

TRS STATE CERTIFICATION APPLICATION



Florida Public Service Commission
Submission to the
Federal Communications Commission

October 1, 2012

Florida FCC Certification Renewal and Supporting Documents

Introduction

The Florida Public Service Commission, in conjunction with the current relay provider in Florida, has prepared this narrative and attached appendices to comply with the FCC TRS Certification Renewal Application, particularly in response to the **FCC Public Notice DA 12-1187** released on July 25, 2012. Included in the Public Notice are the minimum mandatory FCC TRS requirements under 47 C.F.R. **§64.604 and §64.605**. A copy of this Public Notice and these mandatory requirements is attached as Appendix A.

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

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

- A. Public Notice DA 12-1187
- B. Checklist of FCC Mandatory Minimum Standards
- C. Captioned Telephone – Operational Standards
- D. Captioned Telephone – Technical Standards
- E. Captioned Telephone – Functional Standards
- F. Florida Relay Annual Report
- G. FTRI Outreach Activities
- H. Florida Relay News Letters
- I. Florida Relay Brochures and Other Advertisements
- J. Florida Statute Establishing TRS Program
- K. Complaint Logs from 2008-2012
- L. Florida TRS RFP
- M. Florida Relay Surcharge Rate Order
- N. FPSC, AT&T, and FTRI Relay Websites
- O. TASA Advisory Board
- P. Notifications of Substantive Changes

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State Program Narrative

The Florida Legislature passed the Telecommunications Act of 1991 (TASA) in order to establish a system whereby the citizens of Florida who are deaf, hard of hearing, deaf-blind, or speech disabled, have access to basic telecommunications services at a cost no greater than that paid by other telecommunications service customers. In addition, the cost of specialized telecommunications equipment necessary to ensure that citizens who are deaf, hard of hearing, deaf-blind, or speech disabled have access to basic telecommunications services and the provision of telecommunications relay service is borne by the telecommunications customers of the state.

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

In order to assist the FPSC with the implementation of TASA, TASA created an advisory committee. The advisory committee is appointed by the FPSC and consists of members that can present the perspective of the relay users and the telecommunications industry. The advisory committee advises the FPSC on matters relating to the quality and cost-effectiveness of the telecommunications relay service and the distribution of the specialized telecommunications devices.

TASA required the FPSC to designate a nonprofit corporation to carry out certain administrative responsibilities. On June 13, 1991, the Florida Telecommunications Relay, Inc. (FTRI) was incorporated and designated to perform the administrative functions for the telecommunications access system. As such, FTRI has the responsibility of purchasing, storing, distributing and maintaining the specialized telecommunications devices. FTRI also is responsible for training users on how to use the specialized telecommunications equipment. In addition to fulfilling the equipment needs, FTRI is responsible for outreach and advertising for the telecommunications access system.

A monthly surcharge is assessed and appears on the bill for each access line a subscriber obtains from a local exchange telecommunications company. The surcharge is assessed to recover the costs associated with the relay provider charges, outreach, equipment and distribution, and the administrative costs associated with FTRI. The FPSC determines the amount of the surcharge at least once annually. The current surcharge is \$0.11 per line per month (up to 25 lines per account); however, the surcharge has ranged from a low of \$0.05 to a high of \$0.15 per line per month in previous years. Under TASA, the surcharge is capped at \$0.25 per line per month. The local exchange telecommunications companies are responsible for collecting and remitting the surcharge to FTRI. FTRI, in turn, is responsible for maintaining an operational fund and making payments to the relay provider for service rendered.

The relay provider is selected by the FPSC through the Request for Proposals (RFPs) process. The most recent RFP is attached as Appendix L. The current relay contract was awarded to AT&T. AT&T and the FPSC signed a contract for the provision of relay services which began on June 1, 2012, for a period of three years ending May 31, 2015. The contract contains options to extend the contract for four additional one-year periods, and requires mutual consent by both parties to extend the contract.

In order to provide more detail of the requirements of TASA, Chapter 427, Florida Statutes, has been attached as Appendix J. In addition, the 2011 TASA report, required by Chapter 427, Florida Statutes, is also attached as Appendix F. This report gives a brief history, financial information, and usage data of the Florida Relay program.

Contract Status

As a result of the request for proposal (RFP) issued by the FPSC on November 29, 2011, the FPSC chose AT&T as Florida's relay provider. The effective date of the contract was June 1, 2012. The contract was established for a three year period of time with four one-year options to extend the contract. The contract fee is \$0.76 per session minute for traditional relay service and \$1.47 per session minute for CapTel service.

In accordance with 47 C.F.R. §64.606 (f), the Florida Public Service Commission (FPSC) notified the Federal Communications Commission that there were two substantive changes in Florida's Telecommunications Relay Service program as presented below: (Also See Appendix P)

1. By Commission Order PSC-10-0152-PAA-TP, Florida no longer allows roaming or guest options for its CapTel program. Although the FCC has not made CapTel a mandatory service as part of the certification standard, it has ruled that CapTel is a telecommunications relay service. The Florida TRS program continues to meet federal minimum standards after implementing the substantive change;
2. On February 14, 2012, the FPSC awarded AT&T Relay a contract to provide relay service for a period of three years beginning June 1, 2012. The transition from Sprint Relay to AT&T Relay occurred at midnight on May 31, 2012. The contract includes four one-year options after the initial three-year period. The Florida TRS program will continue to meet federal minimum standards after implementing the substantive change.

OPERATIONAL STANDARDS

Sections A.1 through A.5

§64.604 Mandatory Minimum Standards

(a) Operational standards (1) Communications assistant (CA). (i) TRS providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities.

All Florida Relay CAs are required to complete a comprehensive and extensive TRS training curriculum which includes diagnostic modules that assess the capabilities for CAs to effectively meet the specialized needs of individuals with hearing and speech disabilities.

Core components of training include, but are not limited to, the following:

- Disability awareness
- Deaf culture
- ASL gloss
- American With Disabilities Act
- Section 225 of the Telecom Act
- All TRS Call Types including Emergency calls
- Speech to Speech
- Spanish Relay

All training packages, which have been designed and developed by AT&T for Florida Relay are considered proprietary, but are available for review and inspection upon submission of executed nondisclosure documents. For purposes of this application, we have included outlines of the required training.

Initial Training of Florida Relay Communication Assistants, Days One & Two

Schedule for Initial Training of Communication Assistants

Day One	Day Two	Days Three through Ten
Introduction to the Communicatively Challenged Community	Methods of Communication for the Communicatively Challenged Community	Fundamental Instruction in Technology and Procedures for Relay Service

I. Introduction to the Deaf Community and Relay: Day One

A. The Role of the CA and Customer Diversity
B. History of Deaf Culture, Education, and Sign Language
C. In The Spotlight: Notable Deaf individuals and their accomplishments
D. Common Questions about Deafness
E. Americans with Disabilities Act (ADA)
1 ADA & FCC Requirements for Relay Service
2. FCC Requirements – 64.604 for Relay Personnel

II. Methods of Communication: Day Two

A. Introduction to American Sign Language (ASL)
B. ASL Guidelines and Grammar Rules
C. ASL Gloss
D. Understanding ASL Translation/Interpretation
1. ASL Translation/Interpretation as the Default
2. Identifying Translation/Interpretation preferences - Relay Choice Profile
E. Idioms in Deaf Culture - English and ASL
F. Procedures for obtaining Relief

Additional Resources: Books, Tapes and Websites Related to Deafness/Hard of Hearing

Initial Training Outline For Florida Relay Communication Assistants	
I.	<i>Module 1 – Introduction to Relay Service</i>
a.	Explanation of Relay Service
b.	Identifying Customers Who Use The Relay Service
c.	Explanation of How Relay Service Works
d.	The Role of the Communications Assistant (CA)
e.	The Customers' Expectations For Relay Service
f.	Comparison of a Relay Call to a Call with an Operator
g.	Availability of Relay Services
h.	Code of Ethics – Rules for Relaying Calls – Relaying Verbatim, Appropriate tone for content and intent of conversation
i.	Other Relay Operator Requirements
II.	<i>Module 2 – Introduction to the TTY</i>
a.	Background of the TTY
b.	Parts of the TTY
c.	Connecting a TTY to a Telephone System
d.	Explanation of How a TTY Works
e.	How to Use a TTY To Place a Call
f.	Other Communication Devices
III.	<i>Module 3 – Introduction to the CA Work Station and Call Conditions</i>
a.	Equipment Used by CAs
b.	Customer Information Displayed for Call Processing
c.	Preparing Billing Records
d.	Basic Call Process Steps
	<ol style="list-style-type: none"> 1. TTY-Voice, Voice-TTY 2. In Call Replacement 3. CA Relief Procedures 4. Gender Requests 5. Relay Choice Profile (RCP) 6. Personal Memory Dial (PMD)
IV.	<i>Module 4 - ASL Translation/Interpretation</i>
a.	Department for the Deaf and Hard of Hearing
b.	Relay Customers
c.	ASL Translation/Interpretation as the Default
d.	ASL Grammar Rules
e.	Understanding ASL Translation/Interpretation

	f.	Explanation of ASL Gloss
	g.	CA Proficiency Requirements in ASL/PSE Translation/Interpretation
	h.	Procedures for Obtaining Relief
	i.	Identifying Translation/Interpretation Preferences in RCP
V.	<i>Module 5 – Introduction to Voice Carry-Over (VCO) Calls</i>	
	a.	Explanation of Voice Carry-Over Calls
	b.	Procedures for Processing VCO Calls
		<ol style="list-style-type: none"> 1. Profiled 2. Not Profiled 3. TTY to Voice 4. Voice to TTY
VI.	<i>Module 6 – Basic Relay Calls</i>	
	a.	Recorded Messages/ PBD (Play Back Device) Usage
	b.	Procedures for Placing Calls to Beepers/Pagers
	c.	Toll Free Number Completion (800, 888, 866, 877)
	d.	Directory Assistance (DA) Call Completion
VII.	<i>Module 7 – CSIDS</i>	
	a.	Review of Commonly Used CSIDS Keys
	b.	CSIDS Quick Reference
	c.	Emergency Number Retrieval
	d.	Domestic “General” Rate Quote
	e.	Domestic “Computed” Rate Quote
	f.	International “General” Rate Quote
	g.	International “Computed” Rate Quote
	h.	Collect/Calling Card Billing to International Countries
	i.	Canada
	j.	Frequently Asked Questions & Key Actions
	k.	Keyword Help
VIII.	<i>Module 8 – Emergency Calls</i>	
	a.	Definition of Emergency Call
	b.	Call Steps for Securing Emergency Agency
	c.	Emergency Call Handling Procedures
IX.	<i>Module 9 – Alternate Billing</i>	
	a.	Alternate Billing Requests
	b.	Collect Calls
	c.	Third Number

	d.	De-tariffing Order
	e.	Person to Person
	f.	Calling Cards
	g.	Commercial Credit Cards
	h.	Prepaid Calling Cards
	i.	Coin Phone
	j.	Special Treatment Windows (STW)
X.	<i>Module 10 – Carrier of Choice</i>	
	a.	Identifying Carrier of Choice (COC) Calls
	b.	Relay Choice Profile Includes COC
	c.	COC Requested During Call Set Up
	d.	Using COC Calling Card
	e.	Current Listing of COC
	f.	Procedures for Non-participating COC
	g.	Billing Procedures for COC
XI.	<i>Module 11 – Specialty Call Types/ Call Processing</i>	
	a.	711 Dialing
	b.	Spanish Voice and TTY Transfers
	c.	900 Pay Per Call
		<ol style="list-style-type: none"> 1. 900 Number Requests 2. 900 Number Terminates to Recorded Message 3. 900 Number Answered by Live Person 4. Calls That Can Not Be Completed to 900 Numbers
	d.	511 Calls
	e.	STS Overview
		<ol style="list-style-type: none"> 1. Identifying Speech-To-Speech Calls 2. Processing STS Calls
	f.	Telebraille Customers (Pacing)
	g.	Hearing Carry-Over (HCO)
		<ol style="list-style-type: none"> 1. Explanation of HCO Calls 2. Comparison of HCO to VCO 3. Procedures for Processing HCO Calls
	h.	Specialty Call Types
		<ol style="list-style-type: none"> 1. Two-Line VCO or Voice Translation 2. Reverse Two-Line VCO or Voice Translation 3. Two-Line HCO or Hearing Translation 4. Voice to Voice (VTV)

		<ul style="list-style-type: none"> 5. Voice to TTY (VTT) 6. VCO Privacy 7. HCO Privacy 8. Hearing to Hearing (HTH) 9. VCO to HCO (VTH) 10. Touch Tone Carry-Over (TCO) 11. 3-way Calling 12. Revised SLAM Procedures 13. SLAM Procedures
	i.	International Calls
	j.	Calls Terminating to Another Relay Center
	k.	Hold Guidelines
	l.	Customer Contact Process (Requests for Supervisor or Customer Care)
	m.	Internet Relay
	n.	Instant Message Relay
XII.	<i>Module 12 – DNIS Switched Calls</i>	
	a.	Procedures for TTY to TTY Calls
		<ul style="list-style-type: none"> 1. Relay to OSD 2. Relay to OSD to Relay 3. OSD to Relay
XIII.	<i>Module 13 – Introduction to OSD</i>	
	a.	Explanation of Operator Services for Deaf (OSD)
	b.	Comparison of OSD to Relay Service
	c.	Type of Calls That are Permitted Through OSD and Availability

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

The State of Florida recognizes the importance of selecting highly-qualified individuals for the Communication Assistant position. Prior to being hired, perspective CA candidates must qualify on several tests including a Telephone Ability test, an Oral Typing Skills Test, and an Oral Proficiency Interview.

After being selected during a rigorous employment screening process, Florida Relay CAs are observed and tested to ensure they

- Possess clear and articulate voice communication
- Type a minimum of 60 words per minute on an oral typing test
- Have required grammar and spelling skills
- Are able to interpret typewritten ASL
- Are familiar with speech disability culture, languages, and etiquette

Florida Relay CAs undergo extensive training to ensure that all relay calls are handled accurately, courteously, efficiently, and in a manner that is sensitive to the needs of relay users. CAs are specifically trained to provide a functionally-equivalent service to what a voice user would experience without the use of relay. During initial training, important foundational relay principles such as “relaying verbatim regardless of content” are introduced and emphasized so that our new employees understand that they need to relay ALL calls regardless of content or intent, and in a tone of voice appropriate for the subject matter being relayed. CAs are taught to be as transparent as possible on calls and do not intervene in the communication process. CAs are given macros to assist in informing the caller of background noise and other activities that may occur during a relay call.

CA Training

Florida Relay CAs participate in a minimum 80 hours of initial training period. The training stresses all the basic steps for processing relay calls, Disability/Cross-Cultural Training, and a variety of other related topics. The training encompasses simulated calls to help the CAs learn the material and follow appropriate call-handling steps. Prior to graduating from initial training, CAs are required to pass a series of written and skills-demonstration tests before they are allowed to process live calls unassisted. If a trainee cannot pass these tests and demonstrate proficiency, they will not be permitted to process live relay calls. CAs will be given additional instruction and coaching until they are ready to place live relay calls.

After this initial training program, CAs receive subsequent instruction and are coached while processing live calls in the relay environment. Readily available

trainers and coaches will field any questions and provide feedback to the new CAs.

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

The typing test for potential employment as a Florida Relay CA requires applicants to successfully type at a minimum of 60 words per minute with a maximum error rate of no greater than five percent using an audio-typing test.

CAs are tested three times per year on audio-typing test and also observed during live calls by Supervisors to ensure they maintain a typing speed above the required 60 wpm.

Although permitted under Commission rules, the typing tests administered do not use technological aids to assist in meeting the required wpm scores. The software counts the total number of characters including spaces and divides that number by five to determine the words per minute.

If a CA does not meet the 60 wpm requirement, the CA is taken off line for further training that includes various typing exercises to improve typing speed and accuracy.

The average typing speed of our current CA Team that supports the Florida Relay Service is over 73 – without technological aids.

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

This requirement is not applicable to the Florida Relay Service as it does not provide VRS as part of its state relay program.

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

As a matter of practice, the Florida Relay Service minimizes transfers and reliefs to the extent possible. CAs only transfer calls when necessary. A change never takes place until either the calling or called party has completed their part of the conversation (typed or stated GA). Prior to transferring, CAs ensure that they have been processing a call for a minimum of ten (10) minutes for traditional relay and fifteen (15) minutes for Speech-to-Speech Service. The only exception is when a customer requests to be transferred to a different CA. Requests for the same CA to relay the entire conversation are honored whenever possible

When it is necessary to transfer a relay call, the sophisticated relay platform used by the Florida Relay CAs allows for a fully electronic transfer of the call. This takes only seconds and is done at not-intrusive junctions on a call that have already met minimum time requirements. Our electronic transfer ability allows for full transition of the call including any notes indicated by the CA in their scratchpad for processing of the call. This is a highly efficient process that does not disrupt the call underway.

Due to the complexity of Speech-to-Speech calls, CA reliefs are “manual” reliefs only. The relief STS CA will go to the CA position to complete the remainder of the call.

When a call is transferred to a relief CA, TTY customers are notified by the macro bearing the relief CA’s identification number and gender. Voice customers are notified by the announcement, “relief CA XXXX continuing your call.” These notifications are provided promptly when the call is transferred, which takes place only at non-disruptive junctures between the TTY and Voice parties’ conversation.

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

The Florida Relay Service has a good mix of male and female CAs allowing for the ability to accommodate most users’ request for a preferred gender prior to the start of a relay call or upon transferring the call to a relief or different CA.

When the TRS user requests a specific gender, the CA will type or say:

“Please hold while I check to see if a male/female CA is available”

If the requested gender CA is available, the CA will inform caller,

“Thank you for holding. We are able to accommodate your request. I am transferring your call now. One moment please.”

The CA will *electronically* transfer the call to the relief CA of the requested gender.

When the call is transferred to a relief CA, the TTY user will be notified and see a message (macro key used) showing the relief CA’s identification number and gender:

(relief CA XXXX M/F)

Voice customers are notified by the announcement “relief CA XXXX continuing your call.”

These notifications are provided promptly when the call is transferred in a non-disruptive manner. The TRS user can then commence their conversation with the CA of their requested gender.

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

All Florida Relay calls are transmitted in real time to the extent possible. There may be times when calls terminate to a voice processing system or answering machine, when the caller is permitted to provide information upfront in order to be responsive to the recordings.

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

Florida Relay callers must know their confidentiality and privacy is protected at all times. All Florida Relay CAs and managers are required to sign and comply with a Pledge of Confidentiality and a CA Code of Ethics. The critical nature of confidentiality, adherence to FCC regulations, and State contractual requirements are emphasized during training and coaching discussions. The Pledge of Confidentiality is posted in each Relay Center. The CA Code of Ethics and Pledge of Confidentiality are regularly reviewed as part of CA performance plans. These codes have served to underscore the importance of customer privacy and protection.

Following is a copy of the Pledge of Confidentiality and the CA Code of Ethics that are used with the Florida Relay Service.



AT&T Relay Services
CA CODE OF ETHICS

1. Communications Assistants will keep all call information strictly confidential. The only exception to this is if a call has to be transferred to another CA or the In-Charge Desk.
2. Communications Assistants must never give out telephone numbers.
3. Communications Assistants must never give out information about themselves except their gender and CA number.
4. Communications Assistants will convey the content and spirit of the speaker.
5. Communications Assistants will not counsel, advise nor express personal opinions except the tone of voice of the voice person.
6. Communications Assistants, as employees of AT&T, will strive to maintain high professional standards in compliance with the Code of Ethics and AT&T's Code of Business Conduct.

I have read and understand each of the Codes and I hereby pledge to abide and uphold the Code of Ethics.

Name (*sign*) _____

Name (*print*) _____

Date _____

**Relay Service
Confidentiality Agreement**

I _____ do hereby recognize the serious and confidential nature of Relay Service. I recognize the responsibility this places upon me and its bearing on my continued employment. By agreeing to employment in a Communications Assistant, supervisor or customer service role, I agree to the following conditions:

1. I will not disclose to any individual, including fellow Communication Assistants (CAs) Customer Service Representatives and supervisors, the identity of any caller or information I may acquire about a caller while relaying his/her conversation, except if the user is in life threatening circumstances or causes an emergency situation, or in instances of resolving a complaint.
2. Under no circumstances will I act upon any information I may acquire while relaying conversations.
3. I will not allow any individual to watch or listen while processing actual calls, except for authorized training and quality monitoring purposes.
4. Except when performing Speech-to-Speech, I will not bring any recording devices, including but not limited to, pens, pencils and Personal Digital Assistants (PDAs), into relay workspace.
5. I will not keep any written or electronic form of a conversation beyond the duration of the call, except as allowed for Speech-to-Speech Relay service.
6. Except for any information necessary for billing purposes or gathering caller profile or 7-1-1 information when requested by the caller, I will not collect nor use a caller's personal information.
7. California Relay - I will not register my company as the caller's CRS relay provider of choice without the expressed permission of the caller. When explaining about a caller's choice of relay providers I will strive to ensure that the caller receives a clear, accurate and forthright understanding of his or her options and of the registration process. I will not engage in deceptive practices that result in obtaining a caller's permission deceitfully.
8. Under no circumstances will I reveal my relay operator number in conjunction with my name, or disclose to anyone the names, schedules or personal information of any fellow CA or supervisor working at the relay service.
9. I understand that the FCC requires me to relay everything that is said by either party even if portions of the conversation are offensive to me personally.
10. In the event of my resignation or termination of my employment, I will continue to hold in strictest confidence all information related to the work I have performed as a relay operator.

I understand further that any of the above breaches in confidentiality will lead to disciplinary action up to and including immediate dismissal.

Signature: _____

Print Name: _____

Position: _____ Date: _____

Every Florida Relay CA is required to adhere to the rules of confidentiality during all training sessions. Trainers are trained to present scenarios and procedures without revealing names or specifics about the callers.

All CAs are then required to sign the Pledge of Confidentiality previously discussed, promising not to disclose the identity of any caller, fellow relay operator, or any information learned during the course of relay calls. This applies to all Relay Service personnel during the period of employment and after termination of employment.

The Pledge of Confidentiality, along with the Code of Ethics, is posted at each workstation within the call center and in all reference tools. The Florida Relay Team fully understands the serious ramifications for violations of the Confidentiality responsibilities placed upon them.

The relay call center does not maintain a written or electronic script of any type beyond the duration of the call. All typed text scrolls off of the CA workstation screen, so that nothing is retrievable after a call is complete. Billing records are sent electronically by through the automated CA platform, and thus no billing records are retained onsite or at the CA position. This eliminates any possibility for a confidentiality breach of this type of information.

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

A significant amount of time is spent training CAs to relay all conversation verbatim unless requested otherwise by the relay callers. Their ability to comply with this requirement is measured during diagnostics, quality assurance testing and during side-by-side observations.

On-going reviews during a CA's career of the Code of Ethics and Pledge of Confidentiality keep this important requirement of not altering conversations and relaying verbatim at the forefront of every call that is processed.

The Florida Speech-to-Speech CAs have special training and skills to facilitate the conversation of relay users with speech disabilities without altering the intent of the conversation or interfering with the speech-to-speech user's independence or control of the call.

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

The Florida Relay Service places no limits on the number of relay calls or length of any relay call. Users are able to place as many sequence calls as they wish or to speak as long as they wish.

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

With the exception of handling and processing of Coin Sent Paid calls which have been waived indefinitely by the Commission, the Florida Relay Service is capable of handling any type of call including all types of operator-assisted calls (i.e. collect, bill to third, billed to a calling card, and person to person calls).

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

Florida Relay allows its CAs to decline to complete any call where appropriate acceptance of charges or credit authorization has not been provided. Examples of this includes denial of charges for a collect call or invalid calling or credit card number.

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

The Florida Relay Service platform allows for completion of any pay-per-call. Procedures require the CA to convey to the user any and all information provided by the 900 service provider regarding the cost for accessing the service and completing the call. Florida Relay users have the option to request blocking of any pay-per-call service.

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

The relay platform that supports Florida Relay Service supports all TRS call modalities including (1) text-to-voice and voice-to-text; (2) VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, and HCO-to-HCO. In addition, Florida Relay users are able to place TTY to CapTel and vice versa; Speech-to-Speech to TTY and vice versa; Speech-to-Speech to CapTel and

vice versa. These call types are part of initial training for all Florida Relay CAs and are also available to Florida Spanish Relay users.

Following is a short list and description of the different call types processed through the Florida Relay Service.

CALL TYPES AT&T SUMMARY OF CALL PROCESSING

1. Text to Voice:

Text to Voice calls are the most common type of relay call. AT&T's architecture is designed to accept calls from all types of text communication currently used in the industry, ASCII, Baudot, Turbocode, etc. AT&T's architecture readily identifies the type of communication the caller is using and automatically mirrors the communication mode (ASCII, Baudot, Turbo, etc.) so that communication can occur.

Text callers will be greeted promptly by our system greeting, "(Florida TRS) nbr calling pls GA". Callers can enter the number to dial as soon as this greeting is received. After the number to dial is entered, the call immediately routes to a CA for processing. Callers will receive (CA # (M/F)) and the CA will press one key to dial the number requested that has automatically been populated based on the caller's response to our automated greeting. CAs will keep the caller informed of call status such as (dialing, ringing 1...2..., busy, redialing, etc.) by using shortcut keys on the keyboard. Once the call has been answered, CAs continue to keep the caller informed by typing the gender (male/female) of the person who answered and typing what they said. CAs explain relay if the voice recipient is not familiar with the call, and keep the Text user informed with a shortcut key indicating (explaining relay). Call continues until completion.

AT&T's upfront automation allows a TTY user to enter the number to dial directly, without the CA needing to intervene. This creates an efficient and accurate placement of a relay call. Independent studies have indicated that AT&T's upfront automation creates a more efficient start to a relay call.

2. Voice to Text:

AT&T is able to place Voice to Text calls where a hearing and voice capable customer places a call to a TTY user. Our CAs are skilled at facilitating the communication by typing what the voice person says to the TTY user and then reading the TTY response to the Voice person.

AT&T's architecture answers the Voice person's call by announcing the service, "Florida Relay" and requesting the number they wish to dial. Voice users can use their telephone key pad to enter the number to dial, creating a functional equivalence with how they place a call not requiring relay service.

Voice callers will be greeted by the CA announcing their CA ID and indicating they are dialing the call, "CA # dialing your call now". CAs then press one key to dial the call as our system automatically populates the number the voice person has keyed in during the automated upfront portion of the call. CAs continually keep the Voice person informed of call status such as (dialing, ringing, answered, busy, etc.). Once the Text user answers the line, CAs announce the call by using a shortcut key that types "Florida CA # (M/F) with a call". The CA reads the initial TTY response to the voice person and the call continues until completion.

3. Text to VCO:

AT&T processes Text-to-VCO calls where a TTY user calls to an individual who has voicing ability but cannot hear.

Text callers will be greeted promptly by our system greeting, “(Florida TRS) nbr calling pls GA”. Callers can enter the number to dial as soon as this greeting is received. After the number to dial is entered, the call immediately routes to a CA for processing. Callers will receive (CA # (M/F)) and the CA will press one key dial the number requested that has automatically been populated based on the caller’s response to our automated greeting. CAs will keep the caller informed of call status such as (dialing, ringing 1...2..., busy, redialing, etc.) by using shortcut keys on the keyboard.

The Text caller may provide the CA with upfront instructions indicating they are contacting a VCO user. If the CA knows this in advance, they will activate the VCO feature and when the VCO user answers the line the CA will type a greeting such as “(Florida TRS) CA # (M/F) with a call VCO on GA.”

AT&T offers relay users the option to set up a profile in our system to automatically indicate their type of communication, i. e VCO, HCO, STS, etc. If the Text user does not indicate they are dialing a VCO user however, the VCO user being called is profiled, our system will automatically set up the communication so that the VCO user does not need to request VCO to be activated.

There may be times when the CA is unaware that the line will be answered by a VCO user and in this case the VCO user would need to answer the line and request VCO to be activated.

Once the call has been answered, CAs continue to keep the caller informed by using shortcut keys to inform the caller that the line has been answered and the gender (male/female) of the person who answered. CAs then type their greeting and all that is said to the caller. CAs facilitate the communication by retyping what the text user types to the VCO user, and then typing the VCO user’s response back to the Text user. The call continues in this fashion until the call is complete.

4. VCO to Text

AT&T processes VCO to Text calls where a VCO user who has voicing ability but cannot hear dials to a TTY (text user).

VCO users who are profiled in our system arrive with the VCO feature already activated. They are greeted with a text message announcing the service, “(Florida TRS) may I have the nbr calling pls.” VCO users have the option to voice or type the number they wish to call. The CA informs the caller VCO is on and enters the number to dial in the billing record. Dialing the call takes only one key stroke.

CAs keep the customer informed by using keyboard shortcuts indicating (dialing, ringing 1...2., busy, answered, etc.) . When line two answers, the CA announces the call by typing “(Florida TRS) CA # (M/F) with a VCO call.” The CA then retypes the greeting of the text user to the VCO user. The CA types what the VCO user voices to the text user on line 2, and continues to type back and forth until the call is complete.

5. VCO to HCO

AT&T is able to process VCO to HCO calls. This is a call which allows two TTY users to communicate with each other via relay with one of the TTY users using VCO and the other HCO. During the VTH (VCO to HCO) call, the VCO customer voices his/her

conversation to the HCO user. The HCO user responds with text, which is then retyped by the CA to the VCO user.

Ideally, VCO and HCO users will be profiled in our system. When this occurs, the appropriate communication modes are set up automatically by our system without the need for the customer to request VCO/HCO and without the need for any CA intervention. If the customers are not profiled and request the service upon dialing in or being called to, CAs are able to activate the VCO or HCO feature with just two key strokes.

On a VCO call, the caller is greeted by an automated greeting announcing the service “(Florida TRS) may I have the nbr you wish to call.” The VCO user can either give the number verbally or can type the number to dial if they prefer. The CA provides their CA ID number and gender by a keyboard shortcut and then dials the requested number. The CA keeps the VCO user informed with keyboard shortcuts such as (dialing, ringing 1...2..., answered, busy, etc.)

When the HCO user answers, the CA announces the call by saying “this is the Florida Relay Service CA ### with a V to H call, HCO is on GA. The CA then retypes the HCO greeting to the VCO user and reads the VCO user’s response to the HCO customer. This continues until the call is complete.

6. VCO with Privacy

AT&T offers VCO with Privacy as a feature for our VCO callers. These calls are processed just as other VCO calls are, with the exception that when privacy is requested, the CA does not remain on the line when the VCO user is voicing their end of the conversation.

CAs instruct the VCO user to type GA when they are done voicing their end of the conversation. CAs then press two keys to remove their headset from the line, this eliminates the CAs ability to hear the conversation voiced by the VCO user. When the VCO user finishes, they type GA and the CA again presses two keys to put their headset back on the line to hear the Voice person’s response. They type this response to the VCO user and upon giving the GA, again remove their headset from the line to allow the VCO user privacy.

7. HCO to VCO

AT&T is able to process HCO to VCO calls. This is a call which allows two TTY users to communicate with each other via relay with one of the TTY users using HCO and the other VCO. During the HTV (HCO to VCO) call, the VCO customer voices his/her conversation to the HCO user. The HCO user responds with text, which is then retyped by the CA to the VCO user.

On a HCO call, the caller is greeted by an automated greeting announcing the service “Florida relay service may I have the nbr you wish to call.” The HCO user types the number they wish to call and the CA receives the call with the number already populated and ready to dial. The CA types “HCO on” to let the caller know that the feature has been activated. The CA then voices “CA ID dialing”, and the caller can hear the ringing as the CA presses a single key to dial the call. When the line is answered by a VCO user, (profiled users already have VCO feature activated), the CA types the announcement of the service and provides their CA id and gender, “(Florida TRS) CA 1234 (M) with a H to V call. The CA then types (VCO on) letting the user know they can begin speaking. The VCO user’s conversation is heard by the HCO user. The CA retypes the HCO user’s response to the VCO user. The conversation continues in this manner until complete.

8. Text to HCO

AT&T is able to process Text to HCO calls. These calls allow a TTY user to call to an HCO user who can hear but does not have voicing abilities.

The Text user dials in to relay and is greeted by our automated message announcing the service and requesting the number to dial "(Florida TRS) nbr calling pls." The Text user enters the number they wish to dial and the call is routed to a CA. Our system automatically transmits the CA ID and gender, CA #### (M) and the CA presses a key to dial the number automatically populated by the text user's input. The CA keeps the text user informed via keyboard shortcuts (dialing, ringing 1...2..., busy, answered, etc.)

If the HCO user is profiled, the HCO feature will be automatically activated by our network. If the Text user indicates they are dialing an HCO user, the CA will activate HCO with two key strokes and will notify the HCO user that HCO is on when they answer. The CA will then announce the call to the HCO user and give their CA ID. The CA will retype what the HCO user types to the text user and will read what the text user types so the HCO user can hear it. This communication will continue until the call is complete.

9. HCO with Privacy

AT&T is easily able to accommodate HCO privacy requests. This call has the same call steps as a typical HCO call except that privacy is requested. The CA types "HCO privacy is on after gathering call details and dialing the call." When the Voice person on the call is speaking, the CA uses two key strokes to remove their headset from the line. When the CA sees the HCO user typing, they again press two key strokes to return their headset to the line and begin to read what the HCO user has typed. This call type allows for full privacy as only the HCO user can hear what the voice person on the call is saying.

10. Two-Line VCO

AT&T is able to process 2LVCO calls. This is a call type that is especially appreciated by VCO users with some residual hearing. It allows a VCO user to have a more interactive conversation. The 2LVCO user must have two telephone lines so they can listen and talk to the person they've called on one line, while they are reading the text typed by the CA on the other line. This communication type allows more of a natural flow for conversation since the 2LVCO user may hear some of the conversation before it is fully transmitted to them via text.

To place a 2LVCO, the customer dials relay and gives the CA the telephone number to their second telephone line. The CA types to the caller on the first line and lets them know when the voice line is ringing. The 2LVCO user answers the line and uses their 3-way calling functionality to conference in the person they wish to speak with. The CA then types what the third party says to the 2LVCO user. The CA remains transparent on the line and does not announce relay to the person the 2LVCO user conferences on. This allows for an uninterrupted call between the 2LVCO user and the person they have called.

11. Speech-to-Speech

AT&T processes STS (Speech-to-Speech) calls. These calls enable an individual with a speech disorder who can hear to use their own voice or a voice synthesizer rather than using a TTY. STS customers are hearing capable and have voicing abilities. The CA facilitates communication to occur on a STS call.

STS users are able to select either a passive or active role for the CA to play. In a passive role, the CA repeats or “revoices” only portions of the STS users conversation that are not understood by the person they have called. In an active role, the CA repeats everything that the STS user says. AT&T CAs receive extensive training to recognize speech patterns and to use tools and techniques to assist in facilitating communication for STS users.

STS users are greeted by a CA announcing the service and providing their CA ID, “This is Florida Speech to Speech Service CA ##### may I have the number you wish to call.” Many STS users have profiles indicating their call-handling preferences to assist in efficient call-processing. STS users can dictate the announcement of the call, and can provide other call instructions to the CA prior to placing their call. STS users have the option to dictate a message that the CA will then read when the person they have called answers the line. If the STS has no special instructions, the CA will dial the number requested and announce the call by saying, “This is the Florida Relay Service with a Speech-to-Speech call, are you familiar with Speech-to-Speech relay?” The CA will explain the service if necessary, if the call recipient is familiar with STS, the CA will continue with the call in the role (passive or active) that the STS has requested. CAs re-voice what is needed on the call to facilitate the communication. When a STS call is complete, the CA will thank the voice person on line 2 and will ask the STS user if they would like to place another call.

12. Spanish to Spanish

AT&T processes all types of relay calls in Spanish. Our Spanish team is fluently bilingual and able to process and complete all relay call types in Spanish. For Spanish calls, keyboard shortcuts and hot keys transmit messages in Spanish rather than English. This assists Spanish CAs in keeping the Spanish customers informed and in processing relay calls efficiently.

13. VCO to VCO

AT&T is able to process VCO to VCO (VTV) calls. This call type allows two relay users who have voicing abilities but can not hear to communicate via relay. If profiled, both parties will automatically have the VCO feature activated upon connection to our relay service.

The VCO user originating the call will be greeted by our automated greeting announcing the service. VCO users always have the option to type the number to dial or to verbally give the CA the number. The CA gives the caller their CA ID and gender and dials the call by pressing a single key if the VCO user has entered the number to dial during the upfront process.

CAs keep the VCO caller informed of call progress by using hot keys to transmit pre-programmed messages such as (dialing, ringing, busy, answered, male or female, etc.) . CAs type the announcement phrase to the VCO user they have called and provide their CA ID and gender (Florida TRS CA # m/f with a V to V call) . After informing the VCO caller that the line has been answered and the gender of the person, CAs will type the greeting of the VCO user who answers the line. The CA will then type the initiating VCO user’s response. CAs continue to listen as the VCO users voice their conversation and the CA types it to the alternate VCO user. The conversation continues in this manner until complete.

14. HCO to HCO

AT&T processes HCO to HCO calls. This type of relay call is a request where both customers are TTY users who can hear but cannot speak. HCO users will type their

conversations to the CA who will voice it to the other HCO user and then vice versa until the call is complete.

CAs activate an HCO conference feature that enables both parties to hear what is said without hearing the TTY tones that are transmitted when the HCO users type their responses. CAs announce the call by typing “this is the Florida relay service CA ## with an HTH call for this number, HCO is on.” CAs provide an explanation of the call if required. If necessary, the CA will say, “the person is on the line now you may begin typing.” CAs will read what is typed by each HCO user to the other HCO user. This will continue until the call is complete. After call setup, the CA does not type to process an HTH call, just voices what the call participants type.

15. Two-Line HCO

AT&T processes Two-Line HCO calls. Two Line HCO, also known as “Hearing Translation,” allows interactive communication between the TTY/HCO user who has some degree of voicing capability, and the Voice person that they conference on the line using the 3-way calling feature on their telephone line. It provides a more “real time” conversation between the TTY/HCO caller and the voice person. During this call, the TTY HCO user can type conversation that is not understood by the other person and the CA will voice the typed text.

16. Pay-per-Calls

AT&T process Pay-per-calls through our regular relay services. TTY users can provide a 900 number to dial that terminates at a pay-per-call line. If the line is answered by voice, the CA will type the greeting and announce the call by saying “*This is the AT&T Pay Per Call Service, CA #, with a relay call for this number.*” CA will explain relay if necessary. CA will listen to the preamble indicating there is a charge for the call, and will drop the line. CA then types “*pay per call msg, you will be charged for each redial do you want to continue q ga*” If the caller agrees to accept the charges, the CA resets the end user billing timer and dials the call back to the 900 number. The CA will agree to the charges on this call and will continue to relay the call between the TTY user and the 900 voice person until the call is complete. The caller will be billed for normal 900 charges associated with the pay per call access.

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

Call release functionality:

Florida’s relay provider’s platform allows the CA to sign-off or be “released” from the telephone line after the CA has set up a telephone call between the originating TTY caller, and a called TTY party. This feature is used to process TTY to TTY calls when a TTY user must go through a TRS facility to contact another TTY user because the called TTY party can only be reached through a voice-only interface, such as a switchboard.

Another scenario where this feature is used is when a TTY user is billing to a calling card that is accessed through an 800 number. The Florida Relay CAs dial and interact with the toll free number prompts and then release the call once they are sure direct

communication between the TTY users is taking place. The CAs press two keys to transmit a message indicating:

“ANSWERED BY TTY ...ONE MOMENT CONNECTING YOUR CALL” and then “CONNECTION COMPLETE”.

CAs then ensure that communication is taking place between the TTY users and release the call from their position allowing them to be available for another relay call.

Speed dialing functionality:

Florida’s relay provider’s platform allows users to store up to 100 names and numbers in their speed dial profile. Callers can then ask the CA to dial based on the name entered for that telephone number in the speed dial list such as “call mom” or “please call the dentist” or call “Charlie”.

Callers can also provide the number of the listing in their speed dial list such as call number 22. CAs then press a single key to have the telephone number entered from the caller’s speed dial list. The CA does not need to manually copy the number over to the dialing field. This eliminates the possibility of CA error in entering the number to dial.

Three-way calling functionality:

The Florida Relay Service supports three-way calling functionality that allows more than two parties to be on the telephone line at the same time with the CA.

Customers who have purchased the three-way calling feature from their LEC can access the Florida Relay Service and they can then conference in an additional person on their three-way calling line. CAs will be able to communicate with both the caller and the third-party on the same line and will be able to type to the caller on the additional line (forward number). This three-way calling feature is available for use by all relay customers including our STS users who especially appreciate this feature.

Another option for Florida Relay users is to dial in to another relay connection with the forward number, allowing for an additional party to be joined on the line. Customers have the option to choose how to connect, either with another relay line or directly through their own connection.

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

The Florida Relay Service enables and facilitates calling to Interactive Menus and Voice Mails. All CA positions are equipped with macro keys (pre-programmed messages) that are used when a recorded message is reached. When CAs reach a recorded message, they transmit a macro indicating (recorded msg). If the recorded message is an interactive menu, CAs transmit this macro:

(would you like complete msg typed or hold for specific dept or live rep).

This macro allows the customer to have full control of their call at all times. Customers can also elect to have the entire recording typed to them verbatim. CAs follow customer instructions at all times (either holding for a specific department or live rep or typing the options).

CAs keep the caller informed while selecting any menu prompts as directed by the customer. CAs type updates such as *(pressing 2 for balance inquiry)* or *(pressing 0 for live rep)*. This ensures that the caller is always in control of the call and can select additional prompts if they would like.

RECORDING DEVICE

CA positions are equipped with a Play Back Device (PBD) that enables the CA to capture recorded messages in their entirety without the need to redial. The CA has the ability to play back to any point in the recording, which allows the CA to provide continuous message transcription to the TTY user. All messages recorded on the PBD are erased as soon as the customer disconnects, ensuring confidentiality requirements are met.

The Florida Relay Service does not impose any charges for additional calls, if needed, in order to complete calls involving recorded or interactive messages. Relay callers are only billed for one complete call. This provides a functionally equivalent billing scenario comparable to that of a direct-dialed call.

(viii) TRS providers shall provide, as TRS features, answering machine and voice mail retrieval.

Florida Relay CAs are trained to retrieve voice and TTY messages from voice processing systems and answering machines, and relay the message to the relay caller

in the caller's communication mode (voice, TTY, ASCII, etc.). Following are basic steps for processing these types of requests.

RETRIEVING MSGS FROM ANSWERING MACHINE

The following is a brief outline of the CA's process for retrieving messages from an answering machine or voice processing system.

Retrieving Messages from Answering Machine or Voice Processing System
1. Caller requests message retrieval and provides CA with appropriate phone number and access codes to retrieve messages.
2. CA enters access codes in electronic scratchpad that allows them to be available for only the current call. The electronic scratchpad ensures confidentiality as it is automatically deleted when the call is complete.
3. CA Dials to the requested number and reaches answering machine.
4. CA enters appropriate access codes from electronic scratchpad.
5. Recording Device (PBD) is activated to record new messages left on the customer's answering machine. (NOTE: If only one message or a short message, will be relayed real time and will not require recording device.)
6. Complete messages are typed to the caller and caller is given the option to save or delete messages.
7. CA redials without creating another billing record to delete or save each individual message at the direction of the caller.
8. Access code information in the electronic scratchpad is automatically deleted at the completion of the call.

As with all things relay, the Florida Relay Service protects the confidentiality of access codes that may be used to retrieve messages.

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

Although relay users are encouraged to dial 911 directly from their TTY or telephone for the fastest response, the Florida Relay Service is able to support users who reach the relay service for 911 calls. Following are the procedures employed by Florida Relay for these types of calls:

Emergency Call Handling
<p>1. CAs can directly access a database with emergency agency listings based on the caller's Automatic Number Identification (ANI). In the rare occurrence that the agency number doesn't appear in the database, the CA contacts Directory Assistance. After getting the number, the CA needs only two key strokes to immediately access the emergency agency.</p>
<p>2. Our Caller ID technology enables the emergency agency to receive the relay caller's ANI directly, eliminating the time and potential inaccuracy of number transmission by the CA.</p>
<p>3. When the agency answers, the CA informs the dispatcher that the call is coming through Relay Service, provides their CA number, and indicates whether the caller is TTY or voice. The CA then remains available to the emergency agency to provide any information or assistance to support emergency service. The call is given the CA's undivided attention – call transfer is strictly prohibited – and a supervisor is typically summoned to provide support to the CA until the call ends when the agency disconnects.</p>
<p>4. Emergency calls are treated differently from a confidentiality perspective. CAs are trained and prepared to provide any and all information requested to the PSAP agency to ensure the relay caller receives expeditious emergency services. These may include the Billing Telephone Number (BTN) and any information stated by the caller before connection, etc. It is our goal to get the caller assistance as quickly as possible.</p>

CAs notify their supervisor and solicit the supervisor's support when processing Emergency calls. Procedures explicitly instruct the CA to contact the PSAP agency if a caller disconnects from Florida Relay prior to reaching the emergency agency. CAs

contact the PSAP and provide them with the caller's telephone number and other pertinent information shared by the caller prior to disconnection.

CAs are trained to stay on the line with emergency calls as long as required to ensure that emergency services are rendered. CAs will stay on the line until the PSAP hangs up or tells the CA to drop the line.

Transferring of emergency calls to other CAs is not permitted.

When receiving a call that a CA suspects may be an emergency, the CA will treat that call as an emergency call. The CAs will not attempt to question the caller about the exact nature of the emergency, other than to determine whether fire, police, or ambulance is required. CAs will let the professionally trained PSAP Operator to question appropriately and respond to the emergency.

A fully automated ("electronic") system to handle emergency services for each call type is not currently trusted or used by Florida Relay. Our provider's emergency call handling system has been optimized over the years to support the wide variety of call types handled through the platform with concierge care and accuracy. Since Relay call types vary significantly (e.g. POTS lines, wireless phones, payphones, voice users, data users, STS users, and wire line TTYs), this optimization comes in the form of a CA determining the most appropriate handling method for each E911 instance.

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

Florida Relay STS customers have the option to maintain a list of frequently called numbers through the AT&T Relay Customer Profile. The AT&T Relay Customer Profile allows STS users to create a list of over 100 frequently called number which can be arranged in alphabetical order of the first name, with each entry having a number with the first entry assigned the number one and the number of each subsequent entry increasing one (1, 2, 3, 4...). Whenever a STS user elects to place a call to an entry in their Relay Customer Profile, the CA states the name and number of the requested person to the STS user prior to dialing the number.

Following are pages from the STS Relay Customer Preference/Profile form used for Florida Relay customers and provides additional STS Specific options and features above the standard Relay Customer Preference/Profile forms.



Speed up your relay call!

AT&T Relay Choice Profile Form

*Speech to
Speech*

Let us know your preferences and we will set up your call faster! If you choose to fill out this Relay Choice Profile form, it will enable us to speed up your call and make your life easier.

If you need help with this form, feel free to contact us: Voice 1-800-682-8706, TTY 1-800-682-8786, Email rm-attcustomer@att.com. All information you provide will be kept strictly confidential. Note: Baudot is utilized on standard TTY and ASCII on personal computers.

Caller Information

First _____ Last _____
Street Address _____ Apt or Ste _____
City _____ State _____ Zip _____
Email _____
Password _____
Secret Question _____
Secret Answer _____

Call Preferences

Relay Type:

Standard TTY Speech to Speech Deaf-Blind

Communication Mode:

Baudot Turbo Code IM Speech to Speech

Baudot HCO Turbo Code HCO Voice

Baudot VCO Turbo Code VCO ASCII

Line 2 Phone Number if L2VCO or L2HCO is desired

Language English Spanish

CA Typing Speed in Words Per Minute (WPM)

Max 50 wpm 30 wpm 20 wpm 10 wpm

Relay Background Noise

Yes No

Relay Tone of Voice

Yes No

Abbreviate Auto Messages

Yes No

Abbreviate IVR Messages

Yes No

Translate ASL

Yes No

Check Spelling of Words CA Types

Yes No

Relay that CA has Checked Spelling of Names

Yes No

CA Gender

No Preference Male Female

Explain Relay

CA Standard Script No Me, in CA's Voice
 Me, in My Voice CA Custom Script (Enter Script Below)

Custom Script

Speech to Speech Preferences

Long Hold Times Requested

Yes No

Slow Reader Patience Required

Yes No

Slow Talking CA

Yes No

Mute Speech Impaired Party

Yes No

Allow Pause of CA Revoicing

Yes No

Tell Who is Calling

Yes No

Confirm Calling Preferences

Yes No

Retain Inbound information

Yes No

Visually Assist Phone or IP (Blank if None) _____

Voice Augmentation Device (Blank if None) _____

Special Communication Device

None Amplified Handset Cochlear Implant Hearing Aid

Other Large Display TTY Telebraille PC

Standard First Thoughts

Answering Machine Message

If you need help with this form, feel free to contact us: Voice 1-800-682-8706, TTY 1-800-682-8786, Email rm-attcustomer@att.com. All information you provide will be kept strictly confidential. Note: Baudot is utilized on standard TTY and ASCII on personal computers.

Caller Information

First _____ Last _____
Street Address _____ Apt or Ste _____
City _____ State _____ Zip _____
Email _____
Password _____
Secret Question _____
Secret Answer _____

Call Preferences

Relay Type:

Standard TTY Speech to Speech Deaf-Blind

Communication Mode:

Baudot Turbo Code IM Speech to Speech
 Baudot HCO Turbo Code HCO Voice
 Baudot VCO Turbo Code VCO ASCII

Line 2 Phone Number if L2VCO or L2HCO is desired

Language English Spanish

CA Typing Speed in Words Per Minute (WPM)

Max 50 wpm 30 wpm 20 wpm 10 wpm

Relay Background Noise

Yes No

Relay Tone of Voice

Yes No

Abbreviate Auto Messages

Yes No

Abbreviate IVR Messages

Yes No

Translate ASL

Yes No

Check Spelling of Words CA Types

Yes No

Relay that CA has Checked Spelling of Names

Yes No

CA Gender

No Preference Male Female

Explain Relay

CA Standard Script No Me, in CA's Voice
 Me, in My Voice CA Custom Script (Enter Script Below)

Custom Script

Speech to Speech Preferences

Long Hold Times Requested

Yes No

Slow Reader Patience Required

Yes No

Slow Talking CA

Yes No

Mute Speech Impaired Party

Yes No

Allow Pause of CA Revoicing

Yes No

Tell Who is Calling

Yes No

Confirm Calling Preferences

Yes No

Retain Inbound information

Yes No

Visually Assist Phone or IP (Blank if None) _____

Voice Augmentation Device (Blank if None) _____

Special Communication Device

None Amplified Handset Cochlear Implant Hearing Aid

Other Large Display TTY Telebraille PC

Standard First Thoughts

Answering Machine Message

“Other Number” Rerouting Feature

You do not have to miss a call again. You can have the CA find you wherever you are at any time of the day. Just tell us what phone number you can be reached at and on what day(s) and what time. When we get an Incoming call for you, we'll look at your “Other Numbers” schedule and direct your call to the correct phone number. You can supply up to 20 numbers, so now your family and friends can find you just about anywhere else.

ID1 Phone

Line 2 for 2LVCO

Type: Baudot Turbocode IM
 Baudot HCO Turbocode HCO Voice
 Baudot VCO Turbocose VCO ASCII
 STS

When should we route incoming calls to this number?

Time: From _____ am/pm to _____ am/pm

Day (M/T/W/Thur/Fri/Sat/Sun): _____

ID2 Phone

Line 2 for 2LVCO

Type: Baudot Turbocode IM
 Baudot HCO Turbocode HCO Voice
 Baudot VCO Turbocose VCO ASCII
 STS

When should we route incoming calls to this number?

Time: From _____ am/pm to _____ am/pm

Day (M/T/W/Thur/Fri/Sat/Sun): _____

Speed Dial Contacts

ID1 Name

Phone

Type: Business Financial Personal Social Other

Special Instructions:

ID2 Name

Phone

Type: Business Financial Personal Social Other

Special Instructions:

ID3 Name

Phone

Type: Business Financial Personal Social Other

Special Instructions:

ID4 Name

Phone

Type: Business Financial Personal Social Other

Special Instructions:

ID5 Name

Phone

Type: Business Financial Personal Social Other

Special Instructions:

ID6 Name

Phone

Type: Business Financial Personal Social Other

Special Instructions:

ID7 Name

Phone

Type: Business Financial Personal Social Other

Special Instructions:

ID8 Name

Phone

Type: Business Financial Personal Social Other

Special Instructions:

Account Settings

Allow Redial of Last Number Dialed	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Multiple Users	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Call Name	_____		
Billing Method			
<input type="checkbox"/> Paid	<input type="checkbox"/> Calling Card	<input type="checkbox"/> Third Party	<input type="checkbox"/> Collect
Caller ID			
<input type="checkbox"/> Send My Number	<input type="checkbox"/> Block My Number	<input type="checkbox"/> Relay Center Number	

Call Blocking

Block Outbound 800 Calls	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Block Outbound 900 Calls	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Block Outbound international Calls	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Block the following Outbound Numbers		
ID 1	Phone	_____
ID 2	Phone	_____
ID 3	Phone	_____
ID 4	Phone	_____
ID 5	Phone	_____
ID 6	Phone	_____
ID 7	Phone	_____
ID 8	Phone	_____
ID 9	Phone	_____
ID 10	Phone	_____

Long Distance Provider - Choose Provider

- | | |
|--|---|
| <input type="checkbox"/> AT&T | <input type="checkbox"/> Adelphia Business Solutions |
| <input type="checkbox"/> Allegiance group Services | <input type="checkbox"/> AmeriVision Communications |
| <input type="checkbox"/> ATN | <input type="checkbox"/> Bellsouth |
| <input type="checkbox"/> Business Telecom | <input type="checkbox"/> Century |
| <input type="checkbox"/> Century Link | <input type="checkbox"/> Charter Fiberlink |
| <input type="checkbox"/> Citizens | <input type="checkbox"/> Clearchoice 5 Talk |
| <input type="checkbox"/> Comcast | <input type="checkbox"/> Comtech 21 |
| <input type="checkbox"/> CoreComm Maryland | <input type="checkbox"/> Cox |
| <input type="checkbox"/> Cox Residential | <input type="checkbox"/> Eastern Telecommunications |
| <input type="checkbox"/> Easton Telecom Services | <input type="checkbox"/> Embarq |
| <input type="checkbox"/> Excel | <input type="checkbox"/> Excel 10-10 |
| <input type="checkbox"/> Global (Close Call America) | <input type="checkbox"/> Global (Frontier) |
| <input type="checkbox"/> Global (Opex) | <input type="checkbox"/> Global Crossing |
| <input type="checkbox"/> Hardy Telecom | <input type="checkbox"/> I-Link Communications |
| <input type="checkbox"/> Incomnet Communications | <input type="checkbox"/> LDDSCOMM |
| <input type="checkbox"/> LDM Systems | <input type="checkbox"/> LDMI |
| <input type="checkbox"/> Lightyear Comm of Maryland | <input type="checkbox"/> Long Distance Wholesale Club |
| <input type="checkbox"/> Matrix Telecom | <input type="checkbox"/> MCI |
| <input type="checkbox"/> McLeod USA | <input type="checkbox"/> Metra Media |
| <input type="checkbox"/> My LEC (if Available) | <input type="checkbox"/> North Camerican Telephone |
| <input type="checkbox"/> Oncor Communications | <input type="checkbox"/> One Call Communications |
| <input type="checkbox"/> OpenBand of Maryland | <input type="checkbox"/> Pembroke |
| <input type="checkbox"/> Phone Tel Technologies | <input type="checkbox"/> Primus Telecommunications |
| <input type="checkbox"/> Qwest 432 | <input type="checkbox"/> Qwest 56 |
| <input type="checkbox"/> Sage Communications | <input type="checkbox"/> SBC |
| <input type="checkbox"/> SBC LD-KRC | <input type="checkbox"/> SBC Long Distance |
| <input type="checkbox"/> Sprint | <input type="checkbox"/> Sudden Link |
| <input type="checkbox"/> Talk America | <input type="checkbox"/> TDS LD |
| <input type="checkbox"/> Telecom USA (MCI) | <input type="checkbox"/> Telecom |
| <input type="checkbox"/> Touce 1 Communications | <input type="checkbox"/> Touch One |
| <input type="checkbox"/> V2 | <input type="checkbox"/> Var Tech |
| <input type="checkbox"/> Verizon | <input type="checkbox"/> VSSI |
| <input type="checkbox"/> Wiltel | <input type="checkbox"/> Worldwide Network Services |
| <input type="checkbox"/> Worldxchange | <input type="checkbox"/> Z-Tel |
| <input type="checkbox"/> Zone Telecom 1511 | <input type="checkbox"/> Zone Telecom 5014 |

Local Toll Carrier - Choose Provider

- | | |
|--|---|
| <input type="checkbox"/> AT&T | <input type="checkbox"/> Adelphia Business Solutions |
| <input type="checkbox"/> Allegiance group Services | <input type="checkbox"/> AmeriVision Communications |
| <input type="checkbox"/> ATN | <input type="checkbox"/> Bellsouth |
| <input type="checkbox"/> Business Telecom | <input type="checkbox"/> Century |
| <input type="checkbox"/> Century Link | <input type="checkbox"/> Charter Fiberlink |
| <input type="checkbox"/> Citizens | <input type="checkbox"/> Clearchoice 5 Talk |
| <input type="checkbox"/> Comcast | <input type="checkbox"/> Comtech 21 |
| <input type="checkbox"/> CoreComm Maryland | <input type="checkbox"/> Cox |
| <input type="checkbox"/> Cox Residential | <input type="checkbox"/> Eastern Telecommunications |
| <input type="checkbox"/> Easton Telecom Services | <input type="checkbox"/> Embarq |
| <input type="checkbox"/> Excel | <input type="checkbox"/> Excel 10-10 |
| <input type="checkbox"/> Global (Close Call America) | <input type="checkbox"/> Global (Frontier) |
| <input type="checkbox"/> Global (Opex) | <input type="checkbox"/> Global Crossing |
| <input type="checkbox"/> Hardy Telecom | <input type="checkbox"/> I-Link Communications |
| <input type="checkbox"/> Incomnet Communications | <input type="checkbox"/> LDDSCOMM |
| <input type="checkbox"/> LDM Systems | <input type="checkbox"/> LDMI |
| <input type="checkbox"/> Lightyear Comm of Maryland | <input type="checkbox"/> Long Distance Wholesale Club |
| <input type="checkbox"/> Matrix Telecom | <input type="checkbox"/> MCI |
| <input type="checkbox"/> McLeod USA | <input type="checkbox"/> Metra Media |
| <input type="checkbox"/> My LEC (if Available) | <input type="checkbox"/> North Camerican Telephone |
| <input type="checkbox"/> Oncor Communications | <input type="checkbox"/> One Call Communications |
| <input type="checkbox"/> OpenBand of Maryland | <input type="checkbox"/> Pembroke |
| <input type="checkbox"/> Phone Tel Technologies | <input type="checkbox"/> Primus Telecommunications |
| <input type="checkbox"/> Qwest 432 | <input type="checkbox"/> Qwest 56 |
| <input type="checkbox"/> Sage Communications | <input type="checkbox"/> SBC |
| <input type="checkbox"/> SBC LD-KRC | <input type="checkbox"/> SBC Long Distance |
| <input type="checkbox"/> Sprint | <input type="checkbox"/> Sudden Link |
| <input type="checkbox"/> Talk America | <input type="checkbox"/> TDS LD |
| <input type="checkbox"/> Telecom USA (MCI) | <input type="checkbox"/> Telecom |
| <input type="checkbox"/> Touce 1 Communications | <input type="checkbox"/> Touch One |
| <input type="checkbox"/> V2 | <input type="checkbox"/> Var Tech |
| <input type="checkbox"/> Verizon | <input type="checkbox"/> VSSI |
| <input type="checkbox"/> Wiltel | <input type="checkbox"/> Worldwide Network Services |
| <input type="checkbox"/> Worldxchange | <input type="checkbox"/> Z-Tel |
| <input type="checkbox"/> Zone Telecom 1511 | <input type="checkbox"/> Zone Telecom 5014 |

Where to Submit Completed Forms:

Fax

1-888-288-2184

Mail

AT&T Relay Customer Care Center
831 Park Avenue
Norton, VA 24293

Email

rm-attcustomer care@att.com



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

This requirement is not applicable to the Florida Relay Service as it does not provide VRS as part of its state relay program.

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

This requirement is not applicable to the Florida Relay Service as it does not provide VRS as part of its state relay program.

TECHNICAL STANDARDS

Sections B.1 through B.6

FEDERAL COMMUNICATIONS COMMISSION
TRS TECHNICAL STANDARDS
Current as of December 13, 2011

§64.604 Mandatory Minimum Standards

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

The Florida Relay Center is equipped with all necessary telecommunications equipment and software capable of full and normal communication with inbound callers and outbound called parties compatible with relay equipment commonly used and at speeds generally used. This includes support for TTY, voice, and computer users via these protocols: voice (inc. STS), public switched network TTY, Baudot TTY, TurboCode[®], ASCII Computer, and ASCII. The Florida Relay Service equipment automatically adjusts to match the protocol and speed of the TRS user's equipment. No manual intervention by the CA is required for the relay system to effectively communicate with the TRS user.

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

The Florida Relay Service provider is required to ensure that CAs are available to respond to the projected calling volumes based on hour of day, day of week, and month of year. The provider utilizes historical calling volumes and trends to project the number of CAs required on any given day and at any given hour. Intraday adjustments are made as needed to respond to unexpected changes in call volume projections.

Additionally, average length of call, average session minutes, average conversation minutes, and average CA work time are all used to project the number of CAs required to meet the projected call volumes.

As part of the monthly reporting process, the provider is required to prepare and submit a detailed report that provides evidence of their success in meeting this requirement for staffing.

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

As part of the contract requirements, the Florida Relay Service provider is required to prepare and submit, on a monthly basis, a report that provides evidence of meeting the 85% of calls answered within 10 seconds service level on a daily basis. Penalties may be assessed for failure to meet the service level requirement. Generally, more than 95% of callers are serviced in less than 10 seconds.

The Florida Relay Center has adequate network facilities to meet the requirement of the P.01 standard for call blocking. ASA and call blocking on a daily and monthly basis is provided in the monthly reports provided by the relay provider.

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

The Average Speed of Answer for Florida Relay is measured from the time the call is accepted by the provider's equipment regardless of whether the call originated through the public switched network, a wireless network or a Voice Over IP network.

(B) Abandoned calls shall be included in the speed-of-answer calculation.

The Florida Relay Service contract requires the provider to include abandoned calls in calculating the speed of answer on a daily basis. A monthly report is generated and provided to the state each month which reflects the number of abandon calls to the relay service.

(C) A TRS provider's compliance with this rule shall be measured on a daily basis.

Evidence of compliance with this rule is provided each month as part of the monthly reporting requirements. The report measures the actual speed of answer level on a daily basis.

(D) The system shall be designed to a P.01 standard.

The circuits used for the Florida Relay Service are ISDN MegaCom 800, which will transverse on the Software Defined Network (SDN) within the AT&T telecommunications architecture. These circuits comply with a grade-of-service of P.01, which provides a functionally equivalent probability of a fast busy as one might encounter on the overall voice network.

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

Both the State of Florida and the contracted relay provider understand that the LEC is required to provide call attempt rates and rates of calls blocked between the LEC and the Florida Relay Service facility upon request.

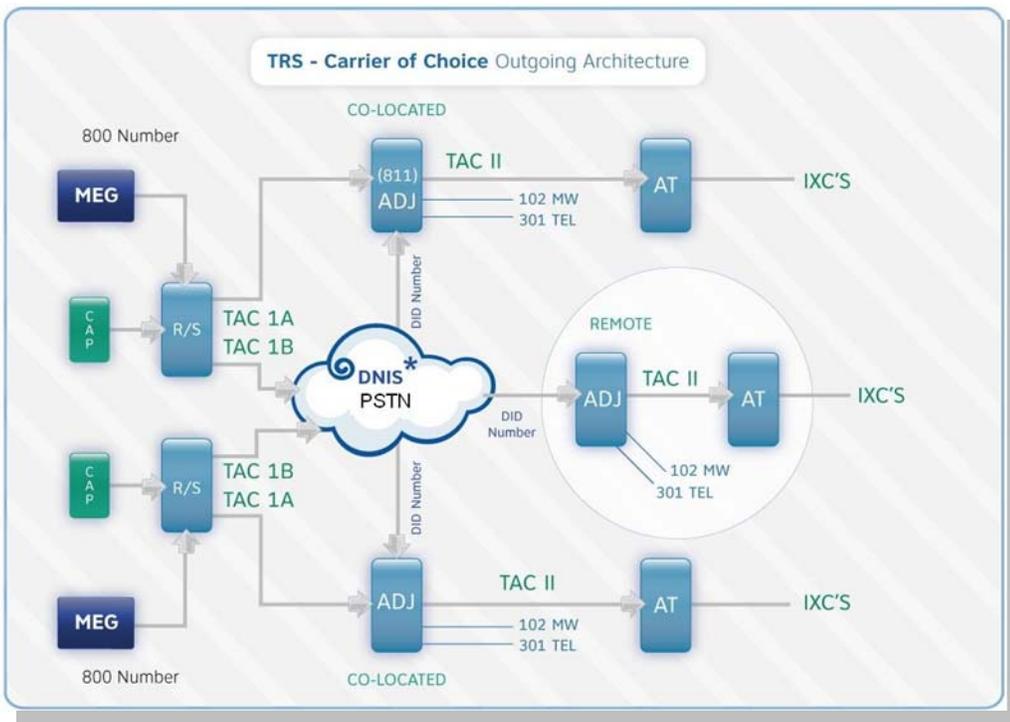
(iii) Speed of answer requirements for VRS providers are phased-in as follows: by January 1, 2006, VRS providers must answer 80% of all calls within 180 seconds, measured on a monthly basis; by July 1, 2006, VRS providers must answer 80% of all calls within 150 seconds, measured on a monthly basis; and by January 1, 2007, VRS providers must answer 80% of all calls within 120 seconds, measured on a monthly basis. Abandoned calls shall be included in the VRS speed of answer calculation.

This requirement is not applicable to the Florida Relay Service as it does not provide VRS as part of its state relay program.

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

Florida Relay callers may request that a specific carrier be used for billing of their toll, inter-LATA, or interstate call as long as the carrier is a participant in the industry’s standard solution for carrier of choice calls. Upon receiving a request to use another carrier, the Florida Relay CA selects the caller’s choice from an available menu and then hits the call completion keys, enabling the call to be carried and billed by the requested carrier’s network. The Florida Relay platform automatically routes the call to a LEC access tandem, which forwards the call directly to the chosen carrier’s network along with billing information over a special Feature Group D type circuit. The chosen carrier’s network completes the call and creates a billing record. When the call is connected to the called party, the end-user billing timer starts and the CA begins to relay the conversation.

The following diagram depicts how the carrier of choice platform is provisioned for the Florida Relay Service.



From the Communication Assistant position (CAP), the relay call goes through the relay switch to the PBX Adjunct (ADJ) and then to the Access Tandem (AT). From the Access Tandem, the call goes the Interexchange Carrier. Alternately, the call may

go from the relay switch to the Public Switched Telephone Network (PSTN) and then pass to the PBX Adjunct, Access Tandem, and Interexchange Carrier.

Florida Relay users may request to have a long distance call billed to a preferred carrier on a per call basis or it can be done for all long distance calls automatically through a Customer Profile. Calls completed through the Carrier of Choice platform will be billed by the user's carrier according to their subscriber plans.

The following page lists the carrier's that are currently participating in the Carrier of Choice Solution.

Participating Carriers with AT&T COC Solution

Adelphia	LDDS
Adelphia Business Solutions Allegiance	LDMS Systems
Alliance	LightYear
Alliance Group Services	Matrix Telecom
AmeriVision Communications	MCI
AT&T	McLeod USA
BellSouth	Metromedia
Broadwing Communications	Network
Business Telecom	North American Telephone
Choice 5 Talk	One Call Communications
Citizen Communication	Open Band
Close Call America	Opex Communications Clear
ClearChoice5	Phone Tel Technologies
Comcast	Primus Telecommunications
COMTECH 21	Qwest
Core Communications	SBC (Maine excepted)
Cox Residential	Sprint
Cox Business	Talk America
Eastern Telecommunications	Telecom
Easton Telecom Services	Telecom Management
Excel Telecommunications	Touch 1 Communications
Excel-1010	Vartec
Frontier	Verizon
Global Crossing	VSSI
Hardy Tel	WilTel
I-Link Communications	Worldwide Network Services
Incomnet Communications	WorldXchg
LD Wholesale	Zone Telecom
	Z-Tel

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

The Florida Relay Service is accessible and available 24 hours a day, 7 days a week and 352 days a year. The service is accessible through 711 abbreviated dialing or through one of the Florida Relay toll free numbers. Evidence of the availability of service is provided as part of the monthly traffic and volume reports.

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

The Florida Relay Service was designed with redundancy and the ability to self-correct and self-heal when failures occur. In the event of a power failure, the Uninterruptible Power System (UPS) will keep the relay call centers switches (PBX), peripherals, TRS platform security, CA/supervisor positions, and call detail recording active as well as security lighting, environmental controls, and limited lighting until commercial power resumes. All systems and services required to keep the call center active will not suffer a power outage, due to the call center's UPS design.

Redundancy of equipment in the call centers supports uninterrupted Relay Service, too. Within each call center is a bank of servers that manage the various resources required to complete any type (text-based) Relay call. Each call center has 4, 6, or 8 fully cloned, fully redundant service control units – or servers. The system is so intelligent that, if power were removed from a server, its workload would be automatically re-allocated among the remaining servers in that call center, all without losing even one call.

These call centers are also equipped with redundant network circuit feeds; redundant controllers; and redundant power supported by large battery banks that auto-switch to a diesel generators during long commercial power outages. Our software engineers for Relay service are always on call for assistance when needed, as well.

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

This requirement is not applicable to the Florida Relay Service as it does not provide VRS as part of its state relay program.

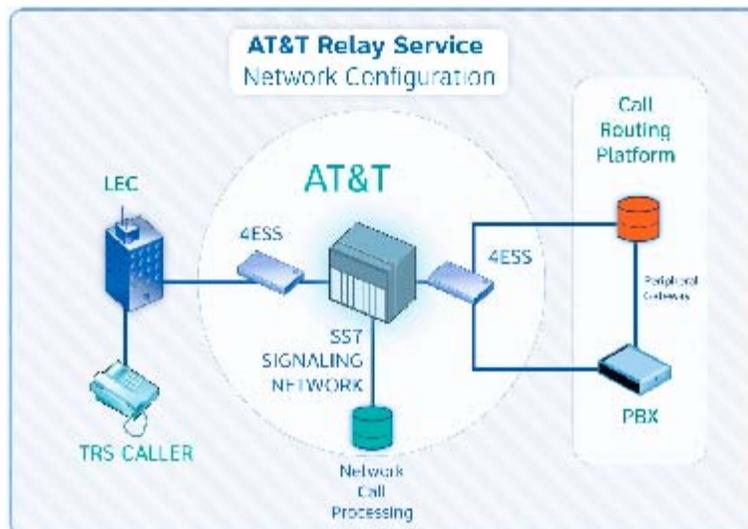
(iv) A VRS provider leasing or licensing an automatic call distribution (ACD) platform must have a written lease or license agreement. Such lease or license agreement may not include any revenue sharing agreement or compensation based upon minutes of use. In addition, if any such lease is between two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

This requirement is not applicable to the Florida Relay Service as it does not provide VRS as part of its state relay program.

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

The Florida Relay Call center uses Signaling System 7 (SS7) as an out-of-band signaling method, ensuring that all calls are routed quickly and accurately. In addition, we use Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) protocol between the 4ESS switch and the relay center's PBX and Automatic Call Distributor (ACD). The communication between the Intelligent Call Router (ICR) and the network used by the relay provider is all SS7.

This protocol provides Automatic Number Identification (ANI), calling party number (CPN), originating line screening (OLS), and privacy or blocking information for all inbound calls in the same manner as non-relay callers who reach the regular "0" or "00" operator. The TRS caller's phone number is not passed on to the called party if the calling party has Caller ID blocking invoked by his/her local telephone company. Following is a diagram which further illustrates the call flow we describe here.



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

The Florida Relay Service fully supports and transmits True Caller ID to relay call receivers who subscribe to Caller ID services from their provider. Additionally, the Florida Relay Service offers profiled callers the option to select which number they wish to be transmitted to the called party. Profiled callers may have their telephone number sent or the Relay Service's generic telephone number sent.

FUNCTIONAL STANDARDS

Sections C.1 through C.7

FEDERAL COMMUNICATIONS COMMISSION
TRS FUNCTIONAL STANDARDS
Current as of December 13, 2011

§64.604 Mandatory Minimum Standards

(c) Functional standards (1) Consumer complaint logs. (i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.

The Florida Relay provider has a special database which stores every customer contact received by the Relay Customer Care Team. The database called (CICS) for the Commendation, Inquiry & Complaint System houses all contacts received from customers during a given month, enabling the provider to provide detailed monthly summaries to the Florida Relay State Administrator regarding contacts received from relay customers in Florida. The database captures all elements required under the terms of the contract which includes, at a minimum:

- 1) This record shall include the name and/or address of the complainant
- 2) The date and time received
- 3) The CA identification number if provided or known
- 4) The nature of the complaint
- 5) The result of any investigation
- 6) The disposition of the complaint and the date of such disposition.

This helps the state gauge how well the relay provider is providing relay to the constituents of Florida. This database also assists the State of Florida in preparing the FCC's TRS Annual Consumer Complaints Summary log each year.

INFORMATION RETENTION: All customer contacts including complaints received about the Florida Relay Service are required to be retained for the life of the contract, and for a minimum of twelve months upon expiration of the contract.

(ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.

The State of Florida has submitted a summary of the customer complaints to the Commission by July 1st of each year. Our most recent filing was made on June 21, 2012. See Appendix K.

(2) Contact persons. Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following:

The Florida Relay Service and its contracted relay provider, AT&T, have provided and are listed on the Commission's website with the appropriate contact person and office for TRS consumer complaints and for any inquiries about the state's relay program.

(i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions; (ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and (iii) The physical address to which correspondence should be sent.

The following information is currently listed and available on the Commission's website:

TRS Telephone Numbers

Service Provider: AT&T
Customer Service: English: 800-682-8706 (Voice), 800-682-8786 (TTY)
Spanish: 800-855-2886 (Voice and TTY)

Contact for TRS Complaints:

Florida Public Service Commission
Office of Consumer Assistance and Outreach
2540 Shumard Oak Boulevard
Tallahassee, FL 32999-0850
Telephone numbers: 850-413-6100; Complaint Line (Voice): 800-342-3552

Florida Relay Service: ASCII 800-955-1339; (TTY) 800-955-8771; (Voice) 800-955-8770; Spanish Service 877-955-8773; STS 877-955-5334; VCO Direct 877-955-8260

Customer Service: 800-682-8706 (English); 800-855-2886 (Spanish)
Toll Free Fax: 800-511-0809
E-mail: contact@psc.state.fl.us
Web Address: www.floridapsc.com

Correspondence:
Florida Public Service Commission
Office of Consumer Assistance and Outreach
2540 Shumard Oak Boulevard
Tallahassee, FL 32999-0850

Staff Contact Telephone Numbers:

Bob Casey
Phone: 850-413-6974;
Fax: 850-413-6975;
E-mail: bcasey@psc.state.fl.us

Curtis Williams
Phone: 850-413-6924;
Fax 850-413-6925;
E-mail cjwillia@psc.state.fl.us

Cindy Miller
Phone: 850-413-6082;
Fax: 850-413-6083;
E-mail: cmiller@psc.state.fl.us

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

The Florida Relay Service has a very active and effective outreach program which provides information about the availability of all forms of TRS. Evidence of outreach and examples of public access to information can be found in Exhibit (G, H, and I)

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

Requirements for the Florida Relay Service provider mandate that any TRS end users pay no more for non-message toll relay calling than would be charged for the same call if billed by the end user's local exchange or competitive local exchange company.

The current relay provider, AT&T, bills all toll or intrastate long distance call at a flat \$0.07 a minute unless the user subscribes to an AT&T optional calling plan that provides a better rate. The flat rate applies to users who are not subscribed to AT&T and to those AT&T subscribers who do not have an optional calling plan. The rate would apply to any relay call carried and billed by AT&T.

(5) Jurisdictional separation of costs —(i) General. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended.

Costs for intrastate relay call minutes, including CapTel, are supported by a monthly surcharge that is assessed and appears on the bill for each access line a subscriber obtains from a local exchange telecommunications company. The surcharge is assessed to recover the costs associated with the relay provider charges, outreach, equipment and distribution, and the administrative costs associated with managing the Florida Telecommunications Relay program.

All interstate relay call minutes, including CapTel, are reported separately by the relay provider. The cost for providing interstate relay service is then submitted by the provider to the interstate TRS fund administrator for payment.

(ii) Cost recovery. Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under §64.606, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.

Not applicable to the Florida Relay Program.

(iii) Telecommunications Relay Services Fund. Effective July 26, 1993, an Interstate Cost Recovery Plan, hereinafter referred to as the TRS Fund, shall be administered by an entity selected by the Commission (administrator). The initial administrator, for an interim period, will be the National Exchange Carrier Association, Inc.

Not applicable to the Florida Relay Program.

(A) Contributions. Every carrier providing interstate telecommunications services (including interconnected VoIP service providers pursuant to §64.601(b)) and every provider of non-interconnected VoIP service shall contribute to the TRS Fund on the basis of interstate end-user revenues as described herein. Contributions shall be made by all carriers who provide interstate services, including, but not limited to, cellular telephone and paging, mobile radio, operator services, personal communications service (PCS), access (including subscriber line charges), alternative access and special access, packet-switched, WATS, 800, 900, message telephone service (MTS), private line, telex, telegraph, video, satellite, intraLATA, international and resale services.

Not applicable to the Florida Relay Program.

(B) Contribution computations. Contributors' contributions to the TRS fund shall be the product of their subject revenues for the prior calendar year and a contribution factor determined annually by the Commission. The contribution factor shall be based on the ratio between expected TRS Fund expenses to the contributors' revenues subject to contribution. In the event that contributions exceed TRS payments and administrative costs, the contribution factor for the following year will be adjusted by an appropriate amount, taking into consideration projected cost and usage changes. In the event that contributions are inadequate, the fund administrator may request authority from the Commission to borrow funds commercially, with such debt secured by future years' contributions. Each subject contributor that has revenues subject to contribution must contribute at least \$25 per year. Contributors whose annual contributions total less than \$1,200 must pay the entire contribution at the beginning of the contribution period. Contributors whose contributions total \$1,200 or more may divide their contributions into equal monthly payments.

Contributors shall complete and submit, and contributions shall be based on, a "Telecommunications Reporting Worksheet" (as published by the Commission in the Federal Register). The worksheet shall be certified to by an officer of the contributor, and subject to verification by the Commission or the administrator at the discretion of the Commission. Contributors' statements in the worksheet shall be subject to the provisions of section 220 of the Communications Act of 1934, as amended. The fund administrator may bill contributors a separate assessment for reasonable administrative expenses and interest resulting from improper filing or overdue contributions. The Chief of the Consumer and Governmental Affairs Bureau may waive, reduce, modify or eliminate contributor reporting requirements that prove unnecessary and require additional reporting requirements that the Bureau deems necessary to the sound and efficient administration of the TRS Fund.

Not applicable to the Florida Relay Program.

(C) Registration Requirements for Providers of Non-Interconnected VoIP Service.

(1). Applicability. A non-interconnected VoIP service provider that will provide interstate service that generates interstate end-user revenue that is subject to contribution to the Telecommunications Relay Service Fund shall file the registration information described in paragraph (c)(5)(iii)(C)(2) of this section in accordance with the procedures described in paragraphs (c)(5)(iii)(C)(3) and (c)(5)(iii)(C)(4) of this section. Any non-interconnected VoIP service provider already providing interstate service that generates interstate end-user revenue that is subject to contribution to the Telecommunications Relay Service Fund on the effective date of these rules shall submit the relevant portion of its FCC Form 499–A in accordance with paragraphs (c)(5)(iii)(C)(2) and (3) of this section.

Not applicable to the Florida Relay Program.

(2). Information required for purposes of TRS Fund contributions. A non-interconnected VoIP service provider that is subject to the registration requirement pursuant to paragraph (c)(5)(iii)(C)(1) of this section shall provide the following information:

(i) The provider's business name(s) and primary address;

(ii) The names and business addresses of the provider's chief executive officer, chairman, and president, or, in the event that a provider does not have such executives, three similarly senior-level officials of the provider;

(iii) The provider's regulatory contact and/or designated agent;

(iv) All names that the provider has used in the past; and

(v) The state(s) in which the provider provides such service.

(3). Submission of registration. A provider that is subject to the registration requirement pursuant to paragraph (c)(5)(iii)(C)(1) of this section shall submit the information described in paragraph (c)(5)(iii)(C)(2) of this section in accordance with the Instructions to FCC Form 499–A. FCC Form 499–A must be submitted under oath and penalty of perjury.

(4). Changes in information. A provider must notify the Commission of any changes to the information provided pursuant to paragraph (c)(5)(iii)(C)(2) of this section within no more than one week of the change. Providers may satisfy this requirement by filing the relevant portion of FCC Form 499–A in accordance with the Instructions to such form.

Not applicable to the Florida Relay Program

(D) Data collection and audits. (1) TRS providers seeking compensation from the TRS Fund shall provide the administrator with true and adequate data, and other historical, projected and state rate related information reasonably requested to determine the TRS Fund revenue requirements and payments. TRS providers shall provide the administrator with the following: total TRS minutes of use, total interstate TRS minutes of use, total TRS investment in general in accordance with part 32 of this chapter, and other historical or projected information reasonably requested by the administrator for purposes of computing payments and revenue requirements.

Not applicable to the Florida Relay Program

(2) Call data required from all TRS providers. In addition to the data requested by paragraph (c)(5)(iii)(C)(1) of this section, TRS providers seeking compensation from the TRS Fund shall submit the following specific data associated with each TRS call for which compensation is sought:

(i) The call record ID sequence;

(ii) CA ID number;

(iii) Session start and end times noted at a minimum to the nearest second;

(iv) Conversation start and end times noted at a minimum to the nearest second;

(v) Incoming telephone number and IP address (if call originates with an IP-based device) at the time of the call;

(vi) Outbound telephone number (if call terminates to a telephone) and IP address (if call terminates to an IP-based device) at the time of call;

(vii) Total conversation minutes;

(viii) Total session minutes;

(ix) The call center (by assigned center ID number) that handled the call; and

(x) The URL address through which the call is handled.

(3) Additional call data required from Internet-based Relay Providers. In addition to the data required by paragraph (c)(5)(iii)(C)(2) of this section, Internet-based Relay Providers seeking compensation from the Fund shall submit speed of answer compliance data.

(4) Providers submitting call record and speed of answer data in compliance with paragraphs (c)(5)(iii)(C)(2) and (c)(5)(iii)(C)(3) of this section shall:

(i) Employ an automated record keeping system to capture such data required pursuant to paragraph (c)(5)(iii)(C)(2) of this section for each TRS call for which minutes are submitted to the fund administrator for compensation; and

(ii) Submit such data electronically, in a standardized format. For purposes of this subparagraph, an automated record keeping system is a system that captures data in a computerized and electronic format that does not allow human intervention during the call session for either conversation or session time.

(5) Certification. The chief executive officer (CEO), chief financial officer (CFO), or other senior executive of a TRS provider with first hand knowledge of the accuracy and completeness of the information provided, when submitting a request for compensation from the TRS Fund must, with each such request, certify as follows:

I swear under penalty of perjury that:

(i) I am __ (name and title), _an officer of the above-named reporting entity and that I have examined the foregoing reports and that all requested information has been provided and all statements of fact, as well as all cost and demand data contained in this Relay Services Data Request, are true and accurate; and

(ii) The TRS calls for which compensation is sought were handled in compliance with Section 225 of the Communications Act and the Commission's rules and orders, and are not the result of impermissible financial incentives or payments to generate calls.

(6) Audits . The fund administrator and the Commission, including the Office of Inspector General, shall have the authority to examine and verify TRS provider data as necessary to assure the accuracy and integrity of TRS Fund payments. TRS providers must submit to audits annually or at times determined appropriate by the Commission, the fund administrator, or by an entity approved by the Commission for such purpose. A TRS provider that fails to submit to a requested audit, or fails to provide documentation necessary for verification upon reasonable request, will be subject to an automatic suspension of payment until it submits to the requested audit or provides sufficient documentation.

(7) Call data record retention . Internet-based TRS providers shall retain the data required to be submitted by this section, and all other call detail records, other records that support their claims for payment from the TRS Fund, and records used to substantiate the costs and expense data submitted in the annual relay service data request form, in an electronic format that is easily retrievable, for a minimum of five years.

(E) Payments to TRS providers. TRS Fund payments shall be distributed to TRS providers based on formulas approved or modified by the Commission. The administrator shall file schedules of payment formulas with the Commission. Such formulas shall be designed to compensate TRS providers for reasonable costs of providing interstate TRS, and shall be subject to Commission approval. Such formulas shall be based on total monthly interstate TRS minutes of use. TRS minutes of use for purposes of interstate cost recovery under the TRS Fund are defined as the minutes of use for completed interstate TRS calls placed

through the TRS center beginning after call set-up and concluding after the last message call unit. In addition to the data required under paragraph (c)(5)(iii)(C) of this section, all TRS providers, including providers who are not interexchange carriers, local exchange carriers, or certified state relay providers, must submit reports of interstate TRS minutes of use to the administrator in order to receive payments. The administrator shall establish procedures to verify payment claims, and may suspend or delay payments to a TRS provider if the TRS provider fails to provide adequate verification of payment upon reasonable request, or if directed by the Commission to do so. The TRS Fund administrator shall make payments only to eligible TRS providers operating pursuant to the mandatory minimum standards as required in §64.604, and after disbursements to the administrator for reasonable expenses incurred by it in connection with TRS Fund administration. TRS providers receiving payments shall file a form prescribed by the administrator. The administrator shall fashion a form that is consistent with parts 32 and 36 procedures reasonably tailored to meet the needs of TRS providers. The Commission shall have authority to audit providers and have access to all data, including carrier specific data, collected by the fund administrator. The fund administrator shall have authority to audit TRS providers reporting data to the administrator. The formulas should appropriately compensate interstate providers for the provision of VRS, whether intrastate or interstate.

(F) Eligibility for payment from the TRS Fund. (1) TRS providers, except Internet-based TRS providers, eligible for receiving payments from the TRS Fund must be:

(i) TRS facilities operated under contract with and/or by certified state TRS programs pursuant to §64.606; or

(ii) TRS facilities owned or operated under contract with a common carrier providing interstate services operated pursuant to this section; or

(iii) Interstate common carriers offering TRS pursuant to this section.

(2) Internet-based TRS providers eligible for receiving payments from the TRS fund must be certified by the Commission pursuant to §64.606.

(G) Any eligible TRS provider as defined in paragraph (c)(5)(iii)(F) of this section shall notify the administrator of its intent to participate in the TRS Fund thirty (30) days prior to submitting reports of TRS interstate minutes of use in order to receive payment settlements for interstate TRS, and failure to file may exclude the TRS provider from eligibility for the year.

(H) Administrator reporting, monitoring, and filing requirements. The administrator shall perform all filing and reporting functions required in paragraphs (c)(5)(iii)(A) through (c)(5)(iii)(J) of this section. TRS payment formulas and revenue requirements shall be filed with the Commission on May 1 of each year, to be effective the following July 1. The administrator shall report annually to the Commission an itemization of monthly administrative costs which shall consist of all expenses, receipts, and payments associated with the administration of the TRS Fund. The administrator is required to keep the TRS Fund separate from all other funds administered by the administrator, shall file a cost allocation

manual (CAM) and shall provide the Commission full access to all data collected pursuant to the administration of the TRS Fund. The administrator shall account for the financial transactions of the TRS Fund in accordance with generally accepted accounting principles for federal agencies and maintain the accounts of the TRS Fund in accordance with the United States Government Standard General Ledger. When the administrator, or any independent auditor hired by the administrator, conducts audits of providers of services under the TRS program or contributors to the TRS Fund, such audits shall be conducted in accordance with generally accepted government auditing standards. In administering the TRS Fund, the administrator shall also comply with all relevant and applicable federal financial management and reporting statutes. The administrator shall establish a non-paid voluntary advisory committee of persons from the hearing and speech disability community, TRS users (voice and text telephone), interstate service providers, state representatives, and TRS providers, which will meet at reasonable intervals (at least semi-annually) in order to monitor TRS cost recovery matters. Each group shall select its own representative to the committee. The administrator's annual report shall include a discussion of the advisory committee deliberations.

(I) Information filed with the administrator. The Chief Executive Officer (CEO), Chief Financial Officer (CFO), or other senior executive of a provider submitting minutes to the Fund for compensation must, in each instance, certify, under penalty of perjury, that the minutes were handled in compliance with section 225 and the Commission's rules and orders, and are not the result of impermissible financial incentives or payments to generate calls. The CEO, CFO, or other senior executive of a provider submitting cost and demand data to the TRS Fund administrator shall certify under penalty of perjury that such information is true and correct. The administrator shall keep all data obtained from contributors and TRS providers confidential and shall not disclose such data in company-specific form unless directed to do so by the Commission. Subject to any restrictions imposed by the Chief of the Consumer and Governmental Affairs Bureau, the TRS Fund administrator may share data obtained from carriers with the administrators of the universal support mechanisms (see §54.701 of this chapter), the North American Numbering Plan administration cost recovery (see §52.16 of this chapter), and the long-term local number portability cost recovery (see §52.32 of this chapter). The TRS Fund administrator shall keep confidential all data obtained from other administrators. The administrator shall not use such data except for purposes of administering the TRS Fund, calculating the regulatory fees of interstate common carriers, and aggregating such fee payments for submission to the Commission. The Commission shall have access to all data reported to the administrator, and authority to audit TRS providers. Contributors may make requests for Commission nondisclosure of company-specific revenue information under §0.459 of this chapter by so indicating on the Telecommunications Reporting Worksheet at the time that the subject data are submitted. The Commission shall make all decisions regarding nondisclosure of company-specific information.

(J) [Reserved]

(K) All parties providing services or contributions or receiving payments under this section are subject to the enforcement provisions specified in the Communications Act, the Americans with Disabilities Act, and the Commission's rules.

(L) Procedures for the suspension/withholding of payment. (1) The Fund administrator will continue the current practice of reviewing monthly requests for compensation of TRS minutes of use within two months after they are filed with the Fund administrator.

(2) If the Fund administrator in consultation with the Commission, or the Commission on its own accord, determines that payments for certain minutes should be withheld, a TRS provider will be notified within two months from the date for the request for compensation was filed, as to why its claim for compensation has been withheld in whole or in part. TRS providers then will be given two additional months from the date of notification to provide additional justification for payment of such minutes of use. Such justification should be sufficiently detailed to provide the Fund administrator and the Commission the information needed to evaluate whether the minutes of use in dispute are compensable. If a TRS provider does not respond, or does not respond with sufficiently detailed information within two months after notification that payment for minutes of use is being withheld, payment for the minutes of use in dispute will be denied permanently.

(3) If, the TRS provider submits additional justification for payment of the minutes of use in dispute within two months after being notified that its initial justification was insufficient, the Fund administrator or the Commission will review such additional justification documentation, and may ask further questions or conduct further investigation to evaluate whether to pay the TRS provider for the minutes of use in dispute, within eight months after submission of such additional justification.

(4) If the provider meets its burden to establish that the minutes in question are compensable under the Commission's rules, the Fund administrator will compensate the provider for such minutes of use. Any payment by the Commission will not preclude any future action by either the Commission or the U.S. Department of Justice to recover past payments (regardless of whether the payment was the subject of withholding) if it is determined at any time that such payment was for minutes billed to the Commission in violation of the Commission's rules or any other civil or criminal law.

(5) If the Commission determines that the provider has not met its burden to demonstrate that the minutes of use in dispute are compensable under the Commission's rules, payment will be permanently denied. The Fund administrator or the Commission will notify the provider of this decision within one year of the initial request for payment.

Not applicable to the Florida Relay Program.

(M) Whistleblower protections. Providers shall not take any reprisal in the form of a personnel action against any current or former employee or contractor who discloses to a designated manager of the provider, the Commission, the TRS Fund administrator or to any Federal or state law enforcement entity, any information that the reporting person reasonably believes evidences known or suspected violations of the Communications Act or TRS regulations, or any other activity that the reporting person reasonably believes constitutes waste, fraud, or abuse, or that otherwise could result in the improper billing of minutes of use to the TRS Fund and discloses that information to a designated manager of

the provider, the Commission, the TRS Fund administrator or to any Federal or state law enforcement entity.

Providers shall provide an accurate and complete description of these TRS whistleblower protections, including the right to notify the FCC's Office of Inspector General or its Enforcement Bureau, to all employees and contractors, in writing. Providers that already disseminate their internal business policies to its employees in writing (e.g. in employee handbooks, policies and procedures manuals, or bulletin board postings—either online or in hard copy) must include an accurate and complete description of these TRS whistleblower protections in those written materials.

The current provider for the Florida Relay Service, AT&T, has procedures in place to annually review with all of its employees and staff who support the TRS program, the Whistle Blower Protection requirements. Evidence of coverage can be provided upon request by the state or federal agency.

(N) In addition to the provisions set forth above, VRS providers shall be subject to the following provisions:

(1) Eligibility for reimbursement from the TRS Fund. (i) Only an eligible VRS provider, as defined in paragraph (c)(5)(iii)(F) of this section, may hold itself out to the general public as providing VRS.

(ii) VRS service must be offered under the name by which the eligible VRS provider offering such service became certified and in a manner that clearly identifies that provider of the service. Where a TRS provider also utilizes sub-brands to identify its VRS, each sub-brand must clearly identify the eligible VRS provider. Providers must route all VRS calls through a single URL address used for each name or sub-brand used.

(iii) An eligible VRS provider may not contract with or otherwise authorize any third party to provide interpretation services or call center functions (including call distribution, call routing, call setup, mapping, call features, billing, and registration) on its behalf, unless that authorized third party also is an eligible provider.

(iv) To the extent that an eligible VRS provider contracts with or otherwise authorizes a third party to provide any other services or functions related to the provision of VRS other than interpretation services or call center functions, that third party must not hold itself out as a provider of VRS, and must clearly identify the eligible VRS provider to the public. To the extent an eligible VRS provider contracts with or authorizes a third party to provide any services or functions related to marketing or outreach, and such services utilize VRS, those VRS minutes are not compensable on a per minute basis from the TRS fund.

(v) All third-party contracts or agreements entered into by an eligible provider must be in writing. Copies of such agreements shall be made available to the Commission and to the TRS Fund administrator upon request.

(2) Call center reports. VRS providers shall file a written report with the Commission and the TRS Fund administrator, on April 1st and October 1st of each year for each call center that handles VRS calls that the provider owns or controls, including centers located outside of the United States, that includes:

(i) The complete street address of the center;

(ii) The number of individual CAs and CA managers; and

(iii) The name and contact information (phone number and e-mail address) of the manager(s) at the center. VRS providers shall also file written notification with the Commission and the TRS Fund administrator of any change in a center's location, including the opening, closing, or relocation of any center, at least 30 days prior to any such change.

(3) Compensation of CAs. VRS providers may not compensate, give a preferential work schedule or otherwise benefit a CA in any manner that is based upon the number of VRS minutes or calls that the CA relays, either individually or as part of a group.

(4) Remote training session calls. VRS calls to a remote training session or a comparable activity will not be compensable from the TRS Fund when the provider submitting minutes for such a call has been involved, in any manner, with such a training session. Such prohibited involvement includes training programs or comparable activities in which the provider or any affiliate or related party thereto, including but not limited to its subcontractors, partners, employees or sponsoring organizations or entities, has any role in arranging, scheduling, sponsoring, hosting, conducting or promoting such programs or activities.

Not applicable to the Florida Relay Program.

(6) Complaints —(i) Referral of complaint. If a complaint to the Commission alleges a violation of this subpart with respect to intrastate TRS within a state and certification of the program of such state under §64.606 is in effect, the Commission shall refer such complaint to such state expeditiously.

(ii) Intrastate complaints shall be resolved by the state within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, a state PUC, the relay provider, or with any other state entity.

All customer inquiries and complaints are resolved in an expedient manner and usually within 24-48 hours. All records of customer complaints are captured in a special customer contact database that allows for either retrieval of information upon request by any state or federal agency.

(iii) Jurisdiction of Commission. After referring a complaint to a state entity under paragraph (c)(6)(i) of this section, or if a complaint is filed directly with a state entity, the Commission shall exercise jurisdiction over such complaint only if:

(A) Final action under such state program has not been taken within:

(1) 180 days after the complaint is filed with such state entity; or

(2) A shorter period as prescribed by the regulations of such state; or

(B) The Commission determines that such state program is no longer qualified for certification under §64.606.

(iv) The Commission shall resolve within 180 days after the complaint is filed with the Commission any interstate TRS complaint alleging a violation of section 225 of the Act or any complaint involving intrastate relay services in states without a certified program. The Commission shall resolve intrastate complaints over which it exercises jurisdiction under paragraph (c)(6)(iii) of this section within 180 days.

(v) Complaint procedures. Complaints against TRS providers for alleged violations of this subpart may be either informal or formal.

(A) Informal complaints —(1) Form. An informal complaint may be transmitted to the Consumer & Governmental Affairs Bureau by any reasonable means, such as letter, facsimile transmission, telephone (voice/TRS/TTY), Internet e-mail, or some other method that would best accommodate a complainant's hearing or speech disability.

(2) Content. An informal complaint shall include the name and address of the complainant; the name and address of the TRS provider against whom the complaint is made; a statement of facts supporting the complainant's allegation that the TRS provided it has violated or is violating section 225 of the Act and/or requirements under the Commission's rules; the specific relief or satisfaction sought by the complainant; and the complainant's preferred

format or method of response to the complaint by the Commission and the defendant TRS provider (such as letter, facsimile transmission, telephone (voice/TRS/TTY), Internet e-mail, or some other method that would best accommodate the complainant's hearing or speech disability).

(3) Service; designation of agents. The Commission shall promptly forward any complaint meeting the requirements of this subsection to the TRS provider named in the complaint. Such TRS provider shall be called upon to satisfy or answer the complaint within the time specified by the Commission. Every TRS provider shall file with the Commission a statement designating an agent or agents whose principal responsibility will be to receive all complaints, inquiries, orders, decisions, and notices and other pronouncements forwarded by the Commission. Such designation shall include a name or department designation, business address, telephone number (voice and TTY), facsimile number and, if available, internet e-mail address.

(B) Review and disposition of informal complaints. (1) Where it appears from the TRS provider's answer, or from other communications with the parties, that an informal complaint has been satisfied, the Commission may, in its discretion, consider the matter closed without response to the complainant or defendant. In all other cases, the Commission shall inform the parties of its review and disposition of a complaint filed under this subpart. Where practicable, this information shall be transmitted to the complainant and defendant in the manner requested by the complainant (e.g., letter, facsimile transmission, telephone (voice/TRS/TTY) or Internet e-mail.

(2) A complainant unsatisfied with the defendant's response to the informal complaint and the staff's decision to terminate action on the informal complaint may file a formal complaint with the Commission pursuant to paragraph (c)(6)(v)(C) of this section.

(C) Formal complaints. A formal complaint shall be in writing, addressed to the Federal Communications Commission, Enforcement Bureau, Telecommunications Consumer Division, Washington, DC 20554 and shall contain:

(1) The name and address of the complainant,

(2) The name and address of the defendant against whom the complaint is made,

(3) A complete statement of the facts, including supporting data, where available, showing that such defendant did or omitted to do anything in contravention of this subpart, and

(4) The relief sought.

(D) Amended complaints. An amended complaint setting forth transactions, occurrences or events which have happened since the filing of the original complaint and which relate to the original cause of action may be filed with the Commission.

(E) Number of copies. An original and two copies of all pleadings shall be filed.

(F) Service. (1) Except where a complaint is referred to a state pursuant to §64.604(c)(6)(i), or where a complaint is filed directly with a state entity, the Commission will serve on the named party a copy of any complaint or amended complaint filed with it, together with a notice of the filing of the complaint. Such notice shall call upon the defendant to satisfy or answer the complaint in writing within the time specified in said notice of complaint.

(2) All subsequent pleadings and briefs shall be served by the filing party on all other parties to the proceeding in accordance with the requirements of §1.47 of this chapter. Proof of such service shall also be made in accordance with the requirements of said section.

(G) Answers to complaints and amended complaints. Any party upon whom a copy of a complaint or amended complaint is served under this subpart shall serve an answer within the time specified by the Commission in its notice of complaint. The answer shall advise the parties and the Commission fully and completely of the nature of the defense and shall respond specifically to all material allegations of the complaint. In cases involving allegations of harm, the answer shall indicate what action has been taken or is proposed to be taken to stop the occurrence of such harm. Collateral or immaterial issues shall be avoided in answers and every effort should be made to narrow the issues. Matters alleged as affirmative defenses shall be separately stated and numbered. Any defendant failing to file and serve an answer within the time and in the manner prescribed may be deemed in default.

(H) Replies to answers or amended answers. Within 10 days after service of an answer or an amended answer, a complainant may file and serve a reply which shall be responsive to matters contained in such answer or amended answer and shall not contain new matter. Failure to reply will not be deemed an admission of any allegation contained in such answer or amended answer.

(I) Defective pleadings. Any pleading filed in a complaint proceeding that is not in substantial conformity with the requirements of the applicable rules in this subpart may be dismissed.

The Florida Relay Program and our state relay provider, AT&T, have a an effective process in place for addressing and resolving customer complaints about the state relay program or its provider. Customers are able to file complaints either directly with the state or with the relay provider. All complaints are registered and tracked in a database which includes details such as date of complaint, nature of complaint, disposition and resolution of complaint. Other details provided such as type of call, CA #, etc. are also included.

The State of Florida and AT&T Relay Services are committed to ensuring relay users are satisfied with the service provided, and work closely together to quickly address any issues involving the relay service.

Over the past five years, the average turnaround time for resolution of complaints has been 24-48 hours with the majority of complaints being resolved on the same day. All complaints directly related to the CA performance are routed to the relay center manager, who is required to meet with the individual CA within seventy-two hours

of receipt of the complaint. Additional CA training is then scheduled if appropriate. Complaints or inquiries related to technical or billing issues are not subject to a specific deadline since technical research or follow-up with other entities may be necessary. However, timely resolution of these types of complaints is still required and monitored by the State of Florida.

In rare occasions, if a complaint takes longer than 30 days to resolve and/or appears to address a violation of FCC standards, appropriate PSC representatives contact AT&T for additional information or status.

Ongoing communication on status and resolution of the complaint continues, but rarely if ever reaches this point. The complainant is also informed about the federal informal and formal complaint process with the FCC.

The Florida Relay Program is in full compliance with FCC requirements regarding the consumer complaint process.

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

The Florida Relay and AT&T use Relay Customer Preference/Profiles (RCPs) to store customer information, and the RCPs are available to all Florida Relay users. RCPs can be used to identify incoming call types, designate preferred toll and long distance carriers, and indicate call preferences and store over 100 frequently dialed telephone numbers. Other special and enhanced features are also available for STS users and Deaf/Blind users. RCPs can be set-up by mailing an RCP form to AT&T, on-line at <http://www.att.com/relay> or by faxing their completed form to the AT&T Customer Care Center. Customers can also create/update their RCP information by contacting the Customer Care Center either through voice or TTY.

All information on the RCP is strictly confidential and is not used for marketing of other products or services. No information is ever sold or otherwise revealed without the consent of the profiled user. However, in compliance with FCC requirements, all customer information contained in the RCP is transferrable to an incoming TRS vendor within the timeframe of 60 days.

§64.605 State Certification

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

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

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

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

Appendix A – FCC TRS Public Notice, July 25, 2012



PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

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

DA 12-1187
July 25, 2012

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

CG Docket No. 03-123

This Public Notice alerts states and territories that the certifications that they now hold for the provision of telecommunications relay services (TRS) will expire on July 26, 2013.¹ Under the Federal Communications Commission's (Commission's) TRS regulations, each state or territory may file an application for "renewal" of its certification one year prior to expiration, *i.e.*, beginning on July 26, 2012.² Although there is no prescribed deadline for filing, we request that renewal applications be filed no later than October 1, 2012, to give the Commission sufficient time to review and rule on the applications prior to the expiration of the existing certifications.

Congress created the TRS program in Title IV of the Americans with Disabilities Act of 1990 (ADA),³ codified at Section 225 of the Communications Act of 1934, as amended (Act).⁴ TRS enables persons with hearing and speech disabilities to access the telephone system to communicate with other individuals.⁵ Under the Act, the Commission must ensure the provision of TRS that is functionally equivalent to voice telephone service.⁶ The Commission's TRS regulations set forth mandatory minimum standards that TRS providers must follow to meet this functional equivalency mandate.⁷

¹ As amended by Section 103(a) of the Twenty-First Century Communications and Video Accessibility Act of 2010 (CVAA), TRS is defined as "telephone transmission services that provide the ability for an individual who is deaf, hard of hearing, deaf-blind, or who has a speech disability to engage in communication by wire or radio with one or more individuals, in a manner that is functionally equivalent to the ability of a hearing individual who does not have a speech disability to communicate using voice communication services by wire or radio." Pub. L. No. 111-260, 124 Stat. 2751, *technical amendments*, Pub. L. No. 111-265, 124 Stat. 2795 (Oct. 8, 2010) § 103(a), codified at 47 U.S.C. § 225(a)(3). See also *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order, Order on Reconsideration, and Further Notice of Proposed Rulemaking, 19 FCC Rcd 12475, 12479, ¶ 3 n.18 (2004) (describing how a traditional TRS call works).

² 47 C.F.R. § 64.606(c)(1). Since 1993, the Commission has granted states certification to operate their own TRS programs in five year increments. The Consumer and Governmental Affairs Bureau, under delegated authority, issued its last round of certification grants in July 2008.

³ Pub. L. No. 101-336, 104 Stat. 327 (July 26, 1990).

⁴ 47 U.S.C. § 225.

⁵ 47 U.S.C. § 225(a)(3).

⁶ 47 U.S.C. § 225(a)(3).

⁷ See 47 C.F.R. § 64.604.

Under Section 225, states wishing to establish their own TRS programs for the provision of intrastate and interstate TRS over the public switched telephone network may receive Commission certification to do so.⁸ All certified state TRS programs are required to provide traditional (TTY-based) TRS, interstate Spanish language traditional TRS, and Speech-to-Speech relay (STS) service.⁹ States may also offer captioned telephone relay service (CTS). States seeking renewal of their certification must include information about each of these services in their applications so that the Commission can ensure that the provision of these services is consistent with its rules and that the state is exercising responsibility for oversight of these services.¹⁰

Specifically, in order to obtain certification, a state must submit documentation to the Commission that describes its relay program and include its procedures and remedies for enforcing any requirements that the program may impose.¹¹ In addition, a state must establish that its program makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints.¹² The Commission's TRS regulations explain that documentation should be submitted in narrative form, and that the Commission shall give the public notice of such applications.¹³

The state certification process is intended to ensure that TRS is provided in a uniform manner throughout the United States and territories. Applications for certification will be reviewed to determine whether each state TRS program has sufficiently documented that it meets or exceeds all of the applicable operational, technical and functional mandatory minimum standards set forth in section 64.604 of the Commission's rules.¹⁴ If the program exceeds the mandatory minimum standards, the state must establish that the program does not conflict with federal law.¹⁵ In addition, applications will be reviewed to ensure that each state TRS program makes available adequate procedures and remedies for enforcing the requirements of each state's program.¹⁶

⁸ Although state TRS programs may offer interstate as well as intrastate TRS, only the costs associated with the provision of intrastate TRS are recovered from the state. See 47 U.S.C. § 225(d)(3). States with certified TRS programs may allow TRS providers operating under their programs to recover such costs by a method consistent with the jurisdictional separation of costs requirements of Section 225. See *id.* Costs associated with the provision of interstate TRS are recovered from subscribers of interstate and Voice over Internet Protocol (VoIP) service, and such providers are reimbursed through the TRS Interstate Fund. *Id.* In October 2011, the Commission adopted rules to implement Section 103(b) of the CVAA, requiring interconnected and non-interconnected VoIP service providers to participate in and contribute to the TRS Fund. See CVAA § 715; 47 U.S.C. § 616; *Contributions to the Telecommunications Relay Service Fund*, CG Docket No. 11-47, Report and Order, 26 FCC Rcd 14532 (2011).

⁹ See 47 C.F.R. § 64.603.

¹⁰ Since 2003, CTS has been a non-mandatory type of TRS that is eligible for compensation from the states for intrastate calls and from the Interstate TRS Fund for interstate or IP-based CTS calls. *Telecommunications Relay Services, and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CC Docket No. 98-67, Declaratory Ruling, 18 FCC Rcd 16121 (2003). If a state does not offer CTS, it need not submit documentation in its certification application pertaining to this service.

¹¹ 47 U.S.C. § 225(f); 47 C.F.R. § 64.606(a).

¹² 47 C.F.R. § 64.606(b)(1)(ii).

¹³ 47 C.F.R. § 64.606(a).

¹⁴ 47 U.S.C. § 225(f)(2)(A). See 47 C.F.R. § 64.604.

¹⁵ See 47 C.F.R. § 64.606(b)(1)(iii).

¹⁶ 47 U.S.C. § 225(f)(2)(B).

PROCEDURES FOR FILING: All filings must reference CG Docket No. 03-123 and be captioned "TRS State Certification Application."

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

Paper Filers: Parties who choose to submit by paper must submit an original and one copy of each filing. To expedite the processing of the applications, parties submitting by paper are encouraged to submit an additional copy to Attn: Dana Wilson, Federal Communications Commission, Consumer and Governmental Affairs Bureau, 445 12th Street, SW, Room 3-C418, Washington, DC 20554 or by email at Dana.Wilson@fcc.gov. Parties should also submit electronic disk copies of their certification filing. The electronic media should be submitted in "read-only" mode and must be clearly labeled with the state's name, the filing date and captioned "TRS Certification Application."

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission. All hand-delivered or messenger-delivered paper filing for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th Street, SW, Room TW-A325, Washington, DC 20554. The filings hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of *before* entering the building.

Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail must be addressed to 445 12th Street, SW, Washington, DC 20554.

SUMMARY OF STATE TRS PROGRAM CERTIFICATION TIMELINE

DATE	ITEM	FCC ACTION
Beginning July 2012	Commission issues Public Notices seeking comment on state TRS applications that have been filed.	Comments are due within 30 days of release of the Public Notices; reply comments are due within 15 days thereafter.
July 2012 – May 2013	Commission reviews applications for TRS recertification for compliance with 47 C.F.R. §§ 64.604 and 64.606.	If necessary, Commission sends deficiency letters requesting additional information from states to confirm compliance with the TRS mandatory minimum standards and other certification requirements.
May - July 2013		Commission issues Public Notices and Letter Orders of certification renewals.

ADDITIONAL INFORMATION

A copy of this *Public Notice* and related documents are available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW, Room CY-A257, Washington, DC 20554. These documents also may be purchased from the Commission’s duplicating contractor, Best Copy and Printing, Inc. (BCPI), Portals II, 445 12th Street, SW, Room CY-B402, Washington, DC 20554. Customers may contact BCPI at their web site: www.bcpiweb.com or by calling (202) 488-5300. Filings also may be found by searching on the Commission's Electronic Comment Filing System (ECFS) at <http://apps.fcc.gov/ecfs/> (insert CG Docket No. 03-123 into the Proceeding block).

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer and Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* also can be downloaded in Word or Portable Document Format (PDF) at: <http://transition.fcc.gov/cgb/dro/trs.html>.

For further information regarding this *Public Notice*, please contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disability Rights Office, at (202) 418-2247 (voice), (202) 418-2297 (TTY), or e-mail at Dana.Wilson@fcc.gov.

APPENDIX

RELEVANT RULES:

§64.604 MANDATORY MINIMUM STANDARDS¹

The standards in this section are applicable December 18, 2000, except as stated in paragraphs (c)(2) and (c)(7) of this section.

(a) *Operational standards*—(1) *Communications assistant (CA)*. (i) TRS providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities.

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

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

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

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

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

(vii) TRS shall transmit conversations between TTY and voice callers in real time.

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

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

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

¹ Note that some of these requirements have been waived for certain forms of TRS.

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

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

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

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

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

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

(viii) TRS providers shall provide, as TRS features, answering machine and voice mail retrieval.

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

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

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

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

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

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

(B) Abandoned calls shall be included in the speed-of-answer calculation.

(C) A TRS provider's compliance with this rule shall be measured on a daily basis.

(D) The system shall be designed to a P.01 standard.

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

(iii) Speed of answer requirements for VRS providers are phased-in as follows: by January 1, 2006, VRS providers must answer 80% of all calls within 180 seconds, measured on a monthly basis; by July 1, 2006, VRS providers must answer 80% of all calls within 150 seconds, measured on a monthly basis; and by January 1, 2007, VRS providers must answer 80% of all calls within 120 seconds, measured on a monthly basis. Abandoned calls shall be included in the VRS speed of answer calculation.

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

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

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

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

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

(c) *Functional standards—(1) Consumer complaint logs.* (i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.

(ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.

(2) *Contact persons.* Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following:

(i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions;

(ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and

(iii) The physical address to which correspondence should be sent.

(3) *Public access to information.* Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should

extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.

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

(5) *Jurisdictional separation of costs—(i) General.* Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended.

(ii) *Cost recovery.* Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under §64.605, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.

(iii) *Telecommunications Relay Services Fund.* Effective July 26, 1993, an Interstate Cost Recovery Plan, hereinafter referred to as the TRS Fund, shall be administered by an entity selected by the Commission (administrator). The initial administrator, for an interim period, will be the National Exchange Carrier Association, Inc.

(A) *Contributions.* Every carrier providing interstate telecommunications services shall contribute to the TRS Fund on the basis of interstate end-user telecommunications revenues as described herein. Contributions shall be made by all carriers who provide interstate services, including, but not limited to, cellular telephone and paging, mobile radio, operator services, personal communications service (PCS), access (including subscriber line charges), alternative access and special access, packet-switched, WATS, 800, 900, message telephone service (MTS), private line, telex, telegraph, video, satellite, intraLATA, international and resale services.

(B) *Contribution computations.* Contributors' contribution to the TRS fund shall be the product of their subject revenues for the prior calendar year and a contribution factor determined annually by the Commission. The contribution factor shall be based on the ratio between expected TRS Fund expenses to interstate end-user telecommunications revenues. In the event that contributions exceed TRS payments and administrative costs, the contribution factor for the following year will be adjusted by an appropriate amount, taking into consideration projected cost and usage changes. In the event that contributions are inadequate, the fund administrator may request authority from the Commission to borrow funds commercially, with such debt secured by future years' contributions. Each subject carrier must contribute at least \$25 per year. Carriers whose annual contributions total less than \$1,200 must pay the entire contribution at the beginning of the contribution period. Service providers whose contributions total \$1,200 or more may divide their contributions into equal monthly payments. Carriers shall complete and submit, and contributions shall be based on, a "Telecommunications Reporting Worksheet" (as published by the Commission in the Federal Register). The worksheet shall be certified to by an officer of the contributor, and subject to verification by the Commission or the administrator at the discretion of the Commission. Contributors' statements in the worksheet shall be subject to the provisions of section 220 of the Communications Act of 1934, as amended. The fund administrator may bill contributors a separate assessment for reasonable administrative expenses and interest resulting from improper filing or overdue contributions. The Chief of the Consumer & Governmental Affairs Bureau may waive, reduce, modify or eliminate contributor reporting requirements that prove unnecessary and require additional reporting requirements that the Bureau deems necessary to the sound and efficient administration of the TRS Fund.

(C) *Data collection from TRS Providers.* TRS providers shall provide the administrator with true and adequate data necessary to determine TRS fund revenue requirements and payments. TRS providers shall provide the administrator with the following: total TRS minutes of use, total interstate TRS minutes of use, total TRS operating expenses and total TRS investment in general accordance with part 32 of the Communications Act, and other historical or projected information reasonably requested by the administrator for purposes of computing payments and revenue requirements. The administrator and the Commission shall have the authority to examine, verify and audit data received from TRS providers as necessary to assure the accuracy and integrity of fund payments.

(D) [Reserved]

(E) *Payments to TRS providers.* TRS Fund payments shall be distributed to TRS providers based on formulas approved or modified by the Commission. The administrator shall file schedules of payment formulas with the Commission. Such formulas shall be designed to compensate TRS providers for reasonable costs of providing interstate TRS, and shall be subject to Commission approval. Such formulas shall be based on total monthly interstate TRS minutes of use. TRS minutes of use for purposes of interstate cost recovery under the TRS Fund are defined as the minutes of use for completed interstate TRS calls placed through the TRS center beginning after call set-up and concluding after the last message call unit. In addition to the data required under paragraph (c)(5)(iii)(C) of this section, all TRS providers, including providers who are not interexchange carriers, local exchange carriers, or certified state relay providers, must submit reports of interstate TRS minutes of use to the administrator in order to receive payments. The administrator shall establish procedures to verify payment claims, and may suspend or delay payments to a TRS provider if the TRS provider fails to provide adequate verification of payment upon reasonable request, or if directed by the Commission to do so. The TRS Fund administrator shall make payments only to eligible TRS providers operating pursuant to the mandatory minimum standards as required in §64.604, and after disbursements to the administrator for reasonable expenses incurred by it in connection with TRS Fund administration. TRS providers receiving payments shall file a form prescribed by the administrator. The administrator shall fashion a form that is consistent with parts 32 and 36 procedures reasonably tailored to meet the needs of TRS providers. The Commission shall have authority to audit providers and have access to all data, including carrier specific data, collected by the fund administrator. The fund administrator shall have authority to audit TRS providers reporting data to the administrator. The formulas should appropriately compensate interstate providers for the provision of VRS, whether intrastate or interstate.

(F) TRS providers eligible for receiving payments from the TRS Fund are:

(1) TRS facilities operated under contract with and/or by certified state TRS programs pursuant to §64.605; or

(2) TRS facilities owned by or operated under contract with a common carrier providing interstate services operated pursuant to §64.604; or

(3) Interstate common carriers offering TRS pursuant to §64.604; or

(4) Video Relay Service (VRS) and Internet Protocol (IP) Relay providers certified by the Commission pursuant to §64.605.

(G) Any eligible TRS provider as defined in paragraph (c)(5)(iii)(F) of this section shall notify the administrator of its intent to participate in the TRS Fund thirty (30) days prior to submitting reports of TRS interstate minutes of use in order to receive payment settlements for interstate TRS, and failure to file may exclude the TRS provider from eligibility for the year.

(H) Administrator reporting, monitoring, and filing requirements. The administrator shall perform all filing and reporting functions required in paragraphs (c)(5)(iii)(A) through (c)(5)(iii)(J) of this section. TRS payment formulas and revenue requirements shall be filed with the Commission on May 1 of each year, to be effective the following July 1. The administrator shall report annually to the Commission an itemization of monthly administrative costs which shall consist of all expenses, receipts, and payments associated with

the administration of the TRS Fund. The administrator is required to keep the TRS Fund separate from all other funds administered by the administrator, shall file a cost allocation manual (CAM) and shall provide the Commission full access to all data collected pursuant to the administration of the TRS Fund. The administrator shall account for the financial transactions of the TRS Fund in accordance with generally accepted accounting principles for federal agencies and maintain the accounts of the TRS Fund in accordance with the United States Government Standard General Ledger. When the administrator, or any independent auditor hired by the administrator, conducts audits of providers of services under the TRS program or contributors to the TRS Fund, such audits shall be conducted in accordance with generally accepted government auditing standards. In administering the TRS Fund, the administrator shall also comply with all relevant and applicable federal financial management and reporting statutes. The administrator shall establish a non-paid voluntary advisory committee of persons from the hearing and speech disability community, TRS users (voice and text telephone), interstate service providers, state representatives, and TRS providers, which will meet at reasonable intervals (at least semi-annually) in order to monitor TRS cost recovery matters. Each group shall select its own representative to the committee. The administrator's annual report shall include a discussion of the advisory committee deliberations.

(I) *Information filed with the administrator.* The administrator shall keep all data obtained from contributors and TRS providers confidential and shall not disclose such data in company-specific form unless directed to do so by the Commission. Subject to any restrictions imposed by the Chief of the Consumer & Governmental Affairs Bureau, the TRS Fund administrator may share data obtained from carriers with the administrators of the universal support mechanisms (*See* 47 CFR 54.701 of this chapter), the North American Numbering Plan administration cost recovery (*See* 47 CFR 52.16 of this chapter), and the long-term local number portability cost recovery (*See* 47 CFR 52.32 of this chapter). The TRS Fund administrator shall keep confidential all data obtained from other administrators. The administrator shall not use such data except for purposes of administering the TRS Fund, calculating the regulatory fees of interstate common carriers, and aggregating such fee payments for submission to the Commission. The Commission shall have access to all data reported to the administrator, and authority to audit TRS providers. Contributors may make requests for Commission nondisclosure of company-specific revenue information under §0.459 of this chapter by so indicating on the Telecommunications Reporting Worksheet at the time that the subject data are submitted. The Commission shall make all decisions regarding nondisclosure of company-specific information.

(J) The administrator's performance and this plan shall be reviewed by the Commission after two years.

(K) All parties providing services or contributions or receiving payments under this section are subject to the enforcement provisions specified in the Communications Act, the Americans with Disabilities Act, and the Commission's rules.

(6) *Complaints—(i) Referral of complaint.* If a complaint to the Commission alleges a violation of this subpart with respect to intrastate TRS within a state and certification of the program of such state under §64.605 is in effect, the Commission shall refer such complaint to such state expeditiously.

(ii) Intrastate complaints shall be resolved by the state within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, a state PUC, the relay provider, or with any other state entity.

(iii) *Jurisdiction of Commission.* After referring a complaint to a state entity under paragraph (c)(6)(i) of this section, or if a complaint is filed directly with a state entity, the Commission shall exercise jurisdiction over such complaint only if:

(A) Final action under such state program has not been taken within:

(1) 180 days after the complaint is filed with such state entity; or

(2) A shorter period as prescribed by the regulations of such state; or

(B) The Commission determines that such state program is no longer qualified for certification under §64.605.

(iv) The Commission shall resolve within 180 days after the complaint is filed with the Commission any interstate TRS complaint alleging a violation of section 225 of the Act or any complaint involving intrastate relay services in states without a certified program. The Commission shall resolve intrastate complaints over which it exercises jurisdiction under paragraph (c)(6)(iii) of this section within 180 days.

(v) *Complaint procedures.* Complaints against TRS providers for alleged violations of this subpart may be either informal or formal.

(A) *Informal complaints—(1) Form.* An informal complaint may be transmitted to the Consumer & Governmental Affairs Bureau by any reasonable means, such as letter, facsimile transmission, telephone (voice/TRS/TTY), Internet e-mail, or some other method that would best accommodate a complainant's hearing or speech disability.

(2) *Content.* An informal complaint shall include the name and address of the complainant; the name and address of the TRS provider against whom the complaint is made; a statement of facts supporting the complainant's allegation that the TRS provided it has violated or is violating section 225 of the Act and/or requirements under the Commission's rules; the specific relief or satisfaction sought by the complainant; and the complainant's preferred format or method of response to the complaint by the Commission and the defendant TRS provider (such as letter, facsimile transmission, telephone (voice/TRS/TTY), Internet e-mail, or some other method that would best accommodate the complainant's hearing or speech disability).

(3) *Service; designation of agents.* The Commission shall promptly forward any complaint meeting the requirements of this subsection to the TRS provider named in the complaint. Such TRS provider shall be called upon to satisfy or answer the complaint within the time specified by the Commission. Every TRS provider shall file with the Commission a statement designating an agent or agents whose principal responsibility will be to receive all complaints, inquiries, orders, decisions, and notices and other pronouncements forwarded by the Commission. Such designation shall include a name or department designation, business address, telephone number (voice and TTY), facsimile number and, if available, internet e-mail address.

(B) *Review and disposition of informal complaints.* (1) Where it appears from the TRS provider's answer, or from other communications with the parties, that an informal complaint has been satisfied, the Commission may, in its discretion, consider the matter closed without response to the complainant or defendant. In all other cases, the Commission shall inform the parties of its review and disposition of a complaint filed under this subpart. Where practicable, this information shall be transmitted to the complainant and defendant in the manner requested by the complainant (e.g., letter, facsimile transmission, telephone (voice/TRS/TTY) or Internet e-mail).

(2) A complainant unsatisfied with the defendant's response to the informal complaint and the staff's decision to terminate action on the informal complaint may file a formal complaint with the Commission pursuant to paragraph (c)(6)(v)(C) of this section.

(C) *Formal complaints.* A formal complaint shall be in writing, addressed to the Federal Communications Commission, Enforcement Bureau, Telecommunications Consumer Division, Washington, DC 20554 and shall contain:

(1) The name and address of the complainant,

(2) The name and address of the defendant against whom the complaint is made,

(3) A complete statement of the facts, including supporting data, where available, showing that such defendant did or omitted to do anything in contravention of this subpart, and

(4) The relief sought.

(D) *Amended complaints.* An amended complaint setting forth transactions, occurrences or events which have happened since the filing of the original complaint and which relate to the original cause of action may be filed with the Commission.

(E) *Number of copies.* An original and two copies of all pleadings shall be filed.

(F) *Service.* (1) Except where a complaint is referred to a state pursuant to §64.604(c)(6)(i), or where a complaint is filed directly with a state entity, the Commission will serve on the named party a copy of any complaint or amended complaint filed with it, together with a notice of the filing of the complaint. Such notice shall call upon the defendant to satisfy or answer the complaint in writing within the time specified in said notice of complaint.

(2) All subsequent pleadings and briefs shall be served by the filing party on all other parties to the proceeding in accordance with the requirements of §1.47 of this chapter. Proof of such service shall also be made in accordance with the requirements of said section.

(G) *Answers to complaints and amended complaints.* Any party upon whom a copy of a complaint or amended complaint is served under this subpart shall serve an answer within the time specified by the Commission in its notice of complaint. The answer shall advise the parties and the Commission fully and completely of the nature of the defense and shall respond specifically to all material allegations of the complaint. In cases involving allegations of harm, the answer shall indicate what action has been taken or is proposed to be taken to stop the occurrence of such harm. Collateral or immaterial issues shall be avoided in answers and every effort should be made to narrow the issues. Matters alleged as affirmative defenses shall be separately stated and numbered. Any defendant failing to file and serve an answer within the time and in the manner prescribed may be deemed in default.

(H) *Replies to answers or amended answers.* Within 10 days after service of an answer or an amended answer, a complainant may file and serve a reply which shall be responsive to matters contained in such answer or amended answer and shall not contain new matter. Failure to reply will not be deemed an admission of any allegation contained in such answer or amended answer.

(I) *Defective pleadings.* Any pleading filed in a complaint proceeding that is not in substantial conformity with the requirements of the applicable rules in this subpart may be dismissed.

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

[65 FR 38436, June 21, 2000, as amended at 65 FR 54804, Sept. 11, 2000; 67 FR 13229, Mar. 21, 2002; 68 FR 50977, Aug. 25, 2003; 69 FR 5719, Feb. 6, 2004; 69 FR 53351, Sept. 1, 2004; 69 FR 55985, Sept. 17, 2004; 69 FR 57231, Sept. 24, 2004; 70 FR 51658, Aug. 31, 2005; 70 FR 76215, Dec. 23, 2005]

§64.605 STATE CERTIFICATION.

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

the state program. The Commission shall give public notice of states filing for certification including notification in the Federal Register.

(2) *VRS and IP Relay provider.* Any entity desiring to provide VRS or IP Relay services, independent from any certified state TRS program or any TRS provider otherwise eligible for compensation from the Interstate TRS Fund, and to receive compensation from the Interstate TRS Fund, shall submit documentation to the Commission addressed to the Federal Communications Commission, Chief, Consumer & Governmental Affairs Bureau, TRS Certification Program, Washington, DC 20554, and captioned "VRS and IP Relay Certification Application." The documentation shall include, in narrative form:

- (i) A description of the forms of TRS to be provided (*i.e.*, VRS and/or IP Relay);
- (ii) A description of how the provider will meet all non-waived mandatory minimum standards applicable to each form of TRS offered;
- (iii) A description of the provider's procedures for ensuring compliance with all applicable TRS rules;
- (iv) A description of the provider's complaint procedures;
- (v) A narrative describing any areas in which the provider's service will differ from the applicable mandatory minimum standards;
- (vi) A narrative establishing that services that differ from the mandatory minimum standards do not violate applicable mandatory minimum standards;
- (vii) Demonstration of status as a common carrier; and
- (viii) A statement that the provider will file annual compliance reports demonstrating continued compliance with these rules.

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

- (i) Establishes that the state program meets or exceeds all operational, technical, and functional minimum standards contained in §64.604;
- (ii) Establishes that the state program makes available adequate procedures and remedies for enforcing the requirements of the state program, including that it makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints; and
- (iii) Where a state program exceeds the mandatory minimum standards contained in §64.604, the state establishes that its program in no way conflicts with federal law.

(2) *Requirements for VRS and IP Relay Provider FCC Certification.* After review of certification documentation, the Commission shall certify, by Public Notice, that the VRS or IP Relay provider is eligible for compensation from the Interstate TRS Fund if the Commission determines that the certification documentation:

- (i) Establishes that the provision of VRS and/or IP Relay will meet or exceed all non-waived operational, technical, and functional minimum standards contained in §64.604;
- (ii) Establishes that the VRS and/or IP Relay provider makes available adequate procedures and remedies for ensuring compliance with the requirements of this section and the mandatory minimum standards contained in §64.604, including that it makes available for TRS users informational materials on complaint procedures sufficient for users to know the proper procedures for filing complaints; and

(iii) Where the TRS service differs from the mandatory minimum standards contained in §64.604, the VRS and/or IP Relay provider establishes that its service does not violate applicable mandatory minimum standards.

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

(2) *VRS and IP Relay Provider FCC certification period.* Certification granted under this section shall remain in effect for five years. A VRS or IP Relay provider may apply for renewal of its certification by filing documentation with the Commission, at least 90 days prior to expiration of certification, containing the information described in paragraph (a)(2) of this section.

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

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

(2) *Suspension or revocation of VRS and IP Relay Provider FCC certification.* The Commission may suspend or revoke the certification of a VRS or IP Relay provider if, after notice and opportunity for hearing, the Commission determines that such certification is no longer warranted. The Commission may, on its own motion, require a certified VRS or IP Relay provider to submit documentation demonstrating ongoing compliance with the Commission's minimum standards if, for example, the Commission receives evidence that a certified VRS or IP Relay provider may not be in compliance with the minimum standards.

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

(2) VRS and IP Relay providers certified under this section must notify the Commission of substantive changes in their TRS programs, services, and features within 60 days of when such changes occur, and must certify that the interstate TRS provider continues to meet federal minimum standards after implementing the substantive change.

(g) VRS and IP Relay providers certified under this section shall file with the Commission, on an annual basis, a report providing evidence that they are in compliance with §64.604.

[70 FR 76215, Dec. 23, 2005]

Appendix B – Checklist of FCC Mandatory Minimum Standards

**CHECKLIST OF FCC MANDATORY MINIMUM STANDARDS
CURRENT AS OF DECEMBER 13, 2011**

§ 64.604 Mandatory minimum standards.	Traditional TRS	Captioned Telephone
(a) Operational Standards		
(1) Communications assistant	MEETS	MEETS
(2) Confidentiality and conversation content	MEETS	MEETS
(3) Type of calls	MEETS	MEETS
(4) Emergency call handling requirements	MEETS	MEETS
(5) STS called numbers	MEETS	n/a
(6) Visual privacy screens/idle calls.	n/a	n/a
(7) International calls.	MEETS	n/a
(b) Technical Standards		
(1) ASCII and Baudot	MEETS	n/a
(2) Speed of Answer	MEETS	MEETS
(3) Equal access to interexchange carriers	MEETS	MEETS
(4) TRS Facilities	MEETS	MEETS
(5) Technology	MEETS	MEETS
(6) Caller ID	MEETS	MEETS
(c) Functional Standards		
(1) Customer Complaints	MEETS	MEETS
(2) Contact persons	MEETS	MEETS
(3) Public access to information	MEETS	MEETS
(4) Rates	MEETS	MEETS
(5) Jurisdictional separation of costs	MEETS	MEETS
(6) Complaints	MEETS	MEETS
(7) Treatment of TRS customer information	MEETS	MEETS

Appendix C: Captioned Telephone - Operational Standards

FEDERAL COMMUNICATIONS COMMISSION
CAPTIONED TELEPHONE - OPERATIONAL STANDARDS
Current as of December 13, 2011

(a) Operational standards —(1) Communications assistant (CA). (i) TRS providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities.

As the current CapTel provider for the State of Florida, AT&T and its subcontractor, CTI®, require all CapTel CAs to have a minimum of a 12th grade level education or equivalency in order to qualify for the job of CapTel CA. Once hired, the applicant must successfully complete and pass a comprehensive training curriculum which includes training on the specialized needs of people with hearing or speech disabilities. Post hire assessments are provided continually throughout the term of employment to ensure CAs maintain a high level of skill and competency in completing calls for CapTel users.

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

Florida CapTel CAs are tested for competency in typing, grammar, and spelling structure skills. Training also includes familiarity with hearing, hard of hearing, deaf, and speech loss community and users. Although waived by the FCC, oral-to-text tests are administered to CapTel CAs. They are assessed on their ability to interact with the voice recognition technology used for converting voice to text. This technology transmits text to the captioned telephone user at more than 100 words per minute.

CapTel CAs do not communicate directly with either party on a CapTel call. The CapTel user speaks directly to the standard telephone user in the same way that a standard telephone user speaks to the CapTel user. This is done through a direct audio connection. The CapTel CA does not directly speak or communicate with either party.

Following is the outline for the training that must be successfully completed by each CapTel CA who handles a call for the Florida CapTel Service.

CapTel Training Outline

- 1.0 Training Summary Outline
 - 1.1 Introduction/Tour
 - 1.2 Human Resources Overview
 - 1.3 Videos
 - 1.4 Mini Demonstration CapTel Phones
 - 1.5 Developing a Personal Voice Profile
 - 1.6 Introduction of Training Program
 - 1.7 Call Handling Tools
 - 1.8 Call Handling Skills – Pacing a Conversation
 - 1.9 Call Handling Skills – Inserting Words
 - 1.10 Calls to answering machines/automated recordings

- 2.0 Introduction to Call Simulation
 - 2.1 Call Simulation – Timings
 - 2.2 Review of Baseline Timings
 - 2.3 Introduction to Correction Tool
 - 2.4 Review Training Elements

- 3.0 Monthly Timing Policy
 - 3.1 Call Simulation – Timings

- 4.0 Production Floor Orientation

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

The typing test has been waived for the CapTel Service since CAs are assessed on their ability to interact with the voice recognition technology used for converting voice to text. This technology transmits text to the captioned telephone user at more than 100 words per minute. CAs are trained to caption the words spoken by the hearing party (standard telephone user) as accurately as reasonably possible without intervening in the communications.

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

Not applicable to the Florida CapTel Service

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

CapTel CAs are required to continue with a call for a minimum of ten minutes.

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

Not applicable to Florida CapTel Service. Both the CapTel user and the standard telephone user are able to hear each other and speak directly to each other through an audio connection and for this reason, there is no need to request a CA of a specific gender.

(vii) TRS shall transmit conversations between TTY and voice callers in real time.

Although the Captioned telephone device (CapTel) is not a TTY, the captions of a CapTel call are transmitted nearly simultaneously and in real time with what is spoken by the standard telephone user. This is done through voice recognition technology.

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

All CapTel CAs are prohibited from intentionally altering any conversation and are trained to transmit captions in a manner that is verbatim to what is being spoken by the standard telephone user. CAs are trained and evaluated on maintaining privacy and confidentiality of all calls. The CAs do not maintain any records of conversation content and keep the existence and content of all calls confidential.

Following is a copy of the CapTel CA Pledge of Confidentiality which is reviewed and signed by each employee.

CapTel CA Pledge of Confidentiality

Confidentiality Policy

I will not disclose to anyone the names, schedules, or personal information of any fellow worker at *CapTel Inc.*

I will not share any information about CapTel calls with anyone except a member of the *CapTel Inc.* management staff in order to investigate complaints, technical issues, etc.

I will continue to hold in confidence all information related to the work and calls I have performed while at *CapTel Inc.* after my employment ends.

I will never reveal my Captionist ID number in conjunction with my name unless asked by a member of the *CapTel Inc.* management staff.

I will not share with anyone any technical aspect of my position with *CapTel Inc.* unless asked by a member of the *CapTel Inc.* management staff.

I will not talk about consumers or call content with any fellow Captionists.

I will not listen to or get involved in calls taken by fellow Captionists.

I have read the above Confidentiality Policy and understand a breach of confidentiality will result in disciplinary action up to and including termination of employment at CapTel Inc. I recognize the serious and confidential nature of my position and therefore promise to abide by these guidelines.

Employee Name

Date

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

The Florida CapTel Service is a transparent service whereby all conversation voiced by the standard telephone user are captioned as accurately as reasonably possible in a verbatim manner without intervening in the communications.

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

This requirement has been waived by the FCC for outbound CapTel calls because the actual CapTel user controls all dialing for individual and sequential calls with no involvement by the CapTel CA for call setup. For inbound calls by a standard telephone user to a CapTel user, the caller can either dial the CapTel user directly or reach the captioning center first by dialing the captioned telephone access number. In either case, there is no limit to the amount of calls made or the length of calls.

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

With the exception of those call types waived by the Commission; the Florida CapTel Service is capable of completing all types normally provided by common carriers. Currently waived calls types include:

- Coin sent paid
- International calls
- VCO, HCO, STS, VRS, 2-line VCO, and TTY calls

CapTel users also have the ability to place a call to hearing or speech disabled user who requires the assistance of other types of relay services such as VRS, STS. These calls are handled in the same manner as a standard voice originated call.

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

Since CapTel CAs do not directly interact with the callers, the CA is unable to decline to complete a call due to denial of credit authorization. The CapTel CA will simply transcribe any message heard on the line, for example, “Your call cannot be completed as dialed...” or “This number cannot be called from your calling area...” .

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

The Florida CapTel Service platform allows for completion of any pay-per-call. These calls types are dialed directly from the CapTel device in the same manner as calls made by non-disabled users through the public switched telephone network.

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

Not applicable to the Florida CapTel Service as these call types have been waived by the Commission.

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

Call release functionality:

Not applicable to the Florida CapTel Service as this call type has been waived by the Commission.

Speed dialing functionality:

Florida CapTel users have the ability to store numbers on the speed dial feature of their device. Additionally, CapTel users can store frequently dialed numbers in the built in phone book.

Three-way Calling functionality:

Florida CapTel users have the ability to participate in a three way call. Although single-line users are not able to add a third party, the outbound caller, if they have the capability, is able to utilize three way calling and add another number/party to the line without impacting the display of captions to the CapTel user. CapTel users with two-lines can utilize the conferencing feature on their primary line while the second line is connected to the captioning service.

CapTel users also have the ability to participate on conference calls with numerous parties in the same way as a standard phone user by dialing the conference bridge and

access number directly from the CapTel device. The CapTel CA will transcribe what is heard on the other line.

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

Florida CapTel users hear and interact directly with voice mail systems and interactive menus. The captions appear almost simultaneously with the recorded message from the voice mail system or interactive menu allowing CapTel users to understand everything that is said - either by hearing it or by reading it. The CapTel user is then able to respond directly from their device to the prompts either by pressing the appropriate keys on the CapTel key pad or speaking their choice directly through the phone as soon as they see (BEEP) on the display screen, or hear the recorded greeting end, or see the signal meter stop flashing which indicates silence after the beep.

If the voice mail system is capable of confirming that a message was left, then the Florida CapTel user will see the confirmation message on the CapTel display.

Florida CapTel Relay callers are only billed for one complete call. This provides a functionally equivalent billing scenario comparable to that of a direct-dialed call.

(viii) TRS providers shall provide, as TRS features, answering machine and voice mail retrieval.

Answering machine and voice mail retrieval is provided to Florida CapTel users. There is an option on the CapTel device, "Caption Answering Machine" that can be selected by the user. The user is then able to place the handset next to the speaker of the answering machine while being connected to the captioning service to have the messages on the answering machine captioned.

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

Florida CapTel users can dial 9-1-1 directly on their phones to reach the most appropriate PSAP for their calling area. Calls dialed to 9-1-1 from Single line CapTel

users are not routed through the captioning center. Instead, these calls are treated as Voice Carry Over (VCO) calls during which the 9-1-1 responder can hear everything that is being voiced by the CapTel user. The 9-1-1 responder then types his/her response which appears on the CapTel device.

Dialing 911 in 2-Line Mode

Florida CapTel users who utilize 2-Line Mode and call to 911 are handled exactly the same as if call was made through a standard telephone with the addition of getting captions of the call directly from the Captioning Service.

Whether the CapTel user dials 9-1-1 in single-line or two-line mode, the PSAP responder is able to receive Automated Number Identification (ANI) and Automatic Location Information (ALI) in the same manner as a standard telephone caller.

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

This requirement is not applicable since it has been waived by the FCC for the CapTel service.

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

This requirement is not applicable to the Florida CapTel Service as it does not provide VRS as part of its state relay program.

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

This requirement is not applicable to the Florida CapTel Service as it does not provide VRS as part of its state relay program.

Appendix D: Captioned Telephone - Technical Standards

FEDERAL COMMUNICATIONS COMMISSION
CAPTIONED TELEPHONE - TECHNICAL STANDARDS
Current as of December 13, 2011

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

This requirement is not applicable to the Florida CapTel Service since it has been waived by the Federal Communications Commission (FCC).

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

The Florida CapTel Service provider is required to ensure that CAs are available to respond to the projected calling volumes based on hour of day, day of week, and month of year. The provider utilizes historical calling volumes and trends to project the number of CAs required on any given day and at any given hour. Intraday adjustments are made as needed to respond to unexpected changes in call volume projections.

Additionally, average length of call, average session minutes, average conversation minutes, and average CA work time are all used to project the number of CAs required to meet the projected call volumes.

As part of the monthly reporting process, the provider is required to prepare and submit a detailed report that provides evidence of their success in meeting this requirement for staffing.

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

As part of the contract requirements, the Florida CapTel Service provider is required to prepare and submit, on a monthly basis, a report that provides evidence of meeting the 85% of calls answered within 10 seconds service level on a daily basis. Penalties

may be assessed for failure to meet the service level requirement. Generally, more than 95% of callers are serviced in less than 10 seconds.

The call centers servicing the Florida CapTel Service have adequate network facilities to meet the requirement of the P.01 standard for call blocking. Results of ASA and call blocking on a daily and monthly basis is provided in the monthly reports provided by the Florida CapTel provider.

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

The Average Speed of Answer for Florida CapTel Service is measured from the time the call is accepted by the provider's equipment regardless of whether the call originated through the public switched network, a wireless network or a Voice Over IP network.

(B) Abandoned calls shall be included in the speed-of-answer calculation.

The Florida Relay Service contract requires the CapTel provider to include abandoned calls in calculating the speed of answer on a daily basis. A monthly report is generated and provided to the state each month which reflects the number of abandon calls to the relay service.

(C) A TRS provider's compliance with this rule shall be measured on a daily basis.

Evidence of compliance with this rule is provided each month as part of the monthly reporting requirements. The report measures the actual speed of answer level on a daily basis.

(D) The system shall be designed to a P.01 standard.

The circuits used for the Florida CapTel Service conform to a grade-of-service of P.01, which provides a functionally equivalent probability of a fast busy as one might encounter on the overall voice network.

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

Both the State of Florida and the contracted CapTel relay provider understand that the LEC is required to provide call attempt rates and rates of calls blocked between the LEC and the Florida CapTel Service facility upon request.

(iii) Speed of answer requirements for VRS providers are phased-in as follows: by January 1, 2006, VRS providers must answer 80% of all calls within 180 seconds, measured on a monthly basis; by July 1, 2006, VRS providers must answer 80% of all calls within 150 seconds, measured on a monthly basis; and by January 1, 2007, VRS providers must answer 80% of all calls within 120 seconds, measured on a monthly basis. Abandoned calls shall be included in the VRS speed of answer calculation.

This requirement is not applicable to the Florida CapTel Service as it does not provide VRS as part of its state relay program.

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

Florida CapTel users have the option of selecting their preferred interexchange carrier for their toll and long distance calls provided the IXC provides the appropriate authorization. CapTel users can indicate their preferred long distance carrier by contacting customer service. Customers who do not specify a preferred carrier will have their long distance calls defaulted to AT&T.

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

Although CapTel is not a mandated program, the Florida CapTel Service is accessible and available 24 hours a day, 7 days a week and 352 days a year. Evidence of the availability of service is provided as part of the monthly traffic and volume reports.

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

The Florida CapTel Service was designed with redundancy and auxiliary power for operation during commercial power failures. In the event of a power failure, the Uninterruptible Power System (UPS) will keep the captioning call centers switches (PBX), peripherals, platform security, CA/supervisor positions, and call detail recording active as well as security lighting, environmental controls, and limited lighting until commercial power resumes. All systems and services required to keep the call center active will not suffer a power outage, due to the call center's UPS design.

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

This requirement is not applicable to the Florida Relay Service as it does not provide VRS as part of its state relay program.

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

This requirement is not applicable to the Florida CapTel Service as it does not provide VRS as part of its state relay program.

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

Since users of the Florida CapTel Service utilize the same public switch telephone network as non-CapTel users, the service provides Signaling System 7 (SS7) as an out-of-band signaling method, ensuring that all calls are routed quickly and accurately. This protocol provides Automatic Number Identification (ANI), calling party number (CPN), originating line screening (OLS), and privacy or blocking information for all inbound calls in the same manner as non-relay callers who reach the regular “0” or “00” operator. The TRS caller’s phone number is not passed on to the called party if the calling party has Caller ID blocking invoked by his/her local telephone company.

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

The Florida CapTel Service fully supports and transmit True Caller Id to relay call receivers who subscribe to Caller ID services from their provider.

Appendix E Captioned Telephone - Functional Standards

FEDERAL COMMUNICATIONS COMMISSION
CAPTIONED TELEPHONE - FUNCTIONAL STANDARDS
Current as of December 13, 2011

(c) Functional standards —(1) Consumer complaint logs. (i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.

The Florida CapTel Service provider is required to provide a monthly log of customer complaints. As part of the report, the provider includes the date the complaint was filed, the nature of the complaint, the date of resolution and an explanation of the resolution. Additionally, the Florida CapTel provider submits an annual log to the state that is used for compliance with the annual complaint filing.

(ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.

The State of Florida has submitted a summary of the Florida CapTel Service customer complaints to the Commission by July 1st of each year. Our most recent filing was made on June 21, 2012. See Appendix K.

(2) Contact persons. Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following:

The Florida Relay Service and its contracted relay provider, AT&T, have provided and are listed on the Commission's website with the appropriate contact person and office for TRS consumer complaints and for any inquiries about the state's relay program.

(i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions; (ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and (iii) The physical address to which correspondence should be sent.

The following information is currently listed and available on the Commission's website:

TRS Telephone Numbers

Service Provider: AT&T
Customer Service: English: 800-682-8706 (Voice), 800-682-8786 (TTY)
Spanish: 800-855-2886 (Voice and TTY)

Contact for TRS Complaints:

Florida Public Service Commission
Office of Consumer Assistance and Outreach
2540 Shumard Oak Boulevard
Tallahassee, FL 32999-0850
Telephone numbers: 850-413-6100; Complaint Line (Voice): 800-342-3552

Florida Relay Service: ASCII 800-955-1339; (TTY) 800-955-8771; (Voice) 800-955-8770; Spanish Service 877-955-8773; STS 877-955-5334; VCO Direct 877-955-8260

Customer Service: 800-682-8706 (English); 800-855-2886 (Spanish)
Toll Free Fax: 800-511-0809
E-mail: contact@psc.state.fl.us
Web Address: www.floridapsc.com

Correspondence:
Florida Public Service Commission
Office of Consumer Assistance and Outreach
2540 Shumard Oak Boulevard
Tallahassee, FL 32999-0850

Staff Contact Telephone Numbers:

Bob Casey
Phone: 850-413-6974;
Fax: 850-413-6975;
E-mail: bcasey@psc.state.fl.us

Curtis Williams
Phone: 850-413-6924;
Fax 850-413-6925;
E-mail cjwillia@psc.state.fl.us
Cindy Miller
Phone: 850-413-6082;
Fax: 850-413-6083;
E-mail: cmiller@psc.state.fl.us

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

The Florida Relay Service has a very active and effective outreach program which provides information about the availability of all forms of TRS including CapTel. Evidence of outreach and examples of public access to information can be found in Exhibit (G, H, I)

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

Requirements for the Florida Relay Service provider mandate that any TRS end user pay no more for non-message toll relay calling than would be charged for the same call if billed by the end user's local exchange or competitive local exchange company. This applies to both traditional TRS as well as CapTel calls.

Florida CapTel users who are defaulted to AT&T will have all of their toll and long distance intrastate calls billed at a low flat rate of \$0.07 unless the CapTel user subscribes to an AT&T Optional Calling Plan that provides a different rate in which case, the Optional Calling Plan rate will take precedence. The flat \$0.07 a minute rate will apply to both non-AT&T subscribers and AT&T subscribers who do not subscribe to an optional calling plan.

(5) Jurisdictional separation of costs —(i) General. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended.

Costs for intrastate relay call minutes, including CapTel, are supported by a monthly surcharge that is assessed and appears on the bill for each access line a subscriber obtains from a local exchange telecommunications company. The surcharge is assessed to recover the costs associated with the relay provider charges, outreach, equipment and distribution, and the administrative costs associated with Florida Telecommunications Relay Service Program.

All interstate relay call minutes, including CapTel, are reported separately by the relay provider. The cost for providing interstate service is then submitted by the provider to the interstate TRS fund administrator for payment.

(ii) Cost recovery. Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under §64.606, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.

Not applicable to the Florida Relay Program.

(iii) Telecommunications Relay Services Fund. Effective July 26, 1993, an Interstate Cost Recovery Plan, hereinafter referred to as the TRS Fund, shall be administered by an entity selected by the Commission (administrator). The initial administrator, for an interim period, will be the National Exchange Carrier Association, Inc.

Not applicable to the Florida Relay Program.

(A) Contributions. Every carrier providing interstate telecommunications services (including interconnected VoIP service providers pursuant to §64.601(b)) and every provider of non-interconnected VoIP service shall contribute to the TRS Fund on the basis of interstate end-user revenues as described herein. Contributions shall be made by all carriers who provide interstate services, including, but not limited to, cellular telephone and paging, mobile radio, operator services, personal communications service (PCS), access (including subscriber line charges), alternative access and special access, packet-switched, WATS, 800, 900, message telephone service (MTS), private line, telex, telegraph, video, satellite, intraLATA, international and resale services.

Not applicable to the Florida Relay Program.

(B) Contribution computations. Contributors' contributions to the TRS fund shall be the product of their subject revenues for the prior calendar year and a contribution factor determined annually by the Commission. The contribution factor shall be based on the ratio between expected TRS Fund expenses to the contributors' revenues subject to contribution. In the event that contributions exceed TRS payments and administrative costs, the contribution factor for the following year will be adjusted by an appropriate amount, taking into consideration projected cost and usage changes. In the event that contributions are inadequate, the fund administrator may request authority from the Commission to borrow funds commercially, with such debt secured by future years' contributions. Each subject contributor that has revenues subject to contribution must contribute at least \$25 per year. Contributors whose annual contributions total less than \$1,200 must pay the entire contribution at the beginning of the contribution period. Contributors whose contributions total \$1,200 or more may divide their contributions into equal monthly payments.

Not applicable to the Florida Relay Program.

Contributors shall complete and submit, and contributions shall be based on, a "Telecommunications Reporting Worksheet" (as published by the Commission in the Federal Register). The worksheet shall be certified to by an officer of the contributor, and subject to verification by the Commission or the administrator at the discretion of the Commission. Contributors' statements in the worksheet shall be subject to the provisions of section 220 of the Communications Act of 1934, as amended. The fund administrator may bill contributors a separate assessment for reasonable administrative expenses and interest resulting from improper filing or overdue contributions. The Chief of the Consumer and Governmental Affairs Bureau may waive, reduce, modify or eliminate contributor reporting requirements that prove unnecessary and require additional reporting requirements that the Bureau deems necessary to the sound and efficient administration of the TRS Fund.

Not applicable to the Florida Relay Program.

Appendix F – Florida Relay Annual Report

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



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

The Florida Public Service Commission

DECEMBER 2011

PREPARED BY

The Florida Public Service Commission
Division of Regulatory Analysis



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

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TERMS AND ACRONYMS

Administrator. A nonprofit corporation¹ created by the local exchange telephone companies pursuant to Commission Order No. 24462, dated May 1, 1991. This nonprofit corporation was created in June 1991 and is known as the Florida Telecommunications Relay, Inc. (FTRI). The FTRI has three basic roles: (1) to collect the surcharge revenues from the local exchange telephone companies and pay the relay service provider,² (2) to distribute and maintain specialized telecommunications devices,³ and (3) to provide community outreach and training on use of the relay service and specialized telecommunications devices.⁴ FTRI's office is located in Tallahassee.

Advisory Committee. A group of up to ten individuals recommended by various organizations representing both the telephone industry and individuals who are deaf, hard of hearing, speech impaired, or dual sensory impaired.⁵ The advisory committee's role is to provide input to both the Florida Public Service Commission (FPSC) and the Administrator on the development and operation of the Telecommunications Access System. The advisory committee has been actively involved in the implementation of Telecommunications Access System Act since May 1991 and meets with the Commission staff regularly.

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

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

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

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

CapTel. A captioned telephone service which uses a telephone that looks similar to a traditional telephone but also has a text display that allows the user, on one standard

¹ 427.704(2), Florida Statutes

² 427.705(1)(d)&(g), Florida Statutes

³ 417.705(1)(a), Florida Statutes

⁴ 427.705(1)(a)-(b), Florida Statutes

⁵ 427.706, Florida Statutes

telephone line, to listen to the other party speak and simultaneously read captions of what the other party is saying.

COC. Carrier of Choice.

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

FCC. Federal Communications Commission.

FPSC or Commission. The Florida Public Service Commission, which has overall responsibility for implementation and oversight of the Relay system.⁶

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

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

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

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

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

NECA. National Exchange Carrier Association was the national fund administrator for the interstate telecommunications relay service fund through June 30, 2011.

Provider. The entity that provides relay service.⁷

RLSA. Rolka Loube Saltzer Associates, LLC is the national fund administrator for the interstate telecommunications relay service fund effective July 1, 2011.

TASA. Telecommunications Access System Act of 1991.

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

⁶ 427.704(1), Florida Statutes

⁷ 427.704(3)(a), Florida Statutes

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

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

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

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

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

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

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

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

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EXECUTIVE SUMMARY

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

According to the Florida Coordinating Council for the Deaf and Hard of Hearing, nearly three million deaf, hard-of-hearing, deaf-blind, and speech-impaired citizens live in Florida.⁸ Florida is the fourth largest state in the U.S. and has the second highest percentage of population who are deaf, hard of hearing, or deaf-blind.⁹ To meet the needs of these Florida citizens, the state legislature established a telecommunications access system to provide equitable basic access to the telecommunications network for individuals who are hearing impaired, speech impaired, or dual sensory impaired.

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

The tables below provide a statistical summary of the status of the Telecommunications Access System. More detailed information regarding the financial status of the program is in Appendix A of this report. Table I shows the Florida relay revenues and expenses for the 2010-2011 fiscal year.

On March 7, 2011, the Federal Communications Commission (FCC) awarded Rolka Loube Saltzer Associates, LLC (RLSA) a contract to administer the Interstate TRS Fund support services. As a result, administration of the federal interstate TRS Fund is being transitioned from the current TRS Fund Administrator, the National Exchange Carrier Association (NECA) to RLSA. As of July 1, 2011, RLSA in its role as the new TRS Fund Administrator, began to oversee collections and distribution from the federal interstate TRS Fund.

The NECA has been tracing Video Relay Service (VRS) and Internet Protocol Relay (IP Relay) terminating minutes by state since July 2005 in anticipation of the FCC

⁸ 2009 Florida Coordinating Council for the Deaf and Hard of Hearing Report to the Governor and Legislature of the State of Florida.

⁹ 2007 Florida Coordinating Council for the Deaf and Hard of Hearing Report to the Governor and Legislature of the State of Florida.

requiring states to assume the intrastate costs associated with VRS and IP Relay. A proposed FCC rule would require the states to fund the intrastate portion of VRS, IP Relay, and Internet Protocol Captioned Telephone Service (IP CTS), causing Florida to absorb an estimated additional \$31-33 million in relay costs just for VRS and IP Relay. IP CTS is a new service with no cost data available at this time. This proposed FCC rule is discussed further in Section VI.

Table 1. FTRI Financial Report

Account	7/01/10 – 6/30/11
Total Revenue	\$10.0 million
Relay Services Expense	\$ 5.7 million
Equipment and Repairs	\$ 2.5 million
Equipment Distribution	\$ 1.4 million
Outreach	\$ 0.8 million
Administrative Expense	\$ 1.2 million
Revenue less Expenses	(\$ 1.6 million)

Table 2 shows the amount of equipment distributed from July 1, 2001 through June 30, 2011.

Table 2. FTRI Equipment Distribution History*

Fiscal Year	Total Items Distributed	Average Per Month
7/1/01 - 6/30/02	54,499	4,542
7/1/02 - 6/30/03	60,302	5,025
7/1/03 – 6/30/04	69,500	5,791
7/1/04 – 6/30/05	76,197	6,349
7/1/05 – 6/30/06	56,370	4,697
7/1/06 – 6/30/07	41,337	3,445
7/1/07 – 6/30/08	37,627	3,136
7/1/08 – 6/30/09	36,044	3,004
7/1/09 – 6/30/10	38,680	3,223
7/1/10 – 6/30/11	48,047	4,004

**The predominant single piece of equipment distributed is the volume control telephone for the hard of hearing.*

Table 3 reflects the number of new recipients receiving equipment and training for the 2010-2011 fiscal year.

Table 3. New Recipients of Equipment and Training

Type of Recipient	7/01/10 – 6/30/11
Deaf	21
Hard of Hearing	24,218
Speech Impaired	144
Dual Sensory Impaired	16
Total	*24,399

**The number of new recipients is lower than the amount of distributed new equipment referenced in Table 2 because a significant number of recipients received more than one piece of equipment. In most circumstances, clients are allowed to have two pieces of equipment on loan through the program.*

Table 4 provides a historical view of the TASA surcharge collected from each local exchange telecommunications company subscriber's basic telecommunications access line since July 1, 1999.

Table 4. TASA Surcharge History

Fiscal Year	Customer Surcharge
07/01/99 - 06/30/00	\$0.09/access line/month
07/01/00 - 06/30/01	\$0.08/access line/month
07/01/01 - 06/30/02	\$0.12/access line/month
07/01/02 - 06/30/03	\$0.08/access line/month
07/01/03 - 02/28/04	\$0.12/access line/month
03/01/04 - 6/30/04	\$0.13/access line/month
07/01/04 - 6/30/07	\$0.15/access line/month
07/01/07 - Present	\$0.11/access line/month

Additional statistical information is contained in the appendices to this report. Appendix A (pages 17-19) provides the approved budget and actual expenses for FTRI for the fiscal year 2010-11 and the approved budget for fiscal year 2011-12. Appendix B (pages 21-47) is FTRI's annual report to the Commission that contains information on the equipment distribution program and audited financial statements for FTRI. Appendix C

(pages 49-57) contains usage information on the various relay services compiled from Sprint's monthly reports.

I. RECENT DEVELOPMENTS OF THE TELECOMMUNICATIONS ACCESS SYSTEM

Sprint Communications Company, L.P. (Sprint) has been the relay service provider for Florida since June 2000. Based on evaluations of the responses to the FPSC's Request for Proposal (RFP) issued in 2004, Sprint was awarded a contract beginning June 1, 2005, for a three-year period with four one-year extensions upon mutual agreement between Sprint and the Commission. The RFP was issued to receive bids to make Florida Relay Service compliant with both the Florida Telecommunications Access System Act and the federal Americans with Disabilities Act.

Sprint was required to notify the FPSC of its decision whether to extend the relay contract into the option period by June 1 of the year before the current service expires. On May 3, 2010, Sprint notified the Commission of its desire to extend the contract for the option year beginning June 1, 2011. In accordance with the pricing caps agreed to during negotiations of the 2008-2009 contract, Sprint submitted rates for traditional TRS and CapTel captioning service for the fourth and final option year of the contract. These rate caps translated into 2011-2012 contract rates of \$0.89 per session minute for traditional TRS and \$1.54 per session minute for CapTel captioning service. On June 15, 2010, the Commission approved the fourth year final contract option with Sprint using the negotiated rates of \$0.89 per session minute for traditional TRS and \$1.54 per session minute for CapTel captioning service for the 2011-2012 contract option year.

By Order No. PSC-11-0235-PAA-TP, issued May 27, 2011, in Docket No. 040763-TP, the Commission approved a Fiscal Year 2011-2012 budget of \$13,334,842 for FTRI, the administrator of the Florida relay program. This new budget allows the Commission to maintain the TRS surcharge at \$0.11 per month for the fiscal year 2011-2012, effective July 1, 2011.

On November 22, 2011, the Commission approved release of a Request for Proposal (RFP) for a Florida Relay provider beginning June 1, 2012. The RFP provides for an initial three-year contract period. Upon mutual agreement between the FPSC and the provider, the contract may allow for the term to be extended for up to four additional one year periods. The bidder technical and price proposals are due December 22, 2011. In early 2012, the Commission will consider a recommendation for a Florida Relay provider to begin service June 1, 2012, based on the RFP.

II. DISTRIBUTION OF SPECIALIZED TELECOMMUNICATIONS EQUIPMENT

To be in compliance with Section 427.704(9), Florida Statutes (F.S.), which requires the FPSC to prepare an annual report on the operation of the telecommunications access system, which shall be available on the Commission's Internet website, the Relay Administrator must file a report annually with the Commission by November 1 and include the status of the distribution of specialized telecommunications devices. The Relay Administrator, which is presently FTRI, distributes specialized equipment required

for telecommunications services to the deaf, hard of hearing, speech impaired, and dual-sensory impaired, and also provides outreach and educational programs for Florida Relay Services. FTRI continues to expand its outreach programs which increase consumer awareness of both FTRI's programs and the relay system. FTRI and its 23 regional distribution centers conducted 1,257 outreach activities and signed up 28 new businesses as Relay Friendly Business Partners¹⁰ during the last fiscal year.

Table 5 provides a listing of professionals involved with the certification of client applications for the 2010-2011 equipment distribution program, and Table 6 identifies the types and quantity of equipment that were distributed to end-users for the last two fiscal years. In accordance with Section 407.702, F.S., FTRI, along with its regional distribution centers, loans this equipment to qualified deaf, hard of hearing, or speech impaired individuals at no charge for as long as they need it. To receive this equipment, individuals must complete an FTRI application, have it signed by an approved certifier, and either mail it to FTRI or visit a Regional Distribution Center in their area.

Table 5. 2010-2011 Eligibility Certifiers

Category of Certifier	Number of Approved Applications
Deaf Service Center Director	13,203
Audiologist	6,655
Hearing Aid Specialist	3,275
Licensed Physician	885
State Certified Teacher	3
State Agency	7
Speech Pathologist	307
Federal Agency	64
Total	24,399

¹⁰ Twenty-eight businesses signed up as "Relay Friendly" partners and were given access to training information designed to help businesses train employees on how to communicate via the Florida Relay Service with individuals who are deaf, hard of hearing, deaf-blind, or speech impaired. Information about both Florida Relay and FTRI has been made available to over 7,370 employees with those businesses.

Table 6. Equipment Distributed by FTRI

Equipment Distributed by FTRI	Units Distributed 7/1/09 - 6/30/10	Units Distributed 7/1/10 - 6/30/11
1. Volume Control Telephones for Hearing Impaired (VCP)	33,949	44,324
2. Audible Ring Signalers (ARS)	2,007	1,844
3. Visual Ring Signalers (VRS)	880	752
4. Telecommunications Devices for the Deaf (TDD)	163	122
5. Braille phones, in-line amplifiers, tactile ring signalers, Tykriphones, Dialogue RC 200 units, voice-carry-over phones with large visual displays (CapTel), volume control phones for the speech impaired, Uniphone 1140 units, and voice-carry-over phones.	1,681	1,005
Total	38,680	48,047

III. RELAY CALLING VOLUME

June 1992 was the first month of operation for the relay service, and call volumes have fluctuated since that time. As can be seen in Table 7, traditional Relay minutes of use and CapTel minutes of use have been decreasing. In July 2010, there were 240,012 billable minutes of use for traditional relay calls, but in June 2011, the number of billable minutes of use declined to 203,147. Much of the decline is attributed to users changing to IP Relay, VRS, IP CTS, VoIP CapTel, and wireless devices which are currently federally funded through the Interstate TRS Fund.

Traditional relay minutes of use and CapTel minutes of use are tracked separately due to the cost differential of the two services. While relay minutes currently have a cost of \$0.89 per minute, CapTel service has a cost of \$1.54 per minute because of its specialized service.¹¹ CapTel minutes of use for July 2010 were 201,798, while for June

¹¹ When using CapTel service, the captioned telephone user dials the number he or she wishes to call. The user is automatically connected to a captioned telephone relay operator at the TRS facility. The specialized TRS facility equipment, in turn, automatically connects the captioned telephone user's line to a second outgoing line from the TRS facility to the called party. The captioned telephone user does not need to dial an 800 or 711 exchange to reach the TRS facility and set up the call, nor is there any interaction with the relay operator (by either party to the call). The relay operator, instead of typing what the called party says, repeats what the called party says into a computer and voice recognition technology automatically transcribes it from the relay operator's voice into text, which is then transmitted directly to the user. The use of voice recognition technology allows the captions to appear on the captioned telephone nearly

2011, the minutes of use decreased to 181,585. Some of the that decline is attributed to elimination of unrestricted CapTel roaming and guest options, which saves the state over \$240,000 per year. Florida distributes up to 100 CapTel instruments per month.

Table 7. Traditional Relay and CapTel Service Minutes of Use

Traditional Relay and CapTel Minutes of Use July 2010 – June 2011		
Month	Traditional Relay Minutes	CapTel Minutes
Jul	240,012	201,798
Aug	261,667	199,621
Sep	241,485	190,529
Oct	231,380	190,905
Nov	223,634	195,185
Dec	222,683	208,305
Jan	230,594	209,579
Feb	209,798	175,496
Mar	225,243	194,290
Apr	201,722	185,850
May	197,966	178,892
Jun	203,147	181,585

IV. ADVISORY COMMITTEE

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

simultaneously with the called party's spoken words. Throughout the call, the relay operator is completely transparent and does not participate in the call by voicing any part of the conversation.

Table 8. TASA Advisory Committee

Recommending Organization	Name of Member
Florida Coordinating Council for the Deaf and Hard of Hearing	Chris Littlewood
Center for Hearing and Communication	Kim Schur
Florida Association of the Deaf, Inc.	Jonathan Ziev
Florida Deaf/Blind Association	Cheryl Rhodes
Florida Telecommunications Industry Association (formerly known as Florida Telephone Association)	Maryrose Sirianni, local telecommunications company representative Demetria G. Clark, long distance telecommunications company representative
Hearing Loss Association of America Florida	Richard Herring
Florida Association of the Deaf, Inc.	Louis J. Schwarz

TASA Advisory Committee Meeting - April 8, 2011

At the April 8, 2011 meeting, the topics discussed included recent FCC and FPSC actions regarding relay service, the FTRI FY 2011-2012 budget, Florida Relay traffic trends, service quality testing, and CapTel service. The TASA advisory committee was updated on the FCC's proposed rulemaking to have states incur the intrastate costs of VRS and IP Relay, and the financial impact it would have on the Florida Relay program. The TASA advisory committee was informed that by Order issued December 6, 2010, the Commission approved the appointment of Mr. Chris Littlewood to the Advisory Committee. Staff also advised the committee that FTRI filed its proposed 2011-2012 budget on March 30, 2011, and staff would be reviewing it and filing a recommendation for Commission consideration.

The committee was also notified that by Order No. PSC-10-0152-PAA-TP, issued March 15, 2010, the FPSC removed the unrestricted roaming and guest options from the CapTel program as was recommended by the advisory committee at the November 12, 2009 committee meeting. Florida will no longer be billed for any minutes when the CapTel phone is used outside the State of Florida. This action will save Florida consumers over \$240,000 per year.

Sprint reviewed the volume of TRS calls it handles and noted that over the last year the volume of traditional TRS calls had been decreasing due to the popularity of VRS and IP Relay. Sprint informed the TASA advisory committee that CapTel usage

has shown a decrease in monthly average minutes of use of approximately 10%. Sprint believes the decrease is attributable to the implementation of the CapTel VoIP phone which has its minutes of use reimbursed by the federal TRS fund, and the elimination of CapTel roaming as described above. In 2010, Sprint presented and reviewed CapTel products and services at the "Government Day" event at the Villages, the Hearing Loss Association Treasure Coast meeting, the Resource and Technology Fair in Plantation, the Hearing Loss Association Sun City Chapter meeting, the Hearing Loss Association Sarasota Chapter meeting, and the DeafNation Expo in Tampa.

FTRI made a presentation on its FY 2010-2011 budget. The FTRI Board of Directors approved a recommendation to maintain the current surcharge level of \$0.11 per access line for the next fiscal year. FTRI noted that the number of access lines of local exchange companies continues to decrease and calculated an additional 3.00 percent decrease for this next fiscal year.¹² As of February 2011, FTRI had over 445,000 individuals in its client database. Outreach continues to be a large part of FTRI's efforts, and FTRI is planning to increase these activities in order to continue to reach out to the estimated 3 million potential clients in Florida. When necessary, FTRI will continue to open additional regional distribution centers throughout the state with the goal of serving more people. FTRI will continue to expand outreach efforts to include broadcast television advertising as well as print media with local newspapers and other publications.

TASA Advisory Committee Meeting – October 28, 2011

The October 28, 2011 meeting, included discussions of recent FCC and FPSC actions regarding relay service, the draft Request for Proposal (RFP) for a Florida Relay provider starting June 1, 2012, the FTRI equipment distribution services and outreach activities, Florida Relay current call volumes for TRS and CapTel, and TRS service quality testing.

The Committee was advised that by Order No. PSC-11-0235-PAA-TP, issued May 27, 2011, the Commission approved the FTRI 2011-2012 budget. The Commission reduced FTRI's proposed operating expenses of \$13,985,908 by \$651,066 and maintained the \$0.11 surcharge for the fiscal 2011-2012 year.

There was a discussion of the draft RFP which will be considered for issuance by the Commission on November 22, 2011. PSC staff sent copies of the draft RFP to the TASA Committee on October 18, 2011, to allow for review and input from the committee. An RFP workshop was held on October 25, 2011, for potential bidders on the RFP. Sprint Relay, AT&T Relay, and Hamilton Relay each participated in the workshop.

¹² In accordance with Section 427.704(4)(a)(1), Florida Statutes, the TRS surcharges are only collected from local exchange telecommunications company subscribers on an individual access line basis, except that the surcharge is capped at 25 basic telecommunications access lines per account bill rendered. Although the federal interstate TRS surcharge is levied on landline, wireless, and Internet telecommunications services, the Florida TRS surcharge is not levied on wireless or Internet telecommunications services at this time.

The PSC was pleased to announce that after much urging over multiple years, the National Association for State Relay Administration (NASRA), and the Telecommunications Equipment Distribution Program Association (TEDPA) for the first time, have chosen Florida for their 2012 annual conferences. The TEDPA conference will be held October 16-20, 2012, followed by the NASRA conference October 22-24, 2012, at the Windham Lakes Hotel at Walt Disney World in Orlando.

Sprint reviewed the volume of TRS calls it processes and noted that over the last year the volume of traditional TRS calls had been decreasing due to the popularity of VRS and IP Relay. Sprint informed the TASA advisory committee that CapTel service showed a decrease in current monthly average minutes of use of approximately 11.9%. Sprint believes the decrease was due to relay users using web-based CapTel and VoIP CapTel services which has their minutes of use are paid for by the federal TRS, and the elimination of CapTel roaming. In 2011, Sprint presented and reviewed CapTel products and services at the Florida Association of the Deaf conference, FTRI's 20th anniversary celebration, and the MATA¹³ Expo in Kissimmee.

FTRI provided an update on its services and gave an overview of its annual report. In the last fiscal year, FTRI stated that it processed 16,252 customer service calls, and mailed 1,536 applications to individuals requesting equipment. FTRI reviewed its outreach plans to create awareness and telephone independence for Florida's deaf, hard-of-hearing, deaf-blind, or speech-disabled. It continued extensive education, training, and support for FTRI's regional distribution centers, and made security enhancements to its system to protect the integrity of client information. The relay administrator also reiterated its commitment to promote both the relay and the FTRI equipment program using media, including television and newspaper, and shared proposed television and newspaper ads which it will be using in the future.

V. STATE ACTIVITIES

FPSC Comments submitted to the FCC

On December 15, 2010, the FPSC submitted comments to the FCC in response to the FCC Public Notice¹⁴ (PN) released on November 3, 2010. The FCC sought comment on issues related to the FCC's implementation of the requirement for a National Deaf-Blind Equipment Distribution Program (NDBEDP) as set forth in the Twenty-First Century Communications and Video Accessibility Act of 2010.¹⁵ The FPSC comments

¹³ The Japanese word 'MATA' means 'See you later or again'. MATA is a symbolic word "visual concept + small world" in the Deaf-related community.

¹⁴ CG Docket No. 10-210, Released November 3, 2010, Consumer and Governmental Affairs Bureau seeks comment on implementation of requirement to define programs for distribution of specialized customer premises equipment used by individuals who are deaf-blind.

¹⁵ The Accessibility Act, which was signed into law by President Obama on October 8, 2010, requires the FCC to take measures to ensure that people with disabilities have access to emerging communications technologies in the 21st Century. Section 105 of this law directs the FCC to establish rules that define as eligible for relay service support those programs approved by the FCC for the distribution of specialized

suggested that the definition of “qualifying low-income customer” as used in the Federal Universal Service Low-Income Program would provide the most efficient means to determine eligibility for the NDBEDP, and that states should be allowed to qualify participation in the program. The comments also recommended that State Equipment Distribution Programs should become the primary means of distributing equipment under the NDBEDP. The FPSC’s December 15, 2010 comments can be reviewed at: <http://fjallfoss.fcc.gov/ecfs/document/view?id=7020924090>.

On April 6, 2011, the FCC issued Order No. FCC 11-56, establishing a NDBEDP to certify and provide funding to entities in each state so that they can distribute specialized customer premises equipment to low-income individuals who are deaf-blind. The FCC allocated \$458,832 per year for equipment to assist the deaf-blind citizens of Florida. FTRI submitted an application to the FCC on November 15, 2011, to become the sole distributor of the NDBEDP in Florida.

VI. FEDERAL ACTIVITIES

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

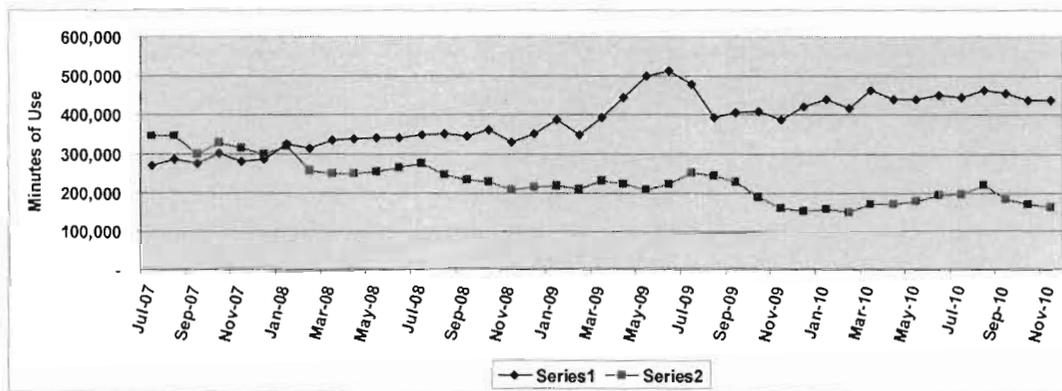
In June 2010, the FCC issued a Notice of Inquiry seeking comment on thoughts and proposals for making the VRS program work better for those who could benefit from it and those who pay into it. Among other issues, the FCC sought comment on whether states should now be required to compensate the intrastate portion of VRS funding. On August 18, 2010, the FPSC submitted comments to the FCC recommending that if VRS becomes a mandated service of TRS, it should continue to be funded through the Interstate TRS Fund, and if state funding of intrastate VRS is mandated, it should not occur until the FCC resolves the fraudulent use of VRS. The comments also suggested that if a decision is made to require states to assume intrastate VRS costs, the FCC must allow time for states to make legislative changes, and mandating VRS as part of the TRS program may eliminate competition for these services in Florida since, by statute, Florida can have only one relay service provider. The FPSC’s August 18, 2010 comments can be reviewed at: <http://fjallfoss.fcc.gov/ecfs/document/view?id=7020708842>.

Presently, interstate and intrastate VRS, IP Relay, and IP CTS services are federally funded through monies collected by the Interstate TRS Fund Administrator, Rolka Loube Saltzer Associates, LLC, based on interstate end-user revenues of carriers. The proposed FCC Rule, if adopted, would require the states to fund the intrastate portion of VRS and IP Relay, causing Florida to absorb an estimated additional \$31 million to

customer premises equipment designed to make telecommunications service, Internet access service, and advanced communications, including interexchange services and advanced telecommunications and information services, accessible by low income individuals who are deaf-blind.

\$32 million in relay costs per year. IP CTS intrastate costs would be in addition to this amount, but since it is a new service with no history of minutes of use available at this time, the costs are not known. IP CTS minutes of use are being reimbursed at the rate of \$1.76 per minute. VRS minutes are presently being reimbursed using a three-tiered rate: 0-50,000 minutes per month at \$6.24 per minute; 50,001-500,000 minutes per month at \$6.23 per minute; and over 500,000 minutes per month at \$5.07 per minute. IP Relay minutes are presently being reimbursed at \$1.30 per minute. As shown in Table 9, the Florida IP Relay minutes of use showed a slight downward trend, while VRS minutes of use showed an upward trend from July 2007 through November 2010.

Table 9. VRS and IP Relay Minutes of Use



FCC TRS Orders Released in 2011

By Order No. DA 10-304, released February 22, 2011, the FCC Enforcement Bureau issued an Advisory reminding Internet-based TRS providers that they must comply with the emergency calling requirements regardless of the equipment or software used by consumers utilizing Internet-based TRS. Whether a consumer is placing a 911 emergency call via Internet-based TRS using customized equipment and software provided by an Internet-based TRS provider, off-the-shelf hardware and software that might be purchased or acquired from a source other than an Internet-based TRS provider, or some combination thereof, Internet-based TRS providers must fully comply with the FCC’s emergency calling requirements.

On March 3, 2011, the FCC released Order No. FCC 11-38, which initiated a proceeding to adopt rules that will implement Section 103(b) of the Twenty-First Century Communications and Video Accessibility Act of 2010 (CVAA). Within one year after the date of enactment of the CVAA, each interconnected VoIP service provider and each provider of non-interconnected VoIP service is required to participate in and contribute to the Telecommunications Relay Services to provide for obligations that are consistent with and comparable to the obligations of other contributors to such Fund.

By Order No. FCC 11-54, released April 6, 2011, the FCC adopted rules to detect and prevent fraud and abuse in the provision of video relay service (VRS), which allows

users to communicate in sign language via a video link. The VRS program's structure, has made it vulnerable to fraud and abuse, which have plagued the current program and threatened its long-term sustainability. This Order took a number of actions intended to substantially reduce and ultimately eliminate this fraud and abuse.

On June 30, 2011, the FCC released Order No. FCC 11-104 adopting per-minute compensation rates to be paid from the Interstate TRS Fund for the 2011-12 Fund year for all forms of telecommunications relay services. As of July 1, 2011, the interstate per-minute rates for TRS were: \$1.8611 for interstate traditional TRS; \$2.9921 for Speech-to-Speech service; \$1.7630 for captioned telephone service (CTS) and IP CTS; and \$1.2920 for IP Relay. The interim rates for VRS shall continue to be: \$6.2390 for Tier I, \$6.2335 for Tier II, and \$5.0668 for Tier III.

By Order No. FCC 11-118, released July 28, 2011, the FCC amended its process for certifying Internet-based Telecommunications Relay Service (iTRS) providers as eligible for payment from the Interstate TRS Fund for their provision of iTRS. It now requires all iTRS providers to obtain certification from the FCC in order to be eligible to receive compensation from the Fund, require all VRS applicants for FCC certification to lease, license or own, as well as operate, essential facilities associated with TRS call centers, and require each iTRS applicant for certification to submit specific types of documentary evidence of its ability to comply with all of the FCC's rules.

On August 4, 2011, the FCC released Order No. FCC 11-123 proposing rules to align the use of local and toll free numbers by iTRS users more closely with the way that hearing users use local and toll free numbers. The FCC's goal was to ensure that an iTRS user's local number is used routinely as the primary telephone number that hearing users dial to reach the deaf or hard-of-hearing user via an iTRS provider, and that deaf and hard-of-hearing users employ for point-to-point calling with other deaf and hard-of-hearing users.

VII. CONCLUSION

FTRI continues to expand its outreach programs which increase consumer awareness of both FTRI's programs and the relay system. FTRI and its 23 regional distribution centers conducted 1,257 outreach activities and signed up 28 new businesses as Relay Friendly Business Partners during the last fiscal year. Florida continues to place emphasis on service quality, which has resulted in increased typing speed of communications assistants for not only Florida but also for all of the states served by Sprint. Furthermore, the increased distribution and service improvement of CapTel has enriched the lives of people who would not normally use traditional relay service. The Commission expects these positive trends to continue but will continue to pursue service quality improvements through testing of relay operator typing and CapTel telephone captioning.

The Telecommunications Relay industry is changing rapidly. Traditional relay service minutes continue to decrease, because users are transitioning to the more efficient

technologies of IP Relay, VRS, IP CTS, CapTel captioning service, and Blackberry or palm wireless devices. An FCC mandate requiring states to assume the intrastate costs of three of these newer technologies, VRS, IP Relay, and IP CTS, may have a major impact on the Florida Relay Service. The proposed FCC rule would require Florida to fund an estimated additional \$31 million to \$32 million in annual relay costs. Florida could possibly experience a financial shortfall in relay surcharge revenue due to the limitation on the relay surcharge cap of \$0.25 per access line.

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