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.
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PROCEEDINGS: ADVISORY COMMITTEE MEETING

TAKEN AT THE INSTANCE OF: The Staff of the Florida Public Service Commission

DATE: Friday, April 27, 2012

TIME: Commenced at 1:41 p.m.
Concluded at 3:35 p.m.

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

REPORTED BY: LINDA BOLES, RPR, CRR
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APPEARANCES:

KIM SCHUR

CHERYL RHODES

MARYROSE SIRIANNI

JOHN MOORE

SID MINNICK

LOUIS J. SCHWARZ

BECKI EDMONSTON

GAIL SANCHEZ

JAMES FORSTALL

CHRIS LITTLEWOOD

FOR THE PSC:

CINDY MILLER, ESQUIRE

BOB CASEY

CURTIS WILLIAMS

P R O C E E D I N G S

MR. CASEY: Okay. We're back. The first thing I'd like to do to start the meeting is have Cindy Miller, our attorney who handles Relay matters, read the notice for the record.

MS. MILLER: Pursuant to notice issued, this time, date, and place were set for the Telecommunications Access System Advisory Committee meeting in Docket 040763-TP.

MR. CASEY: Okay. Thank you. I'd like to start with some notes here. TASA Committee members Kim Schur, Cheryl Rhodes, Louis Schwarz, Maryrose Sirianni, Becki Edmonston, and she'll be substituting for Demetria Clark, along with Sprint Relay Supervisor John Moore and AT&T Contract Manager Sid Minnick will be participating by phone during today's meeting. Gail Sanchez of AT&T Relay has also joined.

This meeting is being streamed live over the internet. And staff is also trying something new for today's meeting. Those participating by phone who would like to ask a question during the meeting will have the option of e-mailing me at Bcasey, that's B-C-A-S-E-Y, @PSC.state.fl.us. That's in case someone can't get through in a question, because there are a lot of people on the phone.

A transcript will also be made of today's meeting and provided to all TASA Committee members. Please make sure your microphone is on when speaking. The green light should be on if you're here. And please silence your cell phones during today's meeting.

Please state your name before speaking so we know who is making comments for the record. We do have a court reporter here and there will be a transcript.

And for committee members who will be claiming travel costs, please make sure to fill out the travel reimbursement form. I believe we only have one here today, and I'll get one for you.

The next thing I'd like to do is take appearances. My name is Bob Casey. To my left is Curtis Williams, who is assisting me with different Relay projects. And, of course, to my right is Cindy Miller, our attorney who handles Relay matters.

On the telephone, I'll do the telephone first, these are the people who I have: Cheryl Rhodes, Kim Schur, Louis Schwarz, Maryrose Sirianni, Becki Edmonston, John Moore, Sid Minnick and Gail Sanchez. Did I miss anybody on the phone?

Okay. We'll go to the people who are here. Can I have appearances, please, starting with James?

MR. FORSTALL: James Forstall with Florida

Telecommunications Relay, Incorporated.

MR. LITTLEWOOD: Good afternoon. Chris Littlewood, representative for the Florida Coordinating Council for the Deaf and Hard of Hearing, ALDA Representative, which is the Association for Late Deafened Adults.

MR. CASEY: Thank you very much. Okay. I'd like to get started with my presentation. It shouldn't take too long.

And what I usually do at the beginning of the meeting is go over FCC and PSC updates since our last TASA meeting, which was October 28th.

This next slide is just a reminder of how the FCC orders come out. If the FCC order number up at the top says FCC in it, it means that it was issued by the full FCC Commission. If the number at the top starts with a DA in front of the numbers, that means it was issued by designated authority of the office or the bureau.

And the first order was issued November 15th, and these are the companies that were granted VRS certification: Convo Communications, ASL Services, Hancock, Jahn, Lee & Puckett. And those are the three that were granted certification.

There were also a number of companies denied

VRS certification: S&L Deaf Communications; PowerVRS; BIS Relay; IWRelay; Say-Hey, Incorporated; CODA VRS; Malka Communications; PAH VRS Support Services. Those are the ones that were denied.

On November 22nd another order was issued. This was by designated authority, it's got a DA number in it, and this one addressed the one-year transition period to allow for consumer outreach and education to transition consumers from toll-free numbers to local numbers associated with the FCC's Internet-based TRS. Now the transition period began November 22nd and will expire on November 21st of 2012.

On December 15th another order was issued. It's FCC 11-184. And, of course, with the FCC in front of it, it means it was issued by the full Commission. And basically what it was is an examination of the VRS rules to ensure the VRS program fulfills the goals of the Communications Act. They set forth a series of options and proposals to improve the structure and efficiency of the program, to ensure that it is available to all eligible users and offers functional equivalents, and it is as immune as -- make it as immune as possible from the waste, fraud, and abuse that threaten the long-term viability of the program. And the FCC solicited comments on these options and proposals to ensure that the program is effective, efficient, and sustainable for the future.

On November 15th there were three companies granted recertification. These three companies are a little bit more familiar: Snap Telecommunications, Purple Communications, and Healinc Telecom.

Now I can go over to the PSC updates. On November 30th, 2011, a request for proposal, an RFP, was released for a provider of Florida Relay service. On February 14th, 2012, the Commission selected AT&T Relay as the Florida Relay provider effective June 1st, 2012. On April 9th, 2012, the Commission signed a contract with AT&T Relay Service for a period of three years with four one-year options.

On April 26th, which was yesterday, staff filed a recommendation addressing FTRI's 2012/2013 budget, which will be considered by Commissioners at the May 8th, 2012, Agenda Conference. Staff recommended approval of FTRI's proposed budget with one minor adjustment, and recommended the 11-cent current surcharge be maintained for the fiscal 2012/2013 year. And James Forstall will be going over the budget to show you what it looks like in his presentation.

Staff is in the midst of preparing the five-year FCC state recertification for Florida's Relay program. This is very intense; it's a book that's about six inches thick which covers everything about the Florida Relay program.

The certification process is intended to ensure that TRS is provided in a uniform manner throughout the United States and territories. All states and territories have to file at the same time with the FCC. We'll be filing the recertification at the FCC by October 1st of this year.

I have a little legislative update on Senate Bill 272. Many of you remember this one. It was filed by Senator Wise addressing Section 427, which is the Relay statute in Florida.

On October 4th, Senate Bill 272 was referred to the Communications, Energy, and Public Utilities Committee, and the Budget Committee. However, on March 9th, the bill died in the Communications, Energy, and Public Utilities Committee.

Florida belongs to the State Association of Relay Administrators, which is called NASRA, National Association for State Relay Administration, and we've been after them for a number of years to come to Florida and have their conference in, annual conference in Florida. Finally they agreed to do so this year. So for the first time they chose Florida. It's going to be held at the Windham Lakes Hotel at Walt Disney World in Orlando from October 22nd to the 24th. And the conference will be preceded by the Telecommunications Equipment Distribution Program Association annual conference at the same hotel, and that will be October 16th through the 20th of 2012. And, of course, James Forstall, who is the Executive Director of FTRI, is presently the chair of TEDPA. So we're very proud to have two conferences come to Florida this year. I hope they make it more than just one year.

These next slides show the history of TRS and CapTel to show you what the trend is. It really hasn't changed much. Regular TRS minutes keep going down. CapTel minutes of use are kind of leveling off, as you can see by the graph.

Here's a chart that shows both TRS, regular TRS and CapTel. They're pretty close together. Here's one that shows IP Relay minutes and VRS minutes; however, it's only through November 2010. When the new federal Relay administrator took over, it was decided that he wouldn't continue keeping track of these minutes. So we don't have anything past November 2010.

And here's a chart showing all the Relay. And, again, this is only through May of 2011, and they quit taking -- quit keeping track of those minutes. Are there any questions or comments?

MR. SCHWARZ: Yes. This is Louis Schwarz here. I have a question.

MR. CASEY: Sure. Go ahead, Louis.

MR. SCHWARZ: Why did they stop keeping track in 2010? Why did they stop keeping track of the minutes? And how will we be aware of the results of those minutes going forward?

MR. CASEY: It is my understanding it was a budget item and the FCC didn't approve it, which the states didn't like. We don't like that. We like to keep track of how many VRS minutes and IP Relay minutes are being used in the state. Because what we are scared of is that eventually the state programs are going to have to start paying for the intrastate minutes of IP Relay and VRS, and that's in the federal statutes. The federal statutes say the states will pay for intrastate minutes and the federal government will pay for interstate minutes.

Now if Florida has to pay for it, we're estimating somewhere between $30 and $35 million a year will be added to our budget for Relay. Right now it's being paid by the federal program and we hope it stays that way.

Does that answer your question, Louis?

MR. SCHWARZ: Yeah. I'm looking back and forth on the screen and stuff like that, but one more comment.

MR. CASEY: Sure.

MR. SCHWARZ: I want to go back, if I could. I noticed that there's a promotion for CapTel or CapTel calls. It seems like there's lot of promotion going on in the State of Florida. But I look at the numbers and they're kind of flatlined. I would expect an increase with all the promotion going on.

MR. CASEY: If we can, I'd like to defer that until James' presentation where he'll be talking about CapTel and some advertising, and also AT&T's to see what kind of advertising they'll be doing for CapTel. Will that be okay to defer that?

MR. SCHWARZ: Sure.

MR. CASEY: Okay. Thank you. And I'll make sure I bring it up if they don't say anything on it.

Are there any other questions or comments? If not, we'd like to go ahead and have James start his FTRI presentation. It'll be just a second, James.

MR. FORSTALL: Good afternoon. Oh, excuse me.

(Pause.)

Good afternoon. I'm glad to be here to share with the TASA Advisory Committee and the Public Service

Commission our proposed budget for fiscal year 2012 and '13.

Based on the best information available to us, the FTRI board of directors has approved a recommendation to maintain the current surcharge level of 11 cents for the next fiscal year. We estimate that 11 cents would produce a shortfall, a shortfall in meeting FTRI's operating expense, and we have not proposed an increase or a change in the surcharge because we feel that there is sufficient funds in the surplus account to offset the difference.

The budget as approved by the board projects revenues to be $9.4 million and total expenses to be $11.8 million, with a difference of $2.3 million to be transferred from the surplus account.

Next. As of February 12 -- I'm sorry. As of February 2012, FTRI has over 465,950 individuals in the client database. It is evident that FTRI and the regional distribution center that we contract with are reaching out to meet the telecommunications access needs of residents who are deaf, hard of hearing, deaf/blind, or speech disabled. Outreach continues to be a major part of our effort, and we are planning to increase these activities in order to continue to reach out to the estimated 3 million potential clients in Florida by creating awareness and telephone independence.

Operating revenue. The surcharge revenue for fiscal year 2012 and '13 are based on a 3% decrease in the number, in the total number of access lines reported and estimated in fiscal year 2011 and '12. The interest income for that next fiscal year is projected to be $33,459.

Operating revenue, total number of access lines estimated that was based on reported last year, proposed surcharge level, total revenues less 1% administrative cost to the TELCOs. Net operating revenues plus $458,832, which is the National Deaf/Blind Equipment Distribution Program that FTRI has applied for. Should FTRI be granted the contract or the bid, that is the total allocated amount that the State of Florida will be issued should we serve 100% of that. That will be the most we can earn. The 33,000 would be the projected interest income. Total operating is 9.4 million, less 11.8 million expenses, with the transfer being 2.3 million. As you can see on the graph, the number of access lines has continued to decrease over the last few years.

Next, wireless trends in Florida. Wireless handsets in Florida as of June 2010 --

MR. SCHWARZ: Hello. This is -- hello there.

This is Louis.

MR. CASEY: Yes. Louis, do you have a question?

MR. SCHWARZ: Yes. This is Louis Schwarz. Can you refresh me on what's the access line?

MR. FORSTALL: Okay. The access lines are all landlines in the State of Florida. The businesses report the first 25 lines. It does not include any wireless or cable subscribers, only landlines.

MR. SCHWARZ: Okay. Thank you.

MR. FORSTALL: Okay. No problem.

Back to the wireless trend. Wireless handsets in service in Florida as of June 2010 reached 16.9 million subscribers. Florida wireless handsets in service continued to grow from June 2009 to 2010, but at a decreasing rate compared to previous years.

Florida experienced an increase of 470,000 subscribers from June 2009 to June 2010, which reflects a 3% increase. Total subscribership results as of June 2010 show that Florida exceeds the national subscription level by 2%; however, this difference is the smallest since 2001.

Initially Florida was ahead of the nation in adopting wireless technology. But now that wireless handset levels are closer, are getting closer to market saturation points, the overall growth is declining. Since the fourth quarter of 2003, Florida wireless handsets in service have exceeded Florida wireline access lines, and the gap continues to widen. Wireless handsets outnumbered wireline access lines by 10.5 million as of June 2010.

VoIP, V-O-I-P, trends in Florida. As VoIP technologies continue to evolve and improve, more residences and businesses in Florida are subscribing to VoIP services. The FCC's most recent data shows that there are approximately 25.2 million interconnected residential VoIP subscribers and nearly 3.7 million business subscribers nationwide as of June 2010. This represents an increase of 23% of total interconnected VoIP subscribers nationwide from June 2009 to June 2010.

Data collected by the Florida Public Service Commission shows an estimated 2 million residential interconnected VoIP service subscribers in Florida as of December 2010, and this information was taken from the Report on the Status of Competition in the Telecommunications Industry as of December 31st, 2010, published by the Florida Public Service Commission.

Next. Category I, Florida Relay. The fiscal year 2012/13 budget for Relay is based on reported billable minutes to FTRI by the current Relay provider for the first six months from, actually from July to December, plus the year-end estimates from January to June. The new AT&T contract rate is 76 cents per billable minute for traditional Relay service and $1.47 per minute for CapTel.

It is estimated that the year-end total of billable minutes will be over 4 million; 4,446,264 minutes. And Category I budget is estimated to be $4,884,483. And AT&T will be Florida's new Relay provider beginning June 1st, 2012.

As you can see, the CapTel and TRS minutes on the graph, as Bob indicated, we are seeing a decline with the TRS and with the increase in CapTel. And you'll notice that fiscal year 2013 projections are based on the, again, are based on the estimate that we're anticipating from fiscal year 2011 and '12.

Equipment and repairs, Category II. This consists of all the equipment that FTRI purchases and repairs. We're anticipating the number of equipment to be distributed during 2012 and '13 to be close to 40,000. Therefore, the budget for Category II is a little over $2.8 million.

As you can see, we had a really good distribution year in 2011. We're seeing a slight decrease for 2012, and that's based on estimates up until January and February numbers. However, FTRI is currently running some newspaper ads right now, so I do anticipate the increase to be a little larger.

The equipment distribution program and training Category III, we contract with 23 regional distribution centers throughout the state, and it is estimated that the RDCs and FTRI will have provided over 32,000 services to clients during the current fiscal year. We're proposing for budget, Category III, the 1.4 million -- I'm sorry -- $1,497,088.

New clients served, as you can see, for fiscal year 2012 we're estimating to be about 18,500.

Services provided, again, we're seeing a drop-off from 2011. However, we're estimating at the end of fiscal year 2012 to be about 32,000 services total provided, which includes new, modifications, exchanges, returns, and follow-ups.

Next you'll see a graph of the different RDCs located throughout the State of Florida. As I said, we have 23 contractors. Every one of them is a non-profit association, either a Deaf Service Center or a Center for Independent Living. We do have a couple of Speech and Hearing Centers that we do contract with. But every one of them is a non-profit agency.

Category IV, outreach. FTRI is proposing an outreach budget of $684,503 for fiscal year 2012 and '13. The RDC contracts will be about $151,303; newspapers and TV will continue to be the same as last year or this current fiscal year, 380,000; printing, 47,000; and a new pilot program project called the Hearing News Network for $30,000.

Next. Advertising. Newspaper ads will account for about 89% of the total media fund, with 11% going for TV to Florida Relay service. This type ad, we have been pretty successful with the ads over the last couple of years. And we change them around; sometimes we'll insert a different piece of equipment. But for the most part, the ads have been drawing in or attracting new clients to the RDCs and we're happy to see that.

The Hearing News Network, this pilot project is something that FTRI is going to attempt to do next year. And the HNN, what we refer to it as, is a patient-based waiting room system delivered via high speed internet on a flat screen monitor in real time. I'm sure some of you may have, when visiting your physician, you may have seen a TV screen in the waiting room. Well, this is similar to that, except the company that we're going to be working with, the Hearing News Network, will be responsible for contacting different service providers to arrange for the equipment to be installed and everything, and all FTRI will be doing is purchasing some ad time to be shown on that screen.

It's a digital venue geared specifically to hearing healthcare professionals. It's a tool used to engage, educate, and market an individual practice to patients in the waiting room.

The HNN platform delivers current relevant content customized for each practice on a monthly subscription basis. The content runs on a 20-to-30-minute cycle to coincide with the average time a patient spends in a waiting room. Content is allocated between clinic-specific content, locally controlled and co-managed content, national-based advertising, and affiliate or partnership advertising such as FTRI. And the content library provided is provided by Better Hearing Institute, Hearing Loss Association of America, and Hearing Health Foundation, among others.

FTRI opportunities with the HNN system includes the cost of the HNN media player, 24-month service and basic install; unlimited content updates, which means that we can update the content as often as we want and any kind of information we want. FTRI will have a guaranteed two minutes of ad space, ad space for a 20-to-30-minute cycle to use at its discretion. The cost per office installed will be $574 for two years of advertisements.

The benefits. We'll reach an audience already addressing their hearing loss and ultimately may be more receptive to the FTRI message, promote the local RDCs, dates for on-site phone distribution, other RDC community events, strengthen the collaborative relationship between hearing healthcare professionals and FTRI, broaden exposure and maintain a presence for the FTRI program at a nominal cost.

This is a sample screen shot that may appear on a screen in a doctor's office or a service provider's office. If you notice at the bottom, there's an HNN icon. That will be a scroll that will be going across the screen, and it will be updated with live scrolls streaming of information, current information. It could be the news, a local update for news, the weather, et cetera. That would be constant.

The next shot is an example of the FTRI PSA that we may choose to put on the screen, and we can also push a stream on the bottom of the, on the bottom of that screen information about the RDC location, about the upcoming on-site distribution, et cetera, et cetera, information like that.

FTRI plans to work closely with the regional distribution centers in the areas that we will be working with the installation so that we can make sure we coordinate the services so that when the clients go in, when they go in to visit, they'll know right away that the center may be coming back to that particular location at a later date to provide the services.

Category V, the general and administrative. The total proposed budget for Category V is 1.3 million. And as of right now, FTRI has 15 authorized positions.

And here is a review, a comparison of the budget for the last three fiscal years. Fiscal year 2010 and '11 is the actual. Fiscal year ending 2011 and '12 is the year-end estimates. And, of course, fiscal year 2012 and 2013 is what we're proposing to be reviewed by the Commission with hopes of approval soon.

Any questions?

MR. CASEY: I'd like to start -- oh, I'm sorry. Can I ask one question first?

On the regional distribution centers, does your budget include adding another one?

MR. FORSTALL: Yes, it does. We are looking into adding in an area where we feel like it may be underserved. We have one located in the Orlando area. We were thinking of adding a second center in the

Orlando area.

MR. CASEY: Okay. Thank you.

Chris Littlewood has a question.

MR. LITTLEWOOD: Yes. I was just going to ask a question about the Hearing News Network. Is that only going to be for audiologists and ENT offices or in different healthcare offices?

MR. FORSTALL: That's a good question. Thank you.

In the beginning we're going to concentrate on working with the audiologists and hearing, the hearing, the ENT, et cetera. However, the plan is to expand the program to include regular physicians because we do want to expose the program to a wider market and not just to the hearing care health provider.

But right now we're going to be working on a limited budget amount for that pilot program. So when we take the actual costs that we're looking at paying and divide it by the total budget amount, it's going to allow FTRI at least 50 locations. So it doesn't seem like a lot, but to start with we're going to work in a concentrated area, possibly the Orlando area, Jacksonville area, and the Tampa area to start with to see how the response will be before we take it across the state.

MR. CASEY: Go ahead. Do you have a follow-up question? Go ahead, Chris.

MR. SCHWARZ: Hey, this is Louis Schwarz.

MR. CASEY: Hang on just a second, Louis.

MR. SCHWARZ: I have a question. This is Louis Schwarz.

MS. RHODES: Cheryl has a question.

MR. CASEY: Okay. Hang on just a second. Chris had a follow-up question on that.

MR. LITTLEWOOD: Okay. Thank you. This is Chris again. Just a follow-up comment.

And that sounds great. I really like the idea of the plan. I just know with similar goals in mind that we're working on with PSAs for the coordinating council for the state, maybe we can -- and I'm just brainstorming here, but maybe we can combine budgets and ideas to, you know, reach a larger audience with a smaller amount of money. So it's just a thought for us to discuss in the future.

MR. FORSTALL: Perfect. Thank you.

MR. CASEY: Okay. I believe, Louis, you had a question on the telephone?

MR. SCHWARZ: Yes. Hello. Hey, this is Louis Schwarz, and this is for James.

MR. CASEY: A question for James.

MR. SCHWARZ: I'm wondering if the experiment with RDC, how often are you -- I'm sorry -- how often are you going to evaluate, evaluate their performance? I'm familiar with some, maybe I'm not qualified -- or some not qualified interpreters, and so how are you going to evaluate each setting there?

MR. FORSTALL: Okay. We are constantly working and monitoring with the regional distribution centers.

MS. RHODES: This is Cheryl.

MR. CASEY: Hang on just a second, Cheryl.

MR. FORSTALL: Okay. Louis, I may need a little bit more clarification as to exactly what you mean. Because the way -- for instance, in order for us to determine that an area may be underserved is by the number of new clients served from that particular RDC in a general metropolitan area. I think -- is that where you were going with your question?

MR. SCHWARZ: Well, in a way, yes. My concern is how do staff in each RDC communicate with the new people, the new clients, or the current clients with the equipment? Do they communicate? Are they skilled signers or are they hiring interpreters? And are the interpreters qualified? Are they certified? So I'd like to get some information on that, information in regards to that. So I'm curious, how are you going to evaluate the staff in each RDC?

MR. FORSTALL: Okay. Okay. Thank you for the clarification.

Louis, unfortunately FTRI contracts directly with an agency, and the agency is responsible for hiring the individual and providing staff available to do the program. However, what we have been able to do is provide feedback and input to the directors of each center where we think improvements may need to be made or recommendation, et cetera.

But FTRI, what we do is the staff at FTRI, we will make surprise audit visits to offsite distribution events or outreach events to ensure that procedures are complied with and to offer recommendation on how to improve delivery of services, et cetera. But unfortunately FTRI does not have any say-so over who the staff is hired at the regional distribution center that we contract with.

MS. SCHUR: Kim Schur. Question.

MR. SCHWARZ: Hey, this is Louis again. I have a follow-up question on that.

MR. CASEY: Okay. Kim, can you hold on just a second and let Louis do the follow-up?

Go ahead, Louis.

MR. SCHWARZ: Yeah. Can we do some surveys to each RDC and give that to our new customers and let them fill that out and send it back in to the FTRI directly?

MR. FORSTALL: We, we provide quality assurance cards that we mail directly to the clients after they've been served, and we do a random selection of, of who we mail the cards to. And 98% or 96% of the cards we get back have positive feedback, and any negative response we get, we send them, send them directly to the director for review to take whatever action they feel is necessary. But I hope that I've been able to answer your question.

MR. CASEY: Does that answer your question?

MR. SCHWARZ: Yes, exactly. That's exactly what I wanted to hear. Thank you.

MR. CASEY: Okay. Thank you, Louis.

Now I think -- did Cheryl have a question? I know Kim did. Did Cheryl have a question too?

MS. RHODES: Yes.

MR. CASEY: Go ahead, Cheryl.

MS. RHODES: This is Cheryl speaking. I'm speaking now about the National Deaf/Blind Equipment Distribution Program. And I understand during the meeting you asked about equipment being distributed this summer. Can you tell me if it is still on for the summer, and also how many various pieces of equipment you think -- you know, and out of all of that equipment what do you think deaf people, deaf/blind people are choosing?

MR. CASEY: Okay.

MR. FORSTALL: Okay. I'm just waiting for the interpreter.

All right. To answer your question about the National Deaf/Blind Equipment Distribution Program, you are correct, it is anticipated by the FCC to begin the program July 1st, 2012. FTRI did apply for -- to become the distributing entity in Florida. However, we have not heard anything back from the FCC as of today whether FTRI will be awarded the contract or not.

As far as the different types of equipment, that, that is something that the state programs have been trying to get clarification from the FCC on. And basically what we were told is whatever the client needs or wants, that's what they get, considering is it reasonable. So in situations where a piece of equipment or a client requests a specific piece of equipment that FTRI may consider not reasonable, we will contact the FCC for clarification.

MS. RHODES: (Inaudible) a member of the Deaf/Blind Association, I also wanted to know why deaf/blind members are required to have a, a house phone, like a landline --

MR. FORSTALL: Okay.

MS. RHODES: -- in order to receive the equipment from the FTRI. A lot of people are using IP addresses.

MR. FORSTALL: Okay.

MS. RHODES: But FTRI is requiring a landline, which is oppressive (phonetic) to many deaf/blind people who do not have the ability to buy all this equipment. And if we're using IP equipment to communicate, we don't communicate with anyone through TTY anymore.

MR. FORSTALL: Okay. Thank you, Cheryl.

MS. RHODES: So we're ending up having several different lines in the house and paying for both those services.

MR. FORSTALL: Okay. Thank you, Cheryl.

Currently the way the law is written in Florida, we are only allowed to distribute equipment that works with landlines. And the FCC requirement is that the equipment to be distributed under the National Deaf/Blind Equipment Distribution Program is to work to allow persons to have access to telecommunications service, and it doesn't specify whether it's a landline or the Internet-based. However, through the FTRI program, the equipment that's distributed through FTRI, you must have a landline.

MS. RHODES: This is Cheryl. Well, I went to a public forum with the blind last week, and someone on the board recommended that we recommend to FTRI to allow us to use magicJack. The magicJack is much cheaper than a home line. Is that something that FTRI can recommend to make some changes for us who are deaf and blind in Florida?

MR. FORSTALL: The magicJack, if I understand it correctly, works in conjunction with the VoIP or the landline? Can you explain that for me?

MS. RHODES: It's Internet.

MR. FORSTALL: Okay. Now I guess I'm going to refer that to Bob.

MR. CASEY: Okay. This is Bob Casey. What James is trying to say is that the way the law is written today, all we can handle are landline communications. We cannot handle wireless, we cannot handle VoIP at the present time.

If you remember in my presentation, there was a senate bill that was proposed last year, Senate Bill 272, which would allow wireless, and that died in committee.

So right now the only thing we can provide are landline equipment. We can't provide VoIP and we cannot provide wireless at this time. That may change in the future, but right now we have to follow the law.

Does that answer your question, Cheryl?

MR. FORSTALL: I would just like to add --

MS. RHODES: I do understand what -- I do understand, but more and more people are no longer using or having landlines. And since technology is changing, as the times are changing, I think it's time for FTRI to recommend that the law be changed to match the consumers' needs. Because many deaf/blind consumers do not have landline phones except for a few who are required to because of the FTRI -- or the law that FTRI must, they have to follow, and so they need to pay for that. And it's just better for your consumers if the law is changed and fits what, what the times, with the changes of the times and technology.

MR. CASEY: And I would, I would anticipate that that bill would probably come up next session. I don't know anything about that. The Florida, I believe it's the Florida Association for the Deaf is the one that was behind that bill, and they may present it again next year. But it would need a change in the law in order for us to do that.

Anything else, Cheryl? Do you have --

MS. RHODES: No, that's it. I appreciate you answering my questions.

MR. CASEY: Okay. I have Kim that wanted to ask a question. Could I go to Kim and then Chris?

Kim, do you have a question?

MS. SCHUR: Actually I just wanted to say that, you know, as part of the Deaf Service Centers, we appreciate the advertising that's been going on with the FTRI which brings consumers into our offices because it really gets to everybody.

But I also want to say that perhaps part of the decrease this past year has been the change in the payment schedules for exhibition for the Deaf Service Centers. And with the economy being the way it is, it's hard for us to go out if we're not being reimbursed. So that might be something for FTRI to look at if that was part of the change also.

And the other thing is I think the Hearing Health Network is a great idea, but I would really want to hit some of the primary care and geriatric offices as a first stop beside the ENTs. Just, just my suggestion, because there's so many ENTs that have audiologists that work for them that really try to keep the client in without referring them out. So the primary care might be a better option to really reach those clients that need it. That's my suggestion. But thanks to James and FTRI for all their hard work this past year.

MR. FORSTALL: Kim, thank you. This is James. Kim, thank you. And physicians are on our list, and I'll make a note of that to -- maybe we should talk, or consider talking to primary care physicians first. Thank you.

MR. CASEY: Okay. Chris Littlewood had a question next.

MR. LITTLEWOOD: Okay. Thank you. This is Chris.

Back to the other issue with the distribution equipment that only works with a landline, this is a comment or discussion we seem to be having at every meeting. And I understand that we cannot make any changes here with the TASA group and that that has to come from the Legislature. I just wanted to reiterate the comment that if we could write a letter or make a recommendation to the Legislature, and that we are continuing to restrict the citizens of Florida to using antiquated technology by not making a change to the law, that may help increase the possibility that we'll be able to use the distribution program for promoting digital equipment. So I would like to see us at least do a letter of recommendation to the state Legislature.

MR. CASEY: The Public Service Commission itself cannot lobby the Legislature because we are a part of it. However, nothing would prevent your group, say the Florida Association of the Deaf from doing so, or any of the other groups such as Kim's from doing so. But we can't lobby for legislation.

Is there any other questions or comments?

Go ahead, Chris.

MR. LITTLEWOOD: Okay. So basically what you're saying then is a letter would have to come from a member of the TASA committee submitted to the PSC or, like, how -- what would be the best way to move a letter like that forward?

MR. CASEY: I think I'll defer to our attorney. I think she's a little more familiar with the process. If they wanted to write a letter, should they write it to their legislator rather than the Commission since the Commission is not a lobbying firm?

MS. MILLER: I think Bob just answered it. But last year Senator Wise introduced the bill, and we could provide more information on his address and his area he represents. But it is the Legislature that would take that action, so it would be better to send the letter to them. And you could do it by contacting him or your own senator or your own representative.

MR. LITTLEWOOD: This is Chris again. In the bill that Senator Wise put forward, that was Bill 272 that you were talking about earlier in the meeting that died in committee; correct?

MR. CASEY: That's correct.

MR. LITTLEWOOD: Okay. Thank you.

MR. CASEY: Okay. James, let me do a little follow-up with you on CapTel, something that Louis brought up. He noticed that the graph is showing CapTel kind of being flatlined. Now are you advertising CapTel right now? I'm going to ask the same question of AT&T and Sprint when they do their presentations, but I'm asking FTRI right now are they advertising CapTel?

MR. FORSTALL: We -- FTRI will promote all of our equipment in the same manner. But I think what Louis is referring to is the Sprint CapTel ads that are running throughout the state on TV.

MR. CASEY: I believe that's right. He said the ads that are running. Is FTRI running CapTel ads or is it just Sprint?

MR. FORSTALL: No. Just Sprint.

MR. CASEY: Just Sprint at this time. Okay.

Are there any other questions or comments? Okay. Let's take a little break here. We've done our two presentations. We have two left. Let's take a ten-minute break and come back about 2:40. Thank you.

(Recess taken.)

Okay. This is Bob Casey. We're ready to go back on the record.

Before we start Sprint's presentation, I would like to make one comment on what Louis brought up about CapTel. I thought about it during the break. And the chart was showing that CapTel was flat, but you have to remember that that chart only represents the landline CapTel. Sprint is advertising the 800, I think it's 800i, the Internet version of CapTel, not the landline. So that may be the reason that the landline is flat because everybody is getting the Internet. But, again, Sprint can expound on that when they do their presentation.

John, are you there?

MR. MOORE: Yes, this is John. I just want to check, can you hear me?

MR. CASEY: We can hear you loud and clear, and we're ready to go. Just let us know when you want the slides changed.

MR. MOORE: Okay. Well, great. Thank you. I appreciate it. And just to let you know, I have a video interpreter, a staff interpreter that's on my screen, and I definitely see you on the other computer. You look great. So -- but we do have about a ten-second delay, so I'm going to go off on my PowerPoint. Okay? And then if I go too fast, just let me know. And so I'm going to go with the first slide, the Florida TRS updates.

MR. CASEY: Okay. Go ahead.

MR. MOORE: Okay. So I'll go ahead -- if it's all right, I'll just go with my slide, because I don't, I can't, I can't tell when your slide pops up on the screen. I still see you, Bob.

Okay. Great. Well, let's go to slide number two. We have the agenda here. I'll be talking about the TRS statistics, CapTel statistics, TRS Relay results, outreach performed, and the new CapTel invoice reports we just started providing in February, then our video care, our video customer service.

And moving on to slide 3, it is -- I'll be discussing the TRS session minutes. And you can see in the chart, you can -- the TRS session minutes. As you know, this is for the landline service that we provide, and obviously the TRS minutes continue to decline. However, we did see a little bump up in March, and that's just because of the extra few days over February. And so, so that's the historic chart that we're seeing on the TRS as customers will continue to migrate to other products, especially with mobility and video as well. So, so I'm sure we will see a continuing trend.

And then moving on to the next slide, number 5, this is the total session minutes for one year, July 2010 to June 2011. And you can see the, this is a total of just over 3 million minutes, and the average per month turns out to be 261,000 minutes. And then looking at July 2011 to March 2012, it's just nine months statistics, and you see the minutes, it moved slightly over 1 million, but you do see the average of the nine months combined is 215,000 minutes. So, so the averages we have seen is a decrease of around 17.4% between the two averages.

And that's, keep in mind that the nine months is, is only for nine months, not the full year. Okay? And looking at the percentage of Relay users, and you can see the pie chart, and you have the TTY, 34%; and the Turbo Code is 26%; and the voice is 17%; and the VCO is 23%. And just -- the 23%, I do want to say that's a, that's a superb number of VCO users in the, for the State of Florida. That is a -- I believe will be above standard, so it will be -- the service for that level, it certainly has served its population very well. So that's a great percentage number to see the percentage of calls.

And then the next slide, number 7, is a total call volume. And, again, this is for TRS. And you can certainly see that the trend continues to decline. And we did see it jump up in call volume in January, which is the traditional, but then you see a significant drop in February, and then a bump up in March based on the number of days from February and March.

And then the total calls in July -- I'm sorry. Page 8, July 2010 to June 2011, the total calls is 615,000, which came out to be an average of just slightly over 51,000 calls.

MR. CASEY: John, can I interrupt you for a second? We have a question for you from James Forstall.

MR. MOORE: Okay. Let me follow my interpreter.

MR. CASEY: Would you rather wait until the end, John, to get all the questions?

MR. MOORE: Okay. That would be great, because then I -- because I have, I have two slides. I have the slides up and I see you, and then I have to go to the interpreter. So if we can do it at the end, that would be great. Then I can just answer all the questions at once.

MR. CASEY: That would be fine. We'll wait until the end. Go ahead then.

MR. MOORE: Okay. Let me go back to my PowerPoint.

Okay. And then July 2011 through March 2012, again, nine months is 363,000 calls. And the average within that nine-month period is 40,349 calls. And I show a decrease between the two averages. And you remember, one is for 12 months and one is for nine months. And that is a decrease of 21.4% in TRS call volume.

And then I'll go into the CapTel piece, and then I will address your question, Mr. Casey, regarding CapTel and the -- I think I have a slide on the decline, so I will address that in a moment.

And you can see on page 10 is the CapTel session minutes. You can certainly see in 2011 we saw a real, a real increase in growth. And then in, and then January was a very high month, and then February we saw a decline simply because of the shorter days and business days, and then we see a little increase in March. So those are the session minutes.

And then going into a little more detail. July 2010 through June 2011, a total of 3,445,000 minutes, and that average comes out to be, in the 12-month period, is 287,000 minutes.

Now going to the next section in July 2011 through March 2012, this is following nine months, and right now we have 2,405,000 minutes. And the average, as you can see, is, i,s, is 267,000 minutes. And we did see a decrease in the CapTel of almost 7%.

And I think this would be the appropriate time for me to address the advertising that Sprint does is also at a national level. We do promote the 800i, the Internet-based product, and that's been our targeting audience in many of our states that we promote the services.

And the landline spectrum is, is -- we do see it leveling off. In fact, we probably will see a decline as more customers are migrating into the Internet type of device, and there's several factors to that. And the big thing is with the Internet, the 800i is the fact that you can receive incoming calls. That's really the, the benefit between the landline versus the IP. The landline type of CapTel is, is a little bit more work for a hearing person who have to dial an 800 number, and then, then, then the agent would dial into the, to the 800 phone.

With the 800i, that particular device allows for outgoing, incoming calls, so that, that improves the customer's experience. So that's the main reason where you're going to see more and more customers becoming more familiar with a few products and selecting based on their needs. And I would think that the 800i will be more of a popular choice with the, with the ability to see incoming calls, and as well as the next 800, 840i is coming out very quickly, and those will have answering service, answering machine capability, which will be a very popular feature. So we'll probably see more of a trend with the Internet type of devices. And I have to say it will probably follow the same trend as we saw in TRS.

So why don't I stop here in case you have questions related to this before I move on. I have the interpreter up on my screen now.

Mr. Casey, does that cover it all?

MR. CASEY: That answers my questions. Does anybody else have questions so far for John?

James, did you want to ask a question? Go ahead.

MR. FORSTALL: Yes. John, I have two questions. The first one is the VCO and the traditional Relay service minutes. Can you tell me if the 23% of the traditional Relay calls in Florida, is that a trend nationwide? Would you say that's about average?

MR. MOORE: That's a great question. This is John here. From the experience I've seen in different states, I would think that's slightly above average. And, and I can tell you it's above average in California. Just from my experience in other states that I've worked with, typically I see about 18%.

MR. FORSTALL: Okay. Great. Okay. Thanks.

And my second question is can you, do you have any idea the number of CapTel 800i that's been distributed in Florida?

MR. MOORE: Yeah, I don't have that information, and I don't know I'm privileged (phonetic) to hand that, provide that information out.

MR. FORSTALL: That would be great. Thank you.

MR. CASEY: Does anyone else have any other questions for John before he goes ahead?

Okay. John, it looks like you can go ahead with your presentation.

MR. MOORE: Thank you, Mr. Casey. I will pull up my screen. And let's see here, page 11. I'm going on to page 12, and then you can certainly see the call volume chart. And you can see December and January and March were very good, very good months. And we'll see what the trend will be going forward. But I do want to say, in 2011 that's a significant growth in call volumes. So that's very good, good numbers there.

And then slide number 13, you know, the call volume for 12 months is just one million calls and the average is approximately 86,000 calls per month.

And then July 2011 through March 2012, which is nine months, is right now -- to that period of time is 715,000, and the average is 79,000 calls per month. And we did see a decrease of about 8% in that period of time.

Now let's go to the TRS Relay results, the evaluations. This is something we provide. And I, I will be going over through the results that we provide, part of our, our evaluation that we provide to the state. And I -- this is the first time I've actually had the opportunity to present, and I just want to congratulate our operating staff, our operating agents for a superb job, what they do. And just to kind of highlight from that chart, it's 150 calls were completed in testing for the typing speed, and the average for the call was 81 words per minute. That is phenomenal statistics over 60 words per minute.

And then if you look at the, the column less than 60 words per minute, only seven calls of the 150 were less than the 60 minutes -- per minute, the WPM. And that is a very good, outstanding -- that's less than 5% of those calls where the, where the customer would experience less than 5%. And then -- and you see the 143 calls. Those calls were above 60 words per minute, and that's 95.3%. So, so those are great performance by our operators. And I think that the significance is when you look at the words per minute, two things that I think are significant, first is the customer experience that the individuals who are using the service are getting very good speed. Second is the compensation. And the, the longer the calls they are, the more expensive it becomes for the state to pay for those services. And I, and I, and I think that this is an outstanding trend that we see here with our operators that we provide and our -- and the training, et cetera, from our trainers. So those are all very good numbers.

And I'm going on to number 16, and this is the accuracy. And, you know, again this is 150 calls. And you can see that over 95% accuracy, 91 calls were above 95%. And 85 to 95, 50 calls, 55 calls were in that range, and then just four calls were below the accuracy of 85%. And so, again, those are all, those are all very good, very good accuracies.

And let's see here, what else I want to point out here. Just seven calls that were less than 60 words per minute, did not meet the accuracies. They were actually -- if you take three calls, less than 3%, those three calls did have a less -- have a 95% accuracy. So that was just a very few percent there.

But the verbatim accuracy, just below 150 calls, 99.7% were verbatim. And then, and then there was just one call that was less than 95%. And the ones that did not meet the, the required -- we do have the HNIV numbers -- we can put them back into training, ensure that they meet the requirement that, that we see here for the 60 words per minute in accuracy.

And so those are very, very good statistics here. In fact, in 15 instances, in 15 instances the CAs typed over 100 words per minute. Of those 15 calls of the 150 that were tested, 15 calls were over 100 words per minute. And that's very good. And 96% of the calls tested meet or exceed the speed requirement. I think it's -- exceed will be the key word; not just met but definitely exceeding the requirement. So those, so those are all very good. And I'm hopeful you'll be able to continue on this in your future meetings. I think this is a very good way to determine the, the -- a scorecard how your providers are doing.

Next is 17 concerning -- it's the TRS results of the accuracy. 95% were spoken with accuracy. So we did exceed over 99% in the month of March, and then in February was nearly 100%.

And then I'm going to go into the slide for outreach performed, and that's slide 19. I'll wait a moment here to make sure you're there.

MR. CASEY: We're there. Go ahead.

MR. MOORE: Okay. Thank you. These are the presentations and demonstrations of Relay products. You can see the whole list from January through April that we provided. And you'll see the events titles and then the cities, and I don't think I'll need to go through. And you can see that they're quite, quite -- they're in various parts of Florida to make sure we're covering the territories for the entire state.

And slide 20 is some pictures of the events that we attended. And we do have a great, great presence (phonetic) to, to our senior expos and, and as well as our, our ATIA, ATIA in Orlando. I'm on slide 21 right now. Just more pictures. And we continue to be very present in the deaf and hard of hearing and senior citizen community as well. That's the benchmark of our, of our company, what we do, reaching out to the community. And here is the DeafNation Expo in Orlando. We were just there recently promoting the products.

And now I'm going to go into CapTel reports. This is a new reporting that we offered in February, so I'm just going to go through some of the highlights.

This is reports that are in the invoice packages that the state receives.

And just to -- on Page 24, it's the, it's more a specific, state-specific data that are providing (phonetic) into the invoice reports on Page 24, and I'm going to go into more details on the next slide.

I'm on Page 25. And in the reports with the samples that we're providing is a daily, daily average call handling time report that includes the time setup, wrap-up, and spent on the call. We also provide traffic by jurisdiction report broken down by language, English and Spanish usage. And the Annual Report starting September 2012 that we provide the subscription and calls separated into the NPX regions in your state. And this is a report that we're going to be providing for all of our states, and it's a, it's a map that will have it broken down. It's an outstanding tool for our outreach opportunities, and so we will be providing that to our states for, for, for 2012.

On page 26, continuing some of the specifics of the reports is a state-specific answered and abandoned calls. And a new feature from CapTel, Sprint can report the average speed of answer and service level specifically to the state. And all these enhancements that we are providing have been no additional charge to the State of Florida.

Next is our, is our video customer service, video care support, and we just want to give you an update. We have new hours. And just so you know, I'm not sure if you're familiar, this is where we have our sign language, ASL team that takes incoming calls as well as schedule appointments ahead of time to use a video phone to connect with our representative. They're part of the care, care support team of Sprint. It's not a, it's not part of the Relay. They're part of the big Sprint picture of care support. And the hours are available Monday through Friday, 8:00 a.m. to 11:00 p.m. Eastern Standard Time, and we have seven video care reps to support wireless devices and for billing and technical questions, and of course it's all done through American Sign Language.

And I wanted to say, the opportunity to say thank you for the 12 years we provided service. I'm on the last slide, 29. In 2000, Sprint was awarded the contract for Florida. In 2003, Sprint was granted a two-year extension. In 2004, Sprint was re-won in a competitive bid process. And then from 2007 and 2011, Florida granted extensions, with the current contract expiring May 31st, 2012.

And so we thank you on behalf of Sprint. We had the privilege of working with the Commission staff and the advisory board, and we wish you success. And if you have any questions or concerns, you know, Sprint will always be there. Thank you very much.

I'll take the opportunity for any questions. I will switch my screen to the interpreter.

MR. CASEY: Okay. Does anybody have any questions for John at Sprint Relay?

(No response.)

It doesn't look like we have any questions.

I would like to say one thing. I want to thank Sprint for the cooperation that they've shown during the transition period here. They've been very professional, all of Sprint's staff all the way up the line, and we appreciate that.

MR. MOORE: Mr. Casey, thank you very much. We appreciate it. And it's been a pleasure working with you, and I look forward to seeing you at future conventions. Thank you.

MR. CASEY: Thank you.

Our next presentation will be AT&T Relay. Sid, are you there?

MR. MINNICK: I am, John -- sorry. I am, Bob.

MR. CASEY: Okay. We're bringing up your presentation right now.

MR. MINNICK: Great.

MR. CASEY: And if you'll just let us know when you want the page changed, we'll do it. Okay?

MR. MINNICK: Okay. That sounds great. Do you have it up there now?

MR. CASEY: Yes, we do. You can go ahead.

MR. MINNICK: Okay. That sounds perfect.

I'm just on the title page right now. And first I'd just like to tell you I appreciate the opportunity to be with y'all, albeit it's by telephone. And I apologize that I wasn't able to get the air travel to work out. But, Bob and Cindy, please know that I do plan to visit with you guys face to face in the very near future.

I guess as a little introduction I just thought I'd maybe tell you, tell you guys a little bit about myself.

I've been with AT&T for a little over 37 years now, and I've worked in many of their departments including retail sales, sales ops, external affairs, finance, and marketing. Most of my career was in St. Louis, Missouri, but for the past 15 years I've been located here in Dallas, Texas.

And in my current role I develop our responses and proposals to the TRS and CTRS RFPs, as well as managing the subsequent contracts. And I also direct our Relay outreach and marketing efforts, working closely with Gail Sanchez, who, in addition to managing the Relay product portfolio, also manages our channel managers or our out state -- I'm sorry -- outreach manager team.

So today I'd like to provide you with first an update on our transition activities, an overview of some exciting technological changes coming to Florida Relay, a brief look at some upcoming outreach activities, and an update on our in-state call center plans. And then finally I'll just open it up for any discussion and any questions you might have.

So, Bob, if you would, go to slide 2.

MR. CASEY: Go ahead.

MR. MINNICK: Okay. First I'd like to give you just an update on the transition from Sprint to AT&T. We have assigned a veteran project manager who's overseeing the transition and all the critical dependencies that are to be accounted for and keep them on track, and so far the transition is going great.

And I would like to applaud Sprint also, Bob, for their very professional work and help that they've given us and supported us in this transition effort. Really appreciate that.

They didn't -- we've been engaged with them, as you might know, for the 8YY RESPORG changes and the customer profile handoffs. Our project team has engaged with key contributors to work milestone action items so that we'll have a successful targeted completion.

We actually have a two-phase project plan detailed out. Phase 1 is going to be the initial traffic migration on June 1st. That's where the Florida TRS traffic will be handled at first by our existing call centers in Augusta, Georgia, and New Castle, Pennsylvania. The Spanish traffic will be handled by our Spanish Relay Center in San Antonio, Texas. And, of course, CapTel traffic will continue to be handled by CapTel's call centers in Madison and Milwaukee.

Now in Phase 2, which will be operational by August 14th, we'll be opening up the new Florida Relay Call Center and have that fully operational.

CTI and Ultratec has also been engaged, and we've been working with them for the CAPTEL implementation transfer from Sprint to AT&T.

And then finally we do have the RFP reporting, invoicing, and performance requirements being integrated into the service delivery plans. All of our plans, I'm happy to say, are on track to be able to meet that June 1st date. And before I go any further, are there any questions on slide 2?

MR. CASEY: Yeah. This is Bob Casey. That was just a typo on slide 2 where you had September 7th as the opening for the call center?

MR. MINNICK: Yes. Yes. It's August 14th.

MR. CASEY: It is August 14th. Okay. I just wanted to confirm that.

MR. MINNICK: Yes. I'm sorry, Bob.

MR. CASEY: No problem.

MR. MINNICK: Okay.

MR. CASEY: Does anyone else have questions at this point?

Okay. Go ahead, Sid.

MR. MINNICK: Okay. Thank you.

Okay. On to slide 3, I want to just take a few minutes to talk with you about some technological changes that will be coming the way for Florida Relay users. These changes we are going to -- first of all, they're going to maximize call efficiency and the overall customer experience, and then they'll also result in reduced overall call time resulting in fewer billable minutes to the state. These changes will include our patented AT&T Upfront Automation, which today is the most functionally equivalent feature in the industry; it will also include Quick Launch, which is a fast way to connect to the party; and then finally automatic activation of carryover functionality.

And, first, UFA, as it's, as it's spoken, AT&T Upfront Automation, again, this is a patented technology invented by our AT&T lab engineers. With UFA both the voice and TTY callers are able to immediately and directly enter the number they wish to call without having to provide it to the CE -- I'm sorry -- the CA. Picture this as an automated Communications Assistant that performs many things the live CA does. For instance, the UFA requests the number you want to call, dials the number for you, and prepares the calling record, all before the CA is actually on the line. Now this allows the callers to spend less time communicating with the CA and more time communicating with the person they want to call and talk to, talk with.

The number entered by the Relay user is automatically populated on the call detail record allowing for a speedier call setup and at the same time decreases the potential for CA error in entering the number to be dialed.

Now while there are many advantages to using UFA, we do have to, we want to stress that the Relay platform still allows callers the choice to communicate directly with the CA to provide the number, if they so choose. Now some of these great advantages include, as I mentioned, less time interacting between the CA and the caller, which saves setup time. Since the caller directly enters the number they wish to call themselves, there are aren't any instances where the CA transposes the number to dial. Entering the wrong number results in redials and new attempts to call to the correct number. With UFA the data entry errors are nearly eliminated, resulting in less attempts to call out.

Calls where UFA is utilized arrive to the CA already set up. And with the press of a single button, the CA dials the call, reducing the overall call setup time. And, of course, this improved efficiency results in overall reduced call time, which translates into fewer billable minutes to the state. With UFA the call is sent to the first available CA for processing, resulting in maximized call efficiency and Relay user interaction.

This is cool. It's a rare occasion when a caller is placed in queue. We have a track record of exceeding the FCC rule of 85% of calls answered within ten seconds. We normally achieve an average of over 98% of our state Relay calls answered within ten seconds.

And what I'd like to do -- we're obviously not prepared to do so today, Bob, but I would like to set up a demonstration of UFA in the not too distant future with any interested parties that might like to do that, or might be interested in that.

And then if you'll go to slide 4.

MR. CASEY: Go ahead.

MR. MINNICK: Are you there, Bob?

MR. CASEY: We've got it up.

MR. MINNICK: Okay. First of all, Quick Launch, this is another technological feature developed by our AT&T Relay engineers. With Quick Launch, any caller that utilizes our UFA feature and does not require special assistance and does not have a Relay customer profile will have the call automatically dialed at the same time the CA is connected to the call. With other providers, the CA controls when that call is actually launched or dialed out. Potentially the CA could wait several seconds before processing the call. And, of course, those seconds add up to the end of the month, which adds up to billable minutes.

And then our last neat feature is automatic activation of carryover functionality. This is, yes, another feature developed by our AT&T labs. This is a sophisticated Relay platform that, excuse me, any caller who is profiled as a VCO user or an HCO user will have the carryover feature automatically activated. The VCO user can begin speaking as soon as they see on their screen V-C-O-O-N-G-A. The user, the VCO user does not need to wait for the Communication Assistant to come on the line in order to request VCO. With the automatic carryover feature the VCO user can immediately begin voicing their number or their conversation without having to type. And the beauty of this technology is that this works whether the profiled VCO user is the call originator or the call receiver. And this is just one more way in which this new technology will be able to save time and therefore save billable minutes to the State of Florida.

Now before I go into outreach, are there any questions on these new technological changes? And please -- I'm sorry. Go ahead.

MS. SANCHEZ: I'm sorry. Sid, this is Gail. And, Bob, if I may just, just do a couple of things here.

With the VCO, the feature that we have developed, there is no need to have a dedicated VCO line. Customers can call in on just the regular 711 number and the call gets routed and it gets processed just like a VCO call as long as the customer is profiled as a VCO user. So it does away with having to have multiple different types of numbers to handle different types of services.

The other thing I wanted, the other thing I wanted to say is I just want to correct something on, on the slide before that. The call center in Miami, our expected date to have it open is early September. It is not August 14th. It is early September when we're going to have that, that call center operational.

MR. CASEY: Okay. Gail, this is Bob Casey. I believe the signed contract says August 14th, but we can talk about that offline, if you'd like.

MS. SANCHEZ: Okay.

MR. CASEY: Does anyone else have any questions?

(No response.)

Okay. Sid, you can go ahead.

MR. MINNICK: Okay. Thanks, Bob. And thanks, Gail. Appreciate that.

Okay. We're on slide 5. Again, I just wanted to give you just a little brief look at some of the outreach items that we're immediately looking at. Excuse me.

First of all, Gail and I have been in touch with Colleen Schuster to begin discussions on how AT&T and the FTRI can collaborate to develop a highly successful outreach plan for the state. In fact, Gail and I will be visiting with Colleen and I believe James later next month, and then we also plan to go from there to an event in Orlando to begin, begin our discussions. And we're real excited about that, the opportunity to be able to sit down face to face with Colleen and James and go over all the nice things that are planned for the state, and the many things that AT&T is going to be able to get involved with.

Next on the customer profile form, we're going to add the customer profile form to the Florida Relay's website so that the Relay customers will have an easy method of securing the form, filling it out, making any changes and revisions going forward.

We are working on securing an outreach manager for the state, we've got several avenues we're pursuing, and we plan to have that person in place very soon.

Excuse me. As far as upcoming events, we've identified some upcoming events to participate in, and we'll be working with Colleen on the necessary planning; things like the FAD social, Florida Deaf Clubs, the FTRI Conference this, later this summer, and, of course, Deaf Awareness Month.

And then finally, we will be developing a frequently asked questions sheet that we can provide to the Relay users prior to the June 1st cutover so that we can use that as a method of educating them on the change in the providers and providing them information on things, you know, such as the UFA, for example, just to get them prepared for the, for the new changes coming forward.

Excuse me. And is there any questions on this slide before I go further?

(No response.)

MR. CASEY: It doesn't look like there's any questions. You can go ahead, Sid.

MR. MINNICK: Okay, Bob. Thanks.

Okay. If we can go to slide 6, please.

MR. CASEY: Go ahead.

MR. MINNICK: Okay. We are very excited about an opportunity to bring back an in-state call center to the state, and it will be located in Miami. First of all, let me tell you a little bit about the research that went into this. For the past four months we've been researching different cities to identify locations that would be suitable for the development and deployment of a Relay Call Center. Some of the parameters that we used included existing AT&T real estate that had growth potential, existing network architecture that also had growth capabilities, obviously the overall cost in resources that were available, and then the big one was the build-out time frames compared to the six-month requirement for operational readiness. And we found everything we needed in the Miami location. The technical infrastructure is in place, and we'll be able to have the new center operational in August.

As far as personnel goes, we fully understand the concerns and problems associated with the language barriers that prompted an earlier center move, call center move -- I'm sorry -- call center to move from Miami. We have a staffing plan in place to mitigate those concerns.

First of all, AT&T has our own staffing organization that cares for all elements of hiring. We don't subcontract any of that important aspect of the business out.

Next, we're committed to finding the right people with the right talents for the job. HR research is working directly with our staffing team to develop and add a screening process to determine English language fluency and proficiency for this important part of this transition.

We also have a very rigorous screening and hiring process that consists of multiple tests that must be passed before the CAs can even be hired. And we are fully aware of the important need to hire CAs who can and will interact with Relay callers clearly. CAs must pass several tests, including telephone ability, oral typing skills, oral proficiency, just to name a few.

As far as training goes, we have over 25 years of Relay experience in training, and we recognize the unique requirements necessary to serve individuals with hearing and speech loss. AT&T has a very thorough and comprehensive training program conducted again by in-house managers, channel managers, Relay staff, and trainers. Again, we don't subcontract any of this vital work out. Our CA training is designed, developed, and delivered by a skilled and experienced team of AT&T managers.

And then lastly, just as a quick look at a high level timeline, effective again, like I said, effective 6/1, the Miami traffic will be operational through AT&T handled through our national Relay team in Augusta and New Castle. We'll begin hiring in mid-June and plan to have the positions filled by mid-July so training may begin. And then we're planning to have the Miami center operational in August where it will handle a minimum of 75% of Florida TRS Relay traffic.

And, Bob, that in a nutshell is the update I wanted to provide y'all today. I would like to now open it up for any questions, additional information that you might need, and then also would we be interested in any future presentations as we move forward to June 1st?

MR. CASEY: Okay. Does anyone have any questions on the phone or here in the room? Well, it looks like there's no questions.

MS. RHODES: This is Cheryl. Yes, I do. This is Cheryl. I do have a question.

MR. CASEY: Okay, Cheryl. Go ahead.

MS. RHODES: Hello, Sid. I just was wondering, as a former employee for AT&T, before it was BellSouth, and you know how it's gone from there, I retired on disability, but I was wondering if -- hold on a second, please.

MR. MINNICK: Sure.

MS. RHODES: How they are accommodating deaf/blind callers and consumers.

MR. MINNICK: Hey, Cheryl. This is Sid. Yes, we do -- are you, are you speaking about deaf/blind Relay service?

MS. RHODES: Yes.

MR. MINNICK: Let me -- Gail, are you there?

MS. SANCHEZ: Yes, this is Gail.

MR. MINNICK: Would you -- Gail, could you possibly take a shot at that for me?

MS. SANCHEZ: Would you please repeat the question?

MR. CASEY: This is Bob Casey. Maybe I could rephrase it.

MS. RHODES: Well, yes.

MR. CASEY: Okay.

MS. RHODES: I was wondering if AT&T has some programs planned or special services to assist their deaf/blind consumers with Relay. For example, Sprint did some, did some training with their CAs to slow -- know how to accommodate their low vision clients by perhaps typing slow or something. So I was wondering if AT&T had plans to do any sort of training with their CAs or any other programs they had set up for their work with deaf/blind consumers.

MS. SANCHEZ: Thank you. This is Gail, and I'd be happy to respond to that.

As part of our comprehensive initial CA training, we do cover the disabilities of people with deaf -- who are deaf/blind. And in addition, we also during our continuation training, every year, every year we provide an additional two hours of training dedicated to only deaf/blind users. That's part of our continuation training. Every CA and every manager in the call center is required to complete that training.

We have on staff a subject matter expert with the deaf/blind community. She's a member of the state's deaf/blind associations, as well as the national deaf/blind association, and she advises and provides input into that training.

And then lastly we also, as part of our services, we have a feature that's called text pacing, and AT&T was the very first provider to have that feature. And we do allow customers to select the speed of their, of their typing. And it helps not only people who are deaf/blind, but maybe even some of the elderly or those that are, that are, have low vision.

And if you have any specific things that you wish to be incorporated or that you believe we ought to incorporate into our deaf/blind training package, we would happy -- we'd be happy to look at that.

MS. RHODES: Sure. Thank you very much, Gail.

MR. MINNICK: Excellent. Thanks, Gail. This is Sid. Thanks very much for providing that update.

MR. CASEY: Do we have any other questions for Sid or AT&T or Gail?

MR. SCHWARZ: Yeah. Yeah. Hey. This is Louis Schwarz here and I have another question.

MR. CASEY: Go ahead, Louis.

MR. SCHWARZ: I want to follow up with

Cheryl's questioning there. I notice -- I think it's the English, the development of the text Relay to deaf/blind, they're going through Morse code pagers. Have you guys heard of that technology yet?

MS. SANCHEZ: This is Gail. I have not. I am not familiar with that.

MR. SCHWARZ: Yeah. Because -- let me find out on that information and I'll forward it on to Bob, and then Bob can send it out to the group. Okay? Thanks.

MR. CASEY: Thank you, Louis.

Does anyone else have any questions or comments? No questions or comments for AT&T?

(No response.)

Well, Sid and Gail, thank you very much for your presentation. We sure look forward to working with you.

MR. MINNICK: Yeah. Thank you, Bob. We appreciate the opportunity, like I said. And we do too, looking very forward to this.

MR. CASEY: As far as future presentations, our next TASA meeting is tentatively scheduled for October. And what I usually do is send out a reminder to every -- to the TASA committee members and to you saying when the meeting will be and asking for ideas on presentations or topics that need to be talked about. So you'll be keeping -- we will keep you advised of what presentations we'd like to see. This was a good presentation, and I'm sure committee members will have more questions once they get used to using AT&T Relay.

MR. MINNICK: That's great. Thanks, Bob. And, you know, you made -- you brought up a good point there I'd like to just add is that I know we went through this quickly, and, excuse me, and being the last presentation of the day, you know how that goes. But if anybody does have additional questions after they've had a chance to perhaps look at the dec (phonetic) one more time or anything like that, I would urge them to pass those along to you. And then if you would, just forward those to me and then I'll be able to provide you with feedback.

MR. CASEY: I'd be happy to do that.

MR. MINNICK: Okay. Great. Thanks.

MR. CASEY: James Forstall of FTRI does have a question.

MR. MINNICK: Okay.

MR. FORSTALL: This is James. Can you tell me how many states AT&T currently provides Relay for?

MR. MINNICK: That's -- we have -- I'm going to try -- this is Sid. I'm going to try to get this together, because we recently won several, several new states. Excuse me. But we have Pennsylvania; Michigan; Virginia; California; Washington, D.C.; Colorado; Florida now; and Tennessee; and then we just got awarded the Arizona contract. And, Gail, I don't think I left any out.

MS. SANCHEZ: Right. This is Gail. Florida, Colorado, and Arizona have not come online yet.

MR. MINNICK: Right.

MS. SANCHEZ: But the others that Sid mentioned are all already services that we are providing in those areas.

MR. MINNICK: Right.

MR. CASEY: Okay. Are there any other questions for AT&T?

(No response.)

Okay. If not, how about any general questions about the Relay program or questions for anyone or comments before we close?

(No response.)

Okay. It looks like we're done here. We sure appreciate everybody participating either by phone or present, and I think it's been a very productive day. Thank you very much.

(Proceeding concluded at 3:35 p.m.)

STATE OF FLORIDA)
: CERTIFICATE OF REPORTER
COUNTY OF LEON)

I, LINDA BOLES, RPR, CRR, Official Commission Reporter, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

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

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

DATED THIS 10th day of May, 2012.

Linda Boles
LINDA BOLES, RPR, CRR
FPSC Official Commission Reporter
(850) 413-6734

Florida
Public
Service
Commission

Welcome

TASA Advisory Committee Meeting

April 27, 2012

AGENDA

1:30 – 2:00	Reading of Meeting Notice – *Cindy Miller* Initial Meeting Notes - *Bob Casey* Introductions – *Bob Casey* Participant Appearances FCC & PSC Updates - *Bob Casey*
2:00 – 2:30	Proposed 2012-2013 Budget - *James Forstall*
2:30 – 3:00	Sprint Relay Presentation – *John Moore* • TRS Statistics • CapTel Statistics • TRS Relay Results • Outreach Performed • New CapTel Invoice Reports • Video Customer Service • Updated Sprint IP Website • Updated Sprint Relay Store Website
3:00 – 3:30	AT&T Relay - *Sidney Minnick, Senior Marketing Manager, Florida Relay Contract Manager*
3:30 – 4:00	Other business, comments, questions
4:00	Conclude

Initial meeting Notes

- TASA committee members Kim Schur, Cheryl Rhodes, Jon Ziev, Louis Schwarz, Maryrose Sirianni, Becki Edmonston (for Demetria Clark), along with Sprint Relay Supervisor John Moore and AT&T Contract Manager Sid Minnick will be participating by phone during today's meeting.
- This meeting is being streamed live over the Internet at http://www.floridapsc.com/agendas/audiovideo/index.aspx
- Staff is also trying something new for today's meeting. Those participating by phone who would like to ask a question during the meeting will have the option of e-mailing me at bcasey@psc.state.fl.us
- A transcript will also be made of today's meeting, and provided to all TASA committee members.
- Please make sure your microphone is on when speaking. The green light should be on.
- Please silence your cell phones during today's meeting.
- Please state your name before speaking so we know who is making comments for the record.
- For Committee members who will be claiming travel costs, please make sure to fill out the travel reimbursement form.

Mr. Chris Littlewood Florida Coordinating Council for the Deaf & Hard of Hearing. 12306 91st Terrace North Seminole, FL 33772 (727) 498-2059 cslittle@gate.net	**Kim Schur, AuD** Director, League for the Hard of Hearing-Florida 2900 West Cypress Creek Road, Suite 3 Ft. Lauderdale, Florida 33309 (954) 601-1930 Main (954) 601-1399 Fax (954) 601-1938 TTY (866) 954-2681 VRS kschur@lhh.org, www.lhh.org
Jon Ziev Florida Association of the Deaf, Inc. 17105 Cypresswood Way Clermont, FL 34714 USFJON@aol.com	**Cheryl Rhodes** Florida Deaf/Blind Association 500 Northfield Lane The Villages, FL 32162 (352) 751-5469 - TTY live.oak@comcast.net
Becki Edmonston Verizon-South Area Region 106 East College Avenue Suite 710 Tallahassee, Florida 32301-7721 (850) 681-3756 Fax (850) 222-2912 rebecca.edmonston@verizon.com	**Maryrose Sirianni** BellSouth Telecommunications, Inc., d/b/a AT&T Florida 150 South Monroe Street Suite 400 Tallahassee, Florida 32301 (850) 577-5553 Fax (850) 222-8640 Maryrose.Sirianni@bellsouth.com
Richard Herring Hearing Loss Association of Florida 1317 Caloosa Lake Court Sun City, Florida 33573-4869 (813) 642-0558 – TTY (813) 633-3258 - Fax rhmann@tampabay.rr.com	**Louis J. Schwarz** Florida Association of the Deaf, Inc. 2172 Blackville Drive The Villages, Fl. 32162-1404 (301) 242-9033 – Text Relay (866) 824-4228 – Video Relay deafbowtie@gmail.com

FCC & PSC Updates

since

October 28, 2011

TASA Meeting

FCC Number vs DA Number on Orders

- *Decisions are issued in two different ways: by the authority of the entire Commission, with each Commissioner voting; or by authority delegated to the Bureaus and Offices of the Commission.*
- *If the decision is one decided by the Commission, it is identified by an FCC number. The FCC number is comprised of two digits indicating the year, and a number of up to 3 digits indicating the sequence, such as FCC 08-138.*
- *If the decision is one issued through authority delegated to the FCC Bureaus and Offices, it is identified by a DA number. The DA number is constructed similarly to an FCC number, with two initial digits indicating the year, and a number of up to 4 digits indicating the sequence such as DA 08-1476.*

Companies Granted VRS Certification Orders Released November 15, 2011

- DA 11-1901 - Convo Communications, LLC
- DA 11-1902 - ASL Services Holdings, LLC
- DA 11-1903 - Hancock, Jahn, Lee & Puckett, LLC d/b/a Communication Axess Ability Group

Companies Denied VRS Certification Orders Released November 15, 2011

- DA 11-1891 - S&L Deaf Communications LLC
- DA 11-1892 - Powervrs, LLC
- DA 11-1893 - BIS Relay, LLC
- DA 11-1894 - IWRelay, Inc.
- DA 11-1895 - Say-Hey, Inc.
- DA 11-1896 - CODA VRS Corporation
- DA 11-1897 - Malka Communications Group, Inc.
- DA 11-1898 - PAH VRS Support Services, LLC

Order DA 11-1931
Released November 22, 2011

- The FCC established a one-year transition period to allow a reasonable period for consumer outreach and education to transition consumers from toll free numbers to local numbers associated with the Commission's Internet-Based TRS.
- The transition period began November 22, 2011, and will expire on November 21, 2012.

Order FCC 11-184
Released December 15, 2011

- In this Further Notice of Proposed Rulemaking, the FCC re-examined the fundamentals of the FCC's VRS rules to ensure the VRS program fulfills the goals in section 225 of the Communications Act.
- The FCC set forth a series of options and proposals to improve the structure and efficiency of the program, to ensure that it is available to all eligible users and offers functional equivalence – particularly given advances in commercially-available technology – and is as immune as possible from the waste, fraud, and abuse that threaten the long-term viability of the program as it currently operates.
- The FCC solicited comments on these options and proposals to ensure that this program is effective, efficient, and sustainable for the future.

Companies Granted VRS Re-Certification Orders Released November 15, 2011

- DA 12-3 - Snap Telecommunications, Inc.
- DA 12-4 - Purple Communications, Inc.
- DA 12-5 - Healinc Telecom, LLC

PSC Updates

- On November 30, 2011, a Request for Proposal was released for a provider of Florida Relay service.
- On February 14, 2012, the Commission selected AT&T as the Florida Relay provider effective June 1, 2012.
- On April 9, 2012, the Commission signed a contract with AT&T Relay Service for a period of three years with four one-year options.

PSC Updates

- On April 26, 2012, staff filed a recommendation addressing FTRI's 2012-2013 budget which will be considered by Commissioners at the May 8, 2012 Agenda conference. Staff recommended approval of FTRI's proposed budget with one minor adjustment and recommended the $0.11 current surcharge be maintained for the fiscal 2012-2013 year.

PSC Updates

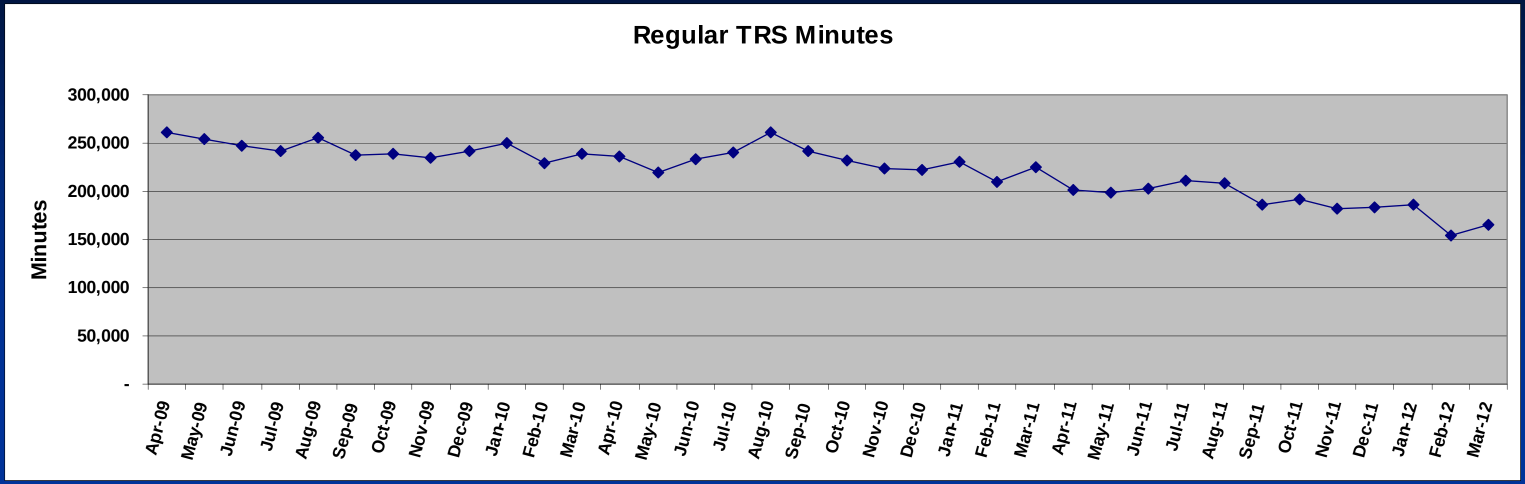
- Staff is preparing the Five year FCC state Recertification of Florida's Relay program.
- The state certification process is intended to ensure that TRS is provided in a uniform manner throughout the United States and territories.
- Staff will be filing the Florida Relay recertification at the FCC by October 1, 2012.

Legislative Update – SB 272

- On September 19, 2011, SB 272 was filed by Florida Senator Wise addressing Section 427, Florida Statutes.
- On October 4, 2011, SB 272 was referred to Referred to the Communications, Energy, and Public Utilities Committee, and the Budget Committee.
- On March 9, 2011, SB 272 died in the Communications, Energy, and Public Utilities committee.

National Association for State Relay Administration (NASRA)

- The PSC is pleased to announce that NASRA, for the first time, has chosen Florida for their 2012 annual conference.
- It will be held at the Windham Lakes Hotel at Walt Disney World in Orlando from October 22-24, 2012.
- That conference will be preceded by the Telecommunications Equipment Distribution Program Association (TEDPA) annual conference at the same hotel October 16-20, 2012.
- James Forstall of FTRI is presently the Chair of TEDPA.



Regular TRS Minutes
Minutes
300,000
250,000
200,000
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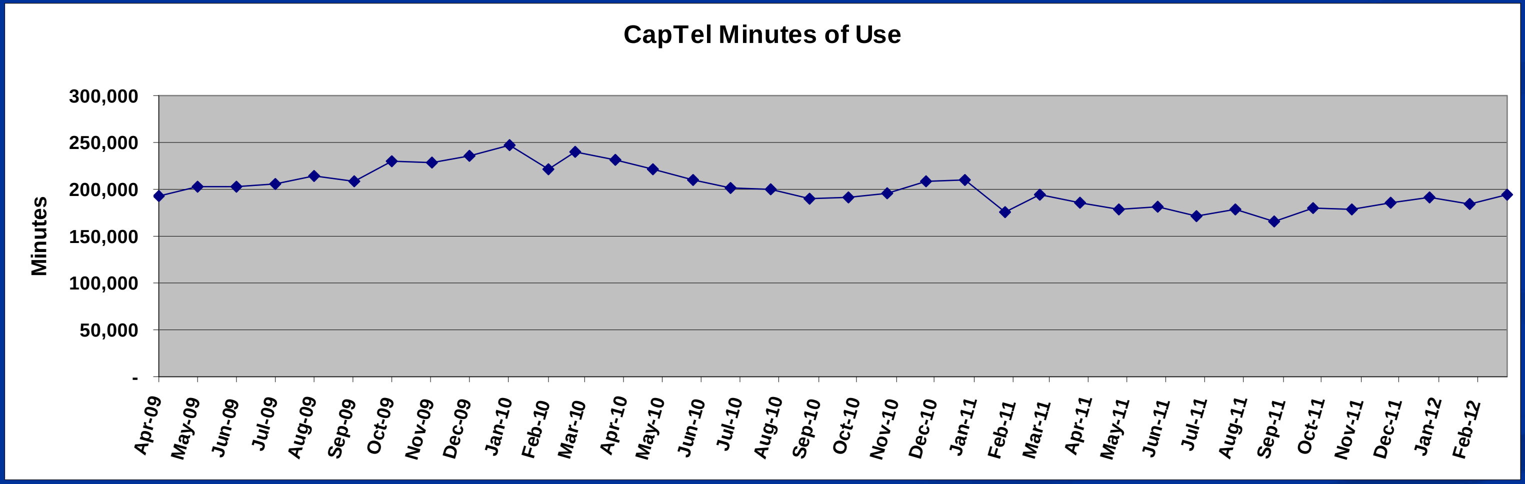
Apr-09 May-09 Jun-09 Jul-09 Aug-09 Sep-09 Oct-09 Nov-09 Dec-09 Jan-10 Feb-10 Mar-10 Apr-10 May-10 Jun-10 Jul-10 Aug-10 Sep-10 Oct-10 Nov-10 Dec-10 Jan-11 Feb-11 Mar-11 Apr-11 May-11 Jun-11 Jul-11 Aug-11 Sep-11 Oct-11 Nov-11 Dec-11 Jan-12 Feb-12 Mar-12



CapTel Minutes of Use
Minutes
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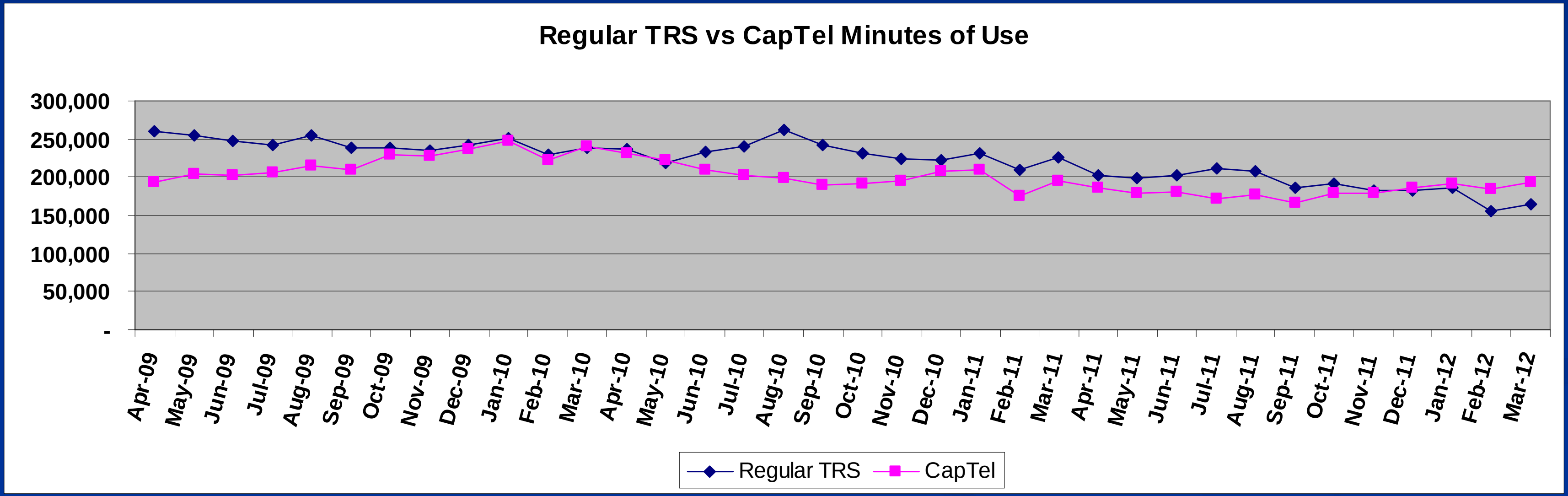
Regular TRS vs CapTel Minutes of Use
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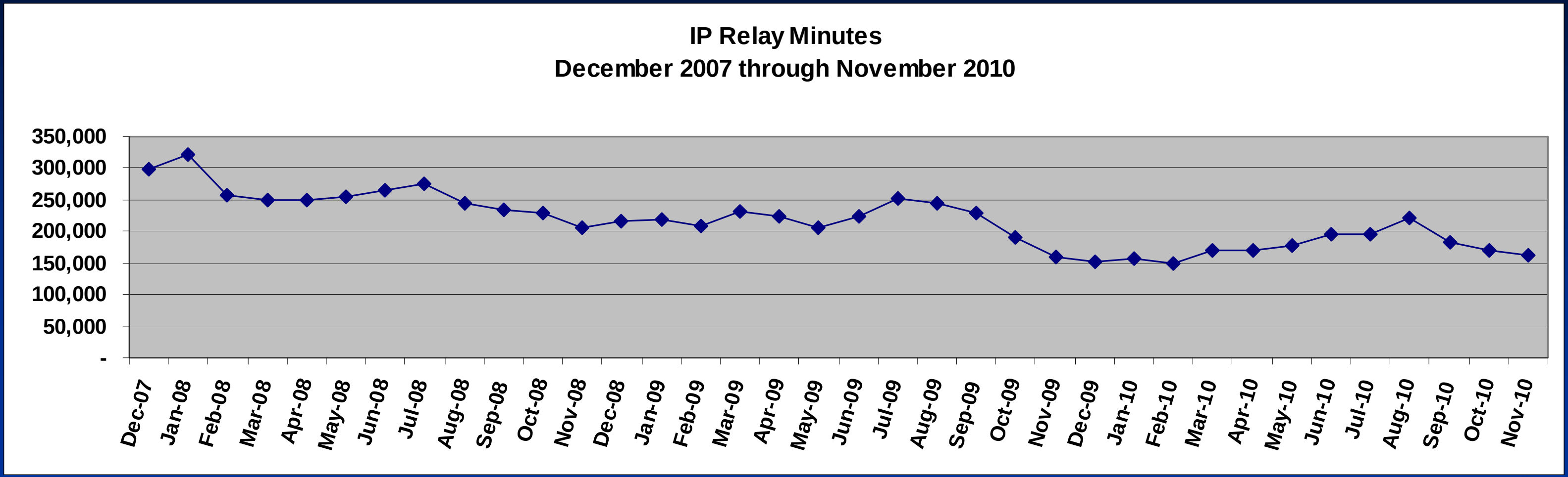
Regular TRS
CapTel


IP Relay Minutes
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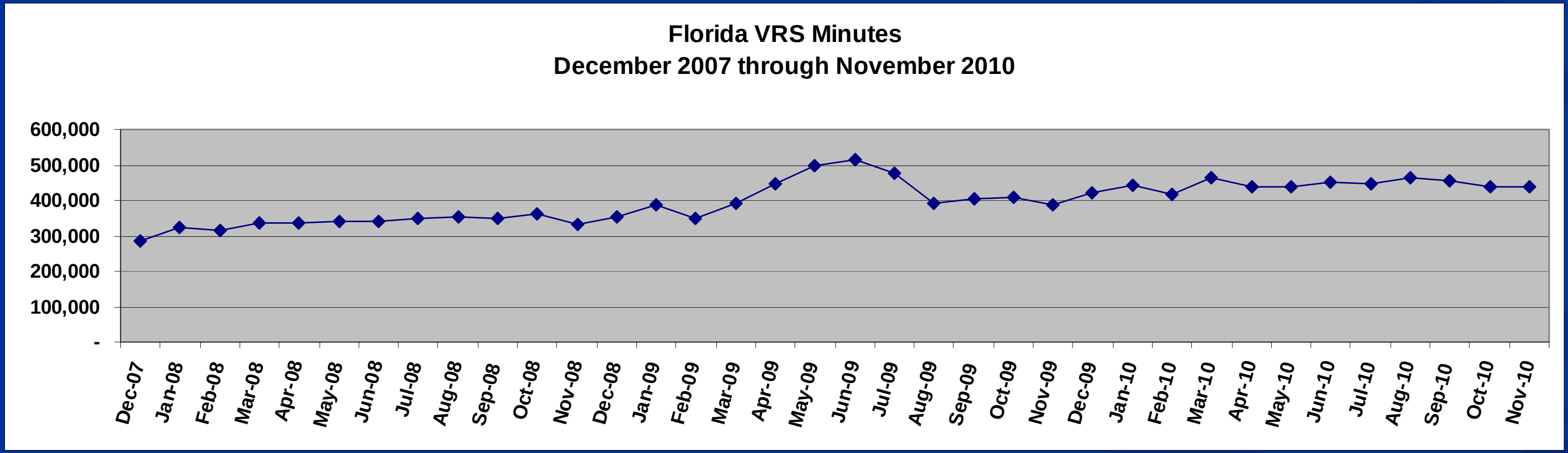
Florida VRS Minutes
December 2007 through November 2010
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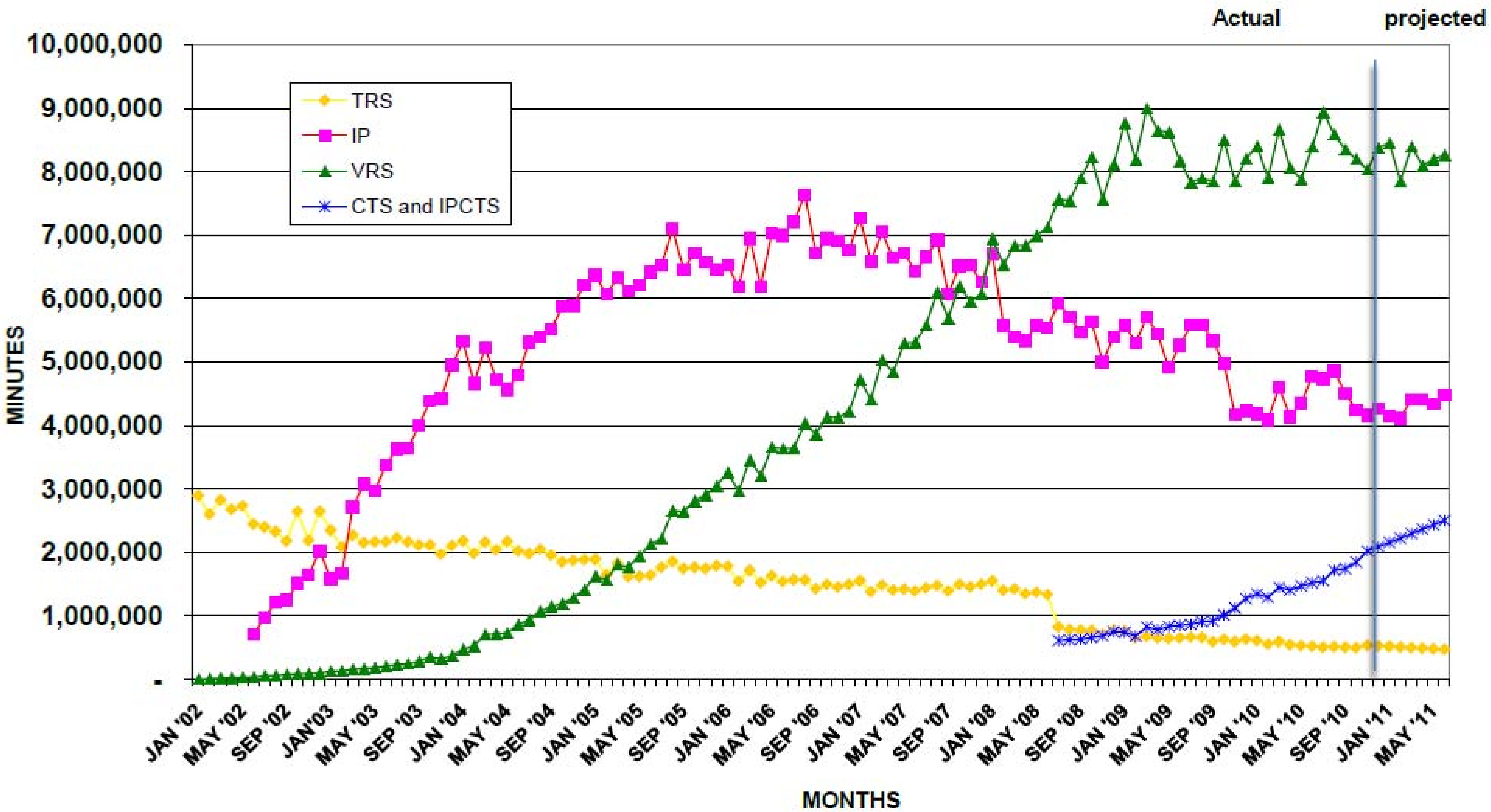
INTERSTATE TRS, INTERNET, CAPTEL, AND VRS MINUTES
ACTUALS JANUARY 2002 - AUGUST 2010
PROJECTION SEP 2010 - JUNE 2011



Questions or Comments?

Next…

FTRI's Updates

James Forstall

FTRI Executive Director

Florida Telecommunications
FTRI Relay, Inc.

Connecting People to People

Florida Relay 711

TASA Meeting

April 27, 2012

Proposed FY 2012/2013 Budget

Parties/Staff Handout
event date 4/27/12
Docket No. 040763-TP

Proposed Budget FY 2012/2013

Based on the best information available to us, the FTRI Board of Directors has approved a recommendation to maintain the current surcharge level of $.11 for the next fiscal year. We estimate that a surcharge level of $.11 would produce a shortfall in meeting FTRI's operating expenses and we have not proposed to revise the surcharge because we believe there's sufficient funds in the surplus account to offset the difference.

The budget as approved by the Board projects total revenues to be $9,471,687 and total expenses to be $11,818,260. The difference of $2,346,573 will be transferred from the surplus account.

Proposed Budget FY 2012/2013

As of February 2012, FTRI has over 465,950 individuals in the client database. It is evident that FTRI and its contracted regional distribution centers are reaching out to meet the telecommunications access needs of residents who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Disabled. Outreach continues to be a large part of our efforts and we are planning to increase these activities in order to continue to reach out to the estimated 3 million potential clients in Florida by creating awareness and telephone independence.

Operating Revenue

Surcharge revenues for FY 2012/2013 are based on a 3% decrease in the total number of access lines reported and estimated in FY 2011/2012.

Interest income for the next fiscal year is projected to be $33,459.

Operating Revenue

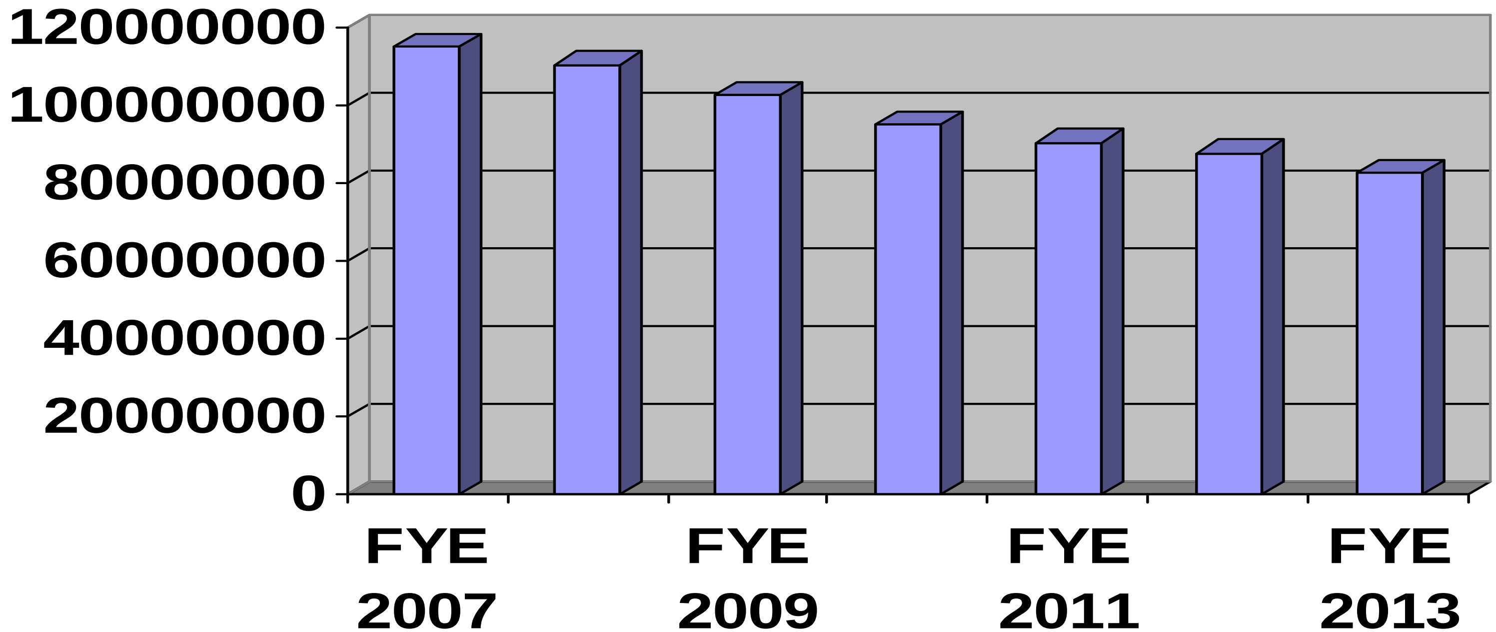
82,455,432	-	total number of access lines
x .11	-	proposed surcharge level
$ 9,070,097	-	total revenues from access lines
- 1%	-	less administrative cost for TELCOs
$ 8,979,396	-	net operating revenues
+458,832	-	NDBEDP
+ 33,459	-	plus projected interest income
$ 9,471,687	-	total operating revenues
-11,818,260	-	less FTRI operating expenses
$ 2,346,573	-	transfer from surplus account

Florida Telecommunications Relay, Inc.
FTRI

Connecting People to People

Florida Relay 711

Number of Access Lines



Wireless Trends in Florida

Wireless handsets in service in Florida, as of June 2010, reached 16.9 million. Florida wireless handsets in service continued to grow from June 2009 to June 2010, but at a decreasing rate compared to previous years. Florida experienced an increase of 470,000 subscribers from June 2009 to June 2010, a 3 percent increase. Total subscribership results as of June 2010 show that Florida exceeds the national subscription level by 2 percent, however, this difference is the smallest since 2001.

Initially, Florida was ahead of the nation in adopting wireless technology, but now that wireless handset levels are getting closer to market saturation points, the overall growth is declining. Since the fourth quarter of 2003, Florida wireless handsets in service have exceeded Florida wireline access lines, and the gap continues to widen. Wireless handsets outnumbered wireline access lines by 10.5 million as of June 2010.

VoIP Trends in Florida

As VoIP technologies continue to evolve and improve, more residences and businesses in Florida are subscribing to VoIP services. The FCC's most recent data shows that there are approximately 25.2 million interconnected residential VoIP subscribers and nearly 3.7 million business subscribers nationwide as of June 2010. This represents an increase of 23 percent of total interconnected VoIP subscribers nationwide from June 2009 to June 2010.

Data collected by the FPSC shows an estimated 2 million residential interconnected VoIP service subscribers in Florida as of December 2010.

Category I
Florida Relay

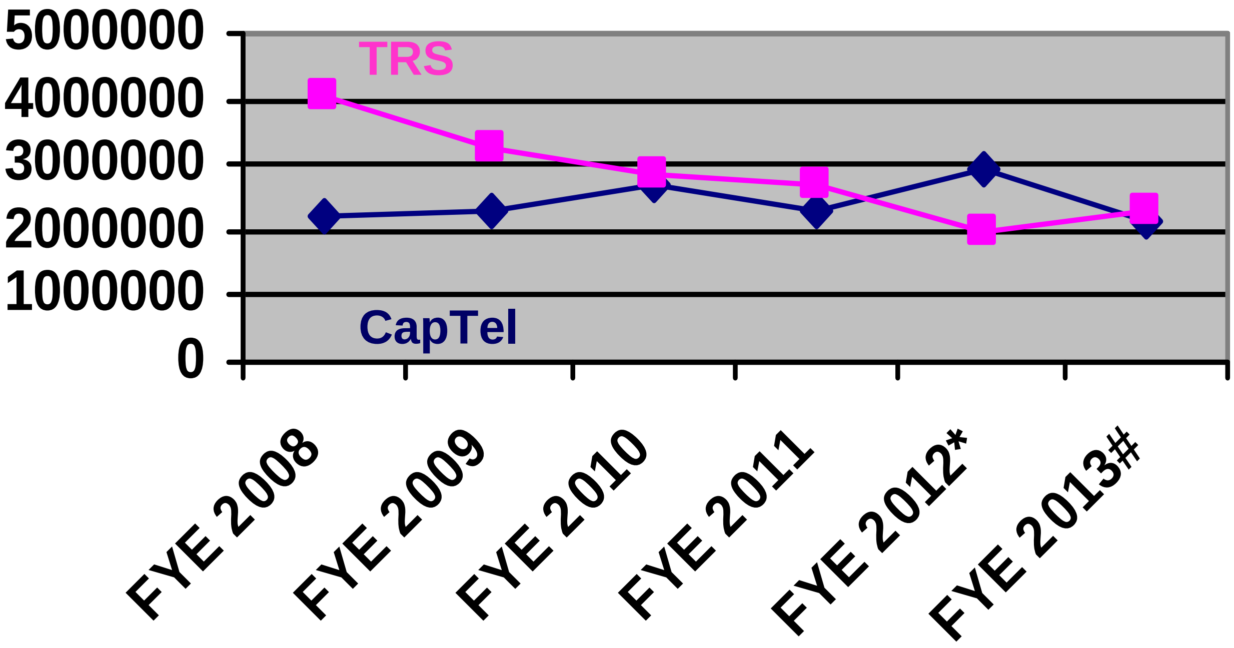
FY 2012/2013 budget for relay is based on reported billable minutes to FTRI by the current relay provider (6-months) plus year-end estimates (6-months). The new AT&T contracted rate is $.76 per billable minute for TRS and $1.47 per billable minute for CapTel.

Using the data submitted by the current relay provider, it is estimated year-end total to be 4,446,264 billable minutes.

$1,767,830 - estimated TRS billable cost
<u>+3,116,653</u> - estimated CapTel billable cost
$4,884,483 - **Category I**

Effective June 1, 2012, AT&T will be Florida's relay provider.

CapTel vs TRS Minutes



* Year End Projections

Projections

Florida Telecommunications FTRI Relay, Inc.

Connecting People to People

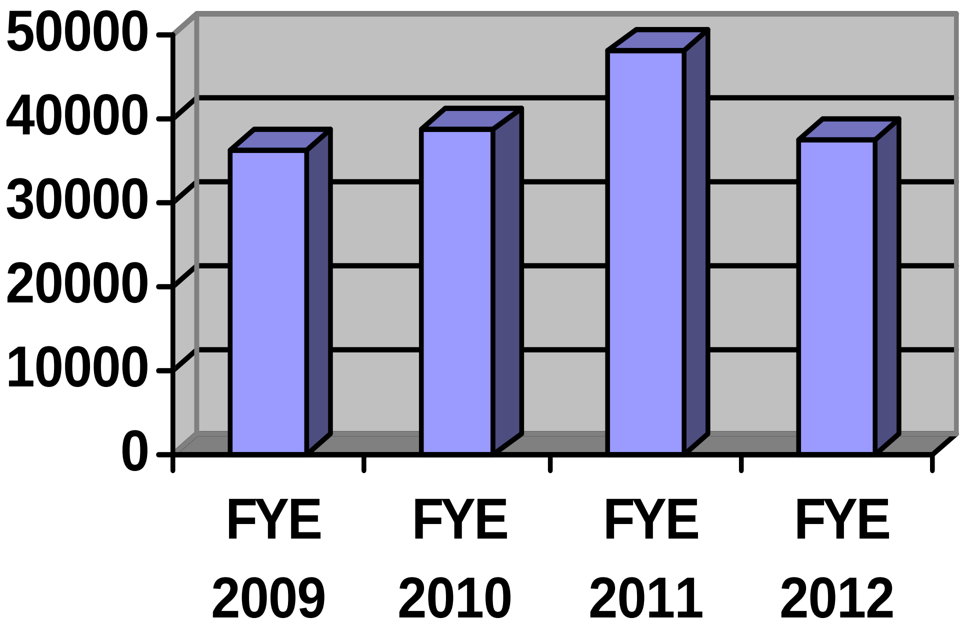
Florida Relay 711

Category II
Equipment and Repairs

This category consist of all equipment purchases as well as repairs. FTRI is projecting the number of equipment to be distributed during FY 2012/2013 to be approximately 40,000.

Total proposed budget for Category II is $2,899,778.

Equipment Distributed



FYE 2009 – 36,044

FYE 2010 – 38,680

FYE 2011 – 48,005

FYE 2012 – 37,400 (Year End Estimate)

Florida Telecommunications
FTRI Relay, Inc.

Connecting People to People

Florida Relay 711

Category III
Equipment Distribution and Training

FTRI contracts with 23 RDCs that provide services in different locations throughout the state.

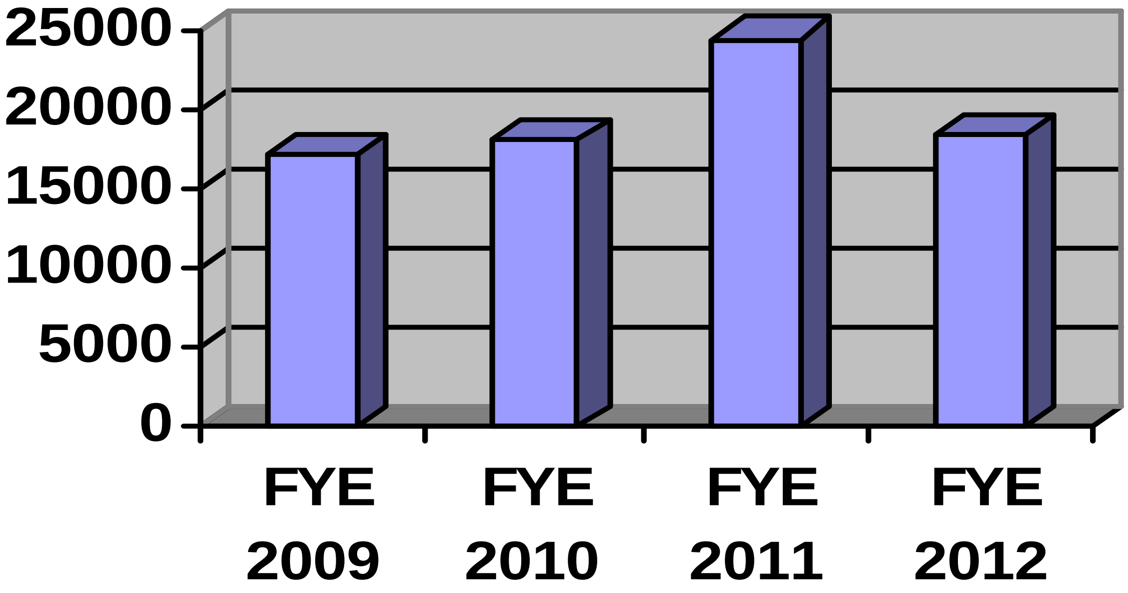
It is estimated that the RDCs and FTRI will have provided over 32,000 services to clients during the current fiscal year.

Total FY 2012/2013 proposed budget for Category III is $1,497,088.

Florida Telecommunications FTRI Relay, Inc.

Connecting People to People

New Clients Served



FYE 2009 – 17,170

FYE 2010 – 18,185

FYE 2011 – 24,399

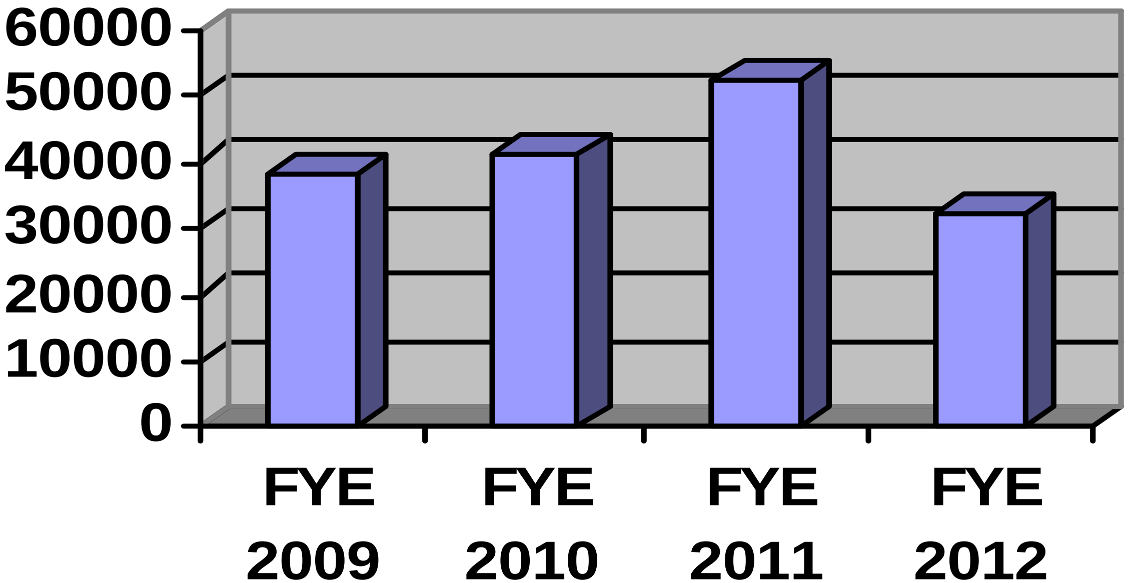
FYE 2012 – 18,500 (Year End Estimate)

Florida Telecommunications
FTRI Relay, Inc.

Connecting People to People

Florida Relay 711

Services Provided



FYE 2009 – 38,130

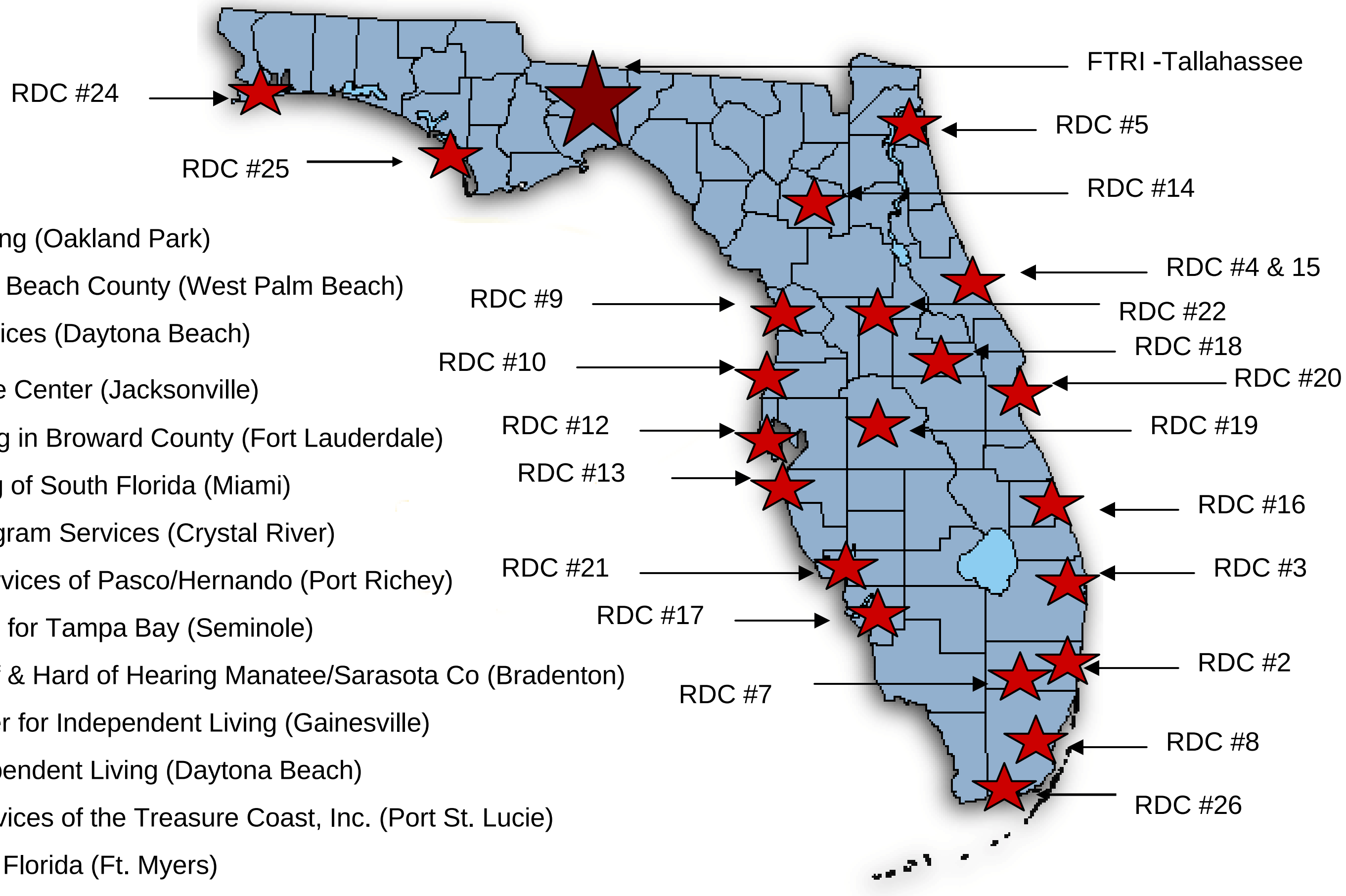
FYE 2010 – 41,188

FYE 2011 – 52,217

FYE 2012 – 32,000 (Year End Estimate)

New, Modifications, Exchanges, Returns and Follow-ups

FTRI Regional Distribution Centers



RDC # 2 – League for the Hard of Hearing (Oakland Park)

RDC # 3 – Deaf Service Center of Palm Beach County (West Palm Beach)

RDC # 4 – Deaf & Hard of Hearing Services (Daytona Beach)

RDC # 5 – Independent Living Resource Center (Jacksonville)

RDC # 7 – Center for Independent Living in Broward County (Fort Lauderdale)

RDC #8 – Center for Independent Living of South Florida (Miami)

RDC # 9 – Citrus Hearing Impaired Program Services (Crystal River)

RDC # 10 – Deaf & Hard of Hearing Services of Pasco/Hernando (Port Richey)

RDC # 12 – Deaf & Hearing Connection for Tampa Bay (Seminole)

RDC # 13 – Community Center for Deaf & Hard of Hearing Manatee/Sarasota Co (Bradenton)

RDC # 14 – North Central Florida Center for Independent Living (Gainesville)

RDC #15 – disAbility Solutions for Independent Living (Daytona Beach)

RDC #16 – Deaf & Hard of Hearing Services of the Treasure Coast, Inc. (Port St. Lucie)

RDC # 17 – Deaf Service Center of SW Florida (Ft. Myers)

RDC # 18 – Center for Independent Living of Central Florida (Winter Park)

RDC # 19 – Central Florida Speech & Hearing Center (Lakeland)

RDC # 20 – Space Coast Center for Independent Living (Cocoa Beach)

RDC # 21 – Hearing Impaired Persons in Charlotte County (Punta Gorda)

RDC # 22 – Deaf Service Center of Lake & Sumter Counties (Leesburg)

RDC #24 – CIL Disability Resource Center (Pensacola)

RDC #25 – Disability Resource Center (Panama City)

RDC #26 – Speech and Hearing Center (Miami)

Florida Telecommunications Relay, Inc. FTRI

Connecting People to People

Florida Relay 711

Category IV
Outreach

FTRI is proposing an outreach budget of $684,503 for FY 2012/2013.

- RDC Outreach Contracts - $151,303
- TV/Newspaper - $380,000
- Printing - $47,000
- Hearing News Network - $30,000
  (Pilot program)

Florida Telecommunications Relay, Inc. FTRI

Florida Relay 711

. . . discover communication freedom

Advertising

Newspaper ads will account for 89% of the media funds with 11% for TV (FL Relay).

During FY 2011/2012 newspaper ads have proven successful and the intent is to continue this type advertising during the next fiscal year.

Hearing News Network

- HNN is a patient-based waiting room system delivered via high speed internet on a flat screen monitor in real time.

- HNN is a digital venue geared specifically to Hearing Health Care Professionals. It is a tool used to engage, educate and market an individual practice to patients in the waiting room.

- The HNN platform delivers current and relevant content, customized for each practice on a monthly subscription basis.

Hearing News Network

- Content runs on a 20-30 minute cycle to coincide with the average time a patient spends in a waiting room.

- Content is allocated between:
  - Clinic-specific content (staff bios, practice profile, etc.)
  - Locally controlled and co-managed content*
  - National based advertising
  - Affiliate / partner advertising *(FTRI)*

**Content library provided by Better Hearing Institute, Hearing Loss Association of America, Hearing Health Foundation, among others.*

FTRI Opportunities

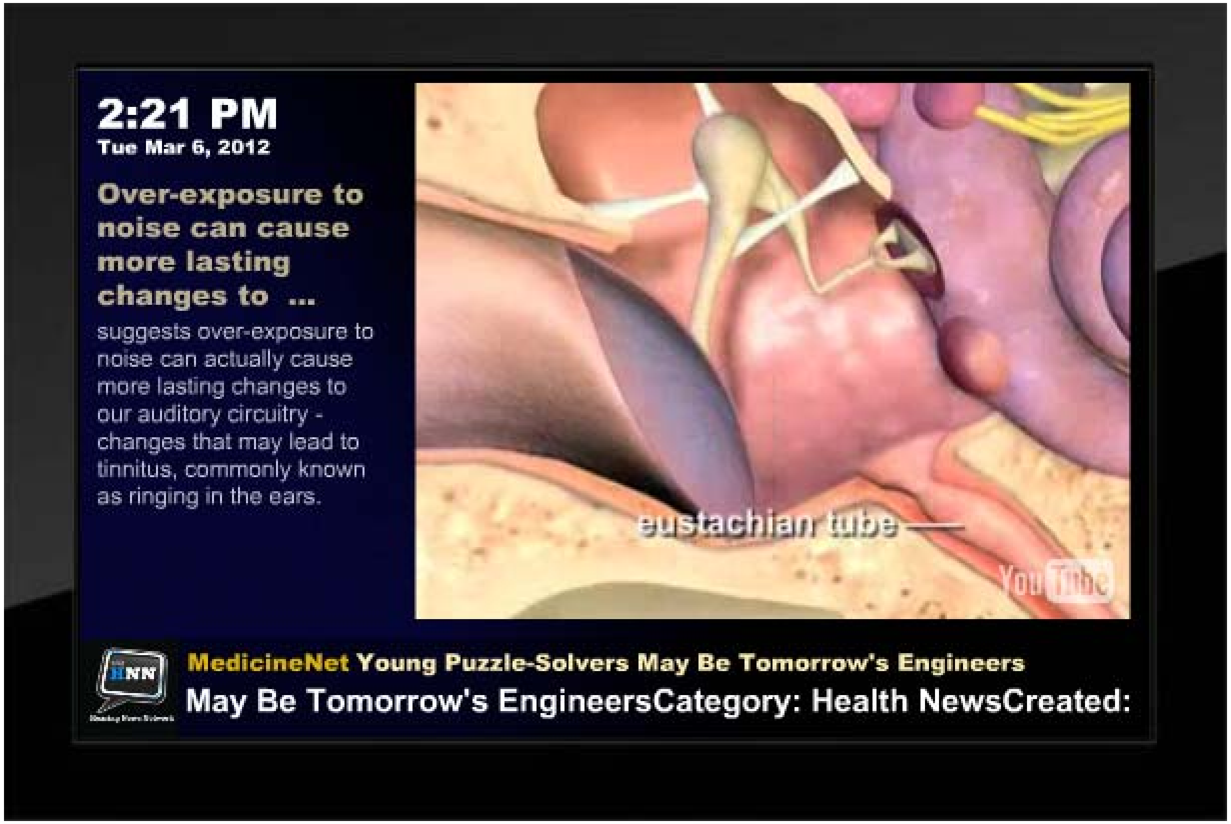
FTRI-partial sponsorship of HNN system (per office)

- Includes cost of HNN media player, 24 months service and basic install; unlimited content updates
- FTRI will have a guaranteed 2 minutes of ad space per 20-30 minute cycle to use at its discretion for the duration of the client’s contract
- Cost per office: FTRI: $574 (2-years)

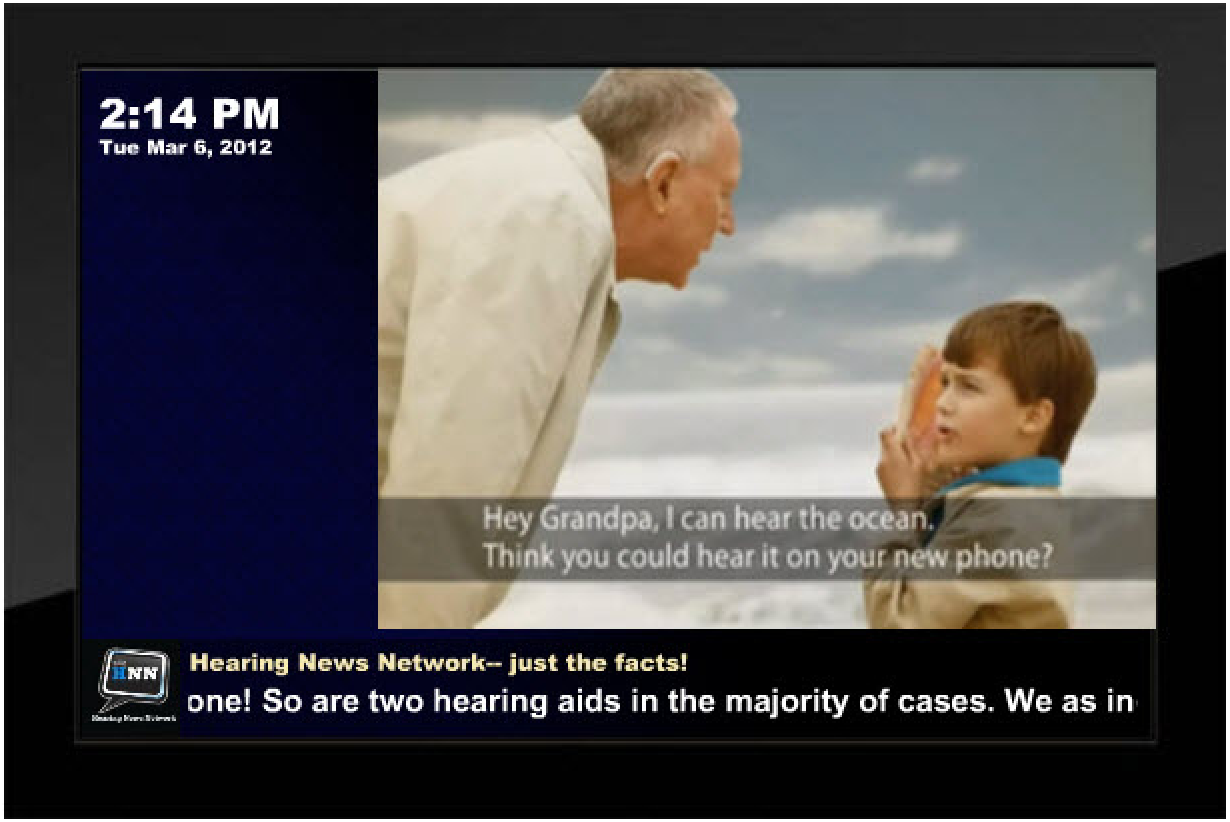
Benefits

- Reach an audience already addressing their hearing loss and ultimately may be more receptive to the FTRI message
- Promote the local RDCs, dates for on-site phone distributions, other RDC community events
- Strengthen the collaborative relationship between Hearing Health Care Professionals and FTRI
- Broaden exposure and maintain a presence for the FTRI program at a nominal cost

Sample Screen Shot



Sample Screen Shot



Category V
General & Administrative

Total proposed budget for Category V is $1,393,576.

FTRI has 15 authorized positions.

FY 2011/2012 to FY 2012/2013 Comparison

	FY 2010/2011 (Actual)	FYE 2011/2012 (Year End Estimates)	FY 2012/2013 (Proposed)
Revenues	$ 10,011,288	$ 9,317,412	$ 9,471,687
Cat I	5,705,459	5,335,285	4,884,483
Cat II	2,453,311	2,637,422	2,899,778
Cat III	1,413,218	1,475,301	1,497,088
Cat IV	807,154	637,673	684,503
Cat V	1,210,589	1,307,876	1,393,576
Cat VI	N/A	N/A	458,832 (NDBEDP)
Total Expenses	$11,589,731	$11,393,557	$11,818,260

Questions

Sprint
The Now Network

Florida TRS Updates

John Moore
Branch Manager
Relay Program Management

4/27/2012

Parties/Staff Handout
event date 4/27/12
Docket No. 040763-TP

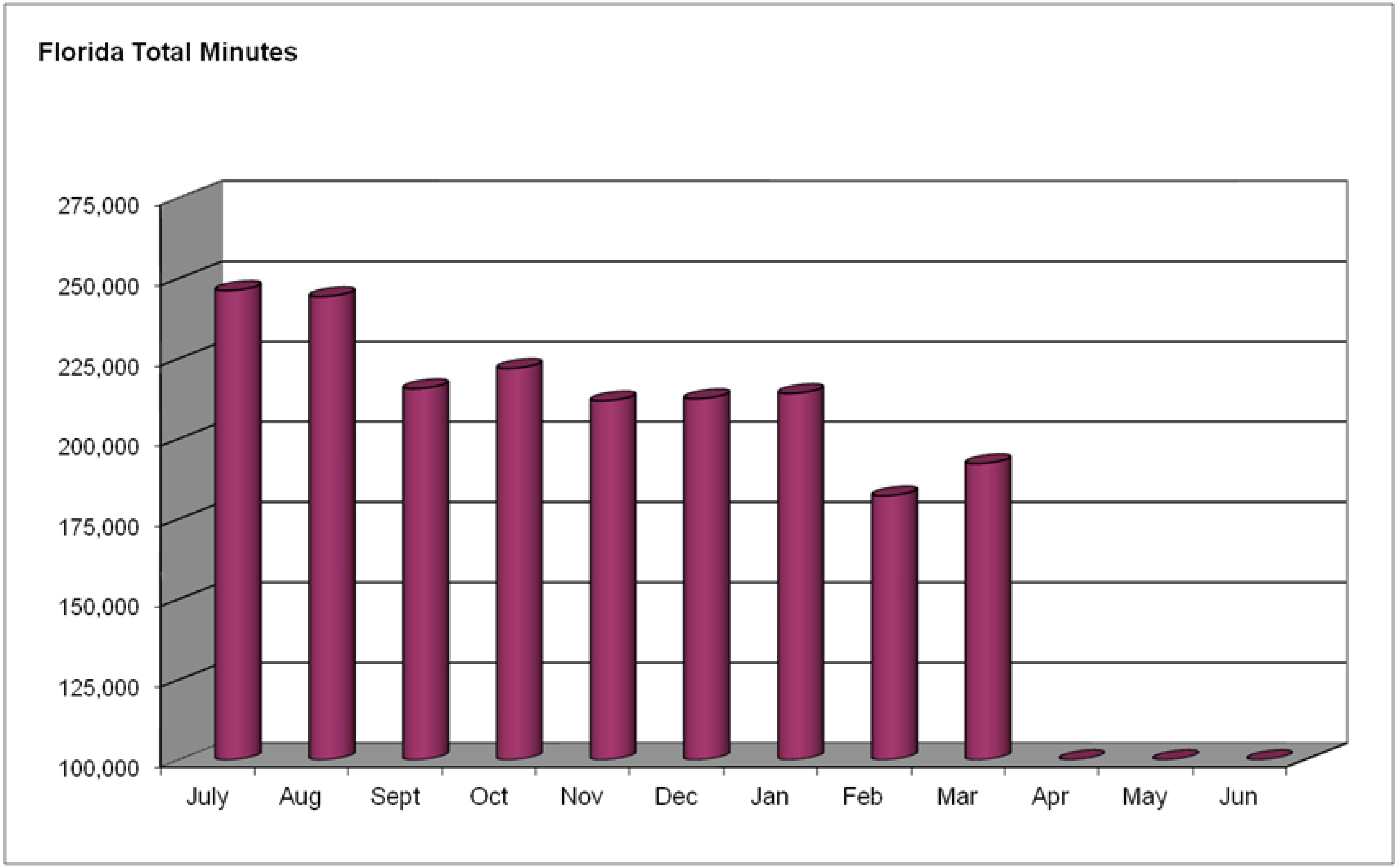
Agenda

- *TRS Statistics*
- *CapTel Statistics*
- *TRS Relay Results*
- *Outreach Performed*
- *New CapTel Invoice Reports*
- *Video Customer Service*

Total TRS Session Minutes

July 2011 – March 2012

Total TRS Session Minutes



Sprint
The Now Network

July 2010 – June 2011

Total: 3,132,846

Average: 261,071

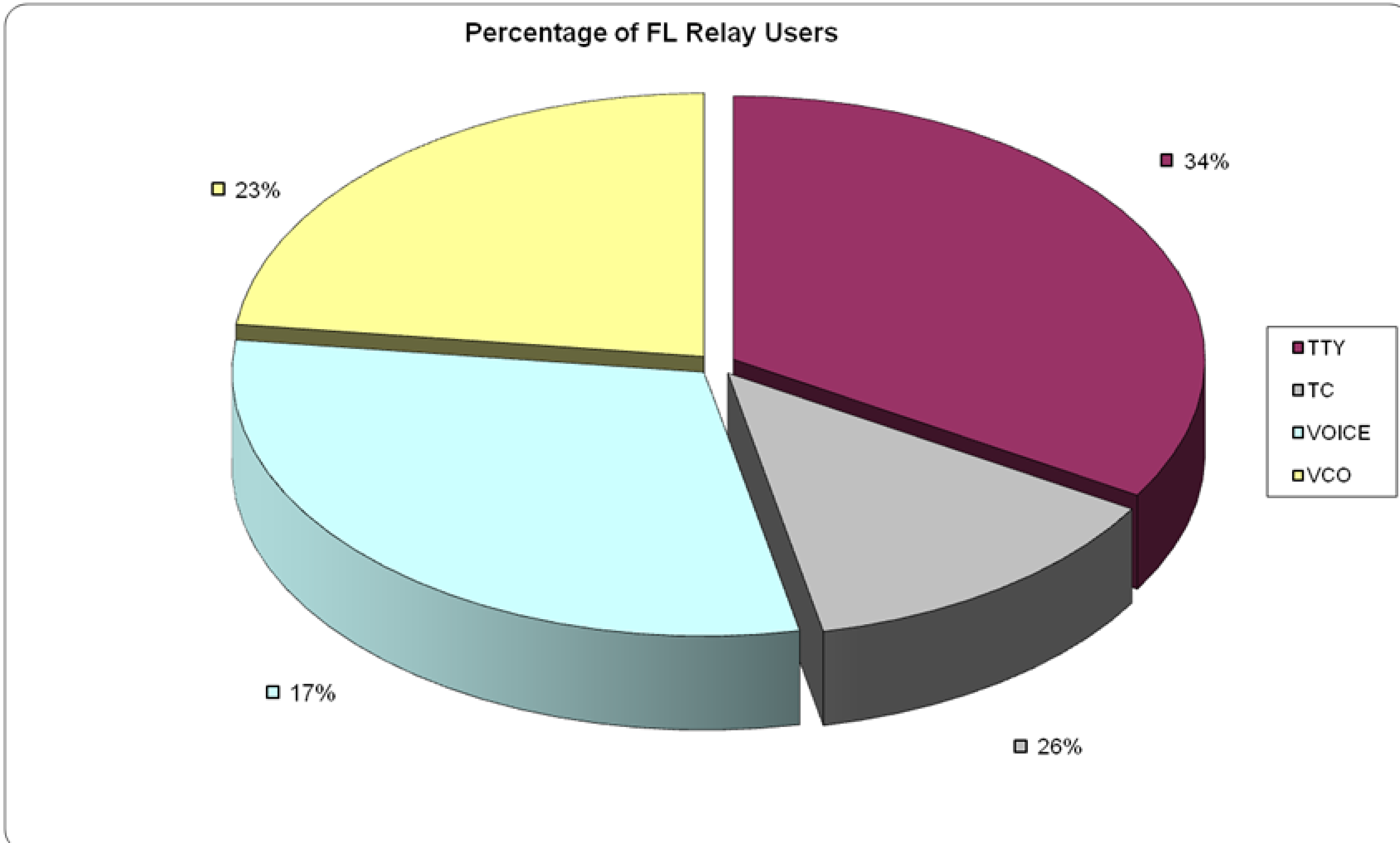
July 2011 – March 2012 (9 months)

Total: 1,090,451

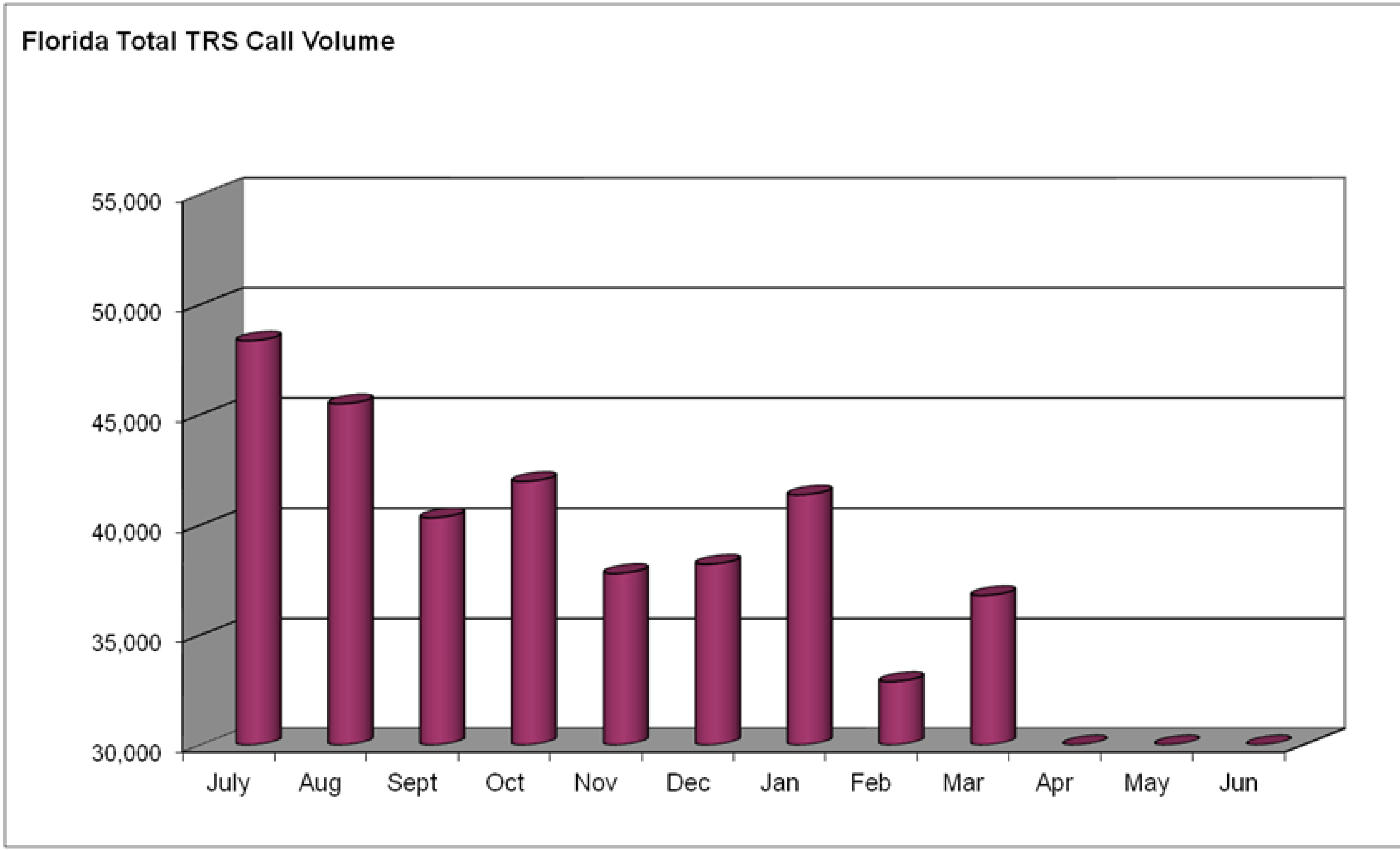
Average: 215,613

RESULT: 17.4% decrease *in TRS minutes based on the averages*

Percentage of Relay Users



Total Call Volume



July 2010 – June 2011

Total: 615,931

Average: 51,328

July 2011 – March 2012 (9 months)

Total: 363,140

Average: 40,349

RESULT: 21.4% decrease *in TRS call volume based on the averages*

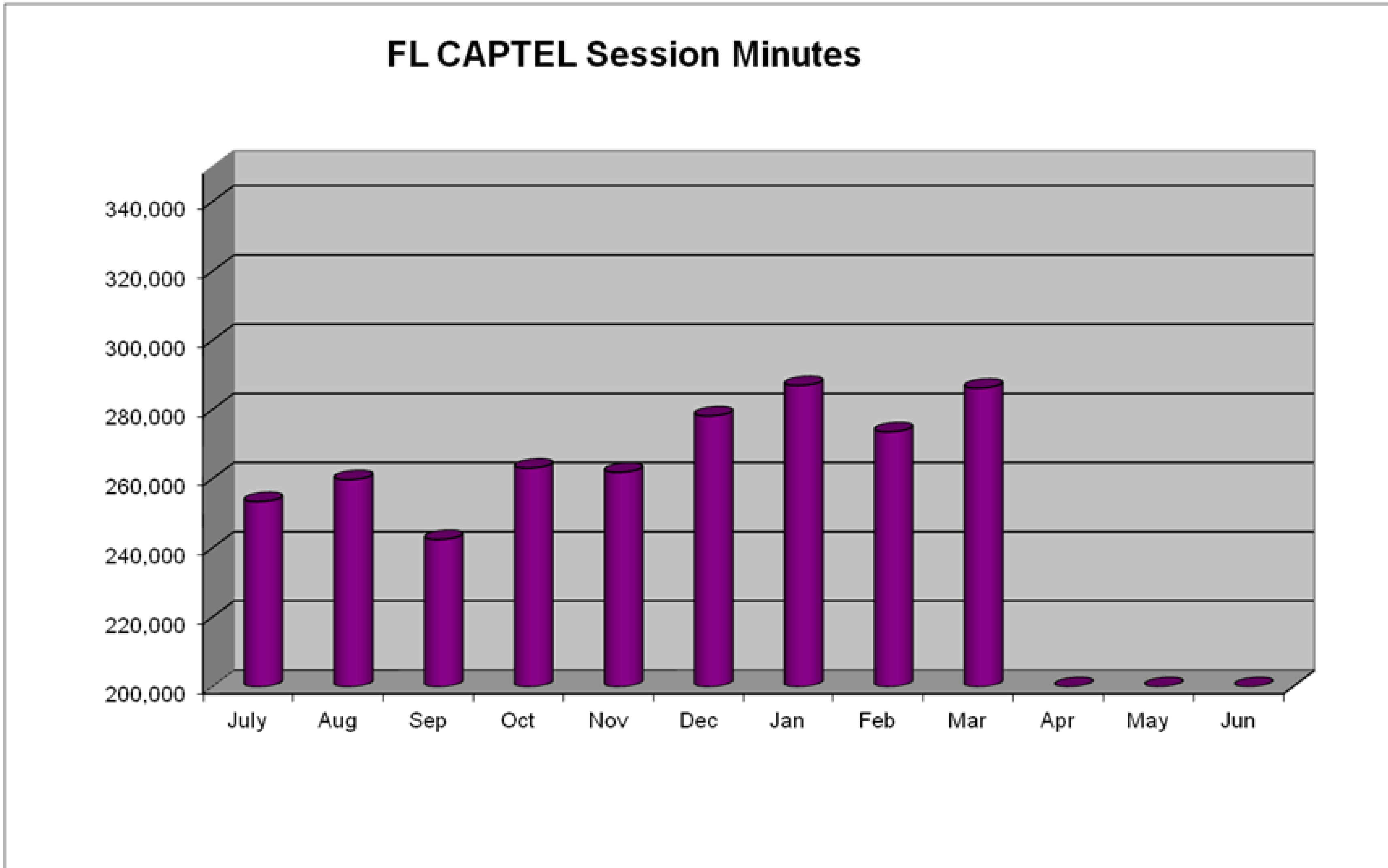
Sprint

The Now Network

Total CapTel Session Minutes

July 2011 – March 2012

CapTel Session Minutes



July 2010 – June 2011

Total: 3,445,719

Average: 287,143

July 2011 – March 2012 (9 months)

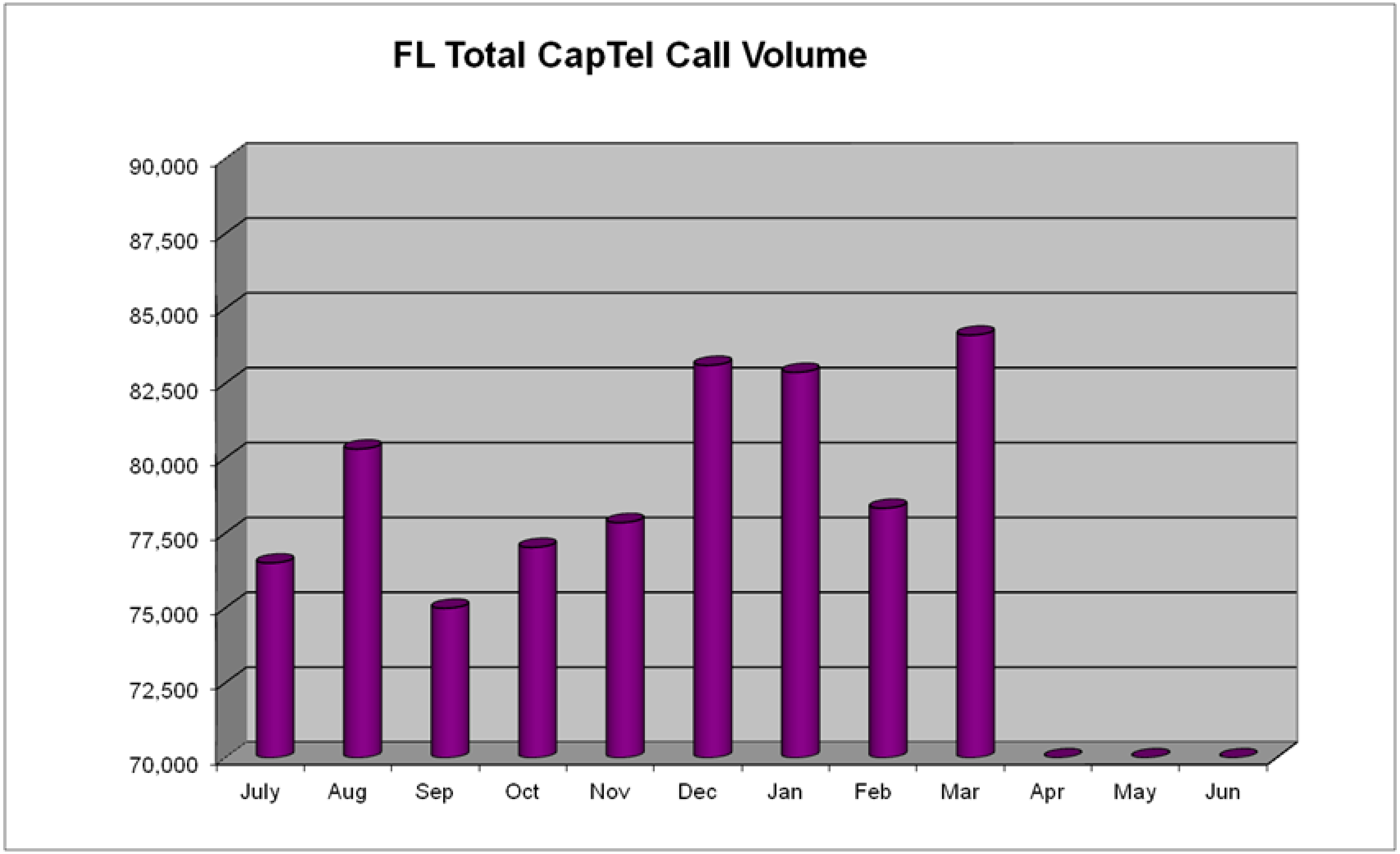
Total: 2,405,428

Average: 267,270

RESULT: 6.9% decrease *in CapTel minutes based on the averages*

Sprint
The Now Network

CapTel Call Volume



Sprint
The Now Network

July 2010 – June 2011

Total: 1,035,261

Average: 86,272

July 2011 – March 2012 (9 months)

Total: 715,119

Average: 79,458

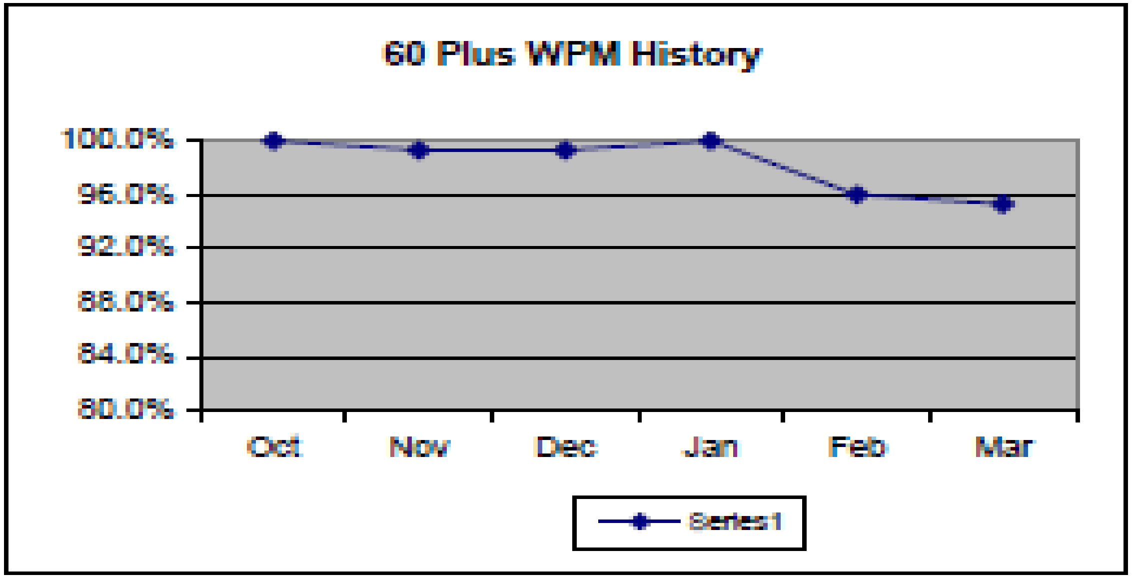
RESULT: 7.9% decrease *in CapTel call volume based on the averages*

TRS Relay Results

March 2012 Evaluation

TRS Relay Results

TYPING SPEED										
Office	Completed Calls	Agents Tested	Average WPM	Error of Estimation	Less Than 60 WPM		60 Plus WPM		
	#	#	#	WPM	#	%	#	%	Error of Estimation %
Florida	150	69	81.0	1.9	7	4.7%	143	95.3%	3.4%



TRS Relay Results

TYPING ACCURACY						
Typing Accuracy Ratings	Total		Less than 60 WPM		60 Plus WPM	
	#	%	#	%	#	%
Over 95% Accuracy	91	60.7%	3	2.0%	88	58.7%
85% to 95% Accuracy	55	36.7%	4	2.7%	51	34.0%
Under 85% Accuracy	4	2.7%	0	0.0%	4	2.7%

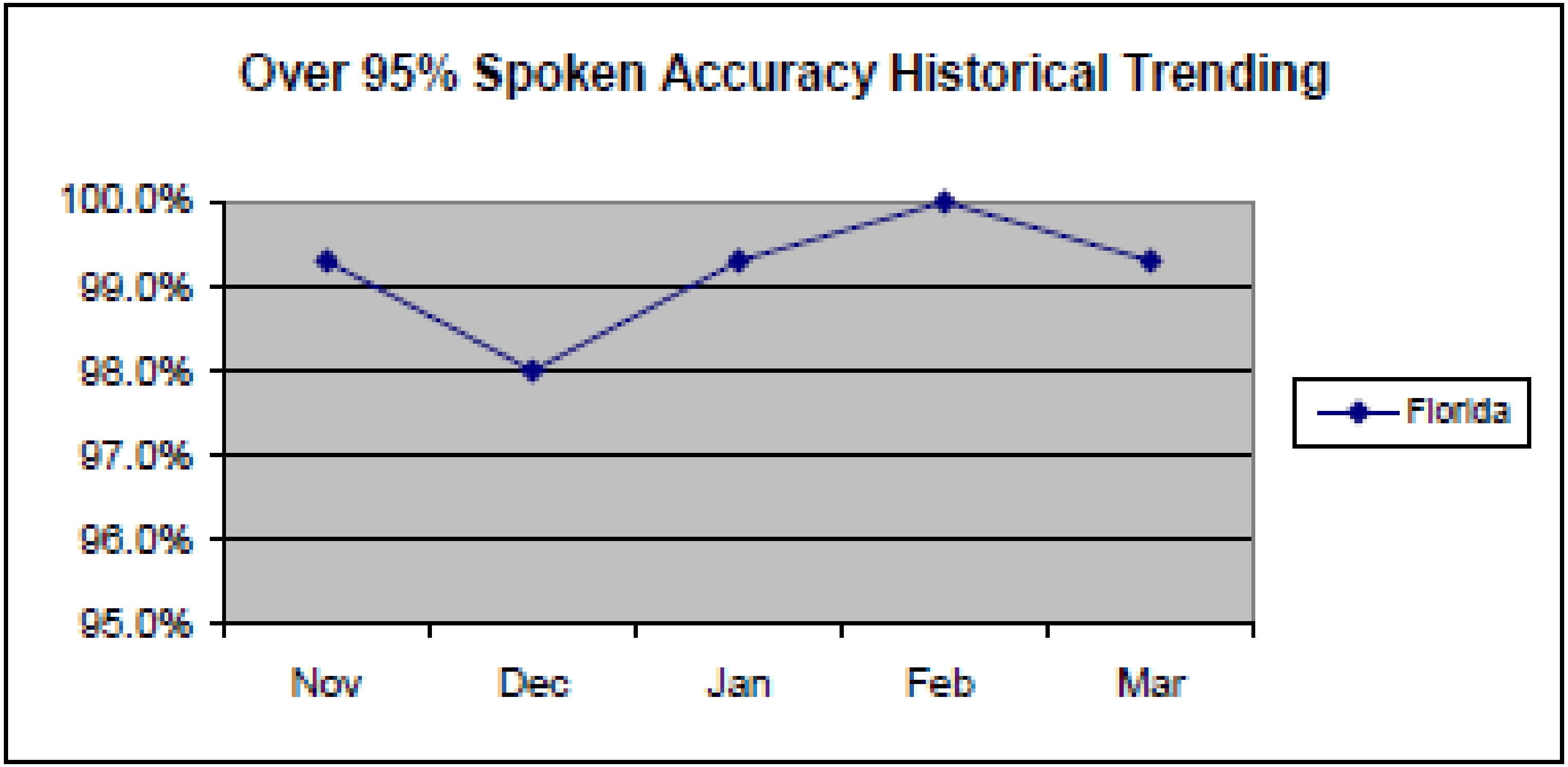
VERBATIM ACCURACY						
Office	Completed Calls	Average Verbatim Accuracy	Over 95% Accuracy		95% and Less Accuracy	
	#	%	#	%	#	%
Florida	150	99.7%	149	99.3%	1	0.7%

Notes:

- ***There were 15 instances where CAs typed 100+ WPM, equaling 6.67% of the 150 test calls.***

- ***96% of the CAs tested met or exceeded the speed requirement.***

TRS Relay Results



Outreach Performed

Outreach

Presented and demonstrated Relay products and services at:

23-Jan	*23-Jan*	***Tampa Bay Senior Expo***	*Tampa Bay*
26-Jan	*28-Jan*	***ATIA – Assistive Technology Industry Association***	*Orlando*
24-Jan	*25-Jan*	***Port Charlotte Senior Show***	*Port Charlotte*
31-Jan	*1-Feb*	***Melbourne Senior Show***	*Melbourne*
4-Feb	*5-Feb*	***Fort Pierce Senior Show***	*Fort Pierce*
18-Feb	*19-Feb*	***Naples Senior Show***	*Naples*
3-Mar	*4-Mar*	***Ocala Senior Show***	*Ocala*
17-Mar	*17-Mar*	***DeafNation Expo***	*Orlando*
24-Mar	*25-Mar*	***HLAA Florida State Conference***	*Bradenton*
10-Apr	*10-Apr*	***Veranda-Homestead-Fairfield-Cerny***	*Cerny*
12-Apr	*12-Apr*	***P'cola Sr Ctr-Bayview Sr Ctr-Sacred Heart***	*Pensacola*
17-Apr	*17-Apr*	***Riesberg-Baptist-Hearing Life-Ascent***	*Pensacola*
19-Apr	*19-Apr*	***Southern Oaks-Broadview-Engelwood-Bayview***	*Pensacola*

Outreach *(cont.)*

Tampa Bay Senior Expo

Senior Expo – Pt. Charlotte

Outreach *(cont.)*

Senior Expo – Ft. Pierce

ATIA Expo - Orlando

DeafNation Expo - Orlando

Sprint
The Now Network

CapTel Reports

New Features

New CapTel Invoice Reports

Starting with the February 2012 reporting period, Sprint introduced a new package of reports for CapTel services to all Sprint states.

Sprint is excited to introduce this package as it supplies streamlined, state-specific data on the most important parts of CapTel services provided by Sprint.

New CapTel Invoice Reports *(cont.)*

A sample of the new reports that will be standard to all Sprint CapTel states:

- *Daily Average Call Handling Time report with the daily average time spent setting up, wrapping up and time spent on a call.*

- *Traffic by Jurisdiction report broken down by language – English and Spanish usage.*

- *Annual Report starting in September 2012, with the number of subscribers and calls separated into NPX regions in your state.*

Sprint
The Now Network

New CapTel Invoice Reports *(cont.)*

One specific report that Sprint is excited about contains state-specific Answered and Abandoned calls.

With this new feature from CapTel, Sprint can report state-specific Average Speed of Answer and Service Level.

This new enhancement will be provided at no charge to the state.

Video Customer Service (VCS)

New Hours

Video Customer Service Hours

In January 2012, the Sprint Video Customer Service (VCS) expanded their hours of operation to:

Monday – Friday

8:00 am – 11:00 pm EST

The 7 VCS representatives support Sprint wireless device customers with billing and technical questions.

Thank You!

Twelve Years of Providing Relay Services to Florida

2000 *– Sprint was awarded the contract with Florida.*

2003 *– Sprint was granted a two-year extension.*

2004 *– Sprint re-won a competitive bid process.*

2007 – 2011 *– Florida granted Sprint extensions with the current contract expiring 5/31/12.*

Rethink Possible

AT&T | Florida Relay

TASA Meeting
April 27, 2012

Parties/Staff Handout
event date 4/27/12
Docket No. 040763-TP

Transition Update

- Project Manager/Team in place
  - Detailed plan developed and implemented
  - Team working milestone action items
- Sprint engaged
  - RESPORG process underway
  - Customer Profiles transition
- Two-phase Transition Plan
  - Phase 1 – Traffic migration 6-1-12
  - Phase 2 – Florida Call Center operational by 9-7-12 or earlier
- CTI/Ultratec engaged
  - CapTel implementation transition
- RFP Requirements integration into Service Delivery Plans
  - Reporting
  - Invoicing
  - Performance

Technological Changes

- Upfront Automation (UFA)
  - Patented AT&T feature – the most functionally equivalent feature in the industry
  - For both Voice and TTY callers
    - Ability to immediately & directly enter the calling number
    - No wait time for the CA to come on the line and request number
    - Called number automatically populates Call Detail Record
    - Minimizes potential for CA error in entering the called number
  - Advantages of UFA
    - Reduced interaction time with CA and caller – saves set-up time
    - Data entry errors virtually eliminated, minimizing redials to a correct number
    - UFA calls arrive at the CA already set-up, enabling the CA to press a single button to connect
  - WIN-WIN
    - Maximized call efficiency/relay user interaction
    - Reduced billable time/minutes to the state
    - With UFA, callers are rarely placed in queue
    - On average, 98% of state relay calls answered within 10 seconds

Technological Changes – Cont'd

- Quick Launch
  - Developed by AT&T Relay engineers
  - For relay callers who use UFA and don't require special assistance, and don't have a Relay Customer Profile
    - Call automatically dialed at same time CA is connected to call
    - With other providers, the CA controls when the call is dialed
    - Minimized time in call processing
  - Reduced overall call time/reduced billable minutes
- Automatic Activation of Carryover Functionality
  - Also developed by our AT&T Relay engineers
  - Callers profiled as a VCO user
    - Carryover feature is automatically activated
    - No need to wait for CA to come on line to request VCO
    - VCO user can immediately begin voicing number or conversation, without having to type
    - Works whether the VCO user is the call originator or receiver
  - Reduced overall call time and billable minutes

Outreach

- Partner opportunities with FTRI
  - Began discussions with Colleen Schuster
  - Scheduling a May planning meeting at FTRI office with Colleen and James
- Customer Profile Form
  - Have added to the Florida Relay web site
  - Relay users can easily access and make changes/updates
- Outreach Manager
  - Experienced member of our Channel Management team
  - Name - TBD
- Identified upcoming events to participate in
  - FAD Social / Pre Wet n' Wild event – AT&T sponsor as part of our 25th anniversary
  - Florida Deaf Clubs presentations statewide
  - FTRI Conference July 31-August 1
  - Deaf Awareness Month
- FAQ Sheet distribution prior to 6-1-12 cutover
  - Proactive information about change in providers

Miami Call Center

- Researched locations and current network architecture and company buildings
  - Technical Infrastructure in place in Miami
  - Realized cost savings over building a new network and center
  - Provides expediency to meet the 6 month operational requirement
- Personnel
  - AT&T has its own staffing organization – no subcontractors used
  - Staffing working with HR Research team to address language concern
  - Rigorous screening/hiring process – multiple tests
  - High communication standards for CAs
- Training
  - Thorough and comprehensive training program
  - Developed & delivered in-house
- High-level Timeline
  - 6-1-12 – Cutover complete – traffic handled by AT&T NRT
  - 6-18-12 – CA hiring begins
  - 7-9-12 – Hiring complete; training begins
  - 8-14-12 – Miami Call Center in operation handling minimum 75%

Discussion

- Future Presentations
- Additional Information Needed / Requested
- ???