

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: November 12, 2025

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: [Susan Sapoznikoff], Office of the General Counsel

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.

Please file the attached rule certification packet materials for Rules 25-4.150 and 25-4.160, F.A.C., in the docket file listed above.

Thank you.

Attachment

From: [RuleAdoptions](#)
To: [Susan Sapoznikoff](#)
Cc: [Harris, Whitley](#); [Joint Administrative Procedures Committee](#)
Subject: RE: Adoption Packet for Rules 25-4.150 and 25-4.160, F.A.C.; Docket 20250097-TP
Date: Wednesday, November 12, 2025 3:28:26 PM
Attachments: [25-4.150, .160.pdf](#)

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Good afternoon,

Attached is the filed adoption packet for Rules 25-4.150 and .160, F.A.C.

Best,

Alexandra Leijon

Administrative Code and Register Director
Office of General Counsel
Department of State
Room 701I The Capitol | Tallahassee, FL
P: (850)245-6208
Alexandra.Leijon@dos.fl.gov

From: Susan Sapoznikoff <SSapozni@psc.state.fl.us>
Sent: Wednesday, November 12, 2025 2:09 PM
To: RuleAdoptions <RuleAdoptions@dos.fl.gov>
Subject: Adoption Packet for Rules 25-4.150 and 25-4.160, F.A.C.; Docket 20250097-TP

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

Good morning:

I have attached the rule certification packet for Rules 25-4.150 and 25-4.160, F.A.C., with the PDF attachment of the entire packet, along with the Word version of the coded text of the rules.

I await your email confirming receipt.

With best regards,

Suzie

Susan Sapoznikoff
Special Counsel
Appeals, Rules & Ethics Section
Office of the General Counsel
Florida Public Service Commission
(850)-413-6630
Susan.Sapoznikoff@psc.state.fl.us



PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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FLORIDA DEPARTMENT *of* STATE

RON DESANTIS
Governor

CORD BYRD
Secretary of State

November 12, 2025

Susan Sapoznikoff, Esq.
Special Counsel
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Dear Susan Sapoznikoff:

Your adoption package for Rules 25-4.150 and .160, F.A.C. was received, electronically, by the Florida Department of State, Administrative Code and Register at 2:12 p.m. on November 12, 2025. After review, it appears that the package meets statutory requirements and those of Rule 1-1.010, F.A.C. and is deemed filed for adoption at the time received, as indicated above. The effective date is December 2, 2025.

Sincerely,

Alexandra Leijon
Administrative Code and Register Director

AL

From: [Susan Sapoznikoff](#)
To: [RuleAdoptions](#)
Subject: Adoption Packet for Rules 25-4.150 and 25-4.160, F.A.C.; Docket 20250097-TP
Date: Wednesday, November 12, 2025 2:12:51 PM
Attachments: [25.11.12. DOS Adoption packet.pdf](#)
[8 -coded text of rules.docx](#)

EMAIL RECEIVED FROM EXTERNAL
SOURCE

The attachments/links in this message have been scanned by Proofpoint.

Good morning:

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I await your email confirming receipt.

With best regards,

Suzie

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Senator Erin Grall, Chair
Representative Tobin Rogers "Toby" Overdorf, Vice Chair
Senator Mack Bernard
Senator LaVon Bracy Davis
Senator Don Gaetz
Senator Thomas J. "Tom" Leek
Senator Carlos Guillermo Smith
Senator Clay Yarborough
Representative William "Bill" Conerly
Representative Chad Johnson
Representative Kim Kendall
Representative Leonard Spencer
Representative Debra Tendrich
Representative Meg Weinberger



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THE FLORIDA LEGISLATURE
**JOINT ADMINISTRATIVE
PROCEDURES COMMITTEE**

CERTIFICATION

Department: Public Service Commission
Agency:
Rule No(s): 25-4.150, .160
File Control No: 197015

As required by subparagraph 120.54(3)(e)4 F.S., the Joint Administrative Procedures Committee hereby certifies that:

- ☐ There were no material and timely written comments or written inquiries made on behalf of the committee regarding the above listed rule; or
- ☒ The adopting agency has responded in writing to all material and timely written comments or written inquiries made on behalf of the committee regarding the above listed rules; or
- ☐ The adopting agency has not responded in writing to all material and timely written comments or written inquiries made on behalf of the Committee regarding the above listed rules.

Certification Date: 11/12/2025

This certification expires after: 11/19/2025

Certifying Attorney: Jamie Jackson

NOTE:

- ☐ *The above cert.fied rules include materials incorporated by reference.*
- ☒ *The above cert.fied rules do not include materials incorporated by reference.*

COMMISSIONERS:
MIKE LA ROSA, CHAIRMAN
ART GRAHAM
GARY F. CLARK
ANDREW GILES FAY
GABRIELLA PASSIDOMO SMITH

STATE OF FLORIDA



ADRIA E. HARPER
GENERAL COUNSEL
(850) 413-6199

Public Service Commission

November 12, 2025

Alexandra Leijon
Director
Florida Department of State
Administrative Code and Register Section
Room 701, The Capitol
Tallahassee, FL 32399-0250

VIA E-MAIL
RuleAdoptions@DOS.MyFlorida.com

Re: Rule Certification Packet for Rules 25-4.150 and 25-4.160, F.A.C.

Dear Ms. Leijon:

Enclosed for filing is a complete rule certification packet for Rules 25-4.150 and 25-4.160, F.A.C., consisting of:

- (1) One copy of the signed rule certification form;
- (2) One copy of the signed designation of minor violation rule certification form required by Rule 1-1.010, F.A.C.;
- (3) One copy of the coded text of the rules, including the legal citations and history notes.
- (4) One copy of the summary of the rules;
- (5) One copy of the detailed written statement of the facts and circumstances justifying the rules;
- (6) One copy of the summary of the hearings held on the rules;
- (7) There are no materials incorporated by reference; and
- (8) One copy of the coded text of the rules in Word version.

Please let me know if you have any questions. The contact name and information for this rule are Susan Sapoznikoff, Florida Public Service Commission, Office of General Counsel, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, (850) 413-6630, susan.sapoznikoff@psc.state.fl.us.

Sincerely,

Alexandra Leijon
November 12, 2025
Page 2

/s/ Susan Sapoznikoff

Susan Sapoznikoff
Special Counsel

Enclosures

cc: Office of the Commission Clerk (Docket No.20250097-TP)

CERTIFICATION OF FLORIDA PUBLIC SERVICE COMMISSION
ADMINISTRATIVE RULES FILED WITH THE DEPARTMENT OF STATE

I hereby certify:

☒ (1) That all statutory rulemaking requirements of Chapter 120, F.S., and all rulemaking requirements of the Department of State have been complied with; and

☒ (2) That there is no administrative determination under Section 120.56(2), F.S., pending on any rule covered by this certification; and

☒ (3) All rules covered by this certification are filed within the prescribed time limitations of Section 120.54(3)(e), F.S. They are filed not less than 28 days after the notice required by Section 120.54(3)(a), F.S.; and

☒ (a) Are filed not more than 90 days after the notice; or

☐ (b) Are filed more than 90 days after the notice, but not more than 60 days after the administrative law judge files the final order with the clerk or until 60 days after subsequent judicial review is complete; or

☐ (c) Are filed more than 90 days after the notice, but not less than 21 days nor more than 45 days from the date of publication of the notice of change; or

☐ (d) Are filed more than 90 days after the notice, but not less than 14 nor more than 45 days after the adjournment of the final public hearing on the rule; or

☐ (e) Are filed more than 90 days after the notice, but within 21 days after the date of receipt of all material authorized to be submitted at the hearing; or

☐ (f) Are filed more than 90 days after the notice, but within 21 days after the date the transcript was received by this agency; or

☐ (g) Are filed not more than 90 days after the notice, not including days the adoption of the rule was postponed following notification from the Joint Administrative Procedures Committee that an objection to the rule was being considered; or

☐ (h) Are filed more than 90 days after the notice, but within 21 days after a good faith written proposal for a lower cost regulatory alternative to a proposed rule is submitted which substantially accomplishes the objectives of the law being implemented; or

☐ (i) Are filed more than 90 days after the notice, but within 21 days after a regulatory alternative is offered by the ombudsman in the Executive Office of the Governor.

The rules are hereby adopted by the undersigned agency by and upon their filing with the Department of State.

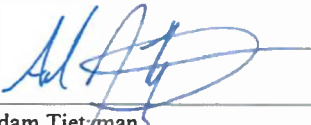
Rule No(s).

25-4.150, F.A.C.	The Administrator
25-4.160, F.A.C.	Operation of Telecommunications Relay Service

Under the provision of Section 120.54(3)(e)6., F.S., the rules take effect 20 days from the date filed with the Department of State or a later date as set out below:

Effective Date: _____

(month) (day) (year)



Adam Tietzman

Commission Clerk

Title

2

Number of Pages Certified

**DESIGNATION OF RULES THE VIOLATION OF WHICH IS A MINOR VIOLATION
CERTIFICATION**

Pursuant to Section 120.695(2)(c)3., Florida Statutes, I certify as agency head, as defined by section 20.05(1)(b), Florida Statutes, that:

[] All rules covered by this certification are not rules the violation of which would be a minor violation pursuant to Section 120.695, F.S.

[X] The following parts of the rules covered by this certification have been designated as rules the violation of which would be a minor violation pursuant to Section 120.695, F.S.

Rule Nos.

25-4.150

25-4.160

Rules covered by this certification:

Rule Nos.

25-4.150

25-4.160



Mike La Rosa

Chairman, Florida Public Service Commission
Title

Rule 25-4.150, F.A.C.
Rule 25-4.160, F.A.C.
Docket No.: 20250097-TP

SUMMARY OF THE RULES

For Rule 25-4.150, F.A.C., subsection (5) is added to address the Commission's new statutory obligation to set eligibility requirements for "specialized communications devices." For Rule 25-4.160, F.A.C., subsection (1) is deleted as it references a practice that no longer exists. The other amendments renumber the rules, reflect the new statutory references, and clarify the rules.

STATEMENT OF FACTS AND CIRCUMSTANCES JUSTIFYING THE RULES

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.

For Rule 25-4.150, F.A.C., subsection (5) is added to address the Commission's new statutory obligation to set eligibility requirements for "specialized communications devices." For Rule 25-4.160, F.A.C., subsection (1) is deleted as it references a practice that no longer exists. The other amendments renumber the rules, reflect the new statutory references, and clarify the rules

SUMMARY OF ANY HEARINGS HELD ON THE RULES

No timely request for hearing was received by the Commission and no hearing was held.

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) through (4) No change

(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 250 percent of the federal poverty level, or participation in the Supplemental Nutrition Assistance Program, Medicaid, Supplemental Security Income, or Section 8 Housing Choice Voucher Program, or who receive either a Veterans Pension or Survivors Pension from the Department of Veterans Affairs.

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

25-4.160 Operation of Telecommunications Relay Service.

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

~~(1)(2)~~ No change.

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

(a) through (c) No change.

~~(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, ____.