The Status of the
Telecommunications Access System Act of 1991

DECEMBER 2017

PREPARED BY
The Florida Public Service Commission
Office of Industry Development & Market Analysis
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I. Overview

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

It is estimated that approximately 2.5 million of the estimated 21 million persons living in Florida have been diagnosed as having a hearing loss.¹ To meet the needs of these individuals, the state legislature established a statewide telecommunications access system. The purpose of this system is to provide equitable basic access to the telecommunications network for individuals who are deaf, hard of hearing, deaf-blind, or speech impaired.

Pursuant to TASA, the Commission is responsible for establishing, implementing, promoting, and overseeing the administration of a statewide telecommunications access system. To that end, the FPSC directed the local exchange companies (LECs) to form a not-for-profit corporation, known as Florida Telecommunications Relay, Inc. (FTRI). Under the FPSC’s oversight, FTRI fulfills some of the requirements of TASA by providing for the distribution of specialized equipment required for telecommunications services to the deaf, hard of hearing, deaf-blind, or speech impaired. FTRI also performs outreach to increase consumer awareness of both FTRI’s programs and the relay system. FTRI and its 23 regional distribution centers conducted 1,410 outreach activities during the last fiscal year.

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

¹ 2015 Florida Coordinating Council for the Deaf and Hard of Hearing Biennial Report to Governor Rick Scott, the Florida Legislature & the Supreme Court.
The figures below provide a statistical summary of the status of the Telecommunications Access System. Figure 1 shows the Florida relay revenues and expenses for the 2016-2017 fiscal year.

**Figure 1**

**FTRI Financial Report**

<table>
<thead>
<tr>
<th>Account</th>
<th>7/01/16 – 6/30/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Revenue</td>
<td>$7,144,509</td>
</tr>
<tr>
<td>Relay Services Expense</td>
<td>2,764,571</td>
</tr>
<tr>
<td>Equipment and Repair Expense</td>
<td>1,305,755</td>
</tr>
<tr>
<td>Equipment Distribution Expense</td>
<td>790,668</td>
</tr>
<tr>
<td>Outreach Expense</td>
<td>574,053</td>
</tr>
<tr>
<td>Administrative Expense</td>
<td>930,659</td>
</tr>
<tr>
<td><strong>Revenue Less Expenses</strong></td>
<td><strong>778,803</strong></td>
</tr>
</tbody>
</table>


FTRI distributed 19,715 pieces of relay equipment for fiscal year 2016-2017. Figure 2 shows the number of pieces of relay equipment distributed from fiscal year ending June 30, 2008 through fiscal year ending June 30, 2017. The single piece of equipment that is predominantly distributed by FTRI is the volume control telephone for the hard of hearing.

**Figure 2**

**FTRI Equipment Distribution History by Fiscal Year**

Figure 3 reflects the number of new recipients receiving equipment and training for the 2016-2017 fiscal year. The number of new recipients is lower than the number of pieces of distributed new equipment referenced in Figure 2 because a significant number of recipients received more than one piece of equipment. In most circumstances, clients are allowed to have two pieces of equipment on loan through the program.

![Figure 3](image)

<table>
<thead>
<tr>
<th>Type of Recipient</th>
<th>New Recipients 7/01/16–6/30/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deaf</td>
<td>25</td>
</tr>
<tr>
<td>Hard of Hearing</td>
<td>10,932</td>
</tr>
<tr>
<td>Speech Challenged</td>
<td>67</td>
</tr>
<tr>
<td>Dual Sensory</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>11,024</strong></td>
</tr>
</tbody>
</table>


Figure 4 reflects the number of persons served each fiscal year by FTRI from 2007-2008 through 2016-2017.

![Figure 4](image)

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>New</th>
<th>Modified</th>
<th>Exchange</th>
<th>Return</th>
<th>Follow-Up</th>
<th>Customer Calls</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007-2008</td>
<td>17,428</td>
<td>1,932</td>
<td>15,087</td>
<td>4,531</td>
<td>1,264</td>
<td>19,659</td>
<td>59,901</td>
</tr>
<tr>
<td>2008-2009</td>
<td>17,170</td>
<td>952</td>
<td>14,918</td>
<td>4,399</td>
<td>691</td>
<td>21,446</td>
<td>59,576</td>
</tr>
<tr>
<td>2009-2010</td>
<td>18,190</td>
<td>1,170</td>
<td>16,658</td>
<td>4,503</td>
<td>667</td>
<td>20,001</td>
<td>61,189</td>
</tr>
<tr>
<td>2010-2011</td>
<td>24,299</td>
<td>734</td>
<td>20,492</td>
<td>5,593</td>
<td>999</td>
<td>16,252</td>
<td>68,369</td>
</tr>
<tr>
<td>2011-2012</td>
<td>19,287</td>
<td>576</td>
<td>16,988</td>
<td>5,462</td>
<td>866</td>
<td>19,464</td>
<td>62,643</td>
</tr>
<tr>
<td>2012-2013</td>
<td>15,078</td>
<td>474</td>
<td>14,519</td>
<td>5,399</td>
<td>985</td>
<td>23,495</td>
<td>59,950</td>
</tr>
<tr>
<td>2013-2014</td>
<td>13,671</td>
<td>486</td>
<td>12,787</td>
<td>5,315</td>
<td>963</td>
<td>29,467</td>
<td>62,689</td>
</tr>
<tr>
<td>2015-2016</td>
<td>12,620</td>
<td>231</td>
<td>10,700</td>
<td>4,685</td>
<td>665</td>
<td>27,751</td>
<td>56,652</td>
</tr>
<tr>
<td>2016-2017</td>
<td>11,024</td>
<td>192</td>
<td>8,110</td>
<td>3,911</td>
<td>768</td>
<td>24,933</td>
<td>48,938</td>
</tr>
</tbody>
</table>

The TASA surcharge for fiscal year 2017-2018 is currently 10 cents per month. Figure 5 provides a historical view of the TASA surcharge collected monthly from each LEC basic telecommunications access line since July 1, 1999.

Figure 5
TASA Surcharge History

Additional financial and statistical information is contained in the appendices to this report. Appendix A provides the approved budget and actual expenses for FTRI for fiscal year 2016-2017 and the approved budget for fiscal year 2017-2018. Appendix B is FTRI’s annual report to the Commission that contains information on the equipment distribution program and audited financial statements for FTRI. Appendix C contains usage information on the various relay services compiled from Sprint Communications Company, L.P. (Sprint) monthly reports.

II. State Level Developments

Telecommunications Relay Service (TRS) was created by Title IV of the Americans with Disabilities Act of 1990 to enable an individual with a hearing or speech disability to communicate by telephone or other device through the telephone system. Section 427.704, F.S., charges the Commission with overseeing the administration of the statewide telecommunications access system to provide access to TRS.

A. FTRI Budget and Annual Surcharge Established

On March 1, 2017, FTRI filed its proposed budget for Fiscal Year 2017-2018 for FPSC consideration in Docket No. 20140029-TP. On September 7, 2017, the FPSC confirmed its decision made at the July 13, 2017 Commission Agenda Conference establishing FTRI’s 2017-2018 budget and reducing the relay surcharge. Specifically, the FPSC:

- Reduced the monthly TRS surcharge by one penny to $0.10 per month for Fiscal Year 2017-2018, effective October 1, 2017 and required the incumbent local exchange companies, competitive local exchange companies, and shared tenant providers to bill the reduced surcharge.  

- Ordered FTRI to reduce its proposed budget by $117,954.

- Ordered FTRI to require detailed, itemized bills from its legal counsel.

- Ordered FTRI to conduct in-house analyses for Insurance-Health/Life/Disability and Retirement expenses and required FTRI to provide the results of its analysis to Commission staff by January 31, 2018.

B. Relay Service Provider

The current Sprint Relay Contract expires February 28, 2018. On May 11, 2017, the FPSC released a Request for Proposals (RFP) to provide relay service in Florida beginning March 1, 2018. On September 7, 2017, after proposals were submitted and evaluated, the FPSC awarded the new relay provider contract to Sprint for a period of three years. The contract contains options to extend the contract for four additional one-year periods, and requires mutual consent by both parties to extend the contract.

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2 Order No. PSC-2017-0292-PAA-TP and Order No. PSC-2017-0347-FOF-TP.
III. Federal Level Developments
Chapter 427, F.S., requires the Florida TRS to be compliant with regulations adopted by the Federal Communications Commission (FCC) to implement Title IV of the Americans with Disabilities Act. The FCC mandates the minimum requirements for services a state must provide, certifies each state program, and periodically proposes changes in the stipulated services.

A. Compensation Rates
On July 26, 1993, the FCC established the interstate Telecommunications Relay Service Fund (TRS Fund). The interstate TRS Fund compensates TRS providers for reasonable costs of providing interstate TRS. On June 30, 2017, the FCC’s Consumer and Governmental Affairs Bureau adopted per-minute compensation rates to be paid from the interstate TRS Fund for the year beginning July 1, 2017, for all telecommunications relay services. The order also determines the percentage factor used to calculate how much interstate and international revenue telecommunications carriers and other covered service providers must contribute to the TRS Fund.

Based on recommendations from the Interstate TRS Fund Administrator, effective July 1, 2017, the per-minute compensation rates for interstate and Internet-based TRS became: (1) for interstate traditional TRS, $2.9186; (2) for interstate Speech-to-Speech (STS) relay service, $4.0496; (3) for interstate captioned telephone service (CTS) and Internet Protocol captioned telephone service (IP CTS), $1.9467; and (4) for IP Relay, $1.3350.\(^5\)

B. State Relay Certification
On July 19, 2017, the FCC informed states that current state relay certifications will expire on July 25, 2018. The FCC requested that renewal applications be filed no later than October 1, 2017, to give the FCC sufficient time to review and rule on the applications prior to expiration of the existing certifications. The FPSC filed Florida’s 2017 Recertification Application with the FCC on September 28, 2017.\(^6\)

The Consumer and Governmental Affairs Bureau released for public comment each application for renewal and will review each application to determine whether the state TRS program has sufficiently documented that it meets or exceeds all of the applicable operational, technical and functional mandatory minimum standards set forth in Section 64.604 of the FCC’s rules.

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IV. Distribution of Specialized Telecommunications Equipment

To be in compliance with Section 427.704(9), F.S., the Relay Administrator must file a report with the Commission by November 1 of each year and include the status of the distribution of specialized telecommunications devices. The Relay Administrator, which is presently FTRI, distributes specialized equipment required for telecommunications services to the deaf, hard of hearing, deaf-blind, or speech impaired. FTRI also performs outreach activities to increase consumer awareness of both FTRI’s programs and the relay system. FTRI and its 23 regional distribution centers conducted 1,410 outreach activities and signed up 8 new businesses as Relay Friendly Business Partners during the fiscal year.⁷

Figure 6 provides a listing of professionals involved with the certification of client applications for the 2016-2017 equipment distribution program, and Figure 7 identifies the types and quantity of equipment that were distributed to end-users for the last two fiscal years. FTRI, along with its regional distribution centers, loans this equipment to qualified deaf, hard of hearing, deaf-blind, or speech impaired individuals at no charge for as long as they need it. To receive this equipment, individuals must complete an FTRI application, have it signed by an approved certifier, and either mail it to FTRI or visit a regional distribution center in their area.

### Figure 6
2016-2017 Eligibility Certifiers

<table>
<thead>
<tr>
<th>Category of Certifier</th>
<th>Number of Approved Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deaf Service Center Director</td>
<td>7,649</td>
</tr>
<tr>
<td>Audiologist</td>
<td>1,900</td>
</tr>
<tr>
<td>Hearing Aid Specialist</td>
<td>1,125</td>
</tr>
<tr>
<td>Licensed Physician</td>
<td>299</td>
</tr>
<tr>
<td>State Certified Teacher</td>
<td>4</td>
</tr>
<tr>
<td>State Agency</td>
<td>0</td>
</tr>
<tr>
<td>Speech Pathologist</td>
<td>46</td>
</tr>
<tr>
<td>Federal Agency</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>11,024</strong></td>
</tr>
</tbody>
</table>


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⁷ Eight businesses signed up as “Relay Friendly” partners and were given access to training information designed to help businesses train employees on how to communicate via the Florida Relay Service with individuals who are deaf, hard of hearing, deaf-blind, or speech impaired.
### Figure 7
**Equipment Distributed by FTRI***

<table>
<thead>
<tr>
<th>Equipment Distributed by FTRI</th>
<th>Units Distributed 7/1/15 – 6/30/16</th>
<th>Units Distributed 7/1/16 – 6/30/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Volume Control Telephone for Hearing Impaired (VCP)</td>
<td>22,940</td>
<td>18,867</td>
</tr>
<tr>
<td>2. Audible Ring Signaler (ARS)</td>
<td>143</td>
<td>197</td>
</tr>
<tr>
<td>3. Visual Ring Signaler (VRS)</td>
<td>286</td>
<td>177</td>
</tr>
<tr>
<td>4. Telecommunications Device for the Deaf (TDD) or Teletype Device (TTY)</td>
<td>72</td>
<td>39</td>
</tr>
<tr>
<td>5. Caption Telephone (CapTel)</td>
<td>334</td>
<td>256</td>
</tr>
<tr>
<td>6. Other – Includes In-line amplifier, phones for the speech challenged, hearing carry-over phone, and voice-carry-over phone.</td>
<td>214</td>
<td>179</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>23,876</strong></td>
<td><strong>19,715</strong></td>
</tr>
</tbody>
</table>


*Margin of Error ± 1%*
V. Relay Calling Volume

Figure 8 reflects the traditional relay minutes of use and CapTel minutes of use for July 2016 and June 2017. Between July 2016 and June 2017, the total number of billable minutes of use for traditional relay calls were 1,028,234. Total CapTel minutes of use for this period were 1,001,659.

Traditional relay minutes of use and CapTel minutes of use are tracked separately due to the cost differential of the two services. While relay minutes currently have a cost of $1.09 per minute, CapTel service has a cost of $1.63 per minute because of its specialized service.

Figure 8
Traditional Relay and CapTel Service Minutes of Use

Source: July 2016 - June 2017 monthly bills from Sprint Relay.

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

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

<table>
<thead>
<tr>
<th>Recommending Organization</th>
<th>Name of Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>Florida Coordinating Council for the Deaf and Hard of Hearing and the</td>
<td>Chris Littlewood</td>
</tr>
<tr>
<td>Association for Late-Deafened Adults</td>
<td></td>
</tr>
<tr>
<td>Deaf and Hard of Hearing Services of the Treasure Coast, Inc.</td>
<td>Rick Kottler</td>
</tr>
<tr>
<td>Florida Deaf/Blind Association</td>
<td>Cheryl Rhodes</td>
</tr>
<tr>
<td>Florida Telecommunications Industry Association</td>
<td>Maryrose Sirianni</td>
</tr>
<tr>
<td>Florida Telecommunications Industry Association</td>
<td>Elizabeth Bradin</td>
</tr>
<tr>
<td>Florida Association of the Deaf, Inc.</td>
<td>Tom D’Angelo</td>
</tr>
<tr>
<td>Florida Association of the Deaf, Inc.</td>
<td>Tim Wata</td>
</tr>
</tbody>
</table>

Source: [http://www.floridapsc.com/Telecommunication/TASAAdvisoryCommittee](http://www.floridapsc.com/Telecommunication/TASAAdvisoryCommittee)

A. TASA Advisory Committee Meeting - April 26, 2017

At the April 26, 2017 meeting, the topics discussed included recent FCC and FPSC actions regarding relay service, FTRI’s fiscal year 2017-2018 proposed budget, Florida relay traffic trends, service quality testing, and CapTel service. Staff also informed the committee of the Commission’s plan to release the RFP to provide relay service, and requested input from committee members.

Included in FTRI’s presentation were details of its fiscal year 2017-2018 budget request. FTRI presented that its proposed budget included a recommendation to reduce the relay surcharge from 11 cents to 10 cents per access line, projected $6,224,425 in revenues, and $5,969,260 in expenses.
B. TASA Advisory Committee Meeting - October 31, 2017

The October 31, 2017 Advisory Committee meeting included an FPSC staff presentation on recent FCC and FPSC actions regarding relay service, a presentation by FTRI on its 2016-2017 Annual Report, and a presentation by Sprint.

FTRI’s Annual Report presentation included details on its operations, including client servicing, equipment distribution, and outreach activities. FTRI also provided information on the operations of contracted services through Regional Distribution Centers.

Sprint’s presentation included an update on its operations, including call volumes for TRS and CapTel. Sprint also provided an update on its preparation and response to Hurricane Irma.
VII. Conclusion

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

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

### FTRI Budget for 2016-2017 and 2017-2018 Fiscal Years

<table>
<thead>
<tr>
<th>Operating Revenue</th>
<th>Commission Approved Budget 2016-2017</th>
<th>Actual Revenue And Expenses 2016-2017</th>
<th>Commission Approved Budget 2017-2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surcharges</td>
<td>$7,297,393</td>
<td>7,095,414</td>
<td>6,273,379</td>
</tr>
<tr>
<td>Interest Income</td>
<td>34,188</td>
<td>49,095</td>
<td>53,849</td>
</tr>
<tr>
<td>NDBEDP</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Miscellaneous Income</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total Revenues</td>
<td>7,331,581</td>
<td>7,144,509</td>
<td>6,327,228</td>
</tr>
<tr>
<td>Surplus Account</td>
<td>15,983,096</td>
<td>17,422,494</td>
<td>17,337,883</td>
</tr>
<tr>
<td><strong>GRAND TOTAL FUNDS</strong></td>
<td>23,314,677</td>
<td>24,567,003</td>
<td>23,665,111</td>
</tr>
</tbody>
</table>

### CATEGORY I. Operating Expenses/ Relay Services

| Sprint                                  | 3,192,039                            | 2,764,571                            | 2,219,366                            |

### CATEGORY II. Equipment & Repairs

| VCPH cordless                           | 0                                    | 938,707                              | 0                                    |
| VCPS-RC200                              | 0                                    | 0                                    | 0                                    |
| Large Print TDDs                        | 0                                    | 0                                    | 0                                    |
| VCO/HCO – TDD                          | 1,533                                | 9,200                                | 4,600                                |
| VCO Telephone                          | 0                                    | 0                                    | 0                                    |
| Dual Sensory Equipment                  | 0                                    | 0                                    | 0                                    |
| CapTel Phone Equipment                  | 0                                    | 0                                    | 0                                    |
| VCP Hearing Impaired                    | 1,415,745                            | 237,809                              | 1,249,948                            |
| VCP Speech Impaired                     | 689                                  | 832                                  | 832                                  |
| TeliTalk Speech Aid                     | 7,200                                | 5,400                                | 9,000                                |
| Jupiter Speaker Phone                   | 0                                    | 0                                    | 0                                    |
| In-Line Amplifier                      | 0                                    | 300                                  | 300                                  |
| ARS/VRS Signaling Equipment            | 8,557                                | 10,809                               | 5,321                                |
| VCPH Accessories                       | 481                                  | 0                                    | 1,580                                |
| Telecom Equipment Repair                | 89,829                               | 60,998                               | 64,339                               |
| **TOTAL CATEGORY II**                  | 1,524,034                            | 1,305,755                            | 1,335,920                            |

### CATEGORY III. Equipment Distribution & Training

| Freight-Telecom Equipment              | 43,225                               | 38,756                               | 40,442                               |
| Regional Distribution Centers          | 910,059                              | 751,912                              | 732,996                              |
| Workshop Expense                       | 0                                    | 0                                    | 0                                    |
| Training Expense                       | 624                                  | 0                                    | 500                                  |
| **TOTAL CATEGORY III**                 | 953,908                              | 790,668                              | 773,938                              |

Appendix A
### CATEGORY IV. Outreach

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Outreach Expense</td>
<td>$574,626</td>
<td>574,053</td>
<td>558,976</td>
</tr>
<tr>
<td>TOTAL CATEGORY IV</td>
<td>574,626</td>
<td>574,053</td>
<td>558,976</td>
</tr>
</tbody>
</table>

### CATEGORY V. General & Administrative

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Advertising</td>
<td>1,340</td>
<td>1,458</td>
<td>658</td>
</tr>
<tr>
<td>Accounting/Auditing</td>
<td>26,140</td>
<td>21,228</td>
<td>20,533</td>
</tr>
<tr>
<td>Legal</td>
<td>71,400</td>
<td>72,000</td>
<td>36,000</td>
</tr>
<tr>
<td>Computer Consultation</td>
<td>7,187</td>
<td>9,426</td>
<td>5,580</td>
</tr>
<tr>
<td>Computer Software</td>
<td>0</td>
<td>2,575</td>
<td>0</td>
</tr>
<tr>
<td>Dues &amp; Subscriptions</td>
<td>3,439</td>
<td>1,539</td>
<td>1,655</td>
</tr>
<tr>
<td>Furniture and Equipment</td>
<td>4,507</td>
<td>172</td>
<td>6,667</td>
</tr>
<tr>
<td>Purchases</td>
<td>0</td>
<td>3,405</td>
<td>0</td>
</tr>
<tr>
<td>Office Equipment Lease</td>
<td>1,695</td>
<td>1,835</td>
<td>1,827</td>
</tr>
<tr>
<td>Insurance- Health/</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Life/Disability/Other</td>
<td>136,091</td>
<td>148,249</td>
<td>185,420</td>
</tr>
<tr>
<td>Office Expense</td>
<td>14,197</td>
<td>14,320</td>
<td>13,719</td>
</tr>
<tr>
<td>Postage</td>
<td>4,489</td>
<td>7,084</td>
<td>7,541</td>
</tr>
<tr>
<td>Printing</td>
<td>719</td>
<td>1,554</td>
<td>1,514</td>
</tr>
<tr>
<td>Rent</td>
<td>93,921</td>
<td>91,409</td>
<td>92,062</td>
</tr>
<tr>
<td>Utilities</td>
<td>5,065</td>
<td>5,134</td>
<td>5,297</td>
</tr>
<tr>
<td>Retirement</td>
<td>65,585</td>
<td>57,509</td>
<td>73,734</td>
</tr>
<tr>
<td>Employee Compensation</td>
<td>434,973</td>
<td>422,745</td>
<td>445,106</td>
</tr>
<tr>
<td>Temporary Staff</td>
<td>9,640</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Taxes-Payroll</td>
<td>33,275</td>
<td>33,991</td>
<td>30,091</td>
</tr>
<tr>
<td>Taxes-Unemployment Comp</td>
<td>2,012</td>
<td>0</td>
<td>1,725</td>
</tr>
<tr>
<td>Taxes-Licenses</td>
<td>0</td>
<td>0</td>
<td>61</td>
</tr>
<tr>
<td>Telephone</td>
<td>15,595</td>
<td>17,565</td>
<td>17,240</td>
</tr>
<tr>
<td>Travel &amp; Business</td>
<td>18,700</td>
<td>14,730</td>
<td>13,585</td>
</tr>
<tr>
<td>Equipment Maintenance</td>
<td>937</td>
<td>930</td>
<td>746</td>
</tr>
<tr>
<td>Employee Training</td>
<td>567</td>
<td>342</td>
<td>975</td>
</tr>
<tr>
<td>Meeting &amp; Interpreter</td>
<td>3,641</td>
<td>1,459</td>
<td>1,370</td>
</tr>
<tr>
<td>TOTAL CATEGORY V</td>
<td>955,115</td>
<td>930,659</td>
<td>963,106</td>
</tr>
</tbody>
</table>

### CATEGORY VI. NDBEDP

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>NDBEDP Expense</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL CATEGORY VI.</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

### GRAND TOTAL EXPENSES

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>7,199,722</td>
<td>6,365,706</td>
<td>5,851,306</td>
<td></td>
</tr>
</tbody>
</table>
Appendix B
FTRI Annual Report

Annual Report
2016 - 2017

TASA – Florida Statutes Chapter 427
Contents

Message from the Executive Director  1
TASA Requirements  2
Mission Statement  2
Equipment Distribution Program  2
Client Services  3
New Client Eligibility  3
New Client Certification  4
New Client Age Groups  4
New Client County of Residence  5
Equipment  6
Equipment Vendors  6
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Quality Assurance  7
Outreach  8
NDBEDP  12
Closing Statement  12
Appendix A
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 2016/2017. Here are a few highlights:

- 23,995 individuals were served with new, modify, exchange, return, or follow-up service throughout the state.
- 11,024 new clients received service.
- 12,971 existing clients received modify, exchange, return, or follow-up service.
- 19,715 pieces of specialized telecommunications equipment were distributed.
- Processed 24,933 customer service calls.
- Received 2,674 online inquiries through the FTRI website.
- Verified more than 73,056 EDP forms.
- 1,410 outreach activities were performed by FTRI and the Regional Distribution Centers (RDC) throughout Florida.
- Conducted 949 off-site telephone equipment distributions.
- We continued to collaborate with other organizations and/or state agencies for outreach activities.
- We continued to place a high priority on protecting the integrity of client information by making security enhancements to our processing system.
- We operated within budget requirements.
- We received high marks from the external auditors for the financial records and internal controls FTRI has in place.

These highlights are some of our accomplishments in fiscal year 2016/2017 that reflect the broad scope of the FTRI organization to provide quality services to the residents of Florida.

James Ferrall, FTRI Executive Director
About FTRI

TASA Requirements

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

Mission Statement

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

Equipment Distribution Program

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

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

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

Client Services

The total number of EDP services provided by FTRI for fiscal year 2016/2017 was 23,995*. The average number of EDP services provided monthly was 1,999.

* Margin of error ± 1%

![Pie chart showing service categories]

New Client Eligibility

FTRI served 11,024 new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

<table>
<thead>
<tr>
<th>Group</th>
<th>New Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deaf</td>
<td>25</td>
</tr>
<tr>
<td>Hard of Hearing</td>
<td>10,932</td>
</tr>
<tr>
<td>Speech Challenged</td>
<td>67</td>
</tr>
<tr>
<td>Dual Sensory</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>11,024</strong></td>
</tr>
</tbody>
</table>

![Graph showing distribution of new clients]

Florida Telecommunications
FTRI Relay, Inc.
New Client Certification

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

<table>
<thead>
<tr>
<th>Category of Certifier</th>
<th>Quantity of Approved Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deaf Service Center Director</td>
<td>7,649</td>
</tr>
<tr>
<td>Audiologist</td>
<td>1,900</td>
</tr>
<tr>
<td>Hearing Aid Specialist</td>
<td>1,125</td>
</tr>
<tr>
<td>Licensed Physician</td>
<td>299</td>
</tr>
<tr>
<td>State Certified Teacher</td>
<td>4</td>
</tr>
<tr>
<td>State Agency</td>
<td>0</td>
</tr>
<tr>
<td>Speech Pathologist</td>
<td>46</td>
</tr>
<tr>
<td>Federal Agency</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>11,024</strong></td>
</tr>
</tbody>
</table>

New Client Age Groups

The 2016/2017 breakdown of new recipients by age group is as follows:

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Recipients</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 - 9</td>
<td>1</td>
</tr>
<tr>
<td>10 - 19</td>
<td>12</td>
</tr>
<tr>
<td>20 - 29</td>
<td>35</td>
</tr>
<tr>
<td>30 - 39</td>
<td>60</td>
</tr>
<tr>
<td>40 - 49</td>
<td>143</td>
</tr>
<tr>
<td>50 - 59</td>
<td>415</td>
</tr>
<tr>
<td>60 - 69</td>
<td>1,256</td>
</tr>
<tr>
<td>70 - 79</td>
<td>3,045</td>
</tr>
<tr>
<td>80 - 89</td>
<td>4,243</td>
</tr>
<tr>
<td>90 - 99</td>
<td>1,765</td>
</tr>
<tr>
<td>100 - 109</td>
<td>49</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>11,024</strong></td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>County</th>
<th>Recipients</th>
<th>County</th>
<th>Recipients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alachua</td>
<td>88</td>
<td>Lake</td>
<td>296</td>
</tr>
<tr>
<td>Baker</td>
<td>8</td>
<td>Lee</td>
<td>259</td>
</tr>
<tr>
<td>Bay</td>
<td>111</td>
<td>Leon</td>
<td>116</td>
</tr>
<tr>
<td>Bradford</td>
<td>6</td>
<td>Levy</td>
<td>18</td>
</tr>
<tr>
<td>Brevard</td>
<td>316</td>
<td>Liberty</td>
<td>1</td>
</tr>
<tr>
<td>Broward</td>
<td>1,043</td>
<td>Madison</td>
<td>5</td>
</tr>
<tr>
<td>Calhoun</td>
<td>3</td>
<td>Manatee</td>
<td>95</td>
</tr>
<tr>
<td>Charlotte</td>
<td>130</td>
<td>Marion</td>
<td>387</td>
</tr>
<tr>
<td>Citrus</td>
<td>242</td>
<td>Martin</td>
<td>147</td>
</tr>
<tr>
<td>Clay</td>
<td>40</td>
<td>Monroe</td>
<td>9</td>
</tr>
<tr>
<td>Collier</td>
<td>246</td>
<td>Nassau</td>
<td>11</td>
</tr>
<tr>
<td>Columbia</td>
<td>21</td>
<td>Okaloosa</td>
<td>51</td>
</tr>
<tr>
<td>Dade</td>
<td>508</td>
<td>Okeechobee</td>
<td>20</td>
</tr>
<tr>
<td>DeSoto</td>
<td>4</td>
<td>Orange</td>
<td>109</td>
</tr>
<tr>
<td>Dixie</td>
<td>8</td>
<td>Osceola</td>
<td>13</td>
</tr>
<tr>
<td>Duval</td>
<td>792</td>
<td>Palm Beach</td>
<td>1,403</td>
</tr>
<tr>
<td>Escambia</td>
<td>267</td>
<td>Pasco</td>
<td>481</td>
</tr>
<tr>
<td>Flagler</td>
<td>219</td>
<td>Pinellas</td>
<td>690</td>
</tr>
<tr>
<td>Franklin</td>
<td>1</td>
<td>Polk</td>
<td>330</td>
</tr>
<tr>
<td>Gadsden</td>
<td>21</td>
<td>Putnam</td>
<td>29</td>
</tr>
<tr>
<td>Gilchrist</td>
<td>9</td>
<td>Santa Rosa</td>
<td>49</td>
</tr>
<tr>
<td>Glades</td>
<td>2</td>
<td>Sarasota</td>
<td>253</td>
</tr>
<tr>
<td>Gulf</td>
<td>15</td>
<td>Seminole</td>
<td>64</td>
</tr>
<tr>
<td>Hamilton</td>
<td>4</td>
<td>St. Johns</td>
<td>84</td>
</tr>
<tr>
<td>Hardee</td>
<td>3</td>
<td>St. Lucie</td>
<td>153</td>
</tr>
<tr>
<td>Hendry</td>
<td>8</td>
<td>Sumter</td>
<td>399</td>
</tr>
<tr>
<td>Hernando</td>
<td>158</td>
<td>Suwannee</td>
<td>40</td>
</tr>
<tr>
<td>Highlands</td>
<td>60</td>
<td>Taylor</td>
<td>4</td>
</tr>
<tr>
<td>Hillsborough</td>
<td>511</td>
<td>Union</td>
<td>1</td>
</tr>
<tr>
<td>Holmes</td>
<td>23</td>
<td>Volusia</td>
<td>447</td>
</tr>
<tr>
<td>Indian River</td>
<td>126</td>
<td>Wakulla</td>
<td>9</td>
</tr>
<tr>
<td>Jackson</td>
<td>20</td>
<td>Walton</td>
<td>11</td>
</tr>
<tr>
<td>Jefferson</td>
<td>2</td>
<td>Washington</td>
<td>22</td>
</tr>
<tr>
<td>Lafayette</td>
<td>3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total** | 11,024  

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

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. In-Line Amplifier
6. Voice Carry-Over/Hearing Carry-Over/TTY
7. Specialized speakerphone for individuals with hearing loss and limited mobility
8. TelTalk Telephone
9. Captioned Telephone

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

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

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

Equipment Vendors

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

- Clarity
- CapTel
- Sonic Alert
- ClearSounds
- Griffin Laboratories
- WCI
- Teltex
- Serene Innovations
- Florida Telecommunications
Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2016/2017 numbered 19,715* units. The monthly equipment distribution average was 1,642.

* Margin of error ± 1%

<table>
<thead>
<tr>
<th>Equipment Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTY</td>
<td>0.2%</td>
</tr>
<tr>
<td>VRS</td>
<td>0.9%</td>
</tr>
<tr>
<td>ARS</td>
<td>1.0%</td>
</tr>
<tr>
<td>CapTel</td>
<td>1.3%</td>
</tr>
<tr>
<td>VCPH</td>
<td>95.7%</td>
</tr>
</tbody>
</table>

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

Quality Assurance

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

Postcard questionnaires are mailed to a random selection of clients served by each Regional Distribution Center or the FTRI office. Four thousand six hundred and eighty-three (4,683) questionnaires were mailed during this fiscal year and FTRI received 1,447 responses for a nearly 31 percent return rate. Ninety-five percent of the responses were positive. Negative responses are resolved by either contacting the client directly or referring to the RDC for follow-up.

Also, FTRI's automated email system sent quality assurance surveys to 3,899 new clients the subsequent day after receiving service and received 1,075 responses for a 27.57 percent response rate. Clients requesting follow-up were contacted by FTRI Customer Care.
Appendix B

Outreach

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

The following activities were conducted.

<table>
<thead>
<tr>
<th>Outreach Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTRI / RDC conducted 1,410 outreach activities throughout the state.</td>
</tr>
<tr>
<td>Administered a statewide print media campaign throughout the year using customized</td>
</tr>
<tr>
<td>RDC ads covering major markets. The combined circulations of the newspapers in the</td>
</tr>
<tr>
<td>campaign total 7,340,721.</td>
</tr>
<tr>
<td>8 businesses signed up as “Relay Friendly Business Partners Program” (BPP) through</td>
</tr>
<tr>
<td>the FTRI website.</td>
</tr>
<tr>
<td>Information about both Florida Relay and FTRI EDP was made available to 987 employees</td>
</tr>
<tr>
<td>through the BPP.</td>
</tr>
<tr>
<td>Visited 26 TASA Approved Certifiers.</td>
</tr>
<tr>
<td>FTRI continued to partner with organizations and/or state agencies (FAD, FLALDA,</td>
</tr>
<tr>
<td>HLAA-FL, Sprint, TSC, FDVR, FASC, FLAA, FLASHA, FLA, FCCDHH, FSHHP, FCEC,</td>
</tr>
<tr>
<td>FCOA, FASP, FDBA, FDVA, CVSOAF, FSGA) for outreach activities.</td>
</tr>
<tr>
<td>Launched a passive geo-fencing CapTel campaign for the Florida Relay Service</td>
</tr>
<tr>
<td>receiving 4,435,967 impressions.</td>
</tr>
<tr>
<td>Continued posting Memes on FTRI's Twitter and Facebook account with the assistance</td>
</tr>
<tr>
<td>of Clarity.</td>
</tr>
<tr>
<td>Developed and implemented web-based training programs using Go-To-Meeting program</td>
</tr>
<tr>
<td>for RDC staff on important topics relative to the FTRI program (RDC Training Sessions).</td>
</tr>
<tr>
<td>Provided approximately 686 (EDP) and 125 (Outreach) hours of comprehensive training</td>
</tr>
<tr>
<td>to RDCs during this fiscal year.</td>
</tr>
<tr>
<td>Contributed articles for publication in HLA-FL, FAD, FLAA, FCOA, FAHSA, FSHHP,</td>
</tr>
<tr>
<td>Florida Department of Elder Affairs, the Florida Health Care Association and Florida</td>
</tr>
<tr>
<td>Geriatric Society.</td>
</tr>
<tr>
<td>Emailed quality assurance surveys to 3,949 new clients who provide an email address</td>
</tr>
<tr>
<td>with their application. FTRI also developed and emailed 30-day follow-up quality</td>
</tr>
<tr>
<td>assurance survey to 3,899 clients ensure they are satisfied with their equipment.</td>
</tr>
</tbody>
</table>
Appendix B

FTRI – Equipment Distribution Program

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

(Back and front of 8½ x 11 insert ad)

Get This Amplified Phone FREE!

The Clarity 312 Amplified Cordless Phone is a loud, easy-to-use home phone backed by all of digital amplified sound and four levels of tone control.

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

A free solution for those with hearing loss.

Are you or a loved one having trouble hearing conversations? Hearing loss can be frustrating and hard to overcome. But there is no need to be left out any longer.

If you are a resident of Florida and have a certified hearing loss, you can get the Clarity 312 Amplified Cordless Phone for FREE from Florida Telecommunications Relay, Inc (FTRI), a division of General Telephone and Electronics. Clarity phones are an easy-to-use solution that offer amplification and tone control to make calls sounds clearer.

Contact FTRI today to find out how you can feel loud and clear for free.

Spanish

Una solución gratuita para aquellas personas con pérdida de audición.

(here is an explanation in Spanish about the Clarity 312 Amplified Cordless Phone and how residents of Florida can get it for free)

¡Adquiera este teléfono amplificado GRATUITAMENTE!

(here is an explanation in Spanish about the Clarity 312 Amplified Cordless Phone and how residents of Florida can get it for free, along with contact information)

9
Appendix B
Florida Relay

In addition to FTRI and RDCs conducting presentations and exhibiting, the CapTel provided by Florida Relay Service was advertised using passive geo-fencing. Geo-fencing technology utilizes GPS to define geographical boundaries within which digital advertising will be delivered to mobile phones. Pre-determined boundaries for specific areas are set. ‘Passive’ geo-fences rely on Wi-Fi and cellular data (instead of GPS); they are always on and running in the background, and do not require a user to ‘opt in’ to receive digital ads. Individuals clicking on the ad are directed to FTRI’s customized landing page.
TASA Approved Certifiers

FTRI partnered with 26 new TASA approved certifiers who referred individuals with hearing loss to the FTRI programs to receive specialized telephones and services. FTRI provides all certifiers, as well as other collaborated partners, with applications, brochures and other printed materials for dissemination to people that visit their office or agencies.

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 539,722 Florida residents have been provided with telecommunications equipment and support services.
Appendix A
FLORIDA TELECOMMUNICATIONS RELAY, INC.
FINANCIAL STATEMENTS
FOR THE YEARS ENDED
JUNE 30, 2017 AND 2016
To the Board of Directors
Florida Telecommunications Relay, Inc.
Tallahassee, Florida

INDEPENDENT AUDITORS' REPORT

We have audited the accompanying financial statements of Florida Telecommunications Relay, Inc. (a nonprofit organization), which comprise the statements of financial position as of June 30, 2017 and 2016, and the related statements of activities and cash flows for the years then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

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

Auditors' Responsibility

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

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such
opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

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

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Florida Telecommunications Relay, Inc. as of June 30, 2017 and 2016, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Report on Supplementary Information

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

MOORE ELLISON & MCDUFFIE, CPA'S, PA
Tallahassee, FL
August 22, 2017
# FLORIDA TELECOMMUNICATIONS RELAY, INC
## STATEMENTS OF FINANCIAL POSITION
### AS OF JUNE 30, 2017 AND 2016

### ASSETS

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CURRENT ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and Cash Equivalents</td>
<td>$17,301,477</td>
<td>$16,552,936</td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td>561,544</td>
<td>723,081</td>
</tr>
<tr>
<td>Prepaid Expenses</td>
<td>26,716</td>
<td>8,351</td>
</tr>
<tr>
<td><strong>TOTAL CURRENT ASSETS</strong></td>
<td><strong>17,889,737</strong></td>
<td><strong>17,284,368</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>PROPERTY AND EQUIPMENT</strong></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Furniture</td>
<td>46,919</td>
<td>46,919</td>
</tr>
<tr>
<td>Office Equipment</td>
<td>94,087</td>
<td>92,807</td>
</tr>
<tr>
<td>Dual Sensory Equipment</td>
<td>80,273</td>
<td>80,273</td>
</tr>
<tr>
<td>Less: Accumulated Depreciation</td>
<td>(210,717)</td>
<td>(207,312)</td>
</tr>
<tr>
<td><strong>PROPERTY AND EQUIPMENT</strong></td>
<td><strong>221,279</strong></td>
<td><strong>219,999</strong></td>
</tr>
<tr>
<td><strong>Less: Accumulated Depreciation</strong></td>
<td><strong>10,562</strong></td>
<td><strong>12,687</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>OTHER ASSETS</strong></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposits</td>
<td>7,839</td>
<td>7,839</td>
</tr>
</tbody>
</table>

| **TOTAL ASSETS**           | **$17,908,138** | **$17,304,894** |

---

SEE INDEPENDENT AUDITORS' REPORT AND NOTES TO THE FINANCIAL STATEMENTS

3
FLORIDA TELECOMMUNICATIONS RELAY, INC
STATEMENTS OF FINANCIAL POSITION - CONTINUED
AS OF JUNE 30, 2017 AND 2016

LIABILITIES AND NET ASSETS

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>CURRENT LIABILITIES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>$439,882</td>
<td>$615,424</td>
</tr>
<tr>
<td>Accrued Leave Payable</td>
<td>$45,762</td>
<td>$45,779</td>
</tr>
<tr>
<td>TOTAL LIABILITIES</td>
<td>485,644</td>
<td>661,203</td>
</tr>
</tbody>
</table>

NET ASSETS

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unrestricted Net Assets</td>
<td>$17,422,494</td>
<td>$16,643,691</td>
</tr>
<tr>
<td>TOTAL LIABILITIES AND NET ASSETS</td>
<td>$17,908,138</td>
<td>$17,304,894</td>
</tr>
</tbody>
</table>

SEE INDEPENDENT AUDITORS' REPORT AND NOTES TO THE FINANCIAL STATEMENTS
# FLORIDA TELECOMMUNICATIONS RELAY, INC

## STATEMENTS OF ACTIVITIES

FOR THE YEARS ENDED

JUNE 30, 2017 AND 2016

### REVENUES

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surcharge Revenue</td>
<td>$ 7,095,414</td>
<td>$ 8,028,146</td>
</tr>
<tr>
<td>National Deaf-Blind Equipment Distribution Program</td>
<td>0</td>
<td>173,628</td>
</tr>
<tr>
<td>Investment Earnings</td>
<td>49,095</td>
<td>31,831</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td><strong>7,144,509</strong></td>
<td><strong>8,233,605</strong></td>
</tr>
</tbody>
</table>

### EXPENSES

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category I-Relay Service</td>
<td>2,764,571</td>
<td>3,376,471</td>
</tr>
<tr>
<td>Category II-Equipment &amp; Repair</td>
<td>1,305,755</td>
<td>1,549,998</td>
</tr>
<tr>
<td>Category III-Equipment Distribution</td>
<td>790,668</td>
<td>950,604</td>
</tr>
<tr>
<td>Category IV-Outreach</td>
<td>574,053</td>
<td>583,747</td>
</tr>
<tr>
<td>Category V-General &amp; Administrative</td>
<td>930,659</td>
<td>856,312</td>
</tr>
<tr>
<td>Category VI-Nat Deaf-Blind Equip Distr Prog</td>
<td>0</td>
<td>173,628</td>
</tr>
<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td><strong>6,365,706</strong></td>
<td><strong>7,490,760</strong></td>
</tr>
</tbody>
</table>

### CHANGE IN UNRESTRICTED NET ASSETS

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CHANGE IN UNRESTRICTED NET ASSETS</strong></td>
<td><strong>778,803</strong></td>
<td><strong>742,845</strong></td>
</tr>
</tbody>
</table>

### NET ASSETS, BEGINNING OF YEAR

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NET ASSETS, BEGINNING OF YEAR</strong></td>
<td><strong>16,643,691</strong></td>
<td><strong>15,900,846</strong></td>
</tr>
</tbody>
</table>

### NET ASSETS, END OF YEAR

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NET ASSETS, END OF YEAR</strong></td>
<td><strong>$17,422,494</strong></td>
<td><strong>$16,643,691</strong></td>
</tr>
</tbody>
</table>

SEE INDEPENDENT AUDITORS' REPORT AND NOTES TO THE FINANCIAL STATEMENTS

5
## FLORIDA TELECOMMUNICATIONS RELAY, INC
### STATEMENTS OF CASH FLOWS
#### FOR THE YEARS ENDED
##### JUNE 30, 2017 AND 2016

<table>
<thead>
<tr>
<th>Operating Activities</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change in Net Assets</td>
<td>$ 778,803</td>
<td>$ 742,845</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Adjustments to Reconcile Change in Net Assets to Net Cash From Operating Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depreciation</td>
</tr>
<tr>
<td>Decrease (Increase) in Assets:</td>
</tr>
<tr>
<td>Accounts Receivable</td>
</tr>
<tr>
<td>Prepaid Expenses</td>
</tr>
<tr>
<td>Increase (Decrease) in Liabilities:</td>
</tr>
<tr>
<td>Accounts Payable</td>
</tr>
<tr>
<td>Accrued Expenses</td>
</tr>
<tr>
<td>Net Cash From Operating Activities</td>
</tr>
</tbody>
</table>

| Investing Activities | | |
|----------------------|------------------|
| (Purchase) / Disposal of Fixed Assets | (1,280) | (945) |
| Net Cash Used By Investing Activities | (1,280) | (945) |
| Net Increase / (Decrease) in Cash | 748,541 | 870,551 |
| Cash at Beginning of Period | 16,552,936 | 15,682,385 |
| Cash at End of Period     | $ 17,301,477    | $ 16,552,936  |

### Supplemental Disclosures

<table>
<thead>
<tr>
<th>Income</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Interest Income</td>
<td>$ 49,095</td>
</tr>
</tbody>
</table>

SEE INDEPENDENT AUDITORS' REPORT AND
NOTES TO THE FINANCIAL STATEMENTS

6
FLORIDA TELECOMMUNICATIONS RELAY, INC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEARS ENDED JUNE 30, 2017 AND 2016

A. Organization

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

B. Significant Accounting Policies

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

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

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

Accounts Receivable
Accounts receivable consists of surcharges collected by the various telephone companies for the previous month. All collections are due to the Organization from the telephone companies by the 15th of the following month. The Organization has established an allowance for doubtful accounts and uses the reserve method for recognizing bad debts. As of June 30, 2017, management believes all receivables are collectible.

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

<table>
<thead>
<tr>
<th>Asset Type</th>
<th>Useful Life</th>
<th>Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Furniture</td>
<td>5 years</td>
<td>straight-line</td>
</tr>
<tr>
<td>Office Equipment</td>
<td>5 years</td>
<td>straight-line</td>
</tr>
<tr>
<td>Dual-Sensory Equipment</td>
<td>5 years</td>
<td>straight-line</td>
</tr>
</tbody>
</table>

SEE INDEPENDENT AUDITORS’ REPORT

7
FLORIDA TELECOMMUNICATIONS RELAY, INC
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEARS ENDED JUNE 30, 2017 AND 2016

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

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

C. Operating Lease Commitments
The Organization leases office space under a non-cancelable operating lease, dated November 26, 2001. The current lease term began on October 25, 2016 and expires on February 28, 2022. The base rent payable, per month, is $7,380, for the years ended June 30, 2017 and 2016.

The Organization leases its copier under a non-cancelable operating lease dated June 17, 2017. The lease is for a period of 48 months. Monthly lease payments are $74 and $92, for the years ended June 30, 2017 and 2016, respectively.

Maturities of the leases payable in each of the next five years, as of June 30, 2017 and 2016, are approximated as follows:

<table>
<thead>
<tr>
<th>Year Ending</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 30, 2018</td>
<td>$ 89,452</td>
<td>$ 60,146</td>
</tr>
<tr>
<td>June 30, 2019</td>
<td>89,452</td>
<td>0</td>
</tr>
<tr>
<td>June 30, 2020</td>
<td>89,452</td>
<td>0</td>
</tr>
<tr>
<td>June 30, 2021</td>
<td>89,452</td>
<td>0</td>
</tr>
<tr>
<td>June 30, 2022</td>
<td>59,930</td>
<td>0</td>
</tr>
<tr>
<td>Thereafter</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>$ 417,738</td>
<td>$ 60,146</td>
</tr>
</tbody>
</table>

SEE INDEPENDENT AUDITORS' REPORT
FLORIDA TELECOMMUNICATIONS RELAY, INC
NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED JUNE 30, 2017 AND 2016

D. Retirement Plan

The Organization contributes to a multiple employer, qualified, defined benefit pension plan, sponsored by the National Telecommunications Cooperative Association. Employees begin participating in the plan quarterly, coincident with their date of employment. Contributions to the plan are paid quarterly and based on 11.1% of compensation for all full-time employees and part-time employees, who work at least 1,000 hours per calendar year. Benefits will be paid to participants in an amount dependent on years of service, and the final average salary as defined in the plan document. Retirement expense for the fiscal years ended June 30, 2017 and 2016 were $57,509 and $56,583, respectively.

E. Current Vulnerability Due to Certain Concentrations

The Organization maintains two bank accounts at Regions Bank. Accounts at this institution are insured by the Federal Deposit Insurance Corporation (FDIC) up to $250,000. At June 30, 2017 and 2016, the Organization had deposits at Regions Bank in excess of FDIC insured limits.

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

During the years ended June 30, 2017 and 2016, the Organization recognized $7,095,414 and $8,028,146, respectively, of surcharge revenue. The amounts represent 99% and 98%, respectively, of total revenue and support.

SEE INDEPENDENT AUDITORS' REPORT

9
F. Related Party Transactions

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

G. Commitments and Contingencies

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

H. Uncertain Tax Positions

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

I. Subsequent Events

Management has considered subsequent events through August 22, 2017, the date which the financial statements were available to be issued. No items requiring additional adjustment or disclosure have been identified.

SEE INDEPENDENT AUDITORS' REPORT

10
### FLORIDA TELECOMMUNICATIONS RELAY, INC
### SCHEDULES OF EXPENSES BY CATEGORY
### FOR THE YEAR ENDED JUNE 30, 2017 AND 2016

<table>
<thead>
<tr>
<th>Category I - Relay Service</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dual Party Relay Provider</td>
<td>$2,764,571</td>
<td>$3,376,471</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category II - Equipment and Repair</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARS/VRS Signaling Equipment</td>
<td>$10,809</td>
<td>$8,166</td>
</tr>
<tr>
<td>In-Line Amplifiers</td>
<td>300</td>
<td>0</td>
</tr>
<tr>
<td>Telecommunications Equipment</td>
<td>60,998</td>
<td>81,523</td>
</tr>
<tr>
<td>TeliTalk Speech Aid Phone</td>
<td>5,400</td>
<td>6,000</td>
</tr>
<tr>
<td>VCO / HCO TDD</td>
<td>9,200</td>
<td>2,530</td>
</tr>
<tr>
<td>VCP Hearing Impaired</td>
<td>237,809</td>
<td>439,896</td>
</tr>
<tr>
<td>VCP Speech Impaired</td>
<td>832</td>
<td>517</td>
</tr>
<tr>
<td>VCPH Cordless</td>
<td>938,707</td>
<td>1,011,366</td>
</tr>
<tr>
<td>VCPH Accessories</td>
<td>41,700</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$1,305,755</td>
<td>$1,549,998</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category III - Equipment Distribution</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freight/Telecommunications Equipment</td>
<td>$38,756</td>
<td>$44,113</td>
</tr>
<tr>
<td>Regional Distribution Centers</td>
<td>751,912</td>
<td>906,023</td>
</tr>
<tr>
<td>Training</td>
<td>0</td>
<td>468</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$790,668</td>
<td>$950,604</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category IV - Outreach</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outreach - General</td>
<td>$574,053</td>
<td>$583,747</td>
</tr>
</tbody>
</table>

SEE INDEPENDENT AUDITORS' REPORT AND
NOTES TO THE FINANCIAL STATEMENTS

12
**FLORIDA TELECOMMUNICATIONS RELAY, INC**

**SCHEDULES OF EXPENSES BY CATEGORY - CONTINUED**

**FOR THE YEAR ENDED JUNE 30, 2017 AND 2016**

**CATEGORY V - GENERAL AND ADMINISTRATIVE**

<table>
<thead>
<tr>
<th>Item</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting/Auditing</td>
<td>$21,228</td>
<td>$20,437</td>
</tr>
<tr>
<td>Advertising</td>
<td>1,458</td>
<td>793</td>
</tr>
<tr>
<td>Computer Consultation</td>
<td>9,426</td>
<td>9,829</td>
</tr>
<tr>
<td>Computer Software</td>
<td>2,575</td>
<td>2,238</td>
</tr>
<tr>
<td>Depreciation</td>
<td>3,405</td>
<td>6,213</td>
</tr>
<tr>
<td>Dues and Subscriptions</td>
<td>1,539</td>
<td>2,624</td>
</tr>
<tr>
<td>Employee Compensation</td>
<td>422,745</td>
<td>386,020</td>
</tr>
<tr>
<td>Employee Training</td>
<td>342</td>
<td>425</td>
</tr>
<tr>
<td>Equipment Maintenance</td>
<td>930</td>
<td>766</td>
</tr>
<tr>
<td>Furniture and Equipment Purchases</td>
<td>172</td>
<td>745</td>
</tr>
<tr>
<td>Insurance</td>
<td>148,249</td>
<td>121,941</td>
</tr>
<tr>
<td>Legal</td>
<td>72,000</td>
<td>71,388</td>
</tr>
<tr>
<td>Meeting and Interpreter Expense</td>
<td>1,459</td>
<td>2,836</td>
</tr>
<tr>
<td>Office Equipment Lease</td>
<td>1,835</td>
<td>1,615</td>
</tr>
<tr>
<td>Office Expense</td>
<td>14,320</td>
<td>14,357</td>
</tr>
<tr>
<td>Payroll Taxes</td>
<td>33,991</td>
<td>31,083</td>
</tr>
<tr>
<td>Postage</td>
<td>7,084</td>
<td>5,242</td>
</tr>
<tr>
<td>Printing</td>
<td>1,554</td>
<td>539</td>
</tr>
<tr>
<td>Rent</td>
<td>91,409</td>
<td>86,453</td>
</tr>
<tr>
<td>Retirement</td>
<td>57,509</td>
<td>56,583</td>
</tr>
<tr>
<td>Telephone</td>
<td>17,565</td>
<td>16,195</td>
</tr>
<tr>
<td>Travel and Business Expense</td>
<td>14,730</td>
<td>7,316</td>
</tr>
<tr>
<td>Utilities</td>
<td>5,134</td>
<td>3,444</td>
</tr>
<tr>
<td>Temporary Staff</td>
<td>0</td>
<td>7,230</td>
</tr>
<tr>
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<td><strong>$856,312</strong></td>
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</table>

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

<table>
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<tr>
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<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Expenses</td>
<td>$0</td>
<td>$173,628</td>
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</table>

SEE INDEPENDENT AUDITORS' REPORT AND NOTES TO THE FINANCIAL STATEMENTS

13
Appendix C
Florida Relay Service Information

Sprint

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### TRS Monthly Incoming Calls

<table>
<thead>
<tr>
<th>Total Incoming Calls</th>
<th>Total Incoming Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul 68,553</td>
<td>Jul 53,743</td>
</tr>
<tr>
<td>Aug 65,750</td>
<td>Aug 61,439</td>
</tr>
<tr>
<td>Sept 72,317</td>
<td>Sept 57,539</td>
</tr>
<tr>
<td>Oct 73,519</td>
<td>Oct 65,000</td>
</tr>
<tr>
<td>Nov 73,161</td>
<td>Nov 63,125</td>
</tr>
<tr>
<td>Dec 90,824</td>
<td>Dec 78,775</td>
</tr>
<tr>
<td>Jan 80,515</td>
<td>Jan 86,697</td>
</tr>
<tr>
<td>Feb 69,256</td>
<td>Feb 70,755</td>
</tr>
<tr>
<td>Mar 66,352</td>
<td>Mar 71,252</td>
</tr>
<tr>
<td>Apr 58,354</td>
<td>Apr 61,664</td>
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<td>May 58,473</td>
<td>May 64,509</td>
</tr>
<tr>
<td>Jun 56,306</td>
<td>Jun 62,997</td>
</tr>
<tr>
<td><strong>Total 833,380</strong></td>
<td><strong>Total 797,495</strong></td>
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### TRS Monthly Incoming Calls by Type
#### July 2016 – June 2017

<table>
<thead>
<tr>
<th>Month</th>
<th>ASCII</th>
<th>Deaf/Blind</th>
<th>TTY</th>
<th>Turbo-code</th>
<th>Total ASCII, Deaf/Blind Baudot, TTY, Turbocode</th>
<th>Voice</th>
<th>VCO</th>
<th>HCO</th>
<th>Total Incoming Calls</th>
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</thead>
<tbody>
<tr>
<td>July</td>
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<td>8</td>
<td>6,761</td>
<td>225</td>
<td>7,471</td>
<td>44,356</td>
<td>1,848</td>
<td>68</td>
<td>46,272</td>
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<tr>
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<td>503</td>
<td>1</td>
<td>7,892</td>
<td>257</td>
<td>8,653</td>
<td>50,803</td>
<td>1,911</td>
<td>72</td>
<td>52,786</td>
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<tr>
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<td>0</td>
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<td>159</td>
<td>7,741</td>
<td>47,771</td>
<td>1,943</td>
<td>84</td>
<td>49,798</td>
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<tr>
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<td>0</td>
<td>8,409</td>
<td>220</td>
<td>9,013</td>
<td>53,882</td>
<td>2,019</td>
<td>86</td>
<td>55,987</td>
</tr>
<tr>
<td>Nov</td>
<td>373</td>
<td>1</td>
<td>7,327</td>
<td>225</td>
<td>7,926</td>
<td>53,135</td>
<td>1,991</td>
<td>73</td>
<td>55,199</td>
</tr>
<tr>
<td>Dec</td>
<td>434</td>
<td>0</td>
<td>8,924</td>
<td>229</td>
<td>9,587</td>
<td>66,987</td>
<td>2,118</td>
<td>83</td>
<td>69,188</td>
</tr>
<tr>
<td>Jan</td>
<td>345</td>
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<td>7,810</td>
<td>210</td>
<td>8,365</td>
<td>76,119</td>
<td>2,124</td>
<td>89</td>
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<td>7,606</td>
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<td>8,221</td>
<td>60,480</td>
<td>1,921</td>
<td>133</td>
<td>62,534</td>
</tr>
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<td>448</td>
<td>2</td>
<td>8,365</td>
<td>322</td>
<td>9,137</td>
<td>60,064</td>
<td>1,934</td>
<td>117</td>
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<tr>
<td>April</td>
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<td>1</td>
<td>8,040</td>
<td>218</td>
<td>8,631</td>
<td>51,056</td>
<td>1,903</td>
<td>74</td>
<td>53,033</td>
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<td>381</td>
<td>10,466</td>
<td>52,083</td>
<td>1,850</td>
<td>110</td>
<td>54,034</td>
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<tr>
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<td>10,643</td>
<td>241</td>
<td>11,241</td>
<td>49,659</td>
<td>1,994</td>
<td>103</td>
<td>51,756</td>
</tr>
<tr>
<td>Total</td>
<td>4927</td>
<td>14</td>
<td>98,620</td>
<td>2891</td>
<td>106,452</td>
<td>666,395</td>
<td>23,556</td>
<td>1092</td>
<td>691,043</td>
</tr>
</tbody>
</table>

# Appendix C

## TRS Monthly Incoming and Outgoing Calls
**July 2016 – June 2017**

<table>
<thead>
<tr>
<th>Month</th>
<th>Total Incoming</th>
<th>Incomplete Outgoing</th>
<th>Complete Outgoing</th>
<th>Total Outgoing</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
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<td>2,768</td>
<td>9,537</td>
<td>12,305</td>
</tr>
<tr>
<td>Aug</td>
<td>61,439</td>
<td>3,650</td>
<td>10,822</td>
<td>14,472</td>
</tr>
<tr>
<td>Sept</td>
<td>57,539</td>
<td>3,045</td>
<td>9,893</td>
<td>12,938</td>
</tr>
<tr>
<td>Oct</td>
<td>65,000</td>
<td>3,797</td>
<td>11,129</td>
<td>14,926</td>
</tr>
<tr>
<td>Nov</td>
<td>63,125</td>
<td>3,898</td>
<td>10,961</td>
<td>14,859</td>
</tr>
<tr>
<td>Dec</td>
<td>78,775</td>
<td>3,488</td>
<td>10,332</td>
<td>13,820</td>
</tr>
<tr>
<td>Jan</td>
<td>86,697</td>
<td>3,722</td>
<td>10,365</td>
<td>14,087</td>
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<tr>
<td>Feb</td>
<td>70,755</td>
<td>2,283</td>
<td>8,487</td>
<td>10,770</td>
</tr>
<tr>
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<td>2,493</td>
<td>10,431</td>
<td>12,924</td>
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<td>61,664</td>
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<td>14,766</td>
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<tr>
<td>May</td>
<td>64,509</td>
<td>2,526</td>
<td>12,057</td>
<td>14,583</td>
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<tr>
<td>June</td>
<td>62,997</td>
<td>2,592</td>
<td>11,480</td>
<td>14,072</td>
</tr>
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<td>Total</td>
<td>797,495</td>
<td>37,223</td>
<td>127,299</td>
<td>164,522</td>
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</table>


## TRS Monthly Incoming and Outgoing Calls
**July 2016 - June 2017**

![Graph of TRS Monthly Incoming and Outgoing Calls](image)

### TRS Monthly Outgoing Calls by Type
#### July 2016 – June 2017

<table>
<thead>
<tr>
<th>Month</th>
<th>ASCII</th>
<th>Deaf/Blind Baudot</th>
<th>TTY</th>
<th>Turbo-code</th>
<th>Total ASCII, Deaf/Blind, Baudot, TTY, Turbo-code</th>
<th>Voice</th>
<th>VCO</th>
<th>HCO</th>
<th>Total Voice, VCO, HCO</th>
<th>Total Outgoing Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>259</td>
<td>23</td>
<td>5,629</td>
<td>245</td>
<td>6,156</td>
<td>3,538</td>
<td>2,512</td>
<td>99</td>
<td>6,149</td>
<td>12,305</td>
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<tr>
<td>Aug</td>
<td>280</td>
<td>2</td>
<td>6,460</td>
<td>261</td>
<td>7,003</td>
<td>4,792</td>
<td>2,575</td>
<td>102</td>
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<td>14,472</td>
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<tr>
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<td>232</td>
<td>0</td>
<td>5,914</td>
<td>120</td>
<td>6,266</td>
<td>3,926</td>
<td>2,643</td>
<td>103</td>
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<tr>
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<td>251</td>
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<td>4,963</td>
<td>2,701</td>
<td>96</td>
<td>7,760</td>
<td>14,926</td>
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<td>6,219</td>
<td>5,998</td>
<td>2,558</td>
<td>84</td>
<td>8,640</td>
<td>14,859</td>
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<td>244</td>
<td>6,635</td>
<td>4,510</td>
<td>2,548</td>
<td>127</td>
<td>7,185</td>
<td>13,820</td>
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<td>204</td>
<td>6,418</td>
<td>5,096</td>
<td>2,463</td>
<td>110</td>
<td>7,669</td>
<td>14,087</td>
</tr>
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<td>Feb</td>
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<td>5,178</td>
<td>204</td>
<td>5,643</td>
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<td>2,200</td>
<td>204</td>
<td>5,127</td>
<td>10,770</td>
</tr>
<tr>
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<td>312</td>
<td>7,437</td>
<td>2,986</td>
<td>2,347</td>
<td>154</td>
<td>5,487</td>
<td>12,924</td>
</tr>
<tr>
<td>April</td>
<td>198</td>
<td>1</td>
<td>7,520</td>
<td>200</td>
<td>7,919</td>
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<td>2,371</td>
<td>111</td>
<td>6,847</td>
<td>14,766</td>
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<tr>
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<td>8,266</td>
<td>486</td>
<td>8,939</td>
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<td>2,272</td>
<td>117</td>
<td>5,644</td>
<td>14,583</td>
</tr>
<tr>
<td>June</td>
<td>196</td>
<td>3</td>
<td>7,702</td>
<td>257</td>
<td>8,158</td>
<td>3,377</td>
<td>2,441</td>
<td>96</td>
<td>5,914</td>
<td>14,072</td>
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<tr>
<td>Total</td>
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<td>49,529</td>
<td>29,631</td>
<td>1,403</td>
<td>80,564</td>
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### TRS Monthly Outgoing Calls by Type
#### July 2016 - June 2017

### TRS Monthly Outgoing Local vs. Long Distance Calls
#### July 2016 – June 2017

<table>
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<th>Intrastate Intralata</th>
<th>Intrastate Interlata</th>
<th>Interstate</th>
<th>International</th>
<th>Total Long Distance</th>
<th>Local</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>1,718</td>
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<td>941</td>
<td>1,290</td>
<td>9</td>
<td>8,095</td>
<td>4,131</td>
</tr>
<tr>
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<td>1,581</td>
<td>241</td>
<td>1,481</td>
<td>1,207</td>
<td>8</td>
<td>9,922</td>
<td>4,518</td>
</tr>
<tr>
<td>Sept</td>
<td>1,652</td>
<td>65</td>
<td>1,134</td>
<td>1,052</td>
<td>15</td>
<td>8,962</td>
<td>3,918</td>
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<tr>
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<td>1,725</td>
<td>144</td>
<td>2,131</td>
<td>1,251</td>
<td>8</td>
<td>9,630</td>
<td>5,259</td>
</tr>
<tr>
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<td>1,679</td>
<td>147</td>
<td>2,077</td>
<td>1,266</td>
<td>13</td>
<td>9,644</td>
<td>5,182</td>
</tr>
<tr>
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<td>1,759</td>
<td>92</td>
<td>1,663</td>
<td>1,052</td>
<td>9</td>
<td>9,219</td>
<td>4,575</td>
</tr>
<tr>
<td>Jan</td>
<td>1,731</td>
<td>217</td>
<td>1,566</td>
<td>967</td>
<td>7</td>
<td>9,542</td>
<td>4,488</td>
</tr>
<tr>
<td>Feb</td>
<td>1,568</td>
<td>187</td>
<td>1,265</td>
<td>862</td>
<td>10</td>
<td>6,828</td>
<td>3,892</td>
</tr>
<tr>
<td>March</td>
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<td>129</td>
<td>8,203</td>
<td>4,643</td>
</tr>
<tr>
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<td>233</td>
<td>1,758</td>
<td>1,509</td>
<td>158</td>
<td>9,401</td>
<td>5,316</td>
</tr>
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<td>452</td>
<td>2,022</td>
<td>1,313</td>
<td>200</td>
<td>8,894</td>
<td>5,638</td>
</tr>
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<td>June</td>
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<td>2,598</td>
<td>1,320</td>
<td>68</td>
<td>8,046</td>
<td>5,969</td>
</tr>
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<td><strong>Total</strong></td>
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<td><strong>2,496</strong></td>
<td><strong>20,022</strong></td>
<td><strong>14,359</strong></td>
<td><strong>634</strong></td>
<td><strong>106,386</strong></td>
<td><strong>57,529</strong></td>
</tr>
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</table>


---

### TRS Monthly Outgoing Local vs. Long Distance Calls
#### July 2016 - June 2017

![Bar Chart]


---

9 Does not include Directory Assistance Calls.
## Appendix C

### TRS Completed Outgoing Monthly Call Distribution
**July 2016 – June 2017**

<table>
<thead>
<tr>
<th>Month</th>
<th>0-5</th>
<th>5-10</th>
<th>10-20</th>
<th>20-30</th>
<th>30-40</th>
<th>40-50</th>
<th>50-60</th>
<th>&gt;60</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>231</td>
<td>34</td>
<td>65</td>
<td>8</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Aug</td>
<td>266</td>
<td>37</td>
<td>29</td>
<td>9</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Sept</td>
<td>248</td>
<td>34</td>
<td>30</td>
<td>10</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Oct</td>
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<td>30</td>
<td>9</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Nov</td>
<td>284</td>
<td>35</td>
<td>28</td>
<td>10</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Dec</td>
<td>260</td>
<td>33</td>
<td>25</td>
<td>8</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Jan</td>
<td>254</td>
<td>37</td>
<td>26</td>
<td>9</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Feb</td>
<td>223</td>
<td>37</td>
<td>27</td>
<td>10</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>March</td>
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<td>29</td>
<td>9</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>April</td>
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<td>39</td>
<td>27</td>
<td>11</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>May</td>
<td>299</td>
<td>40</td>
<td>30</td>
<td>12</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>June</td>
<td>289</td>
<td>40</td>
<td>33</td>
<td>12</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
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<td>379</td>
<td>117</td>
<td>45</td>
<td>23</td>
<td>12</td>
<td>18</td>
</tr>
</tbody>
</table>

Source: Sprint Telecommunications Relay Services Report – Call Profile Number of Outbound Calls for FL - July 2016-June 2017.

### TRS Completed Outgoing Monthly Call Distribution
**July 2016 - June 2017**

Source: Sprint Telecommunications Relay Services Report – Call Profile Number of Outbound Calls for FL - July 2016-June 2017.
### TRS Billable Minutes and Charges
#### July 2016 – June 2017

<table>
<thead>
<tr>
<th>Month</th>
<th>TRS Minutes of Use</th>
<th>TRS Charges ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul</td>
<td>75,923</td>
<td>$82,756</td>
</tr>
<tr>
<td>Aug</td>
<td>87,722</td>
<td>$95,617</td>
</tr>
<tr>
<td>Sept</td>
<td>80,980</td>
<td>$88,268</td>
</tr>
<tr>
<td>Oct</td>
<td>89,722</td>
<td>$97,797</td>
</tr>
<tr>
<td>Nov</td>
<td>85,408</td>
<td>$93,095</td>
</tr>
<tr>
<td>Dec</td>
<td>91,089</td>
<td>$99,287</td>
</tr>
<tr>
<td>Jan</td>
<td>97,551</td>
<td>$106,331</td>
</tr>
<tr>
<td>Feb</td>
<td>82,283</td>
<td>$89,688</td>
</tr>
<tr>
<td>Mar</td>
<td>87,700</td>
<td>$95,593</td>
</tr>
<tr>
<td>Apr</td>
<td>79,843</td>
<td>$87,029</td>
</tr>
<tr>
<td>May</td>
<td>85,869</td>
<td>$93,597</td>
</tr>
<tr>
<td>Jun</td>
<td>84,144</td>
<td>$91,717</td>
</tr>
<tr>
<td>Total</td>
<td>1,028,234</td>
<td>$1,120,775</td>
</tr>
</tbody>
</table>

Source: Sprint Monthly Traffic Report

### CapTel Billable Minutes and Charges
#### July 2016 – June 2017

<table>
<thead>
<tr>
<th>Month</th>
<th>CapTel Minutes of Use</th>
<th>CapTel Charges ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul</td>
<td>86,986</td>
<td>$141,787</td>
</tr>
<tr>
<td>Aug</td>
<td>94,251</td>
<td>$153,630</td>
</tr>
<tr>
<td>Sept</td>
<td>87,108</td>
<td>$141,986</td>
</tr>
<tr>
<td>Oct</td>
<td>85,347</td>
<td>$139,114</td>
</tr>
<tr>
<td>Nov</td>
<td>81,680</td>
<td>$133,138</td>
</tr>
<tr>
<td>Dec</td>
<td>82,868</td>
<td>$135,075</td>
</tr>
<tr>
<td>Jan</td>
<td>89,404</td>
<td>$145,728</td>
</tr>
<tr>
<td>Feb</td>
<td>78,741</td>
<td>$128,349</td>
</tr>
<tr>
<td>Mar</td>
<td>85,479</td>
<td>$139,331</td>
</tr>
<tr>
<td>Apr</td>
<td>77,400</td>
<td>$126,162</td>
</tr>
<tr>
<td>May</td>
<td>76,972</td>
<td>$125,464</td>
</tr>
<tr>
<td>Jun</td>
<td>75,423</td>
<td>$122,940</td>
</tr>
<tr>
<td>Total</td>
<td>1,001,659</td>
<td>$1,632,704</td>
</tr>
</tbody>
</table>

Source: Sprint Monthly Traffic Report
Glossary

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

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

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

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

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

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

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

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

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10 Section 427.704(2), F.S.
11 Section 427.705(1)(d),(g), F.S.
12 Section 427.705(1)(a), F.S.
13 Section 427.705(1)(a),(b), F.S.
14 Section 427.706, F.S.
**Dual Sensory Impaired** Having both a permanent hearing impairment and a permanent visual impairment and includes deaf/blindness.

**FCC** Federal Communications Commission.

**FPSC or Commission** The Florida Public Service Commission, which has overall responsibility for implementation and oversight of the Relay system.\(^{15}\)

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

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

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

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

**LEC** Local Exchange Company

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

**Provider** The entity that provides relay service.\(^{16}\)

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


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

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

\(^{15}\) Section 427.704(1), F.S.

\(^{16}\) Section 427.704(3)(a), F.S.
TRS (1) The Tactile Ring Signaler for deaf/blind people is a signaler which vibrates to let the individual know when the telephone is ringing. (2) Telecommunications Relay Service.

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

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

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

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

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

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