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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

STAFF
PARTICIPATING: CURTIS WILLIAMS
JACOB IMIG
ADRIA HARPER
GREG FOGLEMAN

DATE: Wednesday, May 24, 2023

TIME: Commenced: 2:00 p.m.
Concluded: 2:49 p.m.

PLACE: Gerald L. Gunter Building
Room 105
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

REPORTED BY: DEBRA R. KRICK
Court Reporter

PREMIER REPORTING
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1 APPEARANCES:

2 CURTIS WILLIAMS, PSC staff

JACOB IMIG, PSC staff

3 ADRIA HARPER, PSC staff

GREG FOGLEMAN, PSC staff

4 CECIL BRADLEY, FTRI

JEFF BRANCH, Sprint Relay

5 GARY LEVINE, Hamilton Relay

TOM McCABE, TDS Telecom

6 MARGARET-LYNN DUGGAR, Florida Council on Aging

JANE JOHNSON, Florida Association of Centers for

7 Independent Living

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

2 MR. WILLIAMS: Good afternoon, everyone. I am
3 Curtis Williams with the Office of Industry
4 Development and Market Analysis. I will be
5 chairing today's meeting. Joining me is Jacob Imig
6 with the Office of General Counsel.

7 Someone just called in, so we will probably
8 give it another -- another minute and we will
9 formally get started.

10 (Off the record.)

11 MR. WILLIAMS: We will go ahead and resume.
12 Everyone should have received a copy of the agenda
13 and the presentations, so we will proceed with the
14 meeting as printed.

15 Our first order of business is to have our
16 attorney read the notice.

17 MR. IMIG: By notices issued on May 10th,
18 2023, this time and place has been set for a
19 meeting in Docket No. 20210049-TP to discuss
20 current relevant issues related to relay. The
21 purpose of the meeting is more fully set out in the
22 notices.

23 MR. WILLIAMS: Thank you, Jacob.

24 Before we proceed, I would like to cover some
25 preliminary matters that are very important for the

1 quality of our meeting this afternoon. We ask that
2 you please keep your phone on mute until you are
3 ready to speak so we don't have background and
4 interference noise. And please state your name
5 each time before speaking for the court reporter.

6 We've taken some appearances, but at this
7 time, we will formally take appearances for the
8 record. We will start with our presenters, Florida
9 Telecommunications Relay and T-Mobile, and then
10 followed by the TASA committee members and any
11 other participants.

12 So at this time, we can start taking
13 appearances. We can start with Florida
14 Telecommunications Relay.

15 MR. BRANCH: This is Jeff Branch, hello --
16 yes, this is Jeff Branch. I am here today, and I
17 am the Account Executive for T-Mobile. Welcome,
18 everyone.

19 MR. WILLIAMS: Thank you, Jeff.

20 Cecil Bradley, with Florida Telecommunications
21 Relay, are you still with us?

22 MR. BRADLEY: Yes, I am, and I am working
23 through a VRI interpreter, so let me just make sure
24 that the interpreter is connected. Can you hear us
25 clearly?

1 MR. WILLIAMS: Yes.

2 MR. BRADLEY: Okay. Excellent. I will go
3 ahead and begin.

4 Good afternoon, everyone --

5 MR. WILLIAMS: Hold -- excuse me. Excuse me.
6 We will -- before we begin, we are going to proceed
7 -- continue with taking all appearances, so let us
8 finish taking appearances and then we will come
9 back with -- with you, Cecil, for your
10 presentation.

11 Are there any other participants?

12 MR. LEVINE: Gary Levine with Hamilton Relay.

13 MR. McCABE: Tom McCabe with TDS Telecom.

14 MS. JOHNSON: This is Jane Johnson with the
15 Florida Association of Centers for Independent
16 Living.

17 MS. DUGGAR: Margaret Lynn Duggar, Florida
18 Council on Aging.

19 MR. WILLIAMS: And are there any additional
20 participants who would like to state your name and
21 organization for the record?

22 MR. FOGLEMAN: Greg Fogleman, Commission
23 staff.

24 MR. WILLIAMS: Any others?

25 Hearing none, at this time, we will proceed

1 with the Florida Telecommunications Relay update.

2 Mr. Bradley, you may proceed.

3 MR. BRADLEY: Okay. Well, hello again. Thank
4 you, and good afternoon. Thank you for having me
5 here. I would like to just briefly touch on a few
6 points.

7 There are a few things that are on the paper
8 that I already sent to you, and I think Curtis
9 distributed this via email as an attachment. I
10 would like to point out a view important points
11 though, today.

12 First of all, we are continuing to work with
13 the RDCs, regional distribution centers.
14 Currently, we have 18, and they have been pretty
15 active. Actually, they have been very active.
16 There have been some changes, and there will be
17 some changes coming up.

18 We have 18 RDCs currently, but next year, we
19 are going to drop down to 16, or actually, maybe
20 15, because I think one more has just recently
21 dropped out. So we will have a total of 15
22 regional distribution centers next year.

23 It is my understanding that some of the RDCs
24 are having a hard time due to staff limitations and
25 staff shortages. Some have only one in the entire

1 center. So there are a variety of different
2 reasons. And it's tough for nonprofit
3 organizations all over Florida, and these RDCs are
4 facing issues as well. But we will have 15 next
5 year, and we are preparing for that.

6 On the second page, I have listed on our
7 services here, and you will see different numbers
8 in the columns that I have listed. And I am not
9 going to go through all of those individual --
10 individually, but I would like to point out a few
11 things.

12 We have increased over the past about nine
13 months compared to last year. You may remember
14 during COVID, that really affected all of us over
15 the past two and three years, and we are -- we are
16 progressing at a steady pace now.

17 Our services have increased. We are doing
18 more outreach activities. And our equipment
19 distribution, you will notice there are a few that
20 are very popular phone equipment that people really
21 tend to like.

22 Unfortunately, one weak point, a weak spot
23 that we are experiencing is there are a group of
24 individuals who are deaf, and I don't know the TTY,
25 the old TTY equipment, very few people have the TTY

1 equipment anymore.

2 And then you will see also when T-Mobile gives
3 their numbers, those numbers are shrinking because,
4 you know, of TTY. It's very interesting, but the
5 point is it's something that we need to consider
6 going forward in the future because people are not
7 using landlines anymore, and that's something that
8 we should be thinking about within the next five
9 years.

10 Going back to my presentation.

11 We started the FTRI on-line chat on our public
12 website. And we finally, I am going to say back in
13 February, secured -- we developed our script to
14 work with the chat, and providers, and we fixed
15 some bugs in those programs, and so it started up
16 in February. The numbers have been small so far.
17 And I think the reason for that is, you know, it's
18 going to start out small. Some people don't have
19 internet access, and so that's something that we
20 are thinking about. We suspect that most of the
21 people who are using them are family and friends
22 calling for someone to get services for a family or
23 a friend.

24 We are facing PSC this summer, July 11th. We
25 are going to be facing the PSC to talk about their

1 budget, and to get their approval for our budget.
2 We are including monies to have an iPad program,
3 and it's a pilot project. We are starting with a
4 small number of iPads, slash, Android phones -- or
5 slash tablets. We are going to start out small and
6 see how that goes. We are going to wait and see
7 how that goes through the GFC, and if anyone has
8 any questions, you know, we are going to see what
9 the questions are and see if we can get that
10 approved, and we are hopeful to get that done at
11 the end of the summer.

12 As far as the Legislature's actions, we
13 haven't followed up with the legislators at this
14 time because they've had their legislative session
15 recently, the past two and three months, and we
16 decided that we are going to wait until that is
17 over. I think it just ended three weeks ago. So
18 during the summer, I plan to contact legislators
19 and talk about if we can update our law to allow --
20 to allow wireless equipment.

21 We've had to replace two people who recently
22 retired. One last year and one just recently.
23 Fortunately, we have other strong staff here.

24 And again, as far as the future, we are seeing
25 some changes coming up with FTRI. We will continue

1 to -- continue to keep you informed as things
2 progress in the future.

3 And I think that's all I have as far as my
4 report. So I am going to hand it back to you,
5 Curtis.

6 MR. WILLIAMS: Thank you, Cecil.

7 Are there any questions for Cecil?

8 MR. FOGLEMAN: This is Greg Fogleman,
9 Commission staff. I do have a question.

10 I am a little confused. I was looking at the
11 handout that Curtis had sent out related to, you
12 know, kind of the thing that FTRI had done, and one
13 of the bullets said that you had already contacted
14 staff of several state legislators and two
15 legislative committees. So I want to confirm, that
16 actually did happen already, correct? And you are
17 just going to follow up with them in the next
18 legislative session, is that a correct statement?

19 MR. BRADLEY: That's correct. Well, right
20 now, we are focusing on working with the
21 legislative staff.

22 MR. FOGLEMAN: Okay. All right. So -- so
23 basically you are working with staff right now, and
24 then, in the future, you are planning to work with
25 the legislators themselves?

1 MR. BRADLEY: Yes, later on. But first, we
2 are focusing on staff to discuss the challenges
3 that we are facing.

4 MR. FOGLEMAN: And then I guess a follow-up
5 question. Have you developed any draft legislation
6 or type and strike language to the existing
7 statute, or is it -- is it more conceptual at this
8 point?

9 MR. BRADLEY: Well -- well, Greg, basically we
10 have on older draft, and we proposed changes a long
11 time ago. I provided to the staff, for instance,
12 what might be changed in the legislative bill. I
13 did make a proposal in the past. And what we don't
14 know is if the legislative staff will accept that,
15 or use that document to prepare. I don't know. We
16 still have a lot of questions, and we are still
17 waiting for clarification.

18 MR. FOGLEMAN: Thank you.

19 MR. BRADLEY: You are welcome.

20 MR. WILLIAMS: Are there any additional
21 questions for Cecil?

22 Cecil, I have one follow-up question regarding
23 the RDCs. I understand that they -- they are
24 declining. Can you elaborate a little more on --
25 on -- I guess it's a two-parter. One, can you

1 elaborate on why they are declining? And second,
2 are you looking at other organizations to assist
3 FTRI with the equipment distribution in addition to
4 the RDCs that you worked with in the past?

5 MR. BRADLEY: Yes. Who was that asking the
6 question?

7 MR. WILLIAMS: Curtis Williams.

8 MR. BRADLEY: Okay. Yes. Curtis, thank you
9 for asking that question.

10 First of all, let me see I have the documents
11 here. Hold on just a second. I have gathered some
12 notes.

13 So there is three RDCs that will be backing
14 out, one RDC -- well, I am sure all three, of
15 course. Two RDCs a long time ago, both of them are
16 tight on staff so they are not able to go and
17 provide the services. They are not able to
18 actually get out of the office because they don't
19 have enough staff. They can't really get out into
20 the community to be able to help the clients with
21 trading, or to actually respond to what their needs
22 are. It's a very challenge for both of them.

23 And then the third RDC, there is a director
24 who has some health issues, and so there are no
25 other staff to support them. So when there is only

1 one director and the center will be closing. So
2 those three basically are having difficulty with
3 staff and funding, and so that's part of it.

4 We have increased the funding, we have
5 opportunities for more, but unfortunately, those
6 centers are not able to, you know, keep their
7 staff, keep them on. And so that's a big reason
8 why those are closing.

9 The other RDC, we've had meetings by Zoom, and
10 so we've come up with an idea that for some of the
11 RDCs, there may not be -- well they can go to
12 training, they can go train clients. They may do
13 that over the phone, they can actually minimize
14 their responsibility because we receive the
15 application, we send it directly to their home, and
16 they contact the local RDC for the person there to
17 be able to go into the home. And unfortunately,
18 all of the RDCs do not want to handle just that one
19 service, and so we've dropped the one-service
20 option.

21 We haven't tried to look for other RDCs at
22 this point, because what we are seeing, we are
23 seeing a lot of challenges with staff, challenges
24 with training, and I have noticed a shift in
25 services directly to the customers in the client's

1 home. And so there are more and more people that
2 do not want to go into the RDC to receive training
3 or equipment. And so we are getting more calls
4 here in Tallahassee to apply, and then we can ship
5 it to their homes.

6 When we know that -- when we know what needs
7 there have, we can provide the help. But a lot of
8 that requires one-on-one, and they can contact the
9 local RDC so that they can go in to their home.
10 And sometimes the clients will go into the office
11 if there is an RDC there.

12 So there is a lot of challenges. There is
13 very -- a variety of challenges. And so we are
14 hoping to add more RDCs in the future. But right
15 now, I am looking at exploring FTRI to expand
16 operations. We don't know -- we don't really know.
17 We are looking at five years from now whether or
18 not we need to set up a satellite office in
19 different areas, just a few of them, to be able to
20 send staff to respond locally for what the weak
21 areas are.

22 We have a couple of RDCs that are pretty
23 productive. There are others who may not be as
24 productive, and they may not be continuing. So we
25 are keeping our eyes open for other opportunities.

1 And again, I am not sure if there are any
2 other organizations out there who would be willing
3 to work with us. We are still looking into that.

4 I hope that answers your question, Curtis.

5 MR. WILLIAMS: Yes, it did. Thank you.

6 Are there any additional questions for Cecil?

7 If not, we can proceed with T-Mobile update.

8 Jeff.

9 MR. BRANCH: Hi. This is Jeff Branch here.

10 Hi, everyone. I hope everyone is doing well. I
11 know we've had some thunderstorms in our area, and
12 some interesting weather. I always love to see a
13 good thunderstorm this time of year. It's always
14 nice to have that sometimes. It's refreshing.

15 Okay. Great. Many of you have already
16 received the PowerPoint presentation that was
17 distributed by the PSC. I believe that was all
18 sent out to everyone here, so you should be able to
19 see that PowerPoint. And this is the Florida Relay
20 update PowerPoint, and I am going to go ahead and
21 get started on the second slide.

22 And this is really just an agenda here on what
23 we will be discussing today. The first one is RCP
24 and we are going to talk about TRS statistics,
25 CapTel statistics, the quality report, the outreach

1 expense, and then we will talk a little bit about
2 the VRU. That's the voice response unit, and we
3 will talk about what that is and what we are doing
4 with the VRU all over, not just in Florida, but all
5 over the U.S., we are providing -- where we provide
6 TRS services.

7 So moving on to the third slide. This shows
8 the RCC minutes, and there is a graph on this page.
9 There is not a lot of usage of RCC. We haven't
10 marketed that area, as you know. That's a value
11 added value service to the contract, and we are
12 very cautious with the marketing portion of the RCC
13 product.

14 So back in 2020 and 2021, because of COVID,
15 RCC really became popular, because people were
16 staying at home, and people were joining conference
17 calls at home, and they were able to have, you
18 know, some people couldn't have face-to-face
19 meetings, or couldn't have interpreters come into,
20 you know, on-site, so instead, they used RCC to
21 receive caption for their meetings. And now people
22 are sort of back to work, and people are going in
23 buildings now, and into the office now, so the RCC
24 minutes have just dropped significantly.

25 And now moving on to the next slide. It's

1 pretty much the same. This shows the usage data.
2 And that means how much usage we had, and that is
3 really quite small.

4 We provide up to 30,000 minutes at no cost to
5 the State or to any of the users. So that number
6 is 30,000, and so we should have some of that
7 available.

8 And so word of mouth really leads us to which
9 events we go to. Some are deaf/hard of hearing
10 events. As I mentioned, there are changes in
11 meetings at those events, and that's where we
12 outreach people about their options of using this
13 service. So there is a few people that are quite
14 dedicated to using this service in the state of
15 Florida, but there is not many.

16 Okay. Moving on to the next slide, and this
17 is billable TRS minutes. And the dark red shows
18 the current minutes. The gray is last year, and
19 then the magenta is two years ago. So you can see
20 that number has declined every year. And those
21 minutes do continue to decline, and we expect that
22 to continue in the years to come.

23 There is a lot better technology out there
24 that people are transitioning to. There is
25 internet-based services and digital-based services,

1 and there is more access to different services out
2 there. There is chat features that are popping up
3 all over the place. There is just a variety of
4 different other options for people to use. So this
5 is to be expected that those numbers are declining
6 the way that they are.

7 And the same goes for the other services,
8 CapTel, speech-to-speech, basically all the
9 services. We know that we expect those to decline
10 annually.

11 And then the next slide is Spanish to English,
12 and that's session minutes. And again, it shows
13 the red as the current numbers, the gray is last
14 year, and then the magenta is two years ago. And
15 that is consistent with the previous slides.

16 You know, some of them tend to have spikes for
17 Spanish to English usage, but basically those are
18 declining. And in general, that's sort of all over
19 the industry, and nationwide, that those numbers
20 continue to decline.

21 The next slide, that's billable
22 speech-to-speech minutes. And we have -- in the
23 state of Florida, we have several customers who do
24 like the speech-to-speech service and use it
25 consistently, so we support that usage for those

1 customers.

2 And this next slide is CapTel minutes. That's
3 billable minutes. And again, you will see the
4 numbers here continue to decline. This slows this
5 year, and then last year -- well, there was a
6 significant decline this year because CapTel has
7 another service feature that is more attractive to
8 people and that's IT-based. So it's internet-based
9 CapTel, and in Florida, I think they are really
10 aggressive in reaching out to people for enhanced
11 services, enhanced technologies that are now
12 available.

13 So CapTel, as you know, they have a touch
14 screen version, and it's really sharp looking, and
15 that's their internet-based phone. And so it's
16 also -- it has larger caption, font size options.
17 It's just more -- I guess it's just more
18 streamlined and efficient with an IT-based CapTel
19 phone, compared to an analog phone, that has --
20 they tend to have some issues, and issues where,
21 like, an analog phone, the CapTel device, sometimes
22 if they are hooked to digital on the back end, it
23 makes it difficult for some of the equipment to
24 work with the analog line connected to, you know,
25 digital in the background, so they have to connect

1 with their local CapTel provider to sort of
2 troubleshoot those issues, which can be resolved,
3 but people do tend to prefer the internet CapTel
4 phone. And some people, who like now, work and
5 then decide to switch to an IP-based CapTel phone,
6 which we are seeing quite often.

7 And we maintain support for either, of course.
8 We want to support, like, what's best for each
9 individual customer, so we do continue to support
10 both -- both choices.

11 The next slide shows TRS, the TRS report.
12 It's just basic -- it's just a quick glance at
13 that. I am not going to go through it all. It has
14 complaints, commendations and inquiries that we've
15 had. And we continue to monitor that, but -- and
16 we do follow up if we do get complaints or
17 inquiries, just to make sure that things are
18 addressed and resolved, but we have been good so
19 far with the follow-up and responding to customers
20 as needed.

21 And same for CapTel. It shows the number
22 here. Just take a quick glance at that. And this
23 shows, you know, we looked at maintaining those
24 quality reports.

25 And this shows the outreach report. And

1 that's just outreach information that we have been
2 doing. It shows that we have done some PSAs.
3 We've done some updates with the website, and we
4 continue to do those updates. We work closely with
5 Moran, and so we have been talking about the
6 website recently, and we have developed collaterals
7 to try and revise those to make them more updated
8 and more clear, and we want to make sure that the
9 website is clear. We have sort of been in the
10 process of still doing that this year, going
11 through those collaterals.

12 And then speech-to-speech PSA, we have been
13 doing those in different areas across the state in
14 different cities.

15 Yep. Okay. We have switched interpreters and
16 I will continue.

17 All right. Moving on. I am going now to talk
18 about a voice response unit, which we abbreviate to
19 VRU. VRUs are a solution that we have been working
20 on for several years now. We had, in Florida, one
21 of the states with the largest number of misdials
22 into the relay service. New York has a high
23 number. Florida has a high number. All states
24 have misdials, but Florida has a high number of
25 those.

1 So there are marketers who use these type of
2 systems, or health care providers who, say they
3 have an ad and it says, dial 711 on it, or it may
4 have the indigent Florida relay service number
5 right on that health care ad.

6 Sometimes people will also find the relay
7 service number, like, Blue Cross-Blue Shield, on
8 their website. I know that was one of them that
9 had the relay number listed. And there are other
10 big companies -- oh, United Health Care was one.
11 Bay Care had it on their website as well.

12 I am just -- I am naming health care
13 providers, but it's not limited to health care
14 providers. Other companies also provided the relay
15 phone number on their websites or on their
16 collateral, or even on a PSA.

17 So what happens when they do that is customers
18 who -- I am speaking of people who use a
19 traditional telephone, so what I would call a voice
20 user, not a relay user -- want to call into, say,
21 that health care provider and they end up in a long
22 queue, so they don't get a human right away. But
23 they see the relay number on the collateral, or on
24 the website, and they go, well, I am hanging up
25 here. I will just call that other number thinking

1 they will get an operator at the health care
2 provider, but instead, they get a relay agent. And
3 so they may say, hello, I would like to talk to
4 someone in such and such department at Blue
5 Cross-Blue Shield. That ends up with a TRS agent,
6 who then needs to respond to that caller who
7 doesn't need relay, and say, oh, this is not the
8 health care provider. This is a relay service.
9 And then the traditional phone users says, relay
10 service, what's that? And the relay operator then
11 has to explain that, which takes even more time.

12 This happens many, many, many times,
13 especially, I would say, October, November-ish,
14 because that's when open enrollment starts for
15 health care providers. So a lot of people are
16 signing up for their insurance during that period
17 of time, and a lot of misdialed calls come in
18 because of that.

19 So we looked at that and said, we need to find
20 out -- just find a solution to this, because our
21 relay centers have many calls coming in, and
22 sometimes we couldn't handle some of the calls
23 because there were legitimate users who actually
24 wanted to make a relay call coming in, they were
25 being placed on hold because their operators were

1 busy explaining to someone who didn't need the
2 relay service, no, this isn't the health care
3 provider, you have reached the relay service,
4 please dial the other number. So what we did was
5 set up a voice response unit, or VRU.

6 So what happens is a traditional phone user
7 dials in to the relay number. And I can't remember
8 the specific words the recording says, but it says
9 something like, this is a relay service. You have
10 reached Florida Relay Service. If you intend to
11 place a relay call to call a deaf or a hard of
12 hearing person, please remain on the line and you
13 will be transferred to the next available agent.
14 So oftentimes, these voice users hear that
15 recording and realize it's the wrong number and
16 hang up. If they remain on the line and don't hang
17 up, then they are routed to an agent, and then they
18 can place their call.

19 So that's how it works, and it has drastically
20 reduced the number of misdialed calls that reach
21 our operators.

22 On the next slide, you will see an explanation
23 of voice response unit, or VRU. It's a phone
24 answering system where people are answered with a
25 prerecorded message.

1 T-Mobile Accessibility implemented VRUs to
2 address the issue of a growing number of misdials
3 and Robo calls as well. I didn't mention Robo
4 calls earlier when I was explaining it, but Robo
5 calls are the systems that just randomly out-dial
6 to phone numbers. And sometimes we get inundated
7 with Robo calls trying to come in to the TRS call
8 center, and the agents answer the phone and it's
9 just a Robo call on there. It's not a real person.
10 So they have to wait until a human finally gets on
11 the line. Those are the two examples of why this
12 VRU has been implemented.

13 This next slide explains more about VRUs, and
14 it says, Friday, April 22nd, the VRU for Florida
15 Relay was implemented on the voice number. So it
16 was only on that voice line. And again, we
17 implemented it to monitor and see if it helped, and
18 it did. It worked very well, and we have seen a
19 huge reduction in the number of calls, the
20 misdials. That's, like, I think about half, 50
21 percent it went down. So a lot of calls are being
22 screened out now.

23 They also implemented this in other states.
24 As you will see here, 34 TRS states have
25 implemented voice response units. So we include

1 this on the English voice line, speech-to-speech,
2 711, and the Spanish line and the VCO line.

3 So first quarter 2023, a lot of those extra
4 services were implemented. But again, typically
5 it's someone who uses a traditional phone, and
6 maybe they see a speech-to-speech number and say,
7 well, I will try that. Maybe I will get through to
8 the insurance company if I dial this other number
9 that I see, but instead, they reach a
10 speech-to-speech operator. So again, this is only
11 for voice users or hearing users.

12 Speech-to-speech users have their phone
13 numbers branded as speech-to-speech, and they also
14 have a profile, so they go right through to an
15 agent. Anyone who traditionally calls relay and
16 whose number has been branded does not hit this
17 voice response unit. It's only people who use
18 traditional phones who get this recording. So not
19 TTY users, not speech-to-speech users, et cetera.

20 There are multiple benefits for using the VRU
21 messaging, one is that it educates customers how to
22 use the service without having to have a CA
23 involved in that education. What I mean by that is
24 when a person calls in who is not a relay user and
25 reaches the VRU, they hear the recording, and then

1 there are two options that says, press one to reach
2 a relay service operator, or press two to learn
3 more about the relay service. So if they press
4 two, that will be then another recording that has
5 more details on how relay works. That's one
6 benefit.

7 Another is it allows the CAs to a handle relay
8 calls more efficiently. By that, I mean the calls
9 that are coming in are calls that are intentional.
10 People are dialing the relay service because they
11 do need to make a relay call, and it frees the
12 agents up to handle those.

13 The third thing, it helps improve our service
14 levels. As I mentioned before, if we get inundated
15 with misdials and Robo calls, then our service
16 level gets worse because it's so busy with misdials
17 coming in.

18 And what we have seen is a significant
19 decrease on the number of misdialed calls coming
20 in. So this is very helpful for the state as well.
21 It's shaving costs, because these minutes aren't
22 going into operators now who then have to explain
23 the service, and the State is not having to pay for
24 that. If it's just a misdialed call coming in,
25 they are getting the recording instead of getting a

1 CA.

2 And let's see, on my last slide -- ah, that is
3 my what's slide. All right. So I will turn it
4 back over now to you again, Curtis. Thank you.

5 MR. WILLIAMS: Thank you, Jeff.

6 MR. BRANCH: Uh-huh. Sure. You are very
7 welcome.

8 MR. WILLIAMS: At this time we will open the
9 floor to any questions for -- for Jeff.

10 MR. BRADLEY: Hi, this is Cecil Bradley. Hi,
11 Jeff.

12 I don't know if this is the right time to
13 discuss this or not, but for the future of services
14 -- CPS services in Florida, as far as T-Mobile's
15 plan, maybe this is a national levels plan, I am
16 not sure, so I don't know if this is the right time
17 to discuss this with you, Jeff, or not about the
18 TPS services in the future.

19 MR. BRANCH: This is Jeff. Is there a
20 specific question?

21 MR. BRADLEY: Well, I am just asking if --
22 well, would it be a benefit for us to know the
23 plan, for example, as, Jeff, you and I have talked,
24 and maybe the committee is aware of changes coming
25 up in the future, when it's time for a new contract

1 for the Florida relay contract, I don't know, I
2 think in about three or four years from now, and
3 the possible changes that might be coming up,
4 that's my question, is this a good time to discuss?

5 MR. BRANCH: This is Jeff.

6 MR. WILLIAMS: Go ahead, Jeff.

7 MR. BRANCH: I am not sure. What I can say is
8 we are committed to TRS and to CapTel services, and
9 we are committed to those until the end of this
10 contract. So until the end of this contractual
11 period, which I believe is 2025. I believe that's
12 when it is. 20 -- let me think, I am counting.
13 February 28th, 2025. And then from that point, or
14 probably it would be a bit before that, T-Mobile
15 will have a discussion with the Public Service
16 Commission. So we would talk with staff at that
17 time to talk about plans for either an extension of
18 the current contract, see what we could do to
19 support Florida as far as extension years go or
20 not, but that's when we would talk about that.

21 MR. WILLIAMS: Yes -- and this is Curtis
22 Williams, let me -- Cecil, let me follow up and
23 just make it clear that when the time comes for a
24 new contract to be considered, the analysis Public
25 Service Commission will issue a request for

1 proposals. In that request for proposals, we will
2 identify the services to be offered, and we will
3 provide the public or any interested parties the
4 opportunity to provide input on -- on what -- what
5 the services are to be considered by the Public
6 Service Commission that will be included in the
7 request proposals. I hope that helps.

8 MR. BRADLEY: Yes. Yes, Curtis. Thank you.
9 I just wanted to make sure, you know, that we are
10 prepared, and that, you know, we are able to do
11 those changes for that in the future. Thank you.

12 MR. WILLIAMS: Are there any additional
13 questions for Jeff?

14 If not, we will again open the floor to any
15 closing remarks or any additional discussion that
16 anyone has.

17 MR. BRADLEY: This is Cecil. I just wanted to
18 share, you know, one small bit of information. I
19 don't know if the committee knows about the State
20 of Florida having what's called broadband
21 initiatives to, you know, push the community in the
22 state of Florida to, you know, connect to wire --
23 the wireless access. That's something that I think
24 we need to look at and, you know, as well as our
25 people, not only those with hearing loss and

1 disabilities, but, you know, just benefit with
2 broadband. You know, there is millions of dollars
3 spent on that, and, you know, and in the future of
4 course, so we just want to be, just be aware of
5 what's going on in that.

6 MR. WILLIAMS: Thank you, Cecil.

7 Any follow-up or questions?

8 If there are no additional questions, I would
9 like to thank everyone for participating in the
10 meeting today, and this concludes our meeting.
11 Thank you.

12 (Proceedings concluded.)

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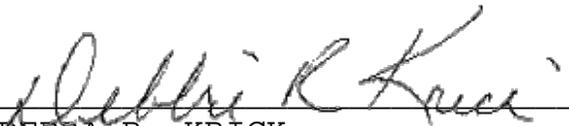
STATE OF FLORIDA)
COUNTY OF LEON)

I, DEBRA KRICK, Court Reporter, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

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

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

DATED this 8th day of May, 2023.


DEBRA R. KRICK
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