

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: September 25, 2025

TO: Office of Commission Clerk (Teitzman)

FROM: Office of the General Counsel (Sapoznikoff) *SMC*
Division of Economics (Guffey) *EDD*
Office of Industry Development and Market Analysis (Hinton, Fogleman, Williams) *CH*

RE: Docket No. 20250097-TP – 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.

AGENDA: 10/07/25 – Regular Agenda – Rule Proposal – Interested Persons May Participate

COMMISSIONERS ASSIGNED: All Commissioners

PREHEARING OFFICER: Fay

RULE STATUS: Proposal May Be Deferred

CRITICAL DATES: 01/26/26 – Rule must be proposed by this date pursuant to Section 120.54(2)(a)2., F.S.

SPECIAL INSTRUCTIONS: None

Case Background

In 2025, the Legislature amended Sections 427.702 through 427.706, Florida Statutes (F.S.) relating to the Telecommunications Access System Act of 1991. *See* 2025-148, Laws of Florida. Among other things, these statutory changes require the Commission to set eligibility requirements for distribution of newly defined specialized communications technology and renumbered statutory sections referenced in Commission rule, necessitating amendment of the rules implementing these statutes, Rule 25-4.150, Florida Administrative Code (F.A.C.), The Administrator, and Rule 25-4.160, F.A.C., Operation of Telecommunications Relay Service.

The amendment of Section 427.703(1), F.S., updated the definition of “Administrator,” which entity is addressed in Rule 25-4.150, F.A.C. Section 427.703, F.S. was also amended to add new subsection (17), defining “specialized communications technology.” Additional amendments to Section 427.703, F.S., caused the renumbering of the statutory section that defines “local exchange telecommunications company,” which term is referenced in Rule 25-4.160, F.A.C.

Procedural Matters

In furtherance of the Legislature’s directive in Section 427.704(7), F.S., staff initiated rulemaking to amend Rules 25-4.150, and 25-4.160, F.A.C. The Commission’s Notice of Development of Rulemaking was published in Vol. 51, Number 147, of the Florida Administrative Register on July 30, 2025.

Staff received a request for rule workshop regarding the draft language of Rule 25-4.150, F.A.C., from Florida Telecommunications Relay, Inc. (FTRI), which is the “Administrator” as defined by statute and is referenced in that rule. FTRI submitted written comments in lieu of holding a workshop.

This recommendation addresses whether the Commission should propose the amendment of Rules 25-4.150 and 25-4.160, F.A.C. The Commission has jurisdiction pursuant to Section 120.54, 350.127(2), and 427.704(7), F.S.

Discussion of Issues

Issue 1: Should the Commission propose the amendment of Rule 25-4.150, F.A.C., The Administrator, and Rule 25-4.160, F.A.C., Operation of Telecommunications Relay Service?

Recommendation: Yes. The Commission should propose the amendment of Rules 25-4.150 and 25-4.160, F.A.C., as set forth in Attachment A. The Commission should also certify the rules as a minor violation rules. (Sapoznikoff, Hinton, Guffey)

Staff Analysis: The purpose of this rulemaking is to amend Rules 25-4.150 and 25-4.160, F.A.C., to implement statutory changes made during the 2025 legislative session. Staff recommends that the Commission propose the amendment of Rules 25-4.150 and 25-4.160, F.A.C., as set forth in Attachment A.

Rule 25-4.150, F.A.C., The Administrator

Overall, the recommended amendments to Rule 25-4.150, F.A.C., simplify and clarify the rule language to reference the revised definition of the “Administrator,” as amended by the statutory changes to Section 427.703(1), F.S., and to comply with Section 120.545(1)(c), F.S. The more substantial recommended amendment to the rule is the addition of new Subsection (5).

The recommended amendments add Subsection (5) to implement the addition of Section 427.704(e), F.S., which requires the Commission to “set eligibility requirements for the distribution of specialized communications technology.” The statute requires the eligibility requirements be based on income qualifications of no less than double, but no more than triple, the federal poverty level, or participation in other state or federal programs based on income.

Subsection (5) sets the eligibility threshold at 250 percent of the federal poverty level, which is within the lowest and highest allowable amounts set forth in the statute. Staff believes this level is most appropriate as it provides the intended accessibility, but also allows for future adjustment based on initial consumer interest and its impact on FTRI’s budget.

In addition, there are five federal programs that qualify consumers for Lifeline Assistance. The recommended rule language allows consumers who qualify for any of those programs to be eligible to receive the specialized communications technology.

Staff incorporated many of the written comments from FTRI into the recommended amendments of Rule 25-4.150, F.A.C. FTRI had wanted the Commission to set the eligibility threshold at the top of the statutory range, but has advised staff that it is satisfied with the recommended amendments which allow the Commission flexibility to assess how the income eligibility requirements affect demand for the newly available “specialized communications technology.”

Rule 25-4.160, F.A.C., Operation of Telecommunications Relay Service

Staff recommends deleting subsection (1) of this rule because the current rule language requires a discount for intrastate toll calls received from a telecommunications relay service (TRS) and doesn’t reflect current practice. TRS providers no longer charge for toll calls. As a result, the toll discount language contained in the rule is no longer necessary.

Minor Violation Rule Certification

Pursuant to Section 120.695, F.S., for each rule filed for adoption, the agency head shall certify whether any part of a rule is designated as a rule the violation of which would be a minor violation. Under Section 120.695(2)(b), F.S., a violation of a rule is minor if it does not result in economic or physical harm to a person or adversely affect the public health, safety, or welfare or create a significant threat of such harm. Rules 25-4.150 and 25-4.160, F.A.C., are both currently listed as minor violation rules, and staff recommends that both should remain listed as minor violation rules by the Commission. These rules are minor violation rules because the violation of either of them would not result in economic or physical harm to a person, cause an adverse effect on the public health, safety, or welfare, or create a significant threat of such harm. Therefore, for the purposes of filing the rules for adoption with the Department of State, staff recommends that the Commission certify Rules 25-4.150 and 25-4.160, F.A.C., as minor violation rules.

Statement of Estimated Regulatory Costs

Section 120.54(3)(b)1., F.S., encourages agencies to prepare a Statement of Estimated Regulatory Costs (SERC) before the adoption, amendment, or repeal of any rule. A SERC was prepared for each rule in this rulemaking and they are appended as Attachment B. As required by Section 120.541(2)(a)1., F.S., the SERC analysis includes whether the rules are individually likely to have an adverse impact on economic growth, private sector job creation or employment, or private sector investment in excess of \$1 million in the aggregate within five years after implementation.

The SERCs conclude that neither rule will likely directly or indirectly increase regulatory costs in excess of \$200,000 in the aggregate in Florida within one year after implementation. Further, the SERC concludes that the rule amendments will not likely increase regulatory costs, including any transactional costs, or have an adverse impact on business competitiveness, productivity, or innovation, in excess of \$1 million in the aggregate within five years of implementation. Thus, pursuant to Section 120.541(3), F.S., neither rule requires legislative ratification.

In addition, the SERCs indicate that the rules would have no adverse impact on small businesses, would have no implementation or enforcement costs on the Commission or any other state or local government entity, and would have no impact on small cities or small counties. The SERCs state that there will be no transactional costs likely to be incurred by individuals and entities required to comply with the requirements. None of the impact/cost criteria established in Section 120.541(2)(a), F.S., will be exceeded as a result of either rule. Finally, the SERCs indicate that there are no market impacts likely to result from compliance with the proposed rule.

Conclusion

Based on the foregoing, staff recommends that the Commission should propose the amendment of Rules 25-4.150 and 25-4.160, F.A.C., as set forth in Attachment A. Staff also recommends the Commission certify the rules as minor violation rules.

Issue 2: Should the docket be closed?

Recommendation: Yes. If no requests for hearing are made or comments from the Joint Administrative Procedures Committee (JAPC) are filed, and no proposals for lower cost regulatory alternatives are submitted pursuant to Section 120.541(1)(a), F.S., the rules should be filed for adoption with the Department of State, and the docket should be closed. (Sapoznikoff)

Staff Analysis: If no request for hearing is made or comments from JAPC are filed, and no proposals for a lower cost regulatory alternatives are submitted pursuant to Section 120.541(1)(a), F.S., the rules should be filed for adoption with the Department of State, and the docket should be closed.

1 **25-4.150 The Administrator.**

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

7 (2) For the purposes of implementing Section 427.704(2), F.S., ~~Part II of Chapter 427,~~
 8 ~~F.S., the Commission designates~~ Florida Telecommunications Relay, Inc. ~~is designated~~ as the
 9 Administrator, ~~identified in Section 427.704(2), F.S.~~ The Administrator's offices are located at
 10 1820 East Park Avenue, Suite 101, Tallahassee, FL 32301, telephone number 1(800)222-
 11 3448.

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

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

21 (5) The Administrator shall verify customer eligibility for the distribution of specialized
 22 communications technology as defined in Section 427.703(17), F.S. To be eligible to receive
 23 specialized communications technology, the customer must show proof of income less than
 24 250 percent of the federal poverty level, or participation in the Supplemental Nutrition
 25 Assistance Program, Medicaid, Supplemental Security Income, or Section 8 Housing Choice

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

1 Voucher Program, or who receive either a Veterans Pension or Survivors Pension from the
2 Department of Veterans Affairs.
3 *Rulemaking Authority 427.704(7)~~(8)~~ FS. Law Implemented 427.703(1)~~(8)~~, 427.705~~(4)~~ FS.*
4 *History—New 2-25-92, Amended 9-16-92, _____.*
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CODING: Words underlined are additions; words in ~~struck through~~ type are deletions from existing law.

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.

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

13 ~~(3)(4)~~ For purposes of this part, the term "local exchange telecommunications company"
14 shall be defined in Section 427.703~~(12)(7)~~, F.S. The term shall include shared tenant service
15 providers and competitive local exchange companies.

16 *Rulemaking Authority 350.127(2), 427.704~~(7)(8)~~ FS. Law Implemented 427.704(4),(5) FS.*
17 *History—New 9-16-92, Amended 4-8-98, 5-22-12.*
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TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: September 15, 2025

TO: Susan Sapoznikoff, Senior Attorney, Office of the General Counsel

FROM: Sevini K. Guffey, Public Utility Analyst IV, Division of Economics *SKg*

RE: Statement of Estimated Regulatory Costs (SERC) for Proposed Adoption of Amended Rule 25-4.150, Florida Administrative Code (F.A.C.), Administrator and Rule 25-4.160, F.A.C., Operation of Telecommunications Relay Service.

The purpose of this rulemaking is to propose amendments to Rules 25-4.150 and 25-4.160, F.A.C., to implement Section 427, Florida Statutes (F.S.), which was revised during the 2025 Florida legislative session. The legislature approved Chapter 2025-148, Laws of Florida, relating to the Telecommunications Access System Act of 1991 (TASA).

Amended Rule 25-4.150, F.A.C., revises the responsibilities of the Administrator to manage the distribution of specialized communications technology.

Rule 25-4.160, F.A.C., is amended to delete Paragraph (1) because telecommunications relay service intrastate toll call discount language is no longer necessary due to a 2020 Federal Communications Commission report and order.

In summary, the above referenced two rules will remove obsolete rule language, update references to the definition of “local exchange company” and “administrator”, and set customer eligibility requirements to receive specialized communications technology through TASA, as amended by Chapter 2025-148, Laws of Florida.

The attached SERC addresses the economic considerations required pursuant to Section 120.541, F.S. The number of entities for which the rule is applicable is Florida Telecommunications Relay, Inc. (FTRI, a not-for-profit corporation) which is the Commission designated Administrator and distributor of telecommunications devices for persons with hearing loss, speech impairments, or who are deafblind. The proposed amended rules, reflecting the statutory revisions, would not result in negative fiscal impacts to the telecommunications utilities, as discussed in the attached SERC. A request for a rule development workshop and written comments were submitted on August 11, 2025 by FTRI. The written comments were accepted in lieu of a workshop. No regulatory alternatives were submitted pursuant to Section 120.541(1)(a), F.S. by any affected entity. None of the impacts/cost criteria established in Section 120.541(2)(a)-(e), F.S., will be exceeded as a result of the proposed revised rule.

cc: SERC file

FLORIDA PUBLIC SERVICE COMMISSION
STATEMENT OF ESTIMATED REGULATORY COSTS
Rule 25-4.150, F.A.C., The Administrator

1. Will the proposed rule have an adverse impact on small business? [120.541(1)(b), F.S.]
(See Section E. below for definition of small business.)

Yes ☐

No ☒

If the answer to Question 1 is “yes,” see comments in Section E.

2. Is the proposed rule likely to directly or indirectly increase regulatory costs in excess of \$200,000 in the aggregate in this state within 1 year after implementation of the rule? [120.541(1)(b), F.S.]

Yes ☐

No ☒

If the answer to either question above is “yes,” a Statement of Estimated Regulatory Costs (SERC) must be prepared. The SERC shall include an economic analysis showing:

A. Whether the rule directly or indirectly:

- (1) Is likely to have an adverse impact on any of the following in excess of \$1 million in the aggregate within 5 years after implementation of the rule? [120.541(2)(a)1, F.S.]

Economic growth

Yes ☐ No ☒

Private-sector job creation or employment

Yes ☐ No ☒

Private-sector investment

Yes ☐ No ☒

- (2) Is likely to have an adverse impact on any of the following in excess of \$1 million in the aggregate within 5 years after implementation of the rule? [120.541(2)(a)2, F.S.]

Business competitiveness (including the ability of persons doing business in the state to compete with persons doing business in other states or domestic markets)

Yes ☐ No ☒

Productivity

Yes ☐ No ☒

Innovation

Yes ☐ No ☒

(3) Is likely to increase regulatory costs, including any transactional costs, in excess of \$1 million in the aggregate within 5 years after the implementation of the rule? [120.541(2)(a)3, F.S.]

Yes ☐ No ☒

Economic Analysis: NA

B. A good faith estimate of: [120.541(2)(b), F.S.]

(1) The number of individuals and entities likely to be required to comply with the rule.

The entity required to comply with these rules is the Florida Telecommunications Relay, Inc., which is the Commission designated, not-for-profit administrator of the telecommunications relay service system and the distributor of specialized telecommunications devices.

(2) A general description of the types of individuals likely to be affected by the rule.

Types of individuals likely to be affected by these rules are the qualifying customers who are eligible to receive specialized communications devices.

C. A good faith estimate of: [120.541(2)(c), F.S.]

(1) The cost to the agency to implement and enforce the rule.

☒ None. To be done with the current workload and existing staff.

☐ Minimal. Provide a brief explanation.

☐ Other. Provide an explanation for estimate and methodology used.

(2) The cost to any other state and local government entity to implement and enforce the rule.

☒ None. The rule will only affect the agency.

☐ Minimal. Provide a brief explanation.

☐ Other. Provide an explanation for estimate and methodology used.

(3) Any anticipated effect on state or local revenues.

☒ None.

☐ Minimal. Provide a brief explanation.

☐ Other. Provide an explanation for estimate and methodology used.

D. A good faith estimate of the transactional costs likely to be incurred by individuals and entities (including local government entities) required to comply with the requirements of the rule. "Transactional costs" may include the following: filing fees; expenses to obtain a license; necessary equipment; installation, utilities for, and maintenance of necessary equipment; necessary operations or procedures; accounting, financial, information management, and other administrative processes; labor, based on relevant wages, salaries, and benefits; materials and supplies; capital expenditures, including financing costs; professional and technical services, including contracted services necessary to implement and maintain compliance; monitoring and reporting; qualifying and recurring education, training, and testing; travel; insurance and surety requirements; a fair and reasonable allocation of administrative costs and other overhead; reduced sales or other revenue; or other items suggested by the rules ombudsman in the Executive Office of the Governor or by any interested person, business organization, or business representative. [120.541(2)(d), F.S.]

☐ None. The rule will only affect the agency.

☒ Minimal. Provide a brief explanation. The revised rule 25-4.150 F.A.C., references Section 427.703(1) F.S. which defines the responsibilities of the Administrator.

☐ Other. Provide an explanation for estimate and methodology used.

E. An analysis of the impact on small businesses, small counties, and small cities: [120.541(2)(e), F.S.]

(1) "Small business" is defined by Section 288.703, F.S., as an independently owned and operated business concern that employs 200 or fewer permanent full-time employees and that, together with its affiliates, has a net worth of not more than \$5 million or any firm based in this state which has a Small Business Administration 8(a) certification. As to sole proprietorships, the \$5 million net worth requirement shall include both personal and business investments.

☒ No adverse impact on small business.

☐ Minimal. Provide a brief explanation.

☐ Other. Provide an explanation for estimate and methodology used.

(2) A "Small City" is defined by Section 120.52, F.S., as any municipality that has an unincarcerated population of 10,000 or less according to the most recent decennial census. A "small county" is defined by Section 120.52, F.S., as any county that has an unincarcerated population of 75,000 or less according to the most recent decennial census.

☒ No impact on small cities or small counties.

☐ Minimal. Provide a brief explanation.

☐ Other. Provide an explanation for estimate and methodology used.

F. In evaluating the impacts described in paragraphs A and E, include a discussion, if applicable, of the market impacts likely to result from compliance with the proposed rule, including: [120.541(2)(f), F.S.]

1. Changes to customer charges for goods or services.
2. Changes to the market value of goods and services produced, provided, or sold.
3. Changes to costs resulting from the purchase of substitute or alternative goods or services.
4. The reasonable value of time to be spent by owners, officers, operators, and managers to understand and comply with the proposed rule, including, but not limited to, time to be spent completing required education, training, or testing.

Discussion and Analysis of Market Impacts: Qualifying persons with hearing loss, speech impairments, or who are deafblind, will be able to receive specialized communications technology/equipment and devices which will enhance their quality of life. The customer must show proof of income less than 250 percent of the federal poverty level, or proof of participation in the Supplemental Nutrition Assistance Program, Medicaid, Supplemental Security Income, or Section 8 Housing Choice Voucher Program, or receive either a Veterans Pension or Survivors Pension from the Department of Veterans Affairs

G. Any additional information that the agency determines may be useful. [120.541(2)(g), F.S.]

☒ None.

Additional Information:

H. A description of any regulatory alternatives submitted and a statement adopting the alternative or a statement of the reasons for rejecting the alternative in favor of the proposed rule. [120.541(2)(h), F.S.]

- ☒ No regulatory alternatives were submitted.
- ☐ A regulatory alternative was received from
- ☐ Adopted in its entirety.
- ☐ Rejected. Describe what alternative was rejected and provide a statement of the reason for rejecting that alternative.

FLORIDA PUBLIC SERVICE COMMISSION
STATEMENT OF ESTIMATED REGULATORY COSTS
Rule 25-4.160, F.A.C., Operation of Telecommunications Relay Service

1. Will the proposed rule have an adverse impact on small business? [120.541(1)(b), F.S.]
(See Section E. below for definition of small business.)

Yes ☐

No ☒

If the answer to Question 1 is “yes,” see comments in Section E.

2. Is the proposed rule likely to directly or indirectly increase regulatory costs in excess of \$200,000 in the aggregate in this state within 1 year after implementation of the rule? [120.541(1)(b), F.S.]

Yes ☐

No ☒

If the answer to either question above is “yes,” a Statement of Estimated Regulatory Costs (SERC) must be prepared. The SERC shall include an economic analysis showing:

A. Whether the rule directly or indirectly:

- (1) Is likely to have an adverse impact on any of the following in excess of \$1 million in the aggregate within 5 years after implementation of the rule? [120.541(2)(a)1, F.S.]

Economic growth

Yes ☐ No ☒

Private-sector job creation or employment

Yes ☐ No ☒

Private-sector investment

Yes ☐ No ☒

- (2) Is likely to have an adverse impact on any of the following in excess of \$1 million in the aggregate within 5 years after implementation of the rule? [120.541(2)(a)2, F.S.]

Business competitiveness (including the ability of persons doing business in the state to compete with persons doing business in other states or domestic markets)

Yes ☐ No ☒

Productivity

Yes ☐ No ☒

Innovation

Yes ☐ No ☒

(3) Is likely to increase regulatory costs, including any transactional costs, in excess of \$1 million in the aggregate within 5 years after the implementation of the rule? [120.541(2)(a)3, F.S.]

Yes ☐ No ☒

Economic Analysis: NA

B. A good faith estimate of: [120.541(2)(b), F.S.]

(1) The number of individuals and entities likely to be required to comply with the rule.

The entity required to comply with these rules is the Florida Telecommunications Relay, Inc., which is the Commission designated, not-for-profit administrator of the telecommunications relay service system and the distributor of specialized telecommunications devices.

(2) A general description of the types of individuals likely to be affected by the rule.

Types of individuals likely to be affected by these rules are the qualifying customers who are eligible to receive specialized communications devices.

C. A good faith estimate of: [120.541(2)(c), F.S.]

(1) The cost to the agency to implement and enforce the rule.

☒ None. To be done with the current workload and existing staff.

☐ Minimal. Provide a brief explanation.

☐ Other. Provide an explanation for estimate and methodology used.

(2) The cost to any other state and local government entity to implement and enforce the rule.

☒ None. The rule will only affect the agency.

☐ Minimal. Provide a brief explanation.

☐ Other. Provide an explanation for estimate and methodology used.

(3) Any anticipated effect on state or local revenues.

☒ None.

☐ Minimal. Provide a brief explanation.

☐ Other. Provide an explanation for estimate and methodology used.

D. A good faith estimate of the transactional costs likely to be incurred by individuals and entities (including local government entities) required to comply with the requirements of the rule. "Transactional costs" may include the following: filing fees; expenses to obtain a license; necessary equipment; installation, utilities for, and maintenance of necessary equipment; necessary operations or procedures; accounting, financial, information management, and other administrative processes; labor, based on relevant wages, salaries, and benefits; materials and supplies; capital expenditures, including financing costs; professional and technical services, including contracted services necessary to implement and maintain compliance; monitoring and reporting; qualifying and recurring education, training, and testing; travel; insurance and surety requirements; a fair and reasonable allocation of administrative costs and other overhead; reduced sales or other revenue; or other items suggested by the rules ombudsman in the Executive Office of the Governor or by any interested person, business organization, or business representative. [120.541(2)(d), F.S.]

☒ None. The rule will only affect the agency.

☐ Minimal. Provide a brief explanation.

☐ Other. Provide an explanation for estimate and methodology used.

E. An analysis of the impact on small businesses, small counties, and small cities: [120.541(2)(e), F.S.]

(1) "Small business" is defined by Section 288.703, F.S., as an independently owned and operated business concern that employs 200 or fewer permanent full-time employees and that, together with its affiliates, has a net worth of not more than \$5 million or any firm based in this state which has a Small Business Administration 8(a) certification. As to sole proprietorships, the \$5 million net worth requirement shall include both personal and business investments.

☒ No adverse impact on small business.

☐ Minimal. Provide a brief explanation.

☐ Other. Provide an explanation for estimate and methodology used.

(2) A "Small City" is defined by Section 120.52, F.S., as any municipality that has an unincarcerated population of 10,000 or less according to the most recent decennial census. A "small county" is defined by Section 120.52, F.S., as any county that has an unincarcerated population of 75,000 or less according to the most recent decennial census.

☒ No impact on small cities or small counties.

☐ Minimal. Provide a brief explanation.

☐ Other. Provide an explanation for estimate and methodology used.

F. In evaluating the impacts described in paragraphs A and E, include a discussion, if applicable, of the market impacts likely to result from compliance with the proposed rule, including: [120.541(2)(f), F.S.]

1. Changes to customer charges for goods or services.
2. Changes to the market value of goods and services produced, provided, or sold.
3. Changes to costs resulting from the purchase of substitute or alternative goods or services.
4. The reasonable value of time to be spent by owners, officers, operators, and managers to understand and comply with the proposed rule, including, but not limited to, time to be spent completing required education, training, or testing.

Discussion and Analysis of Market Impacts: NA

G. Any additional information that the agency determines may be useful. [120.541(2)(g), F.S.]

☒ None.

Additional Information:

H. A description of any regulatory alternatives submitted and a statement adopting the alternative or a statement of the reasons for rejecting the alternative in favor of the proposed rule. [120.541(2)(h), F.S.]

- ☒ No regulatory alternatives were submitted.
- ☐ A regulatory alternative was received from
- ☐ Adopted in its entirety.
- ☐ Rejected. Describe what alternative was rejected and provide a statement of the reason for rejecting that alternative.