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BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

REQUEST FOR SUBMISSION OF DOCKET NO. 110013-TP  
PROPOSALS FOR RELAY SERVICE,  
BEGINNING IN JUNE 2012, FOR  
THE DEAF, HARD OF HEARING,  
DEAF/BLIND, OR SPEECH IMPAIRED,  
AND OTHER IMPLEMENTATION MATTERS  
IN COMPLIANCE WITH THE FLORIDA  
TELECOMMUNICATIONS ACCESS SYSTEM  
ACT OF 1991.

\_\_\_\_\_/ DOCKET NO. 140029-TP  
REQUEST FOR SUBMISSION OF  
PROPOSALS FOR RELAY SERVICE,  
BEGINNING IN JUNE 2015, FOR  
THE DEAF, HARD OF HEARING,  
DEAF/BLIND, OR SPEECH IMPAIRED,  
AND OTHER IMPLEMENTATION MATTERS  
IN COMPLIANCE WITH THE FLORIDA  
TELECOMMUNICATIONS ACCESS SYSTEM  
ACT OF 1991.

\_\_\_\_\_/ PROCEEDINGS: TASA ADVISORY COMMITTEE MEETING

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

DATE: Friday, April 17, 2015

TIME: Commenced at 1:41 p.m.  
Concluded at 3:27 p.m.

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

REPORTED BY: DEBRA R. KRICK  
Court Reporter

PREMIER REPORTING  
114 W. 5TH AVENUE  
TALLAHASSEE, FLORIDA

1 APPEARANCES:

2 CHERYL RHODES

3 JAMES FORSTALL

4 JIM SKJEVELAND

5 JEFF BRANCH

6 MARYROSE SIRIANNI

7 LOUIS J. SCHWARZ

8 CHRIS LITTLEWOOD

9 RICK KOTTLER

10 JULIE CHURCH

11 JON ZIEV

12 CURTIS WILLIAMS

13 BOB CASEY

14 JEFF BATES

15 PAMELA PAGE

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1 P R O C E E D I N G S

2 MR. WILLIAMS: This is Curtis Williams again.  
3 May I have everyone's attention please? We are  
4 ready. A little turbulence, but we -- we worked  
5 out the realtime issue, so we have everything  
6 that's necessary in place to start the meeting.

7 Good afternoon, and welcome to everyone.  
8 Again, I am Curtis Williams, and I will be chairing  
9 today's meeting. Joining me is Jeff Bates and Pam  
10 Page from Commission staff.

11 For those on the phone, we ask that you please  
12 put your phone on mute until you are ready to speak  
13 so we don't receive interference here in the  
14 hearing room. And when you are ready to talk, you  
15 can just take it off mute.

16 Everyone should have received a copy of the  
17 meeting agenda, so at this time we will proceed  
18 with the agenda as printed.

19 The first thing we would like to do is have  
20 our attorney, Pam Page, read the notice. Pam.

21 MS. PAGE: Thank you, Curtis.

22 Welcome. Pursuant to notice issued, this  
23 time, date and place were set for this meeting of  
24 the Telecommunications Access System Act Advisory  
25 Committee in dockets number -- numbers 110013-TP

1 and 140029-TP.

2 MR. WILLIAMS: Thank you, Pam.

3 At this time, I would like to cover some  
4 preliminary matters. Please make sure your  
5 microphone is on when speaking. For those who are  
6 in attendance here, just press the white button  
7 there and the light -- the green light should be  
8 on. And when you are finished speaking, you can  
9 press again the red light will mute the microphone.

10 At this time -- well, first of all, also, let  
11 me -- let me say, when you also speak, please state  
12 your name when speaking. That's very important for  
13 the record and for the court reporter. So please  
14 make sure -- and for those who are participating by  
15 phone. So here and on the phone, make sure to  
16 state your name for the record.

17 At this time, we would like to take  
18 appearances. We will start with individuals that  
19 are here and then proceed with those that are on  
20 the telephone. So at this time, we can start with  
21 Jim with Sprint, and just go down the line for  
22 those who are here, just give your name and who you  
23 representing.

24 MR. SKJEVELAND: This is Jim Skjeveland with  
25 Sprint.

1 MR. BRANCH: This is Jeff Branch from Sprint.

2 MR. LITTLEWOOD: Good afternoon. This is  
3 Chris Littlewood. I represent Florida Coordinating  
4 Council for the Deaf and the Hard of Hearing, and  
5 ALDA, Association for Late-Deafened Adults. Also  
6 work for St. Petersburg College, the Center for  
7 Public Safety Innovation.

8 MR. FORSTALL: Good afternoon. James Forstall  
9 with Florida Telecommunications Relay,  
10 Incorporated.

11 MS. SIRIANNI: MaryRose Sirianni, AT&T.

12 MR. WILLIAMS: Thank you. For those  
13 individuals that are on the phone, we will go ahead  
14 and take appearances from you. I think Cheryl, if  
15 you can get us started, we would appreciate it.

16 MS. RHODES: Hi. This is Cheryl Rhodes from  
17 Florida Deaf/Blind Association.

18 UNIDENTIFIED SPEAKER: Hi all --

19 MR. SCHWARZ: I'm not sure where we are at --  
20 oh, sorry. This is Louis Schwarz calling. I am  
21 the representative for the Agency on Deafness.

22 MR. WILLIAMS: Welcome, Louis. We are taking  
23 appearances from those who are on the phone. Thank  
24 you, Louis.

25 MR. KOTTLER: This is Rick Kottler with

1 Florida Deaf Service Center Association.

2 MR. WILLIAMS: Thank you, Rick.

3 Do we have anyone else participating by phone?

4 MS. CHURCH: This is Julie church with the  
5 Family Center on Deafness and the Florida  
6 Coordinating Council for the Deaf and Hard of  
7 Hearing. I'm just listening in.

8 MR. WILLIAMS: Can you repeat your name again?

9 MS. CHURCH: Julie Church, C-H-U-R-C-H.

10 MR. WILLIAMS: Thank you, Julie.

11 Do we have anyone else on the phone? Okay.

12 Thank you.

13 We would like to welcome everyone, and again  
14 thank you for your participation. At this time, we  
15 will go ahead and proceed with the presentations  
16 section of the meeting.

17 For those of you who were expecting a  
18 presentation by Bob Casey, I am sorry to disappoint  
19 you. Bob is semi-retired these days, so he is  
20 sitting in the audience and observing today's  
21 meeting from a distance. In fact, we are doing  
22 good to have Bob here on a Friday. Normally he is  
23 not here on Fridays. And I am going to get in  
24 trouble for saying that, but, you know, he's a  
25 short-timer, so he can't -- he can't be too hard on

1 me for too long.

2 But on behalf of staff, I will present an  
3 update on the Federal Communications Commission's  
4 issues, and Jeff Bates will provide an update on  
5 Florida Public Service Commission issues.

6 So at this time, we can go ahead and get  
7 started. Before I do, let me just ask, are there  
8 any questions from any of the participants or any  
9 issues that you are having at this point? If  
10 not --

11 MR. ZIEV: Yes, I just called the -- yes, I am  
12 sorry. I called in late.

13 MR. WILLIAMS: Okay. If I can state your name  
14 and who you are representing for the record,  
15 please.

16 MR. ZIEV: Yes, my name is Jon --

17 MR. WILLIAMS: Oh, okay, welcome Jon --

18 MR. ZIEV: -- Z-I-E-V. I am sorry, I just got  
19 on. I was in another meeting. I just got here,  
20 sorry.

21 MR. WILLIAMS: No problem. We -- we haven't  
22 started the presentations. We have just finished  
23 taking appearances, so you are on time, so welcome.

24 And is there anyone else on the phone that has  
25 not identified yourself? Okay, with that, again,

1 we are --

2 MR. ZIEV: I have a question -- one more  
3 question.

4 MR. WILLIAMS: Yes, no problem.

5 MR. ZIEV: What's the URL for the video feed?

6 MR. WILLIAMS: Who speaking? I am sorry.

7 MR. ZIEV: Jon.

8 MR. WILLIAMS: And what is the question again?

9 MR. ZIEV: The URL.

10 UNIDENTIFIED SPEAKER: Floridapsc.com.

11 MR. WILLIAMS: Yeah, to actually view -- you  
12 are trying to view the presentation on-line?

13 MR. ZIEV: Yes.

14 MR. WILLIAMS: Okay. It's [www.floridapsc.com](http://www.floridapsc.com).

15 Are there any other issues or preliminary  
16 matters before we start the presentation section of  
17 the meeting?

18 MR. ZIEV: Hold on one second. I am trying to  
19 find the live stream here, just making sure I am on  
20 here for it. And can we say the URL one more time,  
21 please?

22 MR. WILLIAMS: [Floridapsc.com](http://Floridapsc.com).

23 MR. ZIEV: [Floridapsc.com](http://Floridapsc.com) is not correct.

24 MR. WILLIAMS: I am sorry, [floridapsc.gov](http://floridapsc.gov).

25 Try [floridapsc.gov](http://floridapsc.gov).



1 UNIDENDIFIED SPEAKER: Okay. I am on is it  
2 fine with mine.

3 MR. WILLIAMS: Okay. We apologize for that.

4 MR. ZIEV: And is that P like Peter, F like  
5 Frank, C like Charlie, pfc.com?

6 MR. BATES: Yes.

7 MR. ZIEV: Because that's not coming up for  
8 me, floridapfsc.gov.

9 UNIDENDIFIED SPEAKER: S, S as in Sam.

10 MR. ZIEV: P like Peter, S like Sam, C like  
11 Charlie, dot gov. And I believe it is dot com,  
12 actually.

13 MR. WILLIAMS: It is dot com.

14 UNIDENDIFIED SPEAKER: And where is the live  
15 stream on the website?

16 UNIDENDIFIED SPEAKER: Go to events in the top  
17 bar, in the top bar, events.

18 UNIDENDIFIED SPEAKER: Events.

19 MR. WILLIAMS: You are on the PSC's home page?

20 MR. ZIEV: Yes, sir.

21 MR. WILLIAMS: At the top, do you see events?

22 MR. ZIEV: All right. I just clicked, watch  
23 live broadcast. I am on it. Thank you.

24 MR. WILLIAMS: Okay. So you are all set?

25 MR. ZIEV: Yeah, the video is very blurry. Is

1           there a way to focus it?

2           MR. WILLIAMS: We can't do it from our end.  
3           We will -- we will have our technical staff work on  
4           it. In the meantime, we will go ahead and start  
5           the meeting, we will start the presentations, but  
6           we will have our technical --

7           MR. ZIEV: Okay, sure.

8           MR. WILLIAMS: -- staff work on the clarity  
9           for you.

10          Okay. So we will go ahead and get started  
11          with the presentations.

12          Again, at this time, we will go ahead and  
13          start with an overview and an update on FCC  
14          matters.

15          The FCC issues orders in two ways. One, FCC  
16          orders that are directly released by the full  
17          Commission, and also those orders that are  
18          delegated to the bureaus and offices of the  
19          Commission, and they are represented by the letters  
20          DA.

21          So the first order we are going to cover is  
22          order DA 14-1899, released December 29th, 2014.  
23          All of these are orders from the FCC that were  
24          released -- relevant orders that were released  
25          after the last TASA meeting.

1           In order DA 14-1899, the FCC adopted, based on  
2           emergency circumstances, a mid-year adjustment of  
3           the permanent rate of compensation from the  
4           Interstate Telecommunications Relay Service Fund  
5           for the provision of IP Relay service. The  
6           adjusted rate, which is retroactive to  
7           November 14th, 2014, will remain in effect until  
8           June 30th, 2015, except that a higher rate  
9           applicable to monthly minutes in excess of 300,000  
10          will terminate on May 15th, 2015.

11          The FCC took this action in response to sudden  
12          termination of service by one of two IP Relay  
13          service providers on November 14th, 2014, to ensure  
14          that the remaining provider is reasonably  
15          compensated and that IP Relay service continue  
16          without interruption.

17          The next order, order DA 15-173, released  
18          February 6th, 2015. In this order, the FCC granted  
19          in part a request by Sorenson Communications, and  
20          it's basically to waive the requirement for all  
21          providers of Internet Protocol Captioned Telephone  
22          Service to obtain from each new user and  
23          existing -- and each existing user the last four  
24          digits of the user's Social Security number as part  
25          of the IP CTS user's registration process in those

1 instances where the user does not have a Social  
2 Security number. The waiver was granted for a  
3 limited period of time and will remain in effect  
4 until the Commission takes final action in the  
5 proceeding.

6 The next order, order DA 15-427 was released  
7 on April 7th, 2015. In this order, the FCC  
8 suspended the conditional certification of  
9 InnoCaption, Incorporated, to provide IP CTS. The  
10 FCC found that the company failed to operate its IP  
11 CTS in compliance with the Commission's TRS  
12 emergency calling requirements. To lift the  
13 suspension, the company must implement compliant  
14 911 calling arrangements, demonstrate the company  
15 is in compliance with the emergency calling  
16 requirements for TRS, and fully comply with the  
17 other requirements of the order within six months  
18 of the effective date of the order.

19 That completes the update of the FCC orders.  
20 At this time, Jeff will provide an update on  
21 Florida Public Service Commission issues.

22 MR. BATES: Good afternoon. This is Jeff  
23 Bates, Commission staff. I would like to read a  
24 few dates here for the year.

25 On March 9th, 2015, FTRI submitted its

1 proposed 2015-2016 budget, fiscal year budget for  
2 the Commission's consideration.

3 On April 23rd, 2015, Commission staff is  
4 scheduled to file a recommendation for Commission  
5 consideration of FTRI's proposed budget.

6 May 5th, the Commission is scheduled to  
7 consider staff's recommendation, and on July 1st,  
8 2015, that's the effective date of the new FTRI  
9 budget. And today, we are going to have an FTRI  
10 presentation by the TASA Committee.

11 We have a new relay provider, of course. On  
12 October 2nd, 2014, the Commission approved Sprint  
13 Corporation as the new Florida relay service  
14 provider effective June 1st, 2015. On  
15 November 26th, 2014, AT&T and Sprint filed a joint  
16 motion for expedited approval of early transition  
17 of relay service providers from AT&T to Sprint. At  
18 the December 18th, 2014 agenda conference, the  
19 Commission approved staff's recommendation for the  
20 Commission to approve the amendment to the AT&T  
21 Relay contract to end its provision of relay  
22 service on February 28th, 2015, with the condition  
23 that AT&T reimburse FTRI 33 cents per session  
24 minute for traditional relay service, and 16 cents  
25 per session minute for CapTel service from

1 March 1st, 2015, through May 31st, 2015.

2 The Commission also approved staff's  
3 recommendation to amend the Sprint Relay service  
4 contract to change the effective date of that  
5 contract to March 1st, 2015, and to change the end  
6 date to February 28th, 2018. The contract is for a  
7 three-year period, with four one year options  
8 available after the initial term.

9 Highlights of Sprint's proposal is that Sprint  
10 will hire an in-state customer relations manager to  
11 lead the consumer input program and coordinate  
12 outreach efforts with FTRI. It will designate a  
13 Florida Relay Quality Manager to oversee all areas  
14 of training, quality assurance, monthly testing and  
15 customer feedback.

16 Sprint will also conduct TRS and CapTel  
17 quality compliance testing using an experienced  
18 third-party evaluator. Will provide 15,000 free  
19 minutes of Relay Conference Captioning service, and  
20 it will provide a \$25,000 budget to support  
21 outreach and customer input programs.

22 Do we have any questions or comments?

23 MR. WILLIAMS: This is Curtis Williams. If we  
24 don't have any questions, we can go ahead and  
25 proceed with the presentation by Florida

1 Telecommunications Relay at this time to discuss  
2 FTRI's 2015-2016 proposed budget.

3 MR. FORSTALL: Good afternoon, everyone.  
4 Thank you, Curtis.

5 Okay, based on the best information available  
6 to us, the FTRI Board of Directors has approved a  
7 recommendation to maintain the current surcharge at  
8 11 cents for the next fiscal year. We estimate  
9 that a surcharge level of 11 cents would produce a  
10 shortfall in meeting FTRI's operating expenses, and  
11 we have not proposed to revise the shortfall  
12 because we believe there are sufficient funds in  
13 the surplus account to offset the difference.

14 The budget, as approved by the board, project  
15 total revenue to be \$8,064,442, and total expenses  
16 to be \$8,916,216, with a difference of \$851,744 to  
17 be transferred from the surplus account.

18 As of March 2015, FTRI has over 510,000  
19 individuals in its client database. It is evident  
20 that FTRI and its contracted regional distribution  
21 centers are reaching out to meet the  
22 telecommunication access needs of residents who are  
23 deaf, hard of hearing, deaf/blind or speech  
24 disabled. Outreach continues to be a large part of  
25 our efforts, and plans are under way to reach out

1 to the estimated three million potential clients  
2 with hearing loss or speech disabilities in Florida  
3 by creating awareness and telephone independence.

4 The operating revenue. Surcharge revenue for  
5 fiscal year 2015 and '16 are based on a four  
6 percent decrease in the total number of access  
7 lines reported and estimated in fiscal year 2014  
8 and '15. Here is a graph that showed the access  
9 lines decreasing over the last few years.

10 Operating revenue. At the top, you will see  
11 the total number of access lines for the whole  
12 year, less -- I am sorry, times 11 cents proposed  
13 surcharge level, total revenue from access line of  
14 \$7,638,788, less one percent for the administrative  
15 cost for the telephone company, with a net  
16 operating revenue plus projected interest income,  
17 for a total operating revenues of \$7,595,693.

18 And that figure does not include the National  
19 Deaf/Blind Communication Program. And of course,  
20 less the expenses, which leaves a shortfall of  
21 about \$851,774.

22 Category I, Florida Relay. Fiscal year 2015  
23 and '16 budget for relay is based on projections  
24 submitted by the Florida relay provider, Sprint.  
25 The contracted rate is \$1.09 --



1 MR. ZIEV: I have a question.

2 MR. FORSTALL: -- per billable minute for TRS,  
3 and \$1.63 per billable minute for captioned  
4 telephone service.

5 MR. WILLIAMS: Excuse me for a minute, James.

6 This is Curtis Williams. We are -- someone on  
7 the line, we are getting some background noise, so  
8 we --

9 MR. ZIEV: Yes. Yes. This is Jon here. I  
10 have a question.

11 MR. WILLIAMS: Oh, okay. Jon.

12 MR. ZIEV: Yes, my question is, you said  
13 surplus account. May I ask how much is in there at  
14 the time? How much there is.

15 MR. FORSTALL: Currently, the surplus account  
16 is a little over 15 million.

17 MR. ZIEV: Okay.

18 MR. FORSTALL: Okay. I left off -- let me  
19 start over again.

20 Fiscal year 2015-16 budget for relay is based  
21 on projections submitted by the relay provider,  
22 Sprint. The contracted rate \$1.09 per billable for  
23 TRS, traditional relay service, with \$1.63 being  
24 billable minute for the captioned telephone  
25 service.

1           Using the data submitted by the relay  
2           provider's estimated year-end total, 2,758,134  
3           billable minutes, as you can see the breakdown for  
4           TRS billable costs and the CapTel billable costs.  
5           That is the Category I for Florida Relay.

6           I guess I should ask if anybody has any  
7           questions at this point about that, the Florida  
8           Relay, Category I.

9           Moving along, Category II, Equipment and  
10          Repairs. This category consists of all the  
11          equipment purchased as well as repairs. FTRI is  
12          projecting the fiscal year 2015-16 expenditures to  
13          be \$1,708,889.

14          Next slide is a graph that shows the equipment  
15          distributed over the last five years. And we  
16          estimate at the end of 2015 fiscal year, June 30th,  
17          2015, we would have distributed approximately  
18          26,732 pieces of equipment.

19          Category III is the Equipment Distribution and  
20          Training. There are 30 RDCs that provide services  
21          in multiple locations throughout the State. It is  
22          estimated that RDCs and FTRI will have provided  
23          over 30,855 services to clients during the current  
24          fiscal year. And the total fiscal year 2015-16  
25          proposed budget for Category III is \$1,128,665.

1           The next slide is a graph of the last six  
2           years showing the services -- total services  
3           provided, which includes new clients, clients  
4           coming to the program for the first time, clients  
5           that need to modify their equipment for something  
6           that they -- for instance, if they can no longer  
7           hear on an amplified phone and they need to modify  
8           it to a caption phone.

9           Exchange services is if a phone or a piece of  
10          equipment is no longer operable, then they can come  
11          back to FTRI and we will exchange the equipment.

12          Return, which is when someone no longer wants  
13          to participate in the program, or someone passes  
14          on, then they will return the equipment.

15          And of course, follow-up. That's if somebody  
16          has a particular need that is not inside those four  
17          categories, then we will provide follow-up services  
18          as well.

19          Okay. Category IV is Outreach. FTRI is  
20          proposing an outreach budget of \$599,800 for fiscal  
21          year 2015 and '16 to continue promoting and  
22          creating awareness about both the FTRI equipment  
23          distribution and the Florida Relay programs.

24          And the last category is Category V, which is  
25          General and Administrative. The proposed budget is

1 1,038,614, and FTRI budgeted for 11 full time staff  
2 positions.

3 Okay. The next slide is a comparison of last  
4 year's approved budget, what we are projecting at  
5 the end of the year and the proposed budget. And I  
6 can tell you the reason for Category II to increase  
7 from projected 2014-'15, which is a one point --  
8 \$1,557,734 to the proposed of 1,708,889, and that  
9 is -- that is contributed mostly or primarily to  
10 equipment that we have introduced this year, caller  
11 ID telephone, amplified telephone and another  
12 amplified phone to replace one that was  
13 discontinued. And all the new phone prices have  
14 increased, so the number of phones that we have  
15 budgeted for volume wise is the same. The cost of  
16 the equipment has gone up.

17 Okay. Are there any questions?

18 MR. KOTTLER: James, this is Rick. I have a  
19 question.

20 UNIDENTIFIED SPEAKER: I have a question.

21 MR. WILLIAMS: Yes, this is Curtis Williams.  
22 Rick, we can go ahead and start with your question.

23 MR. KOTTLER: Okay. James, looking at the  
24 budget and knowing, you know, what has been going  
25 on as far as advertising goes, I am wondering if

1           what you have got budgeted is sufficient. I know  
2           you got to live within a budget that -- I know your  
3           board is going to look at certain percentages, but  
4           the reality is is the advertising is what drives  
5           the distribution. And if there is not enough  
6           advertising, you are not going to make the  
7           distribution numbers.

8                     I would wonder if -- back in 2011 was a banner  
9           year. Do you know what the advertising budget was  
10          in '11 versus what you are proposing right now?

11                    MR. FORSTALL: I don't have the information in  
12          front of me based on the 2011 budget.

13                    MR. KOTTLER: One other question. Are you  
14          expecting to -- (INAUDIBLE) -- advertising this  
15          year from the phone manufacturers.

16                    MR. FORSTALL: I am sorry?

17                    MR. WILLIAMS: Can you repeat the question,  
18          Rick?

19                    MR. KOTTLER: Yes. I am wondering if, again  
20          over the next year, James is expecting to get  
21          advertising from the phone manufacturers themselves  
22          like they are doing right now.

23                    MR. FORSTALL: That's a good question. We  
24          have not made that final decision yet. Based on  
25          the current experience with them, we have learned

1           some things that work well and some things that do  
2           not. And so we are at the stage where we need to  
3           revisit exactly who and how we are going to work  
4           with them going forward.

5           MR. KOTTLER: Okay. Well, you can tell them  
6           from me, they did wonderful with that ad insert in  
7           the newspaper that has been going on this month,  
8           because we have been absolutely slammed.

9           MR. FORSTALL: Yes, we -- the insert -- the ad  
10          inserts have been very effective for the areas that  
11          we have advertised in, and it is our hope that we  
12          are able to continue that to the next budget cycle.

13          MR. KOTTLER: Thank you.

14          MR. WILLIAMS: Okay. Thank you, Rick.

15          And there was a second question.

16          MR. ZIEV: Yes. This is Jon. I have another  
17          question, uh-huh. Okay. Now, how are the demands  
18          for TTY these days?

19          MR. FORSTALL: Unfortunately, the demand for  
20          the TTYs is not there. We both -- we mainly  
21          distribute TTYs as replacements for units when they  
22          break. So the number of serving for new deaf  
23          clients has really, really dramatically dropped  
24          off. It's because more and more people are using  
25          video relay service or other type of technology.

1 And unfortunately the number of deaf consumers  
2 requesting TTY, the numbers have dropped off  
3 tremendously.

4 MR. ZIEV: Okay. Thank you.

5 MR. WILLIAMS: Are there any additional  
6 questions?

7 MR. SCHWARZ: This is Louis Schwarz. I have a  
8 question as well.

9 MR. WILLIAMS: Okay. Go ahead, Louis.

10 MR. SCHWARZ: Actually, I have two questions.  
11 The first being the -- and let me look at the slide  
12 here again. The number of access lines, can you  
13 describe to me what that means? And I want to make  
14 sure I am understanding it clearly. What do access  
15 lines mean?

16 MR. FORSTALL: Okay. Are you looking at the  
17 operating revenue slide?

18 MR. SCHWARZ: Yes. That's correct. The total  
19 number of access lines. What I am wanting is the  
20 terminology access lines, what's the definition of  
21 that?

22 MR. FORSTALL: Access lines are landlines that  
23 do not include wireless or cable lines, or  
24 hardwired landlines that are run into a client's  
25 home. Now, that number, 69 million, represents one

1 year's worth of access lines.

2 MR. SCHWARZ: And is that based on how many  
3 calls or minutes or people -- that 69,000 number,  
4 what is that? Is that people having lines  
5 themselves, or minutes, or calls? That's what I am  
6 asking.

7 MR. FORSTALL: That represents the number of  
8 lines that is reported to FTRI from the telephone  
9 companies.

10 MR. ZIEV: Yes, I have another question.

11 MR. SCHWARZ: Okay, so then -- hold on one  
12 second, Jon.

13 I am confused. 69,000 -- or 69 million lines  
14 or minutes? That's where you are confusing me.  
15 That seems like a large number to have lines.

16 MR. FORSTALL: Well, keep in mind that if you  
17 take that number, 69 million, and divide it by 12,  
18 that's how many lines that the telephone companies  
19 have reported collecting access surcharge from to  
20 FTRI. And telephone companies include AT&T,  
21 Century Link, Verizon, all the telephone providers  
22 throughout the state of Florida.

23 MR. ZIEV: Okay. And I have a question still.

24 MR. SCHWARZ: Okay, so -- Jon, just wait,  
25 please.



1           So -- and that's just in the state of Florida,  
2           correct, James?

3           MR. FORSTALL: That is correct.

4           MR. SCHWARZ: Okay. I appreciate you  
5           clarifying that for me.

6           It should be in the written report too, a  
7           little bit more clarification there so people  
8           understand it a little bit more clearly.

9           My second question to you, in the past we had  
10          a breakdown of equipment, and I was wondering if we  
11          had that for something a little bit more current.  
12          I don't see any breakdown.

13          MR. FORSTALL: Okay. Usually I don't have it  
14          in this presentation. However, I usually report  
15          that in my annual report. And the list of current  
16          equipment is on our website. And if you wish, I  
17          could send you a copy of the report, or probably  
18          the best place to go would be just to the FTRI  
19          website, where you can get the most current  
20          equipment that's available.

21          MR. SCHWARZ: Okay. Thanks so much, James. I  
22          wasn't -- yes, I just find it interesting to look  
23          at the report, so thank you for answering my  
24          question.

25          MR. ZIEV: Yes, now, it's me, Jon. I have a

1 question for you. Do you -- are you still not  
2 counting the wireless lines? Or what about the  
3 VoIP lines?

4 MR. FORSTALL: Okay. I got the first part of  
5 the question. I didn't get the second part. Okay.  
6 I see it on the cart now.

7 MR. ZIEV: What about VoIP?

8 MR. FORSTALL: I see it on the cart. The  
9 first question was, are we collecting from  
10 wireless? The answer is no. And VoIP, they are  
11 not required to submit. Some companies do submit,  
12 but not all of them.

13 MR. ZIEV: Okay. Okay. That's the missing  
14 link, you know, the things on-line, the wireless  
15 on-line, so.

16 MR. WILLIAMS: Are there any additional  
17 questions -- well, actually we have a question here  
18 from Chris. Go ahead, Chris.

19 MR. LITTLEWOOD: This is Chris Littlewood  
20 speaking. This is a follow-up to both Jon's and  
21 Louis' comments.

22 James, if you can go back to the operating  
23 revenue slide related to the access lines. If I am  
24 understanding correctly, that means if somebody has  
25 a landline phone through broadband, which is Voice

1 over IP, that is not necessarily reported in this  
2 total number of access lines, is that correct?

3 MR. FORSTALL: Yes and no. The answer is we  
4 have some voice providers that do collect and  
5 submit, but as I said, not all of them do submit.  
6 The two biggest submitters are BrightHouse and  
7 Comcast. But I can tell you that we collect from  
8 100 percent of all voice providers.

9 MR. ZIEV: This is Jon again. Can the PSC  
10 mandate the submission from VoIPs?

11 MR. WILLIAMS: Not -- the Commission doesn't  
12 have authority at this time.

13 MR. ZIEV: Okay. Okay. Thank you.

14 MR. KOTTLER: This is Rick. Can I ask -- this  
15 is Rick, can I ask another question?

16 MR. WILLIAMS: Yes, but can you speak up a  
17 little louder, Rick?

18 MR. KOTTLER: Okay. James, I know you have  
19 lost some key staff members over the last year.  
20 Now, is that 11 full time staff, is that including  
21 those positions that you intend to hire for, or is  
22 that current staff right now?

23 MR. FORSTALL: The 11 is current. We have --  
24 we just -- someone just resigned a week ago. So we  
25 have 10 full time staff with one vacancy.

1 MR. KOTTLER: Okay. Thank you.

2 MR. WILLIAMS: Are there any additional  
3 questions? Go ahead, Chris.

4 MR. LITTLEWOOD: This is Chris speaking.  
5 Inquiring about the continually ambiguous  
6 information related to Voice over IP and landlines,  
7 and whether or not Voice over IP is included in  
8 what's reported to FTRI. My concern is the total  
9 number of access lines is not an accurate figure  
10 because even though people are trying to use Voice  
11 over IP with FTRI equipment, myself included in the  
12 past, that FTRI is not being properly compensated  
13 for that. Can James or anyone comment on that?

14 MR. FORSTALL: I think the Commission is in a  
15 better position to answer that one.

16 MS. PAGE: Generally speaking, we don't have  
17 jurisdiction over Internet Protocol. The  
18 Commission does not is have jurisdiction over that  
19 type of service, so we cannot mandate any terms or  
20 any provision of service as far as IP is concerned.  
21 And in order to bring that about, the Legislature  
22 would have to make a change in our statute in  
23 Chapter 427.

24 MR. LITTLEWOOD: Okay. This is Chris speaking  
25 again. So for clarification, that means that all

1 broadband companies submitting information is  
2 strictly voluntary at this point, so BrightHouse,  
3 Comcast, et cetera, whatever information that they  
4 are providing is strictly voluntary, correct?

5 MS. PAGE: That would be correct. It's  
6 strictly voluntary.

7 MR. LITTLEWOOD: Okay. Thank you.

8 MR. WILLIAMS: Are there any additional  
9 questions?

10 Hearing none, at this time, we will -- yes,  
11 was there an additional question from someone on  
12 the line?

13 Hearing none, at this time, we will go ahead  
14 and take -- take our break, and we will start now  
15 and we will start the meeting back at 2:45. Thank  
16 you.

17 (Brief recess.)

18 MR. WILLIAMS: This is Curtis Williams again.  
19 We are going to go ahead and go back on the record  
20 and reconvene.

21 At this time, we will continue with our  
22 presentations portion of the meeting so we will --  
23 we will start with Sprint.

24 MR. SKJEVELAND: And this is Jim Skjeveland.  
25 And good afternoon, everybody, and we will start

1 with a presentation we have prepared.

2 The first thing, as was discussed by Jeff, is,  
3 you know, we are excited to be, you know, welcoming  
4 Florida to the family. And I guess we should have  
5 added one more word in there saying welcoming back  
6 Florida to the Sprint Relay family. We are excited  
7 to be back in Florida and to be providing the  
8 services here once again.

9 The next slide just shows, you know, a little  
10 bit of where our market share is for those of you  
11 that weren't familiar. And in the last 30 days,  
12 this map has changed as well. And we will be  
13 adding new states this summer, the states of  
14 Colorado and the state of Tennessee will be coming  
15 to be a Sprint customer once again in June and  
16 July. And those show our various facilities,  
17 whether they are CapTel or TRS centers throughout  
18 the nation that we would be processing Florida  
19 traffic from.

20 A little about the on the agenda. We are  
21 going to introduce you to all the players from  
22 Sprint that have involvement with our relay  
23 services here in Florida, a little bit of an update  
24 on our implementation and new features that our  
25 contract brought to Florida, and an operational

1 update there as well as Jeff Branch here, as well,  
2 will give an outreach plan update and what we have  
3 done.

4 The next slide talks about the entire Florida  
5 relay service team. Little pictures of everybody  
6 engaged. The first person there in the left-hand  
7 side is the ongoing Florida support team, with Jeff  
8 Branch, who was just recently hired a month ago,  
9 based out of the Tampa, Florida, area. He will be  
10 the ongoing customer relationship manager based  
11 here in Florida that was committed to in the RFP.  
12 Myself as the senior account executive, person  
13 responsible for sales perspective.

14 And then we have Loraine Overland, who is  
15 based out of the Jacksonville, Florida area. And  
16 she is the quality assurance manager. She was the  
17 quality assurance manager on our last contract in  
18 Florida, and assumed those responsibilities again  
19 in submitting the reports and so forth.

20 We also have a new government affairs counsel  
21 that is responsible for all our Public Service  
22 Commission related matters from Sprint, Jon Monroe.  
23 And Jon is based out of the Atlanta, Georgia area  
24 but will make occasional trips down here.

25 And then Michelle Mobley is based out of

1 Denver Colorado. She is our care support, and  
2 manages any and all of our reporting. Ongoing  
3 reports that we submit on a monthly basis, she  
4 takes care of that and makes sure that those are  
5 provided.

6 We have some implementation people, and people  
7 that assisted us, a couple, throughout the  
8 implementation. Angie Officer, Angela Officer.  
9 She's a senior implementation manager based out of  
10 Reston, Virginia. And she handles all of  
11 implementation for various states on the east  
12 coast, and handled the implementation for the  
13 Florida relay. So she did a great job in making  
14 sure we had everything together, and we came off on  
15 March 1st without a hitch.

16 And then Natalie Ryan was the interim Florida  
17 account manager and customer relations manager  
18 until we were -- brought Jeff on board March 16th.  
19 And so he will be assuming those duties going  
20 forward.

21 One other employee we have in Florida is Ken  
22 Goulston. Ken is he -- he does a lot of our  
23 wireless sales for the Sprint Relay team. He sells  
24 and promotes our Sprint Relay data only plan to  
25 deaf and hard of hearing consumers nationwide, but



1 is based out of Florida here.

2 So that is the team that we have from Sprint  
3 that supports Florida.

4 A little bit more about Jeff Branch. We --  
5 not having him -- you know, those who can't see him  
6 and are on the telephone, we have got a picture of  
7 him on the PowerPoint, so if you see him in  
8 Florida. Jeff has a great deal of relay  
9 background. Previously, when Sprint had the  
10 contract here, he operated a call center out of  
11 South Dakota for CSD for 10 years. And he managed  
12 that call center that had and processed Florida  
13 traffic, so he understands the Florida TRS and the  
14 consumers here.

15 He is a graduate from Gallaudet University,  
16 and a lot of his spare time is spent with his two  
17 boys playing baseball. He tries to play, but he  
18 more or less coaches. And then one of his -- a  
19 little bit of other fun stuff about him, scuba  
20 diver, loves fishing.

21 And then a little picture and a little  
22 background on Loraine Overland, your quality  
23 manager based here in Florida. She's been in, you  
24 know, nine years with Sprint Relay, and started  
25 with the Florida call center when it was in

1 Jacksonville, but has 24 years in the telecom  
2 industry. Always been a Florida resident. Former  
3 vet -- or current vet, former Army veteran. And  
4 two sons as well, about the same age as Jeff's, so.

5 Implementation status. We implemented  
6 everything March 1st. Things -- worked on it for  
7 about 60 days. And February 28th, at about eleven  
8 o'clock, we worked on transitioning all the  
9 services and all the phone numbers from -- the  
10 Spanish services from Hamilton, and then the rest  
11 of the services from AT&T to all have them  
12 transitioned by March 1st, that midnight between  
13 the 28th and the 1st.

14 Everything went well. We had -- we had to, at  
15 the last minute, get a customer -- new customer  
16 care number that we had implemented within the  
17 first two weeks of March. But everything else has  
18 been implemented, and it is a Florida branded  
19 customer service number, so it is answered as  
20 Florida relay customer service, rather than Sprint  
21 customer service.

22 We also implemented a number of other new  
23 services; the RCC, video assisted speech-to-speech,  
24 French to French, Spanish to English translation,  
25 the new dedicated, you know, customer service

1 numbers for English and Spanish, and a new customer  
2 profile database form. And then we have got both  
3 of the Florida staff people we committed to hired  
4 as well.

5 Next slide is a lot of the toll free numbers  
6 that we have for Florida, and a simple slide that  
7 outlines all of those toll free numbers for  
8 services. The slide after that is all the customer  
9 service numbers that we have for Florida customers,  
10 and ways to get ahold of our customer service. We  
11 do have a special speech-to-speech customer service  
12 as well as a voice carryover customer service.

13 A little bit about the new products. RCC, a  
14 quick way to it, you can either go to the FTRI  
15 website, where they have the Florida Relay  
16 products, or you can go to [floridarcc.com](http://floridarcc.com). This is  
17 a Relay Conference Captioning.

18 We are providing 15,000 minutes included in  
19 the service on an annual basis. And it is able to  
20 be utilized and encouraged for conference calls or  
21 settings where there is a teleconference or  
22 telecommunications of some sort. And it will  
23 provide updated -- you know, it's similar to cart  
24 services, it will be a lot.

25 MR. SCHWARZ: I'm so sorry. I am purely

1           totally sorry to interrupt. This is Louis, and I  
2           know you are right in the middle of a sentence, and  
3           I apologize for that.

4           Florida Relay, but the toll numbers that are  
5           printed, I want to know where is that information  
6           going to be?

7           MR. SKJEVELAND: We have all those.

8           MR. SCHWARZ: You are backing up a couple of  
9           slides?

10          MR. SKJEVELAND: Yep. And going back to that,  
11          the toll numbers. The toll free numbers are listed  
12          on the FTRI website.

13          MR. SCHWARZ: Okay. On the website. Okay.  
14          But additionally, is it going to be published  
15          somewhere else? Is it going to be advertised so  
16          that all the customers can see it in other places,  
17          or is it simply going to be on the website?

18          MR. SKJEVELAND: You know, we can work with --  
19          part of our -- and we will get more into it, but  
20          part of our offerings in Florida is we are  
21          providing an annual budget for outreach  
22          expenditures, but rather than competing with FTRI  
23          on doing outreach, we will be working in  
24          partnership with them to handle that, and make sure  
25          that they have the adequate brochures and materials

1 to get that information out.

2 MR. SCHWARZ: Okay. All right. That was my  
3 only question. And thank you again for letting me  
4 interrupt.

5 MR. SKJEVELAND: No problem, Louis.

6 Okay. The next new product was the video  
7 assisted speech-to-speech. It is a new service we  
8 have launched in the last couple of years for our  
9 speech-to-speech customers. A lot of times, they  
10 like visual clues that they can give to our  
11 operators, so they have a way to connect with a  
12 one-way video feed to the operator to provide  
13 visual clues as to what they may be saying on a  
14 speech-to-speech call.

15 The other one is French service. It's French  
16 to French. We do not provide French translation.  
17 However, this is for any consumer that speaks  
18 French, and was a service we provided previously  
19 here in Florida and will continue to do so with our  
20 new contract.

21 The Spanish to English translation services is  
22 another new service. Florida has historically had  
23 Spanish services, which is Spanish to Spanish. We  
24 will, as well, provide translation services. With  
25 Spanish being such a predominant language,

1           unfortunately everybody doesn't have the fluency,  
2           so we will do translation services as well.

3                       From an operational update, we are looking at  
4           a lot of what we did to prepare our staff, our, you  
5           know, call center staff overall for, you know, the  
6           launch of Florida. And what we do for, you know,  
7           all of our states is, we wanted to make sure that  
8           we had all of our employees trained on Florida  
9           specific, as well as that they met and are viewed  
10          as the best in the industry nationwide.

11                      They go through competent, you know,  
12          competency tests for various skills that are  
13          required, as well as ensuring the confidentiality  
14          of the calls per FCC requirements. The ethics, and  
15          so forth, ensuring they have ways to ensure that  
16          the work environment is a very ethical environment.  
17          And a big requirement that we want to make sure is  
18          that their typing speeds are at 60 words a minute  
19          or greater.

20                      One of the big things, you know, we look at is  
21          looking at the performance measurements and how we  
22          are looking at performance, and ensuring they  
23          understand the clear expectations, the priorities  
24          that we have with the business goals we have, and  
25          for meeting our customers' requirements. And we do

1 provide -- every employee goes through employee  
2 evaluations and quality tests on a monthly basis,  
3 and providing that in-- you know, that feedback to  
4 them, and developing them to make sure that they  
5 can go on from whatever jobs they are at to further  
6 advance their careers.

7 I think the big thing, and I will turn it  
8 over, was the outreach, and let Jeff speak to the  
9 outreach portion of this presentation.

10 MR. BRANCH: Hi. This is Jeff Branch  
11 speaking. I am going to talk about the outreach  
12 portion here again. This is a very exciting  
13 portion. I am happy to be here in Florida and  
14 provide these support services for our consumers.

15 So you can see here on the slide, we are  
16 working with FTRI to provide \$25,000 worth of an  
17 outreach budget for various things so that our  
18 customers know about the services we provide and  
19 offer to them.

20 We will attend the TASA meetings twice  
21 annually. And we have also provided FTRI with 10  
22 tablets. We have already shipped those, so they  
23 are on the way to FTRI. And we have provided a  
24 survey for the FTRI website just to get some  
25 feedback from consumers and review their responses.

1            Sprint also provides the 840 Plus CapTel  
2            equipment to FTRI, and then also to consumers in  
3            the state of Florida. And we have done advertising  
4            work for CapTel too, to encourage people to be  
5            aware of that and the availability of CapTel, to be  
6            aware of it and to use it.

7            And also we have done -- we are planning about  
8            15 to 20 outreach events every year. These will be  
9            including things like presentations, attending  
10           different exhibitions; again, going to certain  
11           events, we will be there and be present. You can  
12           see also town hall meetings and some of the other  
13           things mentioned.

14           So some things we have already begun since  
15           March 1st. We attended deaf awareness day, and we  
16           provided website content updates for the FTRI  
17           website. We have also designed the advertisements  
18           as well for FTRI. We are working on brochures.  
19           And we are trying to get some feedback on the  
20           brochures so we can update them.

21           We were also there at the DeafNation event in  
22           Orlando, Florida on March 21st, 2015. We were at  
23           the table there. We wanted to make sure consumers  
24           were aware of the equipment available to them in  
25           the state of Florida. And we had 12 different



1 events attended by the OEIs, the Outreach Experts,  
2 Incorporated, all over the State of Florida; again,  
3 explaining the services, especially CapTel  
4 services, we focused on that.

5 So this here, this picture is an advertisement  
6 that we have done and that we have modified working  
7 with FTRI. So this is also an example of some of  
8 the website updates we have done for FTRI, and how  
9 we have worked on the website for them, updating  
10 the content, and just trying to provide more  
11 information and clarification about what services  
12 are available to consumers in Florida.

13 So these are a list of outreach events that we  
14 have gone out to, or will go out to in the state of  
15 Florida doing CapTel advertisements, installations  
16 and trainings too. So we have already done quite a  
17 few of these, and we will be doing more, especially  
18 with CapTel, going forward.

19 So that's a list of what we have done. And  
20 here is a list of future events, some future events  
21 that we have listed, and more coming. I know we  
22 are mandated to do 10 to 15 a year, but we thought  
23 it would be better to actually up that number and  
24 to do more and further outreach events, so we are  
25 trying to do as many as we can more every month.

1           So again, we are going to talk a little bit  
2           about some future outreach efforts from this slide.  
3           We have placed a CapTel television advertisement  
4           March 30th to May 29th in the Orlando, Jacksonville  
5           and Ft. Myers area. We have tried to get the word  
6           out in that area. And we are possibly working with  
7           social media, especially with Facebook. We have  
8           potential there.

9           And we are working with the following  
10          potential organizations to set up some events,  
11          Florida Association for the Deaf, Florida  
12          Deaf/Blind Association, the Hearing Loss  
13          Association of America in Florida, the Central  
14          Florida Speech and Hearing Center. So these are  
15          different organizations that we want to partner  
16          with and get with so we can provide support to them  
17          as needed.

18          Okay. So now I wanted to open the floor for  
19          anyone who has questions for us now.

20          MR. SCHWARZ: This is Louis. I have a  
21          question.

22          MR. WILLIAMS: Louis, can you just hold on?  
23          We have a question here from Chris, and then we  
24          will come to you. Thank you.

25          MR. LITTLEWOOD: Chris speaking. Okay, thank

1           you. So my question, the CapTel 840 Plus, so does  
2           that work with iPads only, the ones that Sprint is  
3           giving out, or will it also work with other lines  
4           as well?

5                   MR. SKJEVELAND: And you are asking about the  
6           840i that we distribute from Sprint?

7                   MR. LITTLEWOOD: Well -- Chris speaking --  
8           really the equipment. Yeah, that was the  
9           interpreter's mistake, the 840i, not the 840 Plus.  
10          The equipment is new.

11                   MR. SKJEVELAND: Three different kinds of 840  
12          devices. The 840 typically works with analog  
13          lines. 840i that is internet-based for the  
14          captionings and works with digital phone systems,  
15          your voice types of systems and so forth and then  
16          what we are providing free of charge is the 840  
17          Plus. Now, the 840 Plus is distributed and we are  
18          sending, because of how Florida regulations are, as  
19          an analog 840 -- it will behave like an 840 phone,  
20          but down road, when phone systems change,  
21          regulation with Florida, you know, are looked --  
22          that's where it can --

23                   MR. LITTLEWOOD: Wonderful.

24                   MR. SKJEVELAND: -- it can either be an 840  
25          840i device, and that's where the 840 Plus is.

1           It's typically only permitted for EDPs, equipment  
2           distribution programs nationwide. CapTel developed  
3           that piece of equipment last year. So -- but we,  
4           as Sprint, distribute all internet-based CapTel  
5           phones.

6           MR. LITTLEWOOD: I am just trying to really  
7           understand --

8           INTERPRETER: Chris speaking for himself.

9           MR. LITTLEWOOD: I am just trying to  
10          understand about the equipment. So I understand  
11          it's not yours alone, but I wanted to see what the  
12          expectations of it working with a landline and IP,  
13          or one or the other. So I understand, thank you.

14          One other question. The relay captioning,  
15          that was my request, and so I am very excited to  
16          see that happening. First, when does it start?

17          MR. SKJEVELAND: It started March 1st.

18          MR. LITTLEWOOD: Okay. So what do you need to  
19          do if you want to set up a use for that?

20          MR. SKJEVELAND: He if you want to use our RCC  
21          services, you can either go to FTRI's website, and  
22          there is a click -- you can click, and it will link  
23          you to our floridarcc.com website. And then the  
24          expectations are, you can set up an appointment for  
25          an RCC conference call, or using the services.

1 They typically request 48 hours advance notice.

2 MR. LITTLEWOOD: Okay. And only for a  
3 conference call, right?

4 MR. SKJEVELAND: Correct.

5 MR. LITTLEWOOD: Okay, because the picture  
6 that you were showing before, it almost looked like  
7 they were all in the same room.

8 MR. SKJEVELAND: Right. You can typically  
9 have either, but there has to be a  
10 telecommunications link.

11 MR. LITTLEWOOD: Okay. Thank you. Thank you.

12 MR. WILLIAMS: Okay. I think there is a  
13 question from Louis.

14 MR. SCHWARZ: Yes. This is Louis. And my  
15 question was about the RCC as well. Just to  
16 clarify, is that something that is provided to  
17 people in the same room or -- I think you mentioned  
18 there has to be some telecommunication link, is  
19 that correct? Because again, the picture was a  
20 little bit misleading.

21 MR. SKJEVELAND: We can provide the RCC in the  
22 same room, however, to connect to our RCC operator,  
23 you have to have a phone connection. Hopefully  
24 that answers your question, Louis.

25 MR. SCHWARZ: So, for example, I have an

1           Android phone, a cellular phone, and I want to  
2           participate -- or let's say I have an iPad, or  
3           something like that, and I want to participate, how  
4           would I go about that, or do you need a phone line  
5           to use the RCC services?

6                   MR. SKJEVELAND:   You will need a phone  
7           connection for whoever is speaking.  Typically this  
8           is intended for -- the whole purpose of Relay  
9           Conference Captioning is for conference calls,  
10          where you have multiple parties on a meeting  
11          discussion.

12                   For example, our meeting here today, we have  
13          several people in the same room, but at the same  
14          time, we have several people joining in from a  
15          conference bridge.  The RCC would be provided.  You  
16          would watch the captioning on a computer screen if  
17          you were participating from home, like you are now.  
18          And you would be able to type back, and we have  
19          two-way RCC or one way.  The two-way, you could  
20          type on your screen and the RCC operator could  
21          speak for you, or you could choose to just watch.  
22          At the end of the call, you can request a  
23          transcript as well of all the captioning of that  
24          conference.  I am hoping that answers your  
25          question, Louis.

1 MR. SCHWARZ: Yes, that does clarify. Thank  
2 you.

3 For me, but also for the deaf/blind community  
4 as well, it's my understanding that, you know, with  
5 an iPad or a tablet, something mobile like that, we  
6 could go into the conference room and use that, you  
7 know, they would be connected to a phone bridge and  
8 the RCC, and then I could connect through my tablet  
9 to -- on-line to that audio to get the RCC  
10 captioning on my tablet. Is that something that's  
11 capable?

12 MR. SKJEVELAND: We have -- using a tablet,  
13 it's very simple. You would go into your Safari  
14 browser and go into the Florida RCC website if you  
15 have set up an appointment already. So it is  
16 possible to do it that way if everybody is in the  
17 room is near enough to a speakerphone. But as  
18 normally would be expected, since the person is  
19 remote, everybody would have to be able to be heard  
20 on the phone line that would be speaking.

21 MR. SCHWARZ: Great. I understand clearly.

22 And then is this accessible for our deaf/blind  
23 consumers as well? Does it have -- would they have  
24 a Braille option on their keyboard? Will this be  
25 compatible with that?

1 MR. SKJEVELAND: It would depend on -- a lot  
2 of devices for Braille are built so that a lot of  
3 them utilizing their PC or their Mac.

4 MR. ZIEV: I have a question --

5 MR. WILLIAMS: Can you -- can you state your  
6 name? Who's speaking, please?

7 MR. ZIEV: Yeah, this is Jon, can RCC be used  
8 over TASA meeting?

9 MR. SKJEVELAND: It would be something that  
10 you could -- would be available for you to book. I  
11 mean, that would be up to the Commission on if they  
12 wanted to use that service for this type of  
13 meeting.

14 MR. ZIEV: All right. Okay.

15 MS. RHODES: Hi, this is Cheryl speaking. I  
16 have a question, or a comment.

17 MR. WILLIAMS: Yes, go ahead, Cheryl.

18 MS. RHODES: Thank you.

19 I do have a comment about what Louis had just  
20 said in his question in regards to the deaf/blind  
21 population, so now -- but as far as my knowledge  
22 goes, it's no, because we actually use -- we have  
23 the telecommunications Braille if there is time,  
24 however, there is always such a long lag time  
25 because people speak so fast, and then it would



1 take a lot longer for that to come up on the system  
2 and so much information would be missed.

3 I think it would be best, actually, for a  
4 deaf/blind individual to be present just so they  
5 could keep up with all that information in the  
6 group, and to have an interpreter available.

7 MR. SKJEVELAND: And this is Jim, valid point.

8 UNIDENTIFIED SPEAKER: And I am sorry, I  
9 missed who was saying that? Was that Cheryl?

10 MR. WILLIAMS: Yes, that was Cheryl.

11 MS. RHODES: Yes. Yes. I am sorry. That is  
12 Cheryl. Yes. I had said that in the beginning,  
13 yes.

14 UNIDENTIFIED SPEAKER: Okay. Thank you,  
15 Cheryl. I appreciate the feedback. I just -- kind  
16 of an addendum, I guess, to what I had been  
17 questioning before.

18 The RCC has what, maybe one or two more -- for  
19 example, if there are one or two more deaf people  
20 involved who are using an iPad with the RCC, and  
21 somebody is on the phone, as long as somebody is on  
22 the telephone, can you have several people using it  
23 at the same time in the same place?

24 MR. SKJEVELAND: And this is Jim. Definitely.  
25 You could have six people, three deaf, three

1 hearing, and use the service.

2 The service, and how it's different, is that  
3 we don't use our standard relay operators that are  
4 typing, on average, 75 words per minute. We are  
5 utilizing actual court reporters. The same type of  
6 people that do captioning on television, and so  
7 forth, for live events are doing the RCC.

8 MR. LITTLEWOOD: This is Chris. Regarding the  
9 RCC, how much schedule time is required to use it?

10 MR. SKJEVELAND: At least 48 hours in advance.

11 MR. LITTLEWOOD: This is Chris. One last  
12 question.

13 Regarding the 15,000 minutes for the year,  
14 what happens if that's used up? And the reason I  
15 ask that question is there was the comment before  
16 about using RCC for this meeting, and that seems  
17 like it might create a conflict. And the more that  
18 it's applied for public meetings, where the venue  
19 that's having the meeting should be providing the  
20 captioning, my concern would be that that 15,000  
21 minutes will be used up a lot faster, and I want  
22 the service to be available to individuals within  
23 the state that need the conferencing.

24 MR. SKJEVELAND: Once the 15,000 minutes would  
25 be depleted, we would have to have a discussion

1 with the Commission on how to continue or cease  
2 services until the new contract year began.

3 MR. LITTLEWOOD: This is Chris again. But  
4 that's not outlined in the contract as it is now,  
5 though. What happens after the 15,000 -- okay.

6 MR. WILLIAMS: Are there any additional  
7 questions?

8 If there are no additional questions, that  
9 completes the presentations, so we will open up the  
10 floor for any follow-up discussion before we  
11 adjourn.

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

14 MR. WILLIAMS: Yes, Cheryl. Go ahead.

15 MS. RHODES: Okay. Again, this is Cheryl  
16 speaking, and I did forget something that I did  
17 want to ask James about during his presentation.

18 My question, then, to you is, the funds for  
19 that, is it from the National Deaf/Blind Equipment,  
20 are they going to be distributed in the program for  
21 next year? So again, are there any funds available  
22 to distribute that equipment for next year?

23 MR. FORSTALL: Yes -- this is James. Yes.  
24 Every July 1st, the FCC will allocate funds for  
25 each state. And we will know more exactly what our

1 allocations will be on July 1st, but the  
2 expectation is that we will be funded for next  
3 year.

4 MS. RHODES: Okay. Thank you, James.

5 MR. WILLIAMS: Any additional questions or  
6 comments?

7 MR. ZIEV: This is Jon. I have a question.

8 MR. WILLIAMS: Yes, Jon.

9 MR. ZIEV: Okay. Hi. It's Jon. As you  
10 mentioned that the fund has been decreasing, now,  
11 did you have any ETA about when the relay will be  
12 depleted, once that will be depleted and run out?  
13 You know, for the TTY part. Once those TTYs become  
14 obsolete, do you have any idea?

15 MR. WILLIAMS: Can you repeat the question?  
16 We had a little difficulty also with the volume, so  
17 can you repeat the question and speak a little  
18 louder?

19 MR. ZIEV: Okay. Hold on one second. Can you  
20 hear me better now?

21 MR. WILLIAMS: That's better.

22 MR. ZIEV: One moment. Okay, so in regards to  
23 TTYs, the distribution, you had mentioned that  
24 that's declining, obviously to better technology.  
25 Now, did you have any idea when you would expect or

1 think that TTYs will actually be stopped, you know,  
2 become obsolete as a result to a complete  
3 changeover to better technology? You know, would  
4 you have any expectation or anticipation when that  
5 might happen?

6 MR. FORSTALL: This is James. That's a good  
7 question. Believe it or not, there is still a lot  
8 of TTY users out there who use the 711 relay  
9 service, and just because the number of TTYs that  
10 are distributed is decreasing, or has been  
11 decreasing, there are still a number of people out  
12 in the field that still have these devices and they  
13 still use the relay service. And perhaps Sprint  
14 may want to add a comment to this.

15 MR. ZIEV: Now, in the past, showing the  
16 minutes of usage for TTYs, do you have any of that  
17 information --

18 UNIDENTIFIED SPEAKER: You know, where it  
19 is -- it's not being shown anywhere.

20 MR. ZIEV: -- you know, as far as --

21 UNIDENTIFIED SPEAKER: It's not being shown  
22 anywhere.

23 MR. ZIEV: -- what those numbers are? We  
24 don't have that shown anywhere, the numbers of  
25 minutes that have been used.

1 MR. FORSTALL: That would be a question for  
2 Sprint.

3 MR. SKJEVELAND: We -- I guess we would have  
4 to look, because when you look at the TRS minutes  
5 in the state of Florida, we don't only look at TTY,  
6 but we look at voice carryover, which utilize, at  
7 times, a like TTY device, but may be, you know,  
8 speaking for themselves.

9 So if you looked at TTY minutes and the  
10 decrease, I can speak to what was experienced in  
11 the month of March, our first month back --

12 UNIDENTIFIED SPEAKER: The month of March --

13 MR. SKJEVELAND: -- and that number of minutes  
14 that you look at utilization --

15 UNIDENTIFIED SPEAKER: Can you mute your  
16 microphone?

17 MR. SKJEVELAND: -- I believe, for the month  
18 of March was around 112,000 minutes for TTY  
19 services.

20 MR. WILLIAMS: Chris.

21 MR. LITTLEWOOD: This is Chris speaking. Jon,  
22 thank you for the question. It reminds me of  
23 something very important related to TTYs, and that  
24 is that TTYs are currently the only way for someone  
25 that is deaf or hard of hearing to get direct

1           communications access to 911.  If someone is using  
2           a video phone or CTS, they are going through a  
3           relay service provider first, and not directly to  
4           the PSAP, or the public safety access point for  
5           911.

6                        So that is one reason, even though it requires  
7           the cost or the expense of a telephone line, while  
8           people that are utilizing video phones should still  
9           have a TTY.

10                      MR. ZIEV:  Okay.  Thank you.

11                      MR. WILLIAMS:  Are there any other questions?

12                      Hearing none, we are on schedule to adjourn as  
13           printed on the agenda.  I would like to go ahead  
14           and state that we will have the next TASA meeting,  
15           which is tentatively scheduled for October 2015,  
16           and we will send out additional details as we get  
17           closer to that date on the exact time, location and  
18           the issues that will be addressed.

19                      So at this time, we will go ahead and conclude  
20           today's meeting.  And we would just like to thank  
21           everyone for your participation and input.

22                      We are adjourned.

23                      (Whereupon, the proceeding was concluded at

24    3:27 p.m.)

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CERTIFICATE OF REPORTER

STATE OF FLORIDA     )  
COUNTY OF LEON     )

I, DEBRA R. KRICK, Professional Court Reporter, certify that the foregoing proceedings were taken before me at the time and place therein designated; that my shorthand notes were thereafter translated under my supervision; and the foregoing pages, numbered 3 through 55, are a true and correct record of the aforesaid 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' attorney or counsel connected with the action, nor am I financially interested in the action.

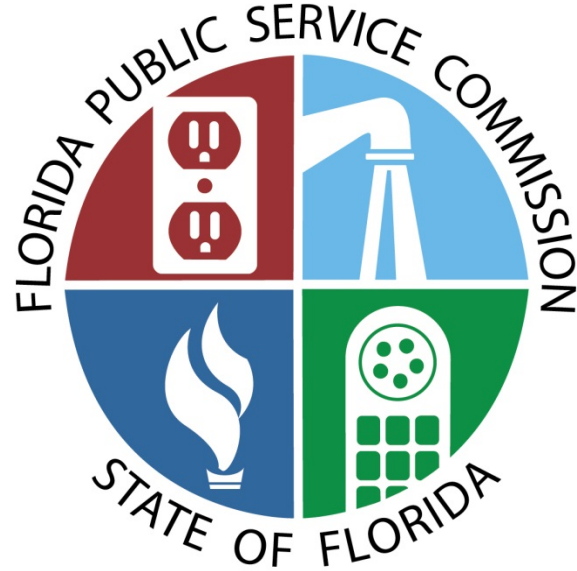
DATED this 30th day of April, 2015.




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DEBRA R. KRICK  
NOTARY PUBLIC  
COMMISSION #EE212307  
EXPIRES JULY 13, 2016





***Welcome***

***TASA Advisory Committee Meeting***

***April 17, 2015***

# AGENDA

- 1:30 – 1:45  
Reading of Meeting Notice – *Pamela Page*  
Initial Meeting Notes – *Curtis Williams*  
Introductions – *Curtis Williams*  
Participant Appearances
  
- 1:45 – 2:15  
FCC & PSC Updates - Curtis Williams and Jeff Bates
- 2:15 – 2:45  
FTRI 2015-2016 Proposed Budget - *James Forstall*
- 2:45 – 3:00  
Break
  
- 3:00 – 3:30  
Sprint Relay Updates – Jim Skjeveland and Jeff Branch
  - Implementation of Service
  - Operational Update
  - Outreach Plan
  
- 3:30  
Conclude

# *Initial meeting Notes*

- A transcript will 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 91<sup>st</sup> Terrace North

Seminole, FL 33772

(727) 498-2059

[cslittle@gate.net](mailto:cslittle@gate.net)

**Mr. Rick Kottler, Executive Director**

Deaf and Hard of Hearing Services  
Of the Treasure Coast, Inc.

1016 NE Jensen Beach Blvd.

Jensen Beach, FL 34957

772-334-2233 (Voice)

866-229-8886 (Toll free)

772-334-2299 (Fax)

[rick.kottler@dhhstc.org](mailto:rick.kottler@dhhstc.org)

**Jon Ziev**

Florida Association of the Deaf, Inc.

17105 Cypresswood Way

Clermont, FL 34714

[USFJON@aol.com](mailto:USFJON@aol.com)

**Cheryl Rhodes**

Florida Deaf/Blind Association

500 Northfield Lane

The Villages, FL 32162

(352) 350-5333 – VP & Voice number

[cheryl2rhodes@gmail.com](mailto:cheryl2rhodes@gmail.com)

**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](mailto: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](mailto: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

[rhmamm@tampabay.rr.com](mailto:rhmamm@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](mailto:deafbowtie@gmail.com)

# PSC Contacts

- **Curtis Williams, Regulatory Analyst IV**  
Office of Telecommunications  
(850) 413-6924 - Voice  
(850) 413-6925 - FAX  
[cjwillia@psc.state.fl.us](mailto:cjwillia@psc.state.fl.us)
- **Jeff Bates, Research Associate**  
Office of Telecommunications  
(850) 413-6538 - Voice  
(850) 413-6539 - Fax  
[jbates@psc.state.fl.us](mailto:jbates@psc.state.fl.us)
- **Pamela H. Page, Attorney**  
Office of the General Counsel  
(850) 413-6214 - Voice  
(850) 413-6215 - Fax  
[phpage@psc.state.fl.us](mailto:phpage@psc.state.fl.us)

*FCC & PSC Updates*

*since*

*October 30, 2014*

*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 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 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.*

# Order DA 14-1899

## Released December 29, 2014

- In this order, the FCC adopted, based on emergency circumstances, a mid-year adjustment of the per-minute rate of compensation from the Interstate Telecommunications Relay Service Fund for the provision of IP Relay service. The adjusted rate, which is retroactive to November 14, 2014, will remain in effect until June 30, 2015, except that a higher rate applicable to monthly minutes in excess of 300,000 will terminate on May 15, 2015.
- The FCC took this action in response to the sudden termination of service by one of two IP Relay service providers on November 14, 2014 to ensure that the remaining provider is reasonably compensated for providing service and that IP Relay service will continue to be provided without interruption.



# Order DA 15-173

## Released February 6, 2015

- The FCC granted in part a request by Sorenson Communications, Inc. and its subsidiary CaptionCall, LLC to waive the requirement for all providers of Internet Protocol Captioned Telephone Service to obtain from each new user and each existing user the last four digits of the user's Social Security number as part of the IP CTS user registration process in those instances where the user does not have a Social Security number.
- The waiver was granted for a limited period of time and will remain in effect until the Commission takes final action on IP CTS registration procedures pursuant to its open rulemakings on IP CTS matters.

# Order DA 15-427

## Released April 7, 2015

- The FCC suspended the conditional certification of InnoCaption, Inc. to provide IP CTS.
- The FCC found that InnoCaption has failed to operate its IP CTS in compliance with the Commission's TRS emergency calling requirements.
- To lift the suspension, InnoCaption must implement compliant 911 calling arrangements, demonstrate that the Company is in compliance with the emergency calling requirements for TRS, and fully comply with the other requirements of the Order within six (6) months of the effective date of the Order.

# PSC Updates

## FTRI Fiscal Year 2015-2016 Proposed Budget

- March 9, 2015 – FTRI submitted its proposed 2015-2016 fiscal year budget for Commission consideration.
- April 17, 2015 – FTRI Presentation to TASA Committee.
- April 23, 2015 – Commission staff is scheduled to file a recommendation for Commission consideration of FTRI's proposed 2015-2016 budget.
- May 5, 2015 – The Commission is scheduled to consider staff's recommendation on FTRI's proposed 2015-2016 budget.
- July 1, 2015 – Effective Date of the New FTRI Budget.

# New Relay Provider

- On October 2, 2014, the Commission approved Sprint Corporation as the new Florida relay service provider effective June 1, 2015.
- On November 26, 2014, AT&T and Sprint filed a *Joint Motion For Expedited Approval of Early Transition of Relay Service Providers from AT&T to Sprint*.
- At the December 18, 2014, Agenda Conference, the Commission approved staff's recommendation for the Commission to approve the amendment to the AT&T relay contract to end its provision of relay service on February 28, 2015, with the condition that AT&T reimburse FTRI \$0.33 per session minute for traditional relay service and \$0.16 per session minute for CapTel service from March 1, 2015 through May 31, 2015.
- The Commission also approved staff's recommendation to amend the Sprint relay service contract to change the effective date of that contract to March 1, 2015, and change the end date to February 28, 2018.
- The contract is for a three year period, with four one-year options available after the initial term.

# New Relay Provider

## Highlights of Sprint's Proposal

- Sprint will hire an in-state Customer Relations Manager to lead the Consumer Input program, and coordinate outreach efforts with FTRI.
- Designate a Florida Relay Quality Manager to oversee all areas of training, quality assurance, monthly testing, and customer feedback.
- Conduct monthly TRS and CapTel Quality compliance Testing using an experienced third-party evaluator.
- Provide 15,000 free minutes of Relay Conference Captioning (RCC) service.
- Provide \$25,000 budget to support outreach and consumer input programs.

# Questions or Comments?



*Next...*

**Florida Telecommunications  
Relay, Inc.**

---

**James Forstall  
Executive Director**

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April  
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# Proposed FY 2015 / 2016 Budget

## ***Proposed Budget FY 2015/2016***

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 \$8,064,442 and total expenses to be \$8,916,216. The difference of \$851,744 will be transferred from the surplus account.

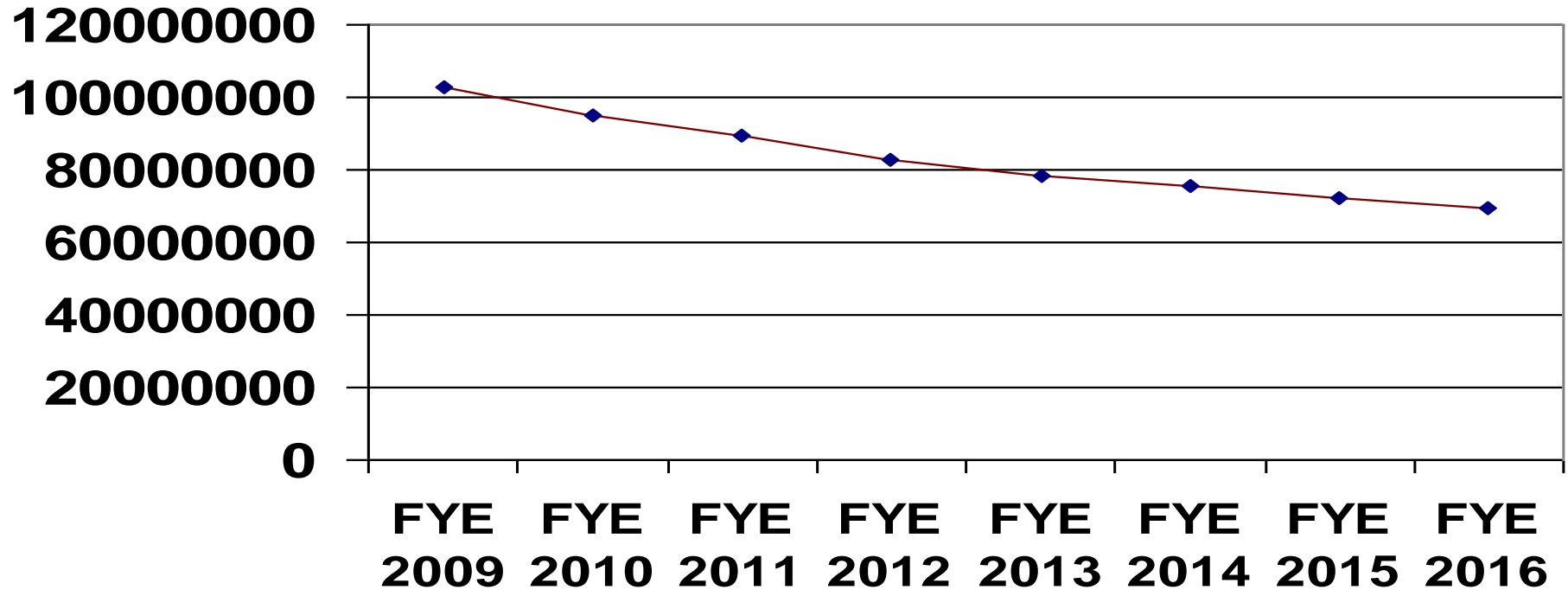
## ***Proposed Budget FY 2015/2016***

As of March 2015, FTRI has over 510,000 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 plans are underway to reach out to the estimated 3 million potential clients with hearing loss or speech disability in Florida by creating awareness and telephone independence.

## *Operating Revenue*

Surcharge revenues for FY 2015/2016 are based on a 4% decrease in the total number of access lines reported and estimated in FY 2014/2015.

## Number of Access Lines



## *Operating Revenue*

|                      |                                       |
|----------------------|---------------------------------------|
| 69,443,522           | - total number of access lines        |
| <u>        x .11</u> | - proposed surcharge level            |
| \$ 7,638,787         | - total revenues from access lines    |
| <u>        - 1%</u>  | - less administrative cost for TELCOs |
| \$ 7,562,400         | - net operating revenues              |
| <u>    + 33,293</u>  | - plus projected interest income      |
| \$ 7,595,693         | - total operating revenues            |
| <u>- 8,447,467</u>   | - less FTRI operating expenses        |
| \$ - 851,774         | - transfer from surplus fund          |

## *Category I Florida Relay*

FY 2015/2016 budget for relay is based on projections submitted by the relay provider (Sprint). The contracted rate is \$1.09 per billable minute for TRS and \$1.63 per billable minute for captioned telephone service. Using the data submitted by the relay provider it is estimated year-end total of 2,758,134 billable minutes.

\$1,058,228 - estimated TRS billable cost  
+2,913,271 - estimated CapTel billable cost  
\$3,971,499 - **Category I**

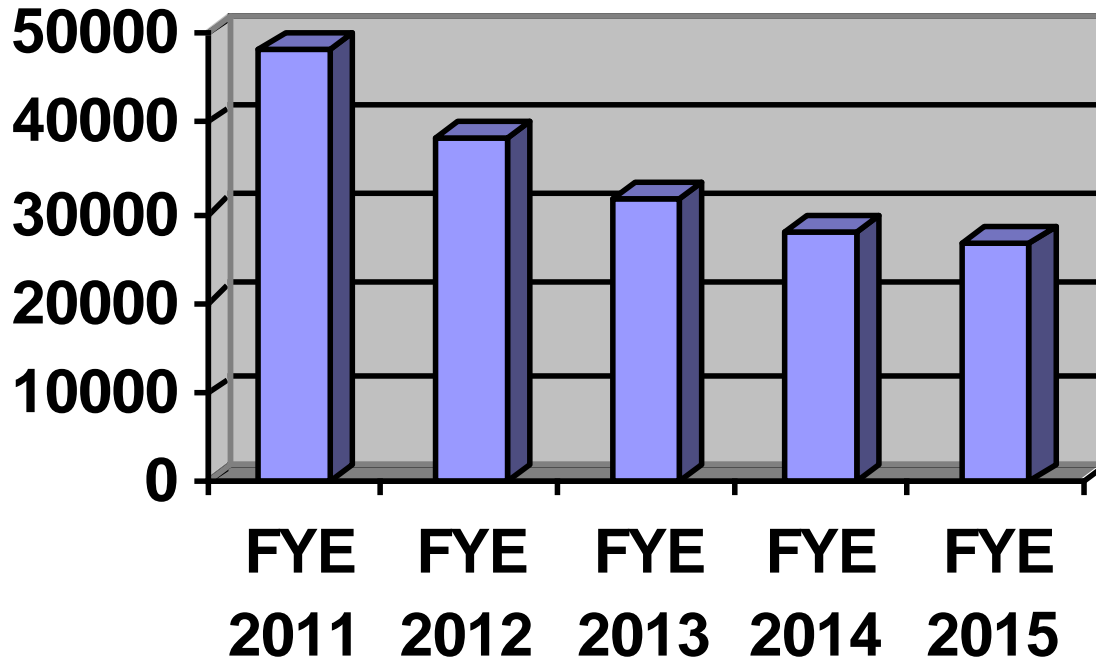
## *Category II Equipment and Repairs*

This category consist of all equipment purchases as well as repairs. FTRI is projecting the FYE 2015/2016 expenditures to be \$1,708,889.





## Equipment Distributed



**FYE 2011 – 48,005**  
**FYE 2012 – 38,477**  
**FYE 2013 – 31,726**  
**FYE 2014 – 27,606**  
**FYE 2015 – 26,732 (estimated)**

## ***Category III***

# ***Equipment Distribution and Training***

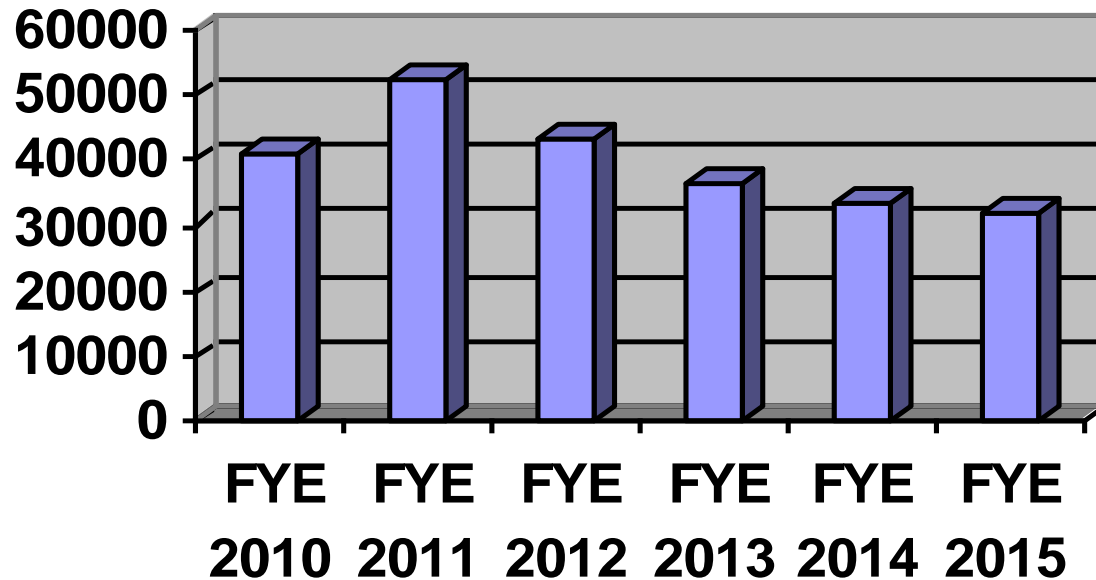
There are 30 RDCs that provide services in multiple locations throughout the state.

It is estimated that the RDCs and FTRI will have provided over 30,855 services to clients during the current fiscal year.

Total FY 2015/2016 proposed budget for Category III is \$1,128,665.



## Services Provided



**FYE 2010 – 41,188**  
**FYE 2011 – 52,217**  
**FYE 2012 – 43,179**  
**FYE 2013 – 36,480**  
**FYE 2014 – 33,222**  
**FYE 2015 - 32,202 (estimated)**

## *Category IV Outreach*

FTRI is proposing an outreach budget of \$599,800 for FY 2015/2016 to continue promoting and creating awareness about both the FTRI equipment distribution and the Florida Relay programs.

## ***Category V General & Administrative***

Total proposed budget for  
Category V is \$1,038,614.

FTRI budgeted for 11 full-time staff.

## ***FY 2014/2015 to FY 2015/2016 Comparison***

|                       | <b>FY 2014/2015</b><br>(Approved) | <b>FYE 2014/2015</b><br>(Projection) | <b>FY 2015/2016</b><br>(Proposed) |
|-----------------------|-----------------------------------|--------------------------------------|-----------------------------------|
| <b>Revenues</b>       | <b>\$ 8,528,177</b>               | <b>\$ 8,138,551</b>                  | <b>\$8,064,442</b>                |
| <b>Cat I</b>          | <b>3,464,351</b>                  | <b>3,489,539</b>                     | <b>3,971,499</b>                  |
| <b>Cat II</b>         | <b>1,537,932</b>                  | <b>1,557,734</b>                     | <b>1,708,889</b>                  |
| <b>Cat III</b>        | <b>1,018,089</b>                  | <b>1,008,133</b>                     | <b>1,128,665</b>                  |
| <b>Cat IV</b>         | <b>607,200</b>                    | <b>607,142</b>                       | <b>599,800</b>                    |
| <b>Cat V</b>          | <b>1,150,298</b>                  | <b>1,006,961</b>                     | <b>1,038,614</b>                  |
| <b>Cat VI</b>         | <b>458,832</b>                    | <b>217,398</b>                       | <b>468,749</b>                    |
| <b>Total Expenses</b> | <b>\$ 8,236,702</b>               | <b>\$ 7,886,907</b>                  | <b>\$ 8,916,216</b>               |

# *Questions*



# Florida TASA Meeting

Jeff Branch, Customer Relations Manager  
Jim Skjeveland, Senior Sales Executive

*Florida Public Service Commission*

April 17, 2015

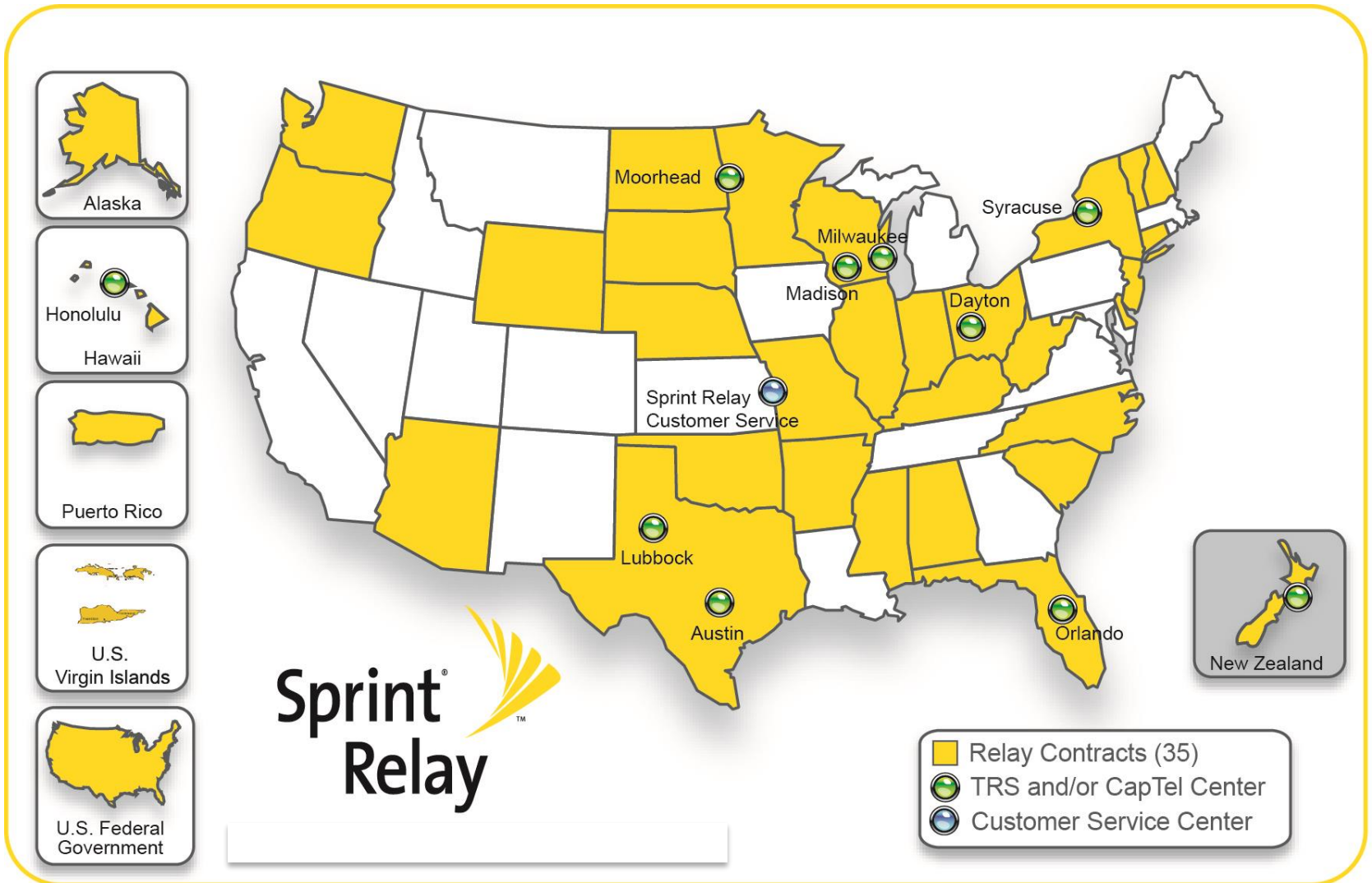


# Sprint Relay Welcomes...



**to the family!**

# Sprint TRS States & Call Centers



# Agenda

- **Florida Relay Service Team**
- **Implementation Updates & New Features**
- **Operational Update**
- **Outreach Plan**

# Florida Relay Service Team

## Account Specific Support



**Jeff Branch**, *FL Customer Relationship Manager*  
(Based in Florida)

[jeffrey.branch@sprint.com](mailto:jeffrey.branch@sprint.com)



**Jim Skjeveland**, *Sr. Sales Executive*

[james.skjeveland@sprint.com](mailto:james.skjeveland@sprint.com)



**Loraine Overland**, *FL Quality Assurance Manager*  
(Based in Florida)

[loraine.l.overland@sprint.com](mailto:loraine.l.overland@sprint.com)



**John Monroe**, *FL Government Affairs Counsel*

[john.Monroe@sprint.com](mailto:john.Monroe@sprint.com)



**Michelle Mobley**, *Care Support*

[michelle.mobley@sprint.com](mailto:michelle.mobley@sprint.com)

## Implementation/Wireless Support



**Angela Officer**, *Sr. Implementation Manager*

[angela.officer@sprint.com](mailto:angela.officer@sprint.com)



**Natalie Ryan**, *Interim FL. Customer Relationship Manager*

[natalie.d.clanton@sprint.com](mailto:natalie.d.clanton@sprint.com)



**Ken Goulston**, *Sprint Wireless Sales*  
(Based in Florida)

[kenneth.goulston@sprint.com](mailto:kenneth.goulston@sprint.com)



# Meet Jeffrey Branch

- I have over 10 years of TRS experience, formerly with CSD.
- I graduated from Gallaudet University.
- I love to spend time coaching baseball at the Greater Dunedin Little League in Florida.
- I have two boys, Elijah (13 years old) and Jessiah (10 years old).
- I love fishing and one of my goals is to take a boat trip to catch a blue marlin.
- I am a certified scuba diver and enjoy exploring the bottom of the ocean.



# Meet Loraine Overland

- I have over 24 years in the telecom industry, and 9 years with Sprint Relay.
- I'm a lifelong Florida resident (when I travel I actually miss the humidity).
- I'm an Army veteran (101<sup>st</sup> Airborne Air Assault).
- I have two sons age 7 & 12 that keep me active (snowboarding, surfing, biking, canoeing...).
- I recently played paintball for the first time and loved it.





# Implementation Status



- **Successfully implemented as of March 1, 2015**
  - Including TRS, CapTel, Enhanced STS, Spanish, French and RCC services
  - Relay Conference Captioning (RCC) Services (new!)
  - Video Assisted STS (new!)
  - French to French (new!)
  - Spanish to English Translation (new!)
  - New dedicated TTY/Voice Customer Service for Florida only (new!)
  - New dedicated Spanish TTY/Voice Customer Service for Florida only (new!)
  - New Customer Profile Database form (new!)
  - In-state Florida Quality Assurance Manager (new!)
  - In-state Florida Customer Relations Manager (new!)

*See following slide for a list of all toll free numbers and services implemented*

# Florida Relay Toll Free Numbers

|                                       |              |   |
|---------------------------------------|--------------|---|
| <b>TTY</b>                            | 800-955-8771 | If you are using TTY equipment.   |
| <b>Voice</b>                          | 800-955-8770 | If you are a standard (voice) user, and are trying to connect with a Relay user.  |
| <b>ASCII</b>                          | 800-955-1339 | If you are utilizing a computer.  |
| <b>Voice Carry Over (VCO)</b>         | 877-955-8260 | If you prefer to speak directly to the hearing person. When the hearing person speaks to you, the Relay Operator serves as your "ears" and types everything said to your TTY or VCO phone.  |
| <b>Speech to Speech (STS)</b>         | 877-955-5334 | If you have a speech disability and would prefer to have our specially trained Relay Operators serve as your voice and repeat your responses to the called party  |
| <b>Video Assisted STS</b>             | 877-955-5334 | Video-Assisted STS supports a one-way video call between the CA and STS user. The video connection assists the CA in understanding the STS user's speech. Callers can enter contact information in the STS Profile to reduce set-up time<br>In order to use Video-Assisted STS, please inform the Operator after dialing the toll free number that you would like to utilize Video-Assisted STS. You can make this request before or during the call. You may also add this to your customer profile if you would prefer Video-Assisted STS on all calls. |
| <b>Spanish to Spanish</b>             | 877-955-8773 | If you prefer to conduct your conversations in Spanish  |
| <b>Spanish to English Translation</b> | 844-463-9710 | If your primary language is Spanish, however your caller is an English speaker. Our Relay Operators are able to translate your conversation into English.   |
| <b>French to French</b>               | 877-955-8707 | If you prefer to conduct your conversation using the French language.   |
| <b>900 Pay Per Call</b>               | 900-230-6868 | With Pay per calls the Relay user is responsible for direct billing. Rates vary depending on the service called.  |



# Florida/Sprint Relay Customer Service

| Customer Service Type | Number   | Description   |
|-----------------------|--|---|
| TTY/Voice             | 866-462-6509   | Dedicated FL Customer Service number for all FL Relay customers.  |
| Spanish               | 800-855-2886   | Dedicated FL Customer Service number for all Spanish speaking FL Relay customers.                                   |
| STS                   | 877-787-1989   | Nationwide STS Customer Service to train and support STS users.   |
| VCO                   | 866-931-9027   | Nationwide VCO Customer service line. Industry's first national VCO-specialized Customer Service and Training Line. |
| Email                 | <a href="mailto:Sprint.TRSCustServ@sprint.com">Sprint.TRSCustServ@sprint.com</a> | Email for customer service needs  |
| Fax                   | 877-877-3291   | Fax for all customer service needs.   |
| VCS                   | <a href="mailto:vcs@sprint.com">vcs@sprint.com</a>                               | Video Customer Service for Sprint Relay Wireless users.   |

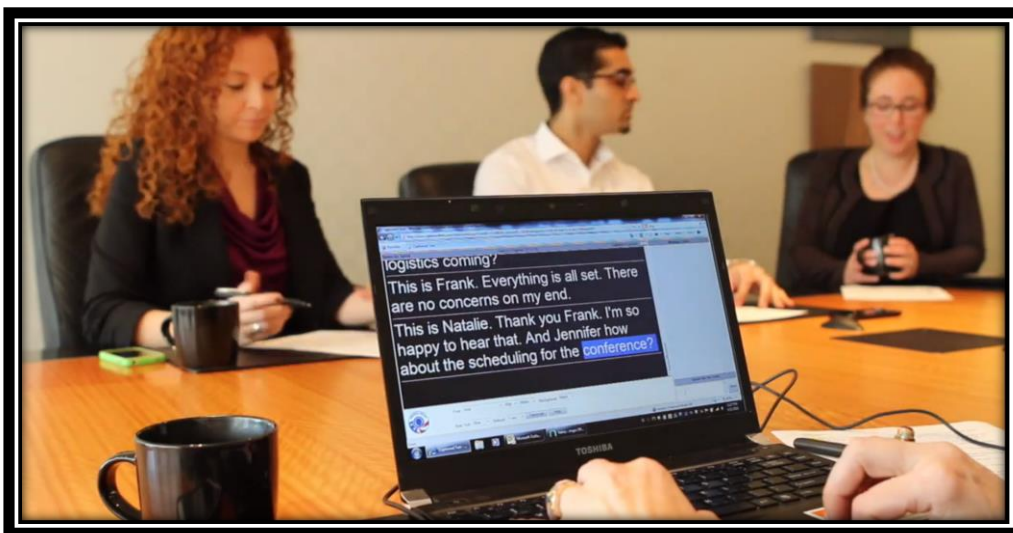


# What's New?



## ➤ Relay Conference Captioning (RCC) for FL Residents!

➤ [www.floridarcc.com](http://www.floridarcc.com)



Relay Conference Captioning

Enter Your Event ID  [Join Event](#)

**Home**  
How to schedule a call  
Book an event now  
About RCC  
Ordering transcripts  
View the Demo  
Contact Us  
Help/FAQ

**You're one click away from using Relay Conference Captioning (RCC)**  
How, Deaf and Hard-of-Hearing individuals can participate in meetings (in-person or remote), phone calls, videoconferences and multi-party teleconference calls with Relay Conference Captioning (RCC) through Florida Relay provided by Sprint.

Using the same high-quality captioners that produce closed captioning for television, you can receive live, realtime text streamed to an Internet-connected computer anywhere in the world. A high-speed Internet connection is not required.

[How does it work?](#)

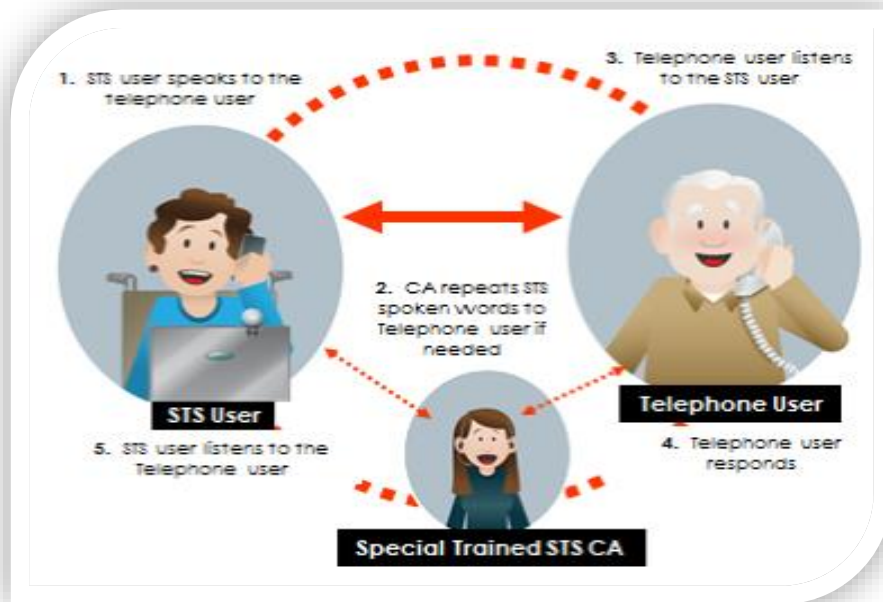
**The benefits of RCC**

- This service is for use by people in Florida
- May reserve your live captioner in advance
- Can be used at any computer with Internet access
- RCC conference calls can be much shorter in duration than traditional relay service
- Can receive a text transcript of the conversation for your records

**Diagram:** A flow diagram showing an 'RCC User' sending 'Text' to a 'Captioning' service. The 'Captioning' service then sends 'Voice' to a 'Teleconference Call' (represented by a phone icon). The 'Teleconference Call' sends 'Voice' to two participants (represented by person icons).

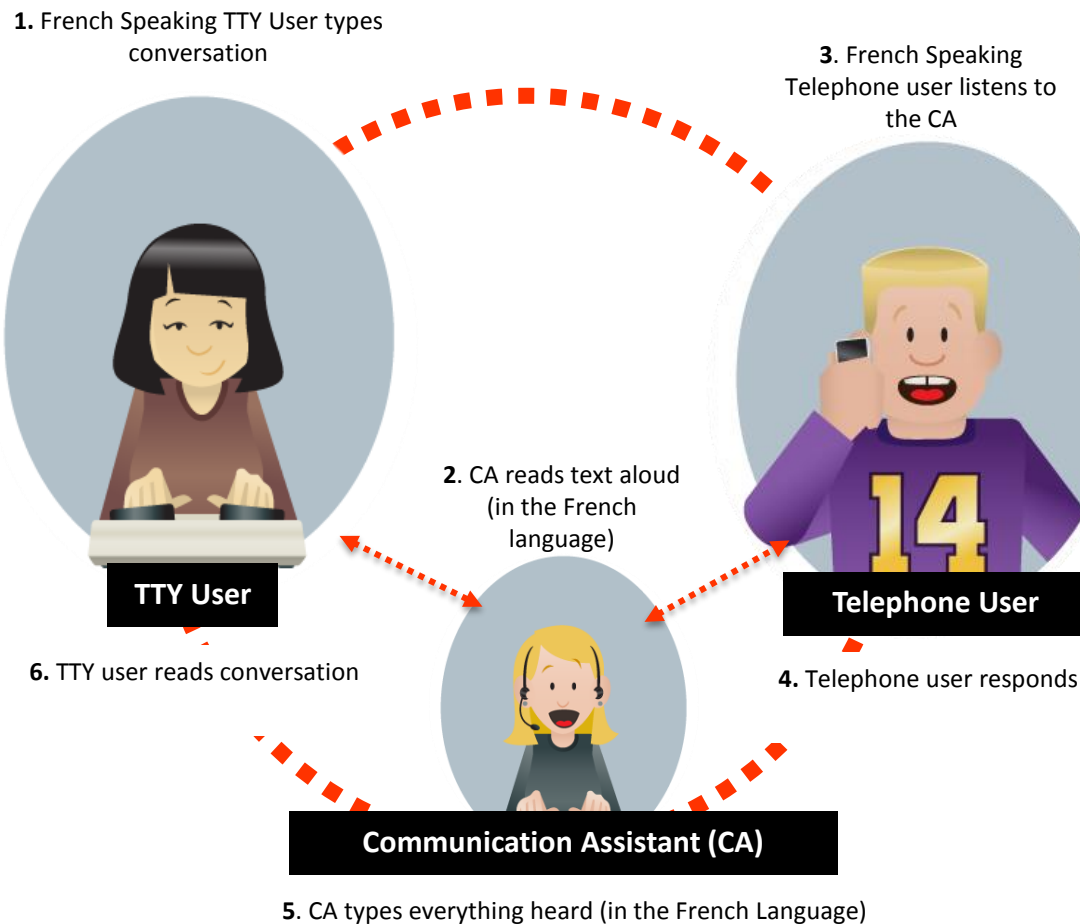
# What's New? (continued)

## ➤ Video Assisted Speech to Speech



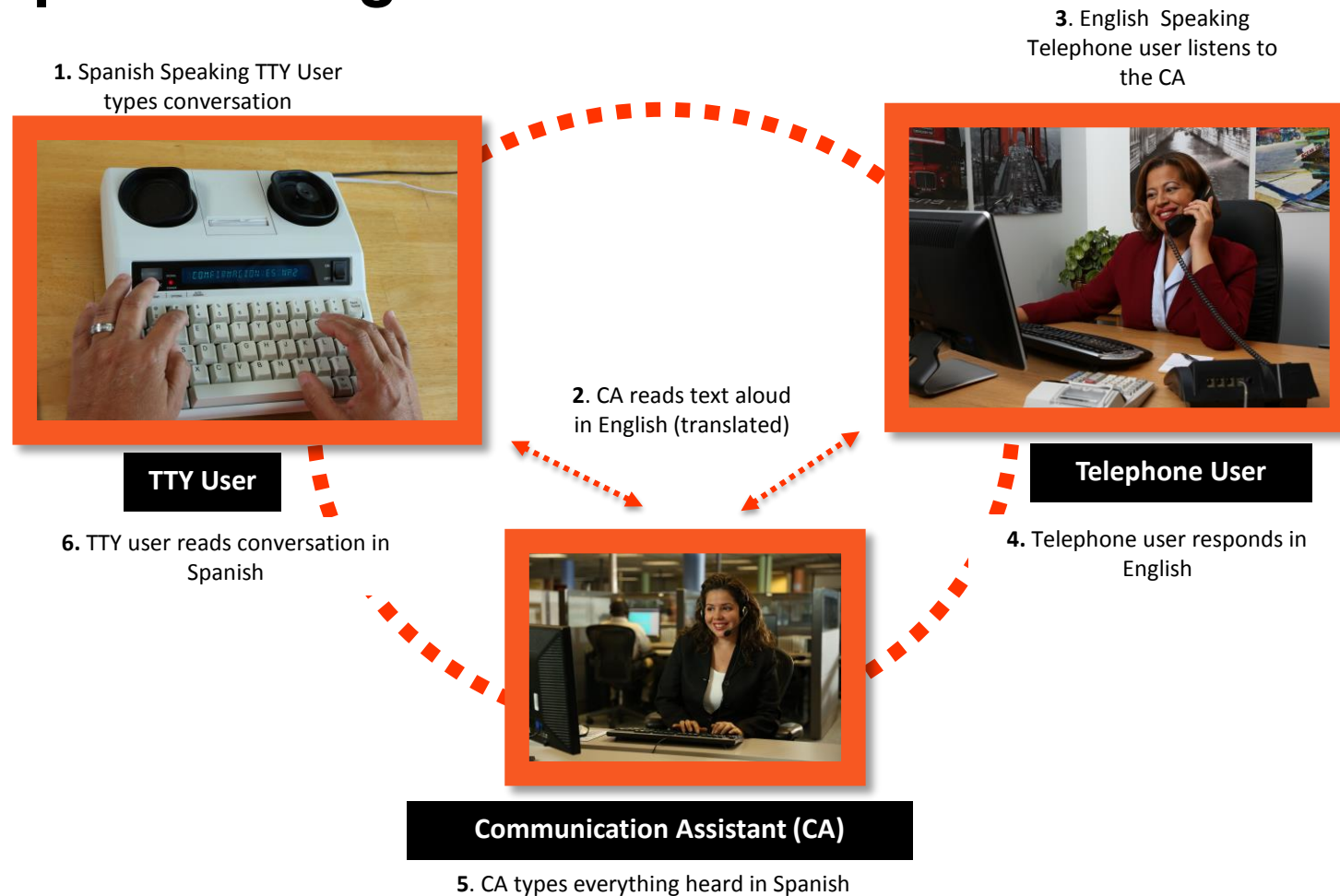
# What's New? (continued)

## ➤ French to French



# What's New? (continued)

## Spanish to English



# Operational Updates

**CAs meet necessary requirements including:**

## Competent Skills

### How Sprint Complies:

- ✓ Pre-Employment Screening
- ✓ Written Testing
- ✓ Internal Test Programs
- ✓ Validation using Third-Party Testing

## Confidentiality

### How Sprint Complies:

- ✓ Relay Code of Ethics
- ✓ Annual training and compliance
- ✓ Detailed Confidentiality Policy
- ✓ 24/7 Corporate Security

## Ethics

### How Sprint Complies:

- ✓ Corporate Code of Conduct
- ✓ Whistleblower Protection
- ✓ Annual Training and Compliance
- ✓ Ethics Helpline

## Typing 60 WPM

### How Sprint Complies:

- ✓ Gold Star CAs
- ✓ Experienced Evaluator
- ✓ Comprehensive Approach
- ✓ Sprint's Proven Record





# Operational Updates

- Performance-Management expectations focus on four key areas:
  - Ensuring clear expectations have been set
  - Defining priorities tying them to business goals
  - Giving coaching and feedback about work performance
  - Providing attention to skill development and career aspirations



## Unbiased Tests

- Written Tests
- Auditory Typing Tests
- Remote Monitoring of Live Calls
- Internal Test Call Program



# Outline of Outreach Requirements

## *In cooperation with FTRI:*

- **\$25,000 Outreach Budget**
- **Attend TASA Meeting 2x Annually**
- **Provided FTRI with 10 Tablets (iPads)**
- **Provide Survey for FTRI website**
- **Sprint will provide free 840 Plus CapTel equipment to FTRI and End Users**
- **Annual CapTel Television Advertisement campaign**
- **15-20 Outreach Events Annually (at no charge) Including:**
  - **Provide schedule of events to FTRI for Calendar Updates**
  - **Presentations to Service Providers**
  - **Exhibits, Tradeshows, Conventions**
  - **One on One training sessions**
  - **Town Hall Meetings**
  - **Consumer Social Events**





# Outreach Efforts

- **Attended Deaf Awareness Day in Tallahassee, FL on March 10, 2015**
- **Provided website content updates for FTRI's website**
- **Provided new advertisement design to FTRI for ad placement**
- **Worked with FTRI on updating brochure information/providing feedback**
- **Sprint was present at the DeafNation Event in Orlando, FL on March 21, 2015**
- **12 Events attended by Outreach Experts Incorporated (OEI) across the State of Florida (focus on Captioned Telephone products & installation) since March 1, 2015**



# Ad about Florida CapTel Service



**Stay connected to your friends and family with a free captioned telephone.**

- A captioned telephone phone allows you to **hear** and **read** everything said by the person on the other line.
- Must be a Florida resident with a certified hearing loss.
- For more information to see if you qualify for a free captioned telephone:  
Call **800-222-3448**.

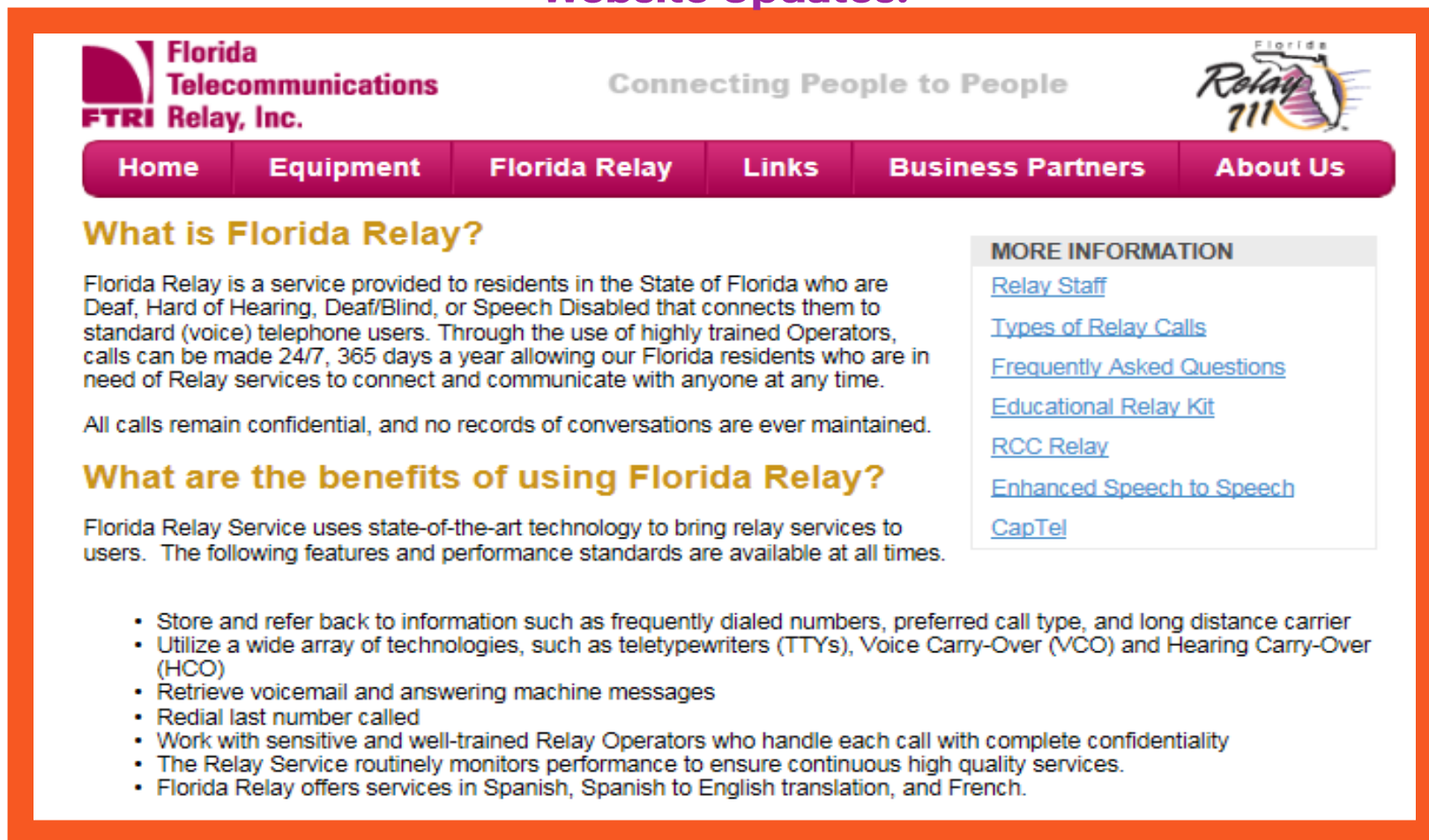
Florida Relay 711

Florida Telecommunications FTRI Relay, Inc.


620 1-45 PM  
(CapTel Call 23402) (Tone)  
Mingy 1 2 3 (T) Hello only is  
Alan to Becca I am glad that you  
called because I am wondering if  
you could go to the copy center  
you list the annual report. Alright  
see we are all set

# Partnership with FTRI

## Website Updates!



The screenshot shows the Florida Relay website homepage. At the top left is the logo for Florida Telecommunications FTRI Relay, Inc. with the tagline "Connecting People to People". At the top right is the Florida Relay 711 logo. Below the logos is a navigation menu with links for Home, Equipment, Florida Relay, Links, Business Partners, and About Us. The main content area features a heading "What is Florida Relay?" followed by a paragraph describing the service. To the right of this text is a "MORE INFORMATION" sidebar with links to Relay Staff, Types of Relay Calls, Frequently Asked Questions, Educational Relay Kit, RCC Relay, Enhanced Speech to Speech, and CapTel. Below the main text is another heading "What are the benefits of using Florida Relay?" followed by a paragraph and a bulleted list of features.

**Florida Telecommunications FTRI Relay, Inc.** Connecting People to People 

[Home](#) [Equipment](#) [Florida Relay](#) [Links](#) [Business Partners](#) [About Us](#)

### What is Florida Relay?

Florida Relay is a service provided to residents in the State of Florida who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Disabled that connects them to standard (voice) telephone users. Through the use of highly trained Operators, calls can be made 24/7, 365 days a year allowing our Florida residents who are in need of Relay services to connect and communicate with anyone at any time.

All calls remain confidential, and no records of conversations are ever maintained.

### What are the benefits of using Florida Relay?

Florida Relay Service uses state-of-the-art technology to bring relay services to users. The following features and performance standards are available at all times.

- Store and refer back to information such as frequently dialed numbers, preferred call type, and long distance carrier
- Utilize a wide array of technologies, such as teletypewriters (TTYs), Voice Carry-Over (VCO) and Hearing Carry-Over (HCO)
- Retrieve voicemail and answering machine messages
- Redial last number called
- Work with sensitive and well-trained Relay Operators who handle each call with complete confidentiality
- The Relay Service routinely monitors performance to ensure continuous high quality services.
- Florida Relay offers services in Spanish, Spanish to English translation, and French.

**MORE INFORMATION**

- [Relay Staff](#)
- [Types of Relay Calls](#)
- [Frequently Asked Questions](#)
- [Educational Relay Kit](#)
- [RCC Relay](#)
- [Enhanced Speech to Speech](#)
- [CapTel](#)

# OEI Events March 2015

|                |                   |   |
|----------------|-------------------|---|
| March 2, 2015  | Delray Beach, FL  | Senior Lifestyle and Healthcare Expo                      |
| March 3, 2015  | Lake Worth, FL    | Villagio of Lake Worth Health and Wellness Expo           |
| March 6, 2015  | Delray Beach, FL  | 8th Annual Health Fair                                    |
| March 7, 2015  | Parkland, FL      | Heron Bay of Parkland Home and Leisure Expo               |
| March 7, 2015  | Bradenton, FL     | Hearing Loss Association of America Hearing Tech Expo     |
| March 12, 2015 | Delray Beach, FL  | Valencia Palms of Delray Beach Health & Wellness Expo 55+ |
| March 14, 2015 | Weston, FL        | Savanna of Weston Family Health and Wellness Expo         |
| March 18, 2015 | Delray Beach, FL  | Delray Beach Health and Wellness Expo                     |
| March 20, 2015 | Boynton Beach, FL | Health and Business Expo                                  |
| March 28, 2015 | Boynton Beach, FL | Lakeridge Green Health and Wellness Event                 |
| March 31, 2015 | Delray Beach, FL  | Young at Heart  |
| April 7, 2015  | Sunrise, FL       | Rise and Shine with Sunrise                               |



# Future OEl Events

|                       |                   |  |
|-----------------------|-------------------|--|
| April 18-19, 2015     | Jacksonville, FL  | Jacksonville Women Expo                            |
| April 25-26, 2015     | Punta Gorda, FL   | Punta Gorda Home Show                              |
| May 13-14, 2015       | Jacksonville, FL  | Jacksonville Senior Expo                           |
| May 14-16, 2015       | Miami, FL         | AARP   |
| May 31, 2015          | Miami, FL         | Casa Latina Home Expo                              |
| June 10, 2015         | Parkland, FL      | Aston Gardens Health and Wellness Expo             |
| August 28-30, 2015    | Daytona Beach, FL | Volusia County Home and Garden Show                |
| September 25-27, 2015 | Fort Myers, FL    | Fort Myers Home Show                               |
| October 19, 2015      | Boynton Beach, FL | Cascades of Boynton Beach Health and Wellness Expo |
| October 10-11, 2015   | Punta Gorda, FL   | Punta Gorda Home Show                              |
| October 24-25, 2015   | Naples, FL        | Naples Home Show                                   |
| November 7, 2015      | Jacksonville, FL  | Walk 4 Hearing                                     |



# Future Outreach Efforts

- **CapTel TV Advertisement March 30<sup>th</sup> – May 29<sup>th</sup>, 2015 in Orlando, Jacksonville and Ft. Myers TV Markets.**
- **Potential for Social Media (Facebook)**
- **Work with the following potential organizations for events:**
  - **Florida Association for the Deaf**
  - **Florida Deaf Blind Association**
  - **Hearing Loss Association of America, Florida**
  - **Central Florida Speech & Hearing Center**



# Thank You!

## Any Questions??



