

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: June 24, 2026

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

FROM: *CW* Curtis J. Williams, Senior Analyst, Office of Industry Development and Market Analysis

RE: Docket No. 20260042-TP - Document Filing

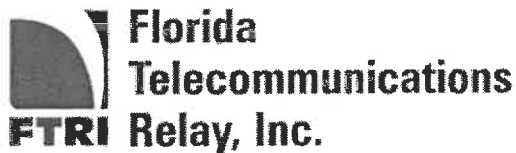
Please file the attached data request responses from Florida Telecommunications Relay, Inc. in Docket No. 20260042-TP.

Please let me know if you have any questions.

Thank you

Attachment

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COMMISSION
CLERK



June 16, 2026

Mr. Curtis Williams
Florida Public Service Commission
Office of Industry Development & Market Analysis
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

Re: June 8 – Data Request 2

Mr. Williams:

In support of the Commission's annual review of the FTRI budget as an input to setting and approving the FY 2026/2027 TASA surcharge, the following information includes FTRI's responses to the June 8 – Data Request 2 questions.

1. Provide FTRI Board member names, organization represented, and contact information. Identify the board chair, along with other board member titles if applicable.

FTRI Response: FTRI Board members include Sean Bankston (President through January 2027), Glenna Ashton (glennaraa@gmail.com), Rosa Rodriguez (rrodriguez@pplc.us), Amelia Mauldin (ameliamauldin@gmail.com), Carlos Monserrate (monserc051@gmail.com), Cory Parker (cory.parker@vr.fldoe.org), and Joseph Brooks (jeb@brookslawyers.net). In support of the FTRI Board, attorney Denay Brown (dbrown@stearnsweaver.com), Shareholder at Stearns Weaver Miller, is appointed to serve as Secretary (non-voting). Collectively, board members are involved with the American Sign Language Teachers Association, Florida Association of the Deaf, Florida Coordinating Council for the Deaf and Hard of Hearing, Hearing Loss Association of America, Florida Deaf Literacy Center, Florida Defense Lawyers Association, Southeast Regional Institute on Deafness, and the Florida DoE Division of Vocational Rehabilitation — Deaf, Hard of Hearing, and Deafblind Services.

2. Does FTRI periodically solicit competitive bids for accounting/auditing and legal services? If yes, when was the last bid for each?

FTRI Response: FTRI last solicited competitive bids for accounting/auditing services in 2014, and legal services were last contracted in 2018. In 2022, legal services transferred from Messer Caparello to Stearns Weaver Miller when attorney Denay Brown changed firms. At that time, the FTRI Board approved the transfer to ensure operational continuity and preserve institutional memory.

3. Conditions of Acceptance (COA) items on the application, specifically Items 5 and 7, address future eligibility status and participation.

a) How often will FTRI verify established client eligibility?

FTRI Response: FTRI does not have a practice or policy to re-certify client eligibility. The Conditions of Acceptance require the client to return equipment when they no longer satisfy the conditions.

b) Provide details on verification procedures if different from initial eligibility determination.

FTRI Response: Not applicable, as noted in the previous response.

4. Based on our research, the replacement cycle for iPhones is 3-4 years, with some users experiencing 5 years or more. The replacement cycle for iPads is 4-7 years, with many users experiencing 8 years or more. Advances in technology are increasing product service life through - battery replacement, software and security updates, and improved hardware integrity.

a) Provide additional detail on how FTRI determined that a planned 3 year replacement cycle is appropriate.

FTRI Response: FTRI's response in the first data request indicated that a replacement cycle of three (3) years is recommended by the vendor (Teltex) to ensure continued compatibility, reliability, security, and optimal performance with operating systems and applications. While that approach may ensure optimal performance, FTRI also recognizes that iPhones can last between four to seven (4 – 7) years. Although device batteries begin degrading after two (2) years of daily charging, the batteries are rated to retain up to 80% of capacity beyond that point. Apple also typically provides major updates for up to seven (7) years from device release date. Actual lifecycle replacement will be determined based on performance data of the devices in the field.

b) Will devices be shipped to clients with installed screen protectors and protective cases?

FTRI Response: All Apple devices distributed by FTRI will be shipped with protective cases.

c) Will FTRI, in coordination with Teltex, provide client support to extend device service life where appropriate, including battery replacement, software updates, and security updates?

FTRI Response: Apple devices distributed by FTRI will be enrolled in a Mobile Device Management (MDM) platform that enables remote support to extend the useful life of the equipment.

- d) Similar to current practice, will FTRI or Teltex refurbish iPhones and iPads that have useful service life and redistribute to clients (e.g. replacement of faulty battery, damaged screen protector replacement, etc.)?

FTRI Response: Apple devices distributed by FTRI that are returned during the warranty period will be refurbished for redistribution. For out-of-warranty devices, Teltex offers an optional refurbishment service that is quoted on a per unit basis for required hardware repairs.

5. In response to our May 4 Data Request, FTRI explained that it based projected device distribution numbers on an approximate annual number of 900,000 residents who identify as Deaf, Hard of Hearing, or Speech Impaired. FTRI further explained that it applied more detailed projections based on potential client income, current device ownership, and projected number of applications to be submitted. Based on this analysis, FTRI determined that 705 iPhone/iPad standard devices and 470 large-screen iPhone/iPad devices will be distributed.

- a) Provide additional detail on how FTRI determined the number of residents with significant vision and hearing loss or combined speech and mobility disabilities within the 900,000 population identified as Deaf, Hard of Hearing, or Speech Impaired.

FTRI Response: According to the National Deaf Children's Society, research indicates 4 out of 10 children who are deaf have some level of vision impairment. Research conducted through PLOS Global Public Health also found a 39.3% prevalence of combined vision and hearing impairment. Additionally, according to research available through the National Library of Medicine, it is estimated that between 70% and 88% of non-verbal children experience delayed motor skill development. Based on this data, FTRI conservatively estimated that iPads would account for 40% (or 470 units) of the projected 1,175 Apple devices distributed to qualified residents in the upcoming fiscal year.

- b) Provide additional explanation on the need to distribute large-screen devices to residents with combined speech and mobility disabilities.

FTRI Response: Apple iPad devices are beneficial for people with multi-sensory impairment (MSI) because the larger screen provides more surface area to utilize symbol-based applications. The larger screen size provides a significant difference in accessibility, communication accuracy, and overall user independence.

- c) Your description addressing the 470 large-screen devices describes them as "iPhone/iPad." Does FTRI plan on distributing larger screen variants of the Apple phone and tablet?

FTRI Response: FTRI will initially offer the iPhone 16 128GB (6.1" display) and the 11th Gen 128GB iPad (11" display) for clients who would benefit from a larger screen device. Additional Apple models, including the iPad mini (8.3" display), iPad Air (11" & 13" displays), and iPad Pro (11" & 13" displays) are available through Teltex. As data becomes available, FTRI will evaluate the fitness of those products in the context of client needs.

- d) Provide the projected unit price for iPhone and iPad devices by confederation (i.e. screen size and pre-installed applications) that FTRI plans to distribute.

FTRI Response: Screen sizes are noted in the response to Question 5(c).

Device & Configuration	Price
Apple iPhone 16: Deaf & Hard of Hearing	\$1,620
Apple iPad: Deaf & Hard of Hearing	\$1,000
Apple iPad: Speech	\$1,300

6. Has FTRI established a policy regarding the number of allowed device replacements per client resulting from lost, theft, or damage? If yes, please elaborate.

FTRI Response: FTRI follows a 'three-strikes' practice of replacing client devices up to three times due to loss, theft, or damage. This practice excludes replacing devices that are damaged due to abuse by the client.

7. Provide additional detail on administration of the 3 percent pool for merit or cost-of-living adjustments.

- a) Are all employees eligible for the adjustments?

FTRI Response: All full-time employees are eligible.

- b) How did FTRI arrive at 3 percent?

FTRI Response: The three percent (3%) pool is based on the US Bureau of Labor Statistics March 2026 Employment Cost Index (3.4%) and Consumer Price Index (3.0%).

- c) Provide factors used for the Executive Director's proposed salary increase.

FTRI Response: The Executive Director salary aligns with the correlating FTRI Pay Grade. Any future salary adjustment based on merit is subject to the same evaluation criteria as other FTRI employees. Similarly, any cost-of-living adjustment is based on the sources noted in the response to Question 7(b).

Thanks for the continued partnership in service to Florida residents and FTRI clients.

Regards,



Sean Bankston
FTRI Executive Director