

## **Appendix A**

### **FTRI Budget for 2009-2010 and 2010- 2011 Fiscal Years**

## FTRI Budget for 2009-2010 and 2010-2011 Fiscal Years

	Commission Approved Budget 2010-2011 \$	Actual Revenue And Expenses 2010-2011 \$	Commission Approved Budget 2011-2012 \$
<b>Operating Revenue</b>			
<i>Surcharges</i>	9,767,594	9,910,446	9,553,960
<i>Interest Income</i>	103,789	100,482	84,440
<i>Miscellaneous Income</i>	0	0	0
<i>Total Revenues</i>	9,871,383	10,011,288	9,638,400
<i>Surplus Account</i>	19,508,940	18,252,908	11,871,064
<b>GRAND TOTAL FUNDS</b>	<b>29,380,323</b>	<b>28,264,196</b>	<b>21,509,464</b>
<b>CATEGORY I. Operating Expenses/ Relay Services</b>			
<i>Sprint Relay</i>	6,394,536	5,705,459	5,908,164
<b>CATEGORY II. Equipment &amp; Repairs</b>			
<i>TDD Equipment</i>	0	0	0
<i>Large Print TDDs</i>	630	0	11,400
<i>VCO/HCO - TDD</i>	0	0	5,000
<i>VCO Telephone</i>	13,284	10,090	13,776
<i>Dual Sensory Equipment</i>	143,925	13,065	103,925
<i>CapTel Phone Equipment</i>	408,312	100,800	110,000
<i>VCP Hearing Impaired</i>	2,128,280	2,182,090	2,897,980
<i>VCP Speech Impaired</i>	20,648	29,667	21,516
<i>TeliTalk Speech Aid</i>	45,000	18,000	54,000
<i>Jupiter Speaker Phone</i>	19,880	0	69,700
<i>In-Line Amplifier</i>	3,200	512	2,240
<i>ARS/VRS Signaling Equipment</i>	100,563	65,402	79,919
<i>Accessories &amp; Supplies</i>	0	0	10,000
<i>Telecom Equipment Repair</i>	89,327	33,686	79,327
<i>Remaining Basis on Disposed Assets</i>	0	0	0
<b>TOTAL CATEGORY II</b>	<b>2,973,049</b>	<b>2,453,312</b>	<b>3,458,783</b>
<b>CATEGORY III. Equipment Distribution &amp; Training</b>			
<i>Freight-Telecom Equipment</i>	41,675	31,323	41,000
<i>Regional Distribution Centers</i>	1,288,167	1,372,843	1,711,662
<i>Workshop Expense</i>	60,000	9,052	10,000
<i>Training Expense</i>	15,000	0	15,000
<b>TOTAL CATEGORY III</b>	<b>1,404,842</b>	<b>1,413,218</b>	<b>1,777,662</b>

	Commission Approved Budget 2010-2011 \$	Actual Revenue And Expenses 2010-2011 \$	Commission Approved Budget 2011-2012 \$
<b>CATEGORY IV. Outreach</b>			
<i>Outreach Expense</i>	864,400	807,154	737,903
<b>TOTAL CATEGORY IV</b>	<b>864,400</b>	<b>807,154</b>	<b>737,903</b>
<b>CATEGORY V. General &amp; Administrative</b>			
<i>Advertising</i>	7,400	4,941	4,000
<i>Accounting/Auditing</i>	27,088	25,104	30,633
<i>Legal</i>	72,000	72,000	72,000
<i>Computer Consultation</i>	70,930	72,259	73,274
<i>Bank Charges</i>	0	0	0
<i>Dues &amp; Subscriptions</i>	3,679	3,674	4,047
<i>Furn. &amp; Equip. Purchase</i>	20,883	2,528	11,325
<i>Less: Capitalized Portion</i>	0	0	0
<i>Depreciation</i>	0	7,430	0
<i>Office Equipment Lease</i>	4,606	1,720	2,500
<i>Insurance- Health/ Life/Disability/Other</i>	357,189	237,424	299,745
<i>Office Expense</i>	16,783	13,298	17,578
<i>Postage</i>	18,385	16,300	19,393
<i>Printing</i>	4,644	889	3,955
<i>Rent</i>	99,626	92,934	102,088
<i>Utilities</i>	13,170	6,602	13,013
<i>Retirement</i>	80,300	71,480	82,962
<i>Employee Compensation</i>	571,944	487,741	578,288
<i>Accrued Leave Expense</i>	0	2,710	0
<i>Temporary Employment</i>	30,720	7,551	24,000
<i>Taxes – Payroll</i>	52,544	43,261	51,601
<i>Telephone</i>	22,487	18,946	24,240
<i>Travel &amp; Business</i>	26,702	18,321	23,439
<i>Equipment Maintenance</i>	1,926	839	1,985
<i>Employee Training/Dev</i>	9,042	5,268	8,415
<i>Meeting Expense</i>	3,733	4,799	3,850
<i>Remaining Basis of Disposed Assets</i>	0	0	0
<b>TOTAL CATEGORY V</b>	<b>1,515,781</b>	<b>1,218,019</b>	<b>1,452,331</b>
<b>GRAND TOTAL EXPENSES</b>	<b>13,152,608</b>	<b>11,597,162</b>	<b>13,334,842</b>

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# Florida Telecommunications Relay, Inc.



## Annual Report 2010 - 2011

TASA – Florida Statutes Chapter 427

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## Message from the Executive Director



As you read in the subsequent pages, you'll find both the Equipment Distribution Program (EDP) and Outreach program had a productive fiscal year 2010/2011. Here are a few highlights:

- 24,399 new clients were served throughout the state.
- 52,217 different services were provided to individuals.
- 48,047 pieces of specialized telecommunications equipment were distributed.
- 1,257 outreach activities were performed by FTRI and the Regional Distribution Centers (RDC) throughout Florida.
- 28 new businesses have partnered with FTRI to educate their 7,370 employees about the Florida Relay and Equipment Distribution Program.
- Processed 16,252 customer service calls.
- Mailed 1,536 applications to individuals requesting them.
- Processed more than 181,702 EDP forms.
- Conducted 1,890 distributions off-site.
- We continued our extensive educating, training and support efforts through workshops and daily interactions with RDCs.
- We continued to collaborate with other organizations and/or state agencies for outreach activities.
- We continued to place a high priority on protecting the integrity of client information by making security enhancements to our processing system.
- We operated within budget requirements.
- We received high marks from the external auditors for the financial records and internal controls FTRI has in place.

These highlights are some of our accomplishments in fiscal year 2010/2011 that reflect the broad scope of the FTRI organization to provide quality services to the residents of Florida.

  
James Forsyth, FTRI Executive Director



## TASA Requirements

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

## Mission Statement

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

## Equipment Distribution Program

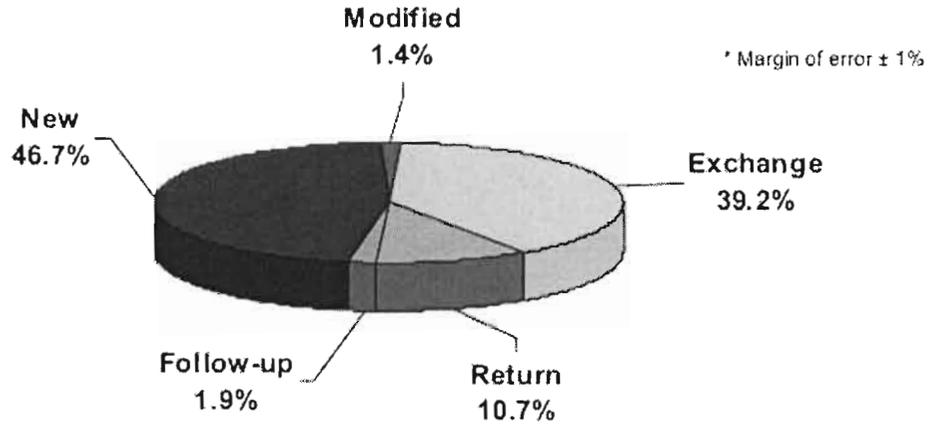
FTRI utilizes a regional distribution system for approximately eighty percent of the State of Florida, with centralized distribution from the administrative office in Tallahassee accounting for the remaining twenty percent.

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

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

### Client Services

The total number of EDP services provided by FTRI for fiscal year 2010/2011 was 52,217\*. The average number of EDP services provided monthly was 4,351.

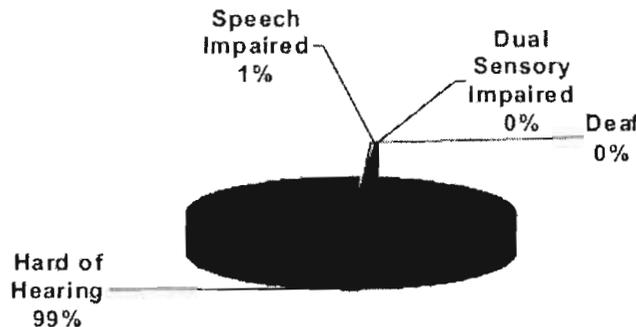


### New Client Eligibility

FTRI served 24,399 new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	21
Hard of Hearing	24,218
Speech Impaired	144
Dual Sensory Impaired	16
<b>Total</b>	<b>*24,399</b>

\* The number of new recipients is lower than the amount of distributed new equipment because a significant number of recipients received more than one piece of equipment. Margin of error ± 1%.



## New Client Certification

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

<b>Category of Certifier</b>	<b>Quantity of Approved Applications</b>
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
<b>Total</b>	<b>24,399</b>

## New Client Age Groups

The 2010/2011 breakdown of new recipients by age group is as follows:

<b>Age Group</b>	<b>Recipients</b>
4 – 9	27
10 – 19	47
20 – 29	77
30 – 39	189
40 – 49	474
50 – 59	1,206
60 – 69	3,293
70 – 79	6,833
80 – 89	9,283
90 – 99	2,862
100 – 109	106
DOB not provided	2
<b>Total</b>	<b>24,399</b>

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

## New Client County of Residence

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

<b>County</b>	<b>Recipients</b>	<b>County</b>	<b>Recipients</b>
<b>Alachua</b>	<b>288</b>	<b>Lake</b>	<b>728</b>
Baker	21	<b>Lee</b>	<b>1,002</b>
<b>Bay</b>	<b>520</b>	<b>Leon</b>	<b>242</b>
Bradford	42	<b>Levy</b>	<b>39</b>
<b>Brevard</b>	<b>493</b>	Liberty	9
<b>Broward</b>	<b>3,162</b>	Madison	41
Calhoun	60	<b>Manatee</b>	<b>340</b>
<b>Charlotte</b>	<b>471</b>	<b>Marion</b>	<b>799</b>
<b>Citrus</b>	<b>372</b>	<b>Martin</b>	<b>287</b>
<b>Clay</b>	<b>137</b>	<b>Monroe</b>	<b>28</b>
<b>Collier</b>	<b>229</b>	<b>Nassau</b>	<b>64</b>
<b>Columbia</b>	<b>72</b>	<b>Okaloosa</b>	<b>266</b>
<b>Dade</b>	<b>1,558</b>	Okeechobee	31
DeSoto	52	<b>Orange</b>	<b>474</b>
Dixie	17	Osceola	70
<b>Duval</b>	<b>844</b>	<b>Palm Beach</b>	<b>2,508</b>
<b>Escambia</b>	<b>1,013</b>	<b>Pasco</b>	<b>744</b>
<b>Flagler</b>	<b>140</b>	<b>Pinellas</b>	<b>1,197</b>
Franklin	27	<b>Polk</b>	<b>547</b>
Gadsden	60	Putnam	145
Gilchrist	17	<b>Santa Rosa</b>	<b>309</b>
Glades	2	<b>Sarasota</b>	<b>650</b>
<b>Gulf</b>	<b>69</b>	<b>Seminole</b>	<b>185</b>
Hamilton	58	<b>St. Johns</b>	<b>171</b>
Hardee	26	<b>St. Lucie</b>	<b>327</b>
<b>Hendry</b>	<b>16</b>	<b>Sumter</b>	<b>330</b>
<b>Hernando</b>	<b>331</b>	<b>Suwannee</b>	<b>121</b>
<b>Highlands</b>	<b>161</b>	Taylor	53
<b>Hillsborough</b>	<b>612</b>	Union	13
<b>Holmes</b>	<b>31</b>	<b>Volusia</b>	<b>1,046</b>
<b>Indian River</b>	<b>234</b>	Wakulla	29
Jackson	251	<b>Walton</b>	<b>45</b>
Jefferson	21	<b>Washington</b>	<b>124</b>
Lafayette	28		
		<b>Total</b>	<b>24,399</b>

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

## Equipment

FTRI currently distributes the following specialized telecommunications equipment:

1. Text Telephone
2. Amplified Telephone for the Hard of Hearing
3. Amplified Telephone for the Speech Disabled
4. Voice Carry-Over Telephone
5. Large Visual Display TTY
6. Deaf Blind Communicator
7. In-Line Amplifier
8. Voice Carry-Over/Hearing Carry-Over/TTY
9. Gewa Telephone
10. Dialogue RC 200
11. TeliTalk Telephone
12. Captioned Telephone

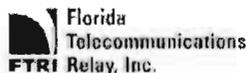
FTRI also distributes amplified, flashing, or vibrating ringer devices to alert clients to incoming telephone calls. These devices are:

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

Each piece of equipment is supported by the standard manufacturer warranty. Equipment that is determined to be out of warranty is retired and replaced due to the economics of purchasing new equipment versus repairing old equipment.

## Equipment Vendors

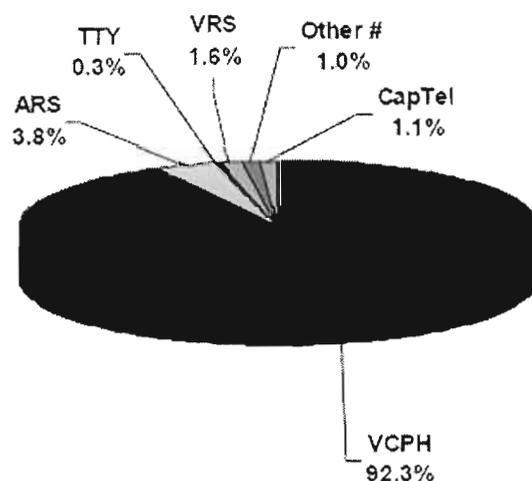
FTRI works with several equipment vendors to supply specialized telecommunications equipment. Some of these include:



## Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2010/2011 numbered 48,047\* units. The monthly equipment distribution average was 4,000.

\* Margin of error  $\pm 1\%$



# More than three percent of all distributed equipment in fiscal year 2010/2011 included Deaf Blind Communicator, in-line amplifier, tactile ring signaler, voice-carry-over phones with large visual display, phones for the speech disabled, hearing-carry-over phone and voice-carry-over phone.

## Quality Assurance

FTRI maintains a quality assurance system to monitor the services, training, and equipment provided by contracted agencies. Questionnaires are sent to a random selection of clients served by each Regional Distribution Center or the FTRI office. FTRI also contacts clients by telephone for quality assurance.

Approximately thirty-four percent of new clients served were mailed quality assurance surveys. Of the approximately 11,407 questionnaires sent during this fiscal year, FTRI received 3,735 responses for a nearly thirty-three percent return rate. Ninety-five percent of the responses were positive. All negative responses were addressed directly by FTRI and forwarded to the appropriate RDC for follow-up.



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

The following activities were conducted.

<b>Outreach Activities</b>
FTRI / RDC conducted 1,257 outreach activities throughout the state
FTRI published and mailed 10,000 "New Location" postcards in the Brevard County area. Clients were also encouraged to read the latest edition of the online FTRI newsletter, "The Florida Link"
Published and mailed 160,000 postcards reminding clients to contact their local RDC if they need to exchange or return their phone and to read the latest online FTRI newsletter, "The Florida Link"
Administered a statewide print media campaign using customized RDC ads covering 15 major markets
28 businesses signed up as "Relay Friendly Business Partners Program" (BPP) through the FTRI website
Information about both Florida Relay and FTRI EDP have been made available to over 7,370 employees through the BPP
Distributed 23 Relay Educational Kits to schools throughout Florida
Added 135 new Service Providers to the FTRI Service Provider Database
FTRI continued to partner with organizations and/or state agencies (FAD, FLALDA, HLA-FL, AGBELL-FL, FSDB, Sprint, TSC, FDOE, FDOEA, FDOH, FDVR, FASC, FLAA, FLASHA, FLA, FCCDHH, FSHHP, FCEC, FCOA, FDBA) for outreach activities
Contracted with the Florida Cable Telecommunications Association for statewide broadcast of the 711 Relay PSA "Photo Album." FCTA's PSA program guarantees a minimum of 3:1 match. FTRI's campaign garnered a 5.6:1 match, including 4,660 bonus spots
Created and distributed 200 plexiframes with individualized flyers to the 23 Regional Distribution Centers
Hosted a series of events to promote Deaf Awareness in the Tallahassee area
Developed a monthly Enewsletter for RDC staff
Developed the annual "The Florida Link" online newsletter
Developed and implemented web-based training programs for RDC staff on important topics relative to the FTRI program
Continued an online marketing campaign using Facebook



<p>Provided approximately 1,298 (EDP) and 345 (Outreach) hours of comprehensive training to RDCs during this fiscal year</p>
<p>Translated select pages from the FTRI website into Spanish and Haitian Creole</p>
<p>Contributed articles for publication in HLA-FL, FAD, FLAA, FCOA, FAHSA, Florida Department of Elder Affairs</p>
<p>Exhibited and distributed phones at the statewide American Legion Annual Convention – a first for FTRI</p>
<p>Redesigned and produced the FTRI Quality Assurance direct mail survey</p>
<p>Distributed a series of statewide press releases on various topics including National Caregivers Awareness Month, and general program information</p>

**FTRI – Equipment Distribution Program**

FTRI advertised in the major market newspapers throughout the state.

Print Ad Example – Broward County

**Never miss a word with a FREE amplified phone**



If you are a Florida resident with a certified hearing loss, a new telephone can help make conversations easier. The phone is offered at no cost through the nonprofit Florida Telecommunications Relay, Inc. The Clarity W425 Pro Cordless amplifies incoming sounds up to 45 decibels, almost four times louder than a standard phone. It is hearing aid compatible, with large backlit numbers and a bright visual ringer. Ask about the Clarity W425 Pro or our other specialized phones for yourself or a family member. Florida is speaking up for clearer communication.

*For more information in your area:*

**Center for Hearing and Communication**  
 2900 W. Cypress Creek Road  
 Ft. Lauderdale, Florida 33309  
 954-801-1930 (V)  
 954-731-7209 (TTY)

**Center for Independent Living of Broward County**  
 4800 North State Road 7, Bldg F, Suite 103  
 Ft. Lauderdale, Florida 33319  
 954-782-6400 (V)  
 954-735-0063 (TTY)

 Florida Telecommunications Relay, Inc.  
[www.ftri.org/broward](http://www.ftri.org/broward)

**Nunca más deje de escuchar una palabra con un teléfono amplificado GRATIS**



Si usted reside en la Florida y tiene una pérdida auditiva certificada, un nuevo teléfono le puede ayudar a que sus conversaciones resulten más fáciles. Florida Telecommunications Relay, Inc., la compañía sin fines de lucro de estos teléfonos, los está ofreciendo sin costo alguno. El teléfono inalámbrico Clarity W425 Pro amplifica las llamadas entrantes hasta 45dB, casi cuatro veces más alto que un teléfono convencional. Es compatible con los audífonos, tiene números grandes con luz de fondo y un timbre visual iluminado. Pida información sobre el teléfono Clarity W425 Pro o sobre nuestros otros teléfonos especiales ya sea para usted o para un miembro de su familia. Florida habla alto para comunicarse mejor.

La oferta se limita a un solo teléfono por cliente. Si posee un teléfono FTRI que no funciona correctamente, llámalo y se lo cambiaremos.

*Para más información en su área, comuníquese con:*

**Hearing and Speech Center of Florida**  
 9425 SW 72 Street, Suite 381, Miami, FL 33173  
 305-371-7343 (V)

**Center for Independent Living of South Florida**  
 6680 Biscayne Blvd, Miami, FL 33138  
 305-781-8035 (V)  
 305-781-8831 (TTY)

 Florida Telecommunications Relay, Inc.  
[www.ftri.org/sp](http://www.ftri.org/sp)



FTRI published and mailed "New Location" postcards to thousands of active clients that reside in areas where several local Regional Distribution Centers (RDCs) have relocated their offices.

If you have any family or friends who could benefit from our program please help us help someone else by referring them to FTRI at:

**Space Coast Center for Independent Living**  
571 Haverty Court, Suite W  
Rockledge, Florida 32952  
321-632-9114 (V)  
321-632-9134 (TTY)

The 2011 Florida Link (FTRI newsletter) is now available online at [www.ftri.org/newsletter](http://www.ftri.org/newsletter)  
El Enlace de la 2011 Florida (boletín de FTRI) ya está a su disposición en la red [www.ftri.org/newsletter](http://www.ftri.org/newsletter)

**FTRI**  
Florida Telecommunications Relay, Inc.  
1100 E. 1st Avenue, Suite 200  
Tallahassee, FL 32304  
www.ftri.org

**New Location:**  
Space Coast Center for Independent Living  
571 Haverty Court, Suite W  
Rockledge, Florida 32952

We hope that you are enjoying FTRI's special telephone. If you have any questions or problems, please visit us at this new location.

Esperamos que estén disfrutando con el uso del teléfono especial de FTRI. Si tienen alguna pregunta o algún problema, por favor vengan a nuestro local nuevo.

[www.ftri.org/cocoa](http://www.ftri.org/cocoa) | 321-632-9114 (V) | 321-632-9134 (TTY)

FTRI published and mailed 160,000 postcards reminding clients to contact their local RDC if they need to exchange or return their phone and to read the latest online FTRI newsletter, "The Florida Link."

**How do you like your FTRI phone?**

We hope you are enjoying FTRI's special phone. If you have any questions or problems with the equipment simply bring it to a Regional Distribution Center near you. Find your center location online at [www.ftri.org/locations](http://www.ftri.org/locations). Also if you have any family or friends who could benefit from our program, please refer them to FTRI:

800-222-3448 (v) | 888-447-5620 (tsp)  
[outreach@ftri.org](mailto:outreach@ftri.org)

The 2011 Florida Link newsletter is now available online at [www.ftri.org/newsletter](http://www.ftri.org/newsletter)



FTRI's Quality Assurance card was updated and redesigned in the second quarter.

## How do you like your new phone from **FTRI**?

FTRI offers a variety of specialized telephones to qualified applicants.

FTRI provides specialized telephone equipment to qualified Florida residents who are deaf, hard of hearing, deaf/blind, or speech impaired at no charge. FTRI records show that you received equipment from one of our Regional Distribution Centers (RDC). FTRI wants to make sure the customer service you received is up to our high standards.

Please take a few minutes to answer the questions below about your experience with the RDC in your area and mail the prepaid postcard to FTRI. If you have any questions or comments, please call:

**FTRI Customer Service**  
**1-800-222-3448 (V)**  
**or 1-888-447-5620 (TTY)**  
**Monday - Friday, 8:30 a.m. - 5:00 p.m.**  
*We will be happy to assist you. Thank you.*





**Florida Telecommunications FTRI Relay, Inc.**  
 Equipment Distribution Program  
*Detach along perforation and mail.*

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**FTRI Equipment Distribution Program**

1. Did you have the opportunity to try different types of phones?  Yes  No
2. Did you receive training on your new phone?  Yes  No
3. If you received training, was it  1-on-1  Classroom Style
4. Approximately how long did your training last?  10 minutes  30 minutes  1 hour  2 hours
5. Was the amount of time you had for training on your phone enough?  Yes  No
6. Was the trainer professional and courteous to you?  Yes  No
7. Are you happy with your new phone?  Yes  No
8. If No, please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Additional comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

10/00



**ENewsletter**

The monthly RDC Enewsletter was launched and highlights news about FTRI and offers useful tips for both Outreach and Equipment Distributions. Client testimonials and comments received from Quality Assurance Surveys are included to maintain a positive tone.



**Florida  
Telecommunications  
FTRI Relay, Inc.**

May 2011

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[Reactivate Me Please!](#)

[CapTel - New and Exchange](#)

[AIMS Refresher](#)

## FTRI ENews

**Dear Erin,**

May is Better Hearing and Speech Month!

This annual observance is the perfect opportunity to reach out to professionals and organizations in your community to raise awareness about the FTRI program

BETTER HEARING & SPEECH MONTH



HELPING PEOPLE COMMUNICATE

For BHSM resources visit <http://www.asha.org/bhsm/>

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Comments from Quality Assurance Cards:

"The phone is very helpful. I can hear everyone clearly. I thank you very much for the wonderful phone."  
- J.H., Zephyrhills RDC 10

Have you Seen Your Reports?

Outreach Event and Client Survey reports are available online. FTRI uses this information when reviewing event requests and we encourage RDCs to use this information as you plan your events

You can review your RDC Outreach Event and Client Survey reports on



FTRI published its annual newsletter, "The Florida Link"

200 plexiframes with individualized flyers were distributed to the RDCs



Flyer sent to all American Legion Posts and Legion leadership statewide promoting FTRI attendance at the annual convention. Photos of FTRI staff at the convention.





### *Florida Relay*

The Florida Relay PSA aired throughout the state on cable channels in major media markets. Below are excerpts taken from a Florida Relay PSA.



### *Business Partnership Program*

Twenty-eight businesses signed up as a "Relay Friendly" partner and were provided 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 EDP has been made available to over 7,370 employees with those businesses.

### *TASA Approved Certifiers*

FTRI partnered with 135 TASA approved certifiers who referred individuals with hearing loss to the FTRI programs to receive specialized telephones and services. FTRI provides all certifiers, as well as other collaborated partners, with applications, brochures and other printed materials for dissemination to people that visit their office or agencies.

### **Closing Statement**

FTRI continues to maintain its status as an administrative center, concentrating on oversight of the Regional Distribution Center (RDC) contractors, and equipment vendors. Since the inception of the Equipment Distribution Program in 1986, over 455,000 residents have been provided with telecommunications equipment and support services.

**Florida Telecommunications  
Relay, Inc.**

**Financial Statements**

**June 30, 2011**

**Florida Telecommunications Relay, Inc.**  
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**June 30, 2011**

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## INDEPENDENT AUDITORS' REPORT

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

We have audited the accompanying statement of financial position of the Florida Telecommunications Relay, Inc. (a nonprofit organization) as of June 30, 2011, and the related statements of activities and cash flows for the year then ended. These financial statements are the responsibility of the organization's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the Florida Telecommunications Relay, Inc. as of June 30, 2011, and the changes in its net assets and its cash flows for the year then ended in conformity with accounting principles generally accepted in the United States of America.

Our audit was conducted for the purpose of forming an opinion on the basic financial statements taken as a whole. The schedule of expenses by category is on page 8 presented for purposes of additional analysis and is not a required part of the basic financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to auditing procedures applied in the audit of the financial statements and certain additional procedures including comparing and reconciling such information directly to underlying accounting records used to prepare the financial statements or to the financial statements themselves, and other procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated in all material respects in relation to the basic financial statements taken as a whole.

*Carr, Riggs & Ingram, LLC*  
 September 12, 2011

**Florida Telecommunications Relay, Inc.**  
**Statement of Financial Position**

<i>June 30,</i>	<b>2011</b>
<b>Assets</b>	
Current assets	
Cash and cash equivalents	\$ 17,122,544
Accounts receivable	885,176
Prepaid expenses	2,735
Total current assets	18,010,455
Property and equipment - at cost	
Office furniture	45,910
Office equipment	105,647
Dual sensory equipment	77,273
	228,830
Less: accumulated depreciation	(200,344)
Net property and equipment	28,486
Other assets	8,939
Total assets	\$ 18,047,880
<b>Liabilities and Net Assets</b>	
Current liabilities	
Accounts payable	\$ 1,345,491
Accrued leave payable	35,355
Total current liabilities	1,380,846
Net assets	
Unrestricted net assets	16,667,034
Total liabilities and net assets	\$ 18,047,880

See accompanying notes to financial statements.

**Florida Telecommunications Relay, Inc.**  
**Statement of Activities**

<i>Year ended June 30,</i>	<b>2011</b>
<b>Revenues</b>	
Surcharge revenue	\$ 9,910,446
Investment earnings	100,842
Total revenues	10,011,288
<b>Expenses</b>	
Category I - Relay service	5,705,459
Category II - Equipment & repair	2,453,312
Category III - Equipment distribution	1,413,218
Category IV - Outreach expenses	807,154
Category V - General & administrative expenses	1,218,019
Total expenses	11,597,162
Change in unrestricted net assets	(1,585,874)
Net assets, beginning of year	18,252,908
Net assets, end of year	\$ 16,667,034

See accompanying notes to financial statements.

**Florida Telecommunications Relay, Inc.**  
**Statement of Cash Flows**

<i>Year ended June 30,</i>	<b>2011</b>
<b>Cash flows from operating activities:</b>	
Cash from surcharge revenues	\$ 9,910,101
Investment earnings	100,842
Cash paid for goods and services	(11,679,461)
<hr/>	
Net cash used in operating activities	(1,668,518)
<b>Cash flows from investing activities:</b>	
Acquisition of fixed assets	(17,058)
<hr/>	
Net cash used in investing activities	(17,058)
<hr/>	
<b>Net decrease in cash</b>	<b>(1,685,576)</b>
<b>Cash at beginning of year</b>	<b>18,808,120</b>
<hr/>	
<b>Cash at end of year</b>	<b>\$ 17,122,544</b>
<hr/>	
<b>Cash used in operating activities:</b>	
Change in net assets	\$ (1,585,874)
Adjustments to reconcile change in net assets to net cash used in operating activities:	
Depreciation	7,430
Changes in operating assets and liabilities:	
Accounts receivable	345
Prepaid expenses	(2,570)
Accrued leave	2,710
Accounts payable	(90,559)
<hr/>	
Net cash used in operating activities	\$ (1,668,518)

No cash was paid for taxes or interest during the year.

See accompanying notes to financial statements.

## Florida Telecommunications Relay, Inc. Notes to Financial Statements

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### NOTE 1 – NATURE OF BUSINESS

The Florida Telecommunications Relay, Inc. (the Organization) is a not-for-profit corporation designated as the Administrator of the Telecommunications Access System Act, pursuant to s.427.704 (2), F.S., and is responsible for providing relay services and the distribution of specialized telecommunications devices. The devices for the deaf, blind, hard of hearing, and speech impaired persons are distributed free of charge to clients certified by designated specialists in the speech and hearing field. The Florida Public Service Commission regulates the Organization, which is funded through a surcharge on telephone bills of residents of the State of Florida.

### NOTE 2 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

#### *Method of Accounting*

The Organization maintains its accounts and prepares financial statements on the accrual basis of accounting. Revenues are recognized in the period earned, whether or not received; expenses are recognized in the period in which the obligation is incurred, whether or not paid.

#### *Accounts Receivable*

Accounts receivable consist mainly of surcharges collected by the various telephone companies for the previous month. All collections are due to the Organization from the telephone companies by the 15<sup>th</sup> of the month following the month of collection. No provision for bad debts has been provided since historically all amounts are collected each month.

#### *Property and Equipment*

Property and equipment are recorded at cost. Depreciation is provided on the straight-line method over the estimated useful lives of the respective assets, which is five years. When items of property and equipment are sold or retired, the related cost and accumulated depreciation are removed from the accounts and any gain or loss is included in the results of operations. The Organization capitalizes property and equipment purchased with a cost greater than \$500.

The Organization has adopted the policy of recording the purchase of the specialized telecommunications equipment, distributed to its clients, as an expense of the period, while the Organization retains certain rights and obligations to such equipment and keeps track of certain equipment internally.

#### *Income Taxes*

The Organization, a Florida nonprofit corporation, is tax exempt under Internal Revenue Code Section 501(c)(3) and has been determined to be other than a private foundation. Therefore, no provision for income taxes has been made.

#### *Use of Estimates*

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

**Florida Telecommunications Relay, Inc.**  
**Notes to Financial Statements**

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**NOTE 2 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)***Subsequent Events*

Subsequent events have been evaluated through the date of the Auditors' report.

*Cash and Cash Equivalents*

For financial statement purposes, the Organization considers all highly liquid investments (with a maturity of three months or less when purchased) to be cash equivalents.

*Advertising Costs*

Advertising costs are expensed as incurred. Advertising expense totaled \$4,941 for the year ended June 30, 2011.

**NOTE 3 – RETIREMENT PLAN**

The Organization contributes to a multi-employer, non-contributory, defined benefit pension plan, sponsored by the National Telecommunications Cooperative Association. Employees begin participating in the plan quarterly coincident with their date of employment. Contributions to the plan are paid quarterly and based on 11.7% of compensation for all full-time employees and part-time employees, who work at least 1,000 hours per calendar year. Benefits will be paid to participants in an amount dependent on years of service and the final average salary as defined in the Plan Document. Retirement expense for the fiscal year ended June 30, 2011 was \$71,480.

**NOTE 4 – CONCENTRATION OF RISK**

Florida Telecommunications Relay, Inc. maintains two bank accounts at Regions Bank. Accounts at this institution are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$250,000. At June 30, 2011 the Organization had deposits at financial institutions in excess of FDIC insured limits.

Regions Bank qualifies as a public depository under Chapter 280, Florida Statutes which defines the Florida Security for Public Deposits Act. Florida Telecommunications Relay, Inc. considers itself a qualified public depositor under this Act. The Act provides that qualified public depositories must maintain eligible collateral having a market value equal to 50% of the average daily balance for each month of all public deposits in excess of any applicable deposit insurance held by the depository during the twelve months immediately preceding the date of any computation of the balance. As such, the depository is not required to hold collateral in the Organization's name, nor specify which collateral is held for the Organization's benefit. The Public Deposit Security Trust Fund, as created under the laws of the State of Florida, would be required to pay the Organization for any deposits not covered by depository insurance or collateral pledged by the depository, as previously described. All deposits with financial institutions were 100% insured by federal depository insurance or by collateral provided by qualified public depositories to the State Treasurer pursuant to the Public Depository Security Act of the State of Florida. The Act established a Trust Fund, maintained by the State Treasurer, which is a multiple financial institution pool with the ability to assess its member financial institutions for collateral shortfalls if a member fails.

**Florida Telecommunications Relay, Inc.**  
**Notes to Financial Statements**

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**NOTE 5 – INCOME TAXES**

Effective January 1, 2009, the Organization implemented the new accounting requirements associated with uncertainty in income taxes using the provisions of Financial Accounting Standards Board (FASB) ASC 740, *Income Taxes*. Using that guidance, tax positions initially need to be recognized in the financial statements when it is more-likely-than-not the positions will be sustained upon examination by the tax authorities. It also provides guidance for derecognition, classification, interest and penalties, accounting in interim periods, disclosure and transition. As of June 30, 2011, the Organization has no uncertain tax positions that qualify for either recognition or disclosure in the financial statements.

The federal and State of Florida income tax returns of the Organization for 2008, 2009 and 2010 are subject to examination by the Internal Revenue Service, generally for three years after they were filed.

**Supplementary Information**

**Florida Telecommunications Relay, Inc.**  
**Schedule of Expenses by Category**

<i>Year ended June 30.</i>	2011
<b>Category I - Relay Service</b>	
Dual party relay provider	\$ 5,705,459
<b>Category II - Equipment and Repair</b>	
VCP hearing impaired	1,120,805
VCPH cordless	1,053,032
VCPS-RC200	8,253
Dual sensory equipment	13,065
CapTel equipment	100,800
VCP speech impaired	29,667
In-line amplifiers	612
VCO telephone	10,090
ARS/VRS signaling equipment	65,402
TellTalk Speech aid phone	18,000
Telecommunications equipment repair	33,686
<b>Subtotal - Category II</b>	<b>2,453,312</b>
<b>Category III - Equipment Distribution</b>	
Freight/Telecommunications equipment	31,323
Regional distribution centers	1,372,843
Workshop expense	9,052
<b>Subtotal - Category III</b>	<b>1,413,218</b>
<b>Category IV - Outreach</b>	
Outreach expenses	807,154
<b>Category V - General and Administrative</b>	
Advertising	4,941
Accounting/Auditing	25,104
Legal	72,000
Computer consultation	70,929
Computer software	1,330
Dues and subscriptions	3,674
Furniture and equipment purchased	2,528
Depreciation	7,430
Office equipment lease	1,720
Insurance - health, life, disability & other	237,424
Office expenses	13,298
Postage	16,300
Printing	889
Rent	92,934
Retirement	71,480
Employee compensation	487,741
Accrued leave expense	2,710
Payroll taxes	43,261
Temporary employment	7,551
Telephone and fax	18,946
Travel and business expense	18,321
Utilities	6,602
Equipment maintenance	839
Employee training	5,268
Meeting and interpreter expense	4,799
<b>Subtotal - Category V</b>	<b>1,218,019</b>
<b>Total expenses</b>	<b>\$ 11,597,162</b>

See independent auditors' report.

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**APPENDIX C**

**Florida Relay Service Information: Sprint**

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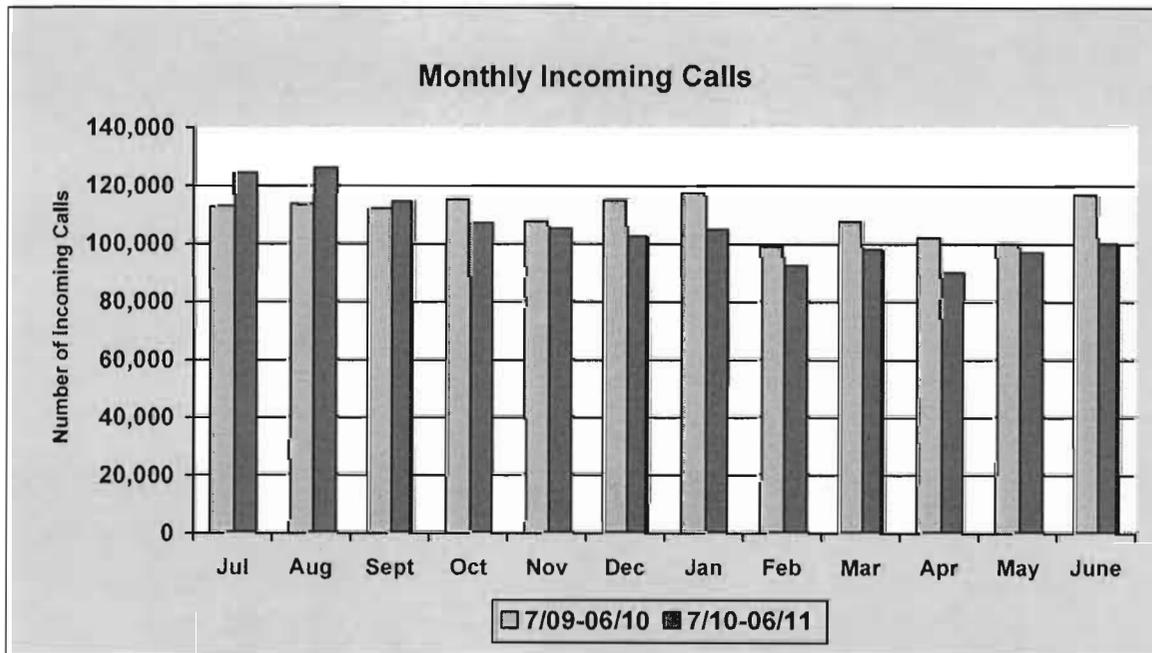
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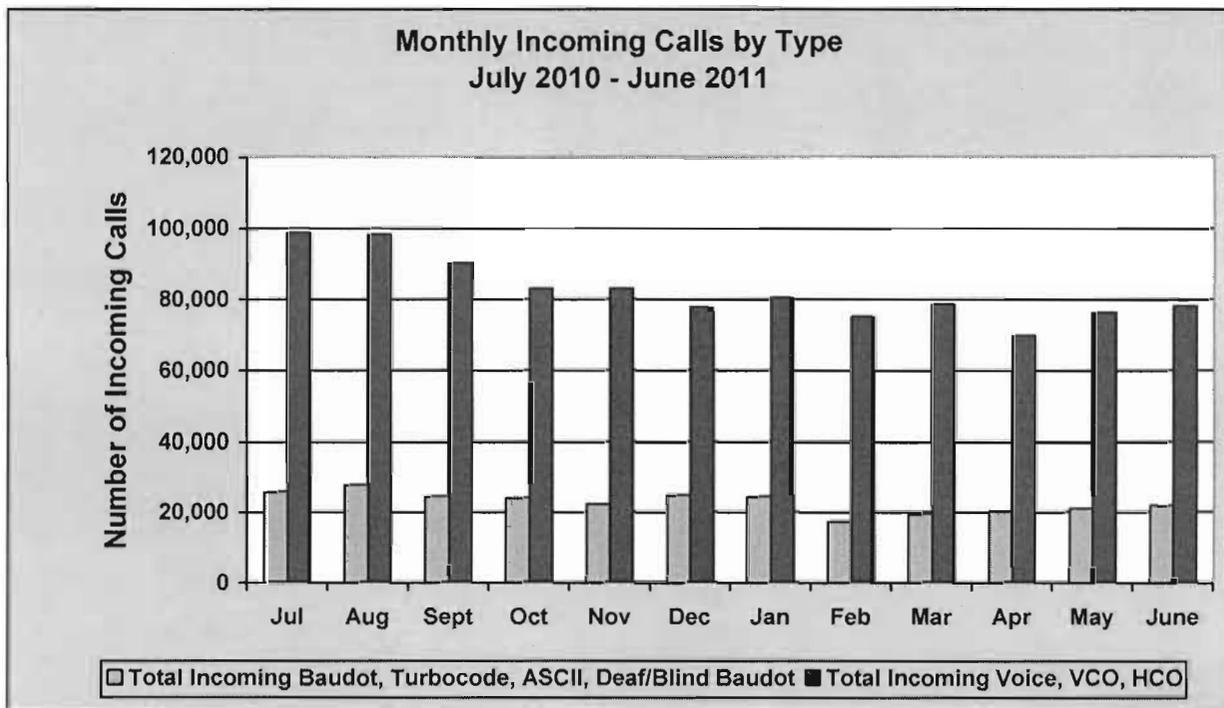
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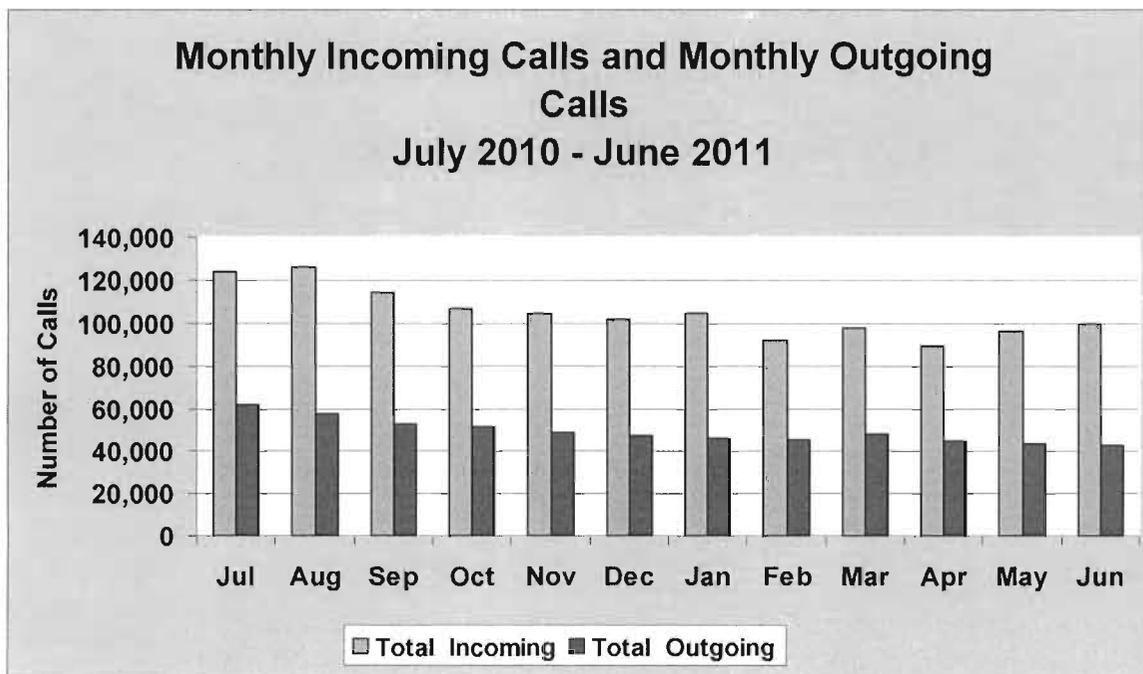
Monthly Incoming Calls			
Total Incoming Calls July 2009 – June 2010		Total Incoming Calls July 2010 – June 2011	
Jul	112,857	Jul	124,412
Aug	113,630	Aug	125,977
Sep	111,966	Sep	114,447
Oct	115,468	Oct	106,979
Nov	107,922	Nov	105,068
Dec	115,122	Dec	102,367
Jan	117,635	Jan	104,800
Feb	99,249	Feb	92,428
Mar	107,825	Mar	98,015
Apr	102,294	Apr	89,970
May	100,204	May	96,845
Jun	117,126	Jun	99,846
<b>Total</b>	<b>1,321,298</b>	<b>Total</b>	<b>1,261,154</b>



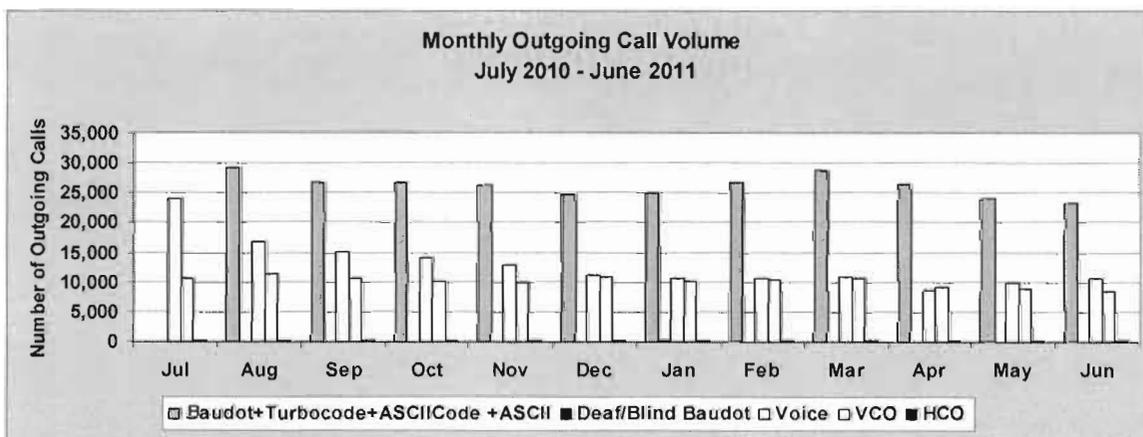
Monthly Incoming Calls by Type July 2010 – June 2011									
	Incoming Baudot	Incoming Turbocode	Incoming ASCII	Incoming Deaf/Blind Baudot	Total Incoming Baudot, ASCII, Turbocode, Deaf/Blind Baudot	Incoming Voice	Incoming VCO	Incoming HCO	Total Incoming Voice, VCO, HCO
July	18,232	6,654	825	26	25,737	89,970	8,502	203	98,675
Aug	19,186	7,765	769	7	27,727	88,798	9,222	230	98,250
Sept	17,262	6,528	545	8	24,343	81,564	8,319	221	90,104
Oct	17,055	6,359	557	11	23,982	74,790	7,994	213	82,997
Nov	15,930	5,568	565	16	22,079	74,618	8,182	189	82,989
Dec	18,309	5,537	840	17	24,703	69,494	8,002	168	77,664
Jan	18,087	5,443	790	41	24,361	72,832	7,419	188	80,439
Feb	11,311	5,280	726	10	17,327	67,307	7,655	139	75,101
March	12,724	6,000	669	8	19,401	70,209	8,252	153	78,614
April	13,846	5,783	683	9	20,321	62,075	7,418	156	69,649
May	14,839	5,384	516	14	20,753	68,562	7,340	190	76,139
June	15,813	5,474	504	6	21,797	70,758	7,054	237	78,049
<b>Total</b>	<b>192,594</b>	<b>71,775</b>	<b>7,989</b>	<b>173</b>	<b>272,531</b>	<b>890,977</b>	<b>95,359</b>	<b>2,287</b>	<b>988,670</b>



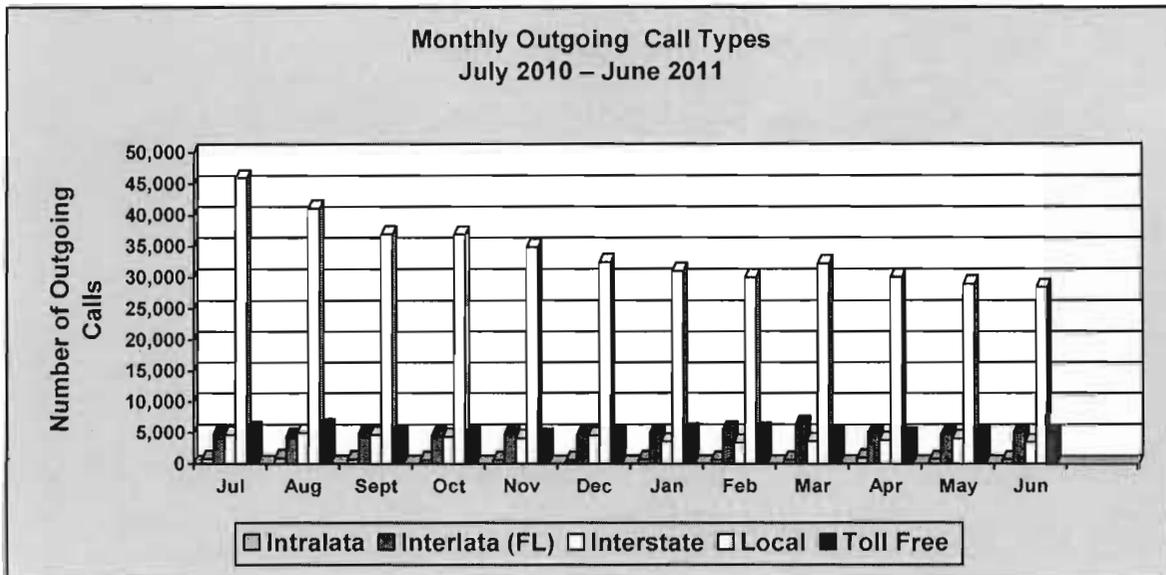
Monthly Incoming and Monthly Outgoing Calls July 2010 – June 2011				
	Total Incoming	Incomplete Outgoing	Complete Outgoing	Total Outgoing
Jul	124,412	19,025	43,093	62,118
Aug	125,977	15,653	42,178	57,831
Sep	114,447	13,916	39,015	52,931
Oct	106,979	13,091	38,440	51,531
Nov	105,068	11,543	37,675	49,218
Dec	102,367	10,254	36,994	47,248
Jan	104,800	9,982	36,209	46,191
Feb	92,428	10,700	34,735	45,435
Mar	98,015	11,025	37,523	48,548
Apr	89,970	9,526	35,098	44,624
May	96,845	9,559	33,639	43,198
Jun	99,846	9,853	32,999	42,852
<b>Total</b>	<b>1,261,154</b>	<b>144,127</b>	<b>447,598</b>	<b>591,725</b>



Monthly Outgoing Call Volume July 2010 – June 2011									
	Outgoing Baudot	Turbo Code	Outgoing ASCII	Baudot +Turbo Code +ASCII	Outgoing Deaf/ Blind Baudot	Outgoing Voice	Outgoing VCO	Outgoing HCO	Total Outgoing
Jul	16,180	10,295	585	27,060	13	24,139	10,675	231	62,118
Aug	16,521	12,160	536	29,217	9	16,824	11,508	273	57,831
Sep	16,641	9,807	386	26,834	2	15,073	10,774	248	52,931
Oct	16,639	9,808	419	26,866	27	14,130	10,281	227	51,531
Nov	17,078	8,746	401	26,225	35	12,874	9,876	208	49,218
Dec	16,666	7,643	585	24,894	27	11,178	10,968	181	47,248
Jan	16,467	7,965	576	25,008	129	10,732	10,089	362	46,191
Feb	16,044	7,725	495	24,264	10	10,709	10,309	143	45,435
Mar	17,869	8,440	467	26,776	5	10,912	10,701	154	48,548
Apr	19,806	6,220	489	26,515	11	8,715	9,223	160	44,624
May	18,368	5,312	401	24,081	20	10,042	8,871	184	43,198
Jun	18,049	4,993	393	23,435	8	10,749	8,436	224	42,852
<b>Total</b>	<b>206,328</b>	<b>99,015</b>	<b>5,733</b>	<b>311,076</b>	<b>286</b>	<b>156,077</b>	<b>121,711</b>	<b>2,466</b>	<b>591,725</b>



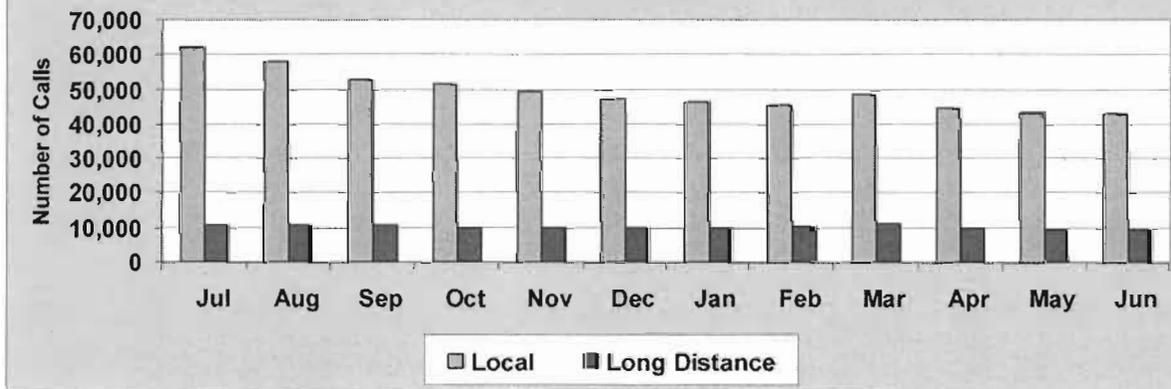
Monthly Outgoing Call Types July 2010 – June 2011							
Month	Local	Intralata	Interlata (FL)	Interstate	Toll Free	Misc. (COC,Dir Assistance, Internat'l)	Total Outgoing
Jul	45,910	785	4,761	4,640	5,415	607	62,118
Aug	41,065	905	4,408	4,931	5,878	644	57,831
Sep	36,918	694	4,960	4,590	4,972	797	52,931
Oct	36,873	554	4,498	4,307	4,576	723	51,531
Nov	34,872	578	4,829	4,058	4,331	550	49,218
Dec	32,417	551	4,701	4,495	4,622	462	47,248
Jan	31,031	697	5,022	3,509	5,153	779	46,191
Feb	30,014	585	5,465	3,331	5,269	771	45,435
Mar	32,201	589	6,311	3,558	5,030	859	48,548
Apr	30,031	943	4,967	3,780	4,408	495	44,624
May	28,961	731	4,718	4,006	4,483	299	43,198
Jun	28,402	681	5,065	3,420	5,003	281	42,852
<b>Total</b>	<b>408,695</b>	<b>8,293</b>	<b>59,705</b>	<b>48,625</b>	<b>59,140</b>	<b>7,267</b>	<b>591,725</b>



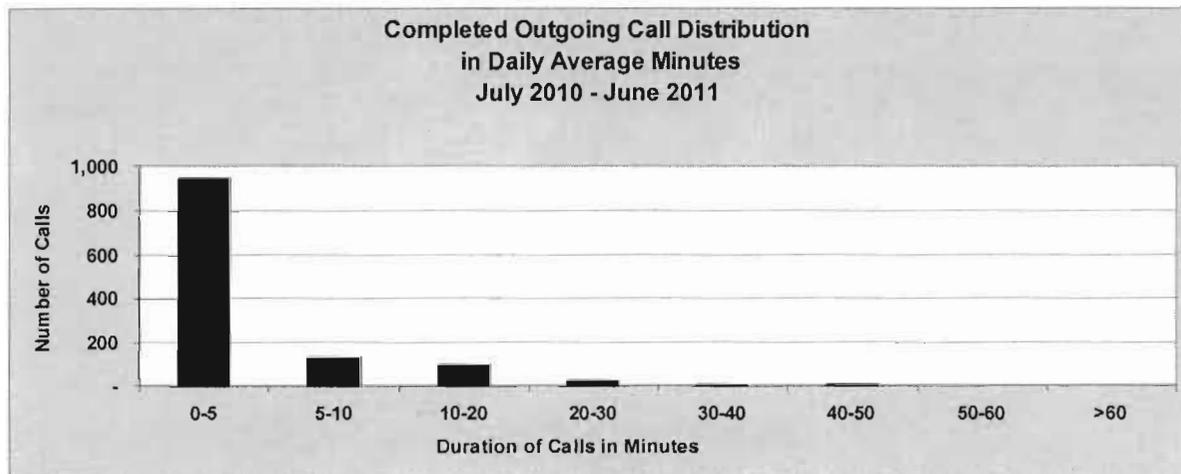
**Monthly Outgoing Local vs. Long Distance Calls  
July 2010 – June 2011**

Month	Local	Total Long Distance	Intralata	Interlata/ Intrastate	Interstate	International
Jul	62,118	10,592	785	4,761	4,640	406
Aug	57,831	10,700	905	4,408	4,931	456
Sep	52,931	10,847	694	4,960	4,590	603
Oct	51,531	9,837	554	4,498	4,307	478
Nov	49,218	9,806	578	4,829	4,058	341
Dec	47,248	9,957	551	4,701	4,495	210
Jan	46,191	9,974	697	5,219	3,509	549
Feb	45,435	10,131	585	5,620	3,331	595
Mar	48,548	11,286	589	6,536	3,558	603
Apr	44,624	10,018	943	4,967	3,780	328
May	43,198	9,585	731	4,718	4,006	130
Jun	42,852	9,447	681	5,065	3,420	281
<b>Total</b>	<b>591,725</b>	<b>122,180</b>	<b>8,293</b>	<b>60,282</b>	<b>48,625</b>	<b>4,980</b>

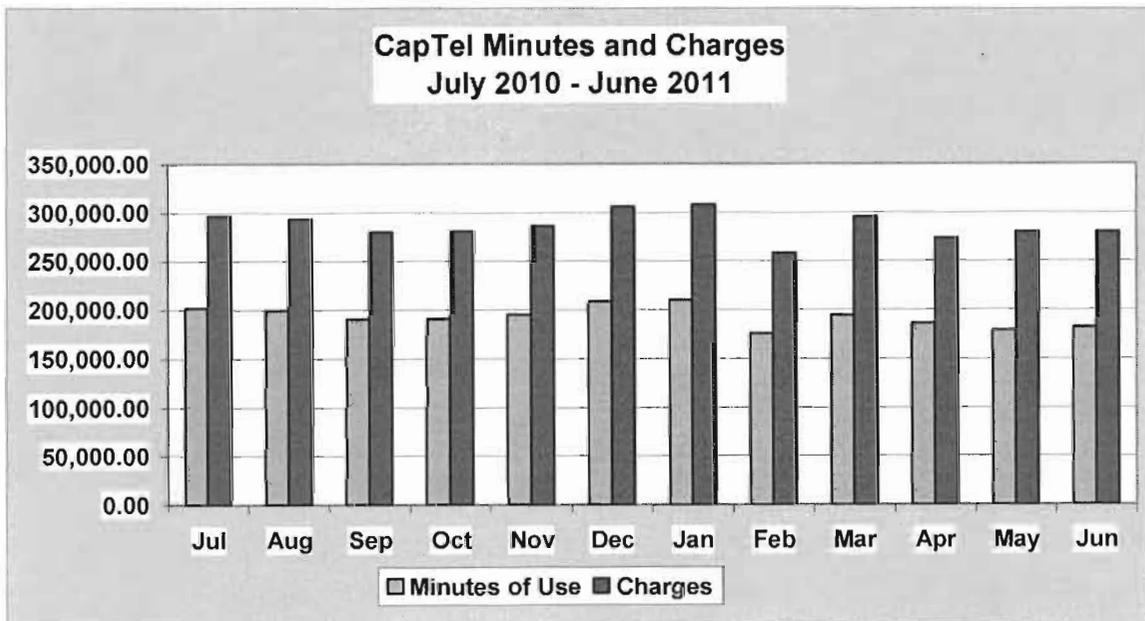
**Monthly Outgoing Local vs. Long Distance Calls  
July 2010 - June 2011**



Completed Outgoing Call Distribution in Daily Average Minutes July 2010 – June 2011								
In Minutes								
Month	0-5	5-10	10-20	20-30	30-40	40-50	50-60	>60
Jul	1,101	141	103	29	9	4	2	2
Aug	1,052	151	104	33	11	5	3	2
Sep	1,008	145	95	31	11	5	2	2
Oct	974	130	88	29	8	5	3	3
Nov	990	134	89	25	10	4	2	3
Dec	928	130	90	26	10	5	2	2
Jan	889	133	97	29	9	4	2	3
Feb	953	140	99	28	10	5	3	3
Mar	930	134	99	27	10	5	2	3
Apr	873	125	89	27	9	4	2	2
May	841	121	85	25	8	2	2	2
Jun	852	123	83	25	8	4	2	2
<b>Average</b>	<b>949</b>	<b>134</b>	<b>93</b>	<b>28</b>	<b>9</b>	<b>4</b>	<b>2</b>	<b>2</b>



CapTel Minutes and Charges July 2010 – June 2011		
Month	Minutes of Use	Charges (\$)
Jul	201,798	\$296,644
Aug	199,621	\$293,443
Sep	190,529	\$280,077
Oct	190,905	\$280,630
Nov	195,185	\$286,921
Dec	208,305	\$306,208
Jan	209,579	\$308,081
Feb	175,496	\$257,980
Mar	194,290	\$285,607
Apr	185,850	\$273,200
May	178,892	\$262,971
Jun	181,585	\$279,640
Total	2,312,035	\$3,411,402



## **Appendix G - FTRI Outreach Activities**

### FTRI Outreach Activities

The chart below outlines the number of outreach activities conducted for fiscal years 2007/2008 through 2011/2012. FTRI's statewide outreach events include promotion of the Florida Relay Service.

<b>Outreach Activities FY 2007/2008 - 2011/2012</b>						
	<b>FY 07/08</b>	<b>FY 08/09</b>	<b>FY 09/10</b>	<b>FY 10/11</b>	<b>FY 11/12</b>	<b>5 Year Total</b>
<b>Outreach Events</b>	1,215	1,229	1,190	1,257	657	5,548
<b>Service Provider Visits</b>	131	102	29	135	199	596
<b>Business Partner Program (BPP) Requests</b>	119	43	44	28	24	258
<b>Education Kit Requests</b>	Created	97	39	23	1	160

**Note:** *BPP and Education Kit requests to FTRI for actual published kits have decreased after kits material were made available on FTRI website in FY 2009/2010.*

### **Florida Relay PSA Campaign**

In FY 2007/2008, FTRI purchased media time statewide for both Florida Relay and FTRI EDP PSAs and received approximately 21-1 ratio coverage.

In FY 2008/2009, FTRI purchased local broadcast time statewide for both Florida Relay and FTRI EDP PSAs in all 10 major markets statewide and received, at no extra cost to FTRI, thousands of dollars of value-added coverage including live interviews, web presence, and extra rotator runs.

In FY 2009/2010, FTRI purchased local broadcast time statewide for both Florida Relay and FTRI EDP PSAs in all 10 major markets and received, at no extra cost to FTRI, thousands of dollars of value-added coverage including live interviews, web presence, and extra rotator runs.

In FY 2010/2011, FTRI contracted with the Florida Cable Telecommunications Association for statewide broadcast of the 711 Relay PSA "Photo Album." FCTA's PSA program guarantees a minimum of 3:1 match. FTRI's campaign garnered a 6.5:1 match, including 4,660 bonus spots.

In FY 2011/2012, FTRI contracted with the Florida Cable Telecommunications Association for statewide broadcast of the 711 Relay PSA "Photo Album." FCTA's PSA program guarantees a minimum of 3:1 match. *The campaign concluded June 30, 2012 and results are not in at this time.*

## **Appendix H – Florida Relay News Letters**



**Florida  
Telecommunications  
FTRI Relay, Inc.**

February 2012

**In This Issue**

Equipment Reminders

Outreach Reminders

Meet the FTRI Staff

**Comments from  
Quality Assurance  
Cards:**

My new phone has made such a difference in being able to hear and understand people. Thank you.

- D.H., RDC 15

The whole experience was a delight and the phone is exceptional. I needed it. Thank you.

- P.O., RDC 10

My phone is wonderful. No more ringing in my ears and I can hear it even when I am outside. Thanks!

- E.G., RDC 17

I am very pleased with my new Clarity phone! No more asking "what did you say?"

- A.T., RDC 3

**CapTel Customer  
Service**

A FTRI customer responded to a monthly CapTel follow-up letter.

"My daughter and I had a very productive and very pleasant meeting with

*FTRI ENews*

Greetings!,

Plans are underway for an exciting FTRI conference in July. The Wyndham Resort Lake Buena Vista is located next to Downtown Disney, with free shuttle service

provided. FTRI provides all conference meals, hotel accommodations and reasonable travel expenses for up to two RDC staff members (one vehicle per RDC). We'll send more details in the coming months.



**SAVE THE DATE:** July 30-August 3, 2012. FTRI 2012 Training Conference | Wyndham Lake Buena Vista Resort | Lake Buena Vista, FL

**Equipment Reminders:****AIMS Reminder:**

With the new AIMS program up and running, please remember to use all options available (Client Name, DOB, Phone Number, etc) when searching for a client. This will help avoid internal duplicates.

**Search by:** Name and date of birth; Name and phone number or; Name and social security #

**XL-50 Amplified Telephones**

Should a client return an XL-50 unit because it will not dial out, make sure to test the unit before exchanging. If an exchange is conducted, notate on the receipt that the key pad was "inoperable". Any questions, contact your DPC.

**XLC2 Cordless Phone**

Should a client return an XLC2 unit because it will not charge, make sure to test the unit with fully charged batteries from another XLC2 unit before exchanging. Any questions, contact your DPC.

Carol Davis in Panama City. She rearranged her schedule to have our meeting. She gave us much needed and fruitful information. You have a valuable and excellent employee!"

Great job Carol, keep up the good work!

### Equipment Order Dates:

February 28  
March 13 & 27

Contact the FTRI Equipment Department for more information.

### 711 - The Florida Relay Service:

Please remember to distribute Florida Relay information at your events. Brochures can be ordered through the FTRI website - Online Ordering Tab.

Contact the Outreach Secretary at 850-205-1470 ext. 232 for assistance with ordering.

### Links:

Florida Link Up & Life Line Assistance

TEDPA

Hearing Loss Association of America

Florida Association of the Deaf

Florida Coordinating Council for the Deaf and



## Outreach Reminders:

### Outreach Documentation

The enhanced AIMS system captures the Referral Source/Client Survey and EDP/Outreach Event ID numbers for **ALL SERVICES**. It is important for all RDCs to add the following information to **ALL RECEIPTS**. This allows FTRI to track other services (Exchanges, Modifications, Returns) that may result from clients seeing the newspaper ad. [Click here for an example.](#)

### Relay Brochures

This week, FTRI shipped packs of Florida Relay brochures to all RDCs along with several brochure holders. Please remember to distribute Relay brochures in your office and at your events. A pack of Spanish brochures is also included.

### Approved Outreach/Offsite Events

FTRI encourages you to conduct dual events - Exhibit/Distributions and Presentation/Distributions. A Presentation Only is also an approved paid outreach method. If you plan to distribute phones at any event you are required to have an appropriate distribution space.

### Offsite Event Requests

Event requests for all event methods, including Distribution Only Events, should include information about the following:

- Event set up including distribution space
- Advertisement
- Anticipated type and number of attendees
- Exhibit events must have back up documentation listing event location and time (event flyer or email correspondence)

***FTRI staff will contact RDC staff regarding event requests that lack information prior to approval.***

***Remember - contact your DPC regarding Equipment Distribution Only events and Outreach staff for all other event methods.***

## Meet the FTRI Staff!

Hard of Hearing  
(FCCDHH)

Florida Libraries

Florida Newspapers

FTRI

Find us on Facebook 

### Wendy Isherwood:

*I am an Accounts Receivable Clerk/Accounting Clerk and have been with FTRI since October 2011.*

*My favorite part of working at FTRI is the services we provide, the opportunity to help others, friendly, helpful co-workers, and a great working environment.*



*I have lived in Tallahassee for 6 years, coming from Naples in southwest Florida. I have a grown daughter and son, and a son who is a senior in high school. I also have a 5 year old grandson.*

### Clare Tucker:

*I am a Distribution Program Coordinator and have been with FTRI for 7 years.*

*My favorite part about working at FTRI is the pride in being part of an organization that provides help to people who may not be able to afford a specialized phone on their own. Nothing tops the experience of being with a client who speaks to their family on the phone for the first time in several years.*



*I am married with a spitfire of a two year old daughter. On my days off I enjoy playground time with my daughter, and the nap that comes afterward.*

**Past ENewsletters are available on the  
[FTRI Outreach Resource Page](#)**

**We want your input! Please send any suggestions for future newsletter topics, pictures and/or stories highlighting your RDC activities to [elewis@ftri.org](mailto:elewis@ftri.org)**

Florida Telecommunications Relay, Inc.  
1820 East Park Avenue, Ste. 101  
Tallahassee, FL 32301  
1-800-222-3448 (voice), 1-888-447-5620 (TTY)  
[www.ftri.org](http://www.ftri.org)



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**Florida  
Telecommunications  
FTRI Relay, Inc.**

December 2011

**In This Issue**

Outreach Reminders  
Equipment Reminders

**Comments from  
Quality Assurance  
Cards:**

He was a very good  
trainer. I like the phone.  
- M.A., RDC 20

Thank you so much. I am  
enjoying my new phone.  
- S.H., RDC 3

Love this phone!!  
- B.K., RDC 13

It is a very good item.  
Thank you.  
- S. G., RDC 2

I don't remember the  
names of the two women  
but they were very friendly  
and knowledgeable. I am  
delighted!  
- M.L., RDC 20

**Equipment Order  
Dates:**

December 13  
January 3, 17, 31

Contact the FTRI  
Equipment Department  
for more information.

711 - The Florida

*FTRI ENews*

Greetings!,

Happy Holidays! FTRI wishes you a wonderful holiday and joyous New Year. We are thankful for the opportunity to make a difference in the lives of so many Floridians and we value your collaboration to fulfill our purpose.



The FTRI offices will be closed for the holidays Monday, December 26 through Friday, December 30.

**Outreach Reminders:****Outreach Event Requests**

Please remember all requests for funded outreach activities must include:

- Number of anticipated attendees
- Description of population being served
- Planned advertisement for event
- If distributing phones - description of the set up of the distribution area (Distribution in an exhibit hall will not be approved.)
- Any other information that indicates why the event might be successful in reaching FTRI clients
- Back up documentation for Exhibit/Distribution events - flyer or email request stating day, time and location
- Funding request amount

**Exhibit/Distribution Events**

Exhibit tables should include a variety of equipment provided by the FTRI program, client applications and information about the Florida Relay Service. All RDCs have been provided an FTRI tablecloth and banner stand to use at offsite events. If your center needs a replacement banner or tablecloth or additional outreach materials please contact the Outreach Secretary at [orsecretary@ftri.org](mailto:orsecretary@ftri.org) or 850-205-1470 ext. 232.

**Relay Service:**

Please remember to distribute Florida Relay information at your events. Brochures can be ordered through the FTRI website - Online Ordering Tab.

Contact the Outreach Secretary at 850-205-1470 ext. 232 for assistance with ordering.



FTRI Exhibit Table

**Links:**

Florida Link Up & Life Line Assistance

TEDPA

Hearing Loss Association of America

Florida Association of the Deaf

Florida Coordinating Council for the Deaf and Hard of Hearing (FCCDHH)

Florida Libraries

Florida Newspapers

FTRI

Find us on Facebook 

**Equipment Reminders:****New AIMS**

We are excited about the new AIMS. While we are still in the testing mode please spend time entering a variety of services. Ideally, any bugs or errors will be identified during this phase. If you notice an error code contact your DPC. We appreciate your assistance.

**Distribution Space**

When distributing phones at an offsite event RDCs must have a suitable, quiet area to conduct phone testing and training with clients. FTRI staff periodically conducts random quality assurance audits on offsite events. Please make sure your events follow FTRI procedures.

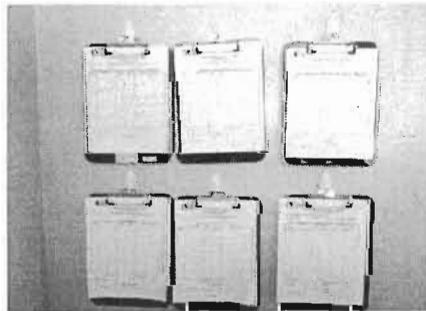
**CapTel Criteria**

Please refer all new client CapTel inquiries to FTRI before issuing a CapTel to them. FTRI is responsible for assessing the client to see if they qualify for a CapTel telephone.

**RDC Best Practices**

Tips from RDC 26 on keeping accurate inventory:

- \* Use plastic bins for discards and repairs.
- \* Use clip boards to track all incoming and outgoing inventory.



Tips from RDC 8 on serving clients and tracking services:

- \* Organize all FTRI demo equipment for easy client access.
- \* Use file folders to track all services provided each week.



**We want your input! Please send any suggestions for future newsletter topics, pictures and/or stories highlighting your RDC activities to [elewis@ftri.org](mailto:elewis@ftri.org)**

Florida Telecommunications Relay, Inc.  
1820 East Park Avenue, Ste. 101  
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# The Florida LINK

The Newsletter of  
Florida Telecommunications Relay, Inc.  
Equipment Distribution Program

Winter 2011

Mission: To provide residents with access to the telecommunications network. And, to ensure residents receive quality and timely service.

## I Hear You Loud and Clear

FTRI is pleased to report the tremendous response to our fall newspaper campaign. The statewide ads were individualized with local contact information and featured FTRI's newest and most popular phone — the cordless Clarity W425 Pro. Now even more Floridians can enjoy clear conversations while talking on the telephone. Watch for the ads in your local paper in the coming months. And remember, if you know of someone who could benefit from an FTRI phone, please direct them to [www.ftri.org/locations](http://www.ftri.org/locations) or 1-888-222-3448.

**"THANK YOU.**

**You've changed  
my life."**

Throughout the year FTRI clients share their gratitude for their new phone. Read more of these stories on page 3.



Never miss a  
word with a  
**FREE**  
amplified  
phone



If you are a Florida resident with a certified hearing loss, a new telephone can help make conversations easier. The phone is offered at no cost through the nonprofit Florida Telecommunications Relay, Inc. The Clarity W425 Pro Cordless amplifies incoming sounds up to 45 decibels, almost four times louder than a standard phone. It is hearing aid compatible, with large backlit numbers and a bright visual ringer. Ask about the Clarity W425 Pro or our other specialized phones for yourself or a family member. Florida is speaking up for clearer communication.

For more information in your area:

Florida Telecommunications Relay, Inc.  
1820 East Park Ave, Suite 101  
Tallahassee, Florida 32301  
800-222-3448 (V)  
888-447-5620 (TTY)  
850-656-6099 (FAX)

8:30 a.m. – 5 p.m.  
Monday–Friday

[www.ftri.org/tlh](http://www.ftri.org/tlh)

Florida  
Telecommunications  
FTRI Relay, Inc.

### About The Florida Link

The Florida Link is FTRI's newsletter—your source for news and information on your telephone equipment and the Florida Relay Service. This newsletter is posted to the website, [www.ftri.org](http://www.ftri.org). Should you need equipment, please call FTRI Monday–Friday, 8:30 a.m.–5:00 p.m.

FTRI Customer Service: 1-800-222-3448 (Voice) or 1-888-447-5620 (TTY)

Florida  
Telecommunications  
FTRI Relay, Inc.

1820 E. Park Ave., Suite 101  
Tallahassee, FL 32301

# Common Questions about FTRI Amplified Phones

Do you have a question about your FTRI phone? Below are answers to some of the most common questions FTRI receives from clients. If you don't find the answer you need, please contact your nearest Regional Distribution Center and they'll be glad to assist you.

*Q: I think my phone is broken - what should I do?*

A: If you are having difficulty with your telephone, do not try to repair it. If your phone model has an AC adapter and batteries, try the following steps. First disconnect the equipment from all power sources and remove all batteries. Then, plug in the electrical (AC) adapter and reinstall the backup batteries. If the phone still won't work, please return the equipment to the regional distribution center (RDC) in your area for an exchange. Any equipment determined to be broken due to normal wear and tear, or manufacturer defect, with no obvious abuse, will be exchanged. Please return all accessories, booklets and the original box.

*Q: I'm moving out of Florida - where do I return my phone?*

A: If you are moving out of the state or if you simply want to return your equipment for any reason, bring your phone to the nearest RDC or call FTRI and we will arrange UPS pick up of your phone. Include box and all paperwork.

*Q: What if my phone is stolen?*

A: Contact the RDC in your area if your phone is lost, stolen or damaged as result of fire, smoke, or water. Bring documentation of the incident, e.g., police report, or other incident records when you go to your nearest RDC.

*Q: How can I get a second phone?*

The FTRI program allows for one phone per customer. If you need additional telephones you can purchase them directly by contacting any of the phone manufacturers listed under Links on the FTRI website. Some Regional Distribution Centers also sell similar phones. Contact your nearest center to find out.



# Good News for the New Year

Throughout the year FTRI sends Quality Assurance survey cards to follow up with new clients on the service they received when issued a phone. Last year our client satisfaction rating was 97%. FTRI would like to say "Great job!" to all RDC staff and "Thank you" to all clients who took the time to respond to our survey. Below are examples of the comments received:

"Wonderful phone, I love it. I tell everyone to go and get one."

"Good service and personal attention."

"The instrument is an excellent piece of equipment. I am grateful that it was made available to me."

"This phone has given me communication again with the outside world. Thank you."

"Finally I can hear on the phone. Thank you."

"I finally am comfortable using a phone. This is an excellent service. Thanks!"

"Staff was very nice - telephone is great! I'm very pleased with everything."

"It works flawlessly and no hearing aids are necessary when using it. Thank you again for this wonderful treasure. It has been a real life saver for me."

*FTRI regularly receives unsolicited thank you letters from clients who wish to share their appreciation for the program. FTRI is proud to know we have made an impact on so many lives.*

*Dear Friends at FTRI,*

I do appreciate my "special" telephone; it is so good to hear all my quiet voiced friends so well! At the moment I am finding it much more helpful than my new hearing aid, as that picks up so much noise that I don't want to hear. I have some numbers in the "memory boxes" and it's a pleasure not to have to dial all those numbers! Everything is working perfectly and it really is a joy to have.

*Yours very gratefully,  
M.A.*

*Dear Sir or Madam,*

Many thanks for the wonderful telephone you have sent me. I can see and hear well with this equipment. I especially appreciate the distinctive ring; I never confuse it with the phone ringing on the TV. Keep up the good work!

*Sincerely,  
R.C.*

*To Whom It May Concern,*

I am writing to express my gratitude for my new XL50 Telephone and Ringer! It is great to be able to see the numbers light up and I can actually hear well! As you know, it's difficult in this economy to buy the "extra" needs and I have needed this for at least a year now. All arrived intact and I extend my wholehearted thanks! PS- I'll be 86 years young in December!

*Blessings, Sincerely,  
A.K.*

*FTRI,*

Many thanks for the XL40 amplified telephone. This is the best gift that I could receive. It is truly a pleasure to use.

*Sincerely,  
C.W.*



# Message from the Executive Director



*During fiscal year 2009/2010 FTRI had a productive year with both the Equipment Distribution Program (EDP) and Outreach program. Here are a few highlights:*

- 18,185 new clients were served throughout the state.
- 41,188 different services were provided to individuals.
- 38,680 pieces of specialized telecommunications equipment were distributed.
- 1,190 outreach activities were performed by FTRI and the Regional Distribution Centers (RDC) throughout Florida.
- Processed 20,001 customer service calls.
- Processed more than 140,222 EDP forms.
- We continued our extensive educating, training and support efforts through workshops and daily interactions with RDCs.
- We continued to collaborate with other organizations and/or state agencies for outreach activities.
- We continued to place a high priority on protecting the integrity of client information by making security enhancements to our processing system.
- We operated within budget requirements.
- We received high marks from the external auditors for the financial records and internal controls FTRI has in place.

Our goal is to provide special telephones and services to the nearly 3 million Floridians with a hearing loss or a speech disability – at no cost. If you already have a specialized telephone from FTRI, please share your experience with someone such as a family member, friend, co-worker or even your next-door neighbor so they too can experience an improved quality of life.

## Board of Directors

Tom McCabe, *President*  
Mike Griffis, *Vice President*  
Cecil Bradley, *Treasurer*  
Doc Horton, *Legal Counsel*  
James Forstall, *Executive Director*  
Stan Greer  
Demetria Clark  
Harvey Spears  
James White

## We'll Come to YOU



If your business, club or organization would like a presentation about our program, please contact [outreach@ftri.org](mailto:outreach@ftri.org) or call 888-292-1950, ex. 238. Presentations are customized to your needs and range from a program overview to a full demonstration of our equipment and a distribution of our phones. Training on equipment is also included.

Please share this information with your friends and co-workers. We've made presentations to a wide range of groups including:

- Businesses
- Private communities
- Church groups
- Schools
- Civic clubs
- Assisted Living Facilities

# Florida Relay Service PSA Campaign



... discover communication freedom

In January 2011, FTRI launched a television PSA campaign for the Florida Relay service. Through the Public Announcement Partnership Program with the Florida Cable Telecommunications Association, the :30 spot will air three times for each spot purchased. The Relay message will reach a wide and diverse audience of millions of cable viewers on more than 250 cable systems and 55 cable channels in nine district regions.

## Are you on Facebook?

If you are on Facebook, we invite you to “like” our page and stay connected to FTRI. We update our page regularly with events, activities and interesting photos and videos. Please tell all your friends to do the same. Click [here](#) to link to our page, and then click “Like” at the top of the page.



## Did You Know?

### The Importance of Keeping Your TTY

The TTY or text telephone was developed to allow people who are deaf, hard of hearing, deaf/ blind or speech disabled to communicate using the telephone.

During the 1980s and 1990s, the TTY was the predominant method of telephone communication for people with hearing loss until wireless devices, video phones (VRS) and personal computers (IP relay) became mainstream.

While some people have returned their TTY to FTRI, did you know there are two very important reasons to keep it?

**9-1-1:** In times of emergency the TTY remains one of the best methods for individuals with hearing loss to contact 9-1-1. Emergency officials can readily locate a TTY caller and respond quickly.

**No electricity? No problem!** Keep in mind, too, that the TTY is powered by a rechargeable battery and does not require electricity to operate. Florida has frequent power outages due to storms and lightning strikes. TTY users can rest assured their equipment will operate even if there is no power and the telephone lines are intact.

If you have any questions about your TTY, please contact FTRI at 888-447-5620 (TTY) or 1-800-222-3448 (V).

# FTRI Regional Distribution Centers

Below is a list of the statewide distribution centers. This list is also available online at [www.ftri.org/locations](http://www.ftri.org/locations). For added convenience, the website features a new "search by zip code" option.

AGENCY	VOICE NUMBER	TTY NUMBER
CRYSTAL RIVER	(352) 795-5000 (V)	(352) 795-7243 (TTY)
DAYTONA BEACH		
<i>Dunn Avenue</i>	(386) 944-7806 (V)	(386) 257-3600 (TTY)
<i>Palmetto Ave</i>	(386) 255-1812 (V)	(386) 252-6222 (TTY)
FORT LAUDERDALE		
<i>W. Cypress Creek Road</i>	(954) 601-1930 (V)	(954) 601-1938 (TTY)
<i>N. State Road 7</i>	(954) 722-6400 (V)	(954) 735-0963 (TTY)
FORT MYERS	(239) 461-0334 (V)	(239) 461-0438 (TTY)
GAINESVILLE	(352) 378-7474 (V)	(352) 372-3443 (TTY)
JACKSONVILLE	(904) 399-8484 (V)	(904) 398-6322 (TTY)
LAKELAND	(863) 686-3189 (V/TTY)	(863) 686-3189 (V/TTY)
LEESBURG	(352) 323-0757 (V)	(352) 323-9106 (TTY)
MIAMI		
<i>Biscayne Blvd</i>	(305) 751-8025 (V)	(305) 751-8891 (TTY)
<i>SW 72nd Street</i>	(305) 271-7343 (V)	
PANAMA CITY	(850) 769-6890 (V)	
PENSACOLA	(850) 595-5566 (V)	
PORT RICHEY	(727) 853-1010 (V)	(727) 853-1014 (TTY)
PORT ST. LUCIE	(772) 334-2233 (V)	
PUNTA GORDA	(941) 743-8347 (V/TTY)	(941) 743-8347 (V/TTY)
ROCKLEDGE	(321) 632-9114 (V)	(321) 632-9134 (TTY)
SARASOTA	(941) 366-0260 (V)	(941) 758-2539 (TTY)
SEMINOLE	(727) 399-9983 (V)	
TALLAHASSEE		
<i>Mahan</i>	(850) 488-0055 (V)	
<i>Park Avenue</i>	(800) 222-3448 (V)	(888) 447-5620 (TTY)
WEST PALM BEACH	(561) 802-3353 (V)	(561) 802-3351 (TTY)
WINTER PARK	(407) 623-1070 (V)	(407) 623-1185 (TTY)

## Telecommunication Connection



## Toll-free Access Numbers

### Dial 711

to use the Relay anywhere or continue using

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

### Relay Customer Service

- 1-800-676-3777 (English)
- 1-800-676-4290 (Spanish)

## Florida Public Service Commission (FPSC)

The FPSC regulates Florida's utilities and is responsible for overseeing TASA. If you have a problem or question, you can call or write the FPSC for assistance.

**TO CALL THE FPSC**, dial 1-800-342-3552 (Voice) menu only. TTY users must call through Florida Relay using the same number. Once the menu starts, ask the relay operator (OPR) to press the number 2. Then wait for a person to answer your call to start your conversation.

**IF WRITING**, mail to  
FPSC  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399  
Fax: 1-800-511-0809  
FPSC home page: <http://www.psc.state.fl.us>  
Or you can email the FPSC at [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

## Upcoming Events

FTRI will be attending these upcoming events. If you would like to speak with an FTRI representative face-to-face, please visit us at any of the following functions.

### AMBASSADORS FOR AGING DAY

*March 15th, 2011*

Florida Capitol Building – Tallahassee, FL

### FLASHA 2011 ANNUAL CONVENTION

*May 26-29th, 2011*

Marco Island Marriott Resort & Spa, Marco Island, FL

### FAMILY CAFÉ CONFERENCE

*June 3-5th, 2011*

Disney's Coronado Springs Resort, Orlando, FL

### 2011 FLORIDA COUNCIL ON AGING

*August 22-24th, 2011*

TradeWinds Hotel, St. Petersburg Beach, FL

### FLORIDA ACADEMY OF AUDIOLOGISTS ANNUAL CONVENTION

*August 25-27, 2011*

Sheraton Sand Key Resort, Clearwater, FL

## James Forstall Named Chair of TEDPA

Telecommunications Equipment  
Distribution Program Association

# TEDPA

FTRI Executive Director James Forstall begins his two-year term this month as chairman of the Telecommunications Equipment Distribution Program Association (TEDPA). This is the national association for the state equipment programs similar to FTRI. Throughout the year and at the annual meeting, TEDPA members exchange valuable information about state and federal regulatory issues, new equipment and technologies, and best practices for administering and marketing their programs. Mr. Forstall was instrumental in establishing TEDPA nearly 15 years ago. As one of the oldest and largest equipment distribution programs in the country, FTRI is viewed as a model for other state programs.

*If you would like information about equipment distribution programs in other states, check the TEDPA website at [www.tedpa.org](http://www.tedpa.org).*

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# The Florida LINK

The Newsletter of  
Florida Telecommunications Relay, Inc.  
Equipment Distribution Program

Winter 2010

Mission: To provide residents with access to the telecommunications network. And, to ensure residents receive quality and timely service.

## The W425 Upgrade

Clarity has upgraded their popular W425 cordless telephone. The upgrades include increased incoming amplification up to 45 dB, up from a previous high of 30 dB, and an added Tone feature. They've also renamed the telephone the W425 Pro. The W425 Pro features and functions are similar to that of the original. Generally people like the idea of a cordless telephone and now with the upgrades to the W425 Pro FTRI believes it should meet the telephone needs of a larger segment of the population with hearing loss.

## Statewide Television Advertising

Below are excerpts from the public service announcement (PSA) that are currently being aired on major broadcast channels throughout the state. The focus of the PSAs are to create awareness as well as persuade persons with hearing loss to contact FTRI and learn more about how they can obtain a free specialized telephone that will allow them to communicate with anyone independently. The PSA is available on the FTRI website at this address <http://www.ftri.org/index.cfm/go/public.view/page/9>.



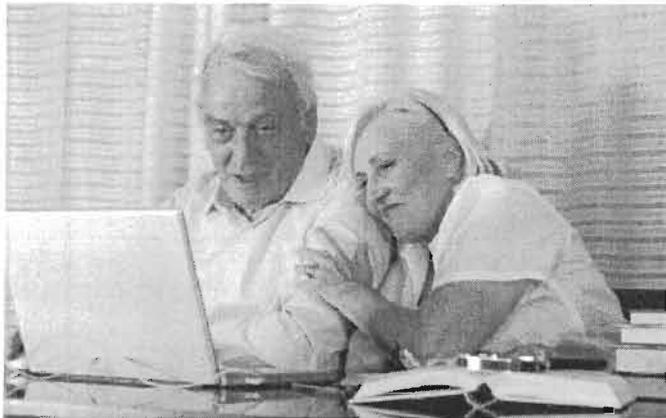
### About The Florida Link

The Florida Link is FTRI's newsletter—your source for news and information on your telephone equipment and the Florida Relay Service. This newsletter is posted to the website, [www.ftri.org](http://www.ftri.org). Should you need equipment, please call FTRI Monday–Friday, 8:30 a.m.–5:00 p.m.

FTRI Customer Service: 1-800-222-3448 (Voice) or 1-888-447-5620 (TTY)

Florida  
Telecommunications  
FTRI Relay, Inc.

1820 E. Park Ave., Suite 101  
Tallahassee, FL 32301



## Become a Friend of FTRI through Facebook

FTRI is now a member of Facebook and invites you to become a “friend”. Facebook is one of the largest, free social networking website and in less than nine months has added over 100 million users. It’s a fact that one of the fastest growing groups of Facebook users is the 55-65 year old women! Interesting enough, if Facebook were a country it would be the world’s 4th largest country.\*



If you already have a Facebook account you can easily find us by searching for FTRI. If you do not have a Facebook account you can create one by going to our website [www.ftri.org](http://www.ftri.org) and click on the Facebook link on the bottom of the homepage. This will take you to our Facebook page and you can click on the Sign Up link. The FTRI Facebook page includes a list of our Regional Distribution Centers located throughout the state, pictures of past events, as well as a list of future events that FTRI staff will be attending.

Facebook allows FTRI to expand its networking horizon by communicating its services and activities with millions of people in a cost efficient way. Please visit Facebook and become a “friend” of FTRI today.

\* <http://www.youtube.com/watch?v=sIFYPQjYhv8>



**Blogger**

FTRI also has a Blogger site. Blogger is a web log tool that

enables companies and individuals to post text, photos, and videos on the internet. FTRI has found this site to be another opportunity to communicate its services using the internet. FTRI plans to post helpful information, polls, troubleshooting, videos and more using Blogger. FTRI looks forward to using this social media networking tool as a means to reach out to more people in our community and beyond.

<http://www.ftri.org>



... discover communication freedom

## Florida Relay News

### N-1-1 Calls

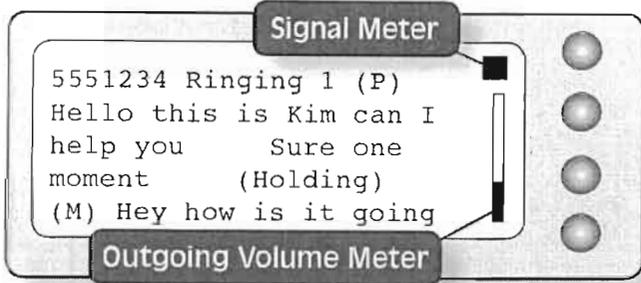
As you know, you can dial 7-1-1 to reach a Relay Operator to place relay calls. However, did you know that you can also dial 7-1-1 for other types of “N-1-1” calls such as:

- 211 (community information)
- 311 (local government information and services—available in 5 counties)
- 411 (local and long-distance directory services)
- 511 (travel and transportation information)
- 811 (buried utility lines)
- 911 (most areas the Relay user can dial directly)

For example, suppose you want to know about road closures before you travel within Florida. Instructions are as follows:

1. Before dialing 711, a Relay user needs to know the county from which they are calling or to which they are traveling.
2. After the Operator connects the Relay user to the 511 system, the Operator types what is heard.
3. The Relay user would request information from 511 following the same call method as other 511 callers.





## Signal Meter on the CapTel Phone

The Signal Meter is a helpful visual cue that flickers to let you know when there are sounds on the line (such as the other person speaking), even if the sounds are not loud enough for you to hear. If the Signal Meter stops flickering during a call, it means the other person is “done” talking. Now it’s your turn.

Sometimes the Signal Meter shows that the other person has finished speaking, but you are still receiving captions. Ask the caller to “hang on a moment” to give yourself a little extra time to read the captions before speaking.

## Advertising in Local Newspapers

In addition to the PSAs, FTRI advertises in newspapers throughout the state to further promote its services and telephones. FTRI believes it’s important to keep its message in the forefront so that the more people see or hear about its program the more people will become aware. FTRI also relies



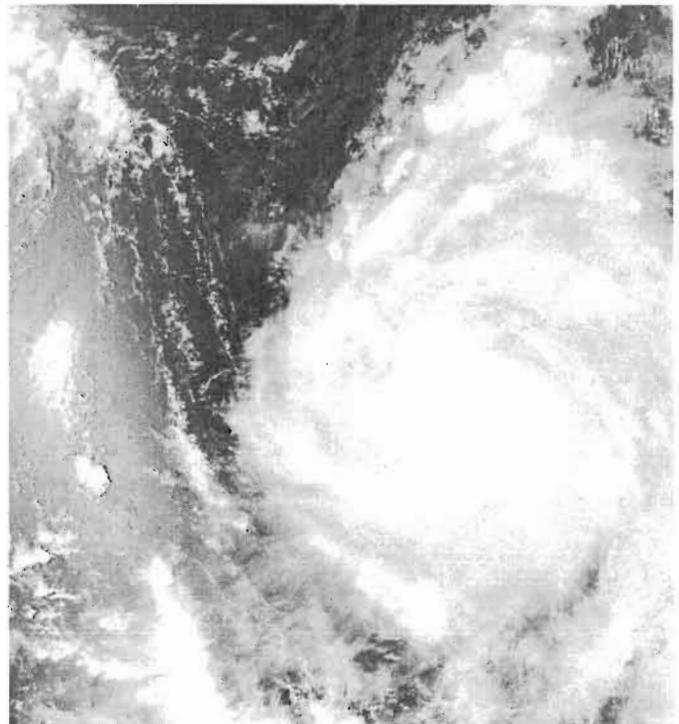
on consumers, such as yourself, to spread the word about how the telephone has benefited you and how it may also benefit other family members and friends. If you happen to see an FTRI advertisement and perhaps already received a telephone from FTRI or at one of the Regional Distribution Centers (RDC) located throughout the state, please relay the message to someone else so that they too can benefit from communicating on the telephone independently. The equipment and services are provided to qualified Florida residents at no charge (free) for as long as they reside in Florida. This service is made available by a monthly surcharge collected from all telephones lines in the state of Florida as required by law (TASA, F.S. 427 <http://www.ftri.org/index.cfm/go/public.view/page/6>).

# EMERGENCY PREPAREDNESS: Why keep my TTY?



The TTY or text telephone, as it is also known, was developed to allow people who are deaf, hard of hearing or speech disabled to communicate using the telephone. During the 1980’s and 1990’s, TTY was the predominant method of telephone communication until the internet and wireless devices became popular. Deaf and hard of hearing individuals now use wireless devices, video phones (VRS) and personal computers (IP relay) as a communication means.

Why keep my TTY? you may ask. While some people have returned their TTY to FTRI, others have decided to keep them for a very important reason. 9-1-1. In times of emergency the TTY continues to remain one of the best methods for individuals with hearing loss to contact 9-1-1. Power outage is prevalent in Florida primarily due to hurricanes and lightning storms and using the TTY to place a 9-1-1 call is ideal because the emergency officials can readily locate where the caller is and respond quickly. FTRI encourages everyone to reconsider keeping their TTY in the event of an emergency. If you have any questions, please contact us at 888-447-5620 (TTY).



## For Your Information

### Troubleshooting

If you are experiencing problems with your FTRI telephone equipment, first disconnect the equipment from all power sources and remove all batteries. Then, plug in the electrical (AC) adapter and reinstall the backup batteries. If the telephone continues to malfunction, contact your local RDC, FTRI, or the equipment manufacturer for additional assistance.

Clarity	(800) 874-3005 (Voice) (800) 772-2889 (TTY)
ClearSounds	(877) 784-1693 (Voice) (888) 814-5359
Krown	(817) 738-2485 (Voice) (817) 738-8993 (TTY)
Sonic Alert	(800) 566-3210 (Voice/TTY)
Ultratec	(800) 482-2424 (Voice/TTY)
CapTel	(888) 269-7477

### FTRI Telephones, Boxes and Manuals

FTRI requests that you retain all telephone boxes and instruction manuals. Retaining this material will benefit you in the future if the equipment breaks and you need to return it, or you need to refer back to the manual for additional information.

### New Clients

Please allow 4-6 weeks for delivery of equipment. All equipment is shipped directly from the manufacturer and requires a substantial amount of time to process and ship. Should you not receive the equipment after six weeks, please contact our main office in Tallahassee at 1-800-222-3448(V) or 1-888-447-5620 (TTY).

## Board of Directors

Tom McCabe, <i>President</i>	Stan Greer
Mike Griffis, <i>Vice President</i>	Demetria Clark
Cecil Bradley, <i>Treasurer</i>	Harvey Spears
Doc Horton, <i>Legal Counsel</i>	James White
James Forstall, <i>Executive Director</i>	

*FTRI will be attending these upcoming events.*

*If you would like to speak with an FTRI representative face-to-face, please visit us at any of the following functions.*

### AMBASSADORS FOR AGING DAY

**March 10th, 2010**

Florida Capitol Building – Tallahassee, FL

### FLASHA 2010 ANNUAL CONVENTION

**May 27-30th, 2010**

Caribe Royale Resort – Orlando, FL

### FAMILY CAFÉ CONFERENCE

**June 18-20th, 2010**

Disney's Coronado Springs Resort  
– Orlando, FL

### 2010 FLORIDA CONFERENCE ON AGING

**August 16-18th, 2010**

Caribe Royale Resort – Orlando, FL

### FLORIDA ACADEMY OF AUDIOLOGISTS ANNUAL CONVENTION

**August 19-21st, 2010**

Gaylord Palms Resort – Kissimmee, FL

## Telecommunication Connection



### Toll-free Access Numbers

Dial **711** to use the Relay anywhere or continue using

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

### Relay Customer Service

- 1-800-676-3777** (English)
- 1-800-676-4290** (Spanish)

<http://www.ftri.org>

## Florida Public Service Commission (FPSC)

The FPSC regulates Florida's utilities and is responsible for overseeing TASA. If you have a problem or question, you can call or write the FPSC for assistance.

**TO CALL THE FPSC**, dial 1-800-342-3552 (Voice) menu only. TTY users must call through Florida Relay using the same number. Once the menu starts, ask the relay operator (OPR) to press the number 2. Then wait for a person to answer your call to start your conversation.

**IF WRITING**, mail to

FPSC, 2540 Shumard Oak Blvd., Tallahassee, FL 32399

Fax: 1-800-511-0809

FPSC home page: <http://www.psc.state.fl.us>

Or you can email the FPSC at [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

**From the Office**

## Message from the Executive Director

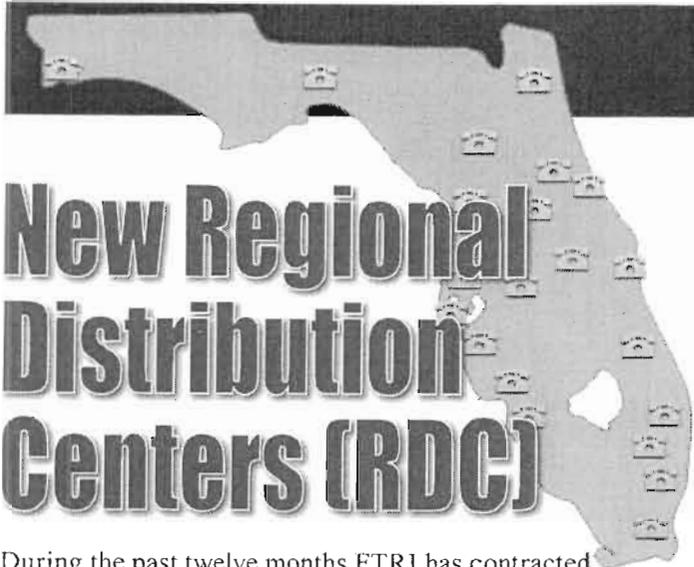
During fiscal year 2008 / 2009 FTRI had a productive year with both the Equipment Distribution Program (EDP) and Outreach Programs. Here are a few highlights:

- 17,170 new clients were served throughout the state.
- 38,130 different services were provided to individuals.
- 36,044 pieces of specialized telecommunications equipment were distributed.
- 1,229 outreach activities were performed by FTRI and the Regional Distribution Centers (RDC) throughout Florida.
- We processed 21,446 customer service calls.
- We processed more than 64,427 EDP Forms.
- We continued our extensive educational, training and support efforts through workshops and daily interactions with RDCs.
- We continued to collaborate with other organizations and / or state agencies for outreach activities.
- We continued to place a high priority on protecting the integrity of client information by making security enhancements to our processing system.
- We operated within budget requirements.
- We received high marks from the external auditors for the financial records and internal controls FTRI has in place.

FTRI continues to work closely with its partners in providing the special telephones and services to the nearly 3 million Floridians that may qualify to participate in the FTRI program. If you already have a special free telephone from FTRI, please share your experience with someone such as a family member, friend, co-worker or even your next-door neighbor so they too can experience an improved quality of life. Our goal is to provide special telephone and services to each Floridian with a hearing loss or a speech disability at no cost to them. Together we can make a positive difference in someone's life by "Connecting People to People".

## Your Assistance is Requested

**If there is an event or activity in your area that you would like FTRI to participate in or should you wish FTRI to conduct a presentation to your club, organization, or business, please contact the FTRI Outreach Secretary at [outreach@ftri.org](mailto:outreach@ftri.org) or 888-292-1950 ext. 232 and we'll arrange for someone to be there. FTRI provides all of these services at no charge (free). We look forward to hearing from you!**



# New Regional Distribution Centers (RDC)

During the past twelve months FTRI has contracted with three non-profit agencies to assist with providing services in high demand areas. These RDCs are located in Pensacola, Panama City, and Kendall (Miami). There are now 22 locations throughout the state and you may visit the FTRI website to learn where those RDCs are located along with their contact information <http://www.ftri.org/index.cfm/go/public.view/page/7>.

Below are some comments that two agency directors have shared with FTRI regarding this new partnership.

## Executive Director of the CIL Disability Resource Center, located in Pensacola

**Q.** In order for people to easily locate your office, what special or unique landmark would you tell them to look for?

*A. We are located next to the Town and Country Plaza on Pace Blvd., in the old Emmitt Smith Football Building.*

**Q.** Being a new RDC, what are your long- and short-term goals with regards to the FTRI program?

*A. Our long-term goal is to open an FTRI office in the three other counties we serve (Santa Rosa, Okaloosa and Walton). Our short-term goal is to hire staff to make contacts in each county and establish a route to those contacts two times each month.*

**Q.** What are some of the other services that your agency offers to the Deaf and/or Hard of Hearing communities?

*A. Peer Counseling, Advocacy Training, Independent Living Assistance, Information and Referral Services, FAAST assistive technology demonstration and loan program.*

## Executive Director of the Hearing and Speech Center of Florida located in Kendall (Miami)

**Q.** In order for people to easily locate your office, what special or unique landmark would you tell them to look for?

*A. We have two offices. Our main office is located in the Kendall area, on Sunset Drive, just west of South Miami Hospital. Our satellite office is located in Miami Lakes in the Cypress Village Shopping Center. We will initiate distribution in the main office immediately and plan to expand the distribution to our Miami Lakes office by December 1st.*

**Q.** What is the easiest or most convenient way(s) for people to contact your RDC?

*A. Our main phone number is (305) 271-7343 and both offices can be contacted through that number. We are relay friendly and happy to accept relay calls as well. We can also be reached via email at: [info@hearingandspeechcenter.org](mailto:info@hearingandspeechcenter.org)*

**Q.** Being a new RDC, what are your long and short term goals with regards to the FTRI program?

*A. Initially, we would like to spread the word that the FTRI services are available at our Center and ensure that our current clients learn about the program and receive the equipment they need. Thinking ahead, we would like to establish a strong presence so that more clients have access to the information and equipment that is available to them.*

**Q.** What are some of the other services that your agency offers to the Deaf and/or Hard of Hearing communities?

*A. We offer full scale audiological services including hearing tests and hearing aid dispensing. Dr. Carla Colebrook-Thomas is our staff Audiologist and she has experience working with people of all ages. We offer speech-language and occupational therapies.*

**Q.** Share your thoughts about the FTRI program.

*A. The FTRI program is an exciting opportunity for us at HSCF because it is an added service we can offer to our clients and the community. There are so many people in Miami who are Deaf or Hard of Hearing who have yet to benefit from the equipment and services the program offers. We are certainly proud to be a part of helping them and their families.*

## RDC Provider List

AGENCY	TELEPHONE NUMBERS
COCOA BEACH	(321) 632-9114 (V) (321) 632-9134 (TTY)
CRYSTAL RIVER	(352) 795-5000 (V) (352) 795-7243 (TTY)
DAYTONA BEACH <i>Dunn Avenue</i>	(386) 255-4568 (V) (386) 257-3600 (TTY)
<i>Palmetto Ave</i>	(386) 255-1812 (V) (386) 252-6222 (TTY)
FORT LAUDERDALE <i>W. Cypress Creek Road</i>	(954) 601-1930 (V) (954) 731-7208 (TTY)
<i>N. State Road 7</i>	(954) 722-6400 (V) (954) 735-0963 (TTY)
FORT MYERS	(239) 461-0334 (V) (239) 461-0438 (TTY)
GAINESVILLE	(352) 378-7474 (V) (352) 372-3443 (TTY)
JACKSONVILLE	(904) 399-8484 (V) (904) 398-6322 (TTY)
LAKELAND	(863) 686-3189 (V/TTY)
LEESBURG	(352) 323-0757 (V) (352) 323-9106 (TTY)
MIAMI <i>Biscayne Blvd</i>	(305) 751-8025 (V) (305) 751-8891 (TTY)
<i>SW 72nd Street</i>	(305) 271-7343 (V)
PANAMA CITY	(850) 769-6890 (V)
PENSACOLA	(850) 595-5566 (V)
PORT RICHEY	(727) 853-1010 (V) (727) 853-1014 (TTY)
PORT ST. LUCIE	(772) 334-2233 (V)
PUNTA GORDA	(941) 743-8347 (V/TTY)
SARASOTA	(941) 366-0260 (V) (941) 758-2539 (TTY)
SEMINOLE	(727) 399-9983 (V)
TALLAHASSEE <i>Mahan Park Avenue</i>	(850) 488-0055 (V) (800) 222-3448 (V) (888) 447-5620 (TTY)
WEST PALM BEACH	(561) 802-3353 (V) (561) 802-3351 (TTY)
WINTER PARK	(407) 623-1070 (V) (407) 623-1185 (TTY)

## New Locations for RDC's

The following RDCs have relocated their offices since the last Florida Link publication.



**Citrus Hearing Impaired Services**  
109 NE Crystal Street, Suite B, Crystal River, FL 34428

**Community Center for the Deaf and Hard of Hearing**  
1750 17th Street, Bldg. F, Sarasota, FL 34234

**Deaf and Hard of Hearing Services of Treasure Coast**  
1016 NE Jensen Beach Blvd., Jensen Beach, FL 34957

**Center for Hearing and Communication**  
2900 W. Cypress Creek Road, Ft. Lauderdale, FL 33309

## New Regional Distribution Centers

**Hearing and Speech Center of Florida**  
9425 SW 72nd Street, Suite 261, Miami, FL 33173

**Disability Resource Center Inc.**  
625 Highway 231, Panama City, FL 32405

**CIL Disability Resource Center**  
3600 North Pace Blvd., Pensacola, FL 32505

**Area Agency on Aging for North Florida**  
2414 Mahan Drive, Tallahassee, FL 32308

Anyone wishing to receive, exchange or return equipment may contact one of these agencies listed above or call the main office at 800-222-3448 (V) or 888-447-5620 (TTY) and we will gladly assist you. You can also receive equipment training through these agencies.

If you reside in or near the Tallahassee area you may visit the FTRI main office located at 1820 E. Park Avenue, Suite 101, Monday–Friday, 8:30 a.m.–5:00 p.m. or visit us on our web site at [www.ftri.org](http://www.ftri.org).

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# The Florida LINK

The Newsletter of  
Florida Telecommunications Relay, Inc.  
Equipment Distribution Program

Spring/Summer 2008

**Mission: To provide residents with access to the telecommunications network. And, to ensure residents receive quality and timely service.**

## Help us help someone else!

Our goal is to help 1,000 people in the next 6 months and we need your help. If you know someone who has a hearing loss or speech disability, give them the gift of independence by sharing this newsletter. Being able to communicate for yourself is something not to be taken for granted and our amazing phones are making a difference in people's lives everyday. All that you have to do is share this newsletter with family members, friends, co-workers, fellow church members, and social organizations and we'll do the rest. So, if you already have an FTRI phone, **help us help someone else**.....and remember there is no - charge.

### No-Charge?

That's right, FTRI telephone equipment and services are provided to qualified Florida residents who have hearing loss or speech disabilities at No-Charge. Our equipment and services are funded by an 11¢ surcharge applied to each telephone subscriber who lives in Florida. These funds are used to provide equipment, training and the Florida Relay Service.

### Who Are We?

FTRI, a not-for-profit organization has been distributing specialized telephone equipment for the past 17 years in the State of Florida. Over 300,000 people now use FTRI phone equipment and services everyday. Although

our headquarters is in Tallahassee, we contract with other not-for-profit agencies throughout the state to better serve you. See page 7 for a Regional Distribution Center (RDC) near you , or visit us on the web at [www.ftri.org/rdc](http://www.ftri.org/rdc).

Visit one of our RDCs if you need equipment, training, maintenance, or simply to exchange or return a phone. Or you can always call FTRI Customer Service at:

1-800-222-3448 (V) or 1-888-447-5620 (TTY) or visit us on the web [www.FTRI.org](http://www.FTRI.org) and we will be more than happy to assist you. So, be a friend and **Help us help someone else** by sharing this information with someone who might need an FTRI phone.



### About The Florida Link

The Florida Link is FTRI's newsletter—your source for news and information on your telephone equipment and the Florida Relay Service. This newsletter is mailed to all Relay Friendly Business, FTRI Community Partners and clients. Should you have a change of address or equipment needs, please call FTRI Monday–Friday, 8:30 a.m.–5:00 p.m.

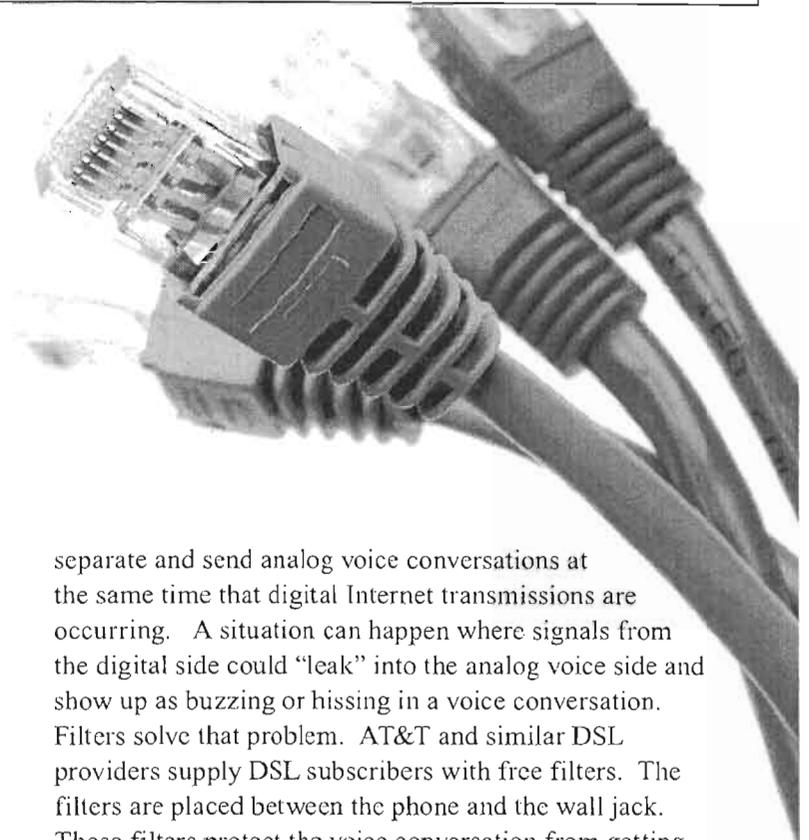
*FTRI Customer Service: 1-800-222-3448 (Voice) or 1-888-447-5620 (TTY)*

**Florida  
Telecommunications  
FTRI Relay, Inc.**

1820 E. Park Ave., Suite 101  
Tallahassee, FL 32301

# DSL, VOIP and Your Amplified Telephone

Richard Uzuanis, VP HITEC Group



## Introduction

Telecommunications in the home are changing. For nearly the first 100 years of telephone, consumers only had to be concerned about the features and capabilities of the phones they wanted. There was only analog service and few service providers. Now, with competition and the emergence of DSL (Digital Subscriber Line) and VOIP (Voice Over Internet Protocol) and many service providers, consumers have to be keenly aware of many more issues and take more responsibility regarding their telephone service. If you have DSL or VOIP service in your home, you no longer can just plug your phone into the wall jack.

## Amplified Telephones, DSL and VOIP Telephone Service

The amplified telephones supplied through the FTRI program are all analog phones. It does not matter if there is digital processing inside the phone, when the FTRI supplied phone connects to any telephone system; it is considered an analog telephone.

To understand the possible issues with your phone and the newer telephone services, you need to know what kind of service you have. Your service will be from either an analog (POTS) Plain Old Telephone Service, a DSL or a VOIP service provider

**POTS** - The traditional telephone service most people have in their homes is analog and is called POTS (Plain Old Telephone Service). POTS is provided by AT&T (BellSouth), Verizon, or other local telephone companies. All FTRI phones work directly with POTS phone service with no additional requirements and there are few if any unique problems.

**DSL** - DSL (Digital Subscriber Line) is a combination of POTS voice service and digital internet service that shares the copper wire already installed in your home. DSL uses different transmission frequencies on the copper wire to

separate and send analog voice conversations at the same time that digital Internet transmissions are occurring. A situation can happen where signals from the digital side could “leak” into the analog voice side and show up as buzzing or hissing in a voice conversation. Filters solve that problem. AT&T and similar DSL providers supply DSL subscribers with free filters. The filters are placed between the phone and the wall jack. These filters protect the voice conversation from getting any “leakage”. It is most important that a filter be used with each phone installed and that you make sure to install the filter per the manufacturers’ instructions. If you are getting interference on your phone, there is high probability that either you are not using a filter or that the filter is not installed properly. There is a slim chance that you could get an extra strong Internet signal that really leaks past the one filter. In most cases, that can be resolved by using two filters at that point.

With DSL, it is important to use a filter with each and every phone and to make sure the filter is installed properly. If you have more phones than the initially supplied filters, most of the DSL providers will give you additional filters at no cost.

**VOIP** - VOIP (Voice over Internet Protocol) is a digital telephone service running over a high speed Internet connection. You must have a cable or DSL Internet service installed and then subscribe with a VOIP provider for VOIP telephone service. VOIP is **not directly compatible** with FTRI phones. VOIP is the newest telephone service and has the most potential problems. Some VOIP issues are:

- VOIP does not directly connect with E911 (enhanced 911) emergency services. You have to take special steps to arrange for E911 service.
- VOIP is not directly compatible with FTRI phones.

An ATA (Analog Telephone Adapter) of some type is required for your FTRI telephone to work with VOIP. If the ATA is not fully compatible with your FTRI phone, noise, static or distortion can occur.

- If you call another person who is also on a VOIP service, their ATA (Analog Telephone Adapter) may not be fully compatible with your ATA and you may get distorted or static sounds.
- If you lose power, there is no telephone service. (POTS and DSL POTS service are powered by the phone line). Some amplified phones are line-powered and some are not.
- If Internet service is down, there is no telephone service.
- VOIP breaks up a voice conversation into thousands of digital packets that are sent via hundreds or thousands of different paths across the Internet. When working properly, the packets all arrive at the destination in the right order at the right time and the conversation sounds normal. There are, however, many things that can influence how, when or whether the packets come together properly or at all. If they do not, you can get transmission errors that show up as echo, noise, stutter, static, delay, or distortion. If you are amplifying the conversation, any of these problems will sound worse to you than to someone not using amplification.

### Summary

Telephone service is evolving and is much different than it was when "AT&T's Ma Bell" did everything and the phone system worked or they fixed it. In today's world, competition has put a much larger burden on the consumer to become educated and knowledgeable about telephone service.

The Analog or POTS telephone service found in basic and DSL telephone service has been tested and proven over a 100+ year life; and it works. VOIP is a brand new technology that is still evolving. It is getting better but it has a very long way to go to meet the reliability and quality of an analog service.

For those people with FTRI phones who believe that the benefits of VOIP outweigh the quality and reliability of DSL or analog service, that is an acceptable choice. They must, however, understand that 99% of the time sound quality problems in a VOIP service are a problem with the service and not with the FTRI provided phone.

For more information on your amplified phone, please contact FTRI at: 800-222-3448 or visit us on the web at [www.ftri.org](http://www.ftri.org)

## Kids Keeping in Touch through Florida Relay

Florida Telecommunications Relay, Inc. (FTRI) in collaboration with the Florida Department of Education (FDOE), are excited to announce "Kids Keeping in Touch through Florida Relay", a new educational awareness program for children in grades 3-5.

This program helps teachers and educators increase awareness and sensitivity to the communication barriers faced by individuals with hearing loss and speech disabilities. The curriculum consists of lesson plans that cover such diverse and interesting topics such as The Human Body, Society & Culture, Technology & Communication, and much more. All of the lesson plans meet the benchmarks for the Sunshine State Standards, Florida Comprehensive Assessment Test (FCAT), and English for Speakers of other Languages (ESOL) Standards.

The official statewide roll-out began in September 2007 with kits being distributed to each ESE (Exceptional Student Education) program coordinator in the state as well as to each FDLRS Center (Florida Diagnostic & Learning Resource System). To download a free copy of the lesson plans visit our website at: <http://www.ftri.org/educationalresources> or contact the FTRI Outreach Department at: 1-800-222-3448 ext 232. If you are a teacher/educator and would like to request a hard copy or the Educational Relay kit for your school, please fill out the form below and mail it to:



**FTRI Outreach Department**  
1820 E Park Ave Suite 101 • Tallahassee, FL 32301

#### TEACHER'S INFORMATION:

Name: \_\_\_\_\_

Name of School: \_\_\_\_\_

Shipping address: \_\_\_\_\_  
\_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Web Site Address: \_\_\_\_\_

What grade do you teach? \_\_\_\_\_

How many kits are you requesting? \_\_\_\_\_

**Thank you for your interest!**

**FOR YOUR INFORMATION**

**Troubleshooting**

If you are experiencing problems with your FTRI telephone equipment, first disconnect the equipment from all power sources and remove all batteries. Then, plug in the electrical (AC) adapter and reinstall the backup batteries. If the telephone continues to malfunction, contact your local RDC, FTRI, or the equipment manufacturer for additional assistance.

- Clarity (800) 874-3005 (Voice)  
(800) 772-2889 (TTY)
- ClearSounds (877) 784-1693 (Voice)  
(888) 814-5359
- Krown (817) 738-2485 (Voice)  
(817) 738-8993 (TTY)
- Sonic Alert (800) 566-3210 (Voice/TTY)
- Ultratec (800) 482-2424 (Voice/TTY)
- CapTel (888) 269-7477

**FTRI Telephones, Boxes and Manuals**

FTRI requests that you retain all telephone boxes and instruction manuals. Retaining this material will benefit you in the future if the equipment breaks and you need to return it, or you need to refer back to the manual for additional information.

**New Clients**

Please allow 4-6 weeks for delivery of equipment. All equipment is shipped directly from the manufacturer and requires a substantial amount of time to process and ship. Should you not receive the equipment after six weeks, please contact our Main Office in Tallahassee at 1-800-222-3448(V) or 1-888-447-5620 (TTY).

**Board of Directors**

- Tom McCabe, *President*
- Mike Griffis, *Vice President*
- Cecil Bradley, *Treasurer*
- Doc Horton, *Legal Counsel*
- James Forstall, *Executive Director*
- Stan Greer
- Demetria Clark
- Harvey Spears
- James White

*FTRI will be attending these upcoming events. If you would like to speak with an FTRI representative face-to-face, please visit us at any of the following functions.*

**10TH ANNUAL ACTIVE LIVING EXPO**

**April 24 – 25, 2008**

Tallahassee Senior Center • Tallahassee, FL

**HEARING LOSS ASSOCIATION OF SARASOTA**

**May 21, 2008**

Selby Public Library • Sarasota, FL

**FLASHA Annual Conference**

**May 22 – 24, 2008**

Caribe Royale Resort • Orlando, FL

**Family Café Conference**

**June 13 – 14, 2008**

Disney's Coronado Springs Resort • Orlando, FL

**Florida Society of Hearing**

Healthcare Professionals Conference

**July 11 – 13, 2008**

The Plaza Resort and Spa • Daytona Beach, FL

**Florida Academy of Audiologists**

**Annual Conference**

**August 20 – 24, 2008**

Regal Sun Resort • Orlando, FL

**Florida Laryngectomee Association**

**Annual Conference**

**September 12 – 14, 2008**

Sheraton Studio City • Orlando, FL

**Telecommunication Connection**



**Toll-free Access Numbers**

Dial **711** to use the Relay anywhere or continue using

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

**Relay Customer Service**

- 1-800-676-3777** (English)
- 1-800-676-4290** (Spanish)

<http://www.ftri.org>

**Florida Public Service Commission (FPSC)**

The FPSC regulates Florida's utilities and is responsible for overseeing TASA. If you have a problem or question, you can call or write the FPSC for assistance.

**TO CALL THE FPSC**, dial 1-800-342-3552 (Voice) menu only. TTY users must call through Florida Relay using the same number. Once the menu starts, ask the relay operator (OPR) to press the number 2. Then wait for a person to answer your call to start your conversation.

**IF WRITING**, mail to

FPSC, 2540 Shumard Oak Blvd., Tallahassee, FL 32399

Fax: 1-800-511-0809

FPSC home page: <http://www.psc.state.fl.us>

Or you can email the FPSC at [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

# Florida Telecommunications Relay, Inc. (FTRI) Application

## Section 1 - to be completed by the applicant

All information required to process application.  
Please type or print clearly:

How did You Hear About This Program? <i>(Circle one)</i>		
(1) Friend/Family	(2) Physician	(3) Hearing Aid Specialist
(4) Audiologist	(5) FTRI Presentation	(6) Television
(7) Newspaper	(8) FTRI Website	(9) Other _____

Social Security Number \_\_\_\_\_

First \_\_\_\_\_ Middle \_\_\_\_\_ Last \_\_\_\_\_

Birthdate \_\_\_\_\_ Hm Phone ( \_\_\_\_\_ ) \_\_\_\_\_ Day Phone ( \_\_\_\_\_ ) \_\_\_\_\_

Address \_\_\_\_\_ (Apt) \_\_\_\_\_ City \_\_\_\_\_

State \_\_\_\_\_ FL \_\_\_\_\_ Zip Code \_\_\_\_\_ County \_\_\_\_\_

Shipping Address (if different): \_\_\_\_\_ City \_\_\_\_\_ Zip Code \_\_\_\_\_

Alternate contact person \_\_\_\_\_ Relationship \_\_\_\_\_ Phone Number \_\_\_\_\_

By signing this I certify that I am a permanent Florida resident who has a hearing loss and/or speech impairment, that **I understand and accept the conditions of acceptance**, and that the information I have given is true. I authorize the certifier of this application to provide this information to FTRI in order that I can receive the designated specialized telecommunications equipment.

Signature of Applicant **X** \_\_\_\_\_ Date \_\_\_\_\_ Print Name \_\_\_\_\_  
*(If under 18, Parent/Guardian)*

## Section 2 - to be completed by the certifier

In accordance with Chapter 427.705 F.S., I am eligible to certify FTRI applications. I am:

- Deaf Service Center Director
- Hearing Aid Specialist
- Audiologist
- Licensed Physician
- Speech Pathologist
- Appropriate State or Federal agency rep.
- State Certified Teacher for the Hearing or Visually impaired.

Application must be certified within the State of Florida. I certify that the applicant is: *(check one)*

- Hard of Hearing.** Having a permanent hearing impairment which is severe enough to necessitate the use of amplification devices to discriminate speech sounds in verbal communication.
- Deaf.** Having a permanent hearing impairment and being unable to discriminate speech sounds in verbal communication with or without the assistance of amplification devices.
- Speech Impaired or having a speech impairment.** Having a permanent loss of verbal communication ability which prohibits normal usage of a standard telephone handset.
- Dual sensory impaired.** Having both a permanent hearing impairment and a permanent visual impairment, and includes deaf/blindness.

Certifier's Name \_\_\_\_\_ State license # \_\_\_\_\_

Agency Name \_\_\_\_\_ County \_\_\_\_\_

Telephone Number ( \_\_\_\_\_ ) \_\_\_\_\_ Certifier's Signature **X** \_\_\_\_\_

Certifier information must be complete to process application. For questions please call 1-800-222-3448.

**This application will not be returned to you. If you would like a copy, please make one before sending in.**

## Equipment Available:

You may receive **one** phone and **one** ringer, if needed. If you already have FTRI equipment, please pass this application along to a friend who needs our services.

### Telephones:

- Amplified Phone:** Increases volume for a hard of hearing person.
- Amplified Phone:** Amplifies outgoing voice for a speech impaired user.
- In-Line Amplifier:** Battery operated amplifier that connects to corded telephones to increase volume for a hard of hearing person.
- Voice Carry-Over Phone:** Allows a severely hard of hearing user to speak for themselves and read incoming text through the Relay service.
- Captioned Telephone (CapTel):** Captioned phone that allows a severely hard of hearing user to speak for themselves and read incoming text through a captioning service.
- Heaing Carry-Over Phone:** Combines a text telephone and standard telephone to serve hearing, speech impaired and deaf individuals.
- Text Telephone:** Allows a deaf user to type and then read the response using the Relay Service.

### Ringers:

- Audio Ringer:** Audible signaling device that plugs into a jack away from the telephone to alert the user the phone is ringing.
- Visual Ringer:** Visual signaling device that connects to a lamp causing it to flash on and off when the telephone rings.

Telitalks, Braille TTYs, TTYs with Large Visual Display, Speaker phones, Tactile pagers, and infrared speaker phones are also available through FTRI's Main Office. Please call 1-800-222-3448 as additional paperwork may be required.

- TeliTalk:** for Laryngectomees.
- Speaker phone:** for individuals with both mobility and hearing or speech impairment.
- Infrared:** phone allows a user who is both mobility impaired and speech impaired to connect to a speech generating device using an infrared link.
- Large Visual Display TTY:** for Deaf individuals with a visual impairment.
- Braille TTY:** for Deaf/Blind individuals.
- Tactile ringer:** vibrates to alert Deaf/Blind individuals that the phone is ringing.

### CHECK LIST

#### Before mailing your application:

- I have fully completed and signed Section 1 of my application.
- Section 2 of my application has been fully completed and signed by a certifier.
- I have chosen the phone and/or ringer that meets my needs.
- I have made a copy of my application for my records.

### Mail completed applications to:

Florida Telecommunications Relay, Inc (FTRI)  
 Attn: New Clients  
 1820 E Park Ave, Ste 101  
 Tallahassee, FL 32301

**From the Office****Message from the Executive Director**

During fiscal year 2006 / 2007 FTRI had a productive year with both the Equipment Distribution Program (EDP) and Outreach programs. Here are a few highlights:

- 18,937 new clients were served throughout the state.
- 42,193 different services were provided to individuals.
- 41,337 pieces of specialized telecommunications equipment were distributed.
- 1,629 outreach activities were performed by FTRI and the regional distribution centers (RDC) throughout Florida.
- 988 new TASA approved certifiers have partnered with FTRI to refer individuals to the FTRI program to receive specialized telecommunications equipment and services.
- We processed 16,327 customer service calls.
- We processed more than 80,067 EDP forms.
- We continued our extensive educational, training and support efforts through workshops and daily interactions with RDCs.
- We continued to collaborate with other organizations and / or state agencies for outreach activities.
- We continued to place a high priority on protecting the integrity of client information by making security enhancements to our processing system.
- We received high marks from the external auditors for the financial records and internal controls FTRI has in place.

Finally, I sincerely believe that your telephone needs are being met with the special telephone that you've received from FTRI and would like to request your assistance by sharing your experience with someone such as a family member, friend, co-worker or even your next-door neighbor about this program. Our goal is to provide special telephone and services to each Floridian with a hearing loss or a speech disability. Together we can make a positive difference in someone's life by "*Connecting People to People*".

**RDC Provider List**

AGENCY	TELEPHONE NUMBERS
Bradenton	(941) 758-2539 (V/TTY)
Cocoa Beach	(321) 784-2010 (V) (321) 784-8777 (TTY)
Crystal River	(800) 801-0416 (V) (352) 795-7243 (TTY)
Daytona Beach	(386) 257-1700 (V) (386) 257-3600 (TTY)
Ft. Lauderdale (Oakland Park)	(954) 731-7200 (V) (954) 731-7208 (TTY)
Ft. Lauderdale (N State Rd 7)	(954) 722-6400 (V) (954) 735-0963 (TTY)
Ft. Myers	(239) 461-0334 (V) (239) 461-0438 (TTY)
Gainesville	(352) 378-7474 (V) (352) 372-3443 (TTY)
Jacksonville	(904) 399-8484 (V) (904) 398-6322 (TTY)
Lakeland	(863) 686-3189 (V/TTY)
Leesburg	(352) 323-0757 (V) (352) 323-9106 (TTY)
Miami	(305) 560-2866 (V/TTY)
Pensacola	(850) 433-7128 (V/TTY)
Port Charlotte	(888) 878-8477 (V) (941) 743-9286 (TTY)
Port Richey	(727) 816-1314 (V) (727) 816-1868 (TTY)
Port St. Lucie	(772) 335-5546 (V) (772) 335-9966 (TTY)
Tampa	(727) 399-9983 (V) (727) 399-9422 (TTY)
Tallahassee	(800) 222-3448 (V) (888) 447-5620 (TTY)
West Palm Beach	(561) 802-3353 (V/TTY)
Winter Park	(407) 623-1070 (V) (407) 623-1185 (TTY)

Anyone wishing to receive, exchange or return equipment may contact one of these agencies listed above or call the main office at 800-222-3448 (V) or 888-447-5620 (TTY) and we will gladly assist you. You can also receive equipment training through these agencies.

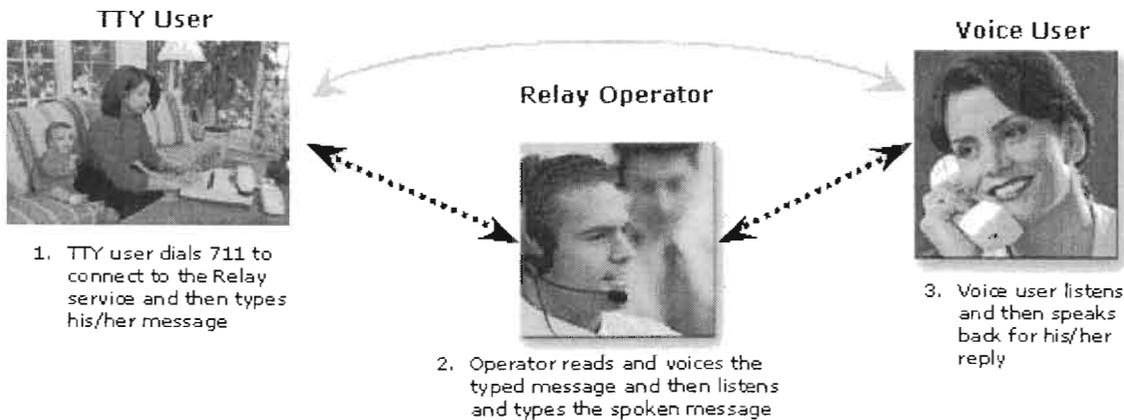
If you reside in or near the Tallahassee area you may visit the FTRI main office located at 1820 E. Park Avenue, Suite 101, Monday-Friday, 8:30 a.m.-5:00 p.m. or visit us on our web site at [www.ftri.org](http://www.ftri.org).

**Business Owners**

**Don't Hang Up! Do Business!**

Would you be upset if you tried to call a business and they kept hanging up on you? Thousands of Floridians who are Deaf, Hard of Hearing, Deaf/Blind, and Speech Disabled experience this frustration because so many businesses in the State of Florida do not understand how to accept a telephone call from the Florida Relay Service.

Florida Relay is a public service that allows people who have a hearing loss or speech disability to communicate over the phone. A Relay Operator serves as the communications link, between people who use specialized telephones and people that use standard phones.



So stop burning up profits and become “Relay Friendly” today! If you answer the phone and hear, “Florida Relay Operator 2679, have you received a relay call before?” Don’t Hang Up, Do Business, because someone is calling you through the Florida Relay.

**Sign up now at [www.ftri.org/business](http://www.ftri.org/business) and join more than 4000 businesses statewide who have already become a “Relay Friendly” business partner and received the following at absolutely No Cost:**

- Access to training material and resources for you and your employees
- Advertising on the FTRI website, so that Relay users in your area can contact you.
- Reproducible artwork which can be incorporated into your current marketing plan, such as brochures and fliers.
- A press release to announce your “Relay Friendly” status to the public.
- A certificate to hang up in your place of business.

Also, we encourage all Relay users to let FTRI know the businesses in your community that you frequent or businesses you would like to communicate with through the Florida Relay Service, so that we can contact them about becoming business partners.

**Appendix I – Florida Relay Brochures and Other Advertisements**



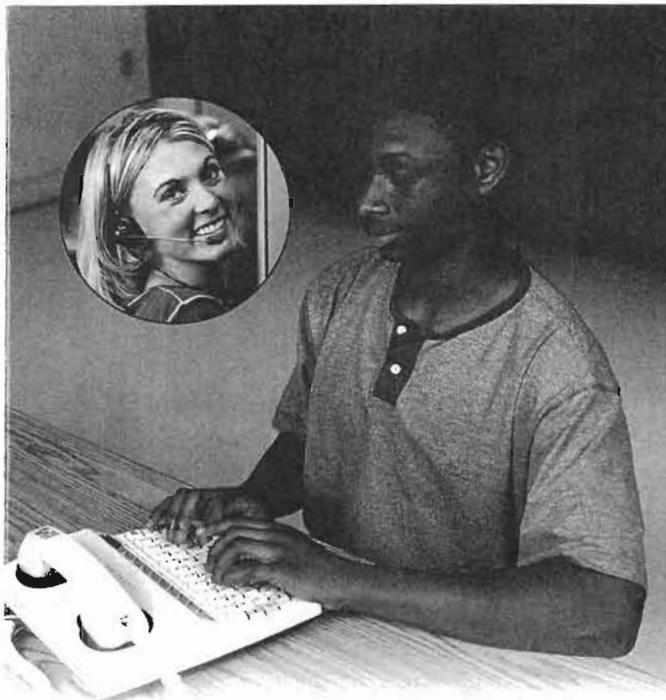
# Discover Communication Freedom

Florida



Presented by

 Florida  
Telecommunications  
**FTRI** Relay, Inc.



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

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

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

The Customer Profile provides many advantages.

- It stores individual information, calling preferences, and frequent phone numbers dialed.
- It displays automatically on the relay operator's (OPR) screen.
- It is used for home or dedicated business phone with the exception of PBX system.
- It is used for calls placed through the relay, not for direct-dial calls.

Call Relay Customer Service for information on filling out a customer profile.

## **To Place Florida Relay Calls**

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

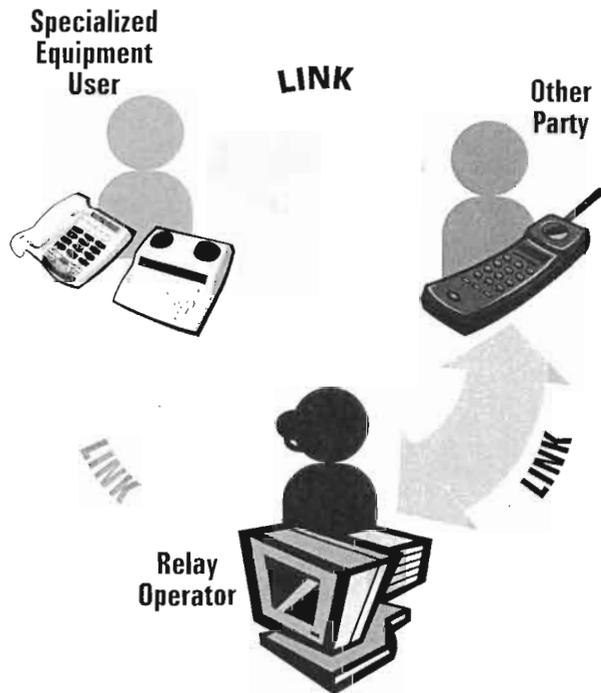
## **Tips**

Since it's your call, you can have the relay operator (OPR) place the call the way you want. Example: If you know the person you're calling knows about relay calls, you can tell the operator not to say, "Have you received a relay call before." You can have the operator (OPR) introduce your phone call the way you'd like.

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

# Using Florida Relay

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



## Privacy Concerns Are No Problem

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

## Below are various types of Florida Relay calls:

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

## Abbreviations

People who use the relay service often use abbreviations to help save keystrokes. Here are some commonly used abbreviations.

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

### Florida Relay . . . User Friendly Features

- Toll-free access calling.
- Available 24 hours a day, 365 days a year.
- No restrictions on the number or length of calls.
- No charge for local calls.
- Long distance pay phone calls may be collect, charged to the caller's calling card, or processed with a debit card.
- Translation services for English from ASL-based text, Spanish, and French Creole.
- Permanent branding of relay user's phone number. Relay users who wish to have their phone number permanently branded should call the Relay Customer Service number. Branding allows the relay OPR to automatically know what type of call feature is being used, which saves call-time. This also means that the user can begin the call as soon as the relay OPR answers. It usually takes 48 hours for permanent branding to become effective.

### Turbo Code Features for TTY Users

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



### Florida Relay and Caller ID

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

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

## The Independence Factor . . .

### FTRI Equipment Distribution Program

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

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

**Customer Service**  
1-800-222-3448 (Voice)  
1-888-447-5620 (TTY)  
Monday-Friday,  
8:30 a.m.-5 p.m.  
Visit the FTRI Web site at  
[www.ftri.org](http://www.ftri.org)

 **Florida  
Telecommunications  
FTRI Relay, Inc.**



## Toll-free access numbers

Dial **711** to use the relay  
anywhere or continue using

**1-800-955-8770**  
(Voice)

**1-800-955-8771**  
(TTY)

**1-877-955-8260\***  
(VCO)

**1-877-955-5334\***  
(STS)

**1-800-955-1339**  
(ASCII)

**1-877-955-8773**  
(Spanish)

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

### **RELAY CUSTOMER SERVICE**

**1-800-676-3777** (English)

**1-800-676-4290** (Spanish)

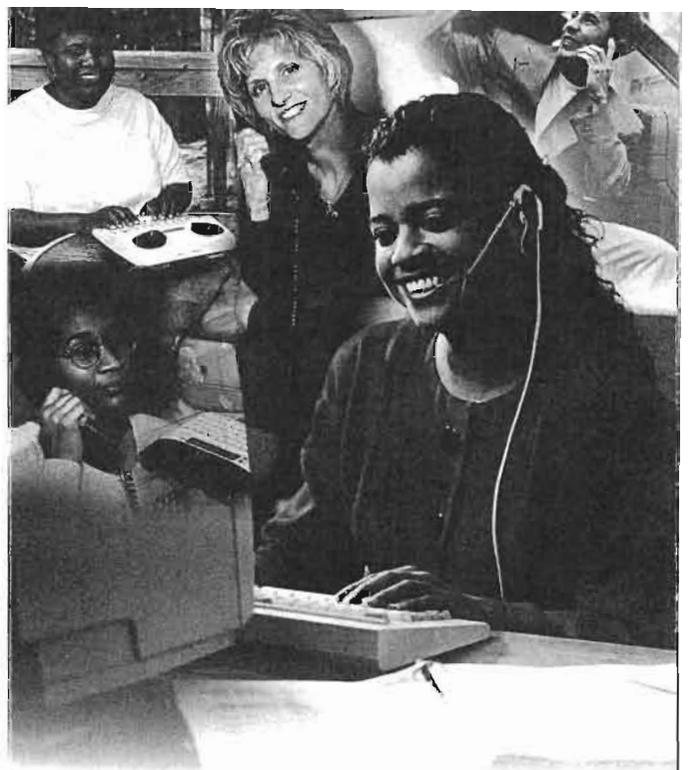
\*Recommend direct-dial.

*IN AN EMERGENCY, DIAL 911.*

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

5/03

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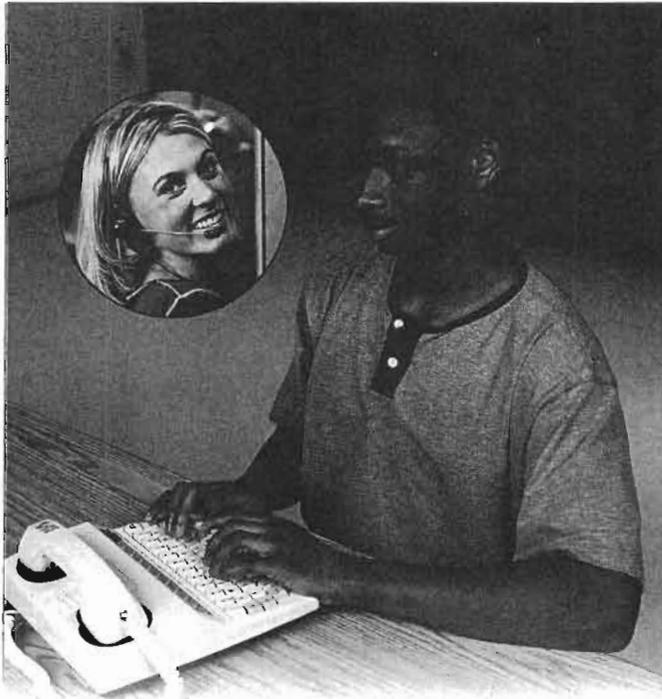


Llame a Florida  
Relay Marque

7-1-1



... discover communication freedom



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

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

## **711— La manera fácil de llamar a Florida Relay**

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

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

### **Cómo hacer una llamada a Florida Relay**

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

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

**¡Recuerde, con Florida Relay, es su decisión!**

# Usar el Florida Relay

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



## No se preocupe por su privacidad

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

## A continuación se presentan los diversos tipos de llamadas Relay:

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

## Abreviaturas

Las personas que usan el servicio Relay a veces usan abreviaturas para disminuir el uso del teclado. A continuación se presentan algunas abreviaturas comunes.

CUD	=	Puede
GA	=	Adelante
HLD	=	Espere
SK	=	Adiós
MSG	=	Mensaje
SKSK	=	Deje de teclear
NBR	=	Número
GA to SK	=	Listo para colgar
OPR	=	Operador
PLS	=	Por favor
Q	=	Pregunta

## Florida Relay...características y ventajas para el usuario

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

### Permanent Branding

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



### Turbo Code para los usuarios de TTY

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

### Florida Relay y Caller ID

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

El factor de la independencia

## El Programa de Distribución de los Equipos FTRI

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

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

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

 Florida  
Telecommunications  
FTRI Relay, Inc.

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



## Números de acceso

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

o siga usando:

**1-800-955-8771**  
(TTY)

**1-877-955-8260**  
(VCO)

**1-800-955-8770**  
(Voz)

**1-800-955-1339**  
(ASCII)

**1-877-955-5334**  
(STS)

**1-877-955-8773**  
(Español)

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

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

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

*En caso de emergencia, marque el 911.*

*Recuerde*

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**FREE TELEPHONES**  
Volume control and captioned phones at no cost to you.



**FLORIDA RELAY SERVICE**  
It's easy to make relay calls using the Florida Relay Service.



**FIND A LOCATION**  
There are regional distribution centers near you.

**UPCOMING EVENTS**

- July 11, 2012 - 10:00 AM to 12:00PM  
Zephyrhills-Cares  
 Zephyrhills: 727-853-1010
- July 11, 2012 - 10:00 AM to 12:00 PM  
Heart X Hollywood  
 Hollywood: 954-601-1930

[More events...](#)



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

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

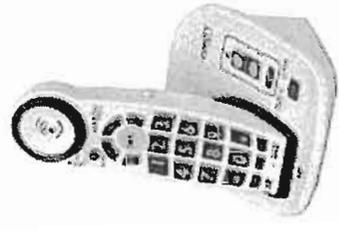
**Get an application**

**En Español**

**WHAT'S NEW**

FTRI OFFERS SEVERAL AMPLIFIED TELEPHONES

FTRI offers a variety of amplified telephones to meet the need of persons with a mild, moderate, or severe hearing loss. To learn more about the different types of amplified telephone please click on the telephone icon. These amplified telephones are available at all of the 25 Regional Distribution Centers located throughout the state. Use our [Find A Location](#) option to locate the nearest RDC in your area.



**FIND OUT MORE ABOUT FTRI**



**NEWSLETTER**

[Read about the](#)

**RDC & BUSINESS SIGN IN**

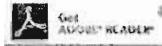
Username:

## Welcome to "Kids Keeping in Touch through Florida Relay"

Florida Telecommunications Relay, Inc. (FTRI) in collaboration with the Florida Department of Education (FDOE) are proud to offer "Kids Keeping in Touch through Florida Relay", an educational awareness program for children in grades 3-5. This program has been designed to help teachers and educators increase awareness and sensitivity to the communication barriers faced by individuals with hearing loss and speech disabilities. The lesson plans below cover such diverse and interesting topics as The Human Body, Society and Culture, Technology and Communication, and much more. All of the lesson plans meet the benchmarks for the Sunshine State Standards, Florida Comprehensive Assessment Test (FCAT), and English for Speakers of other Languages (ESOL) Standards

FTRI is a not for profit organization and the lesson plans may be downloaded at no cost. The lesson plans may be downloaded as one entire package, or by individual units.

You may need a free Adobe Reader to view resources on this page.



### Download lesson plans:

[Complete Kit \(Intro, Units 1, 2, 3, 4\)](#)

[Kids Keeping in Touch - Hearing Loss Awareness](#)

[Unit 1 - The Human Body](#)

[Unit 2 - Society and Culture](#)

[Unit 3 - Technology and Communication](#)

[Unit 4 - Students to Students](#)

## "Let's Make a Florida Relay Call"

The following 4 minute video explains how easy it is to make and receive a relay call, all from a kid's perspective. To request a free DVD copy of this video for your classroom please contact us at: [outreach@ftri.org](mailto:outreach@ftri.org) or **Phone: 1-800-222-3448 Ext 232 TTY: 1-888-447-5620**



## Contact Us

For more information or questions about this program please contact our Outreach Department

Email: [Outreach@ftri.org](mailto:Outreach@ftri.org)

Phone: 1-800-222-3448 Ext 232

TTY: 1-888-447-5620

Join FTRI on Facebook



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1820 East Park Avenue Suite 101 - Tallahassee, FL 32301 - Voice: 1-800-222-3448 TTY: 1-888-447-5620

[Spread the Word](#)

## Find a business in your area

See the businesses that have already become "Relay Friendly." Select your city or the type of business you want to see.

Business type:

City:

## Florida Businesses: Don't Hang Up! Do Business! Sign up here to become a Florida Relay Business Partner

Would you be upset if you tried to call a business and they kept hanging up on you? Thousands of Floridians who are Deaf, Hard of Hearing, Deaf/Blind, and Speech Disabled experience this frustration every day because so many businesses in the State of Florida do not understand how to accept a telephone call from the Florida Relay Service.

Florida Relay is a public service that allows people who have a hearing loss or speech disability to communicate over the phone. A Relay operator serves as the communications link, between people who use specialized telephones and people that use standard phones.

### Specialized Telephone User



1. TTY user dials 711 to connect to the Relay service and then types his/her message

### Relay Operator



2. Operator reads and voices the typed message and then listens and types the spoken message

### Standard Telephone User



3. Voice user listens and then speaks back for his/her reply

So stop burning up profits and become "Relay Friendly" today! If you answer the phone and hear, "Florida Relay Operator 2679, have you received a relay call before?" Don't Hang Up, Do Business, because someone is calling you though the Florida Relay.

Sign up now to become a "Relay Friendly" business partner and receive the following at absolutely No Cost:

- Training material for you and your employees
- Advertising on the FTRI website, so that Relay users in your area can contact you.
- Reproducible artwork which can be incorporated into your current marketing plan, such as brochures and fliers.
- A press release to announce your "Relay Friendly" status to the public.
- A certificate to hang up in your place of business.

**Become a Business Partner**

or are you already a FTRI Business Partner?

Join FTRI on Facebook



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Spread the Word

## Become a Business Partner

Becoming a Florida Relay Business Partner is quick, easy and costs absolutely nothing. Simply fill out the form below and you will be on your way to becoming a Relay Friendly Business today.

### Business details

\* Business name:

\* Type of business:

Website:

(example: [www.google.com](http://www.google.com))

\* Year started:

 (example: 2003)

\* Number of employees:

### Business Contact

\* First name:

\* Last name:

\* E-mail address:

\* Phone:

Fax:

TTY:

### Address

\* Address:

Address (line 2):

\* City:

\* State:

\* Zip code:

Fields marked in red are required.

Join FTRI on Facebook



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Spread the Word

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## What is the Florida Relay Service 711?

The Florida Relay Service is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Disabled. Through the Florida Relay Service, people who use specialized telephone equipment can communicate with people who use standard telephone equipment. To call Florida Relay, dial 7-1-1, or use the appropriate toll free numbers

- 1-800-955-8771 (TTY)
- 1-800-955-8770 (Voice)
- 1-800-955-1339 (ASCII)
- 1-877-955-8260 (VCO-Direct)
- 1-877-955-5334 (STS)
- 1-877-955-8773 (Spanish)

## Emergency Assistance

- In case of an emergency, Relay users should call 9-1-1 directly or the emergency services center in their community
- If a relay user attempts to dial 9-1-1 through the Florida Relay Service the Relay Operator will transfer to the call to the nearest Public Safety Answering Point (PSAP), but remember: calls placed directly to emergency service 9-1-1 will save valuable time in urgent situations.

## Customer Service

Florida Relay customer service is available 24 hours a day 365 days a year.

### English

1-800-682-8786 (TTY)

1-800-682-8706 (Voice)

[fm-attcustomercare@att.com](mailto:fm-attcustomercare@att.com) (Email)

### Spanish

1-800-855-2886 (Voice-TTY)

## MORE INFORMATION

[Relay Staff](#)

[Types of Relay Calls](#)

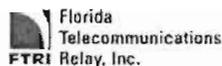
[Frequently Asked Questions](#)

[Educational Relay Kit](#)



## WHAT IS THE FLORIDA RELAY SERVICE?

The Florida Relay Service is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind or Speech Disabled. Through the Florida Relay Service people who use specialized telephone equipment, such as a TTY (Text Telephone) can communicate with people who use standard telephones.



1820 East Park Avenue, Suite 101  
Tallahassee, FL 32301  
1-800-222-3448 (Voice) 1-888-447-5620 (TTY)

[www.ftri.org](http://www.ftri.org)

## CATCH THE RELAY WAVE AND MAKE A CALL TODAY!

### USER FRIENDLY FEATURES

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

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



**DIAL 7-1-1**  
to use relay anywhere!

Join FTRI on Facebook



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1820 East Park Avenue Suite 101 Tallahassee, FL 32301 Voice: 1-800-222-3448 TTY: 1-888-447-5620

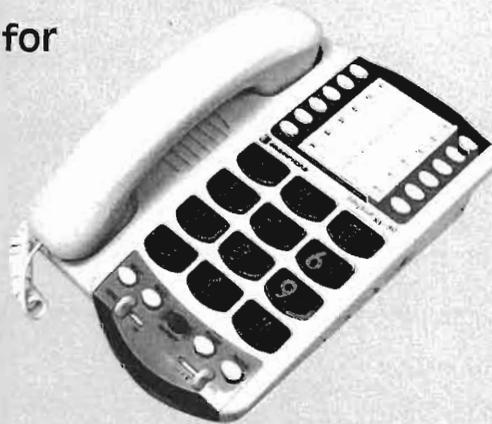
[Spread the Word](#)

# LET FREEDOM

## Specialized Telephones (Category A)

### Volume Control Phone for the Hearing Impaired (VCPH) 40 dB

- Makes incoming speech clearer.
- Includes a volume control adjustment.
- Ring volume up to 95 dB.



### Text Telephone (TTY), also as a Telecommunications for the Deaf (TDD)

- Used to type a message to another TTY user or a person using a standard telephone through the relay service.
- Built-in ring flasher that lights up when the phone rings.



### Voice Carry-Over/Hearing Carry-Over/Text Telephone (VCO/HCO/TTY)

- Used as a standard telephone, VCO, HCO, or TTY.
- Allows you to listen to the caller and type a reply on the telephone keypad.

### Volume Control Phone for the Speech Impaired (VCPS) 18 dB

- Provides more volume when speaking.
- Ring volume up to 75 dB.

### Voice Carry-Over Telephone (VCO) 30 dB

- Allows a person to receive a text message through a relay service and verbally reply to the caller with his or her own voice.
- Ring volume up to 85 dB.



### In-Line Amplifier

- Connects to a standard telephone line.
- Increases the volume of the speech clearer.
- Provides more volume.

**AT NO  
CHARGE**  
for qualifying  
residents

# (((RING)))

## Ring Signaling Devices (Category B)

shown  
device



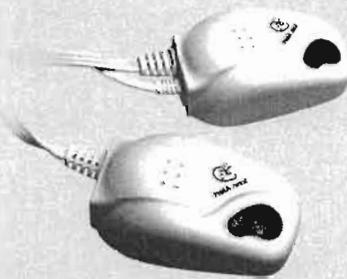
### Audible Ring Signaler (ARS) 95 dB

- Plugs into a jack away from the telephone.
- Or connects directly to the telephone.
- Rings when the telephone rings and allows you to adjust the tone and volume.



### Visual Ring Signaler (VRS)

- Connects to a lamp.
- Makes lamp flash on and off when the telephone rings.
- Has a remote receiver that allows lamp to flash in other rooms.



**Do you know  
someone who could  
benefit from a  
specialized telephone?**

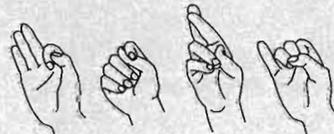


*Please pass this along and tell them  
to call FTRI customer service.*

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

(ILA)

standard telephone.  
and makes incoming  
communication.



**F T R I**

**1-800-222-3448 (Voice)**

**1-888-447-5620 (TTY)**

Monday-Friday,  
8:30 a.m.-5:00 p.m.

Florida Telecommunications Relay, Inc.  
1820 E. Park Ave., Suite 101  
Tallahassee, FL 32301  
Web Site: [www.ftri.org](http://www.ftri.org)

Florida



discover  
communicat  
freedom

## How the Relay Works

### Text Telephone (TTY)



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



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

### Voice Carry-Over (VCO)



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



The OPR types the response to the VCO user.

### Two-Line VCO



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



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

### Hearing Carry-Over (HCO)



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



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

### Speech to Speech (STS)



Speech-impaired users speak through the OPR.



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

On



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

**Remember, it's YOUR call!**

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

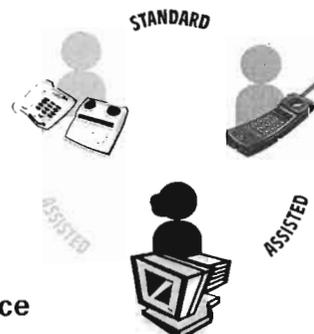
**Relay Access Numbers**

**Dial 711 to use the relay anywhere or continue using**

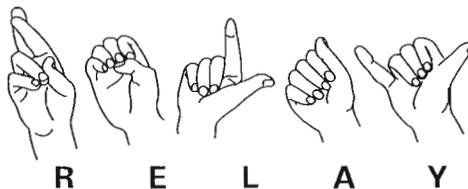
- 1-800-955-8770 (Voice) • 1-800-955-8771 (TTY)
- 1-877-955-8260 (VCO)\* • 1-877-955-5334 (STS)\*
- 1-800-955-1339 (ASCII) • 1-877-955-8773 (Spanish)
- 1-877-955-8707 (French Creole) 8 a.m. to 2 a.m. daily

\*Recommend direct-dial.

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



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



**User Friendly Features**

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



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

**Florida Telecommunications FTRI Relay, Inc.**

**Equipment Distribution Program**  
**Customer Service**  
1-800-222-3448 (Voice)  
1-888-447-5620 (TTY)  
Monday–Friday, 8:30 a.m.–5:00 p.m.  
[www.ftri.org](http://www.ftri.org)

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... discover communication freedom

## Toll-free access numbers

Dial **711** to use the relay  
anywhere or continue using

**1-800-955-8771**  
(TTY)

**1-800-955-8770**  
(Voice)

**1-877-955-8260**  
(VCO)\*

**1-877-955-5334**  
(STS)\*

**1-800-955-1339**  
(ASCII)

**1-877-955-8773**  
(Spanish)

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

### **RELAY CUSTOMER SERVICE**

**1-800-676-3777** (English)

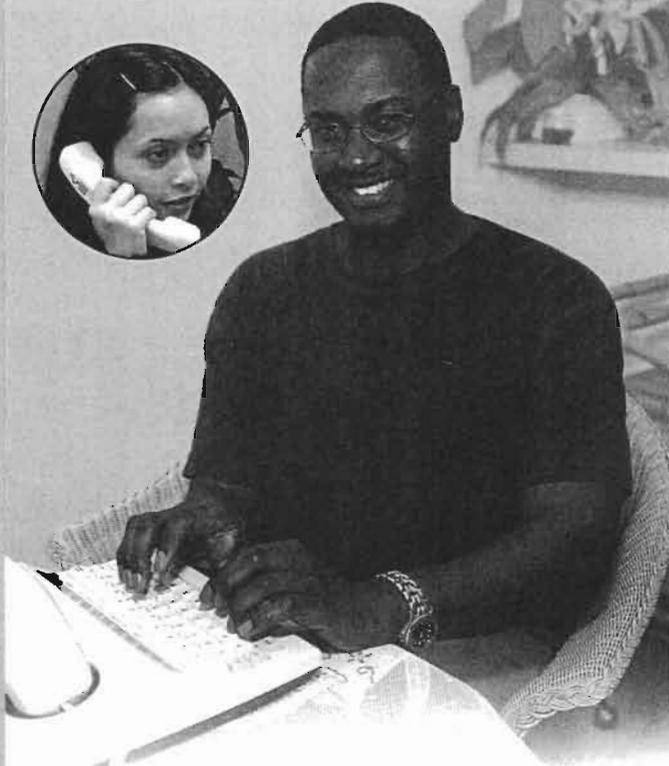
**1-800-676-4290** (Spanish)

\*Recommend direct-dial.

*IN AN EMERGENCY, DIAL 911.*

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

5/03



# TTY

## TEXT TELEPHONE

Presented by

 **Florida  
Telecommunications  
FTRI Relay, Inc.**



... discover communication freedom



## Text Telephone (TTY)

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

### To Place TTY Phone Calls

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

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

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



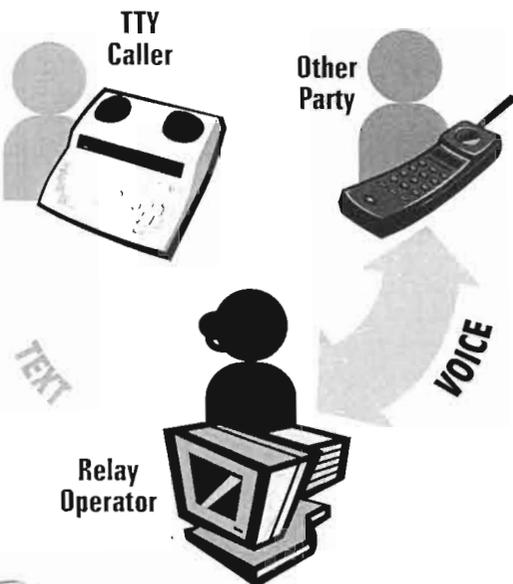
**F**lorida Relay is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired. Through Florida Relay, people who use specialized telephones can communicate with people who use standard telephones and vice versa.

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



# Using TTY Relay Services

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



## TTY Users Include

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

## Privacy Concerns Are No Problem

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

## Abbreviations

People who use the relay service often use abbreviations to help save keystrokes. Here are some commonly used abbreviations.

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

## Florida Relay . . . User Friendly Features

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

### Permanent Branding

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



### Turbo Code Features

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

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

## The Independence Factor . . .

### FTRI Equipment Distribution Program

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

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

**Customer Service**  
1-800-222-3448 (Voice)  
1-888-447-5620 (TTY)  
Monday-Friday,  
8:30 a.m.-5 p.m.  
Visit the FTRI Web site at  
[www.ftri.org](http://www.ftri.org)

 **Florida  
Telecommunications  
FTRI Relay, Inc.**

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# Why

## ● Become a Business Partner?

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

# What's the Pay Off?

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

# How

## Can I Become Relay Friendly?

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

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

5/03

# You can help

thousands of Floridians declare their independence



## Become a Florida Relay Business Partner

Presented by

 Florida Telecommunications FTRI Relay, Inc.



... discover communication freedom

# Would you be upset if you tried to call a business and they kept hanging up on you?

Thousands of Floridians who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired experience this frustration every day because many businesses do not understand how a telephone call from Florida Relay works.



## What Is Florida Relay?

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

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

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

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

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

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

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

## Become a Business Partner

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

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

In addition, as a Business Partner, you will:

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

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

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



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



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

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

### What Will This Cost My Business?

ABSOLUTELY NOTHING

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

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

**Two-Line VCO:** A person with two phone lines or a computer uses one line for speaking directly to the hearing person; the other line is used to receive the hearing person's typed responses through the relay operator (OPR).



**Hearing Carry-Over (HCO):** HCO users can use their hearing abilities to listen directly to the person on the other end of the line. The HCO caller types his or her message, which is voiced by the relay operator (OPR) to the hearing person.

**Speech-to-Speech (STS):** People who have difficulty being understood over the telephone can have their relay calls voiced by a trained relay operator (OPR) who voices the STS user's exact words to the other person.



### Toll-free access numbers



Dial **711** to use the relay at:  
**1-800-955-8770 (Voice)** •  
**1-877-955-8260 (VCO)\*** •  
**1-800-955-1339 (ASCII)** •  
**1-877-955-8707 (French Creole)**

Relay Customer Service **1-800-676-377**  
**1-800-676-429**

\*Recommend direct-dial.

**SOMETIMES YOUR BUSINESS MAY HAVE TO RETURN A TELEPHONE CALL TO A PERSON WITH A HEARING OR SPEECH IMPAIRMENT THROUGH FLORIDA RELAY.**

**HERE'S HOW IT WORKS:**

**Dial Florida Relay.**

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

**FLORIDA RELAY IS USER FRIENDLY:**

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

*Note: Continue to dial 911 for emergency assistance.*

anywhere or continue using  
1-800-955-8771 (TTY)  
1-877-955-5334 (STS)\*  
1-877-955-8773 (Spanish)  
Monday 8 a.m.–2 a.m. daily

(English)  
(Spanish)

**The  
Independence  
Factor . . .**

**FTRI Equipment  
Distribution Program**

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

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

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

 Florida  
Telecommunications  
FTRI Relay, Inc.

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

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... discover communication freedom

## Toll-free access numbers

Dial **711** to use the relay  
anywhere or continue using

**1-877-955-8260**  
(VCO)\*

**1-800-955-8770**  
(Voice)

**1-800-955-8771**  
(TTY)

**1-877-955-5334**  
(STS)\*

**1-800-955-1339**  
(ASCII)

**1-877-955-8773**  
(Spanish)

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

### **RELAY CUSTOMER SERVICE**

**1-800-676-3777** (English)

**1-800-676-4290** (Spanish)

\*Recommend direct-dial.

*IN AN EMERGENCY, DIAL 911.*

#### **REMEMBER**

711—Relay Service

411—Directory Assistance

911—LOCAL EMERGENCY ASSISTANCE



# VCO

## VOICE CARRY-OVER

Presented by

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



... discover communication freedom



## Voice Carry-Over (VCO)

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

### To Place VCO Phone Calls

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

1. Dial 1-877-955-8260 (VCO).
2. A relay operator (OPR) will answer by typing "Florida Relay Operator (number)" and "Number calling, PLS GA" (Please go ahead).
3. The OPR will process your call.
4. The person you're calling will hear your voice; the OPR will type your spoken words back to me.
5. The call will continue in this manner until the conversation is finished.

Individuals calling a VCO user should talk directly to the person you've called. Avoid saying to the relay OPR "tell him/her." The relay is only the communications link; the call is between you and the person you're calling.

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

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

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



## Florida Relay . . . User Friendly Features

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



### Permanent Branding

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



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

## The

Independence  
Factor . . .

### FTRI Equipment Distribution Program

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

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

#### Customer Service

1-800-222-3448 (Voice)

1-888-447-5620 (TTY)

Monday-Friday,

8:30 a.m.-5 p.m.

Visit the FTRI Web site at

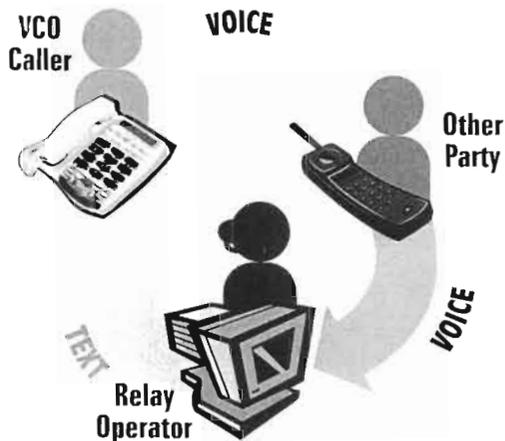
[www.ftri.org](http://www.ftri.org)



Florida  
Telecommunications  
FTRI Relay, Inc.

# Using VCO Relay Services

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



## Privacy Concerns Are No Problem

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

## VCO Users Include

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

## Other VCO Options

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

## Abbreviations

People who use the relay service often use abbreviations to help save keystrokes. Here are some commonly used abbreviations.

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

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... discover communication freedom

## Toll-free access numbers

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

or, continue using

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

**1-800-955-8770**  
(Voice)

**1-800-955-1339**  
(ASCII)

**1-877-955-5334**  
(STS)

**1-877-955-8773**  
(Spanish)

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

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

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

*IN AN EMERGENCY, DIAL 911.*

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



**STS**  
Speech-to-Speech



... discover communication freedom



## Speech-to-Speech (STS)

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

### How to Place STS Phone Calls

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

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

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

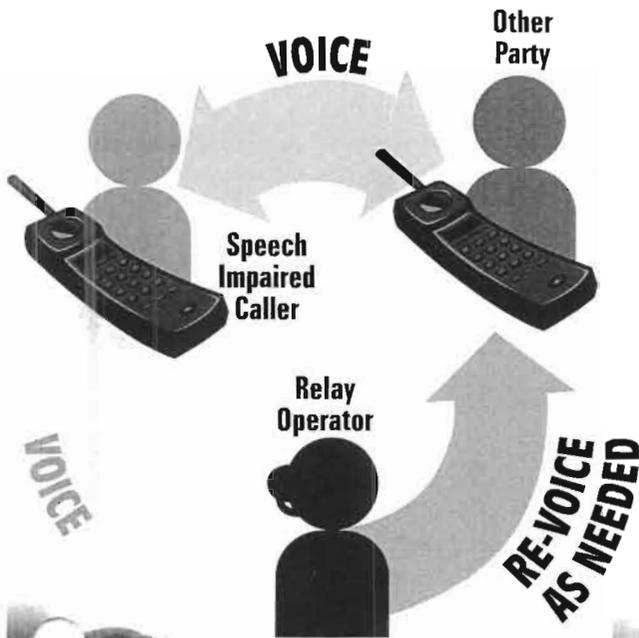
Thousands of Floridians depend upon Florida Relay every day to make both personal and business phone calls. Florida Relay offers a variety of user features depending on the individual's needs. A person who uses one feature may communicate with someone who uses another feature. For instance, a person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

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



# Using STS Relay Services

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



## STS Users Include

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

## Other STS Options

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

## Privacy Concerns Are No Problem

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



## Florida Relay . . . User Friendly Features

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

### Permanent Branding

An STS relay user can request permanent branding. Branding allows the relay OPR to automatically know what type of call feature is being used, which saves call-time.



The  
Independence  
Factor . . .

### FTRI Equipment Distribution Program

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

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

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

 Florida  
Telecommunications  
FTRI Relay, Inc.

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

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## Toll-free access numbers

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

or, continue using

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

**1-800-955-8770**  
(Voice)

**1-800-955-1339**  
(ASCII)

**1-877-955-5334**  
(STS)

**1-877-955-8773**  
(Spanish)

**1-877-955-8707**

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

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

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

*IN AN EMERGENCY, DIAL 911.*

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



# HCO

## HEARING CARRY-OVER



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

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



## Hearing Carry-Over (HCO)

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

### How to Place HCO Phone Calls

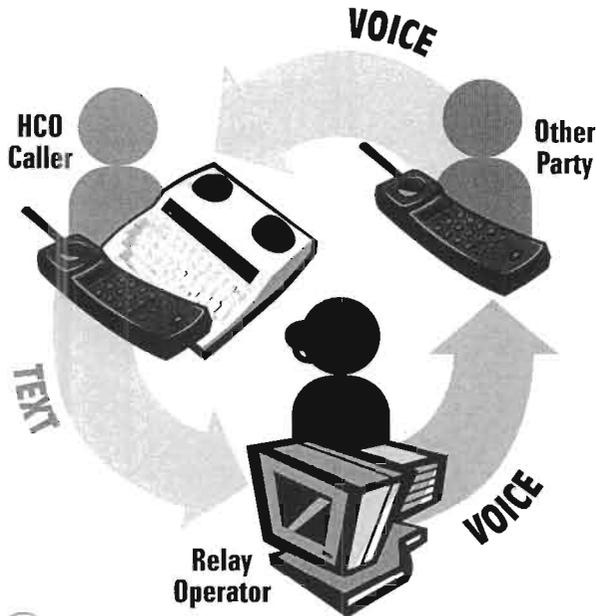
Below is an example of how an HCO call is made through Florida Relay:

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



# Using the HCO Relay

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



## HCO Users Include

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

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

## Privacy Concerns Are No Problem

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

## Abbreviations

People who use the relay service often use abbreviations to help save keystrokes. Here are some commonly used abbreviations.

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



## Florida Relay . . . User Friendly Features

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

### Permanent Branding

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



The  
Independence  
Factor . . .

### FTRI Equipment Distribution Program

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

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

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

Or, visit the FTRI Web site at  
[www.ftri.org](http://www.ftri.org)

 **Florida  
Telecommunications  
FTRI Relay, Inc.**

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

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... discover  
communication  
freedom

The Florida Relay provides a communication link between people who use standard telephone equipment and people who use Text Telephones (TTY) or other telecommunication devices. The Florida Relay provides 24-hour access, 365 days a year. The operator (OPR) will relay your call with no restrictions on the number of calls or their length.

**Toll-free Access Numbers**

Dial **711** to use the relay anywhere or continue using

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

\*Recommend direct-dial.

**Relay Customer Service**

- 1-800-676-3777 (English)
- 1-800-676-4290 (Spanish)

 **Florida Telecommunications FTRI Relay, Inc.**

the one-stop independence shop

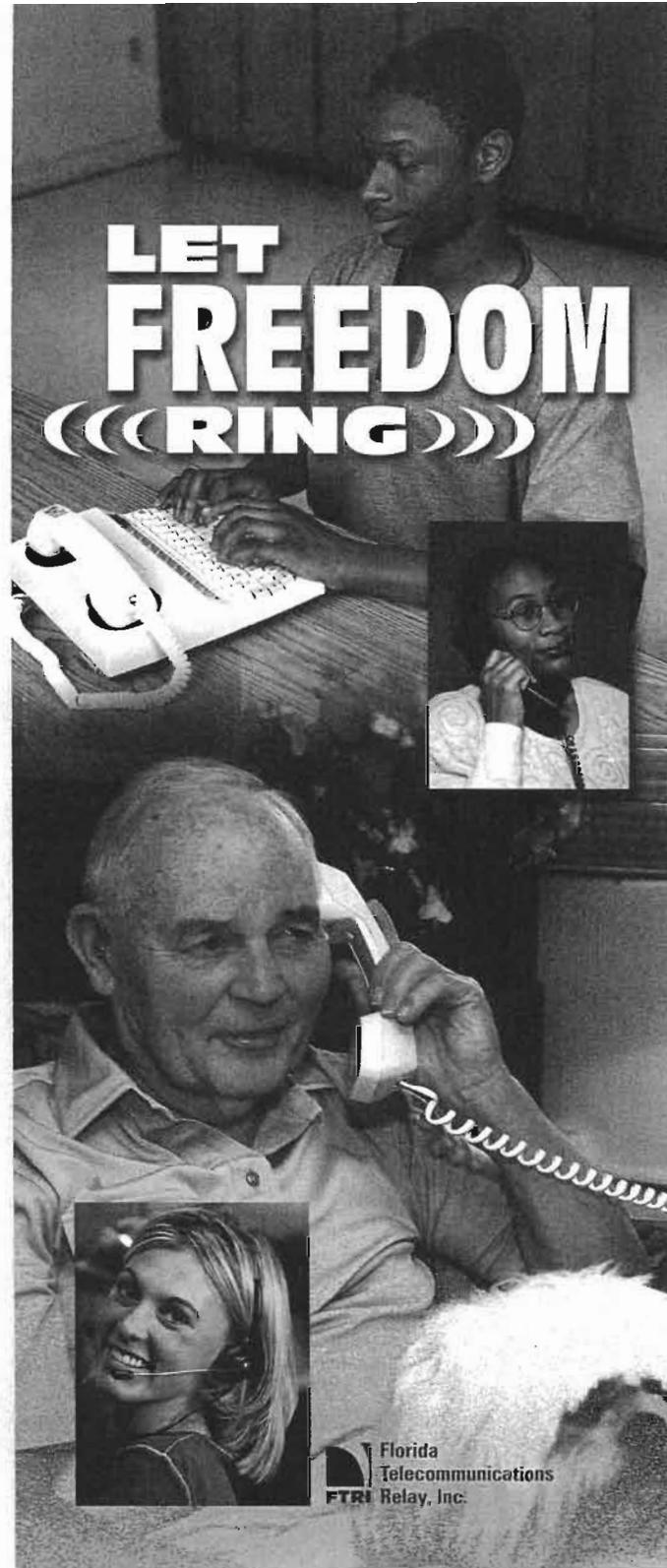
**FTRI Equipment Distribution Program**

FTRI contracts with other nonprofit organizations throughout the state to meet the needs of residents who are hearing or speech impaired. For other information or for off-site locations, call FTRI customer service:

- 1-800-222-3448 (Voice)
- 1-888-447-5620 (TTY)
- Fax: (850) 656-6099
- Monday through Friday, 8:30 a.m.–5:00 p.m.

Florida Telecommunications Relay, Inc.  
1820 E. Park Ave., Suite 101  
Tallahassee, FL 32301  
Web Site: [www.ftri.org](http://www.ftri.org)

05/03



**LET  
FREEDOM  
((RING))**

 Florida Telecommunications FTRI Relay, Inc.



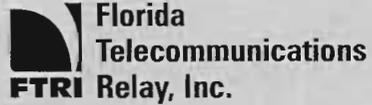
**Y**ou can become more independent with the telecommunications equipment provided by Florida Telecommunications Relay, Inc.

(FTRI). We distribute specialized equipment for residents of Florida who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Impaired. Using our equipment, you can place your own telephone calls whenever you want. If you qualify, the equipment is loaned to you for as long as you need it **at no charge**. The equipment is funded by mandate of the Telecommunications Access System Act. This act states that the specialized equipment program and the Florida Relay be funded by a monthly surcharge billed to all telephone customers in Florida.

*Qualifying is a simple process.*

*Just meet these eligibility requirements:*

- Be a Florida resident.
- Be three years of age or older to receive the Volume Control Phone for the Hearing Impaired (VCPH), In-Line Amplifier (ILA), Audible Ring Signaler (ARS), or Visual Ring Signaler (VRS).
- Be five years of age or older to receive a Text Telephone (TTY).
- Be certified as having one of the following impairments:
  - Deaf: You must have permanent hearing loss and be unable to recognize speech sounds during telephone conversations with or without an amplification device.
  - Hard of Hearing: You must have a permanent hearing loss severe enough that you need to use amplification devices to recognize speech sounds during telephone conversations.
  - Deaf/Blind: You must be deaf and blind or have both a permanent hearing and visual impairment.
  - Speech Impaired: You must have a permanent speech impairment so that you cannot use a standard telephone.



*Do you have friends or family who need specialized telecommunications equipment? Share this brochure with them.*

**AT NO  
CHARGE**  
for qualifying  
residents

**(((RING)))**

**Ring Signaling Devices  
(Category B)**

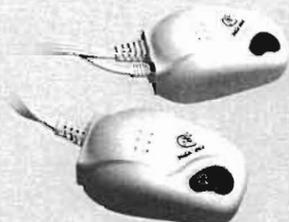
**Audible Ring Signaler (ARS) 95 dB**

- Plugs into a jack away from the telephone.
- Or connects directly to the telephone.
- Rings when the telephone rings and allows you to adjust the tone and volume.



**Visual Ring Signaler (VRS)**

- Connects to a lamp.
- Makes lamp flash on and off when the telephone rings.
- Has a remote receiver that allows lamp to flash in other rooms.



**Do you know  
someone who could  
benefit from a  
specialized telephone?**



*Please pass this along and tell them  
to call FTRI customer service.*

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



**F T R I**

**1-800-222-3448 (Voice)**

**1-888-447-5620 (TTY)**

Monday-Friday,  
8:30 a.m.-5:00 p.m.

Florida Telecommunications Relay, Inc.  
1820 E. Park Ave., Suite 101  
Tallahassee, FL 32301  
Web Site: [www.ftri.org](http://www.ftri.org)

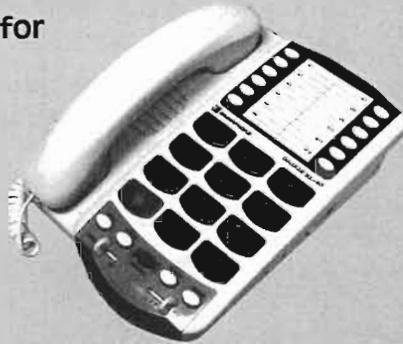
(ILA)  
standard telephone.  
and makes incoming  
qualification.

# LET FREEDOM

## Specialized Telephones (Category A)

### Volume Control Phone for the Hearing Impaired (VCPH) 40 dB

- Makes incoming speech clearer.
- Includes a volume control adjustment.
- Ring volume up to 95 dB.



### Text Telephone (TTY), also known as a Telecommunications Device for the Deaf (TDD)

- Used to type a message to another TTY user or a person using a standard telephone through the relay service.
- Built-in ring flasher that lights up when the phone rings.



### Voice Carry-Over/Hearing Carry-Over/Text Telephone (VCO/HCO/TTY)

- Used as a standard telephone, VCO, HCO, or TTY.
- Allows you to listen to the caller and type a reply on the telephone keypad.

### Voice Carry-Over Telephone (VCO) 30 dB

- Allows a person to receive a text message through a relay service and verbally reply to the caller with his or her own voice.
- Ring volume up to 85 dB.



### Volume Control Phone for the Speech Impaired (VCPS) 18 dB

- Provides more volume when speaking.
- Ring volume up to 75 dB.



### In-Line Amplifier

- Connects to a standard telephone.
- Increases the volume of speech clearer.
- Provides more amplification.

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Florida Relay provee una conexión a la comunicación entre la gente que utiliza teléfonos comunes y la gente que utiliza teléfonos con texto (TTY) u otros servicios de telecomunicaciones. Florida Relay provee acceso las 24 horas, 365 días al año. Llame al número listado abajo y un operador del Florida Relay (OPR) retransmitirá su llamada sin restricciones de número de llamadas ni duración.

**Números de acceso gratis**

Marque **711** para usar el Relay dondequiera o, siga usando:

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

**1-800-955-8770 (Voz)**

**Relay Servicio al Cliente**

**1-800-676-3777 (Inglés)**

**1-800-676-4290 (Español)**

 **Florida  
Telecommunications  
FTRI Relay, Inc.**

... la tienda de la independencia a sólo un paso

**El Programa de Distribución de Equipo FTRI**

El tiene contratos con organizaciones sin fines de lucro a través del Estado de la Florida para ser Centros de Distribución Regionales (RDC en inglés) o Agencias de Entrenamiento (TA en inglés), para satisfacer las necesidades de los residentes con impedimentos de la escucha y el habla. Para información, llame a los números de FTRI:

**1-800-222-3448 (Voz)**

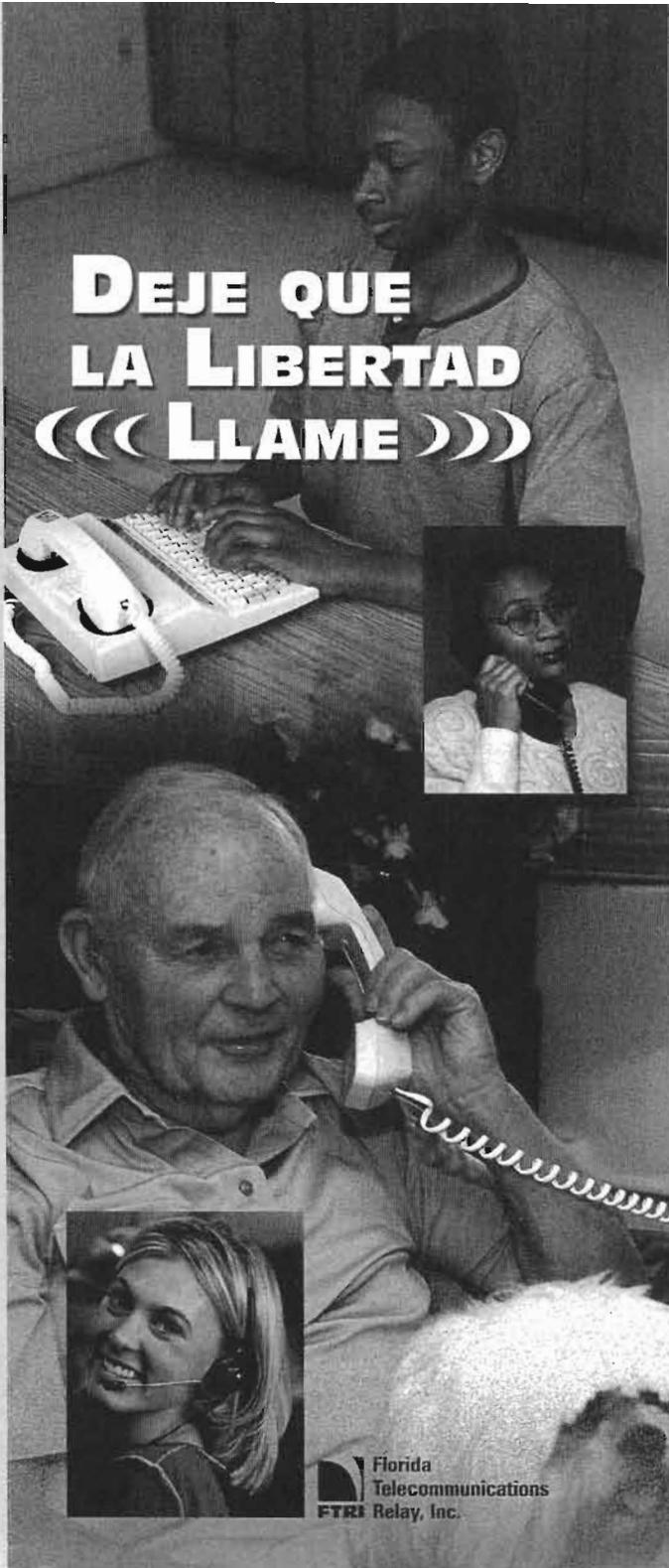
**1-888-447-5620 (TTY)**

**Lunes a Viernes, 8:30 a.m.-5:00 p.m.**

**Florida Telecommunications Relay, Inc.**  
1820 E. Park Ave., Suite 101  
Tallahassee, FL 32301  
Teléfono del Trabajo: 1-888-292-1950  
Facsímil: (850) 656-6099  
Sitio Electrónico: [www.ftri.org](http://www.ftri.org)

5/02

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**U**sted puede tener más independencia con los equipos de comunicación ofrecidos por Florida Telecommunications Relay, Inc. (FTRI). Nosotros distribuimos un equipo especializado para los residentes de la Florida que sufren de sordera, tienen impedimentos al escuchar, sufren sordera/ceguera y para los que poseen impedimentos del habla. Al utilizar nuestro equipo, usted puede hacer su llamada telefónica cuando lo desee. Si usted califica, el equipo se le puede prestar **sin costo alguno**. El equipo se ha costeado por medio de una orden especial bajo el Acta de Sistemas de Acceso de Telecomunicaciones. Esta acta establece que el programa especializado de equipo y FTRI sean costeados por un recargo a todos los clientes telefónicos de la Florida.

### *Calificar es un proceso sencillo.*

#### *Sólo llene estos requisitos de elegibilidad:*

- Ser un residente de la Florida.
- Tener tres años de edad o más para recibir el teléfono con control de volúmen para las personas con impedimentos del oído (VCPH), amplificadora en línea (ILA), señalador de timbre audible (ARS), o señalador de timbre visual (VRS).
- Tener cinco años de edad o más para recibir un teléfono con texto (TTY), pantalla visual grande (LVD), o Braille TTY y señalador de timbre táctil (TRS).
- Poseer una certificación con una de las siguientes impedimentos:
  - Sordera: Debe pérdida total de la escucha y serle imposible reconocer sonidos del habla durante una conversación telefónica sin un amplificador.
  - Dificultad para escuchar: Debe una pérdida permanente de la capacidad auditiva a tal grado que usted necesita de amplificadores durante conversaciones telefónicas.
  - Sordera/Ceguera: Debe ser ciego y sordo o tener impedimentos permanentes de la capacidad auditiva y la vista.
  - Impedimentos del habla: Debe un impedimento permanente del habla que por tanto, usted no puede utilizar el teléfono.

 **Florida  
Telecommunications  
FTRI Relay, Inc.**

*¿Usted tiene amigos que  
necesiten equipo de  
telecomunicaciones  
especializado? Comparta  
este folleto con ellos.*

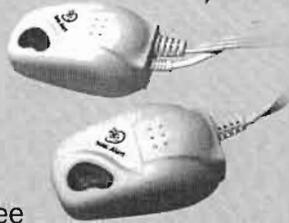
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**GRATIS**  
para residentes  
que califiquen

## Timbres de Señales Especiales (Categoría B)

### Señalador de timbre visual (VRS)

- Se conecta a una lámpara.
- Hace que la lámpara parpadee cuando el teléfono suena.
- Tiene un receptor remoto que permite que la lámpara parpadee en otras habitaciones.



### Señalador de timbre audible (ARS) 95 dB

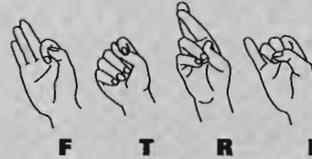
- Se conecta a un interruptor lejos del teléfono.
- O directamente en el teléfono.
- Se activa cuando el teléfono suena y le permite ajustar el tono y el volumen.

### Señalador de timbre táctil (TRS)

- Disponible para las personas que tienen impedimentos auditivos y visuales.
- Vibra cuando el teléfono suena.\*



*¿Conoce a alguien  
que podría usar un  
teléfono especializado?  
Comparta esta  
información con ellos.*



**F T R I**  
Florida Telecommunications Relay, Inc.  
1820 E. Park Ave., Suite 101  
Tallahassee, FL 32301  
1-800-222-3448 (Voz)  
1-888-447-5620 (TTY)  
Sitio Electrónico: [www.ftri.org](http://www.ftri.org)  
Teléfono del Trabajo: 1-888-292-1950

*Para solicitar material  
impreso y presentaciones de  
alcance público, llame a FTRI  
al 1-866-357-3529.*

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## Teléfonos Especializados (Categoría A)

**Teléfono con control del volumen para personas con impedimentos de la audición (VCPH) 40 dB**

- Hace que la comunicación sea más clara.
- Incluye un control de volumen y ajustador.
- Volumen de timbre hasta 95 dB.



**Teléfono con voz propia/oído propio y texto (VCO/HCO/TTY)**

- Se utiliza como un teléfono común, VCO, HCO, o TTY.
- Le permite escuchar al que le llama y escribir una respuesta en el teclado del teléfono.



**Teléfono con voz propia (VCO) 30 dB**

- Permite que la persona reciba un mensaje escrito por medio de un servicio de transmisión y puede responder verbalmente a quien lo ha llamado con su propia voz.
- Volumen de timbre hasta 85 dB.



**Teléfono de texto (TTY), también conocido como aparato de telecomunicaciones para sordos**

- Utilizado para escribir un mensaje a otro usuario del TTY o a otra persona que utilice un teléfono de servicio estándar por medio del servicio de relay.
- Tiene una luz parpadeante incorporada que se enciende cuando el teléfono suena.
- También está disponible para las personas que son sordas/ciegas.\*
  - Pantalla visual grande (LVD) hace que el mensaje se lea fácilmente; las letras agrandan una pulgada y media en la pantalla.
  - El TTY Braille tiene un teclado de Braille reemplazable.\*

**Teléfono con control de volumen para personas con impedimentos del habla (VCPS) 18 dB**

- Provee más volumen cuando usted habla.
- Un volumen de timbre hasta 75 dB.



**Amplificador de voz**

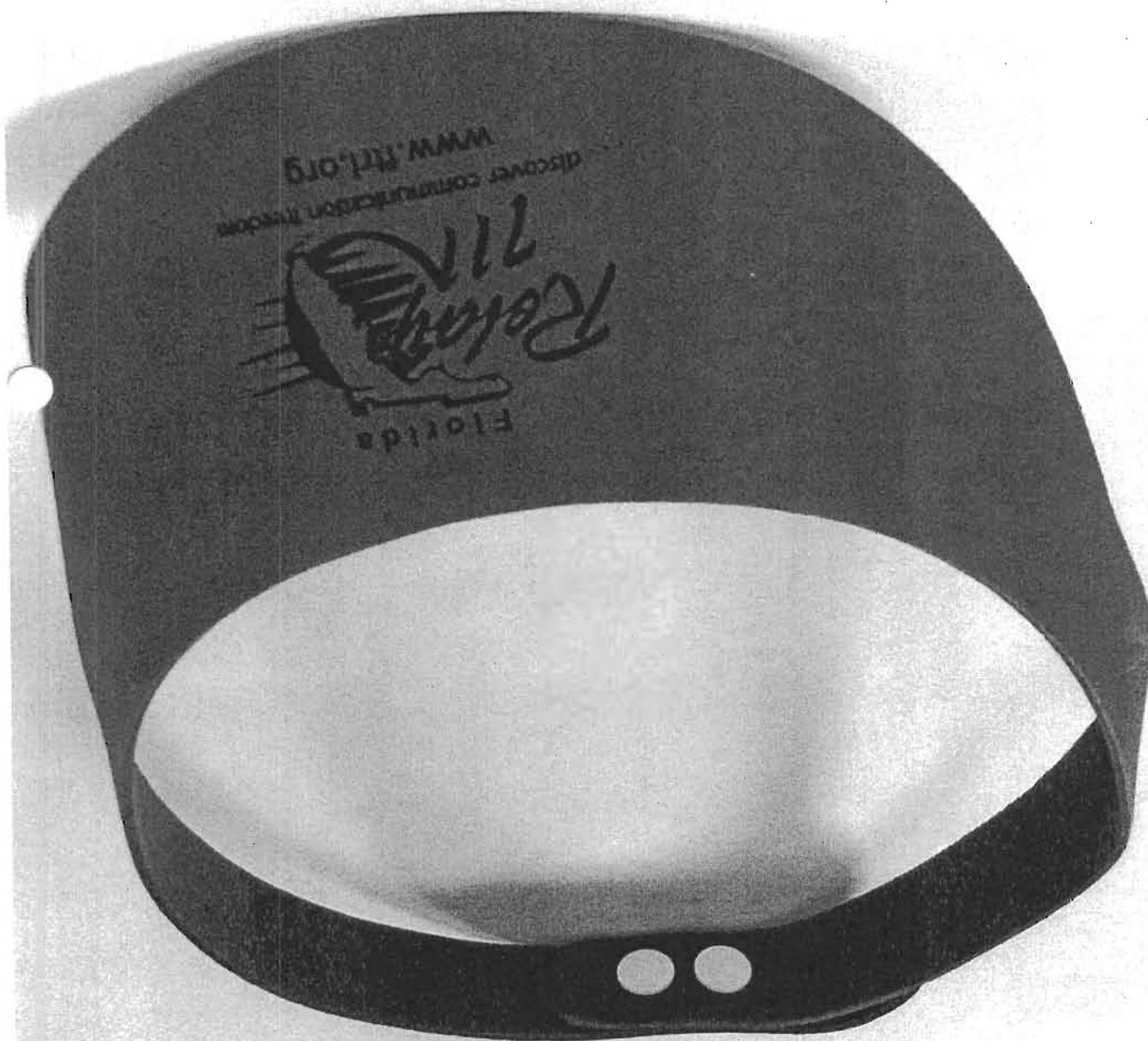
- Se conecta a un teléfono.
- Aumenta el volumen del mensaje recibido.
- Provee más amplificación.



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## **Appendix J – Florida Statute Establishing TRS Program**

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**427.701** Title.—This part may be cited as the “Telecommunications Access System Act of 1991.”  
History.—s. 1, ch. 91-111.

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### **427.702 Findings, purpose, and legislative intent.—**

(1) The Legislature finds and declares that:

(a) Telecommunications services provide a rapid and essential communications link among the general public and with essential offices and organizations such as police, fire, and medical facilities.

(b) All persons should have basic telecommunications services available to them at reasonable and affordable costs.

(c) A significant portion of Florida's hearing impaired and speech impaired populations has profound disabilities, including dual sensory impairments, which render normal telephone equipment useless without additional specialized telecommunications devices, many of which cost several hundred dollars.

(d) The telecommunications system is intended to provide access to a basic communications network between all persons, and that many persons who have a hearing impairment or speech impairment currently have no access to the basic telecommunications system.

(e) Persons who do not have a hearing impairment or speech impairment are generally excluded from access to the basic telecommunications system to communicate with persons who have a hearing impairment or speech impairment without the use of specialized telecommunications devices.

(f) There exists a need for a telecommunications relay system whereby the cost for access to basic telecommunications services for persons who have a hearing impairment or speech impairment is no greater than the amount paid by other telecommunications customers.

(g) The Federal Government, in order to carry out the purposes established by Title II of the Communications Act of 1934, as amended, by the enactment of the Americans with Disabilities Act, endeavored to ensure that interstate and intrastate telecommunications relay services are available, to the extent possible and in the most efficient manner, to hearing impaired and speech impaired persons in the United States.

(h) Title IV of the Americans with Disabilities Act mandates that the telecommunications companies providing telephone services within the state shall provide telecommunications relay services on or before July 25, 1993, to persons who are hearing impaired or speech impaired within their certificated territories in a manner that meets or exceeds the requirements of regulations to be prescribed by the Federal Communications Commission.

(2) It is the declared purpose of this part to establish a system whereby the citizens of Florida who are hearing impaired, speech impaired, or dual sensory impaired have access to basic telecommunications services at a cost no greater than that paid by other telecommunications services customers, and whereby the cost of specialized telecommunications equipment necessary to ensure that citizens who are hearing impaired, speech impaired, or dual sensory impaired have access to basic

telecommunications services and the provision of telecommunications relay service is borne by all the telecommunications customers of the state.

(3) It is the intent of the Legislature:

(a) That a telecommunications access system be established to provide equitable basic access to the telecommunications network for persons who are hearing impaired, speech impaired, or dual sensory impaired.

(b) That the telecommunications access system includes a telecommunications relay service system that meets or exceeds the certification requirements of the Federal Communications Commission.

(c) That the telecommunications access system includes the distribution of telecommunications devices for the deaf that are compatible with the telecommunications relay service system and has the capability of incorporating new technologies as they develop.

(d) That the telecommunications access system includes the distribution of specialized telecommunications devices necessary for hearing impaired, speech impaired, or dual sensory impaired persons to access basic telecommunications services.

(e) That the telecommunications access system ensures that users of the telecommunications relay service system pay rates no greater than the rates paid for functionally equivalent voice communications services.

(f) That the telecommunications access system be as cost efficient as possible without diminishing the effectiveness or the quality of the system.

(g) That the telecommunications access system uses state-of-the-art technology for specialized telecommunications devices and the telecommunications relay service and encourages the incorporation of new developments in technology, to the extent that it has demonstrated benefits consistent with the intent of this act and is in the best interest of the citizens of this state.

(h) That the value of the involvement of persons who have hearing or speech impairments, and organizations representing or serving those persons, be recognized and such persons and organizations be involved throughout the development, establishment, and implementation of the telecommunications access system through participation on the advisory committee as provided in s. [427.706](#).

(i) That the total cost of providing telecommunications relay services and distributing specialized telecommunications devices be spread equitably among and collected from customers of all local exchange telecommunications companies.

History.—s. 1, ch. 91-111.

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### **427.703 Definitions.**—As used in this part:

(1) “Administrator” means a corporation not for profit incorporated pursuant to the provisions of chapter 617 and designated by the Florida Public Service Commission to administer the telecommunications relay service system and the distribution of specialized telecommunications devices pursuant to the provisions of this act and rules and regulations established by the commission.

(2) “Commission” means the Florida Public Service Commission.

(3) “Deaf” means having a permanent hearing impairment and being unable to discriminate speech sounds in verbal communication, with or without the assistance of amplification devices.

(4) “Dual sensory impaired” means having both a permanent hearing impairment and a permanent visual impairment and includes deaf/blindness.

(5) “Hard of hearing” means having a permanent hearing impairment which is severe enough to necessitate the use of amplification devices to discriminate speech sounds in verbal communication.

(6) “Hearing impaired” or “having a hearing impairment” means deaf or hard of hearing and, for purposes of this part, includes being dual sensory impaired.

(7) “Local exchange telecommunications company” means a telecommunications company certificated by the commission to provide telecommunications services within a specific geographic area.

(8) “Operating fund” means the fund established, invested, managed, and maintained by the administrator for the exclusive purpose of implementing and administering the provisions of this act pursuant to commission rules and regulations.

(9) “Ring signaling device” means a mechanism, such as a flashing light, which visually indicates that a communication is being received through a telephone line. This term also means a mechanism such as an adjustable volume ringer and buzzer which audibly and loudly indicates an incoming telephone communication.

(10) “Speech impaired” or “having a speech impairment” means having a permanent loss of verbal communication ability which prohibits normal usage of a standard telephone handset.

(11) “Specialized telecommunications device” means a TDD, a volume control handset, a ring signaling device, or any other customer premises telecommunications equipment specifically designed or used to provide basic access to telecommunications services for a hearing impaired, speech impaired, or dual sensory impaired person.

(12) “Surcharge” means an additional charge which is to be paid by local exchange telecommunications company subscribers pursuant to the cost recovery mechanism established under s. 427.704(4) in order to implement the system described herein.

(13) "Telecommunications company" includes every corporation, partnership, and person and their lessees, trustees, or receivers appointed by any court whatsoever, and every political subdivision of the state, offering two-way telecommunications service to the public for hire within this state by the use of a telecommunications facility. The term "telecommunications company" does not include an entity which provides a telecommunications facility exclusively to a certificated telecommunications company, or a specialized mobile radio service operator, a private radio carrier, a radio common carrier, a cellular radio telecommunications carrier, or a cable television company providing cable service as defined in 47 U.S.C. s. 522.

(14) "Telecommunications device for the deaf" or "TDD" means a mechanism which is connected to a standard telephone line, operated by means of a keyboard, and used to transmit or receive signals through telephone lines.

(15) "Telecommunications facility" includes real estate, easements, apparatus, property, and routes used and operated to provide two-way telecommunications service to the public for hire within this state.

(16) "Telecommunications relay service" means any telecommunications transmission service that allows a person who is hearing impaired or speech impaired to communicate by wire or radio in a manner that is functionally equivalent to the ability of a person who is not hearing impaired or speech impaired. Such term includes any service that enables two-way communication between a person who uses a telecommunications device or other nonvoice terminal device and a person who does not use such a device.

(17) "Volume control handset" means a telephone which has an adjustable control for increasing the volume of the sound being produced by the telephone receiving unit or by the telephone transmitting unit.

History.—s. 1, ch. 91-111.

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### **427.704 Powers and duties of the commission.—**

(1) The commission shall establish, implement, promote, and oversee the administration of a statewide telecommunications access system to provide access to telecommunications relay services by persons who are hearing impaired or speech impaired, or others who communicate with them. The telecommunications access system shall provide for the purchase and distribution of specialized telecommunications devices and the establishment of statewide single provider telecommunications relay service system which operates continuously. To provide telecommunications relay services and distribute specialized telecommunication devices to persons who are hearing impaired or speech impaired, at a reasonable cost the commission shall:

(a) Investigate, conduct public hearings, and solicit the advice and counsel of the advisory committee established pursuant to s. [427.706](#) to determine the most cost-effective method for providing telecommunications relay service and distributing specialized telecommunications devices.

(b) Ensure that users of the telecommunications relay service system pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as duration of the call, time of day, and distance from the point of origination to the point of termination.

(c) Ensure that the telecommunications access system protects the privacy of persons to whom services are provided and that all operators maintain the confidentiality of all relay service messages.

(d) Ensure that the telecommunications relay service system complies with regulations adopted by the Federal Communications Commission to implement Title IV of the Americans with Disabilities Act.

(2) The commission shall designate as the administrator of the telecommunications access system a corporation not for profit organized for such purposes and incorporated pursuant to chapter 617. For the purposes of this part, the commission may order telecommunications companies to form such a corporation not for profit.

(3)(a) The commission shall select the provider of the telecommunications relay service pursuant to procedures established by the commission. In selecting the service provider, the commission shall take into consideration the cost of providing the relay service and the interests of the hearing impaired and speech impaired community in having access to a high-quality and technologically advanced telecommunications system. The commission shall award the contract to the bidder whose proposal is the most advantageous to the state, taking into consideration the following:

1. The appropriateness and accessibility of the proposed telecommunications relay service for the citizens of the state, including persons who are hearing impaired or speech impaired.
2. The overall quality of the proposed telecommunications relay service.
3. The charges for the proposed telecommunications relay service system.

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### **427.705 Administration of the telecommunications access system.—**

(1) Consistent with the provisions of this act and rules and regulations established by the commission, the administrator shall:

(a) Purchase, store, distribute, and maintain specialized telecommunications devices, either directly or through contract with third parties, or a combination thereof.

(b) Administer advertising and outreach services as required by the commission, either directly or through contract with third parties, or a combination thereof.

(c) Administer training services for recipients of specialized telecommunications devices and for telecommunications relay service users as directed by the commission through contract with third parties.

(d) Establish and maintain an operational fund with appropriate financial institutions regulated under state or federal law, and receive moneys from the local exchange telecommunications companies and deposit such moneys in the operational fund.

(e) Develop, test, and implement an accounting system and internal controls and procedures to receive, safeguard, and disperse moneys in the operational fund as directed by the commission.

(f) Develop and implement procedures for an independent audit and for compliance with commission reporting requirements, as directed by the commission.

(g) Administer and control the award of money to all parties incurring costs in implementing and maintaining the telecommunications access system, equipment, and technical support services in accordance with the provisions of this act.

(2) The administrator shall be audited annually by an independent auditing firm to assure proper management of any revenues it receives and disburses. The administrator's books and records shall be open to the commission and to the Auditor General for review upon request. The commission shall have the authority to establish fiscal and operational requirements for the administrator to follow in order to ensure that the administrative costs of the system are reasonable.

(3) The administrator may apply to the commission for an adjustment in the amount of the monthly surcharge that a local exchange telecommunications company must impose on its customers. Prior to applying to the commission for such an adjustment, the commission may require the administrator to employ an independent accounting firm to perform an audit of the accounts of the administrator and the service providers relevant to the surcharge and file a report with the commission.

(4) In contracting for the provision of distribution of specialized telecommunications devices, outreach services, and training of recipients, the administrator shall consider contracting with organizations that provide services to persons who are hearing impaired or speech impaired.

(5) The administrator shall provide for the distribution of specialized telecommunications devices to persons qualified to receive such equipment in accordance with the provisions of this act. The administrator shall establish procedures for the distribution of specialized telecommunications devices and shall solicit the advice and counsel and consider the recommendations of the advisory committee in establishing such procedures. The procedures shall:

(a) Provide for certification of persons as hearing impaired, speech impaired, or dual sensory impaired. Such certification process shall include a statement attesting to such impairment by a licensed physician, audiologist, speech-language pathologist, hearing aid specialist, or deaf service center director; by a state-certified teacher of the hearing impaired; by a state-certified teacher of the visually impaired; or by an appropriate state or federal agency. The licensed physician, audiologist, speech-language pathologist, hearing aid specialist, state-certified teacher of the hearing impaired, or state-certified teacher of the visually impaired providing statements which attest to such impairments shall work within their individual scopes of practice according to their education and training. The deaf service center directors and appropriate state and federal agencies shall attest to such impairments as provided for in the procedures developed by the administrator.

(b) Establish characteristics and performance standards for specialized telecommunications devices determined to be necessary, and for the selection of equipment to be purchased for distribution to qualified recipients. The characteristics and standards shall be modified as advances in equipment technology render such standards inapplicable.

(c) Provide for the administrator to apply for, contract for, receive, and expend for the purposes of this part any appropriation, grant, gift, or donation from the Federal Government or any other public or private source.

(d) Require the administrator to purchase the equipment required by this part on a competitively bid basis, so that the best value per unit may be obtained on the equipment selected for purchase, unless the equipment is available from only one source, or the total amount of the subject transaction does not exceed \$5,000.

(6) All names, addresses, and telephone numbers provided to the Florida Public Service Commission or administrator by applicants for specialized telecommunications devices are confidential and exempt from the provisions of s. 119.07(1). The information shall be released to contractors only to the extent necessary for assignment and shipment of equipment, for provision of training in the use of equipment, and for inventory reconciliation purposes. Neither the administrator or any contractor shall release this information nor use it for any other purpose.

(7) The administrator shall assume responsibility for distribution of specialized telecommunications devices.

(8) The administrator shall submit financial statements to the commission quarterly, in the manner prescribed by the commission.

History.—s. 1, ch. 91-111; s. 1, ch. 92-2; s. 278, ch. 96-406; s. 52, ch. 99-5; s. 12, ch. 2000-334.

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### **427.706 Advisory committee.—**

(1) The commission shall appoint an advisory committee to assist the commission with the implementation of the provisions of this part. The committee shall be composed of no more than 10 persons and shall include, to the extent practicable, the following:

- (a) Two deaf persons recommended by the Florida Association of the Deaf.
- (b) One hearing impaired person recommended by Self-Help for the Hard of Hearing.
- (c) One deaf and blind person recommended by the Coalition for Persons with Dual Sensory

Disabilities.

(d) One speech impaired person recommended by the Florida Language Speech and Hearing Association.

(e) Two representatives of telecommunications companies.

(f) One person with experience in providing relay services recommended by the Deaf Service Center Association.

(g) One person recommended by the Advocacy Center for Persons with Disabilities, Inc.

(h) One person recommended by the Florida League of Seniors.

(2) The advisory committee shall provide the expertise, experience, and perspective of persons who are hearing impaired or speech impaired to the commission and to the administrator during all phases of the development and operation of the telecommunications access system. The advisory committee shall advise the commission and the administrator on the quality and cost-effectiveness of the telecommunications relay service and the specialized telecommunications devices distribution system. The advisory committee may submit material for inclusion in the annual report prepared pursuant to s. 427.704.

(3) Members of the committee shall not be compensated for their services but are entitled to receive reimbursement for per diem and travel expenses as provided in s. 112.061. The commission shall use funds from the Florida Public Service Regulatory Trust Fund to cover the costs incurred by members of the advisory committee.

**History.**—s. 1, ch. 91-111; s. 45, ch. 94-324; s. 18, ch. 95-327; s. 140, ch. 2010-102; s. 4, ch. 2012-177.

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**427.707 Exemption from liability.**—Neither the commission, the administrator, the provider of the telecommunications relay service, nor any agent, employee, representative, or officer of the foregoing shall be liable for any claims, actions, damages, or causes of action arising out of or resulting from the establishment, participation in, or operation of the telecommunications relay service, except where there is malicious purpose or wanton and willful disregard of human rights, safety, or property in the establishment, participation in, or operation of the telecommunications relay service.

**History.**—s. 1, ch. 91-111.

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### **427.708** Certain public safety and health care providers required to purchase and operate TDD's.—

(1) The central communications office of each county sheriff's department shall purchase and continually operate at least one TDD.

(2)(a) The central communications office of each police department and each firefighting agency in a municipality with a population of 25,000 to 250,000 shall purchase and continually operate at least one TDD.

(b) The central communications office of each police department and each firefighting agency in a municipality with a population exceeding 250,000 persons shall purchase and continually operate at least two TDD's.

(3) Each hospital as defined in s. [395.002](#) shall purchase and continually operate at least one TDD.

(4) Each emergency telephone number "911" system, as provided in s. [365.171](#), and each agency receiving automatically routed calls through such a system shall purchase and continually operate at least one TDD.

(5) Each public safety office, health care provider, and emergency telephone number "911" system required to obtain a TDD pursuant to this section shall continuously operate and staff such equipment on a 24-hour basis.

(6) Each office or organization required to purchase TDD's pursuant to this section shall buy such equipment which meets the same specifications as those selected by the commission.

(7) Each office or organization required to operate TDD's pursuant to this section shall utilize equipment in accordance with standards established by the commission.

**History.**—s. 1, ch. 91-111; s. 80, ch. 92-289; s. 46, ch. 94-324; s. 19, ch. 95-327.