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February 4, 2000



295 N. Maple Avenue  
Basking Ridge, NJ 07920

Blanca Bayo  
Florida Public Service Commission  
Division of Records and Reporting  
2450 Shumard Oaks, Blvd.  
Tallahassee, Florida 32399-0850

Re: Emergency Procurement Service for Docket No. 991222-TP

Dear Ms. Bayo:

AT&T Corp. received notice, on Wednesday, February 2, 2000, that the Florida Public Service Commission ("the PSC") intends to make an emergency procurement of Telecommunications Relay Services (TRS) for customers with hearing and speech impairments. Florida Administrative Code Rule 25-25.011, which governs emergency procurements by the PSC under section 350.0603, Florida Statutes, requires that the PSC accomplish such emergency procurements "with such competition as may be prudent under the circumstances." In order to assist the PSC in meeting the standard, AT&T submits the following proposal for the provision of the emergency services being sought.

AT&T is pleased to offer its premier Telecommunications Relay Service to the citizens of the State of Florida. AT&T stands ready to bring the highest rated TRS, at the best price, to all Floridians. In the recent Florida bid technical evaluations, AT&T's bid received the highest technical score. And, AT&T's bid offered the lowest price per minute by several cents per minute, thereby potentially saving the citizens of Florida more than a million dollars over the anticipated three year contract. In general, AT&T offers to provide Telecommunications Relay Service as set forth in AT&T's bid response, in compliance with the PSC's recent RFP issued in Docket No. 991222-TP. AT&T does not know the exact parameters of the emergency services the PSC wishes to secure, but understands that the PSC wishes to ensure continuation of Telecommunications Relay

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Service upon the expiration of the current contract. AT&T would be happy to confer with the PSC regarding the details of any emergency service needs.

AT&T is passionate in its desire to bring its TRS to the citizens of Florida. We encourage the Commission to recognize the bid evaluators' scoring of the recent RFP which determined that AT&T TRS is truly the best the industry has to offer, and select AT&T as its TRS provider.

The heart of this offer to provide emergency service is AT&T's continuing commitment to its RFP response. The only change in our proposal is to dynamically route emergency service calls through AT&T's existing nine (9) relay centers. However, upon a decision to award us an ongoing service contract, AT&T would – as promised in its RFP response – aggressively pursue implementing a new state-of-the-art, *in-state Florida Relay Center*.

Selecting AT&T will provide Florida with a distinct technological advantage at the low price of \$.69 per minute. The technological advantage results from the use of the Relay 2000<sup>SM</sup> Platform, which is a multi-tiered series of sophisticated network components that include up-front automation, call control, dynamic call routing, enhanced protocols including Turbo Code<sup>TM</sup> (TM of Ultratec, Inc.) and 711 dialing readiness. AT&T's up-front automation feature provides the fastest call set up in the industry which connects callers through relay to their desired number within an average of 5 seconds. The availability of Turbo Code<sup>TM</sup> allows relay calls to transmit quicker and more efficiently. Additionally, with AT&T's 711 dialing readiness, we're ready to provide the relay users of Florida with three digit access instead of relying upon 800 numbers. While many of our competitors charge extra for these features, AT&T includes these and many more, at no additional cost. For example, Sprint's response to the Florida RFP charged an additional one cent (\$.01) per relay minute increase for Turbo Code<sup>TM</sup>.



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In fact, the strength of AT&T's network makes us confident that AT&T is the best provider for your need. Because AT&T itself is the primary facilitator of the lines, we are better equipped to handle changes, emergencies and/or system-wide improvements. You see, we own our own product. We do not rely on contractors to carry our signal. Not one of our minutes is outsourced. Not even for a mile.

The state-of-the-art Florida Relay Center will be staffed with dedicated and continually trained employees who share our confidence in the AT&T product. AT&T looks forward to an opportunity to manage a Florida Relay Center, patterned after our other successful relay service structures. The Florida Relay Center would house technical experts, create new jobs, and change lives.

We think this is what the evaluators saw when they reviewed our bid response and responded by giving AT&T the highest marks on the technical proposal. We hope you will give us a chance to prove we are the best. It is our fervent hope you will select AT&T to provide the citizens of Florida with the best TRS in the country!

My name is Sue Decker. I am the General Manager of AT&T's Accessible Communications Services Division and I submit this proposal on behalf of AT&T. My own hearing impairment drives my passionate desire to meet the needs of the Deaf community and my commitment to providing excellent Telecommunications Relay Services. Nothing would make me happier than to bring AT&T TRS to Florida. Please feel free to contact me to discuss this proposal in more detail. I can be reached on (908) 221-8144 or email [sdecker@att.com](mailto:sdecker@att.com).

A handwritten signature in cursive script that reads "Sue Decker".

D. Sue Decker  
ACS General Manager

Cc: Richard Tudor