

Diamond Williams

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From: Berlin, Susan [GA] [Susan.Berlin@sprint.com]
Sent: Friday, October 28, 2011 1:15 PM
To: Filings@psc.state.fl.us
Cc: Bob Casey; Cartrite, Dottie [BMG]; Marsha@reuphlaw.com
Subject: Electronic filing response to Staff Request on draft RFP for Telecommunications Relay Service
Attachments: FL Comments on Draft RFP of Oct 17 (3).pdf

Person responsible for filing:

Susan J. Berlin
 Counsel, Regulatory Affairs
 Sprint
 3065 Akers Mill Rd SE
 7th Floor, Mailstop GAATLDO704
 Atlanta, GA 30339
susan.berlin@sprint.com
 Office 404-649-8983
 Mobile: 404-956-6235

Docket Number: None - General Response to Staff Request on draft RFP for Telecommunications Relay Service

Filing is on behalf of Sprint Communications, L.P.

Total pages – 2, one attached document

Filing is a letter from Sprint responding to several questions regarding the draft RFP that has been circulated for Telecommunications Relay Service

Thank you

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Phone: (720) 545-0177
Fax: (913) 523-9277
Dottie.Cartrite@sprint.com

Dottie Cartrite
Senior Sales Executive
707 17th Street, Suite 3750
Denver, CO 80228

October 28, 2011

VIA CLERK FILING

Ms. Ann Cole
Director, Office of Commission Clerk,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Comments on Draft RFP for Discussion Purposes Only - October 17, 2011
for a Telecommunications Relay Service in Florida

Dear Ms. Cole:

This letter is sent in compliance with the request from the Florida Public Service Commission Staff to provide comments on the draft RFP of October 17, 2011, as requested at the open meeting of October 25, 2011, allowing potential relay service providers to provide feedback to the draft RFP.

Sprint comments:

1. The industry rate of annual decline for telecommunications relay service (TRS) has averaged approximately 15%. The industry rate of annual growth for captioned telephone service (CapTel) averages approximately 7%. For purposes of forecasting the 3-year base of the contract, these percentages can be applied, if the State so chooses.
2. In-state call center history during Sprint's tenure as the provider of Florida Relay Service:
Miami center opened 12/02/1997; Jacksonville center opened 05/31/2005.
Miami closed 07/31/2006; Jacksonville closed 10/12/2008.

Sprint TRS network has seen an approximate 75% decline in minutes from 2001 to 2010.

The Florida product has seen a similar decline of approximately 76% in minutes from 2001 to 2010. When the Miami center was closed in 2006 we had seen an approximate 51% decrease in minutes from 2001 to that point. When the Jacksonville center was closed in 2008 the decrease had reached approximately 70% since 2001.

3. When evaluating pricing, please take into consideration that billable minutes are determined by call volume times the speed at which the calls are processed (efficiency), so cost is determined by billable minutes times the price per minute; or, another way of saying it is:

(number of inbound calls) x (speed of call processing) x (price per minute) = cost to state.

An independent assessment of each provider's speed of call processing (labeled as "Conversation Minutes" and "Session Minutes") has been provided to the Commission in the Paisley Report, 2011 National Relay TTY Performance Index.

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Respectfully,

Dottie Cartrite

s/ Dottie Cartrite
Senior Sales Executive