



Public Service Commission

DATE: August 18, 1998
TO: Chairman Johnson
Commissioner Deason
Commissioner Clark
Commissioner Garcia
Commissioner Jacobs
FROM: Division of Communications (King, Tudor) *nk*
Office of general Counsel (Miller) *RM*
RE: Florida Relay Service *CM*

This memorandum is to inform you that MCI has made two changes in the information provided in its original proposal for the provision of relay service. The contract with MCI (which expires May 31, 2000) identified its subcontractor for Communication Assistant (CA) staffing and management as D.E.A.F. According to MCI it was unable to reach agreement with D.E.A.F. for ongoing CA staffing and management.

On May 20, 1998, MCI and Vista Information Technologies, Inc. (Vista) finalized an agreement for Vista to assume the portion of FRS operations performed by D.E.A.F. Vista is currently the subcontractor for MCI's Holyoke, Massachusetts TRS Center. FRS will continue to operate out of MCI's Miami office and according to information provided to staff, Vista will be adding additional employees to service the existing program. On August 5, 1998, staff visited MCI's relay center in Miami. While at the center staff met with MCI and Vista representatives. Vista presented its plans for management and staffing of the relay center and provided staff an overview of its call center experience. Pages 2-5 provide background information about Vista.

The second contract amendment is an administrative change. MCI's Contract Manager has changed from Bryan Carrell to Charles Estes. The contract requires all changes in the Contract Manager be done in writing and MCI has done so.

ec: William Talbott
Mary Bane
Docket File (960598-TP)

DOCUMENT NUMBER-DATE

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FRS-D-RECORDS/REPORTING

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**MCI Telecommunications
Corporation**

TRS Miami Center
200 South Biscayne Boulevard
Suite 500
Miami, FL 33131-5310
305 372 7212 (Voice)
305 372 7229 (TTY)

June 4, 1998

Mr. Richard Tudor, Assistant Director
Division of Communication
Florida Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. Tudor:

This is to apprise you of the present situation at the Florida Relay Service center in Miami.

MCI previously made the announcement that DEAF had submitted their required notice to discontinue staffing the FRS center and that GC Services of Houston, TX would assume those operational aspects, MCI and GC Services failed to conclude an agreement to this effect.

On May 20, 1998, MCI and Vista Information Technologies, Inc. of McLean, VA finalized an agreement for Vista to assume the former role of DEAF, Inc. at midnight tonight. MCI has been unable to secure the type of promotional literature on Vista as was provided on GC Services. However, enclosed herewith are several pages of information gathered from the Vista web site.

As you will note on the page providing "Corporate History," in January 1998 Vista acquired Macfadden and Associates, Inc. Macfadden and Associates is the subcontractor for MCI's Holyoke, MA TRS Center. The same work force staffing the Holyoke TRS center under Macfadden Associates continued under Vista in January.

With the exception of certain administrative positions, essentially the same transition will take place at midnight tonight. MCI is confident that this transition will remain transparent to the end users.

If you have questions or require additional information, please do not hesitate to call.

Sincerely yours,

Charles C. Estes
MCI TRS

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Corporate Info

VISTA At A Glance

Network Enabled Applications Services

1997 Sales: \$55 Million

Network Integration Services

1997 Growth Rate: 33%

Network Management & Operations Services

Projected 1998 Growth Rate: 40%

Professional Services & Consulting

CEO and President: James H. Duggan

EVP and Chief Financial Officer: K. Dunlop Scott

Chief Technology Officer: George T. Sullivan

Investors/Equity Partners: GTCR, Chicago Illinois

Vista Information Technologies, Inc.
7918 Jones Branch Road McLean, VA 22102
703.847.4660

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Corporate History

[Network Enabled Applications Services](#)

March 1997 - General Analytics Corporation

VISTA's first aquisition provided the launching platform for VISTA's entry the IT services arena.

[Network Integration Services](#)

December 1997 - Net2000 Professional Services

VISTA has entered into a strategic alliance with Net2000 to form Net2000 Professional Services centered on providing telecommunications and network design, architecture and operations consulting to commercial and government institutions.

[Network Management & Operations Services](#)

January 1998 - Macfadden & Associates, Inc.

VISTA has acquired the commercial business of Macfadden & Associates, Inc. focused on call center support and applications development for mid and large scale commercial customers.

[Professional Services & Consulting](#)

February 1998 - TLA

VISTA has acquired TLA an important provider of enterprise network design and implementation services to major institutions.

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Vista At A Glance

Corporate
Info

Corporate Vision

Network
Enabled
Applications
Services

Our vision is to build a nationwide network centric services company, recognized in the marketplace for customer focus and comprehensive information technology solutions.

Corporate Mission

Network
Integration
Services

Enable our customers to be more competitive by utilizing the most productive and cost effective communications and information technologies.

Network
Management
& Operations
Services

Professional
Services &
Consulting