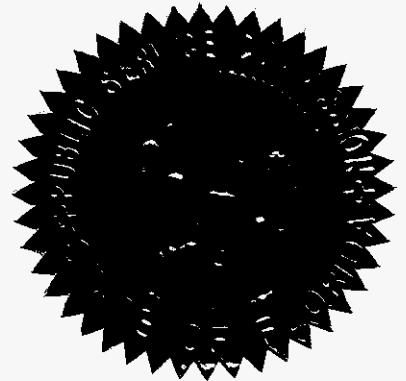


BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of: DOCKET NO. 040763-TP

REQUEST FOR SUBMISSION OF
PROPOSALS FOR RELAY SERVICE,
BEGINNING IN JUNE 2005, FOR
THE HEARING AND SPEECH IMPAIRED,
AND OTHER IMPLEMENTATION MATTERS
IN COMPLIANCE WITH THE FLORIDA
TELECOMMUNICATIONS ACCESS SYSTEM
ACT OF 1991.



PROCEEDINGS: ADVISORY COMMITTEE MEETING

DATE: Thursday, November 12, 2009

TIME: Commenced at 1:00 p.m.
Concluded at 3:57 p.m.

PLACE: Betty Easley Conference Center
Hearing Room 148
4075 Esplanade Way
Tallahassee, Florida

REPORTED BY: JANE FAUROT, RPR
Official FPSC Reporter
(850) 413-6732

REGISTRY NUMBER DATE

11590 NOV 30 09

FPSC-COMMISSION CLERK

1 IN APPEARANCES:

2 DEMETRIA G. CLARK, Verizon Florida LLC

3 MARYROSE SIRIANNI, BellSouth

4 Telecommunications, Inc., d/b/a AT&T Florida

5 KIM SCHUR, League for the Hard of

6 Hearing-Florida

7 RICHARD HERRING, Hearing Loss Association of

8 Florida

9 JON ZIEV, Florida Association of the Deaf,

10 Inc.

11 CHERYL RHODES, Florida Deaf/Blind Association.

12 JAMES FORSTALL, FTRI

13 LOUIS SCHWARZ, Florida Association of the

14 Deaf, Inc.

15 DOTTIE, CARTRITE, Sprint Relay

16 BOB CASEY and LEE ENG TAN, ESQUIRE,

17 representing the Commission Staff.

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P R O C E E D I N G S

1
2 **MR. CASEY:** Good afternoon, everyone. If you
3 could please take your seats. We will get started in
4 about two minutes. If you would, please, about two
5 minutes.

6 (Pause.)

7 **MR. CASEY:** Good afternoon, everyone. Let's
8 go ahead and get started. First of all, I'd like to
9 make a few notes. TASA Committee Member Kim Schur will
10 be participating by phone during today's meeting. And,
11 Kim, you are on the line, correct?

12 **MS. SCHUR:** Yes, I am.

13 **MR. CASEY:** Thank you. A transcript will be
14 made of today's meeting and it will be provided to all
15 TASA committee members. Please make sure your
16 microphone is on when speaking. The green light should
17 be on when you hit the buttons. Please state your name
18 before speaking so we know who is making comments for
19 the record.

20 I'd like to introduce a few people most of you
21 know. To my right is Lee Eng Tan. She handles the
22 legal matters for Relay Service here in Florida. And to
23 my left is Rick Moses, and he's our engineering
24 specialist that handles Relay matters. And, of course,
25 I'm in the center here. I handle most of the numbers or

1 accounting matters.

2 Today, the first thing I will be doing is
3 updating you on recent FCC and PSC orders, then I will
4 be talking about CapTel service here in Florida. We'll
5 talk about service quality, pricing of the CapTel phone,
6 roaming charges, CapTel billing, and three different
7 types of CapTel telephones.

8 Then I'll switch it over to Mr. Forstall, who
9 is going to talk about FTRI's annual report and other
10 activities, and then we will go to Sprint Relay.

11 Ms. Dottie Cartrite is here on behalf of
12 Sprint Relay, and she will be talking about the use of
13 three-digit numbers for Relay, the three different
14 CapTel phones, current call volumes for the Florida
15 Relay Service, and she will give us some other updates.
16 After that we will open it up for discussion from
17 anybody who has questions or would like to make
18 comments.

19 This next slide shows the current list of TASA
20 Advisory Committee Members, and we would like to welcome
21 Mr. Ziev and Mr. Schwarz.

22 We can start with the FCC updates and PSC
23 updates. Oh, I'm sorry. That's why we have an attorney
24 here. She needs to read the notice of the meeting so we
25 can get it on the record.

1 **MS. TAN:** Pursuant to notice published on
2 October 23rd, 2009, this time and place has been set for
3 a committee meeting in Docket Number 040763-TP. The
4 purpose of this meeting is to discuss current relevant
5 issues related to Relay, such as service quality,
6 current call volumes, CapTel service, the use of 3-digit
7 numbers for Relay, and other TRS updates.

8 **MR. CASEY:** Thank you, Lee Eng.

9 Before I start with the FCC orders, I wanted
10 to explain something real quick. When you see a Federal
11 Communications Commission order, you will see the
12 numbers start with either FCC or DA. It might be FCC
13 08-138. And if it says FCC, that means it was
14 considered and voted on by the entire FCC. If you see
15 an order that starts with DA, such as DA 08-1476, it
16 means that a bureau of the Federal Communications
17 Commission has issued that order on designated authority
18 of the Commissioners.

19 If you remember in April, I put up a picture
20 there showing that they had three FCC Commissioners.
21 Well, now we have a full board of five commissioners,
22 which is a very good thing for Relay service. A lot of
23 things were delayed by having only three commissioners
24 and put on the back burner. Now with five commissioners
25 full-time, they can get to the business and hopefully

1 move along some of the Relay issues that are
2 outstanding.

3 The FCC released a video to assist people with
4 call-handling procedures for the 10-digit numbering and
5 emergency call handling. It's in American Sign Language
6 and it is on the FCC website if you need it or if you
7 find it would be helpful to you.

8 Starting with the orders, this first one was
9 issued June 15th of this year and, as you can see, it
10 starts with DA, so it is by designated authority, a
11 bureau of the FCC issued it. And what they did is
12 extended the June 30th date for the end of the
13 permissive calling period which Internet-based Relay
14 providers may continue to complete non-emergency calls
15 of unregistered users.

16 As most of you probably know, if you are using
17 an IP Relay service, such as VRS or IP-Relay, you have
18 to be registered as of today, November 12th. After
19 today, providers will have to ensure that a user has
20 registered with the provider before completing the
21 user's non-emergency calls. They will put through
22 emergency calls, but if it is a non-emergency call, you
23 will have to register first with the provider.

24 On June 26th, they issued an order seeking to
25 refresh the record regarding making captioned telephone

1 Relay service a mandatory form of Relay. Right now,
2 CapTel, which is a captioned telephone service, is a
3 voluntary service that states have added. It is not
4 mandatory.

5 On June 26th, they issued another order
6 requiring -- let's see. The rule requires TRS providers
7 to automatically and immediately call an appropriate
8 public safety answering point, or 911 when receiving an
9 emergency 711 dialed call placed over interconnected
10 VoIP service. Now, they've extended this rule until
11 June 29th, 2010.

12 Also on June 26th, they released the new
13 compensation rates for different forms of Relay. And I
14 won't go over each one. You can see traditional
15 Relay -- this is federal now -- is \$1.8311 per minute.
16 And interstate captioned telephone service is 1.6778 per
17 minute.

18 Most of you have probably seen these orders.
19 When I do see an order in the morning, I send it e-mail
20 to everyone on the committee and others. I believe
21 Sprint gets it, too.

22 On August 11th, the FCC sent out a
23 clarification about toll-free numbers. As of
24 November 12th, a user's toll free number must be
25 directed to the user's 10-digit geographic number in the

1 service management system database and not in the
2 Internet-based TRS numbering directory. In other words,
3 that toll number has to go to the phone network, it has
4 to go through the phone network, not your TRS provider
5 as in the past.

6 On September 18th, an order was issued
7 emphasizing to all providers that VRS calls not
8 involving a hearing individual are not compensatable
9 under current law. In other words, there has to be a
10 hearing person on one end of the call. Two deaf persons
11 cannot make a call and have the provider be reimbursed.

12 on November 5th the FCC issued an order
13 regarding the treatment of geographic numbers for VRS
14 and IP-Relay. Because of problems that were incurred
15 finding numbers in certain rate centers, they waived the
16 prohibition against Internet-based Relay providers
17 assigning geographically appropriate numbers to users.
18 There were some rate centers where providers could not
19 get numbers. So you may be in a rate center and have a
20 different area code. The FCC did clarify that
21 Internet-based Relay providers must implement a system
22 to ensure that callbacks from emergency personnel to the
23 telephone number of an Internet-based Relay consumer
24 receives priority queuing.

25 Moving over to the PSC updates. On May 26th,

1 the PSC issued an order approving the FTRI budget of
2 \$11,496,000 for the 2009/2010 budget year. They also
3 confirmed Mr. Jonathan Ziev as a new TASA Advisory
4 Committee Member. The 11-cent Relay surcharge is being
5 maintained for the 2009/2010 year.

6 On June 30th, the Commission approved a
7 contract option to extend the Sprint Relay contract for
8 one year beginning June 1st, 2010. Traditional TRS
9 rates will increase from 80 cents to 85 cents per
10 minute, and CapTel rates will increase from \$1.40 to
11 \$1.47 per minute for the 2010/2011 contract year. There
12 will be one more option year left in the original
13 contract for the 2011/2012 year, should the Commission
14 decide to do that. Also on June 30th, the Commission
15 confirmed Mr. Louis Schwarz as a new TASA Advisory
16 Committee Member.

17 And the last thing for the PSC update, staff
18 is preparing the annual Relay report to the legislature,
19 and it will be considered by our Commissioners at the
20 November 30th PSC Internal Affairs meeting. By law,
21 each year this report must be delivered to the House
22 speaker and Senate president by January 1st. And as
23 usual, all committee members will be provided a copy
24 after January 1st.

25 To give you a little update on VRS and

1 IP-Relay, the FCC is still maintaining its intent to
2 shift the intrastate costs of VRS and IP-Relay and also
3 IP captioned telephone service, and IP speech-to-speech
4 service to the states. We don't know when and, with the
5 change in the Commission, we don't even know if now.
6 However, there still are many questions that need to be
7 answered. When will it happen? What kind of notice
8 will the states receive? Will it be six months, a year,
9 two years? Will there be one vendor for IP-Relay and
10 VRS or multiple vendors?

11 By Florida Statute, there is only one provider
12 of Relay service in Florida. If multiple vendors are
13 required, a legislative change may be necessary. If
14 multiple vendors are required, how will the bidding
15 process be handled? Would addition of VRS, IP-Relay, IP
16 captioned telephone service, and IP speech-to-speech
17 push the test surcharge over the 25 cent statutory cap
18 per line? If so, a legislative change may be necessary
19 on this.

20 What, if any, type of equipment would Florida
21 relay's program have to furnish for VRS, IP-Relay, IP
22 captioned telephone service, or IP speech-to-speech, and
23 at what cost? Right now, as of yesterday, the estimated
24 impact on Florida Relay for assuming intrastate costs of
25 just VRS and IP-Relay is approximately 30 to \$33 million

1 annually. And that's just minutes, no equipment.

2 As I mentioned, staff is doing a review of
3 the CapTel service. CapTel captioning service was added
4 to the Florida Relay program March 1st, 2004. It is a
5 voluntary program, not mandated by the FCC. With the
6 economy and budgets the way they are, it is time to
7 review the CapTel service to determine if users are
8 getting quality service and if the costs are affordable.

9 What staff is going to look at is the service
10 quality. If you look at the end of the bench over here
11 of your table, you'll see a stack of papers. Those are
12 comments that I have received regarding CapTel service
13 in Florida. As you know, a few weeks ago I sent an
14 e-mail to the Board asking for comments, both good and
15 bad. And as you will see in this list, they are good
16 and bad. I cut and pasted comments directly from the
17 e-mails I received onto this paper.

18 As many of you know, our staff does CapTel
19 testing to make sure the quality is up to standards. On
20 this slide I am showing you the results from January
21 through September of this year, and we rank them based
22 on ones that have passed, ones that were mostly correct,
23 and those that have failed. And then, of course, over
24 here at the very end I'm showing the percent that
25 failed.

1 Equipment pricing.

2 **MR. SCHWARZ:** I have a comment, please.

3 **MR. CASEY:** Sure. Go right ahead.

4 **MR. SCHWARZ:** What do you mean by failed?

5 They failed what?

6 **MR. CASEY:** The accuracy.

7 **MR. MOSES:** This is Rick Moses. Let me see if
8 I can explain it a little further for you. What we do
9 is we have a script that we follow, and we will test the
10 accuracy of that to see if any of the words that would
11 have changed the meaning of the conversation were
12 changed by the CA to where it would have affected your
13 understanding of the conversation. If that happens,
14 then we fail it.

15 **MR. CASEY:** Thank you. An issue that has come
16 up --

17 **MR. ZIEV:** I have a question for you, Bob.

18 **MR. CASEY:** Sure. Go right ahead.

19 **MR. ZIEV:** How come there was no testing in
20 March?

21 **MR. CASEY:** We didn't have the staff to be
22 able to do it in March. Any other questions? And
23 please feel free at any time to ask questions. This is
24 not a formal meeting, so we appreciate any comments or
25 questions you have.

1 An issue came up regarding CapTel equipment
2 pricing because of an offer which the manufacturer of
3 CapTel has made to a number of states. If a state does
4 not have an equipment program that furnishes telephones,
5 they allow users in that state to buy a CapTel phone for
6 \$99. Florida, which is an equipment -- which is a state
7 which furnishes equipment to the deaf and
8 hard-of-hearing, has to pay \$350 for each of these
9 phones. Now, one thing you have to take into
10 consideration is that the difference between the \$99 and
11 the \$350 is split between Sprint Relay and CTI, which is
12 the captioned telephone. Still, that is a big
13 difference, \$99 and 350, and we are hoping something can
14 be worked out on this.

15 **MR. ZIEV:** I have a comment, please. This is
16 Jon.

17 **MR. CASEY:** Sure, Jon.

18 **MR. ZIEV:** I noticed that the advertisement
19 says \$99 for CapTel. Why are we paying \$350? If the
20 advertisement says CapTel phone, \$99, why are we paying
21 \$350? And, also, the manufacturer retail price, MRSP,
22 if it says that that is \$99, then why are we paying
23 \$350?

24 **MR. CASEY:** The actual advertisement gives the
25 retail price, I believe, at 499. It's so small I can

1 hardly read it.

2 **MR. ZIEV:** No. I saw a different paper.

3 James, do you have that paper? Remember, you
4 showed me a paper that said the MSRP price was \$99. Do
5 you have that? Can you show us that paper?

6 **MR. FORSTALL:** This is James. This is the
7 same flier that I had sent to you that was provided by
8 Oaktree that they are selling it for \$80. They are
9 offering it available for \$80, but the manufacturer
10 suggested retail price is at \$99.

11 **MR. CASEY:** Okay. Now, that is a different
12 phone. That is for the 800I, which is for Internet
13 service, and that is provided by Hamilton Relay. They
14 have a special offering through audiologists. That is a
15 special contract, and Hamilton Relay actually picks up
16 the \$19 difference between the 80 and the \$99. And the
17 difference between the 99 and the 350 is split between
18 Sprint and CTI. But there is a big disparity between
19 the 99 and 350, which is causing a lot of heartache
20 among states.

21 CapTel roaming. At this time the Florida
22 Relay program allows roaming of CapTel phones. What
23 that means is a CapTel user may unplug a phone and take
24 it on vacation to another state, plug it in and use it,
25 and Florida would pay for the costs of the intrastate.

1 In other words, if I go to Illinois and make a call with
2 the CapTel phone to another person in Illinois, Florida
3 would pick that up.

4 Some states have restricted roaming which will
5 not allow a CapTel user to use that phone in another
6 state. The phone has what they call an ESN, which is an
7 electronic serial number on the bottom of it, which also
8 identify -- which can identify what phones have been
9 taken out of state. The calls for those phones may
10 still be charged to the Florida program, also.

11 Sprint was able to send me an analysis which
12 shows that approximately 8 percent of the CapTel minutes
13 are charged because of roaming. To give you an idea of
14 the dollar amount, for this year it's \$250,000, a
15 quarter of a million dollars. So that is something
16 Florida is definitely going to have to look at, whether
17 or not it wants to absorb costs of calls that are made
18 in other states.

19 **MR. SCHWARZ:** I have a comment. This is Louis
20 speaking, please. Now, CapTel as far -- would it be
21 connected to a hardline like a landline or is that
22 Internet?

23 **MR. CASEY:** That would be hardline.

24 **MR. SCHWARZ:** Okay. Thanks.

25 **MR. CASEY:** The Commission will not be

1 handling the 800I because we don't have any jurisdiction
2 over broadband.

3 At present, CapTel billing is done by the
4 electronic serial number on the phone. No matter where
5 that phone is located in the United States, Florida pays
6 for the calls. A more reasonable method of billing
7 would be to use the automatic number identification
8 system, which would provide the two end points of the
9 call and bill accordingly. If a person has the phone in
10 Illinois and makes a phone call, the Illinois program
11 would be charged. And we spoke with Sprint this morning
12 about that.

13 **MR. ZIEV:** This is Jon. How in the world
14 could they set an agreement up like that instead of --

15 **INTERPRETER:** Hold on. I am going to ask the
16 other interpreter to translate for Jon. Hold on a
17 minute.

18 **MR. ZIEV:** Okay. This is Jon here. How do
19 you set up an ESN number instead of a phone number base?

20 **MR. CASEY:** The ESN number is embedded in the
21 physical telephone which you receive. So WCI, the
22 CAPTEL knows where that phone is at all times and knows
23 who is making the call.

24 James.

25 **MR. FORSTALL:** This is James. Earlier you

1 said the roaming charges were about \$250,000. Is that
2 per year?

3 **MR. CASEY:** That would be per year, yes.

4 **MR. ZIEV:** This's Jon. That's too much.

5 **MR. CASEY:** And we agree. That's why we are
6 reviewing the whole CapTel program. I just want to
7 briefly go over the three CapTel phones, because Sprint
8 Relay will be going into more depth detail. Just so we
9 don't get confused, at present we are using the CapTel
10 200 phone in Florida. WCI, which is the manufacturer,
11 is discontinuing the CapTel 200 and will be introducing
12 the CapTel 800 phone in a few months. This morning they
13 told us it would be the latter part of the first quarter
14 of next year.

15 The CapTel 800I phone is for use with
16 broadband and the PSC will not be distributing these
17 phones at the present time. We have been assured that
18 there will be enough parts for the CapTel 200 phone for
19 at least four or five more years.

20 I just wanted to give a few graphs to show you
21 the trend regarding Relay. The top graph there shows
22 regular TRS minutes, and as you can see, since July of
23 '06, they have steadily decreased. And the reason,
24 people are going to VRS, IP-Relay, and wireless; the
25 bottom one shows Florida CapTel minutes since July '06,

1 and that is showing a steady increase.

2 The next one shows Florida IP-Relay minutes.
3 Although we don't regulate it, I was able to get the
4 number of minutes from NECA, which is the National
5 Exchange Carrier Association, which handles the national
6 TRS program. And as you can see, there has been a
7 decline in IP-Relay minutes. And, of course, I believe
8 it's because they are going to VRS and wireless.

9 You can see on the bottom slide, VRS just
10 keeps continuing to go up, Video Relay Service. I put
11 them all on one graph to show you a little bit which
12 ones are going up and which ones are going down. And,
13 of course, VRS is up at the top and regular Relay
14 minutes keep continuing to decrease.

15 I pulled this graph off the national database
16 from NECA to show you what the Federal Relay System is
17 paying for and how many minutes they have. You can see
18 the big spike in VRS minutes on the green line there.
19 And then the IP-Relay is going down a little bit, just
20 as it is in Florida. TRS minutes, regular TRS minutes
21 continue to go down just as in Florida. And something
22 new at the very bottom there. That's the new service,
23 captioned telephone service and IP captioned telephone
24 service, which the feds, the federal government is
25 reimbursing, and it just started and you can see its

1 upward trend there on the blue line.

2 Next we're going to have updates from James
3 Forstall with FTRI. It will take just about two minutes
4 to switch over to his laptop. Hang on just a second.

5 James, could you wait just a minute? We have
6 one more person. We will come right back.

7 (Pause.)

8 **MR. CASEY:** James, you can go ahead.

9 **MR. FORSTALL:** Good afternoon, everyone. This
10 is James Forstall with FTRI. I'll be talking to you
11 about the services that FTRI provided last year as
12 reported on its annual report. The total number of
13 client services that were provided through or by FTRI,
14 which includes the regional distribution centers
15 throughout the state, were 38,130, and of those
16 45 percent of them were new with 39 percent being
17 exchanges. Exchanges meaning that if a phone happens to
18 be -- needs be replaced with a working unit that is
19 included in the exchange. Modified would mean that if a
20 person has a particular phone and can no longer use it
21 or it doesn't function according to their hearing loss,
22 then they are able to upgrade that to a different model.
23 And that's 2-1/2 percent. And 11 percent, or 11-1/2
24 percent is returns, people returning their phone to the
25 program for whatever reason.

1 **MR. CASEY:** James, may I interrupt you just
2 for a second? One thing I wanted to mention to the
3 committee, with the new CapTel 800 phone coming out, we
4 will not be switching out the CapTel 200 for the CapTel
5 800 just because it's a new model. If your 200 phone is
6 broken, you may receive a CapTel 800, but it won't be
7 switched out just because a new model has come out.

8 Thank you.

9 **MR. FORSTALL:** Thank you for clearing that up.

10 The number of new clients that were served
11 last year from June -- I'm sorry, July 2008 to June 2009
12 is 17,107 (sic). And as you can see, most of them, the
13 majority of them are hard-of-hearing, which makes up
14 16,798.

15 These are the different certifiers that are
16 able to certify the application attesting to the fact
17 that a person does have a hearing loss. And once,
18 again, the majority of the certifiers were deaf service
19 center directors with audiologists being a close second.

20 The different age groups as reported, and you
21 will note that over 80 percent of all recipients were 70
22 years or older.

23 **MR. ZIEV:** This is Jon here. Can you go back?
24 Four to nine, where did you get that?

25 **MR. FORSTALL:** That is the age group, age four

1 to nine. Oh, what do they get? They get whatever is
2 available. You have got to be three years or older to
3 get an amplified phone and five years or older to get a
4 TTY.

5 These are just some of the counties. Although
6 we do provide service in all 67 counties, these are the
7 top counties that have the most number of new clients
8 served. You can see in Broward with 1,900, and there is
9 a two behind the number. That indicates we have two
10 regional distribution centers located in Broward County.
11 We also have two in Dade County and we also have two in
12 Volusia County. And Dade County is the Miami area.
13 You'll notice that that number is very low, and that is
14 because we had a center that we did contract with close
15 and relocated or recontracted with a new center called
16 the Center for Independent Living in Miami. And so they
17 are just getting started. And just last month,
18 October 2009, we contracted with another regional
19 distribution center in Miami, so we are expecting
20 hopefully to see those numbers increase over the years.

21 The numbers of equipment that was distributed
22 last year is 36,044 units, and the majority, once again,
23 is the volume controlled hearing phone. This is the
24 amplified telephone, which was distributed mostly to
25 persons with hearing loss or hard-of-hearing.

1 Some of the other services that were provided
2 by the FTRI office. We processed 21,446 customer
3 service calls. We mailed over 2,000 applications. We
4 processed more than 64,000 equipment forms. We signed
5 up 43 new businesses that have partnered with FTRI to
6 educate their employees about both the Relay service and
7 the equipment distribution program.

8 Other important facts is that we continue to
9 provide education, training, and support for the RDCs.
10 We continue to place a high priority on protecting the
11 integrity of the client information in our database, or
12 the computer system. We operated within budget
13 requirements, and we received high marks from the
14 external auditors for financial records and internal
15 controls.

16 Quality assurance. FTRI does have a quality
17 assurance program. Approximately 34 percent of the
18 clients served were mailed a quality assurance card, and
19 we received 1,515 replies, which is a 26 percent return
20 rate. And of that, 97 percent were positive. All
21 negatives were handled internally by FTRI or forwarded
22 to the regional distribution center for resolution.

23 Throughout the past fiscal year, FTRI's
24 outreach efforts have stabilized throughout the state.
25 The regional distribution centers continue to provide

1 outreach services to their respective communities to
2 disseminate information about FTRI programs and the
3 Florida Relay service.

4 Below are just some of the activities that
5 were provided. 1,299 outreach activities throughout the
6 state. That includes face-to-face presentations or
7 exhibiting at conferences or any other different types
8 of activities. We also provided a postcard mailout to
9 different clients throughout the state that may have had
10 a regional distribution center relocate. So we wanted
11 to let the clients know that there is a center still in
12 the area, but they just moved to a different location.

13 We also administer a statewide print media
14 campaign with 15 major markets. We work with the RDCs
15 who are familiar with the newspapers in their particular
16 area and we work together to get the best rates. And we
17 would provide the advertisement for the newspaper,
18 however, they work with us in knowing their community to
19 provide us with the information or the contact person to
20 negotiate a good rate for advertising in their local
21 newspapers.

22 We also develop and produced three new public
23 service announcements in both English and Spanish to
24 promote the FTRI equipment program and the Florida Relay
25 service. We also negotiated with the major markets to

1 receive at no extra cost some benefit added value to the
2 overall outreach program. And we developed and released
3 a series of seven preapproved print advertisements for
4 health care providers.

5 In the past, different health care providers,
6 such as audiologists or hearing aid specialists would
7 advertise the FTRI program. However, they were using
8 language that we didn't feel was appropriate. So what
9 we did was we met with the statewide organization to
10 develop preapproved ads that they can use in their
11 newspapers to advertise the FTRI program along with
12 their services. And I have a couple of them up here to
13 show you in a minute.

14 This is what the postcard looked like when we
15 mailed it out to the clients in certain areas. During
16 the past 12 months we must have had -- in addition to
17 the two reported on the PowerPoint, we must have had
18 about five different other regional distribution centers
19 relocate their offices for whatever reason. And we
20 looked at it as an outreach opportunity to let them know
21 that we still have a center in your area, and this is
22 their new address and contact information to continue to
23 go there for services, whatever they need, whether they
24 need exchange services, or new phone, or whatever. And
25 we did that in about, I think, five different RDCs that

1 have relocated.

2 Also, the preapproved print ad for the local
3 newspaper, these are what the ads look like. And we had
4 them in different sizes. We had them in half page,
5 quarter page, and an eighth of a page, but they all look
6 similar to this. We developed it at FTRI, because we
7 were concerned or we wanted to build consistency with
8 our ads. So if an RDC wants to advertise in their local
9 newspaper, they will contact FTRI and we will provide
10 them with the ad so they can provide it to the
11 newspaper.

12 And these are the newspaper ads that we
13 developed for the health care professionals. And these
14 are fairly small ads. They are like a quarter or an
15 eighth -- what do they call it, a quarter page, or an
16 eighth of a page, and these are what they use.

17 We also developed a customized poster with a
18 tear-off pad. And the RDCs, some of the RDCs have been
19 doing this, and we thought it would be a good idea to go
20 ahead and customize it and develop it for all the RDCs.
21 And what we did, as you notice at the bottom of the
22 slide, there is a small pad. It goes inside a slot
23 where it says to order refill pads, there is a slot that
24 you can't see, it slips in there and the pad can be
25 customized to whatever center area information, address

1 and phone numbers. And we provide them with the pads
2 and the posters.

3 And some of the places where they have been
4 posting these posters are in the grocery stores, the
5 doctors' offices, pharmacies, senior centers, any place
6 where they may think our target population would visit.
7 And we just started doing this this past summer. I
8 believe we launched it in June or July and we are
9 getting good feedback out of it.

10 These are clips from the PSAs that we have
11 developed and they are running or airing throughout the
12 state. What I have right here is the schedule. It
13 shows you where, what area they will be airing and the
14 time frame. And what we have coordinated with the
15 individual RDCs is to also run an ad, a print ad
16 campaign in their area to run about the same time the
17 television ads are running, or a little bit afterwards.

18 And we know when the television ads are going
19 to be expiring. For example, at the top you see the St.
20 Petersburg/Sarasota/Tampa market. It will be ending at
21 the end of November. So what we have done to work with
22 the Tampa office is to provide them with the funding to
23 contact the local newspaper to advertise in the
24 newspaper a little bit towards the end of the airing
25 time and additional weeks afterwards so we can provide

1 the visibility or the awareness, the recognition of the
2 FTRI program to the community.

3 And we will be airing a Spanish PSA in the
4 Miami and Fort Lauderdale area in -- let me see if I can
5 find it here. I might want to look on here. It's going
6 to be starting in February, February through May.

7 This is our website, our home page on the
8 website. And we have also set up a Facebook account and
9 a blogger account so we can start creating or promoting
10 FTRI through those media. So we are taking advantage of
11 the technology available through the website.

12 If you notice on the left-hand side where it
13 says upcoming events, that is the calendar that FTRI has
14 on its website that all the activity that the regional
15 distribution centers and FTRI will do in certain areas.
16 And an individual can go to our website and click on
17 that link and it will tell you exactly what day and
18 where the location is where they can go to either a
19 phone distribution or an outreach and phone
20 distribution, which we call a dual event, and get FTRI
21 services.

22 And if you click on the link here, it will
23 take you to a little bit more detailed information about
24 that particular event and a map of where the event is
25 being held. And here is some more right here. So we do

1 have quite a bit going on out there in the community.
2 Any time anybody wants to know what is going on in their
3 area, they can go to the FTRI website.

4 And how this works is the center, the RDC will
5 go into FTRI's website, which you will notice at the
6 bottom right-hand corner at the bottom where it says RDC
7 and business sign-on, they have a password which they
8 will log in and it will take them to an application page
9 where they can apply to do an outreach event, whether it
10 be a presentation, and exhibit, it doesn't matter, and
11 they will forward that to FTRI who reviews it, and we
12 review it to make sure it has got all the information.
13 If it's something that we approve of, we will approve it
14 or deny it, and we will fund it. And once it is
15 approved it would automatically populate the calendar
16 letting people now about the activity.

17 And each month, at the end of each month, all
18 the outreach activities that the centers have done, they
19 can produce an automatic invoice that will
20 electronically send it to FTRI with all the outreach
21 activity that they have done for the months of November,
22 for example, and we can match it up with the request
23 that has been approved and then they get paid for the
24 services. So it is pretty much automated.

25 Here is a report that we have just started

1 producing. It started in July. We created it, and it's
2 available now for the month of -- you know, now for the
3 centers and FTRI to track if an outreach event, whether
4 it be equipment or outreach event, whether it's
5 successful or not. Which if you look at it, you see the
6 RDC number and next to it says event ID number. I know
7 it is off the screen, but in that column are the numbers
8 of an outreach event or an off-site distribution.

9 Each time a center applies for an application
10 for funding, it automatically assigns them that number.
11 And anytime a center goes out and does a presentation,
12 for example, they may have FTRI applications on hand,
13 they will write that number, the event ID number on the
14 bottom of the application. And when that application
15 comes into FTRI's office for processing, we are able to
16 track how many people actually became a client or
17 received services from that particular event.

18 Jon, do you have question?

19 **MR. ZIEV:** This is Jon speaking. How do you
20 identify if the event is successful or not. I mean, is
21 it by the numbers, or the funding, or how do you do it?

22 **MR. FORSTALL:** That's a good question. What
23 you don't see on here which will show up as we tweak it
24 are the events that they do that may have zero clients.
25 Right now our report is only picking up those that have

1 clients, but I want to be able to look at a particular
2 center to see how much they have done for the month and
3 I can indicate or be able to tell whether any clients
4 have been served or no clients have been served.

5 And if a center wants to go back to the same
6 place and we can see that no clients -- it depends on
7 the situation, of course. But to be successful, I think
8 over time we will be able to look at it and make a
9 determination if it is worth funding for a center to go
10 through a particular outreach activity, whether they
11 serve one client or 15 clients. I think that's going to
12 be one of those judgment calls. Obviously if it has
13 zero clients, they are not successful. So we might not
14 want them to go back to the same place again.

15 **MR. ZIEV:** This is Jon. How do you identify
16 if they are successful or not with -- okay.

17 This is Jon. Does it happen immediately or
18 does it happen within a month?

19 **MR. FORSTALL:** We don't know this information
20 until after the invoice is processed or when the
21 activity report is processed.

22 Let me just expand on that just a little bit
23 more. When a center -- there are a couple of steps
24 involved. When a center applies for an activity, to get
25 funding for an activity, once they are approved, they go

1 ahead and do the activity and then they must complete an
2 activity report. They will come back into the system
3 and complete an activity report that they provide
4 additional information to FTRI.

5 Now, in that activity report we might get the
6 number of people that were there. Let's say they did an
7 activity, and the new report that we are developing will
8 have that information in it, this one doesn't right now.
9 We will have -- let's say you did an outreach
10 presentation and you had 50 people in the audience.
11 Well, the report will capture 50 people, and then it
12 might show that only one or two people became clients or
13 got served. Now, I won't know that information until
14 the application is sent to FTRI from the regional
15 distribution center.

16 And one thing we have to keep in mind is that
17 if we close out the month of November, it does not mean
18 that clients who attended an event in November will not
19 get served or get served in December or January. We
20 will continue to capture that information. So that
21 number can grow over time. So it's one of those things
22 that you are going to have to judge as you go.

23 But what excites me about this is we continue
24 to focus on where we can better spend our outreach
25 dollars by seeing what works and what doesn't work. So

1 far what you are seeing is all of these activities from
2 July 1st through September 30th from RDC Number 2, these
3 are all the activities that they did that clients
4 actually got served from. There may be more that show
5 zero, and in the future the report will reflect that.

6 Okay. Moving on. The next slide shows the
7 client surveyed. Once again, on our application we
8 encourage clients and the centers to make sure they
9 complete a client survey field which is on the
10 application, so that when a client comes in we can ask
11 them how did you hear about the FTRI program, and they
12 can report that to us, and we can also capture that into
13 a report.

14 And you can see from looking at the graph, the
15 number one -- excuse me, this is for all the RDCs for
16 last year. Audiologists were the top referrals source
17 for FTRI, so when clients go to an audiologist they will
18 provide them with the application or certify the
19 application and provide them with information about the
20 program.

21 And the first column is family or friends.
22 This is going to help us to concentrate on where we feel
23 like more outreach dollars need to be spent. And this
24 number, 11,709, is the number of clients that were
25 served. And our goal is to get that to be a 100 percent

1 matching of what applications come in. And we are
2 working with the center to make sure that we get that
3 information from them, because we rely on them, their
4 assistance to work with us to get that information in.
5 So that is improving, but our goal is to get
6 100 percent.

7 Okay. Here is a list of all the centers
8 located throughout the state. We have 23 centers. We
9 contract with 23 centers. I know that the number at the
10 bottom says 26. However, we did have a Center Number 1
11 and they closed. So rather than reassigning that
12 number, we have eliminated it. Because for reporting
13 purposes if I need to know that information I need to
14 leave it as it is. So we had a number one, we had a
15 number six, and we had a number 11. So those three
16 centers closing for whatever reason, the numbers are not
17 being reused again. So, when you see 26, it doesn't
18 mean we have 26 centers. We have 23. And FTRI is
19 considering expanding in both the Jacksonville and Tampa
20 area.

21 My closing statement. FTRI continues to
22 maintain its status as an administrative center
23 concentrating on oversight of the regional distribution
24 centers, contractors, and equipment vendors. The FTRI
25 administrative office directly serves approximately

1 20 percent of Florida residents statewide, and this is
2 because people who do not live in a regional
3 distribution center area will contact or send their
4 applications directly to FTRI and we will process it for
5 them. Since the inception of the equipment distribution
6 program in 1986, over 413,000 residents have been
7 provided with equipment and support services.

8 Are there any questions?

9 **MS. SCHUR:** This is Kim via phone.

10 **MR. CASEY:** Go ahead, Kim.

11 **MS. SCHUR:** I just wanted to know with the
12 Facebook and the new blogging will you be linking that
13 to your RDC centers, also?

14 **MR. FORSTALL:** With the Facebook, I believe
15 that anyone can join the Facebook, but I can't tell you
16 exactly how the blogger works. But you should be able
17 to. Are you saying that if FTRI -- on FTRI's Facebook
18 that a particular RDC can become a friend?

19 **MS. SCHUR:** Well, that would be one question.
20 The other part of that would be are you going to list
21 all the centers so that people can have an easy way to
22 go find it?

23 **MR. FORSTALL:** Okay. What we do is we have a
24 link to our website, so I'm sure there might be a place
25 on the Facebook to be able to provide that information.

1 I'll check into it.

2 **MS. SCHUR:** Okay. And I guess the other
3 question was you said that the media, the movie was
4 going to be in Tampa was the English, and Fort
5 Lauderdale and Miami was only going to be Spanish?

6 **MR. FORSTALL:** The television PSA for this
7 year will be in Spanish, correct. In the Miami and the
8 Fort Lauderdale area will be in Spanish because it is on
9 the Spanish network, Telemundo.

10 **MS. SCHUR:** Okay. And is this a pilot to see
11 how it works and then you will expand it to other areas
12 or it's a one-shot deal?

13 **MR. FORSTALL:** Are you talking about the
14 television?

15 **MS. SCHUR:** Yes.

16 **MR. FORSTALL:** It is an ongoing project. If
17 you recall, we did it last year, and this is something
18 we are -- you know, going forward we have budgeted to do
19 it all year-round. But this is the first time that we
20 are doing it with that particular network and we wanted,
21 you know, try to see how successful it is. If it works,
22 will we continue? Probably so.

23 **MS. SCHUR:** Okay. Thank you.

24 **MR. CASEY:** Mr. Schwarz, do you have a
25 question? Go ahead.

1 **MR. SCHWARZ:** Yes. This is Louis speaking. I
2 don't know about Florida, because obviously I'm from
3 Maryland. Do you include the statistics from previous
4 years as far as growth or decrease of numbers in the
5 annual report?

6 **MR. FORSTALL:** We provide an annual report.
7 We provide it on an annual basis. We do have that
8 information available. We do not publish it in our
9 annual report. But the new client number -- number of
10 new clients served this year or this past year as
11 opposed to two years or previous years is about 400
12 different. So we did see a slight increase -- or
13 decrease.

14 **MR. SCHWARZ:** This is Louis again speaking.
15 can you provide all of that information to us on the
16 board for the next time with the statistics?

17 **MR. FORSTALL:** Yes, I can do that, sure.

18 **MR. CASEY:** Any other questions? Jon, do you
19 have a question?

20 **MR. ZIEV:** This is Jon speaking. I have a
21 question. James, how do you pick the RDC, because some
22 RDCs actually has preferred client base, but how do you
23 pick which ones then become RDCs?

24 **MR. FORSTALL:** That's a good question. When I
25 first came on board, the majority of the centers, the

1 RDCs were deaf service centers, and FTRI has an internal
2 policy that we contract with nonprofit associations, and
3 we work with agencies that serve the same target
4 population that we do, deaf and hard-of-hearing. It's
5 becoming more of a challenge to locate some of these
6 agencies that specialize in services to the deaf and
7 hard-of-hearing, et cetera, but in the past we have been
8 successful in working with deaf service centers and the
9 Center for Independent Living.

10 And we choose them because, first we review
11 the area that we feel like an agency needs to be
12 established, and then we do outreach research to make
13 sure they -- we feel that they may be a good fit for
14 FTRI, meaning that they do serve the same population and
15 are they capable of providing or communicating with the
16 population, et cetera. And as we go forward, as we grow
17 to expand, that will remain to be a challenge for FTRI.

18 **MR. CASEY:** Any other questions? Mr. Schwarz.

19 **MR. SCHWARZ:** Louis here with another
20 question. Actually -- this is actually for Bob and for
21 James. You guys were talking about equipment. My
22 question is if FCC acquiesces control to the states,
23 it's my understanding that Video Relay Service provides
24 equipment or will they provide equipment to the people
25 instead of -- for revenue and for use of equipment? So

1 if FCC does give up that to the state, I am concerned
2 about how they are going to be then providing equipment
3 to the population, to the users. Why is no one
4 concerned about that?

5 **MR. CASEY:** If the FCC delegates the authority
6 or the cost of IP-Relay to the states, it would be up to
7 the Florida Legislature to decide what part the PSC will
8 take in that. Right now in the statutes there is a
9 hands-off policy for broadband. In other words, we
10 don't regulate broadband, so a few things would have to
11 be changed. The maximum cap of 25 cents per line for a
12 surcharge would have to be raised. They would have to
13 decide whether we still want one provider or multiple
14 providers. There is a number of things which would have
15 to be done, but the first thing would have to be
16 legislatively.

17 **MR. SCHWARZ:** Louis here. So really it would
18 take some time. We are talking about two or three years
19 then to actually be able to change this legislative
20 process, or it would depend then on the FCC and when it
21 actually then gives the control to us, so that would be
22 a certain time frame.

23 **MR. CASEY:** We just had a discussion with
24 Sprint Relay this morning on this. They talked to an
25 FCC person at a national meeting, and they said it is

1 not even on their plate right now as far as a time
2 frame.

3 Jon, you had a question?

4 **MR. ZIEV:** Yes. This is Jon speaking. So you
5 mentioned that they are going to have to increase the 25
6 cents then to something different, but it's my
7 understanding that the surcharge is actually on the
8 land-based line. So why not charge 25 cents to all
9 lines, then we wouldn't have to increase it then to over
10 25 cents?

11 **MR. CASEY:** Again, that would have to be
12 accomplished by the Legislature because it is in the
13 statute that all they can charge is the local exchange
14 access lines. If they would probably expand it or may
15 expand it to wireless, they may expand it to Voice over
16 the Internet Protocol, but, again, that is all up to the
17 Legislature. We can only do what is in our
18 jurisdiction.

19 **MR. ZIEV:** Jon speaking here. Because it is
20 my understanding that the land-based line is actually
21 decreasing. So if we were to use VoIP, if we were to
22 use wireless, those numbers are actually increasing as
23 far as consumers are concerned, so that's the reason I
24 am surprised.

25 **MR. CASEY:** You are correct, Jon.

1 Any other questions?

2 Okay. What I would like to do is take about a
3 fifteen-minute break. We do have Ms. Karen Peacock in
4 the back here. For those of you who traveled and need a
5 voucher, Ms. Karen Peacock is in the back here and can
6 give you the necessary paperwork and answer any
7 questions you may have.

8 Let's take a fifteen-minute break and come
9 back about 2:35, please. Thank you.

10 (Recess taken.)

11 **MR. CASEY:** Okay. Let's go ahead and get
12 started again. The first thing I would like to do is go
13 ahead and have everybody introduce themselves since we
14 do have two new members that are here the first time.

15 And can we start with Kim. Are you on the
16 phone?

17 **MS. SCHUR:** Kim Schur, Director of the Center
18 for Hearing Communication, which is a deaf service
19 center in Broward County.

20 **MR. CASEY:** Thank you.

21 **MS. SCHUR:** I'm sorry. Representing all the
22 deaf service centers across Florida.

23 **MR. CASEY:** Thank you. And, Dottie, would you
24 please introduce yourself and where you are from?

25 **MS. CARTRITE:** This is Dottie -- (pause)

1 Clearly I'm not technical.

2 This is Dottie Cartrite with Sprint Relay.
3 I'm based in Denver, Colorado.

4 **MR. CASEY:** Thank you. And we start over on
5 this end of the desk, please.

6 **MS. SIRIANNI:** Maryrose Sirianni, AT&T.

7 **MR. FORSTALL:** James Forstall with FTRI.

8 **MS. CLARK:** Demetria Clark with Verizon.

9 **MR. ZIEV:** Jon Ziev representing FAD.

10 **MS. RHODES:** Cheryl Rhodes from Florida Center
11 of Deaf/Blind Agency and also -- (Inaudible. Microphone
12 off.)

13 **MR. CASEY:** Thank you. Mr. Schwarz, would you
14 introduce yourself, please.

15 **MR. SCHWARZ:** Yes. Louis Schwarz. I'm with
16 the Florida Association of the Deaf. I was a former
17 Commissioner with the Maryland Governor's Board Advisory
18 Commission and Telecommunications Service -- Relay
19 Service.

20 **MR. CASEY:** Thank you very much. And with
21 that, I would like to turn it over to Dottie and let her
22 do the Sprint presentation.

23 **MS. CARTRITE:** Thank you.

24 First of all, let me say it is good to be here
25 and see good friends again. I prefer to sign for

1 myself. If I'm not clear -- oh, well, I have to keep it
2 here to hear over the phone and things. So can you see
3 clear? Good enough? Okay.

4 Well, I apologize to Bob, who is going to be
5 my slide turner. So if you don't mind, Bob, go ahead.
6 This is just sort of an agenda of the items I will be
7 covering and discussing today in this report. We'll
8 talk about the TRS statistics and data. Just really
9 call traffic report. The 511 information relative here
10 to Florida, the CapTel history and call traffic
11 reporting, the CapTel Relay results, outreach that we
12 have done relative to CapTel, and news on the CapTel
13 800I, the Internet phone, and an update on the FCC
14 10-digit numbering that has already been discussed by
15 Bob. So there won't be a lot to add to that other than
16 reinforcing some of what he has already said.

17 This next slide is the session minutes that
18 are reported here for Florida. This is just showing,
19 again, reinforcing what Bob has already shown through
20 his state reporting. The same numbers. I would imagine
21 they should be, so it is showing you the decline in the
22 minutes, of course. This is TRS, so we all know it is
23 declining. And it is interesting that he showed you the
24 NECA data as well for a national, you know, picture, if
25 you will, because it's the same thing. I mean it is

1 just happening ubiquitously around the United States.

2 This is showing -- and just, Kim, so you are
3 aware we are on number five, slide five. It is showing
4 the actual numbers compared to the same period of time
5 last year. So July 2007 to June 2008 compared to
6 July 2008 to 2009, the drop. And that was represented
7 by the graph you just saw that just shows the decline.
8 So about 100,000 minutes roughly for average.

9 Percentage of TRS users. Just a pie chart
10 that is showing you the number, where the calls come
11 from, you know, the percentages relative. So we have
12 TTY that is represented by red color. TC is turbo code
13 originated calls in this kind of gray. Voice callers in
14 the light blue, and the yellow is VCO.

15 Okay. This is -- okay. Time out, Louis.

16 **MR. SCHWARZ:** Okay. Is this -- for the
17 numbers that you have, is this voice carry over VCO,
18 what is the difference?

19 **MS. CARTRITE:** The difference between voice
20 and VCO? Well, VCO users, you know, are voice
21 carryover. So they call through Relay specifically to
22 the VCO gate, we call it, our specialized number, or
23 request VCO as compared to voice users meaning hearing.

24 **MR. SCHWARZ:** This is Louis again. So this
25 right here is actually the people who are calling,

1 correct, who are calling Relay users?

2 **MS. CARTRITE:** We consider voice users Relay
3 users, but that is just hearing originated calls.
4 Hearing people who call Relay.

5 **MR. SCHWARZ:** So all of them represents people
6 who are actually making calls?

7 **MS. CARTRITE:** Through the Florida Relay
8 service, correct.

9 **MR. ZIEV:** This is Jon here. So, in other
10 words, basically it means both, correct, both the deaf
11 and hearing calls? This is just total, okay. Great.
12 Do you have statistics showing anything separately as
13 far as hearing separate from the deaf?

14 **MS. CARTRITE:** Voice represents hearing,
15 that's what that is.

16 **MR. ZIEV:** Oh, I thought VCO was voice.
17 Nevermind.

18 **MS. CARTRITE:** VCO is voice carry over, those
19 deaf or hard-of-hearing people who speak for themselves.
20 Understand if you are a VCO user you will speak for
21 yourself, but you read the text coming back on the TTY,
22 right? As compared to voice, it is just a hearing
23 person calling through the Relay.

24 **MR. ZIEV:** Okay.

25 **MS. CARTRITE:** This is call volume. Before I

1 showed minutes of use. This is number of calls. So the
2 pattern, the trend is the same, it's just number of
3 calls as compared to number of minutes. The state pays
4 based on a per minute basis, so calls represent about an
5 average of 3.2. Our current average is about 3.3, 3.2
6 minutes per call average. And, again, the numbers as
7 compared to one year ago of calls, remember, so last
8 year 80,000-plus calls has dropped to 64,000. So,
9 again, calls, minutes declining. And you saw at the
10 bottom it said about a 19 percent decrease in number of
11 calls. The minutes were about a 15 percent decrease.

12 511. This is a unique to Florida thing. This
13 is your website for 511 that shows your regionalized
14 parts of the state by color. And the reason that's
15 important is explained in a moment.

16 Next slide. You are probably more familiar
17 with this than I am. This is just what we worked on in
18 conjunction with your 511 people, operations people, to
19 establish connectivity through Florida Relay for what we
20 call the N11 numbers. 511 specifically is relative to
21 your travel information. So there's this website that
22 now you can access through Relay and it will be
23 translated or interpreted for you through the Relay
24 service.

25 The Florida 511 is related to travel

1 information for the state of Florida, right? Now you
2 can access it through Relay so that it's fully
3 accessible. If you want the information, then a Relay
4 agent will translate that information from the 511.
5 Let's go to the next slide and it explains a little bit
6 more.

7 We worked with the 511 outreach managers for
8 accessibility. When you call 711 Relay to get a Relay
9 agent and ask to dial 511, you need to know either the
10 county where you live, you're calling from, or the
11 county that you want information about. So wherever you
12 want the information, you need to know that prior to
13 calling. So the Relay operator will just type
14 everything they hear related to what you have requested
15 about 511 travel information.

16 **MR. SCHWARZ:** Louis here. Do you have any
17 more? If not, my concern is 511 is for all the people
18 who are actually on the road. But say something happens
19 if there is traffic ahead or something like that, you
20 would call through then your cell phone. How does a
21 deaf person then do that on the road?

22 **MS. CARTRITE:** Well, if a deaf person has web
23 access on their cell phone and can call Relay to access,
24 they have that access ability.

25 **MR. SCHWARZ:** Louis speaking here. But I

1 would have to call through IP-Relay service, but they
2 won't accept through a guest. I mean, other than 911,
3 correct? They won't accept a 511 and won't accept 347,
4 Florida Highway Patrol. The 347 won't accept a call
5 through IP-Relay.

6 **MS. CARTRITE:** So you are saying this is only
7 set up through the 711, Florida 711 number, and not even
8 Sprint IP-Relay will process that N11 call from Florida?

9 **MR. SCHWARZ:** Right.

10 **MS. CARTRITE:** I don't know the answer. It is
11 Sprint IP?

12 **MR. SCHWARZ:** You're right. I can't access
13 that. I can't access 511 because they won't accept it.
14 They won't accept the call. So that's my question,
15 then. That's what I was proposing to put on the agenda
16 here. It is not equally functioning for deaf drivers.

17 **MS. CARTRITE:** That's true for all IP-Relay
18 services then standard?

19 **MR. SCHWARZ:** Yes, it is.

20 **MS. CARTRITE:** Okay. I mean, I don't have an
21 answer for that now, and we have not had a request from
22 the state to incorporate -- I mean, IP Relay is not
23 state, you know, mandated or under the jurisdiction of
24 the state, so --

25 **MR. ZIEV:** This is Jon speaking. It's VRS, as

1 well.

2 **MR. SCHWARZ:** Louis here speaking. I'm sorry,
3 I missed what Jon just said.

4 **MR. ZIEV:** Yeah, this is Jon. Obviously you
5 can't do VRS while you are in the car driving. But if
6 you have a netbook, for example, with the wireless, that
7 would be fine. But you can't dial anything other than
8 911 because it's all Internet-based Relay service. They
9 only accept 911 calls.

10 So I actually was contacting Florida Highway
11 Administration, and I said, you know, how can you meet
12 the need of the deaf community and the drivers? And
13 they said, well, we rely on all the cell phone companies
14 to provide free service for the 511 calls and the 347.
15 So the phone companies are supposed to provide that
16 service for the deaf. And I said, well, how can you
17 help me? And they said we can't. You have to ask the
18 phone companies yourself.

19 **MS. CARTRITE:** And we were given the task of
20 making the N11 accessible through Relay. That we did.
21 Not necessarily accessible through wireless, which is
22 not done yet. That is an industry issue, industry-wide
23 issue, clearly.

24 **MR. CASEY:** Jon, you had a question?

25 **MR. ZIEV:** This is Jon speaking. Many times

1 what happens is I drive and I will get a flat tire. I
2 try to call the 347 number through Video Relay Service,
3 because I do have a netbook with the Internet card.
4 With the air card I can dial 347. I actually have to
5 look to call them directly, but I have to look for their
6 information and stuff to be able to call them. And it's
7 like, you know, I don't understand why they won't accept
8 the 347 number. I don't understand why.

9 **MS. CARTRITE:** I know that your Highway Patrol
10 here in Florida, that 347, is only through cellular
11 connectivity. I know that, but --

12 **MR. ZIEV:** Okay. And this is Jon here. So
13 how can deaf people then make a call and contact
14 someone?

15 **MS. CARTRITE:** A good question.

16 **MR. ZIEV:** If I have a flat tire, I'm on the
17 road, I'm waiting there for three hours finally until
18 the police officer comes.

19 **MS. CARTRITE:** Good question. Unless you dial
20 directly 911 through a cellular device with -- now with
21 the GPS chip in most of the newer phones, I mean, they
22 will come. But that is more emergency, so I know what
23 you are saying. Right now, you're right, it's not
24 accessible through wireless to 911, but it is accessible
25 prior to your trip. So we met the mandate of making it

1 accessible. Wirelessly accessible, I guess the next
2 frontier.

3 **MR. ZIEV:** Jon here. I know from previous
4 experience 911 won't accept a flat tire as an emergency.
5 So then I'm stuck. Then I'm in a Catch-22.

6 **MS. CARTRITE:** Well, but then you do have
7 access to IP-Relay to make a call to someone.

8 **MR. ZIEV:** Right. Instead of being able to
9 just dial the 347 number, just dial it direct would be
10 easier.

11 **MS. CARTRITE:** I understand. But it is not
12 100 percent stuck, but I understand your point.

13 **MR. SCHWARZ:** This is Louis speaking. For Bob
14 Casey, what can the Commission here or we, as the TASA
15 Commission, do to make that 3-digit number available to
16 the people who can't use cell phones? It is going to
17 have to be Internet-based Relay, like for example
18 through pagers. What can we do?

19 **MR. CASEY:** There is nothing really the
20 Commission can do because we do not have any
21 jurisdiction on the wireless or the Internet. Now we
22 can look into it for you, which I will do. But as far
23 as jurisdiction, there is nothing we can do right now.

24 **MR. SCHWARZ:** Okay. Louis speaking here. Is
25 it possible -- or I guess I'm saying how can we then

1 maybe talk to the legislators and maybe make it
2 mandatory that, you know, whatever cell phone companies
3 are provided to the deaf community have to provide equal
4 access as they would to any other non-hearing person?

5 **MR. CASEY:** That would be something you could
6 take up with the Legislature.

7 **MS. CARTRITE:** Or for a broader scale, FCC
8 through the Office of Disability Rights.

9 **MR. SCHWARZ:** Louis here. The problem is if
10 it is state, 511 and 347 is only in Florida. It's not
11 in any other state.

12 **MS. CARTRITE:** But other states have N11
13 services, too. I mean, so it's similar. It is a
14 ubiquitous issue. Okay. So, I mean, it's accessible
15 through Relay here for the N11 services that are offered
16 through the State of Florida, not wirelessly. And then
17 the 347 for the Florida Highway Patrol.

18 Okay. Next is CapTel session minutes. This
19 is the traffic by minutes for CapTel. You can see the
20 growth that Bob showed earlier, too. Next is the
21 comparison from last year to this year. And now the
22 call volume. A similar growth pattern. And the numbers
23 with approximately a 5 percent increase in CapTel. If
24 you remember, the decline in TRS was 15 percent to
25 19 percent minutes and calls. And now CapTel growth is

1 approximately 5 percent. So CapTel is not growing
2 faster than TRS is declining, so from a budget
3 perspective you're not having all of your funding taken
4 away from this CapTel growth. It is not growing faster
5 than TRS is declining.

6 Okay. This is a September 2009 evaluation. I
7 just gave Bob and Rick this morning the October numbers.
8 But from September we have first, second, and third
9 quarter evaluations related to accuracy and the
10 transcription rate.

11 Kim, slide 23 is what we are looking at.

12 If you look at the next slide. Now, this is
13 the Paisley results. That is that third-party
14 evaluation we request to evaluate all providers and
15 exclusively for Florida to evaluate. It is interesting.
16 Rick and I were talking about the results are a little
17 bit different than what Florida staff does. We don't
18 know why. I don't know if it's measurement. He said
19 they sat side-by-side and evaluated, but still these are
20 the Paisley results for Florida. And it's interesting
21 to note the typing accuracy. And this is over 150
22 calls, test calls with 77 agents tested. So a pretty
23 broad test pool. And here, pretty positive results.

24 But, again, I hate to emphasize these so much
25 if Florida staff is getting different results and not

1 understanding why. I think, you know, we take the
2 middle road. I don't know how to best justify that.

3 **MR. CASEY:** Jon, do you have a question?

4 **MR. ZIEV:** This is Jon speaking. Clarify
5 Paisley for me?

6 **MS. CARTRITE:** It's the name of a company.
7 It's a third-party company that we hire to evaluate and
8 look. Unbiased, just evaluation statistical analysis
9 company.

10 Again, another report from Paisley relative to
11 Florida. Verbatim accuracy. Exact words spoken
12 compared to what's typed.

13 This is CapTel outreach. And Sprint is trying
14 to support the CapTel outreach here because of some of
15 the PSAs that were broadcast here.

16 If we go on to the next slide, this explains
17 on slide 28 that starting in the second quarter, CapTel
18 outreach was performed by one outreach specialist with
19 the support of the Sprint CapTel manager across the
20 state of Florida. And now we're starting to hire more
21 contractors to do outreach and CapTel. Really when we
22 say outreach, we mean education because we have learned,
23 and FTRI knows as well, it's best to fit appropriate
24 people with the type of equipment that really best fits
25 them. And we have found that if you get a CapTel phone

1 and that is not the best fit, then it's just left there
2 not used or whatever. And sometimes people require an
3 amplified phone or a different kind of equipment.

4 So, Florida is a huge state with a lot of
5 snowbirds that come, of course. And many of the people
6 we are targeting is those older people who have never
7 experienced any kind of hearing loss until recently. So
8 aging, natural aging hearing decline. And people --
9 that is a different group of people because they are not
10 familiar with Relay at all. They deny their hearing
11 loss. They won't admit they're deaf, or
12 hard-of-hearing, or anything like that, so it is kind of
13 a unique user group that really can benefit from CapTel
14 if their hearing loss is significant enough that they
15 cannot hear over the phone anymore, or over an amplified
16 phone anymore. So that group of people is kind of the
17 target group because they seem to be best qualified and
18 fit for CapTel phones.

19 So we're kind of hiring subcontractors to
20 educate that user group and also others, but targeting
21 that one because they benefit most from CapTel phones.
22 And so we are just saying that is being advertised now.
23 Positions are available for that, and if you know of
24 anyone that is a real strong CapTel user that would be
25 interested in doing something like that. This also, I

1 think, supports the FTRI efforts in educating and making
2 sure it's the best fit for people using CapTel and not
3 just giving phones out there for, you know, people that
4 won't use them.

5 **MR. FORSTALL:** How are you targeting this
6 group of people that are potential CapTel users? What
7 is Sprint doing to recruit them?

8 **MS. CARTRITE:** To recruit the users or the
9 subcontractors to do education to those users?

10 **MR. FORSTALL:** The users.

11 **MS. CARTRITE:** The users themselves. A lot of
12 AARP groups and regional chapters of AARP is a huge pool
13 for us. Some of the HLAA people, and just kind of
14 spreading the word, but mostly the AARP groups, regional
15 chapters of AARP. And the big events that kind of
16 attract hard-of-hearing users. And also kind of
17 retirement homes, senior citizens centers, those kinds
18 of places where we see aging baby boomers. So it's
19 really the baby boomers that are the target audience for
20 this.

21 Because we have found, like I explained to Bob
22 this morning, we have found there is the deaf group,
23 there is the hard-of-hearing group, but those are
24 traditionally Relay users or at least familiar with
25 Relay. So they know about it, they have used it, maybe

1 they are VCO users or whatever.

2 There is a third group out there that I just
3 described, just the aging population whose hearing is
4 declining, and no one is targeting that group of people
5 and they're kind of lost thinking they can't use the
6 phone anymore. And if they have used an amplified phone
7 at all that they just buy in a store somewhere, you
8 know, and they are using a hearing aid, and they are
9 using an amplified phone and still the hearing is going,
10 the amplified phone is not working anymore, those are
11 the people we want to reach that are prime CapTel users
12 because they think they cannot use the phone anymore.

13 And this is just a means. As you know, CapTel
14 is not a perfect fit for everyone. It's not. So the
15 education, and instruction, and explaining, and showing,
16 demonstrating, that is kind of the target for this
17 effort.

18 **MR. ZIEV:** James, do you have a question
19 related to this? I will let James finish up and then I
20 will ask my question. Jon speaking.

21 **MR. FORSTALL:** Okay. A lot of questions are
22 popping into my mind, because the first time this was
23 brought to my attention may have been last September. I
24 was unaware this type of program could be made available
25 in Florida. And what concerned me is the duplication or

1 should you come across clients that may qualify for
2 services from the FTRI program, what do you do with
3 those people?

4 **MS. CARTRITE:** First of all, all of the
5 referrals, I mean for purchasing a phone, a CapTel phone
6 at all go to WCI. And as WCI explained this morning to
7 staff, first of all, they educate people about the
8 program, the equipment distribution program, and ask
9 very specific questions about their hearing loss, what
10 they already have, what they have used, what they need,
11 and urge them first to go through the Florida equipment
12 distribution program, FTRI first. Sort of kind of a
13 screening, you know, process.

14 If they don't qualify for the program, or they
15 have never received a phone before, they know nothing
16 about anything related to Relay, which is typically,
17 again, kind of that target group that we are after,
18 then, you know, then they may get a CapTel phone. But,
19 again, we educate about the FTRI program, refer to your
20 website, I mean, we do all of that screening necessary
21 to alleviate that. Because exactly right, we are not
22 trying to duplicate efforts.

23 **MR. FORSTALL:** If I may follow up on that.
24 That is the best part of the FTRI regional distribution
25 centers is that they are equipped to provide the

1 training and services and the equipment. And I'm a
2 little puzzled as to why Sprint would be doing this when
3 we already have a system in Florida that has proven to
4 be successful.

5 I would think, in my mind, there might be a
6 better way of using those resources if we were to sit
7 down and talk about it. I just don't -- I have some
8 concerns about it, and I thought it probably would be
9 appropriate if Sprint would approach FTRI to sit down
10 and talk more about this before taking on a campaign
11 like this. That's just my personal opinion.

12 **MS. CARTRITE:** Sure. And a lot about this
13 campaign, this marketing really is focused on the 800I,
14 which I will show next. We are more focused on not
15 driving up the minutes so much for the state as the
16 Internet minutes that the state doesn't pay for. So a
17 lot of the focus is over the 800I.

18 And you are right, James, I mean, we would use
19 your resources but, again, we focus them back to the
20 program to best fit the needs and drive them to your
21 resources. The 800I is the target and, again, a
22 specific user group.

23 **MS. SCHUR:** Can I get in there somewhere?

24 **MR. CASEY:** Sure, Kim. Go ahead.

25 **MS. SCHUR:** Being a distribution center and

1 also representing all deaf service centers, I think the
2 money would be better spent on -- especially NBC, The
3 Today Show, this is big money to advertise our FTRI
4 program (inaudible) where we have experts who could help
5 people choose a phone would have been a better use of
6 dollars. To me I agree with James, it seems like a
7 duplication of money that could have very well been
8 better spent.

9 **MS. CARTRITE:** And, Kim, I hear you. This is
10 Dottie. I appreciate that. One of the things is
11 Florida is such a huge retiree state and there is so
12 many people that flood here. I think, you know,
13 combining resources or using everything you can is
14 helpful in that target user group. Because we are
15 seeing so many people that just don't know about what is
16 out there, especially the CapTel phones and especially
17 the Internet CapTel phone, which is new. So this is our
18 national CapTel marketing group that is not just
19 marketing CapTel. We are marketing other Sprint
20 products and services, too, that we do all over the
21 country. But, of course, we target where the retirees
22 tend to go, where the baby boomers are relocating or
23 whatever.

24 So, again, it's just more education, more
25 outreach, more effort to give those phones to people who

1 need them and can benefit from them. It's not to, you
2 know, usurp your authority or anything like that. We
3 don't want to do that. We are not at cross purposes.
4 In fact, I mean, really this is a team effort. The
5 approach from a national perspective from our part, not
6 just targeting Florida specifically. So, again, it's
7 more of the 800I and the Internet-based CapTel phones
8 for that group of people.

9 **MR. CASEY:** Jon, go ahead.

10 **MR. ZIEV:** This is Jon speaking. If the
11 Sprint team maybe markets the 800I, then why does FTRI
12 have to provide the CapTel program? Why don't you just
13 focus on the I instead of working with FTRI? Do you
14 know what I mean? I mean, you don't have to pass out
15 CapTels. Maybe you can just give out the 800I and
16 people can just use that themselves.

17 **MS. CARTRITE:** That is a state choice. You're
18 right. I mean, you could structure it any way you want.

19 **MR. ZIEV:** I think it would save a lot of
20 money that way.

21 **MS. CARTRITE:** And I think that is what your
22 state is evaluating from how you are going to proceed in
23 the future with the program. I mean, there's a lot of
24 different ways, you know, to do this.

25 **MR. CASEY:** We won't be -- this is Bob Casey.

1 We won't be distributing the 800I because it is for an
2 Internet service which we don't have regulation over.

3 **MR. ZIEV:** Jon here. That's right. But if
4 the Sprint team is marketing and pushing for the 800I,
5 then fine, let FTRI then stop the CapTel program and let
6 Sprint take care of the 800I, and then we can save
7 millions of dollars right there.

8 **MR. CASEY:** And that's an option that we will
9 look at. Everything is on the table with CapTel.

10 **MS. CARTRITE:** And, Jon, we can do the 800I.
11 We cannot do the 200 or the 800 because the state then
12 pays for those minutes. And we are not going to just --
13 you know, you kind of control the number of minutes and
14 can calculate budget projections. I mean, we also
15 submit projections to the state, so you're aware and can
16 budget accordingly. But, you know, if we cut off the
17 service totally, then there are those people that are
18 dependent on using it now that would be cut off from
19 service.

20 **MR. ZIEV:** Jon here. We could just transfer
21 it over to 800I.

22 **MS. CARTRITE:** It is an Internet-based service
23 that many older citizens would never use because they
24 don't have a computer or don't have high speed lines and
25 things like that. It requires a high speed.

1 **MR. ZIEV:** Jon here. On a whole different
2 topic. Bob, do you remember you were talking about the
3 ESN, the electronic serial number. Do you have
4 statistics that show month-by-month how much is spent on
5 ESN out of state, because I'm very curious. You just
6 brought up the snowbird stuff, and so I'm curious now
7 what percentage of those are actually snowbirds.

8 **MR. CASEY:** Sprint has given us, I believe,
9 three months -- is that correct, Dottie? Three months
10 worth of data showing that about 8 percent of our
11 minutes are roaming out of state, but that's all we have
12 right now. But they can give us monthly minutes.

13 **MR. ZIEV:** Right. I'm curious -- Jon here --
14 I'm curious how many of those are actual snowbirds,
15 because I would force them to use it in their state and
16 have their state pay for it instead of our state paying
17 for it.

18 **MR. CASEY:** And that's another possibility we
19 are looking at. We may go with restricted roaming.

20 **MR. ZIEV:** That would be a better idea.

21 **MS. CARTRITE:** That is all per state
22 contractual language. So it's up to the state to decide
23 how you want to handle that. You know, there is a
24 variety of ways we discussed with Bob, and the state can
25 change that at any time. But --

1 **MR. ZIEV:** Jon here. Do we have to go to the
2 legislators for that, or can that be decided here on
3 this Commission?

4 **MR. CASEY:** We would have to look at that and
5 Ms. Tan would have to take a look.

6 **MS. TAN:** Right. It will depend on -- when we
7 are looking at Captel, we can look at CapTel in regards
8 to landline systems. But in terms of whether or not we
9 want to expand the program to include anything VoIP or
10 broadband, that would involve action from the
11 Legislature.

12 **MR. ZIEV:** Jon here. That's not what I'm
13 talking about. I'm talking about the ESN and the
14 snowbirds, the 80 percent, \$250,000 that are just kind
15 of flying away. Well, then have other states cover
16 that.

17 **MR. CASEY:** We can make that disappear.

18 **MR. ZIEV:** Jon here. Yes. We would save
19 \$250,000 right there.

20 **MR. CASEY:** Correct.

21 **MS. CARTRITE:** Okay. Moving on. As you may
22 or may not know, we did these -- we called them public
23 service announcements. They are really paid for TV
24 announcements about a public service. And these are the
25 -- it is through the permission of the state, the

1 Commission here. We advertised at no cost to the state
2 to just get out, you know, the word about CapTel and the
3 availability to people. So it targeted these shows.
4 This is on market research that we hit your bigger
5 markets, of course, where the most people are and
6 advertised during these programs on TV, and got a total
7 reach of 2,831. That's based on number of website
8 contacts and calls to WCI.

9 Next.

10 **MR. CASEY:** We have a question here from Mr.
11 Schwarz.

12 **MR. SCHWARZ:** This is Louis here. Is this
13 closed captioning? Are those PSAs actually including
14 closed captioning?

15 **MS. CARTRITE:** Well, I don't know. That's a
16 good question.

17 **MR. SCHWARZ:** Louis here. My point is people
18 with hearing loss actually can't hear, so they actually
19 have to see the captioning.

20 **MS. CARTRITE:** But, you know, who we are
21 trying to reach with this are like the hearing children
22 of the seniors and aging population with hearing loss.

23 **MR. SCHWARZ:** I understand. I thought it was
24 in general for people with hearing loss.

25 **MS. CARTRITE:** That is a good question. I

1 don't know if they were closed captioned or not. They
2 might have been. I need to just check. I can find out.

3 **MR. SCHWARZ:** Louis here. I don't remember
4 seeing it with closed captioning.

5 **MS. CARTRITE:** You didn't see it yourself with
6 closed captioning? That's a good point.

7 **MR. CASEY:** Jon, you had a question?

8 **MR. ZIEV:** Yes. I thought some of the
9 commercials come with open captions on them.

10 **MR. SCHWARZ:** Louis here. Yes, I know of
11 other ones I have seen, but I can't remember these
12 specifically.

13 **MS. CARTRITE:** I don't know if all, but some
14 have open captions. I have seen those like you, James.

15 **MR. CASEY:** Jon.

16 **MR. ZIEV:** This is Jon speaking. How do you
17 identify total reached? You're saying this number right
18 here, 2,831. How do you determine that?

19 **MS. CARTRITE:** The number that went to the
20 website or called WCI. Yes, hits.

21 **MR. ZIEV:** Okay. You mean how many hits.
22 Okay.

23 **MS. CARTRITE:** And calls, but combined.
24 Okay. These were the markets that included
25 all of those hits. The cities where the advertisements

1 were reached. Again, through market research, that is
2 how it is determined which areas to target.

3 **MR. SCHWARZ:** This is Louis here. Total
4 reach, can you explain it again. Is that people who are
5 calling, or those 2,831, what group are they
6 representing?

7 **MS. CARTRITE:** Two things. A combination of
8 going to the website and calling WCI asking about the
9 phone.

10 **MR. SCHWARZ:** And Jon is saying that is how
11 many hits they have.

12 **MS. CARTRITE:** Okay. The 800I. Has anyone
13 seen it here or know what it is like or anything? Okay.
14 This morning it was shown to staff in WCI. They took it
15 back with them, so I don't have it with me. But let me
16 show you a picture again.

17 It's very similar to the -- I'm sorry?

18 **MR. ZIEV:** This is Jon here. Why isn't WCI
19 here?

20 **MS. CARTRITE:** Because the Florida contract is
21 with Sprint, and all states are with the providers, not
22 directly with them. So Hamilton or Sprint right now
23 currently.

24 **MR. CASEY:** Let's take a five-minute break
25 while we clear our technical difficulties.

1 (Brief recess.)

2 **MR. CASEY:** We will start in about two
3 minutes. Jon has a question. Go ahead, Jon.

4 **MR. ZIEV:** Jon said that question was for you.

5 **MR. CASEY:** Right, but she's going to put it
6 on the record for us.

7 **MR. ZIEV:** Okay. This is Jon speaking. Since
8 Sprint is aggressively pushing for the 800I, then why
9 bother FTRI distributing the CapTel program? Let them
10 have it. Let's drop the CapTel program. Let them have
11 it. That will save us thousands of dollars right there.

12 **MR. CASEY:** That is one of the options we are
13 looking at is elimination of the program, suspension of
14 the program. Of course, we may -- we would probably
15 have to grandfather in existing CapTel customers and
16 just not have any new ones, but we are looking at
17 everything. Everything is on the table.

18 **MR. MOSES:** Jon, this is Rick Moses. Let me
19 say one other thing on that idea. The I, the 800I is
20 strictly if you have a broadband Internet
21 interconnection. There's many people out there that do
22 not have a broadband Internet interconnection. So
23 anybody else that needs a CapTel phone won't be able to
24 have one under your option.

25 **MR. ZIEV:** Jon. That's fine, but Sprint is

1 aggressively doing that. I'm saying why are we paying
2 so much money if Sprint is aggressively doing it
3 themselves? Let them push the 711 and other programs
4 and the 800I. There it is.

5 **MR. MOSES:** They can push the 800I all they
6 want to. We don't have any jurisdiction with it and we
7 don't have a thing to do with it. I don't even think we
8 could stop them from doing it.

9 **MR. ZIEV:** Okay. Then why our equipment
10 program? Why not focus then on theirs? Just focus on
11 the 800I.

12 **MR. MOSES:** Theirs is strictly Internet. The
13 ones we provide are for landline. There is the
14 distinction.

15 **MR. CASEY:** Mr. Schwarz has a question.

16 **MR. SCHWARZ:** Yes. This is Louis speaking.
17 President Obama's goal is to actually -- to make
18 broadband accessible all over the U.S. So does that
19 answer that question?

20 **MR. MOSES:** If you would tell the Florida
21 Legislature that and they would agree with you, we would
22 be more than happy to do it. I mean, we can only do
23 what the Legislature tells us we can do.

24 **MR. CASEY:** Okay. When we left off with
25 Dottie's presentation she was about to tell us about the

1 800I CapTel.

2 **MS. CARTRITE:** This is just to show you
3 briefly what it is like and how it is different than a
4 traditional CapTel phone. This newer phone has the
5 bigger screen. You can change the font and things like
6 that. It's just a little bit different look and feel.
7 It looks a little bit more mainstream, like most phones.
8 The buttons are not as big as the older 200 model, so it
9 is just a little bit -- it looks a little bit different,
10 but it looks very similar to the 200 phone. But the
11 difference is -- we can go on -- it requires one
12 Internet line and one phone line. And the phone line
13 can be either analog or voice over IP digital, either.

14 The voice line, it says one phone line, either
15 digital or analog, traditional voice, but it requires
16 one Internet line. So that's how and where all of the
17 captions come over the Internet line.

18 **MR. FORSTALL:** Just to clarify -- this is
19 James. Just to clarify, it requires a high speed
20 Internet line and a separate phone line.

21 **MS. CARTRITE:** Yes. That gives it that
22 two-way functionality, but the state doesn't pay for
23 those captioned minutes because they are over the
24 Internet.

25 So still it's the connection to CapTel center

1 -- I'm sorry, Jon.

2 **MR. ZIEV:** This is Jon speaking. Now I'm
3 confused. You had said that you are pushing the 800I
4 that is Internet-based, but also is requiring a
5 landline. So what, are you double dipping, then? Is
6 that double dipping, because the Internet is through FCC
7 and the landline is based through the state?

8 **MS. CARTRITE:** That landline is not paid
9 through the state, it is paid by the consumer, their
10 traditional phone line in their home. Just your regular
11 phone line.

12 **MR. ZIEV:** Okay. But the I is Internet-based.
13 Isn't that what we just talked about? The FCC has then
14 CapTel Internet program, doesn't it? So I'm confused
15 now.

16 **MS. CARTRITE:** NECA reimburses for Internet
17 minutes. So all of the captioning minutes over this
18 phone will be reimbursed through NECA. The state pays
19 nothing.

20 **MR. ZIEV:** Right. So why are we requiring
21 then a landline phone?

22 **MS. CARTRITE:** For the voice piece, because
23 CapTel users speak for themselves.

24 **MR. SCHWARZ:** This is Louis speaking. One
25 phone line can be a VoIP line, correct? But can't that

1 be done on one Internet line? Can you clarify that?

2 **MS. CARTRITE:** No. Because a CapTel user
3 speaks for themselves. So depending on their phone
4 line, if it's through a phone company that offers
5 digital service --

6 **MR. SCHWARZ:** So people can talk on VoIP,
7 correct, on the Internet line?

8 **MS. CARTRITE:** Well, it's considered --
9 digital is voice over IP, but it is hooked up to a
10 regular phone jack. You have to have the digital
11 service to your home. So it doesn't plug into a
12 computer, no. It's a phone line with a traditional
13 phone jack, but some phone companies offer digital phone
14 service, but it looks like your regular phone line and
15 jack. It's not through the computer.

16 I know what you're thinking. You're thinking
17 VoIP through a computer like with the USB port and all
18 like that. This requires a grounded phone line, yes.
19 But it could be digital service, and digital service
20 means voice over IP. It's just through the wall jack
21 instead of through the computer, but it's just the
22 wiring in the house.

23 I mean, I don't know, maybe our phone person
24 can explain it differently, or James, I don't know, but
25 I know that I have had -- in my own home I've had both,

1 and it looks the same to look at it. So it could be
2 either digital or analog.

3 Clarification, you guys? Okay.

4 **MR. CASEY:** Maryrose had a question.

5 **MS. SIRIANNI:** Well, maybe I'm missing
6 something. I'm not sure. I don't understand why the
7 DSL service, the Internet service is not over the same
8 line. Rick is looking at me. What am I missing? Is it
9 because of the CapTel part of it?

10 **MR. MOSES:** The CapTel phone has --

11 **MS. SIRIANNI:** Doesn't allow it to?

12 **MR. MOSES:** The way the CapTel phone is
13 designed is it separates out the voice and the data,
14 because it is strictly using the VoIP, or the Internet
15 if you want to call it that, strictly for the data
16 connection for the captioning portion, and then the
17 voice is totally separate going over the PSTN.

18 **MS. SIRIANNI:** Okay. So it has to do with the
19 CapTel phone is why it --

20 **MR. MOSES:** Exactly. It gets confusing if you
21 try to speak of it like a VoIP from the hub of your home
22 speaking over the VoIP broadband. This does not work
23 that way.

24 **MS. SIRIANNI:** Gotcha.

25 **MS. CARTRITE:** I mean, it works that way, it

1 doesn't look that way. It is not through the computer,
2 but -- right. I won't confuse it anymore. I won't.

3 **MR. ZIEV:** This is Jon here. So in plain
4 English, the phone part is for the voice for speaking,
5 the data is only like -- it's like AIN, correct, like
6 instant messaging?

7 **MS. CARTRITE:** It is just through your
8 high-speed access.

9 **MR. ZIEV:** Right. So that's in plain English.
10 Got it now.

11 **MS. CARTRITE:** These are just features on the
12 phone that are new and different. Again, James,
13 interesting to note the additional amplification and
14 some things that are different. Because, and the reason
15 I said interesting to note is because the CapTel 800
16 phone that will be released end of first quarter will
17 look very similar, it just won't require the Internet
18 connection. It will be a CapTel phone like the 200
19 today with new features.

20 This was released in October. Ten-digit
21 numbering, Bob has already discussed that a little bit.
22 Today is the deadline, you know. I think many of you
23 probably know about that, but it just explains a little
24 bit about what is required and the purpose for that.

25 You know it is for E911 emergency recognition

1 to find the person, where they are, and that's the
2 reason they are requiring this registration. So the
3 purpose, you can dial the 10-digit or the Relay number
4 itself, either. It doesn't matter. It connects to a
5 central database that allows PSAPs to find you in the
6 event of an emergency. And then Sprint and all
7 providers -- back up one before?

8 **MR. SCHWARZ:** This is Louis speaking. The
9 second section says providers have a method of
10 transferring phone numbers to the Relay provider instead
11 of other users. I don't know what that means. I decide
12 what VRS I use, then?

13 **MS. CARTRITE:** No.

14 **MR. SCHWARZ:** What does that mean?

15 **MS. CARTRITE:** It is within whatever type that
16 number is registered to. So if this is IP-Relay, you
17 are assigned a number by Sprint. You can transfer it to
18 Hamilton if you want for IP.

19 **MR. SCHWARZ:** If I choose?

20 **MS. CARTRITE:** If you choose, right. But
21 within whatever kind of service you have assigned, that
22 number is assigned to. So IP to IP, VRS to VRS, that.
23 Okay.

24 That just shows Sprint -- all of the providers
25 have a web page for registering for a 10-digit number.

1 It just requires those things. I hope you are all
2 registered with your various VRS and IP and various
3 things by today.

4 I know there's a lot of information and I know
5 there's a lot of discussion, and anytime if you have any
6 questions about the Sprint piece of things, I am more
7 than happy. If I don't know, I will find the answer.
8 And I respond to my e-mails, so never hesitate to
9 contact me. I'm happy to answer or find the answer for
10 you. Thank you.

11 **MR. CASEY:** Does anyone have any questions?

12 James.

13 **MR. FORSTALL:** I know that you had your
14 meeting this morning with the Public Service Commission
15 about different issues, and I know pricing was one of
16 them. It remains a concern, not just with the state of
17 Florida, but all over, and I don't know if I should
18 pursue it at this point, but would it be fair for me to
19 ask Sprint, since you all are selling the 200 models for
20 \$99 through the PSA, why can't FTRI have that same
21 opportunity to purchase the phones directly from Sprint
22 for \$99 to distribute to the customers in the state of
23 Florida?

24 **MS. CARTRITE:** I'm going to defer that to the
25 staff to how they, you know, choose to answer that. I

1 will say Sprint has elected to only subsidize a portion
2 of those phones for people, individuals who cannot
3 qualify for state equipment distribution programs or for
4 whatever reason can't get one through the state. That
5 was the purpose. Actually, it started out as states who
6 themselves did not have equipment distribution programs,
7 and there were a few, and that's the reason that was set
8 up originally.

9 It was never intended to be a standard for
10 the -- it was really to allow people who couldn't have
11 access to get something they could afford without the
12 buying power of a state subsidized program. Because
13 understand, someone will subsidize those phones because
14 there's a retail value. It costs a lot of money to make
15 the equipment, and they won't sell them without -- it's
16 like cell phones. And, again, I'm kind of taking over
17 what I said. I will just defer to the state. But the
18 point was to allow people who needed them to get them.

19 **MR. FORSTALL:** Okay.

20 **MR. ZIEV:** This is Jon. Sprint then
21 subsidizes some of the -- a certain percent. The
22 minutes are charged to who?

23 **MS. CARTRITE:** If it's a 200, to the states
24 where they are subsidized. But, again, we started out
25 in states that had no equipment distribution program.

1 **MR. ZIEV:** Jon here. What is the difference
2 between 399 and 99? If Sprint is already subsidizing
3 for people to buy, why can't they subsidize the state
4 then to do that same project? Instead of 350, why not
5 99? Charge it to the state. It would be the same
6 thing, wouldn't it?

7 **MS. CARTRITE:** Because the state is
8 subsidizing. That's the reason the states have the
9 equipment distribution programs.

10 **MR. ZIEV:** Right. But you are already
11 subsidizing people to buy that for \$99. Those people
12 who are actually calling are charging then to the state,
13 correct? You are charging it to the state.

14 **MS. CARTRITE:** For the service, uh-huh.

15 **MR. ZIEV:** So why can't you subsidize then the
16 state to buy it and then distribute it then for free or
17 charge \$99 then in that state?

18 **MS. CARTRITE:** There is a huge difference in
19 numbers. So, again, I will let the state --

20 **MR. ZIEV:** No, no, no. I guess you don't see
21 what I'm looking at. You don't see what I'm looking at
22 then. You said \$99 because Sprint is subsidizing that,
23 for that equipment to the individual. That individual
24 then makes all of these phone calls to wherever. Those
25 minutes are then charged to, you said, the state.

1 **MS. CARTRITE:** On a 200, yes.

2 **MR. ZIEV:** Okay, great. So why are you
3 forcing then the state to buy the equipment for \$350?
4 You are doing the same thing with the 99.

5 **MS. CARTRITE:** We are not forcing the state --
6 do you want to explain this equipment thing?

7 **MR. CASEY:** I think what it comes down to,
8 Jon, is that states that don't have equipment programs
9 and have people that buy the \$99 phone and use minutes
10 on them, those minutes are charged to that state, but
11 they are paying a higher rate for their CapTel service
12 than we are. Now, I'm guessing that's what it is.

13 **MR. ZIEV:** Okay. And this is Jon speaking.
14 If Florida people buy that equipment for \$99, then they
15 are charging that to Florida, correct? Whatever the
16 rate is, 1.47 or whatever. So it would be the same
17 concept, wouldn't it?

18 **MR. CASEY:** No. Each state has a different
19 CapTel rate. It's by contract. Right now we're paying
20 1.40 a minute.

21 **MR. ZIEV:** Jon. You're right. Great.
22 Because I know several people who actually bought the
23 CapTel services. They live in Florida and they bought
24 it for \$99. So you are paying then a minute forty. So
25 it would be the same thing, wouldn't it? \$1.40 per

1 minute. Why can't -- do you understand? I mean, I know
2 people who are actually buying the equipment because
3 they can afford it. They are like, well, then I don't
4 need to depend on the state to buy it, I can afford to
5 buy it then myself.

6 **MS. CARTRITE:** The only way they are allowed
7 to do that is if they cannot qualify through the state
8 equipment distribution program, because there are many
9 ways that those phones are subsidized. One way is
10 through the equipment distribution program. One way is
11 only to individuals who don't qualify for the program.

12 **MR. ZIEV:** There is one guy I know right now,
13 he doesn't even ask as far as qualify or not, he just
14 goes ahead, orders it on line and gets it for \$99.

15 **MS. CARTRITE:** Well, when he calls --

16 **MR. ZIEV:** For the 200 model.

17 **MS. CARTRITE:** When a person calls WCI, they
18 screen people and ask them questions.

19 **MR. ZIEV:** But they didn't screen this person.
20 They just said here is the charge and they overnighted
21 it to him and that was it.

22 **MS. CARTRITE:** They can only ask what they can
23 ask and accept the answers given. I mean, you know, so
24 is it a perfect system? No.

25 **MR. ZIEV:** That's where I see where the

1 problem lies.

2 **MS. CARTRITE:** Perfect system? No, not
3 probably. But, you know, we have to trust the answers
4 we're given.

5 **MR. SCHWARZ:** This is Louis speaking. I want
6 to talk about a parallel situation in history. In the
7 1970s and '80s, deaf people were purchasing expensive
8 equipment to communicate with deaf friends. There was
9 no Relay service back then. They had to find volunteer
10 people to Relay the communication and all that. And
11 they had to pay for the Relay service plus had to pay
12 for long distance, how long they were on the phone
13 calls. So deaf people were very frustrated with all
14 they were paying, but they managed to survive it.

15 As time has gone on now with the ADA passing,
16 Relay service then came out and provided then the
17 service to accommodate for the -- to be ADA compliant
18 for the deaf people, but deaf people were still
19 frustrated, once again, with the increase in cost.

20 In then the 1990s, video webcam was developed,
21 and it was, what, about \$100 to buy a webcam. Obviously
22 nowadays it is, like, \$20. But the people started
23 moving more and more then to computers and webcam
24 because of the long distance to then contact their deaf
25 friends. So there was more a focus then on Video Relay

1 Service once the VRS providers started setting up and
2 they provided a free service.

3 Before that, before you had to buy the webcam
4 to then be able to connect then to a VRS provider. When
5 other competitors then set up then they were giving out
6 free webcams and then free video phones. So as time has
7 progressed nowadays we're talking about CapTel, and I
8 feel like it should be the same thing. There's a
9 different rate. I feel offended. I would rather it
10 just be equal for all, no matter which state. It should
11 be equal to absolutely all people who want a CapTel
12 device, a CapTel unit. So how can it be justified?

13 **MS. CARTRITE:** It's justified the same way
14 cellular phones today that we have talked about are.
15 Retail rates are typically 400, 500, 300, or whatever
16 depending on the device. But companies will subsidize
17 to decrease the price to give out to people so they can
18 afford them, but they sign up for a two-year contract to
19 continue to earn back that revenue that they have
20 expended to make the phone affordable, right?

21 With CapTel, we're not offering contracts of
22 usage or anything like that to make back that money that
23 is subsidized. It costs more than \$99 to make a CapTel
24 phone. Again, I'm kind of speaking not -- I'm speaking
25 for WCI and CTI because Sprint is not in the equipment

1 business. We don't manufacture the equipment. We don't
2 do that. Our goal is to make that expensive phone
3 available to people who really need it. That's our
4 goal.

5 But do we earn money from the minutes of use?
6 Of course we do. We are a business, right? So, of
7 course. But at the same time there is an industry
8 standard, and NECA sets the industry standard for rate
9 reimbursement. Most of the states are under industry
10 standard. Florida is way under industry standard right
11 now. So, I mean, you still have a good deal on the rate
12 of service.

13 The part about the equipment and all, there is
14 a lot of reasons behind that, but the best analogy is
15 like a cell phone. They are manufactured for a lot more
16 money than they are sold for, but in the cell phone
17 industry you get back that money you subsidized through
18 a two-year contract minimum, but we don't have that with
19 CapTel.

20 Now, there's a lot of reasons why that 99
21 started, and I'm not going to explain and eat up time
22 here, but we are going to provide the staff with a --
23 it's called a white paper that was written by CTI that
24 explains why and how that all happened. So we will be
25 sharing that with the PSC. So perhaps next time or next

1 meeting we can clarify some of the misunderstandings
2 about that. But just, I mean, please understand it
3 costs a lot more than \$99 to make one of those CapTel
4 phones because of the technology that is built into that
5 equipment.

6 **MR. CASEY:** This morning at our -- this is Bob
7 Casey. At our meeting with WCI, they stated that the
8 actual cost of the phone is a little over \$300 and they
9 were going to provide evidence to me to show me that.

10 **MR. FORSTALL:** Will that information be made
11 available to all the members here?

12 **MR. CASEY:** It should be. It depends on how
13 they file that information. If they file it
14 confidentially with the Commission, then we wouldn't be
15 able to do that. Now, as far as the white paper, I am
16 going to share that with the advisory board. They need
17 to know.

18 **MR. FORSTALL:** And the only reason I asked is
19 because I have had other people tell me that the phone
20 really doesn't cost what they are claiming that it does
21 to make, and the only way we can verify that is to be
22 able to have access to that information.

23 **MR. CASEY:** And they have agreed to send that
24 to us.

25 **MR. FORSTALL:** Okay.

1 **MR. ZIEV:** Jon here. I have my own business,
2 and I know for a fact that a phone with that kind of
3 system is not \$300, because I can buy it in China for
4 30. Just like this. So that is the reason I find that
5 hard to believe that it is actually \$300. I would have
6 to see it with my own eyes.

7 **MR. CASEY:** We'll review it when we get the
8 information.

9 **MS. CARTRITE:** Any more questions for me or
10 for Sprint?

11 **MR. CASEY:** James, go ahead.

12 **MR. FORSTALL:** A question, but it is really an
13 equipment which would be directed to WCI. That's okay.

14 **MS. CARTRITE:** Thanks for your time and your
15 patience.

16 **MR. CASEY:** Any other questions for anybody
17 here. Any of us up here at the bench?

18 **MR. SCHWARZ:** This is Louis speaking. Are we
19 done? Are there any more presentations? I don't
20 remember the agenda.

21 **MR. CASEY:** If nobody has any other questions,
22 then we are done. Our next meeting will be in April of
23 next year. As it gets closer, I'll send out a proposed
24 date to you. But in the meantime --

25 **MR. ZIEV:** This is Jon speaking. When in

1 April?

2 **MR. CASEY:** It will be towards the end of
3 April probably because Easter is the first weekend in
4 April next year. So it would probably be the latter
5 half of April.

6 **MR. ZIEV:** Jon here. Actually, I'm already
7 booked between the 12th and the 18th. The 12th to the
8 18th.

9 **MR. CASEY:** Okay. I will send out a notice
10 way in advance to check and see if you are available.

11 **MR. SCHWARZ:** This is Louis speaking again. I
12 am from Maryland. It is a little bit different to be
13 here and then be in Maryland. In Maryland, they also
14 have a public comment from the audience like an open
15 forum. Do you have a similar venue here for the public
16 to actually come and make comments, whether to place a
17 complaint, or any feedback that they have regarding
18 TASA?

19 **MR. CASEY:** The public is welcome to attend
20 these meetings. We do give public notice so people can
21 come in and comment. We're glad to take it at anytime.
22 And, of course, I am available 365 days a year. You can
23 e-mail me with comments. If you know of a friend that
24 wants to comment on a program, please give them my
25 e-mail address and have them send me an e-mail.

1 **MR. SCHWARZ:** This is Louis here. I wanted to
2 express our appreciation for your good work and keeping
3 us abreast with the news, FCC-related issues. I really,
4 really enjoy reading those. I love that you are always
5 sending me all kind of stuff. You're the fastest person
6 that I know to send information.

7 **MR. CASEY:** I monitor all the FCC orders as
8 they come out on a daily basis and pass on the ones that
9 are relevant.

10 **MR. SCHWARZ:** Louis here. I appreciate that.

11 **MR. ZIEV:** This is Jon. Yes, I have to second
12 that. Because some people that I talk with, they are
13 like how do you know all of this stuff going on? That
14 is not information that is out to the public. I'm like,
15 I got an e-mail from my POC, my point of contact. And
16 they are like, wow, that's good. Yes, once the FCC
17 announces something on the same day, I'm like, hey, I
18 know that immediately. So, I like that, yes.

19 Thank you very much, again.

20 **MR. CASEY:** Well, thank you very much. And I
21 appreciate you coming to the meeting and giving your
22 input. Thank you.

23 And if you have your vouchers ready -- one
24 more thing. If you have the vouchers ready, please turn
25 them in or send them to me as soon as you can so you can

1 get reimbursed.

2 **MR. ZIEV:** This is Jon speaking. What
3 voucher?

4 **MR. CASEY:** For travel expenses.

5 **MR. ZIEV:** Okay. It has been turned in.
6 Thanks.

7 **MR. CASEY:** Okay. Thank you very much.

8 (The meeting concluded at 3:57 p.m.)

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2 STATE OF FLORIDA)
3 : CERTIFICATE OF REPORTER
4 COUNTY OF LEON)

5
6 I, JANE FAUROT, RPR, Chief, Hearing Reporter
7 Services Section, FPSC Division of Commission Clerk, do
8 hereby certify that the foregoing proceeding was heard
9 at the time and place herein stated.

10 IT IS FURTHER CERTIFIED that I
11 stenographically reported the said proceedings; that the
12 same has been transcribed under my direct supervision;
13 and that this transcript constitutes a true
14 transcription of my notes of said proceedings.

15 I FURTHER CERTIFY that I am not a relative,
16 employee, attorney or counsel of any of the parties, nor
17 am I a relative or employee of any of the parties'
18 attorney or counsel connected with the action, nor am I
19 financially interested in the action.

20 DATED THIS 30th day of November, 2009.

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24
25


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