impedimentos del habla y quieren utilizar su propia voz mientras usan la asistencia de un operador especialmente entrenado.
- **Voz**—Para aquellos que quieren comunicarse con una persona sorda, que tiene dificultad para escuchar, sorda/ciega, o con impedimentos del habla.

Abreviaturas

Las abreviaturas
 a.V.C.
 dis.
 con.
 ab.
 C.O.D.
 GA.
 H.L.D.
 SK.
 MSG.
 SKSK.
 NBR.
 GA to
 OPR.
 PLS.
 Q.

Florida Relay...características y ventajas para el usuario

- Fácil uso de un número de tres dígitos; marque 711.
- Los operadores de Relay (OPR) están disponibles las 24 horas del día, 365 días al año.
- Sin restricciones en el número de llamadas o en su duración.
- Las llamadas locales no son cobradas.
- Las llamadas de larga distancia pueden ser a cobro revertido, cargadas a la tarjeta del usuario o procesadas con un tarjeta de débito.
- Servicios de traducción al inglés de texto ASL, español y francés criollo.
- Servicio de "Permanent Branding" para el teléfono del usuario. Los usuarios que deseen que sus teléfonos tengan este servicio permanentemente deben llamar al número de atención al consumidor de Florida Relay. Normalmente se tarda 48 horas en completar la petición.
- "Perfil del consumidor" para información personal, preferencias de tipo de llamadas y frecuencia de números marcados. (Los usuarios que utilizan el "Perfil del consumidor" ahorran tiempo porque el operador de Relay (OPR) automáticamente sabe cómo procesar sus llamadas.

Permanent Branding

El usuario del Florida Relay puede pedir el servicio "Permanent Branding." "Branding" permite que el operador de Relay (OPR) sepa automáticamente qué tipo de llamada se está usando, lo cual ahorra tiempo de llamada. Esto también significa que el usuario puede empezar la llamada tan pronto como el operador Relay conteste.



Turbo Code para los usuarios de TTY

Turbo Code transmite señales a una velocidad de 110 VPM (palabras por minuto) y permite que los usuarios informen al operador de Relay (OPR) si la transmisión del texto teclado es muy rápida o muy lenta. La característica de "Interrupción de Turbo Code" logra que haya una interrupción como en una conversación normal. Los usuarios deben encender "Turbo Code" e "Interrupción" para tener acceso a estas dos opciones.

Florida Relay y Caller ID

Cuando los usuarios reciben una llamada de Florida Relay, el número de la persona que llama aparece en la pantalla del Caller ID, no el número de Florida Relay. Si usted desea que su número telefónico no sea transmitido a la persona a la que llama, tendrá que bloquear su Caller ID con Florida Relay. Los números de bloqueo, como "67" ó "82", no funcionan por medio del servicio de Relay. Tendrá que informar al operador Relay, cuando le dé su número para que lo marque, que no quiere que su Caller ID sea revelado.

El factor de la independencia

El Programa de Distribución de los Equipos FTRI

FTRI ofrece teléfonos y timbres especializados, sin costo adicional, para residentes de la Florida que sean sordos, que tengan dificultad auditiva, que sean ciegos/sordos, o que tengan impedimentos del habla. Los floridianos están descubriendo la libertad de comunicación y son capaces de hacer llamadas cuando quieren. FTRI no sólo provee equipos de telecomunicaciones especializados, sino que también ofrece a sus clientes entrenamiento con dicho equipo y mantenimiento del mismo sin costo adicional.

Para más información acerca del Programa de Distribución de los Equipos, llame a FTRI al

1-800-222-3448 (Voz) o
 1-888-447-5620 (TTY).
 O visítenos en la red
www.ftri.org

Florida Telecommunications
FTRI Relay, Inc.

Para solicitar material impreso o presentaciones, llame a FTRI al
 1-866-FLRELAY
 (1-866-357-3529).

Did you know...

that an estimated 16 percent of Floridians—over three million—are Deaf or Hard of Hearing? 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.



Kids Keeping in Touch through Florida Relay is a 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 become familiar with Florida Relay.



1820 East Park Avenue, Suite 101
Tallahassee, FL 32301
www.ftri.org
1-800-222-3448 (Voice)
1-888-447-5620 (TTY)
outreach@ftri.org



Kids Keeping in Touch

through Florida Relay



A hearing-loss awareness program for grades 3 through 5

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 know 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. The students—who may attend different schools—then 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 1-800-222-3448 or e-mail outreach@ftri.org.



Hundreds of teachers nationwide have used *Kids Keeping in Touch* successfully. Teachers have described the program as a "creative teaching and awareness-building tool," and a resource that "teaches children to embrace diversity."

Become a Business Partner?

- ✓ Builds positive community relations
- ✓ Provides opportunities to communicate with all people

the Pay Off?

- ✓ Provides telecommunications access for all people
- ✓ Promotes independence and individual freedom
- ✓ Supports consumer interaction
- ✓ Creates a win-win situation for everyone

Can I Become Relay Friendly?

To become a Business Partner, call the FTRI Outreach Division at 1-888-292-1950, ext. 232, or visit us on-line: www.ftri.org.

FTRI is committed to the Business Partnership Program and looks forward to working with businesses throughout Florida.



can help thousands of Floridians declare their independence

Become a Florida Relay Business Partner

Presented by
Florida Telecommunications FTRI Relay, Inc.



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, or Speech Impaired experience this frustration every day because many businesses do not understand how a telephone call from Florida Relay works.



What Is Florida Relay?

Florida Relay is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired. Through Florida Relay, people who use specialized telephone equipment, such as a TTY (Text Telephone) or other telecommunications equipment, can communicate with people who use standard telephones. Thousands of Floridians use Florida Relay every day to make personal and business telephone calls.

Some of those telephone calls are probably coming to your business. Do YOUR employees know how to handle telephone calls from Florida Relay? Here's an example of a relay telephone call to an air conditioning business.

The phone rings, and your receptionist says, "Good morning, Cool Air Conditioning."

A relay operator (OPR) says, "Hello, Florida Relay calling, OPR number 68409. Have you ever received a relay call?"

The receptionist answers, "No, what is it?"

The relay operator (OPR) says, "John, a person with a hearing impairment, is calling you. He will type his message, which I will voice to you. When you reply, I will type your response back to him and he will read it."

People who use Florida Relay experience a much higher rate of hang-ups because most people just don't know about the service or about specialized telecommunications equipment. So, if you answer the telephone and Florida Relay is on the line, *please don't hang up.*

Become a Business Partner

Become "Relay Friendly" and take advantage of our Business Partnership Program. When you become a Business Partner, you will be provided a Business Partnership "Relay Friendly" training kit and support materials designed to help you:

- Educate your employees on how to handle telephone calls from Florida Relay.
- Use Florida Relay to call your customers who are hearing or speech impaired.

In addition, as a Business Partner, you will:

- Have your business listed on the FTRI Web site and in the newsletter.
- Receive a camera-ready logo to let consumers know you are "Relay Friendly."

HERE ARE SOME EXAMPLES OF THE TYPES OF RELAY CALLS YOU MAY RECEIVE.

Text Telephone (TTY): The TTY user types in his or her message, which the relay operator (OPR) voices to the hearing person. The OPR then types the response back to the TTY caller, who receives it on a lighted display screen and/or paper printout on the TTY.



ASCII Split-Screen: People can call Florida Relay using their personal computer, which can be set up to display two split-screens (horizontal or vertical). One screen will display the ASCII user's text and one screen will display the relay operator's (OPR) text.



Voice Carry-Over (VCO): A VCO user speaks directly to a hearing person. The relay operator (OPR) types the hearing person's response. The VCO user reads the reply on the VCO screen.

Standard Telephone: Voice/hearing users can easily initiate telephone calls to a person who is Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired through Florida Relay.

What Will This Cost My Business?

ABSOLUTELY NOTHING

- No specialized telephone system needed (use your own telephone)
- No charge to use Florida Relay
- No cost to become a Business Partner

Telecommunications Access System Act (TASA) of 1991 (Chapter 427, Sec. III, Florida Statutes) is funded by a monthly surcharge billed to all telephone customers in Florida, regulated by the Public Service Commission, and administered by Florida Telecommunications Relay, Inc. (FTRI). FTRI is a private, nonprofit organization and the statewide administrator of the Equipment Distribution Program and statewide outreach for Florida Relay and the FTRI Equipment Distribution Program.

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)
 1-877-955-8707 (French Creole) 8 a.m.–2 a.m. daily

Relay Customer Service **1-800-676-3777** (English)
1-800-676-4290 (Spanish)

*Recommend direct-dial.

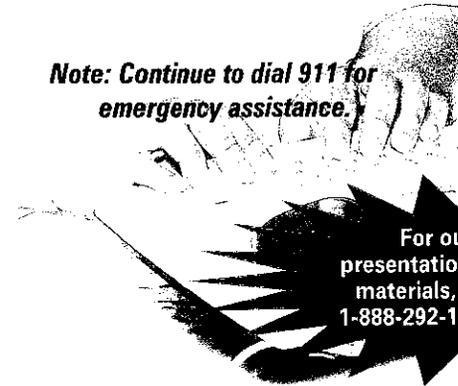
SOMETIMES YOUR BUSINESS MAY HAVE TO RETURN A TELEPHONE CALL TO A PERSON WITH A HEARING OR SPEECH IMPAIRMENT THROUGH FLORIDA RELAY. HERE'S HOW:

- Dial Florida Relay (711) to reach the relay operator (OPR).
- Give the OPR the telephone number with the area code you are calling.
- Give the OPR your name and the name of the person you are calling.
- Speak clearly and directly to the person you have called—not the operator (OPR).
- Remember to say, "Go Ahead" (GA) so the other person can respond. To end the conversation, say "Go Ahead/Good Bye/Stop Keying" (GA SKSK).

FLORIDA RELAY IS USER FRIENDLY:

- Available 24 hours a day, 365 days a year.
- No restrictions on the number of telephone calls placed or the length of calls.
- No charge for local telephone calls.
- Long distance and international telephone calls based on the caller's billing preference.
- 711 or other toll-free access numbers available to relay users.
- Translation Service for English from ASL-based text, Spanish, and French Creole.

Note: Continue to dial 911 for emergency assistance.



For outreach presentations or printed materials, call FTRI at 1-888-292-1950, ext. 232.

The Independence Factor . . .

FTRI Equipment Distribution Program

FTRI provides specialized telephones and ring signaling devices, **at no charge**, to qualifying Florida residents who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired. Floridians are discovering communication freedom and are able to make their own phone calls whenever they want.

For more information about the Equipment Distribution Program, call FTRI at

Customer Service
 1-800-222-3448 (Voice)
 1-888-447-5620 (TTY)
 Monday–Friday,
 8:30 a.m.–5 p.m.
 Visit our Web site at
www.ftri.org





Telephone Distribution Program

Florida residents with difficulties using the telephone because of a hearing loss or speech disability may qualify to receive specialized phone equipment at no cost.

To qualify for one of our specialized phones, you must be a Florida resident, at least three years of age, and certified with a hearing loss or speech disability.

You can learn more about the telephones and our regional equipment distribution centers online at www.ftri.org, where you can also download an equipment application.

GET A SPECIALIZED PHONE TODAY!

1820 East Park Avenue, Suite 101
Tallahassee, FL 32301

1-800-222-3448 (Voice) 1-888-447-5620 (TTY)

Florida Telecommunications FTRI Relay, Inc.

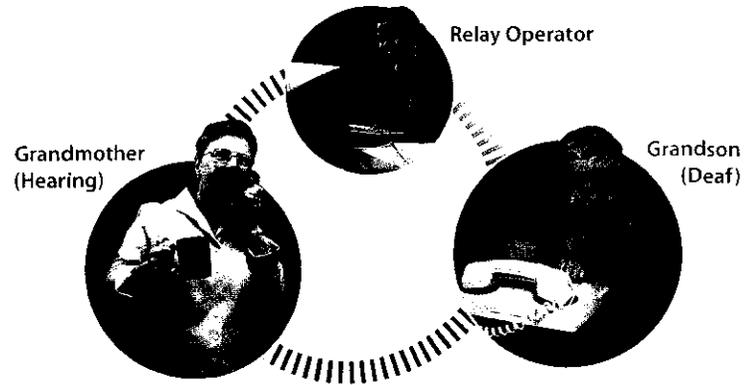
www.ftri.org

Florida
Relay 711

Using Relay to call my grandmother usually gets me to the beach!

CATCH THE RELAY WAVE AND MAKE A CALL TODAY!

USE RELAY AS YOUR COMMUNICATION CONNECTION!



WHAT IS THE FLORIDA RELAY SERVICE?

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, such as a TTY (Text Telephone) can communicate with people who use standard telephones. Standard telephone users can also place calls through Florida Relay to reach people who use TTYs to communicate.

Thousands of Floridians use the Florida Relay Service everyday to make personal and business telephone calls. When a Relay user makes a call, the operator will announce, "A person who is Deaf or Hard of Hearing is calling through the Florida Relay Service, this is operator 2697 have you received a Relay call before?" If you have not received a Relay call, then the operator will assist you.

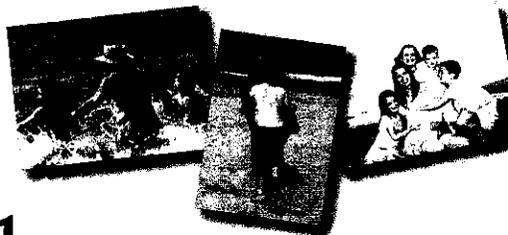
To call Florida Relay, dial 7-1-1 or use the toll free numbers available for special Relay services.

USER FRIENDLY FEATURES:
 • Toll-free access to the service
 • 24-hour availability
 • No charge for long distance or length of calls
 • No charge for local calls

DIAL 7-1-1
 to use relay anywhere!

DISCOVER COMMUNICATION FREEDOM!

Florida



DIAL 7-1-1

It's easy to call Florida Relay. Whether you're using a standard telephone or a TTY, just dial 7-1-1. You'll be connected with a Relay operator who will help you complete your Relay call.

GENERAL RELAY ACCESS NUMBERS

1-800-955-8771 (TTY)

1-800-955-8770 (Voice)

Relay Customer Service
1-800-676-3777 (English)
1-800-676-4290 (Spanish)



Voice Carry-Over

Voice Carry-Over (VCO) enables a Hard-of-Hearing or Deaf individual to speak directly to a standard telephone user, and then read the response on a text screen. The Relay operator serves as the "ears" and types the response for the VCO user to read.

1-877-955-8260



CapTel

The CapTel phone allows a Hard-of-Hearing individual to speak directly to a standard telephone user, and then read the response on a text screen. CapTel allows the user to place a call the same way that they would use a standard phone, by dialing the other party directly and then supplementing what is heard with written text.



Hearing Carry-Over

Hearing Carry-Over (HCO) is a service for a Speech-Disabled individual who can hear. The HCO user listens to the person that they are calling and types back a response. The Relay operator serves as the "voice" for the HCO user by reading aloud everything that is typed.

1-800-955-8771



Speech-to-Speech

Speech-to-Speech (STS) allows Speech-Disabled persons the ability to speak for themselves during a telephone call. A specially trained Florida Relay operator will listen and then repeat what the Speech-Disabled user is saying word for word.

1-877-955-5334

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 many businesses do not understand Relay calls.

Florida Relay is a public service that allows people who have a hearing loss or speech disability to communicate over the phone. People who call your business through Florida Relay want to be your customers, so don't hang up.

You can sign up to be a Florida Relay business partner at no cost and receive free advertising, marketing, and training materials. Find out more at www.ftri.org.



911 AND RELAY

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, the Relay operator will transfer the call to the nearest Public Safety Answering Point, but remember: calls placed directly to emergency services, 9-1-1, will save valuable time in urgent situations.

PRIVACY CONCERNS ARE NO PROBLEM

- Relay operators cannot, by law, disclose the content of any phone conversation.
- Relay operators may not intentionally alter a phone conversation.
- Relay operators must relay calls word for word.
- All phone conversations are strictly confidential; no records are kept.

More information can be found on our website:

www.ftri.org



TRANSLATION SERVICES

In addition to English, Florida Relay offers Relay services in Spanish, French Creole, and ASL-based text. Dial 7-1-1 and ask for a Spanish or French Creole operator, or dial the direct number below:

877-955-8773 (Spanish Relay)

877-955-8707 (French Creole) 8am to 2am



access numbers

Dial **711** to use the Relay
anywhere in the U.S.

or, continue using

1-800-955-8771
(TTY/VCO)

1-800-955-8770
(Voice)

1-800-955-1339
(ASCII)

1-877-955-5334
(STS)

1-877-955-8773
(Spanish)

1-877-955-8707
(French Creole) 8 a.m. to 2 a.m. daily

1-800-676-3777
(Customer Service—English)

1-800-676-4290
(Customer Service—Spanish)

IN AN EMERGENCY, DIAL 911.

REMEMBER
711—Relay Service
411—Directory Assistance
911—LOCAL EMERGENCY ASSISTANCE



Florida Relay is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired. Through the Florida Relay, people who use specialized telephones can communicate with people who use standard telephones and vice versa.

Thousands of Floridians depend upon Florida Relay every day to make both personal and business phone calls. Florida Relay offers a variety of user features depending on the individual's needs. A person who uses one feature may communicate with someone who uses another feature. For instance, a person using Voice Carry-Over (VCO) may communicate with a person using a Text Telephone (TTY), Hearing Carry-Over (HCO), or Speech-to-Speech (STS) through the relay service.

VCO

VOICE CARRY-OVER



Voice Carry-Over (VCO)

VCO is for individuals who have good verbal skills, but have difficulty hearing over the phone. The VCO feature can be used with either a VCO phone or a standard phone with a TTY. See the following page for a diagram of a VCO call.

How to Place VCO Phone Calls

Below is an example of how a VCO call is made through Florida Relay:

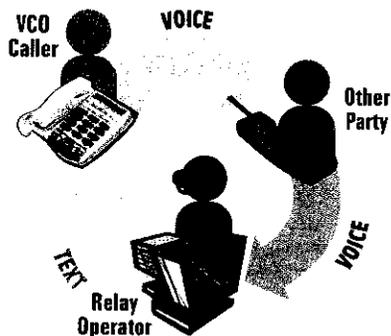
1. Call Florida Relay by dialing 711 (or 1-800-955-8771).
2. A relay operator (OPR) will answer by typing "VOICE PLS GA" (VOICE Please, Go Ahead).
3. Voice or type the phone number with the area code, followed by "GA." (It is important to say or type "GA" at the end of each thought. This lets the other party know that he or she may begin to speak or type.)
4. The OPR will type "VCO GA" when the call is connected.
5. Speak directly to the hearing person.
6. The OPR will type the hearing person's response to you.
7. The call will continue in this manner until the conversation is finished.

Remember, with Florida Relay, it is always YOUR call!



Using VCO Relay Services

The diagram below shows the process of a common VCO call between a VCO user and a standard telephone user.



VCO Users Include

- Anyone who has difficulty hearing over the phone but has good verbal skills.
- Anyone who wishes to call a person who is a VCO user.

Other VCO Options

- **Two-Line VCO:** This service allows real-time conversations between VCO and standard telephone users. A person with two phone lines or a computer uses one line for speaking directly to the hearing person; the other line is used to receive the hearing person's typed responses through the relay OPR.
- **VCO to VCO:** This service allows both the caller and the person called to use a VCO phone and their own voices while the relay OPR types both conversations.
- **VCO to TTY or TTY to VCO:** Allows a VCO user to call a TTY user and vice versa through the relay service.



Privacy Concerns Are No Problem

- Relay OPRs cannot, by law, disclose the content of any phone conversation.
- Relay OPRs may not intentionally alter a phone conversation.
- Relay OPRs must relay phone calls word for word.
- All phone conversations are strictly confidential; no records are kept.

Abbreviations

People who use the relay service use abbreviations to help save key strokes. Here are some commonly used abbreviations:

CUB	could
GA	go ahead
HLD	hold
SK	stop keying
MSG	message
SKSK	hanging up
NBR	number
GA to SK	ready to hang up
OPR	operator
PLS	please
Q	question

Florida Relay . . . User Friendly Features

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- No charge for local calls.
- Long distance pay phone calls may be collect, charged to the caller's calling card, or processed with a debit card.
- Translation services for English from ASL-based text, Spanish, and French Creole.
- Permanent branding of relay user's phone number. Relay users who wish to have their phone number permanently branded should call the Relay Customer Service number. It usually takes 48 hours for permanent branding to become effective.
- Customer Profile for individual information, calling preferences, and frequent phone numbers dialed. (Users who submit profiles save call-time because the relay OPR automatically will know how to handle their relay call.)

Permanent Branding

A VCO relay user can request permanent branding. Branding allows the relay OPR to automatically know what type of call feature is being used, which saves call-time. This also means that the user can speak to the OPR as soon as the OPR answers the call.



The
Independence
Factor . . .

FTRI Equipment Distribution Program

FTRI provides specialized telephones and ring signaling devices, **at no charge**, to qualifying Florida residents who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired. Floridians are discovering communication freedom and are able to make their phone calls whenever they want. FTRI not only provides specialized telecommunications equipment but also offers clients equipment training and maintenance, **at no charge**.

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 Florida
Telecommunications
FTRI Relay, Inc.

For printed materials or outreach presentations, call FTRI at 1-866-FLRELAY (1-866-357-3529).



access numbers

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or, continue using

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(TTY/VCO)

1-800-955-8770
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(STS)

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1-800-676-3777
(Customer Service-English)

1-800-676-4290
(Customer Service-Spanish)

IN AN EMERGENCY, DIAL 911.

REMEMBER
711—Relay Service
411—Directory Assistance
911—LOCAL EMERGENCY ASSISTANCE



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Thousands of Floridians depend upon Florida Relay every day to make both personal and business phone calls. Florida Relay offers a variety of user features depending on the individual's needs. A person who uses one feature may communicate with someone who uses another feature. For instance, a person using Hearing Carry-Over (HCO) may communicate with a person using a Text Telephone (TTY), Voice Carry-Over (VCO), or Speech-to-Speech (STS) through the relay service.



Hearing Carry-Over (HCO)

HCO is for individuals who have good listening skills, but have difficulty speaking over the phone. The HCO feature can be used with either an HCO phone or a standard phone with a TTY. See the following page for a diagram of an HCO call.

How to Place HCO Phone Calls

Below is an example of how an HCO call is made through Florida Relay:

1. Call Florida Relay by dialing 711 (or 1-800-955-8771).
2. Type "HCO PLS GA" (HCO Please, Go Ahead) on the keypad to request an HCO call. (It is important to type "GA" at the end of each thought. This lets the other party know that he or she may begin to speak or type.)
3. A relay operator (OPR) will answer, "Florida Relay OPR XXXX, may I have the number with the area code you are calling? GA."
4. Type the phone number with the area code, followed by "GA."
5. Listen while the call is connected.
6. Next, type the conversation.
7. The OPR will voice the typed message to the person on the other end of the line.
8. Listen to the other party's verbal response.
9. The call will continue in this manner until the conversation is finished.

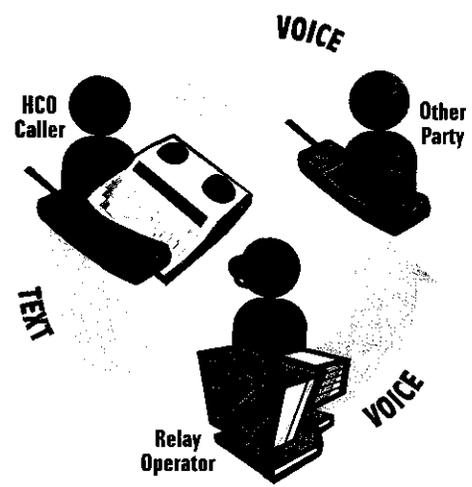
HCO

HEARING CARRY-OVER



Using the HCO Relay

The diagram below shows the process of an HCO call between an HCO user and a standard telephone user.



HCO Users Include

- Anyone who has difficulty speaking over the phone but who can hear.
- Anyone who wishes to call a person who is speech impaired.

Relay OPRs are patient and accept misspelled words. No one needs to be a skilled typist to use the relay service. Many HCO or TTY users type their message using only one or two fingers.

Privacy Concerns Are No Problem

- Relay OPRs cannot, by law, disclose the content of any phone conversation.
- Relay OPRs may not intentionally alter a phone conversation.
- Relay OPRs must relay phone calls word for word.
- All phone conversations are strictly confidential; no records are kept.

Abbreviations

- Per
- Un
- key
- Use
- GA
- HLD
- SK
- MSG
- SKS
- NBF
- GA
- OPR
- PLS
- Q

Florida Relay . . . User Friendly Features

- Easy, toll-free 3-digit access number; dial 711.
- Relay OPRs available 24 hours a day, 365 days a year.
- No restrictions on the number or length of calls.
- No charge for local calls.
- Long distance pay phone calls may be collect, charged to the caller's calling card, or processed with a debit card.
- Translation services for English from ASL-based text, Spanish, and French Creole.
- Permanent branding of relay user's phone number. Relay users who wish to have their phone number permanently branded should call the Relay Customer Service number. It usually takes 48 hours for permanent branding to become effective.
- Customer Profile for individual information, calling preferences, and frequent phone numbers dialed. (Users who submit profiles save call-time because the relay OPR automatically will know how to handle their relay call.)

Permanent Branding

An HCO relay user can request permanent branding. Branding allows the relay OPR to automatically know what type of call feature is being used, which saves call-time. This also means that the user can hear the OPR as soon as the OPR answers the call.



The Independence Factor . . .

FTRI Equipment Distribution Program

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Or, visit the FTRI Web site at
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or, continue using

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(TTY/VCO)

1-800-955-8770
(Voice)

1-800-955-1339
(ASCI)

1-877-955-5334
(STS)

1-877-955-8773
(Spanish)

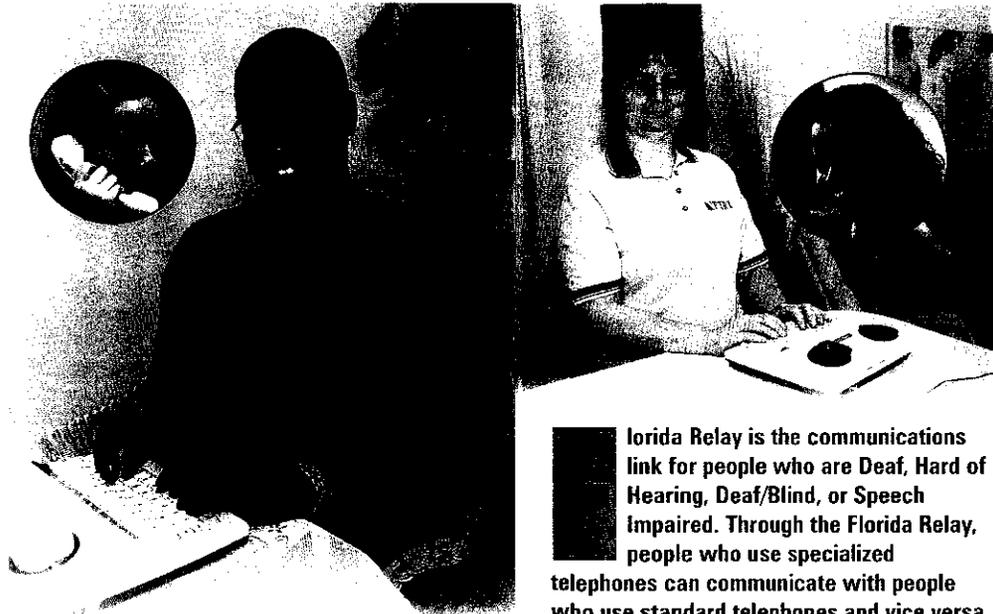
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(French Creole) 8 a.m. to 2 a.m. daily

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(Customer Service—English)

1-800-676-4290
(Customer Service—Spanish)

IN AN EMERGENCY, DIAL 911.

REMEMBER
711—Relay Service
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Thousands of Floridians depend upon Florida Relay every day to make both personal and business phone calls. Florida Relay offers a variety of user features depending on the individual's needs. A person who uses one feature may communicate with someone who uses another feature. For instance, a person using a Text Telephone (TTY) may communicate with a person using Voice Carry-Over (VCO), Hearing Carry-Over (HCO), or Speech-to-Speech (STS) through the relay service.



TTY

TEXT TELEPHONE



Text Telephone (TTY)

TTY is for individuals who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired. The TTY allows a person to type his or her conversation through the relay operator (OPR), who then voices aloud the typed conversation to a hearing person.

How to Place TTY Phone Calls

Below is an example of how a TTY call is made through Florida Relay:

Call Florida Relay by dialing 711 (or 1-800-955-8771).

A relay operator (OPR) will answer by typing "Relay OPR XXXX" and "Number Calling, PLS GA" (Number Calling, Please Go Ahead).

Type the phone number with the area code, followed by "GA." (It is important to say or type "GA" at the end of each thought. This lets the other party know that he or she may begin to speak or type.)

The OPR will type "GA" when the call is connected.

Type your conversation.

The OPR voices your message to the hearing person and then types the other party's response back to you.

The call will continue in this manner until the conversation is finished.

Remember, with Florida Relay, it is always YOUR call!



Using TTY Relay Services

The diagram below shows the process of a TTY call between a TTY user and a standard telephone user.



TTY Users Include

- Anyone who is Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired.
- Anyone who wants to communicate with a person who is Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired.

Privacy Concerns Are No Problem

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- Relay OPRs may not intentionally alter a phone conversation.
- Relay OPRs must relay calls word for word.
- All phone conversations are strictly confidential; no records are kept.

Abbreviations

GA
GZ
HLD
SK
MSI
SKS
NBR
GI
OPR
PLS
IC

Florida Relay . . . User Friendly Features

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- Customer Profile for individual information, calling preferences, and frequent phone numbers dialed. (Users who submit profiles save call-time because the relay OPR automatically will know how to handle their relay call.)

Permanent Branding

A TTY relay user can request permanent branding. Branding allows the relay OPR to automatically know what type of call feature is being used, which saves call-time. This also means that the user can start typing as soon as the relay OPR answers the call.



Turbo Code Features

Turbo Code transmits signals at a speed up to 110 WPM (words per minute) and allows callers to inform the relay OPR to shift the speed if the transmission of typed text is too fast or too slow. The Turbo Code Interrupt feature gives users the option to interrupt as if they were in a normal conversation. TTY users must turn the Turbo Code and Interrupt features on in order to access these options.

The
Independence
Factor . . .

FTRI Equipment Distribution Program

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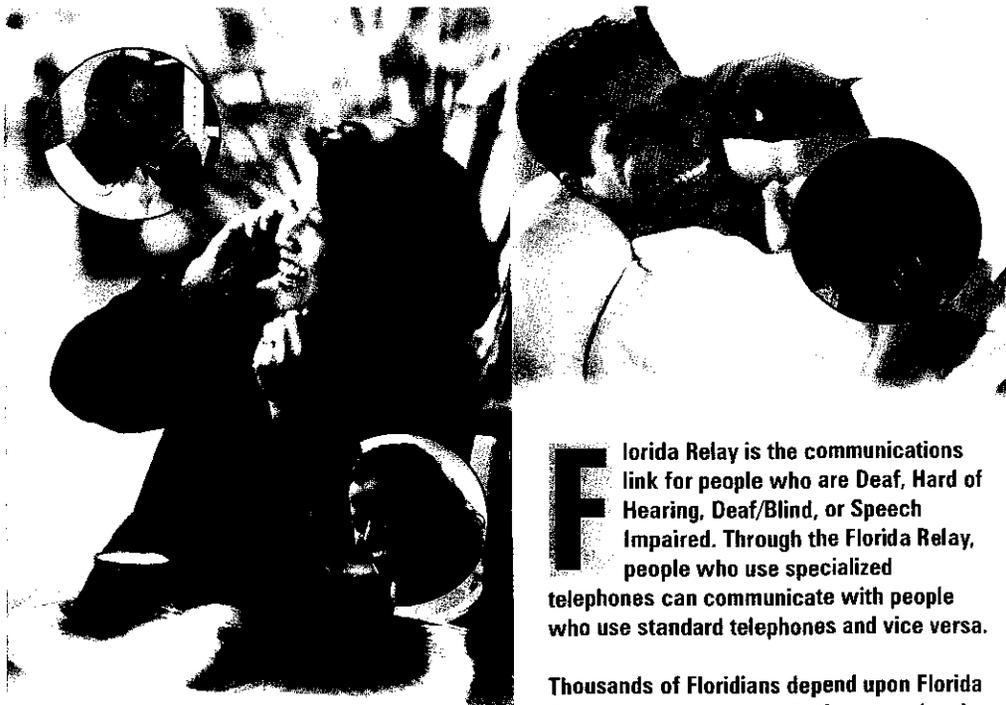
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STS

Speech-to-Speech

Speech-to-Speech (STS)

STS is for individuals who have a speech impairment and want to use their own voice or a voice synthesizer while utilizing the assistance of a specially-trained operator.

How to Place STS Phone Calls

Below is an example of how an STS call is made through Florida Relay:

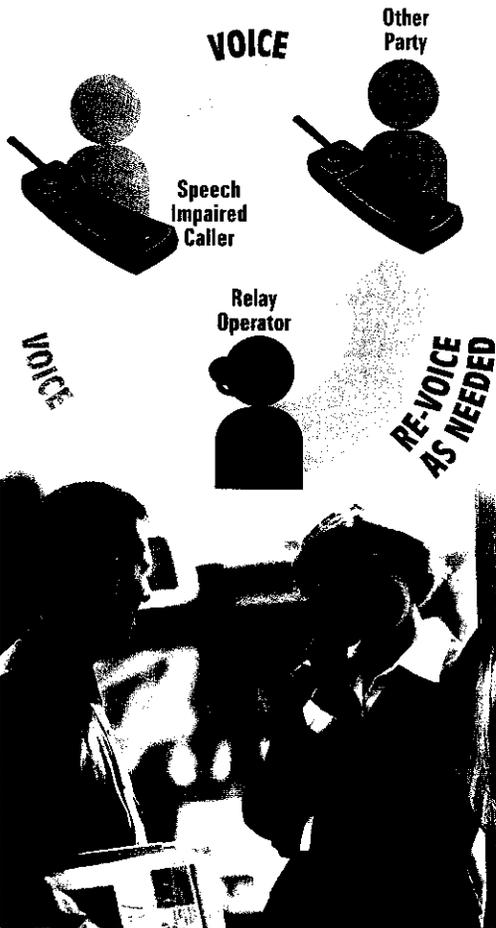
1. Call Florida Relay by dialing 711 (or 1-877-955-5334).
2. A relay operator (OPR) will answer with "Florida Relay OPR XXXX, Go Ahead."
3. Voice the phone number with the area code, followed by "Go Ahead."
4. The OPR will say "Go Ahead" when the call is connected.
5. Speak directly to the other party.
6. The OPR will repeat the words (as speech interpreters do in a face-to-face setting) to the other party.
7. The other party will verbally respond directly to you.
8. The call will continue in this manner until the conversation is finished.

Remember, with Florida Relay, it is always YOUR call!



Using STS Relay Services

The diagram below shows the process of an STS call between an STS service user and a standard telephone user.



STS Users Include

- Anyone who has a speech impairment.
- Anyone who wishes to call a person who is speech impaired.

Other STS Options

- People who use other specialized telecommunications equipment.
- People with speech impairments who want to call other speech-impaired people.

Privacy Concerns Are No Problem

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- Relay OPRs must relay calls word for word.
- All phone conversations are strictly confidential; no records are kept.

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- Customer Profile for individual information, calling preferences, and frequent phone numbers dialed. (Users who submit profiles save call-time because the relay OPR automatically will know how to handle their relay call.)

Permanent Branding

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The
Independence
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FLORIDA
711

CALL THE RELAY WANDER

to call
grandmother
usually gets me
to the beach!

Florida
Telecommunications
Press Relay, Inc.
www.flor1.org



**Who you talk to
is your *business*.**

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, or Speech Impaired experience this frustration every day because many businesses do not understand how a telephone call from the Florida Relay works.

Become a Business Partner.

Become "Relay Friendly" and take advantage of our Business Partnership Program. This "Relay Friendly" kit is designed to help you:

- Educate your employees on how to handle telephone calls from the Florida Relay.
- Use the Florida Relay to call your customers who are hearing or speech impaired.

In addition, as a Business Partner, you will:

- Receive a camera-ready logo to let consumers know you are "Relay Friendly."
- Have your business listed on the FTRI Web site and in the newsletter.

presented by

 **Florida
Telecommunications
FTRI Relay, Inc.**

*To become a Business Partner,
call the FTRI Outreach Division
at (850) 216-1659, or visit us
on-line at www.ftri.org.*





Kids Keeping in Touch

through

Florida
Relay



Hearing Loss Awareness
A Program for Grades 3 through 5



Florida

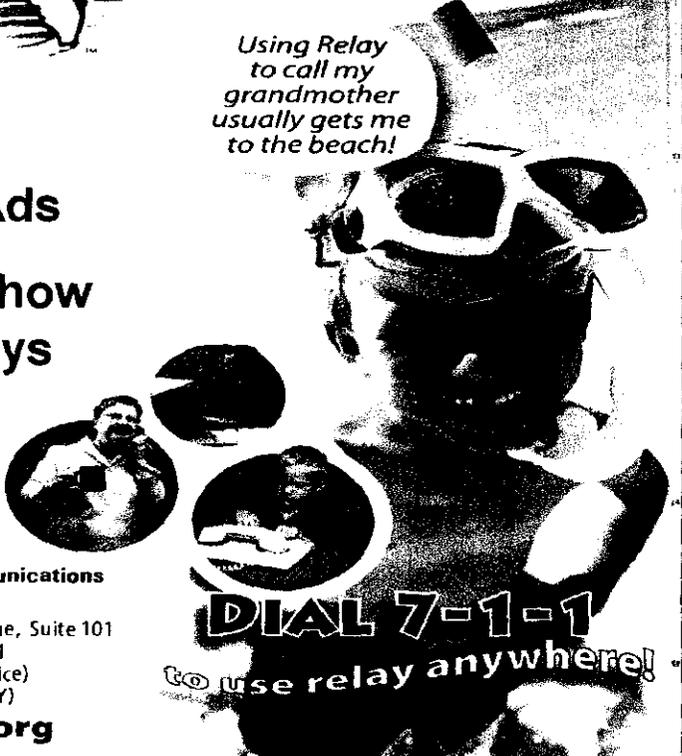


CATCH THE RELAY WAVE!

Using Relay to call my grandmother usually gets me to the beach!

Print Ads

Trade Show Displays



DIAL 7-1-1
to use relay anywhere!

Florida Telecommunications FTRI Relay, Inc.
1820 East Park Avenue, Suite 101
Tallahassee, FL 32301
1-800-222-3448 (Voice)
1-888-447-5620 (TTY)
www.ftri.org

PUBLIC SERVICE ANNOUNCEMENTS



Printable DVD-R 4,728,116

Florida Telecommunications FTRI Relay, Inc.

Florida Relay 711

WHAT HAS THE PSC DONE TO DETER CRAMMING?

The PSC has developed rules intended to reduce cramming by requiring complete and accurate disclosure of services and charges on a consumer's telephone bill.

THE PSC HAS REQUIRED PHONE COMPANIES TO:

Provide a plain-language explanation of any line item, applicable tax, fee or surcharge to any consumer who contacts the phone company or its customer service agent with a question.

Set forth on the bill all charges, fees and taxes that are due and payable.

Provide credit or remove any items from a bill that a customer did not order.

Provide bills that clearly state long distance charges, usage-based local charges, the Telecommunication Access System Surcharge, the 911 fee and the bills delinquent date.

List charges under a heading that identifies the name of the company providing service, along with a toll-free customer service number to reach the service provider.

24-Hour On-line Complaint Forms
www.floridapsc.com

If you have questions, you may call the
Florida Public Service Commission at

1-800-342-3552,

fax your questions to

1-800-511-0809,

or contact the PSC via the
following E-mail address:

contact@psc.state.fl.us.

See our Internet home page at

www.floridapsc.com.

Or write to the
Florida Public Service Commission
Division of Regulatory Compliance and
Consumer Assistance
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850



COMPETITION CALLING

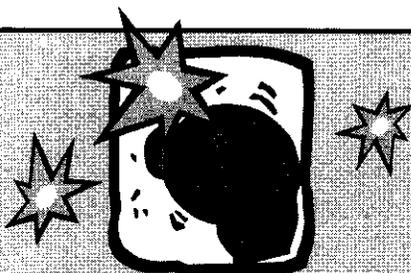
FLORIDA PUBLIC SERVICE COMMISSION



FIGHT BACK AGAINST CRAMMING

PROTECT YOURSELF FROM UNAUTHORIZED PHONE CHARGES

You may have heard of
telephone bill "cramming" lately.
Learn what it is --
and how to protect yourself from
becoming the next victim.



WHAT IS CRAMMING?

CRAMMING occurs when charges appear on your monthly telephone bill that you did not authorize — anything from unidentifiable fees to club memberships. These charges are not usually tacked onto your bill by your local phone company, but are placed there by a “third party” billing agent.

For several years, slamming — the unauthorized change of a consumer’s telephone service — was by far the top complaint of consumers who contacted the Florida Public Service Commission (PSC). Recently, however, **CRAMMING** has begun growing in frequency, so the PSC has enacted rules to protect consumers from this illegal practice. The PSC has also worked with some local phone companies that bill on behalf of other companies in an effort to assist them in screening out apparent violators.

HOW TO AVOID BEING CRAMMED



Thoroughly check your telephone bill to make sure no unauthorized charges have been added. Cramming often (but not always) falls into two categories: charges for club memberships, such as psychic clubs, personal clubs or travel clubs; and charges for telecommunications products or services, such as voice mail, paging, calling cards or Internet services.



Avoid contests and sweepstakes entries that require your signature. That could be all a company needs to sign you up for new services without your knowledge. (If you do sign a sweepstakes entry, be sure to read the fine print very carefully.)



Keep a record of all the telecommunications services you order. Remember the dates you ordered them and how much you agreed to pay.



If you receive a letter or postcard “verifying” that you have ordered new services but you know you didn’t, notify the sending company that you did not authorize the change. Next, call your local telephone company to obtain a list of all services for which you are being billed.

WHAT TO DO IF YOU ARE CRAMMED

If you are billed for services or memberships that you didn’t order, call the company that assessed the charge (if known) and ask to have the charges removed.

The company’s name is: _____

Its phone number is: _____

Notes: _____

If you are billed for services or memberships that you didn’t order, call your local telephone company and ask to have the charges removed.

My local phone company is: _____

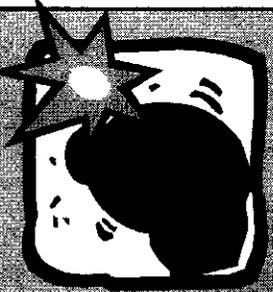
Its phone number is: _____

Notes: _____

If at any point your cramming complaint is not resolved to your satisfaction, call the PSC at 1-800-342-3552, or file an on-line complaint at www.floridapsc.com.

Notes: _____

24-Hour On-line Complaint Forms
www.floridapsc.com



WHAT IS SLAMMING?

Slamming occurs when a company changes a consumer's telephone service -- usually long distance -- without permission. It may occur as the result of a contest or sweepstakes entry that authorizes a change of service in very small print. It may also occur when telemarketers use deceptive or confusing language to get consumers to change their service.

WHAT IS THE PUBLIC SERVICE COMMISSION DOING TO DETER SLAMMING?

In 1998, the PSC toughened its slamming rules and began bringing even harsher penalties against companies that continue the practice. Florida's slamming rules are some of the most stringent in the country, and have served as a model for a number of other states as they created their own rules.



COMPETITION CALLING

FLORIDA PUBLIC SERVICE COMMISSION



FIGHT BACK AGAINST SLAMMING

PROTECT YOURSELF FROM UNAUTHORIZED CHANGES TO YOUR PHONE SERVICE

You may have heard of "slamming" recently. Learn what it is -- and how to keep from becoming the next victim.

If you have questions, you may call the Florida Public Service Commission at **1-800-342-3552**, fax your questions to **1-800-511-0809**, or contact the PSC via the following E-mail address: contact@psc.state.fl.us. See our Internet home page at www.floridapsc.com.

Or write to the Florida Public Service Commission Division of Regulatory Compliance and Consumer Assistance 2540 Shumard Oak Boulevard Tallahassee, Florida 32399-0850

SEP 99

HOW TO AVOID BEING SLAMMED



Thoroughly check your telephone bill monthly. Make sure your phone company is listed correctly.



Always carefully read the fine print on everything. This includes any checks, offers for calling cards, sweepstakes or drawings.



If you receive a call from a telemarketer asking you to change your long distance service, and you are happy with your current service, just say that you are not interested and hang up.

Don't verify your name, your spouse's name, or your address, and never give out your Social Security number to telemarketers.



Sign up for "No Sales Solicitation Calls" with the Florida Department of Agriculture and Consumer Services. This way, no one can call you trying to sell you their products and/or services. Call 1-800-HELP-FLA (1-800-435-7352) to find out more. For Spanish translations call 1-800-352-9832.



Call your local telephone company and request a Preferred Carrier or "PC" Freeze. This prohibits future changes to your account without your authorization.



If a deal sounds too good to be true, it probably is.

- WHAT TO DO IF YOU ARE SLAMMED -

Call your local telephone company. Let them know you did not request service from your "new" phone company and would like to be switched back to your original phone service provider. Have them remove any switching fees from your bill.

My local phone company is: _____

Their phone number is: _____

Notes: _____

Have your local telephone company place a PC Freeze on your account. This will prevent changes from being made to your phone service without your permission.

Notes: _____

Contact the company that slammed you. Insist on paying only the charges your original carrier would have imposed. Call the PSC at 1-800-342-3552 if the carrier will not adjust your charges.

The company that slammed me is: _____

Their phone number is: _____

Notes: _____

Call your original company. Tell them you were switched to another company without your permission and ask them to reconnect you at no charge.

My correct company is: _____

Their phone number is: _____

Notes: _____

If at any point your slamming complaint is not resolved to your satisfaction, call the PSC at 1-800-342-3552. You can also file an online complaint at www.floridapsc.com.

Notes: _____

WHAT THE PSC IS DOING ABOUT SLAMMING

In 1998, the PSC adopted some of the toughest rules in the nation to fight slamming. Among those new rules are the following:

- ★ The customer must be given notice on the first or second page of his or her next bill, in conspicuous bold-face type, when the provider of local, local toll, or long distance service has changed.

WHAT THE PSC IS DOING CONTINUED

- ★ Only a customer, or other authorized person 18 years of age or older who lives in the household, can authorize a change in residential phone service.
- ★ A company may not mail out "negative response" cards, in which a customer's service will be changed unless he or she returns a postcard to the company.
- ★ A company may not place a consent form for changing service on any inducement such as a sweepstakes registration.
- ★ Companies that practice slamming can have their certificates to practice business in Florida canceled and are subject to fines of up to \$25,000 per day per infraction.

If you are unsatisfied with the response you receive from any company regarding a slamming complaint, or have a question or problem regarding this issue, contact the Florida Public Service Commission at 1-800-342-3552, or via E-mail at contact@psc.state.fl.us. You can also fill out our 24-hour on-line complaint form via the Internet at www.floridapsc.com.

Why Do Area Codes Change?

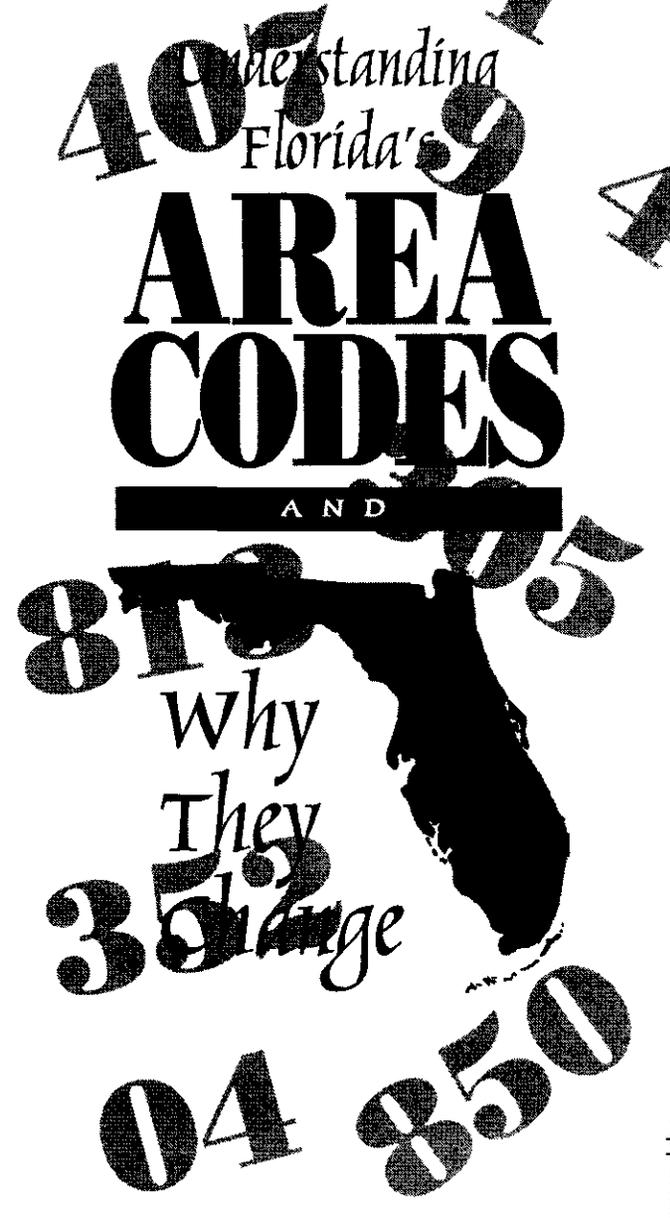
Due to advances in technology, phone numbers and area codes are being exhausted quickly. Because so many people are moving to our state, and with the increased use of cellular telephones, pagers, fax machines, computer modems, and competition in the telecommunications industry, it is necessary to assign new area codes to create more telephone numbers. Prior to 1995, Florida had only four area codes: 305, 407, 813 and 904. Since that time, another 13 area codes have been added: 954, 352, 561, 850, 727, 863, 321, 386, 239, 786, 772, 941 and 754. In addition, planning for several other area codes has begun.

24-Hour On-line Complaint Forms
www.floridapsc.com

If you have questions, you may call the Florida Public Service Commission at **1-800-342-3552**, fax your questions to **1-800-511-0809**, or contact the PSC via the following E-mail address: contact@psc.state.fl.us. See our Internet home page at www.floridapsc.com.

Or write to the Florida Public Service Commission
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2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

APRIL 2006



How do changes in area codes happen?

Before telephone numbers in a given area code are depleted, telecommunications service providers attempt to reach an agreement on how to address the problem. If an agreement cannot be reached or if there are objections to the agreement by the affected parties, a petition may be filed asking the Public Service Commission (PSC) to decide on a relief plan that would best serve the public interest. After the PSC approves the plan, and an order is issued by the Commission, the North American Numbering Plan Administration (NANPA) assigns an area code. Thirteen area codes have been assigned to the state of Florida by NANPA since 1995 to meet the state's growing demands.

The PSC has received numerous requests to approve area code relief plans. In each case, the PSC held service hearings to let affected consumers express their views and concerns, and used the following standards to make its decision: impact on consumers, impact on businesses, and compliance to NANPA guidelines.

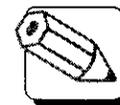
How will I know if my area code has been changed?

The PSC understands the impact that area code changes may have on consumers and their communities. To address these concerns, the PSC has implemented an area code education initiative. This initiative has produced a series of public service announcements, news releases and other media strategies to inform consumers on how to prepare for area code changes. We are also working with the telecommunications industry to come up with conservation measures to slow down the process of implementing new area codes.

What future changes can be expected?

The PSC believes that there may be a continued need for more area codes in the future because the demand for telephone numbers continues to grow. If you have questions regarding area codes, please call the PSC's Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552. You may also contact us via Internet E-mail at contact@psc.state.fl.us, or visit the Commission's home page at <http://www.floridapsc.com>.

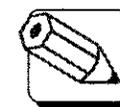
What should I do to prepare if I learn my area code is changing?



Be aware of permissive (during which either the old area code or the new area code can be dialed) and mandatory (during which the new area code must be dialed) dialing dates.



Reprogram modems, fax machines, automatic dialers, burglar alarms, security systems, cellphones, speed call lists and any other systems and equipment that use area codes.



Plan ahead when ordering stationery, checks and other supplies that list your area code so that you will not have leftover supplies with your old area code.



Don't forget to tell your friends, relatives and customers about the change in your area code.

Do I really need to choose a long distance company?

If you make very few toll calls you may not need to specify a long distance company. Using a dial-around number or a prepaid calling card may be a better deal for you.

The two types of calling provided by

long distance companies: Local toll service (or IntraLATA) (local Access and Transport Area) toll service, is for calls that are placed beyond your local telephone company's local calling area to nearby areas.

InterLATA toll service is for calls that terminate outside the caller's LATA. The calls can stay within the caller's state, be placed to another state, or be placed to another country.

You can subscribe to the same long distance company for both types of calls, or you can have different companies for each type.

When shopping for a long distance company, consumers should compare prices on recent bills with the rates offered by the companies being considered. Keep in mind the time of day and day of the week you normally call. Many long distance companies will make this comparison for you.

24-Hour On-line Complaint Forms
www.floridapsc.com



CALL THE PSC Before You Get HUNG UP

If you have questions, you may call the Florida Public Service Commission's Division of Regulatory Compliance and Consumer Assistance at **1-800-342-3552**, fax your questions to 1-800-511-0809, or contact the FPSC via the following E-mail address: contact@psc.state.fl.us. See our Internet home page at www.floridapsc.com.

Or write to the Florida Public Service Commission
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Consumer Assistance
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Tallahassee, FL 32399-0850



COMPETITION CALLING

FLORIDA PUBLIC SERVICE COMMISSION

HOW TO CHOOSE A LONG DISTANCE CARRIER



Which companies can I choose from?

There are nearly 700 long distance companies currently registered to provide service in the state of Florida. To find out which companies provide service in your area, check in the yellow pages listings under Telephone Companies, or call your local telephone company for a complete list.

When shopping around for a long distance company, consumers may consider comparing charges on a recent long distance bill with the rates of the company being considered. When making the comparison, it is important to notice the day of the week and time that calls were made. Some companies may provide this comparison for you.

Questions to ask when comparing companies:

- ◆ What is the rate for state-to-state calls?
- ◆ What is the rate for calls made within Florida?
- ◆ Are there any time-of-day restrictions on those rates?
- ◆ Is this a promotional rate?
- ◆ Is there a monthly fee?
- ◆ Is there a monthly minimum-use requirement?
- ◆ Do you bill in full minute or in partial minute increments?
- ◆ What is the minimum I will be billed for a direct-dialed call?
- ◆ How will I be notified of rate changes?
- ◆ Will I be billed on my local telephone company bill or will I receive a bill directly from my long distance company?
- ◆ Is there a charge to have the toll charges included on my local telephone bill?
- ◆ Will your company cover the cost of the local telephone company switching me to your company?
- ◆ Do I have to call the local telephone company to make the change or do you do that?
- ◆ How long will it be before my service is switched to the new company?

Should I use a prepaid calling card?

Prepaid calling cards can be a great way to save money on toll calls, especially when you are away from home. It's a good idea to keep one with you in case you need to make a toll call, and you don't want to make a collect call.

If you make few toll calls from home and don't mind the inconvenience of having to dial the extra numbers required when using a prepaid calling card, it may be to your advantage not to have a presubscribed long distance carrier. A presubscribed carrier is the company you have designated to carry toll calls of one or both types in which you dial "1" plus the 10-digit number.

If you decide that you do not need a presubscribed long distance company for either type of toll call, inform your local telephone company that you want no presubscribed carrier.

What about those 10-10 numbers?

They are what is known as access codes. Every long distance company has one. If you dial an access code before dialing the area code and telephone number, you are directing the telephone switch to route your call through that particular company. These access codes are sometimes referred to as "dial-around" numbers since, by using one, you are dialing around your presubscribed long distance company.

Before using a dial-around number, be sure you know what the rate for the call will be and whether there are any additional charges involved. Some dial-around plans include a monthly charge if you use the dial-around number even once in a month. Some plans bill for a certain number of minutes even if you don't talk that long.

OLD PHONE BILLS

Can I use both the Lifeline and Link-Up programs? Yes, if you do not have phone service now, you can join both programs. If you already have phone service, you can still apply for Lifeline.

Do most telephone companies offer Link-Up Florida and Lifeline Assistance Programs? Yes. Companies serving the vast majority of Floridians do offer the programs, and this even includes some cellular companies.

Can my Lifeline local service be cut off if I have unpaid long distance bills? No, but your long distance service can be blocked.

I don't have service now because I haven't paid an old phone bill. I also have a low credit rating. Can I still get Lifeline? Yes. The phone company can require you to make payments on the local part of the old bill. If you haven't paid for your long distance charges, you may need to have your long distance calling blocked.

Do I have to pay a deposit for Lifeline? If you have your long distance service blocked, the phone company cannot make you pay a deposit.

What happens to my Lifeline service when I no longer qualify? You should call your phone company and ask for Transitional Lifeline Assistance. This state program gives 30% off the monthly flat rate for residential basic service. You can get this discount for one year after you no longer qualify for the regular Lifeline program.

Will receiving the Link-Up or Lifeline credits impact my benefits from other programs (for example, food stamps)? No.

Do my assets, such as owning a car, affect my income eligibility for the programs? No.

Are the Link-Up and Lifeline programs just for senior adults? No. Adults of all ages may qualify.



**THE LINK-UP FLORIDA AND
LIFELINE ASSISTANCE PROGRAMS**
are state programs approved by the
Florida Public Service Commission.

If you have questions, you may call the
Florida Public Service Commission's
Division of Regulatory Compliance
and Consumer Assistance at
1-800-342-3552,
fax your questions to
1-800-511-0809,
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See our Internet home page at
www.floridapsc.com.

JUNE 2007

SAVE MONEY!
ON YOUR
LOCAL PHONE SERVICE

LINK-UP FLORIDA AND LIFELINE ASSISTANCE PROGRAMS

A PUBLICATION OF THE
FLORIDA PUBLIC SERVICE COMMISSION

Appendix

THE LINK-UP FLORIDA AND LIFELINE ASSISTANCE PROGRAMS

help make telephone service affordable to low-income customers in our state.

LINK-UP FLORIDA

gives a 50% rebate in the telephone hook-up charge (up to \$30.00).

LIFELINE ASSISTANCE

gives a \$13.50 credit per month on local phone bills.

Over a year's time, that is a savings of **\$162.00.**

The Florida Public Service Commission wants all eligible low-income residents to receive these discounts.

YOU NEED TO SIGN UP TO BENEFIT.

If you have further questions please call the PSC at **1-800-342-3552.**



AM I ELIGIBLE?

YES, IF YOU RECEIVE

STATE **OR** FEDERAL

HELP FROM:

- ◆ Temporary Cash Assistance (TCA)
- ◆ Food Stamps
- ◆ Medicaid
- ◆ Low-Income Home Energy Assistance Program (LIHEAP)
- ◆ Supplemental Security Income (SSI)
- ◆ Federal Public Housing Assistance (Section 8)
- ◆ National School Lunch (NSL) Program's free lunch program

In addition, if you live on a federally recognized tribal land and are eligible for benefits through the Bureau of Indian Affairs for Tribal Temporary Assistance for Needy Families, Head Start Subsidy or the NSL, you qualify for expanded Lifeline assistance.

OR

YES, IF YOU MEET THE

INCOME GUIDELINES:

Number of People In Household	Total Household ANNUAL Income*	Total Household MONTHLY Income*
1	\$13,784	\$1,149
2	\$18,482	\$1,540
3	\$23,180	\$1,932
4	\$27,878	\$2,323

* 135% of U.S. Poverty Guidelines

** For each additional person, add \$4,698

HOW DO I SIGN UP?

IF YOU RECEIVE

STATE **OR** FEDERAL

HELP:

First, if you do not have phone service in your home, you will need to contact a local phone company in your area to establish service and apply for the Link-Up Florida and Lifeline Assistance programs.

Already have phone service? Applying is easy. You can call your local phone company and ask for help signing up for the Lifeline Assistance Program.

- OR** Visit the PSC's Lifeline Web page at www.floridapsc.com/utilities/telecomm/lifeline to apply online or obtain a printed application.

Want to apply online? Simply complete the online application using the Lifeline Automated Online Application process and click Submit to send your application directly to your telephone company.

Want to apply by mail or fax? Simply print the Link-Up Florida and Lifeline Certification Form. Then, complete the application form and mail or fax it to the address or fax number shown on the application for your telephone company.

- OR** If you are a new applicant or re-certifying your eligibility at the Florida Department of Children and Families (DCF) for: ◆ Temporary Cash Assistance (TCA) ◆ Food Stamps ◆ Medicaid

THEN You can choose to be automatically enrolled for Link-Up Florida or the Lifeline program when you apply at the Department of Children and Families.

IF YOU MEET THE

INCOME GUIDELINES:

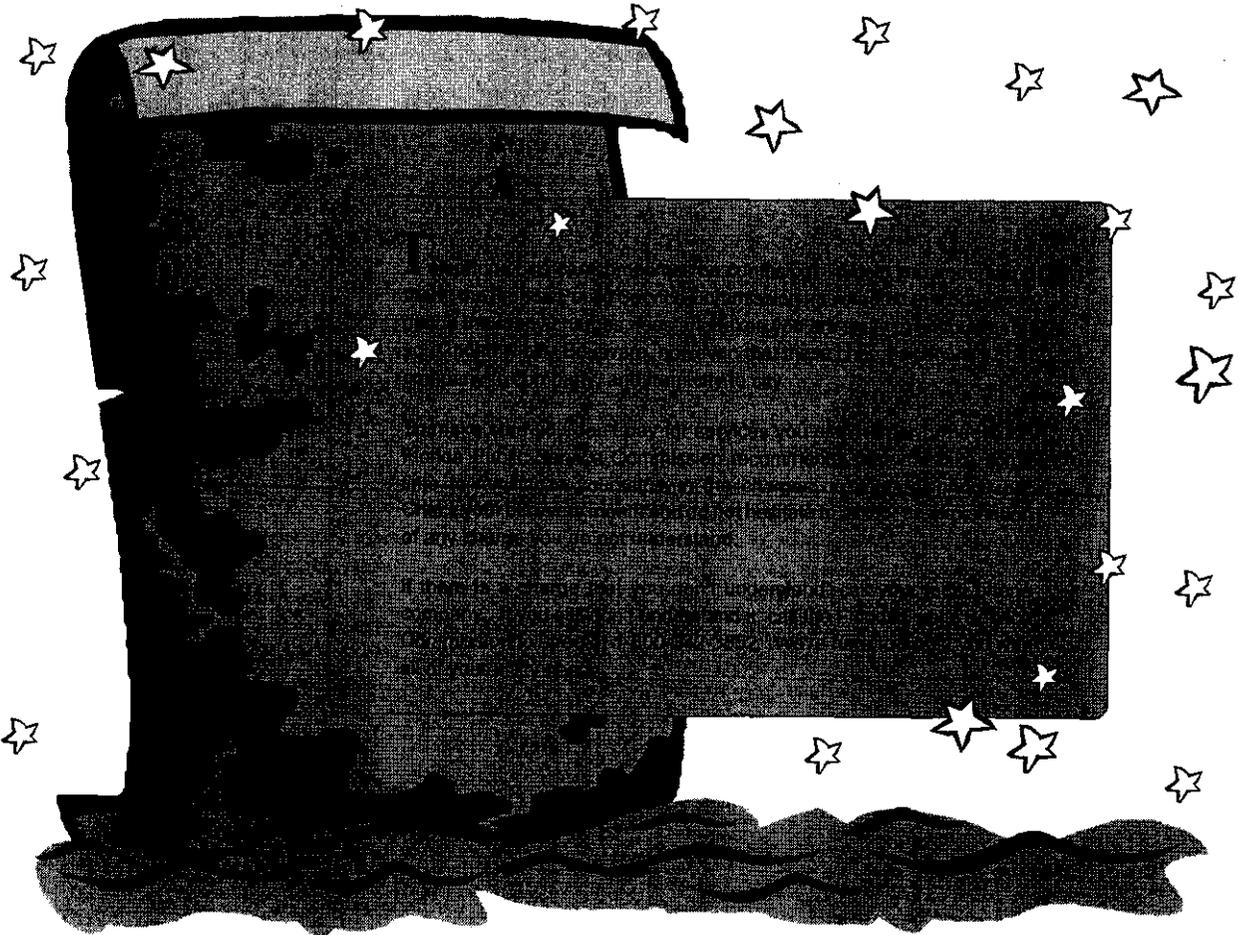
Call 1-800-540-7039 (Office of Public Counsel in Tallahassee) and ask for help signing up for Link-Up Florida or the Lifeline Program.

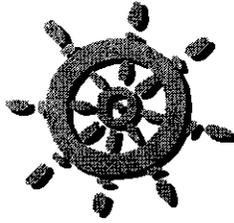
- OR** Download an application at www.floridaopc.gov/lifeline.cfm and mail it to the Office of Public Counsel using the address at the bottom of the application.



*A Consumer's Guide to
Understanding Residential Charges*

NAVIGATING *Your* PHONE BILL





NAVIGATING *Your* PHONE BILL

A Consumer's Guide to Understanding Residential Charges

LOCAL PHONE CHARGES

FCC LOCAL NUMBER PORTABILITY LINE CHARGE

Sometimes listed as *Number Portability Surcharge* or *Service Provider Number Portability Fee*. Local phone companies assess this fee to recover the costs associated with upgrading their systems to allow consumers to retain their existing telephone numbers when switching to another local telephone company within the same exchange. The Federal Communications Commission (FCC) allows the companies to charge this fee to cover these costs, but does not require them to do so.

RESIDENTIAL LINE CHARGE

Sometimes listed as *Local Phone Service* or *Residential Line*. This is the basic monthly charge for local phone service. It may be a flat-rate fee or may be a flat rate plus usage charge.

EMERGENCY 911 CHARGE

May also be listed as *Emergency 911 Surcharge* or *Emergency Telephone Service*. This fee is collected on behalf of and paid to the city or county where a customer lives. The funds are used to pay for 911 emergency services regardless of whether a household has ever made a 911 call.

FCC CHARGE FOR NETWORK ACCESS

Also known as a *Subscriber Line Charge* or *Interstate Access Surcharge*. This is a fee that the Federal Communications Commission allows local phone companies to charge its customers to compensate the local phone companies for part of the cost of providing a phone line. The FCC does not require companies to charge this fee to the consumer and the money does not go to the FCC.

TELECOMMUNICATIONS ACCESS SYSTEM ACT SURCHARGE

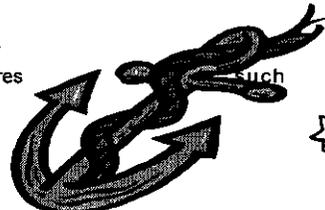
Also known as the *Telecommunications Relay Surcharge* or *Telecommunications Relay Service*. This fee is used to provide telecommunications devices and relay services for Florida residents with hearing or speech impairments. The entire fee, which is used to pay for the devices and services, is remitted to the nonprofit corporation established by Florida law.

UNIVERSAL SERVICE FUND CHARGE

Sometimes listed as *Federal Universal Service Fund (USF)* or *FED USF*. The purpose of this charge is to ensure affordable access to telecommunications services for telephone customers with low incomes or who live in areas where the cost of providing telephone service is high. It also provides discounts on telecommunications and Internet access for schools and libraries, and advanced services for rural health care providers. Congress has mandated that all telephone companies providing interstate service must contribute to the USF. Although not required to do so by the FCC, many telephone companies choose to pass this charge on directly to the consumer.

OPTIONAL SERVICES

These are "add-on" services chosen by the phone customer for features such as call waiting, caller ID, call blocking, voice mail, etc.



LONG DISTANCE CHARGES

LONG DISTANCE CHARGES

Lists the total charges for all long distance calls. Itemized information on each call is usually provided on a separate page. The long distance bill includes the date of each call, the originating phone number, the long distance number called, the city where the long distance number is located, the starting time of the call, the number of minutes each call lasted, and the total charge for each call. Consumers may choose to be billed directly rather than have the long distance charges appear on the local telephone bill.

UNIVERSAL SERVICE FUND CHARGE

Sometimes listed as *Federal Universal Service Fund (USF)* or *FED USF*. The purpose of this charge is to ensure affordable access to telecommunications services for telephone customers with low incomes or who live in areas where the cost of providing telephone service is high. It also provides discounts on telecommunications and Internet access for schools and libraries, and advanced services for rural health care providers. Congress has mandated that all telephone companies providing interstate service must contribute to the USF. Although not required to do so by the FCC, many telephone companies choose to pass this charge on directly to the consumer.

MINIMUM USAGE CHARGE

Some long distance companies charge their customers a minimum monthly fee for long distance service, regardless of whether they make any long distance calls.

CALLING PLAN CHARGES

Most long distance companies offer calling plans ranging in price from a few dollars to \$25 a month to give consumers more options on long distance rates. Companies offering calling cards and dial-around plans (such as those "10-10" plans you see advertised on TV) also may charge a monthly fee to use their services.

TAXES

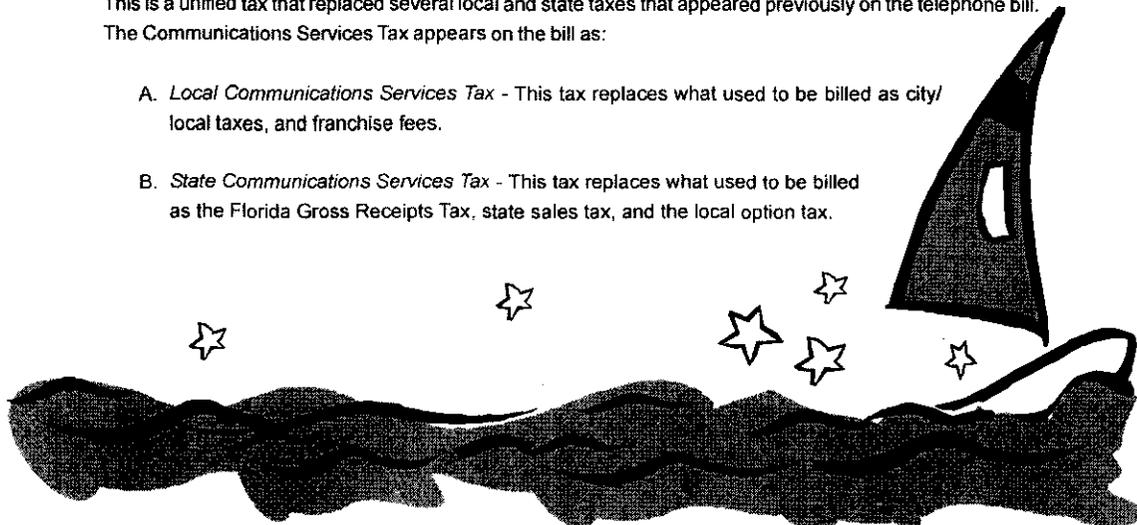
FEDERAL EXCISE TAX

This is a three-percent tax mandated by the federal government (not the Federal Communications Commission) and imposed on local telephone service.

COMMUNICATIONS SERVICE TAX

This is a unified tax that replaced several local and state taxes that appeared previously on the telephone bill. The Communications Services Tax appears on the bill as:

- A. *Local Communications Services Tax* - This tax replaces what used to be billed as city/local taxes, and franchise fees.
- B. *State Communications Services Tax* - This tax replaces what used to be billed as the Florida Gross Receipts Tax, state sales tax, and the local option tax.



Note: Some state and federal statutes, rules and regulations require that certain taxes and fees be included in the base for other taxes and fees.

24-Hour On-Line Complaint Forms
www.floridapsc.com



COMPETITION CALLING

FLORIDA PUBLIC SERVICE COMMISSION



You may call the Florida Public Service Commission at

1-800-342-3552,

or fax your questions to **1-800-511-0809.**

You may also contact the PSC via the following

E-mail address: contact@psc.state.fl.us.

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Or write to us:

Florida Public Service Commission
Division of Regulatory Compliance and Consumer Assistance
2540 Shumard Oak Boulevard
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APRIL 2007

What are prepaid phone cards?

Prepaid phone cards are a way to pay for long distance or other services before you start making long distance calls. They are usually sold at retail outlets in \$5, \$10 or \$20 denominations and provide a means of prepaid calling. Prepaid cards may also be called "phone cards," "prepaid debit cards," "telecards," "prepaid telephone cards," or "prepaid calling services."

From our several questions consumers should keep in mind before purchasing a prepaid phone card, inside to find out more.



24-Hour On-line Complaint Forms
www.floridapsc.com



Prepaid Phone Cards

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fax your questions to

1-800-511-0809,

or contact the PSC via the

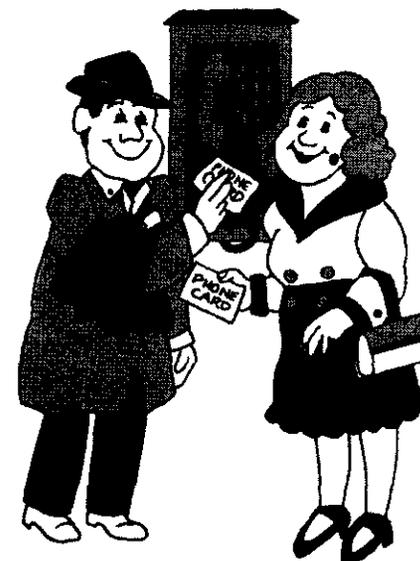
following E-mail address:

contact@psc.state.fl.us.

See our Internet home page at

www.floridapsc.com.

Or write to the
Florida Public Service Commission
Division of Regulatory Compliance and
Consumer Assistance
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850



MAY 2003

Are prepaid phone cards the same as credit calling cards?

Prepaid phone cards and credit calling cards are not the same. Prepaid phone cards represent telephone calling minutes that are paid for before actually placing the calls. You will not be billed later for the calls made with your prepaid phone card. With a traditional credit calling card, you receive a bill and pay after making the call.

What should you know before purchasing a prepaid phone card?

- ◆ How much does each minute of the conversation time cost?
- ◆ Does it cost more to make an international call?
- ◆ Will minutes be used for ring-time, or conversation time? (You should only be charged for conversation time.)
- ◆ Will there be any additional fees for each call?
- ◆ Is the card "rechargeable?" (Can more minutes be purchased once the initial amount is depleted?) If so, will the per-minute rate be the same as it was originally? Will

there be any additional fees for each call once the card is "recharged"? (Some cards can be recharged through a credit card, making the card even more convenient.)

- ◆ Is there an expiration date on the card? Be sure to use the minutes before the expiration date. Some phone cards expire, even if there are unused minutes left on them.
- ◆ Is the Personal Identification Number (PIN), which is printed on the card, out of sight and hidden from view? Be sure that no one has access to the PIN. This will ensure that minutes have not been used prior to purchasing the card.
- ◆ Is there a toll-free customer service number?
- ◆ What is the issuing company's refund policy?
- ◆ Consider purchasing a card that provides a small amount of minutes. This will allow you to sample the service and limit loss should the card fail to operate properly.

Why would someone want to use a prepaid phone card?

◆ Potential Savings

Regardless of your distance from the person you are calling, the prepaid phone card's price-per-minute is usually the same.

◆ Convenience

Prepaid phone cards provide a convenient way to make long distance calls from a payphone without using coins, or from any phone without being billed for the call.

◆ Security

If your prepaid phone card is lost or stolen, the amount of loss is limited to the value of the card. With lost credit calling cards, you may be subject to additional charges for calls made by others prior to your cancelling the card.

How do you use a prepaid phone card?

- 1** Dial the toll-free access number printed on the card.
- 2** Enter your personal identification number (PIN).
- 3** Dial the number of the person you want to call.

Many prepaid phone cards give you phone prompts at each step, telling you how many minutes you have remaining on your card. Most prompts alert you when you are about to run out of call time.

What if my card doesn't work?

- ◆ You may have used all the minutes on the card.
- ◆ Check for an expiration date on the card. The card may have expired.
- ◆ Call the toll-free customer service number printed on the card and request assistance.
- ◆ Write to the company that issued the card. The mailing address should be printed on the card.
- ◆ Call the Florida Public Service Commission at 1-800-342-3552.

Pay Telephones



The Florida Public Service Commission regulates the quality of pay phone service in Florida. There are approximately 470 pay phone providers in Florida and more than 51,000 pay phones. By law, Florida's pay phones are required to work properly and to meet certain quality standards.

Consumer Tips:

- ◆ Before making a phone call, read the information on the pay phone to know how much a local call will cost.
- ◆ Listen for the operator to identify which company is providing local and long distance service.
- ◆ Ask the operator how much it's going to cost for special services, such as collect or person-to-person calls, before phoning.

A Pay Phone Should Provide:

- 1) a clear phone line, free of noise and static
- 2) written dialing instructions that are clear and accurate
- 3) a clean and well-maintained environment
- 4) a telephone directory and a bracket to hold the directory (if local directory assistance is not free)
- 5) accessibility for a person with disabilities
- 6) sufficient light to read instructions after dark
- 7) a written statement of any phone services that are not available
- 8) a legible display of the number and address of the pay phone
- 9) a legible display of the name, address, and phone number of the company that provides the pay phone service
- 10) a functional automatic coin return
- 11) a written phone number and a free call for refunds and repair service
- 12) the ability to receive incoming calls (unless a written message is clearly displayed that incoming calls have been blocked)
- 13) an audible ring on incoming calls
- 14) access to 911 emergency service at no cost
- 15) access to all long distance companies available in the area
- 16) free direct service to a local operator
- 17) access to local and toll directory assistance
- 18) free access to toll free numbers

24-HOUR ON-LINE COMPLAINT FORMS
WWW.FLORIDAPSC.COM

If you have questions, you may call the Florida Public Service Commission's Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552, fax your questions to 1-800-511-0809, or contact the FPSC via the following e-mail address: contact@psc.state.fl.us.

Or write to the Florida Public Service Commission Division of Regulatory Compliance and Consumer Assistance 2450 Shumard Oak Boulevard Tallahassee, Florida 32399-0850

See our Internet home page at www.floridapsc.com.

2/2005



Florida Public Service Commission's

TIPS ON Telephone Service

Local Telephone Service

Cellular Service

Pay Telephones

Local Telephone Service



Both Florida and federal law allow competition for local telephone services. Your local telephone company will not change unless you choose to select a different company. When and if a competitive local telephone company begins to offer service in your area, you will likely learn of it through traditional marketing and advertising. You may also locate a competitive local telephone company in the front portion of the telephone directory.

What are some of the services local telephone companies are required to provide?

Incumbent or traditional local telephone companies are required to provide basic local telephone service to both residential and business customers; unlimited local calls within a local calling area; and access to emergency services, long distance companies, directory assistance, operator services, telecommunications relay services and an alphabetical directory listing. Competitive local telephone companies may offer different services.

Do rates and service in local telephone service areas vary between local phone companies?

Yes. In addition, your local calling area may vary between companies. This means that calls that were previously part of your local area and included as part of your monthly flat rate charge may be long distance, or calls that were at one time long distance may be considered local when using a different local provider. Be sure that you ask any telephone company that you choose not only about its rates, but also its calling area.

How can I save money on my local service?

One option would be to ask your local telephone company if it offers basic local telephone service as a measured rate service, rather than at a flat rate. With measured rate service, you are limited to a certain number of local calls or minutes

per month, and you incur additional charges for calls or minutes above your limit. Measured rate service is a great way to save money if you don't make many local calls. Local telephone companies are not required to offer a measured rate service option, so be sure to ask any local telephone company that you choose about this optional billing plan for local calling.

The PSC will continue to ensure the rights of all Florida consumers to obtain basic local telephone service, ensure service quality, and assist consumers who have complaints about rates and services.

Below are some general questions you may want to ask before you choose another local telephone company:

What are your rates for local service?

Do you offer a measured rate service?

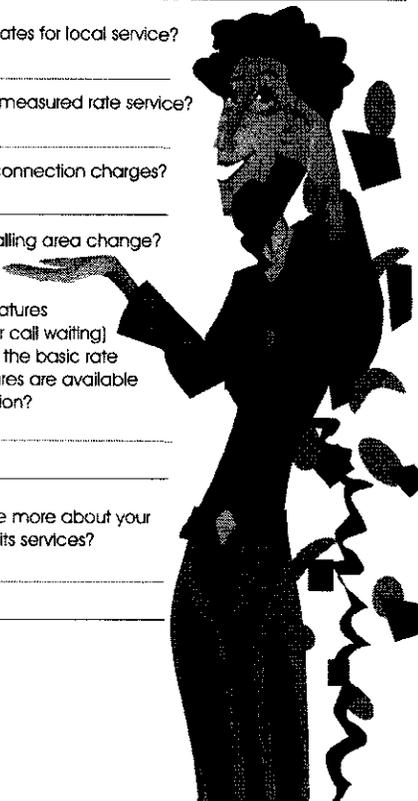
Are there any connection charges?

Will my local calling area change?

Yes / No

What calling features (e.g. caller ID or call waiting) are included in the basic rate and what features are available as an extra option?

Can you tell me more about your company and its services?



Cellular Service



The Florida Public Service Commission (PSC) does not regulate cellular telephone companies. The PSC cannot resolve consumers' complaints regarding cellular telephone service. However, with the ever-increasing popularity of cellular telephones, it is important to mention a few things. Many customers choose cellular telephone companies as an alternative to a traditional telephone company. Like most telephone companies, cellular telephone companies offer a variety of service plans. Cellular service charges are generally based on minutes of use, or "air time," and a fixed monthly fee. Roaming or long distance charges may also apply when you are away from your home area.

Also, it is important that you know what is a local call and what is a long distance call. Many times, the local service area of the cellular company is not the same as the local telephone company's.

Cellular providers offer a variety of packages to meet the various needs of business and residential customers. You should discuss the various service plans with your cellular telephone company. Here are some general questions you may want to ask the cellular providers:

- 1) What services or packages do you offer?
- 2) What are the per-minute and monthly charges for these services?
- 3) Are there any other charges I need to know about?
- 4) What areas can I call before incurring additional charges or roaming fees?
- 5) Will I be able to pick up a signal in the area where I will use my phone the most?

Remember, the PSC does not regulate cellular telephone companies. The Federal Communications Commission (FCC) does not regulate contractual arrangements with cellular providers, but does handle complaints about wireless service. The FCC can be reached at 1-800-CALL-FCC (1-800-225-5322).

You Have a Right to:



be served by any local telephone company providing service in your neighborhood.

examine the company's published rates, services and service standards at any of its business offices.

access operator services.

access emergency services such as 911.

expect a prompt and thorough response from your local telephone company when you have questions or complaints.

access any available long distance service provider.

access relay services for the hearing-impaired.

call the Florida Public Service Commission at 1-800-342-3552 for answers to questions or to have the Commission investigate a complaint on your behalf.

It Is Your Responsibility to:



check your phone bill for accuracy by reviewing services, calls and charges.

be careful about who uses your phone to avoid unexpected charges.

use your phone for lawful purposes only.

attempt to resolve disputes about billing or service with your local telephone company *before* contacting the Florida Public Service Commission.

24-Hour On-line Complaint Forms
www.floridapsc.com



CALL THE PSC Before You Get HUNG UP

Our toll-free number is
1-800-342-3552,
or fax us at 1-800-511-0809,
or contact the PSC via the following

E-mail address:

contact@psc.state.fl.us.

See our Internet home page at

www.floridapsc.com.

Or write to the
Florida Public Service Commission
Division of Regulatory Compliance and
Consumer Assistance
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850



COMPETITION CALLING

FLORIDA PUBLIC SERVICE COMMISSION

Your Rights and Responsibilities as a Telecommunications Customer in Florida



*Florida law now allows
competition for local
telephone services.*

*The Florida Public Service
Commission wants to ensure
that this transition is as
smooth as possible and seeks
to inform customers about
their rights and choices.*

Questions & Answers for Telecommunications Customers

I keep hearing about alternative local telephone companies in my area. How can I continue to receive local service from the telephone company I have now?

Nothing will change unless you choose to select an alternative local telephone company.

When can I choose an alternative local telephone company?

As soon as an alternative local telephone company begins offering service in your area. Florida law has allowed local phone competition since January 1, 1996.

Will I receive a ballot asking me to choose a local telephone company?

No. When and if an alternative local telephone company begins to offer services in your area, you will likely learn of it through traditional marketing and advertising methods.

How has the telecommunications legislation of 1996 affected my phone rates?

By and large, your telephone rates will depend upon what company you select to provide your local telephone service. Local telephone companies in operation before 1996 were not allowed to increase their rates for

basic telephone service until January 1, 1999, except in extreme circumstances. Alternative local exchange companies are expected to price their service competitively, but are not presently bound by any price caps.

How can I learn more about how telecommunications legislation affects my telephone service?

This brochure is just one of the ways the Florida Public Service Commission works to keep you informed about changes in the telecommunications industry and how they affect you. Both the Commission and telecommunications companies will provide additional consumer information as needed through bill inserts, local media, public service announcements and customer hearings.

Will my telephone number change if I select an alternative local telephone company?

No, you may keep your existing telephone number.

What are some of the services local telephone companies are required to provide?

They must provide a dial tone for voice-grade, flat-rate residential and single-line business services; unlimited local calls within a local exchange area; access to emergency services, long distance companies, directory assistance, operator services and relay services; and an alphabetical directory listing.

Where can I verify the rates, service offerings, and service standards of the local telephone company that I have selected?

You can view your selected telephone company's published rates, services offerings and service standards at any of the company's business offices. In addition, alternative local telephone companies are required to provide quality-of-service information to the customer no later than the first bill.

Can I still contact the Florida Public Service Commission if I have a problem with my local telephone service?

Yes, the Public Service Commission will continue to ensure the rights of all Florida consumers to obtain basic local telephone service, ensure service quality, and assist consumers who have complaints about rates and service. You may call the Public Service Commission toll-free at 1-800-342-3552.

24-Hour On-line Complaint Forms
www.floridapsc.com

IF YOU HAVE A
PROBLEM WITH

UTILITY SERVICES OR RATES

FLORIDA PUBLIC SERVICE
COMMISSION

Revised 3/03



WHICH UTILITIES ARE REGULATED BY THE COMMISSION?

The PSC regulates rates and services of investor-owned electric, telephone, and natural gas utilities. Privately owned water and wastewater utilities also are regulated in the counties where the Board of County Commissioners has officially transferred jurisdiction to the Public Service Commission.

The Commission does not have authority to regulate the rates established by municipal electric utilities or electric cooperatives. However, it does have limited jurisdiction to review the relationships between the rates which a municipal or cooperative electric utility charges its different classes of customers to determine that the rate structure of the utility is not discriminatory.

When there are disputes between utilities about serving a particular area, the Commission has the authority to consider the effect on the customers of each utility and to determine which utility should serve in that area. The Commission also establishes service standards which regulated utilities must meet.

UTILITY ACTION

If you have a problem with the rates or services provided by your utility company, contact the company and explain your problem. Make sure to provide all the facts necessary to support your complaint. The utility company should investigate and provide an explanation of the action it will take.

If you do not hear from the utility within a reasonable time, or if you are not satisfied with the utility's action, you may contact the Florida Public Service Commission.

THE PSC'S DIVISION OF REGULATORY COMPLIANCE AND CONSUMER ASSISTANCE CAN HELP

Consumer complaint analysts handle more than 70,000 calls a year and have saved Florida consumers involved in utility-related problems several million dollars.

Here are some examples of types of problems PSC consumer complaint analysts can help you with:

- ◆ improper termination of your utility service
- ◆ charges on your utility bill that you believe are incorrect or unauthorized
- ◆ problems with reading your meter
- ◆ customer deposits for utility services
- ◆ poor quality of service
- ◆ high bill complaints
- ◆ problems with delayed connection of service
- ◆ problems with back billing

FILING YOUR COMPLAINT WITH THE COMMISSION

You may submit a complaint by visiting the PSC's Internet home page at www.floridapsc.com and completing an on-line complaint form. You may also file a complaint by telephone at 1-800-342-3552, or fax your concerns to 1-800-511-0809. In addition, you may file a written complaint with the Public Service

Commission, Division of Regulatory Compliance and Consumer Assistance, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850. You do not need an attorney to file your complaint. Individuals having specific legal questions may refer to Chapters 350, 364, 366, and 367, Florida Statutes.

You can save time for yourself and the PSC staff by providing complete information about your complaint. Before your complaint can be investigated, the staff needs the following information:

- ◆ Your name, street address/or box number, city, county, and zip code
- ◆ The name of the utility and your account number
- ◆ The names of company personnel you have talked with
- ◆ The complete facts of your complaint
- ◆ The action the utility took on your complaint
- ◆ A brief explanation of the solution desired

ACTION ON YOUR COMPLAINT

The PSC staff will review your complaint and discuss the problem with you. Though the PSC cannot resolve every complaint to the customer's satisfaction, it does act promptly on complaints and makes every effort to see that they are handled fairly.

Most complaints are resolved in an informal manner through discussions involving the customer, the utility, and the PSC staff. However, if these efforts are not satisfactory, the staff can provide you with information on how to obtain further review of your complaint.



To communicate over the telephone I use a system called Speech-to-Speech, which is provided by Florida Relay. You may call me through Florida Relay at 1-877-955-5334.

Name: _____

Phone: _____

Calling instructions on the back. For additional assistance, call Relay Customer Service at 1-800-676-3777.

5-03



I use a TTY (Text Telephone) to communicate over the telephone. If you do not have a TTY, you can call me through Florida Relay at 711.

Name: _____

Phone: _____

Calling instructions on the back. For additional assistance, call Relay Customer Service at 1-800-676-3777.

6-07



I use a VCO (Voice Carry-Over) phone to communicate over the telephone. You can call me through Florida Relay at 711.

Name: _____

Phone: _____

Calling instructions on the back. For additional assistance, call Relay Customer Service at 1-800-676-3777.

3-06

Florida Relay is available 24 hours, 365 days a year. There is no charge and all calls are confidential.

When you call me through Florida Relay, a specially-trained OPR (Operator) will voice what I say every three to four words. You just talk normally to me.

❶ Dial 1-877-955-5334.

- ❷ You will hear, "Florida Relay Operator (number). May I have the number you are calling, please?"
- ❸ Give the OPR my area code and telephone number.
- ❹ The OPR will process the call.
- ❺ Please talk directly to me. Avoid saying to the OPR "tell him/her." The relay is only the communications link; the call is between you and me.

The Florida Relay is available 24 hours, 365 days a year. There is no charge and all calls are confidential.

When you call me through Florida Relay, the OPR (Operator) types your spoken words to me and voices back my typed message to you.

- ❶ Dial 711.
- ❷ You will hear, "Florida Relay Operator (number). May I have the number you are calling, please?"

- ❸ Give the OPR my area code and telephone number.
- ❹ The OPR will process the call.
- ❺ Please talk directly to me and say "GA" (Go Ahead) at the end of your response. To end the call, say "GA SKSK" (Go Ahead/Good Bye/Stop Keying), and wait for me to do the same.
- ❻ Avoid saying to the OPR "tell him/her." The OPR is only the communication link; the call is between you and me.

Florida Relay is available 24 hours, 365 days a year. There is no charge and all calls are confidential.

When you call me through Florida Relay, the OPR (Operator) types your spoken words to me and you will hear my voice.

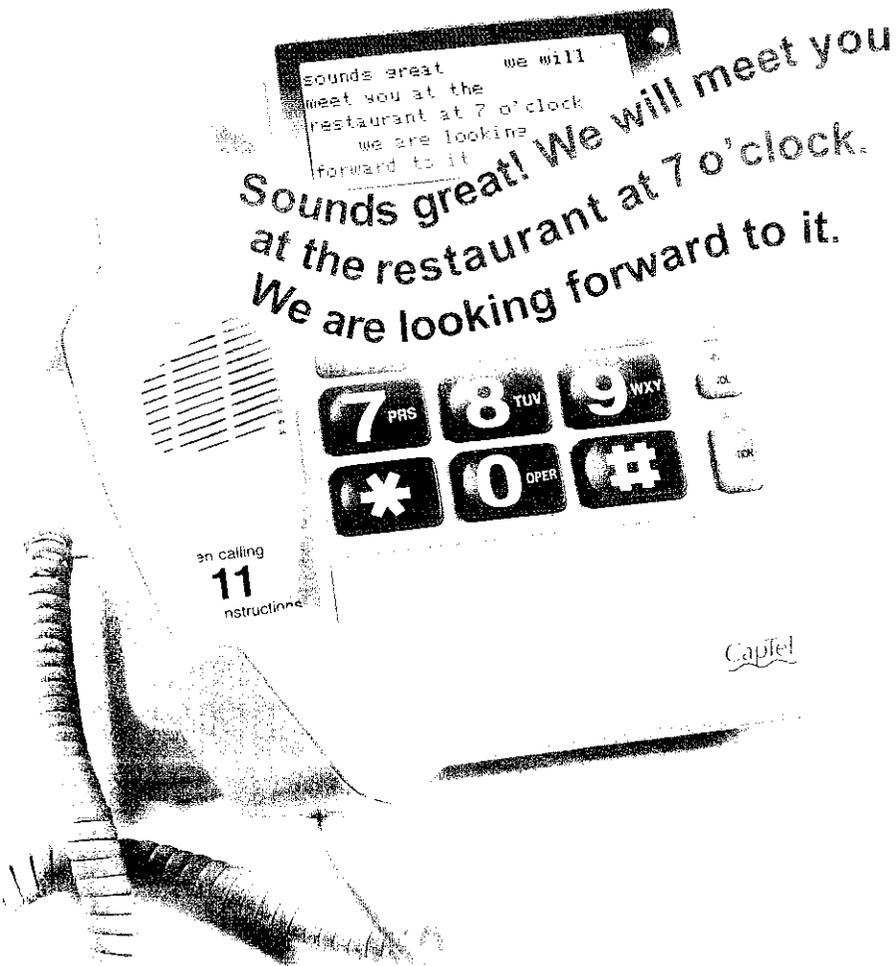
- ❶ Dial 711.
- ❷ You will hear, "Florida Relay Operator (number). May I have the number you are calling, please?"
- ❸ Give the OPR my area code and

telephone number. Tell OPR that I am a VCO user.

- ❹ The OPR will process the call.
- ❺ Please talk directly to me and say "GA" (Go Ahead) at the end of your response. To end the call, say "GA SKSK" (Go Ahead/Good Bye/Stop Keying), and wait for me to say bye before hanging up.
- ❻ Avoid saying to the OPR "tell him/her." The relay is only the communications link; the call is between you and me.

CapTel™ THE CAPTIONED TELEPHONE

The Amplified Telephone that Includes Written, Word-for-Word Captions of Everything the Caller Says

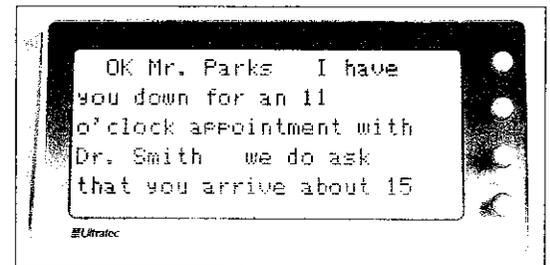


Who Benefits from CapTel?

- Anyone with some degree of hearing loss, who finds it difficult to understand telephone conversations
- People using hearing aids or assistive listening devices
- People who are deaf or hard of hearing and voice for themselves

"I love being able to hear the person's voice because I can understand a lot of what they say... But the captions are there for me to see if I did not understand."

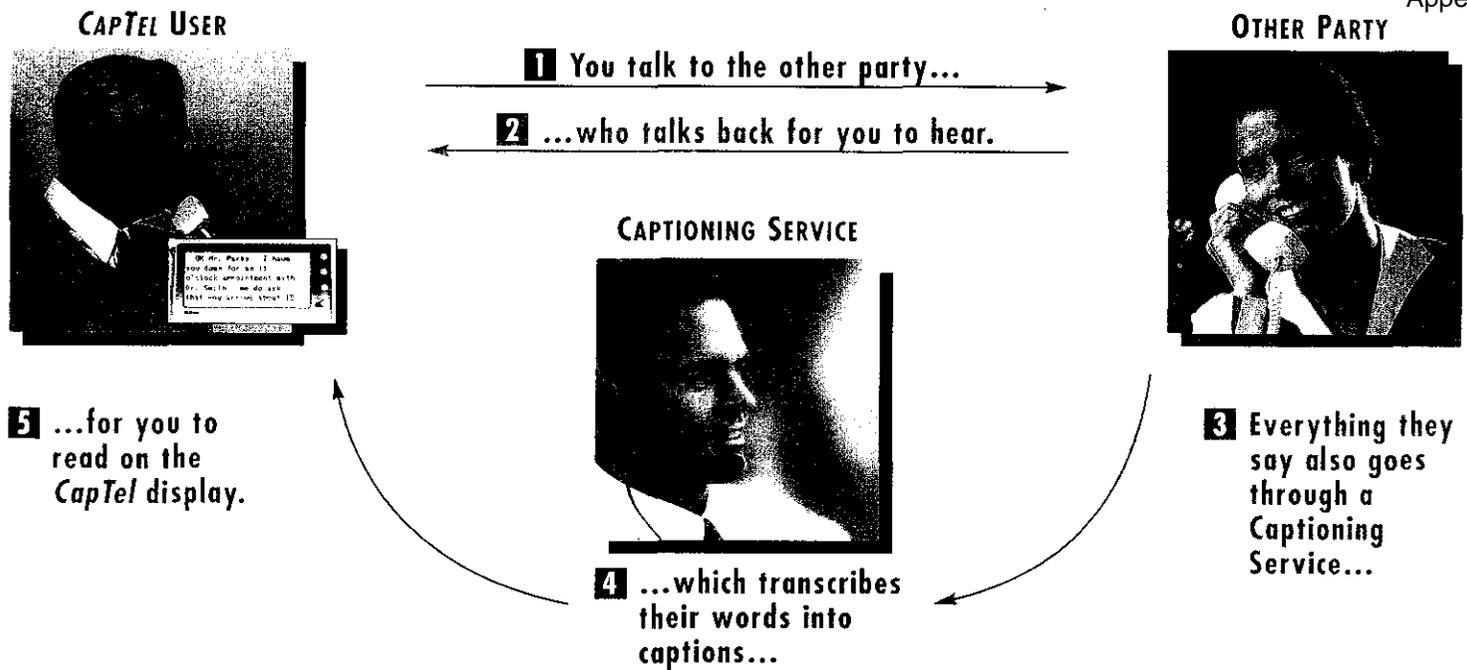
Ideal for people with some degree of hearing loss, the Captioned Telephone (CapTel™) works like any other telephone with one important addition: it displays every word the caller says throughout the conversation. CapTel users can listen to the caller, and can also read the written captions for added clarity.



Written captions of everything the caller says appear in the CapTel phone display screen.

Benefits of CapTel

- Calls are made in a natural manner – simply dial the telephone number directly for the person you are calling
- Users enjoy natural telephone conversations, and can check the captions for added clarity
- Everyone can use the CapTel phone – simply turn off the captions feature to use it as a traditional telephone
- Captions appear nearly simultaneously with the spoken words
- CapTel includes an amplified handset and tone control for clarity



How Does CapTel Work?

CapTel users place a call in the same way as dialing a traditional phone. As they dial, the CapTel automatically connects to a captioning service. When the other party answers, the CapTel user hears everything that they say, just like a traditional call.

At the same time, a specially trained operator at the captioning service transcribes everything the other party says into written text, using the very latest in computerized voice-recognition technology. The text appears on a bright, easy-to-read display window built into the CapTel phone. The captions appear almost simultaneously with the spoken word, allowing CapTel users to understand everything that is said – either by hearing it or by reading it.

What Equipment/Services are Needed?

1. A Captioned Telephone (CapTel)

A specialized telephone that interacts with the captioning service to display captions. The telephone does not translate spoken words into written captions all by itself. It can also be used as a traditional amplified telephone.

2. Captioning Service

Captions are provided by the captioning service throughout the conversation at no cost to the CapTel user.

The CapTel phone is currently available in states that offer CapTel service as part of their relay service or in states conducting consumer trials.

Specifications

- * Powerful amplification with volume boost (up to 35dB) for maximum volume
- Adjustable tone & volume control for optimum sound clarity
- Ability to review captions during or after a call (500 lines of memory can be reviewed after hanging up)
- * 5-line, contrast-controlled liquid crystal display (LCD) screen
- Speed dialing (3 programmable numbers)
- Last number redial
- Adjustable ringer pitch on/off
- Sound monitoring (graphic meter and signal indicator shows you the loudness of your voice and sounds during a captioned call)
- 3.5 mm audio jack (optional) for use with neckloop, cochlear implant patch cord, and other assistive listening devices
- Spanish to Spanish captioning available
- Amplify always "ON" option
- "Over the wire" software upgrades (upgrades can be transmitted over your phone line)
- Easy access to voice mail & interactive telephone menu systems
- Ability to caption your external voice answering machine messages

Specifications subject to change. One-year limited warranty.

CapTel is the latest innovation by

Ultratec

1-800-233-9130 (VOICE/TTY)

926 Colorado Ave. ■ Santa Monica, CA 90401-2717 ■ www.weitbrecht.com
(310) 656-4924 (V/TTY) ■ (310) 450-9918 (FAX) ■ captel@weitbrecht.com (EMAIL)

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WCI

903-007802 11/05

2-LINE CAPTEL ■

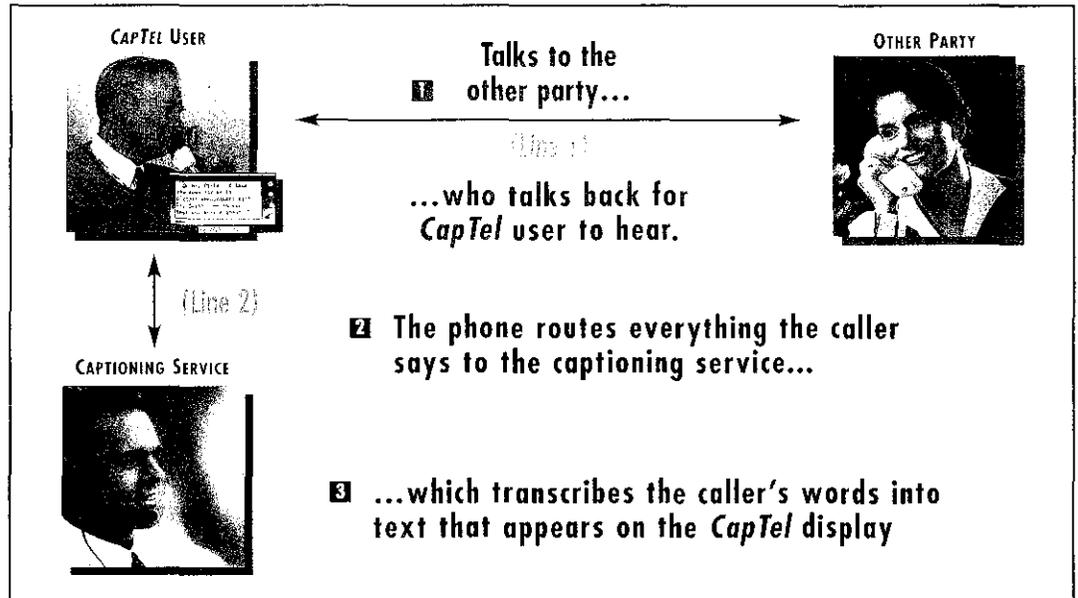
Frequently Asked Questions

Q. What is 2-Line CapTel?

- A.** Like standard *CapTel*, 2-line *CapTel* gives you live captions of everything your caller says during a phone conversation. You can hear the caller and read captions of what they say. With 2-line *CapTel*, the conversation is carried on one telephone line and the captions are provided on a second line. This gives 2-line *CapTel* users the ability to caption any phone call – incoming or outgoing – at any point in the conversation. 2-line *CapTel* also supports enhancements that users have purchased from their telephone service, including call-waiting.

Q. How does 2-Line CapTel work?

A.



CapTel is an exciting new service that lets telephone users enjoy phone conversations complete with captions of everything their caller says. *CapTel* operates in two different modes: standard *CapTel* (1-line) or 2-line *CapTel*. Here are some commonly asked questions about 2-line *CapTel*.

Q. What are the benefits of 2-Line CapTel?

- A.** You receive captions on all incoming calls – your caller dials you directly, instead of placing the call through the captioning service. You can turn captions on (or off) at any point during a conversation. There is no separate telephone number for callers to remember – they just dial you directly. Captioning is available for every type of call, including emergency calls and calls through relay. Others can pick up an extension line and share the call without interrupting captions. Enjoy call-waiting feature without interrupting captions (including getting captions of the second call).

Q. Can I just plug an extension line in my current *CapTel* phone?

A. No. Although your current *CapTel* phone includes two telephone jacks, it is not automatically configured for 2-line use. Your state relay service must support 2-line *CapTel* and you must apply with *CapTel* Customer Service for 2-line *CapTel* to be enabled. Upon acceptance, you will receive instructions on how to enable this feature.

Q. Can I use call-waiting with 2-Line *CapTel*?

A. Yes. Call-waiting is supported by 2-line *CapTel*. When you hear (or read in the captions) the “beep” telling you a second call is coming in, simply press the FLASH button on your *CapTel* phone. Your second caller will be on-line, and you will receive captions of the conversation. You will still receive captions of your first conversation, if/when you return to the first caller by pressing the FLASH button again.

Q. How do I get captions with 2-Line *CapTel*?

A. You can turn the CAPTION feature on or off at any point during your telephone conversations. Simply press the CAPTION button to turn the feature ON or OFF while on a call. When the red light above the CAPTION button is lit, you will receive captions. When the light is off, the call will not be captioned. (The default setting is “ON”.) There will be an initial delay before captions begin as the Captioning Service is connected to the call.

Note: 2-line *CapTel* must be enabled to use this feature.

Q. How are incoming calls captioned?

A. When a caller dials your phone number, they connect directly to your *CapTel* on line 1. As soon as you answer, the phone automatically dials the Captioning Service on line 2 to establish captions.

There is an initial delay between the time you answer the call and the time that captions begin, because it takes time for the phone to connect to the Captioning Service and initiate captions. During this time, your caller will hear everything you say. You may begin your conversation if you can hear the caller clearly enough. Or, you may ask your caller to hold for a moment while captions are established.

Once captions begin, you'll find they keep a close pace with the speed of your caller's voice.



Q. What are the differences between 1-Line and 2-Line CapTel?

A.	Standard CapTel (1-Line)	2-Line CapTel
	Captions and voice are provided across one telephone line.	Conversation is carried on one line, captions are provided on a second telephone line.
	Captions must be initiated at the start of a call.	Captions can be turned on or off on demand, at any point in a conversation.
	Your callers must first dial the toll-free captioning service, then enter your number, in order for you to receive captions of their call.	Incoming calls are automatically captioned. Your callers simply dial your phone number directly.
	Call-waiting tones may interrupt captioning support. You cannot use call-waiting during a captioned call.	You can use call-waiting during a captioned call.
	Automatic call-back (*69) option cannot be used.	Automatic call-back (*69) option is supported.
	Calls to 9-1-1 and 7-1-1 are treated as Voice Carry Over calls and routed to 9-1-1 and relay directly. The 9-1-1 or relay operator's typed messages appear on the <i>CapTel</i> display, but you will not have sound over the phone line while receiving captions.	Calls to 9-1-1 and 7-1-1 are captioned through the Captioning Service on the second line. Your conversation is conducted on the first line. You get both sound and captions of the call.
	Calls are automatically routed through the Captioning Service on outgoing calls only.	Calls are direct between parties. On every call (outgoing or incoming), the Captioning Service is connected automatically through the second telephone line.
	Requires one standard (analog) telephone line.	Requires two standard (analog) telephone lines.

Q. What is required for 2-Line CapTel?

- A.** * Your state relay service must offer 2-line *CapTel* as part of its *CapTel* service.
 A *CapTel* telephone (Model 200).
 Two analog telephone lines with separate telephone numbers are required in your home or office. The second line cannot merely be an extension line.

Q. What type of telephone lines are required?

- A.** Telephone lines for *CapTel* must be analog, the same type of line that is used by a standard telephone or a stand-alone fax machine.

Q. Are digital telephone lines compatible with 2-Line CapTel?

- A.** No. Digital telephone lines are not compatible with the *CapTel* phone and may damage the telephone or telephone network. If you are installing the *CapTel* in an office setting, check with the telephone system administrator to ensure that an analog port is available. A digital subscriber line (DSL) may be used with an appropriate analog filter.

Q. How do I get a second telephone line in my home?

- A.** If you don't already have a second telephone line, contact your telephone service provider to make arrangements. Charges for a second line will apply and vary by provider.

Note: If you already have a second phone line in your home or office (i.e. for a fax machine or other family members) be sure that it is not in use when you place or answer a 2-line *CapTel* call. If the other line is already in use, the captions will not appear.

Q. If there are two phone jacks in my CapTel, do I have to use 2-Line CapTel?

- A.** No. *CapTel* can be used in standard (1-line) mode. Using two telephone lines with your *CapTel* phone is optional. When using *CapTel* with one phone line, some of the features listed above do not apply. (See the chart listing the differences between 1-Line and 2-line *CapTel* above.) With one line, your incoming calls will only be captioned if your caller first dials the toll-free captioning service to reach you.

Q. Are there any costs involved with 2-Line CapTel?

- A.** If you do not already have two analog telephone lines in your home or office, your telephone service provider may have fees for setting up a new line, and/or monthly charges on that line. Otherwise, there are no separate costs associated with 2-line *CapTel*.

Q. How do I update my current CapTel phone to 2-Line?

- A.** If your state supports 2-Line *CapTel*, and you do not see the option in the menu, please contact *CapTel* Customer Service. By *CapTel* phone or voice dial 1-888-269-7477 or email CapTel@CapTelMail.com.



discover communication freedom

How the Relay Works

Text Telephone (TTY)



The user types messages and reads replies on the display screen and/or paper printout.



The Operator (OPR) voices typewritten messages to the hearing person and types replies to the TTY user.

Voice Carry-Over (VCO)



A VCO user speaks directly to a hearing person and reads replies on the VCO screen.



The OPR types the response to the VCO user.

Two-Line VCO



A person with two phone lines and a computer can use one line for speaking and the other line for receiving typed messages.



The OPR accommodates VCO user by typing responses from the standard telephone user.

Hearing Carry-Over (HCO)



Speech-impaired users listen to the person they called and then type their messages using the HCO telephone.



The OPR voices the typed messages to the standard telephone user.

Speech to Speech (STS)



Speech-impaired users speak through the OPR.



An OPR familiar with speech patterns voices the message to the person being called.



For outreach presentations or printed materials, call FTRI at 1-888-292-1950, ext. 232.

Remember, it's YOUR call!

Florida Relay is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired. Through Florida Relay, people who use specialized telephones can communicate with people who use standard telephones and vice versa.

Relay Access Numbers

Dial 711 to use the relay anywhere or continue using

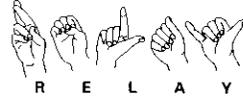
- 1-800-955-8770 (Voice)
- 1-800-955-8771 (TTY)
- 1-877-955-8260 (VCO)*
- 1-877-955-5334 (STS)*
- 1-800-955-1339 (ASCII)
- 1-877-955-8773 (Spanish)
- 1-877-955-8707 (French Creole) 8 a.m. to 2 a.m. daily

*Recommend direct-dial.

Relay Customer Service
1-800-676-3777 (English)
1-800-676-4290 (Spanish)



Remember
711—Relay Service
411—Directory Assistance
911—Local Emergency Assistance



User Friendly Features

- Toll-free access calling.
- Available 24 hours a day, 365 days a year.
- No restrictions on the number or length of calls.
- No charge for local calls.



Do you know someone who can use Florida Relay? Share this with them.

Florida Telecommunications
FTRI Relay, Inc.
Equipment Distribution Program
Customer Service
1-800-222-3448 (Voice)
1-888-447-5620 (TTY)
Monday-Friday, 8:30 a.m.-5:00 p.m.
www.ftri.org