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BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 20210049-TP

REQUEST FOR SUBMISSION OF  
PROPOSALS FOR RELAY SERVICE,  
BEGINNING IN MARCH 2022, 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: TELECOMMUNICATIONS ACCESS SYSTEM ACT  
ADVISORY COMMITTEE

COMMISSION STAFF  
PARTICIPATING: CURTIS WILLIAMS  
JACOB IMIG  
LEE ENG TAN

DATE: Tuesday, May 24, 2022

PLACE: TELEPHONE CONFERENCE

REPORTED BY: DANA W. REEVES  
Court Reporter

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A P P E A R A N C E S

- CURTIS WILLIAMS, PSC Staff
- JACOB IMIG, PSC Staff
- LEE ENG TAN, PSC Staff
- JEFFREY FOGLEMAN, PSC Staff
- CAYCE HINTON, PSC Staff
- CECIL BRADLEY, FTRI Executive Director
- JEFFREY BRANCH, Sprint/T-Mobile Account Executive
- DEBBE HAGNER, The Florida Coordinating Council for  
the Deaf and Hard-of-Hearing
- MARGARET LYNN DUGGAR, Florida Council on Aging
- JANE JOHNSON, Florida Association of Centers for  
Independent Living
- TOM D'ANGELO, Florida Agency for the Deaf

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

2 MR. WILLIAMS: This is Curtis Williams, again,  
3 with the Office of Industry Development and Market  
4 Analysis. I will be chairing today's meeting.  
5 Joining me is Jacob Imig with the Office of General  
6 Counsel. Everyone should have received a copy of  
7 the agenda and presentations. So, at this time, we  
8 will proceed as printed. The first order of  
9 business is to have our attorney, Jacob Imig, read  
10 the notice.

11 MR. IMIG: Pursuant to notices issued May  
12 10th, 2022, this time and place was set for a  
13 meeting in Docket No. 20210049-TP, to discuss  
14 current relevant issues related to relay. The  
15 purpose of the meeting is more fully set out in the  
16 notice.

17 MR. WILLIAMS: Thank you. Before we proceed,  
18 I would like to cover some preliminary matters.  
19 Please keep your phone on mute until you are ready  
20 to speak. Please state your name before speaking  
21 for the record. We have a court reporter here and  
22 it's very important that you state your name each  
23 time so we will correctly be able to identify you  
24 for the transcript. We are getting a little  
25 background noise. So, again, I would like to just

1 ask that if you're not speaking, will you please  
2 just keep your phone on mute, and then when you get  
3 ready to speak, just go ahead and unmute yourself  
4 and speak, and then when you're finished, you can  
5 mute yourself again. But we are receiving some  
6 background noise and that's disruptive to the court  
7 reporter.

8 So, at this time we'll take appearances. We  
9 can start with the Florida Telecommunications Relay  
10 and Sprint, our presenters, followed by the TASA  
11 Advisory Committee members, and then we'll have  
12 appearances from anyone else joining us.

13 So we can start with appearances at this time.  
14 Is Florida Telecommunications Relay on? Cecil  
15 Bradley or --

16 MS. HAGNER: This is Debbe Hagner, the Florida  
17 Coordinating Council for the Deaf and  
18 Hard-of-Hearing.

19 MR. WILLIAMS: Can you repeat your name,  
20 please?

21 MS. HAGNER: My name is Debbe Hagner, I  
22 represent the Florida Coordinating Council for the  
23 Deaf and Hard-of-Hearing.

24 MR. WILLIAMS: Okay. Welcome, Debbe.

25 MS. DUGGAR: Curtis, it's Margaret Lynn

1 Duggar, Florida Council on Aging.

2 MR. WILLIAMS: Okay. Welcome, Margaret.

3 MS. JOHNSON: This is Jane Johnson with the  
4 Florida Association of Centers for Independent  
5 Living.

6 MR. WILLIAMS: Thank you, Jane.

7 MR. BRANCH: Hello. This is Jeffrey Branch  
8 with Sprint/T-Mobile Accessibility team.

9 MR. WILLIAMS: Thank you, Jeff.

10 MR. D'ANGELO: Yes. Hello. This is Tom  
11 D'Angelo and I am representing the Florida Agency  
12 for the Deaf, AFDA.

13 MR. WILLIAMS: Thank you.

14 MR. D'ANGELO: I'm sorry. FAD. Excuse me.  
15 FAD, the Association for the Deaf.

16 MR. WILLIAMS: I thought I heard Cecil Bradley  
17 on earlier. Cecil, if you're on, do you want to --  
18 can you just --

19 MR. BRADLEY: Yes, I'm here. This is Cecil.  
20 Yes, I'm here.

21 MR. WILLIAMS: Okay. Are there any --

22 MR. BRADLEY: Yes. Did you want me to go  
23 ahead with my report, or is that what you mean or  
24 what?

25 MR. WILLIAMS: In just one minute. Let's make

1           sure that we don't have any others that need to  
2           take appearance. Do we have any additional  
3           participants, participating in the call?

4           MR. HINTON: This is Cayce Hinton with  
5           Commission staff.

6           MR. FOGLEMAN: Greg Fogleman, Commission  
7           staff.

8           MR. WILLIAMS: Thank you.

9           MS. TAN: Lee Eng Tan, Commission staff.

10          MR. WILLIAMS: All right. Thank you,  
11          everyone.

12          So, at this time, we will proceed with the  
13          presentations. We'll start with Florida  
14          Telecommunications Relay's update. Mr. Bradley.

15          MR. BRADLEY: Good afternoon, everyone. This  
16          is Cecil Bradley. I hope that you all are having a  
17          good day, a good week so far. With these changes  
18          going on in health, because of COVID, I hope that  
19          that reduces soon, so the cases go down soon.

20          So I hope that you all got a copy of my  
21          report. I'm a little bit, you know, technical in  
22          this report. It's two pages long. And, you know,  
23          I can continue presenting forever, but I won't. I  
24          just want to touch on a few points in my report.

25          So first -- the first part, we are

1           accumulating our numbers of people for services,  
2           which is a lot better compared to a year ago, two  
3           years ago. COVID really is keeping a lot of  
4           people -- keeping them at home. So many people are  
5           getting services. So these centers are facing  
6           challenges with reduction of people showing up  
7           in-person to the office. We've had some staff  
8           changes these two years. And COVID, really, it's  
9           been a tough impact and -- to our world and our  
10          community where we received equipment and so forth.

11                 So this is my report. The numbers went down a  
12          little bit compared to last year. However, I'm  
13          very happy to say that the last three months we saw  
14          our numbers of services going up. And especially  
15          this month of May, I'm very surprised. We were so  
16          far ahead compared to most recent months.

17          Positives again, it's really related to COVID. I  
18          remember from my conversation with my staff, a lot  
19          of people called here and they didn't want to go to  
20          RDC -- the RDC centers for equipment, they  
21          preferred to call us and have their equipment  
22          shipped to their home. And we informed the centers  
23          of contacting them for any questions and issues  
24          with the equipment. So we have seen an increase  
25          and hopefully, positively in the next one or two

1 years.

2 It's the idea of services -- providing  
3 services for more people. Unfortunately, I don't  
4 think we're going to go back to three, four or five  
5 years ago. You know, those numbers were very, very  
6 high of people that required services. And I think  
7 my analysis, you know, looking through the numbers,  
8 looks like we might have reached, you know, our --  
9 a plateau of our peak of numbers of clients that,  
10 you know, need services is really going down.  
11 We're low, but continuous. And I see -- I foresee  
12 in the future -- also, I don't want you to forget  
13 our lawyer, TSA, they know people -- they know it.  
14 And the PSC report to legislation, the state  
15 legislation, I think last December, I believe, in  
16 2021, they reported that currently around  
17 half-a-million landline, compared to wireless,  
18 22-million subscribers. Wow. Just think of that.  
19 You know, it means people are not interested in our  
20 equipment much longer. So luckily, we offer  
21 equipment that works with landlines and Bluetooth.  
22 So that's the positive side of it.

23 But I'm telling you, you know, times are  
24 changing and we are aware of -- times are changing  
25 on how we serve our communities. So we serve 20



1 centers. Again, I said about half the centers very  
2 active and the other half, some of them are  
3 struggling a bit.

4 And outreach efforts, we noticed more moved to  
5 digital media. And it's not hard-printed media  
6 anymore, that's less and less. You know, we're  
7 still focusing more on the community newsletters  
8 than news newspapers now. So now we're more  
9 focused on digital, like, you know, the mail that  
10 you get that's like, the valuepack inside the  
11 envelope, people loved it before with the FTRI  
12 coverage explaining. People love it. So we're  
13 getting, you know, calls specifically about that.  
14 So we're just looking into different ways. And  
15 wanted to add a project to do more, meaning  
16 building connections with providers. So we're  
17 excited about that move, as well.

18 Again, outreach is active and increasing.  
19 There's more -- there are more events going on,  
20 meaning that we're going out, we're starting to go  
21 out more, and it's helping the numbers a bit. So  
22 we've seen a recent increase in our numbers. And  
23 that part when we're talking about planning, you  
24 know, we have to replace our wonderful business  
25 manager because they're retiring at the end of

1           June, and it's really challenging for me, but we  
2           have a few people looking into the job. And,  
3           again, we have so much -- you know, we have so many  
4           people calling a lot more activity here.

5                   And I wanted to let you know the PSC called  
6           our budget approval for July 7, so we're going to  
7           go ahead and have to wait and see, you know, if the  
8           changes are approved. We're looking forward in  
9           paying more money for the centers to provide  
10          services. So hopefully that works out.

11                   We're hoping for more connections between the  
12          centers, maybe every three months, we believe would  
13          help communication and discussion of the issues.  
14          So we're looking forward to doing more and being  
15          more in contact with each other.

16                   The last thing, and I just really want to  
17          stress and emphasize how important the change --  
18          the law changes are, the TASA law. You know, times  
19          are changing so much and it's changing the law  
20          because they're limiting the landlines and we need  
21          to report our wireless needs for the community. So  
22          we want to be more in contact with the community  
23          present -- maybe do more presentations and also,  
24          you know, some groups of professionals that can  
25          encourage them to support the changing of the law,

1 so that we can try and contact legislators this  
2 fall, so that we can educate them on why we need to  
3 improve the law. So we're in the process of that  
4 again. And that's my report. Any questions for  
5 me?

6 MR. WILLIAMS: Thank you. So are there any  
7 questions? The floor is open to ask any follow-up  
8 questions to Cecil regarding FTRI's report.

9 All right. If there aren't any questions for  
10 Cecil, so we can go ahead and proceed with Jeffrey  
11 Branch's update from Sprint/T-Mobile. Jeffrey.

12 MR. BRANCH: Yes. Hi, everybody. This is  
13 Jeff here. Thank you very much. And welcome to  
14 the spring meeting. Time just flies. It just  
15 feels like we've had our most recent TASA meeting  
16 not that long ago, but apparently it has been. So  
17 it's been a while. So, anyway, good to see  
18 everybody -- not really see everybody, but glad  
19 that everybody's here.

20 I'm sure that a lot of you have already  
21 received my PowerPoint presentation, it's 15 slides  
22 total, and I can walk through each one of them --  
23 each page in the PowerPoint and then I can explain  
24 about RCC, the RCC relay conference captioning  
25 service. I'll talk a little bit about TRS and

1 CapTel statistics, the quality reports and then the  
2 outreach expense, and then I'm going to talk a  
3 little bit about the misdials. We already had a  
4 discussion with Curtis, and I'll explain a little  
5 bit more about that to everybody, so everybody's  
6 familiar with what we've done about the misdial.  
7 We're trying to provide better service to our  
8 customers by handling these misdials in a different  
9 way.

10 So anyway, so I'm going to talk about RCC  
11 first, RCC minutes. Cecil had mentioned earlier  
12 that with COVID impacting all of us in different  
13 ways, there are -- while we were under COVID and  
14 everybody was staying at home, we had to stay away  
15 from other people, and it became a challenge for a  
16 lot of people when they were trying to make phone  
17 calls, when they were working from home, they had  
18 limited access, and they needed services to be able  
19 to work from home and have access to meetings.  
20 Like, for example, in terms of interpreters, or  
21 captioning or other accessibility services that  
22 were needed out in the industry.

23 The same with us. And so it was really nice  
24 that we had RCC in the package. Some -- so that  
25 helped our Florida citizens who were working from

1 home, be able to use RCC at no cost to them. So,  
2 yeah, anybody who was working from home last year  
3 in 2020 and 2021 use -- and now people are starting  
4 to go back into the office a little bit more. You  
5 see the numbers have gone down since the time when  
6 they were mostly at home. So you can see those in  
7 the numbers. You know, if a person had a  
8 face-to-face meeting and not from home, they might  
9 choose to have an interpreter, but there's a  
10 significant decrease in the number of RCC minutes  
11 of use, which is fine -- I mean, it's nice to have  
12 that service available when it was --

13 MR. WILLIAMS: Yes, this is Curtis Williams.  
14 Let me just say just interrupt you just a minute,  
15 Jeffrey. We're getting quite a bit of feedback  
16 from someone. I'm not sure -- yes, we're receiving  
17 quite a bit of feedback, so we'll asking everyone  
18 to please put your phone on mute. It's very  
19 disruptive for the court reporter.

20 MS. HAGNER: This is Debbe.

21 MR. WILLIAMS: Yes, Debbe.

22 MS. HAGNER: This is Debbe. I'm using the  
23 Thornton relay service. I don't know how to mute.  
24 So would Cecil or Jeff know how? Because I'm using  
25 Thornton through the relay service and I don't know

1           how to mute.

2           MR. BRANCH: This is Jeff here. So, Debbe,  
3           this is Jeff speaking. Just tell the interpreters  
4           to mute their microphones.

5           MS. HAGNER: Okay. The interpreter is now  
6           muted.

7           MR. BRANCH: Okay. Maybe it's someone else.  
8           It's not you.

9           MR. WILLIAMS: Yes. Is there someone driving  
10          and calling in? It sounds like it may be an echo  
11          from a car. It was --

12          MR. FOGLEMAN: Curtis, this is Greg. I just  
13          have an idea. I mean, sometimes -- I mean, if  
14          everyone hangs up and disconnects and recalls back  
15          in, you know, you disrupt the bridge and then, you  
16          know, if that person doesn't call back in, that  
17          might make it better.

18          MR. WILLIAMS: Yes, that's a good idea. But  
19          hold on. We'll see if we can have Mike check on --  
20          sometimes we can identify the particular caller and  
21          just disconnect that one call.

22          What we'll go ahead and do, it is now 3:25.  
23          We will go ahead and take a break and have everyone  
24          call back in and we will restart the meeting at  
25          3:30. So everyone can disconnect and call back in

1 and we'll start back at 3:30.

2 (Brief recess.)

3 MR. WILLIAMS: Okay. This is Curtis Williams.  
4 We will reconvene. At this time, it sounds crystal  
5 clear. So hopefully we have gotten the problem  
6 resolved.

7 So, Jeffrey, you can go ahead and continue.

8 MR. BRANCH: All right. This is Jeff here.  
9 Great. Awesome.

10 Okay. So let me think. As I had mentioned  
11 earlier, RCC minutes were up, but now that people  
12 are starting to go back into the office, they're  
13 starting to use RCC less and less -- hold on a  
14 second. I can hear somebody whispering.

15 MR. WILLIAMS: I think it's clear. You can  
16 continue now, Jeff.

17 MR. BRANCH: Okay. All right.

18 So, it's nice that we have RCC services  
19 included in the package in case something came up  
20 like this, this kind of crisis where we had to have  
21 access from home, so that was very nice.

22 If you look at the next slide, it indicates  
23 RCC use to date. That means that we have, for the  
24 state's fiscal year, March 1st through February  
25 28th, we had 30,000 minutes, and that was for

1 Florida residents to use RCC at no cost. And then  
2 you can just see those numbers there. They tell  
3 you the story, as you can see. There are some  
4 numbers that we don't have.

5 During the pandemic, during COVID, it was  
6 amazing how those filled up so fast, but now I  
7 think the 30,000 cases, we're able to reach out to  
8 those individuals who absolutely need the service  
9 and have a separate contract with those particular  
10 organizations or businesses. So, right now  
11 everything is good. People are using it as needed,  
12 on an as-needed basis, and everything is moving  
13 forward very nicely from there.

14 The next slide shows TRS billable minutes.  
15 The gray bar indicates current, 2021 to 2022. And  
16 you can see a decline every year in TRS minutes.  
17 You can see it stair-step down. As Cecil had  
18 mentioned earlier in his presentation about  
19 technology and new technology out there, more and  
20 more people are optioning for wireless rather than  
21 analog use. And analog -- a lot of people who have  
22 analog are actually having theirs turned over or  
23 transformed over to digital. And so even though  
24 they've got an analog phone, they have digital  
25 technology and that's causing some problems in some



1 analog devices. So that's one of the reasons why  
2 you see a decline year over year in TRS billable  
3 minutes, and it will continue to decline. So those  
4 numbers show that there.

5 And then a decline means that they are moving  
6 over to other services, they're migrating to other  
7 services, IP-based services probably, new  
8 technology. More and more industries are including  
9 chat features for customer service. If you get on  
10 a website, there's often a chat feature on that  
11 website. So it's less use of the relay service to  
12 call in. So that's one explanation for that, as  
13 well.

14 And these are additional services that are  
15 provided in Florida, French minutes. You can see  
16 here pretty much steady. With the new contracts,  
17 we will no longer provide French because, really,  
18 if you look at the numbers, it's not that many.  
19 This -- some of these -- what we have learned is  
20 that some of them are misdials in this number, and  
21 I'll explain about the misdials a little bit later  
22 in a few more slides. The misdials are a whole  
23 other topic. And Spanish-to-English session  
24 minutes, it shows here it's the same every year.  
25 It declines just a little bit, just like TRS and

1 CapTel services, there's a steady, slow decline.

2 And then speech-to-speech STS. This is a very  
3 nice service that we have that allows people with a  
4 speech disability who might have struggle -- who  
5 might struggle making phone calls. They -- we have  
6 trained agents who take the time to really listen  
7 carefully to the person who has a speech disability  
8 and learn their vocal patterns. And once we get  
9 the information, then the information is relayed  
10 back and forth. So it's a very nice service and  
11 we've gotten really nice feedback from this service  
12 that is really appreciated. And it is available to  
13 those people who need it.

14 In the outreach package, I didn't say much  
15 here, but there's a PSA on speech-to-speech service  
16 in specific areas, I think Gainesville and Panama  
17 City, I think. I just randomly selected these  
18 towns. We're going to do other cities, as well.  
19 And we started with Gainesville and then we went to  
20 Panama City, and we're promoting this service to  
21 let people know that speech-to-speech service is  
22 available.

23 And then the next is CapTel minutes. And this  
24 shows, again, the same story as before, a slowly  
25 declining number compared with TRS. The reason

1           why, if you're looking at these two, IPCTS is  
2           available, and that's web-based and a lot of people  
3           are migrating over to web-based services so they  
4           can get web CapTel a lot easier. And then another  
5           reason for the decline is that sometimes analog  
6           services that providers, like I had said, change  
7           their analogs to digital lines, and that causes  
8           some inconsistencies or incompatibilities with the  
9           CapTel analog device. I mean, it can work if you  
10          work with the analog telecom provider to make some  
11          adjustments, but those are the two reasons that  
12          people are switching over and migrating over to  
13          IP-based services. And so those landline-based  
14          services are declining. Senior citizens who have  
15          been using landline CapTel for many years may have  
16          passed away. That could be another reason. So  
17          it's a combination of several things.

18                 And then quality service. We continue to  
19          always respond to any complaints or recommendations  
20          that anybody has brought to our attention. Often  
21          we -- you know, if they request, we can reach out  
22          to them and talk about feedback that they might  
23          like to provide to us, and they really appreciate  
24          that as well. Also, the service level and the  
25          speed of answering. You know, the FCC has had a

1 waiver on this because of COVID. Some of our  
2 centers have had challenges because the centers  
3 have had to shut down because of COVID infections  
4 and everybody had to leave the center and it was  
5 thoroughly cleaned and then reopened. So that was  
6 also a challenge with service level. It was  
7 pretty -- pretty often that we would close centers  
8 and clean them. And that happened a lot throughout  
9 the country and we were rerouting, but that's just  
10 not been very impact -- much of an impact on the  
11 customer side, especially lately. So a lot of our  
12 work is done on the back end. And the FCC has had  
13 a waiver to make sure that there was some  
14 flexibility. And sometimes there might have been a  
15 queue, a line, if a center was closed, and, yes,  
16 people might have had to wait a little bit longer  
17 than usual while they were routed to another  
18 center, and that might have increased the time. We  
19 did have some people work from home and they  
20 would -- these relay agents who are working from  
21 home would have their laptop connected into the  
22 center. And, of course, we would use our company's  
23 confidentiality policies. So anybody who wanted to  
24 work from home had to meet certain criteria, and  
25 this was when the centers were closing. We

1 identified certain agents that were able to work  
2 from home.

3 But, anyway, with all of that, so let me  
4 see -- we're monitoring that and have monitored  
5 that throughout the years with COVID. Now we're  
6 seeing a decline of the shutdown of centers and  
7 more and more people are coming back to the centers  
8 to work and handling the calls in the center. The  
9 waiver is good until June 30th of 2022. I don't  
10 know if you guys know that, but the waiver is the  
11 service level speed of answer. Two parts. So June  
12 30th. I don't know that we're going to get the  
13 waiver again. I'm not sure about that. I feel  
14 like this will be the last waiver and it will be  
15 back to normal after June 30th. I will communicate  
16 once I hear. I'll communicate with the state once  
17 I hear and I'll let the PSC know what the FCC  
18 announces about that.

19 Okay. And then -- yeah. The CapTel quality  
20 report, it's the same as it applies to TRS, the  
21 same thing, responsiveness and all of that, pretty  
22 much the same. I'm going to make sure we're on top  
23 of all of that.

24 And the outreach. I did mention earlier that  
25 we have done some outreach. We did PSA

1 advertising -- let me see here -- I think it was in  
2 the fall and winter. So we did two different  
3 times, one in the fall and then one in the winter,  
4 and that was advertising speech-to-speech so that  
5 people are more aware of the service being  
6 available, and to contact us if they need the  
7 service.

8 And then also, we did a sponsorship for an art  
9 showcase. I was there. It was really nice. There  
10 were a lot of people that attended. I mean, there  
11 were some parents and some kids and some other  
12 adults. It was a great exposure for people who are  
13 deaf and hard-of-hearing. And we displayed  
14 different products and services and we talked with  
15 people about the services, the different things  
16 that were being offered, and we just wanted to be a  
17 presence in the community and let people know of  
18 our services. So that was very enjoyable. I went  
19 to that and I enjoyed that a lot.

20 Okay. Now for the misdials. First, some  
21 people might not understand what the misdial  
22 problem is. It's a voice user unintentionally  
23 contacting Florida Relay Service. And this occurs  
24 when the relay service information is posted on a  
25 website or advertised in collateral, and it's

1           misleading to people. Like, if you see a PSA on  
2           TV -- let me try to remember one example -- I  
3           remember seeing was something medical, I don't  
4           remember specifically what it was, but it said for  
5           more information, please call this number, and it  
6           was our voice line number that came across and it  
7           says, for Relay Service. And then the second line  
8           was the actual number that people were supposed to  
9           call for that service, and a lot of people called  
10          the first number, which was our voice line, the  
11          Relay voice line, thinking that that was the number  
12          for this medical service. And it was maybe on a  
13          PSA or a website or collateral.

14                 And a lot of people call in and are confused  
15          because the agent lets them know that, no, this is  
16          the relay service. And they're like, what, relay  
17          service? I don't get it. The agent has to  
18          explain. And the person says, oh, maybe I dialed  
19          the wrong number. And you're talking about maybe a  
20          minute, two minutes, three minutes talking to this  
21          particular person who misdialed into our center.  
22          And it takes time away from our agents serving  
23          people who are actually making some real calls.

24                 And we have been flooded with these types of  
25          misdials, occasionally when we've gotten certain

1 websites advertising our number, or PSA's  
2 advertising our number. And we don't know even  
3 where that comes from, you know. Sometimes we're  
4 able -- I've talked with Curtis about this, maybe  
5 reaching out to these individual businesses, but  
6 there are so many businesses out there that would  
7 need to be contacted. And some did remove our  
8 number from their website, some it was hard to get  
9 them to respond. We, like, filed a ticket and went  
10 back and forth and it took a while.

11 We think that the misdials -- our misdial  
12 solution for the -- for the voice number is a VRU,  
13 which is a voice recording unit. It's an easier  
14 way to resolve this issue. So we did a pilot test  
15 on this. Florida was one to do the pilot test,  
16 Puerto Rico also did a pilot test on having a VRU.  
17 And the goal is to avoid 97 percent of the  
18 misdialed happening. So three percent are actual  
19 calls into the relay service for actual relay  
20 calls. And we measure it by counting the number of  
21 inbound calls that we have that come to an agent,  
22 and the agent says, what number would you like to  
23 call, and if they make an outbound call, then that  
24 counts as a real legitimate relay call, so if  
25 there's an inbound and an outbound call.



1           Now, if there's an inbound call to the agent  
2           and they hang up, then you know that it was the  
3           wrong number. And -- well, most likely it was the  
4           wrong number, if they don't make any outbound  
5           calls. So that's how we got that number and we  
6           figured that those are misdials. That's how we  
7           measure the misdials. And, again, this is only  
8           people who are dialing into the 800 -- the voice  
9           800 number, 955-8770 number. It is not 711. It is  
10          not the TTY number. It is just this voice number.  
11          So that means it's a voice caller calling in to the  
12          relay service. So I just wanted to make that  
13          clear, because some people think oh, no, they're  
14          using a TTY, and that's not it. It is -- it is not  
15          a TTY user.

16                 And then, let's see. We also implemented a  
17          voice response unit. And what this message is it's  
18          kind of like an automated recording. And when the  
19          hearing caller misdials, calls into the 800 voice  
20          number, the 800 voice relay number, they will hear  
21          this recording, you have contacted Florida Relay  
22          Telephone Service for Deaf and Hard-of-Hearing, or  
23          people with a hearing loss or speech disability  
24          please remain on the line and provide the Relay  
25          operator the phone number of the person you wish to

1 call, or hang up and look for the correct number of  
2 the business you are attempting to reach. Now,  
3 often the person will hear that and say, oh, that's  
4 not right and hang up before they get to the agent,  
5 before they get to the operator. And that is -- it  
6 eases the use of time taken by the operator and  
7 makes them more available to the center for real  
8 calls.

9 Now, it doesn't cut down 100 percent. Some  
10 still remain on the line and still get in and talk  
11 to an agent. That's okay. And then the agent  
12 educates them and explains to them what this is.  
13 That's okay. But the majority, I would say, we've  
14 reduced this by about almost 50 percent of the  
15 calls, 50 percent of the misdialed calls. Fifty  
16 percent -- the other 50 percent still go through  
17 and there could be other reasons. One could be,  
18 they just stay on the line and listen to it, and  
19 they still go through. And the second could be  
20 maybe a different routing. We haven't yet looked  
21 at that yet, but I need to do some testing on that  
22 one. I don't want to touch that just yet. But the  
23 IT team is looking at the second option, looking at  
24 a routing issue. And we have reduced this about 50  
25 percent of the misdialed calls so far with this VRU

1 in place, and it's very nice. It has helped quite  
2 a bit. It has saved agents time and it has made  
3 agents more available for legitimate calls coming  
4 through. And also it saves the state budget,  
5 obviously, as well.

6 So let's see. The next slide explains the  
7 VRU. It was implemented on Friday, April 8th, this  
8 past April. We implemented it and then around  
9 midnight, a few hours later, the operations team  
10 saw something that looked kind of odd, they saw the  
11 service level drop and -- I forgot exactly what  
12 else happened. I think it was the service level  
13 that dropped. And, anyway, they pulled it out.  
14 They decided to remove it and look at it and do a  
15 little bit more assessing. And it could -- they  
16 found out that it was a false report, that it was a  
17 problem with the reporting. The VRU was doing  
18 fine. It was just measuring something different  
19 than what it was supposed to measure and the VRU  
20 use was just not being measured exactly. So it was  
21 not a problem -- there was no impact on the  
22 customer side, it was just a reporting issue with  
23 the VRU being implemented. So that was changed and  
24 modified. They took it out, was changed and  
25 modified, did some testing on April 22nd, just to

1 make sure that we didn't duplicate the same issue  
2 again, and everything seems to be fine. It was all  
3 done behind the scenes.

4 And then on April 29th, we reinstalled it, the  
5 VRU, and so far up to today it's been doing really  
6 well. The report has shown that it's working,  
7 there's been no issues, IT and operations are very  
8 happy with it. We are still monitoring that.  
9 We're continuing to monitor that, because I expect  
10 to get some kind of report fairly soon because  
11 we're coming -- you know, we set it up at the end  
12 of April. We want to give it a whole month. So  
13 next month I'll get a month's worth of data and  
14 I'll be able to look at the report and see what it  
15 looks like, and I can share it with Curtis and the  
16 PSC staff. So I'll let you guys see what the  
17 changes were and what the impact was on having the  
18 VRU implemented.

19 Let me see. I think that's it for me. So I'm  
20 going to pass it back over to Curtis.

21 MR. WILLIAMS: Thank you, Jeffrey. Are there  
22 any questions for Jeffrey regarding  
23 Sprint/T-Mobile's presentation?

24 Hearing none, we can go ahead and conclude  
25 today's meeting. But, before we do, I would like

1 to open the floor up for any closing remarks or any  
2 questions that anyone may have.

3 Well, if there are no --

4 MS. HAGNER: This is Debbe Hagner. I was  
5 wondering what can we do to work with Cecil for the  
6 organization to exchange and upgrade the bill --  
7 the legislation, the bills on TTY to go more  
8 towards the new technology with the Bluetooth and  
9 WiFi and all that, since the landline is going  
10 away.

11 MR. WILLIAMS: Yes. You can contact Cecil  
12 directly and communicate with him on any support  
13 that you would like to provide. Are there any  
14 additional questions?

15 MR. BRADLEY: Yes, and this is Cecil --  
16 (multiple speakers) --

17 MR. WILLIAMS: Excuse me. Yes. Cecil, before  
18 you comment, was that -- is that Debbe who wanted  
19 to respond or someone else who wanted to respond to  
20 Debbe's comments?

21 MR. D'ANGELO: This is Tom. I actually did  
22 want to respond to Debbe and Cecil.

23 MR. WILLIAMS: Okay. Go ahead, Tom. Go  
24 ahead.

25 MR. D'ANGELO: Yes. Hi. So I'm a

1 representative for the Florida Agency for the Deaf.  
2 And I just wanted to know how -- what we can do to  
3 help Cecil to start to work with us and to work  
4 with our clients to try to change the laws and the  
5 status, because it's really important for us --  
6 when we're talking about working many years with  
7 the -- a lot of changes in technology, and we  
8 really need to move on to the technology that we're  
9 actually using. We're not in the dark ages  
10 anymore. And we really need to change the state  
11 law to reflect what we actually use.

12 MR. WILLIAMS: Yes. Cecil, do you want to  
13 make sure everyone has your contact information?  
14 And, again, I'll direct anyone to just contact  
15 Cecil. Cecil are you --

16 MR. BRADLEY: Yes. This is Cecil again. So I  
17 just wanted to respond. Thank you. Yes. So  
18 anyone can contact me. Thank you, Curtis. Anyone  
19 can contact me at any point. So right now, I'm  
20 just waiting for the legislation -- or the  
21 legislative session. Soon we'll be having a  
22 special session for home insurance. And I just  
23 don't plan to contact anybody until maybe later  
24 this summer. I will then present some information  
25 about the laws, the legislation and the issues, as

1 well.

2 And then at the same time, I'm hoping to start  
3 going to your organizations, like maybe FAD, HLAA,  
4 ALDA, and then some other professional groups, as  
5 well. I'd like to go see some audiologists, people  
6 who provide hearing aids, also some organizations  
7 that focus on parents, also CIL, Florida Commission  
8 for the Deaf and Hard-of-Hearing. There are  
9 several presentations that I'm going to go to for  
10 them, hopefully this summer. Just -- it's  
11 important to remember it takes time for the  
12 legislators to draft a bill and everything like  
13 that, so we just don't know if that will be  
14 happening this Fall, but I will be going to speak  
15 with them, and then at the same time I'm planning  
16 to go to their organizations as well.

17 So I'm thinking some time this summer I will  
18 contact some of you guys, some of those groups and  
19 do some presentations. I'd like to explain what  
20 the law is, what is changing, what is needed, in  
21 the coming months. But, in the meantime, you are  
22 free to call me. And if you know my video phone  
23 number, great. If not, go ahead and email me and  
24 then just ask for my contact information and we can  
25 speak on the phone, on my video phone.

1           MR. WILLIAMS: Thank you, Cecil. Are there  
2 any additional questions for Cecil?

3           MR. D'ANGELO: Yes, this is Tom here -- oh, go  
4 ahead. I really picked up -- that's great. I'm  
5 very -- I've been waiting many, many years for  
6 leadership on this. And FAD leaders are ready and  
7 we are waiting for you, to work with you. And so  
8 I'm really excited to hear from you, Cecil.

9           MR. BRADLEY: Wonderful. Thanks, Tom. I will  
10 be in touch with you all at FAD, hopefully soon.  
11 And we do depend on your support. So, thank you.

12           MR. WILLIAMS: Any additional remarks  
13 regarding today's meeting?

14           Hearing none, I would like to thank everyone  
15 for participating, and that concludes today's  
16 meeting. Again, thank you, and we are adjourned.

17           (Proceedings concluded.)

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