

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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.

DOCKET NO. 20250097-TP
ORDER NO. PSC-2025-0414-FOF-TP
ISSUED: November 13, 2025

The following Commissioners participated in the disposition of this matter:

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

NOTICE OF ADOPTION OF RULES

BY THE COMMISSION

NOTICE is hereby given that the Florida Public Service Commission, pursuant to Section 120.54, Florida Statutes, has adopted without changes Rules 25-4.150 and 25-4.160, Florida Administrative Code.

The rule was filed with the Department of State on November 12, 2025, and will be effective on December 2, 2025. A copy of the rules as filed with the Department is attached to this Notice.

This docket is closed upon issuance of this Notice.

By ORDER of the Florida Public Service Commission this 13th day of November, 2025.



ADAM J. TEITZMAN
Commission Clerk
Florida Public Service Commission
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Tallahassee, Florida 32399
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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) 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(1)(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, ____.