

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF DEVELOPMENT OF RULEMAKING

TO

ALL TELECOMMUNICATIONS PROVIDERS

OFFICE OF PUBLIC COUNSEL

AND

ALL OTHER INTERESTED PERSONS

DOCKET NO. 20250097-TP

IN RE: PROPOSED AMENDMENT OF RULE 25-4.150, F.A.C., THE ADMINISTRATOR,  
AND RULE 25-4.160, F.A.C., OPERATION OF TELECOMMUNICATIONS RELAY  
SERVICE.

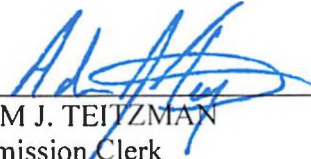
ISSUED: July 31, 2025

NOTICE is hereby given pursuant to Section 120.54, Florida Statutes, that the Florida Public Service Commission staff has initiated rulemaking to amend Rules 25-4.150, Florida Administrative Code (F.A.C.), pertaining to The Administrator, and 25-4.160, F.A.C., pertaining to the operation of the Telecommunications Relay Service.

The attached Notice of Development of Rulemaking appeared in the July 30, 2025, edition of the Florida Administrative Register (Volume 51, Number 147). If requested in writing and not deemed unnecessary by the agency head, a rule development workshop will be scheduled and noticed in the next available Florida Administrative Register. Written requests for a rule development workshop must be submitted to Susan Sapoznikoff, Florida Public Service Commission, Office of the General Counsel, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850, 850-413-6630, Susan.Sapoznikoff@psc.state.fl.us by August 15, 2025. A copy of the preliminary draft rules are attached.

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By DIRECTION of the Florida Public Service Commission this 31st day of July, 2025.



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ADAM J. TEITZMAN  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
(850) 413-6770  
[www.floridapsc.com](http://www.floridapsc.com)

Copies furnished: A copy of this document is provided to the parties of record at the time of issuance and, if applicable, interested persons.

SS

**25-4.150 The Administrator.**

(1) The Administrator is defined by Section 427.703(1), F.S. ~~a corporation not for profit incorporated pursuant to the provisions of Chapter 617, F.S., and designated by the Florida Public Service Commission to administer the telecommunications relay service system and the distribution of specialized telecommunications devices pursuant to the provisions of Part II of Chapter 427, F.S., and rules and regulations adopted by the Commission.~~

(2) For the purposes of implementing Section 427.704(2), F.S., ~~Part II of Chapter 427, F.S.~~, the Commission designates Florida Telecommunications Relay, Inc. ~~is designated~~ as the Administrator, ~~identified in Section 427.704(2), F.S.~~ The Administrator's offices are located at 1820 East Park Avenue, Suite 101, Tallahassee, FL 32301, telephone number 1(800)222-3448.

(3) The Administrator will be responsible for receiving and distributing funds from the operating fund. The Administrator will expend no funds from the operating fund to be used to pay for the cost of the Advisory Committee. The Administrator will expend no funds from the operating fund to be used to pay for entertainment.

(4) The Administrator shall remit payment from available operating funds for all bills rendered by the Provider of relay services within 15 days of receipt. If the Administrator challenges the accuracy of a bill, payment may be withheld only for the challenged portion of the bill and the Administrator shall present to the Commission any unresolved billing issues within 30 days of the bill's original due date.

(5) The Administrator shall verify customer eligibility for the distribution of specialized communications technology as defined in Section 427.703(17), F.S. To be eligible to receive specialized communications technology, the customer must show proof of income less than twice the federal poverty guidelines, or participation in the Supplemental Nutrition Assistance Program or Medicaid.

CODING: Words underlined are additions; words in ~~struck through~~ type are deletions from existing law.

1 *Rulemaking Authority 427.704(7)(~~8~~) FS. Law Implemented 427.703(1)(~~8~~), 427.705(~~4~~) FS.*  
2 *History—New 2-25-92, Amended 9-16-92.*

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1       **25-4.160 Operation of Telecommunications Relay Service.**

2       ~~(1) For intrastate toll calls received from the relay service, each local exchange and~~  
3 ~~interexchange telecommunications company billing relay calls shall discount relay service~~  
4 ~~calls by 50 percent off of the otherwise applicable rate for a voice nonrelay call except that~~  
5 ~~where either the calling or called party indicates that either party is both deaf or hard of~~  
6 ~~hearing and visually impaired, the call shall be discounted 60 percent off of the otherwise~~  
7 ~~applicable rate for a voice nonrelay call. The above discounts apply only to time sensitive~~  
8 ~~elements of a charge for the call and shall not apply to per call charges such as a credit card~~  
9 ~~surcharge. In the case of a tariff which includes either a discount based on number of minutes~~  
10 ~~or the purchase of minutes in blocks, the discount shall be calculated by discounting the~~  
11 ~~minutes of relay use before the tariffed rate is applied.~~

12       ~~(1)(2)~~ When a local exchange telecommunications company passes a call to the Florida  
13 relay service provider, it shall also forward the calling party's originating telephone number if  
14 the calling party's central office has that capability.

15       ~~(2)(3)~~ To fund the telecommunications access system established under ~~Part II~~ of Chapter  
16 427, F.S., all local exchange telecommunications companies shall impose a monthly surcharge  
17 on all local exchange telecommunications company subscribers, excluding federal, state, and  
18 county agencies, on an individual access line basis, except that such surcharge shall not be  
19 imposed upon more than 25 basic telecommunications access lines per account bill rendered.

20       (a) A local exchange telecommunications company shall consider an account bill rendered  
21 in a manner consistent with its billing practices for other telecommunications services.

22       (b) Except as otherwise provided by law, the surcharge billed by the local exchange  
23 telecommunications companies is not subject to any sales, use, franchise, income, municipal  
24 utility, gross receipts, or any other tax, fee, or assessment, nor shall it be considered revenue of  
25 the local exchange telecommunications companies for any purpose.

CODING: Words underlined are additions; words in ~~struck through~~ type are deletions from existing law.

(c) All local exchange telecommunications companies shall include the surcharge as a part of the local service charge that appears on the customer's bill except that the surcharge may be itemized if a company monthly itemizes all local service charges. However, the local exchange telecommunications company shall itemize the surcharge on the initial bill to the subscriber and itemize it at least once annually. The local exchange telecommunications company may deduct and retain 1 percent of the total surcharge amount collected each month to recover the billing, collecting, remitting, and administrative costs attributed to the surcharge. All moneys received by the local exchange telecommunications company, less the authorized amount retained, shall be submitted so as to be received by the Administrator within fifteen days after the end of the previous month. Each local exchange telecommunications company shall follow the same procedures for collecting this surcharge as for collecting for other regulated telecommunications services.

~~(3)(4)~~ For purposes of this part, the term "local exchange telecommunications company" shall be defined in Section 427.703(~~12~~)(~~7~~), F.S. The term shall include shared tenant service providers and competitive local exchange companies.

*Rulemaking Authority 350.127(2), 427.704(~~7~~)(~~8~~) FS. Law Implemented 427.704(4),(5) FS.  
History—New 9-16-92, Amended 4-8-98, 5-22-12.*