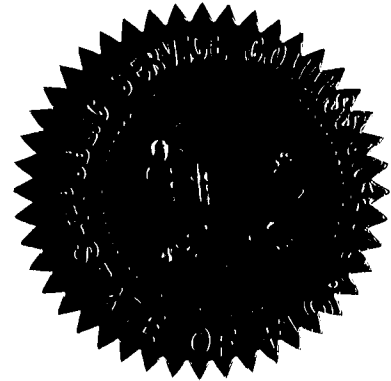


BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 040763-TP

In the Matter of

REQUEST FOR SUBMISSION OF PROPOSALS
FOR RELAY SERVICE, BEGINNING IN JUNE
2005, FOR THE HEARING AND SPEECH
IMPAIRED, AND OTHER IMPLEMENTATION
MATTERS IN COMPLIANCE WITH THE
FLORIDA TELECOMMUNICATIONS ACCESS
SYSTEM ACT OF 1991.



PROCEEDINGS: ADVISORY COMMITTEE MEETING

DATE: Friday, October 5, 2007

TIME: Commenced at 1:30 p.m.
 Concluded at 2:42 p.m.

PLACE: Betty Easley Conference Center
 Room 148
 4075 Esplanade Way
 Tallahassee, Florida

REPORTED BY: JANE FAUROT, RPR
 Official FPSC Reporter
 (850) 413-6732

DOCUMENT NUMBER-DATE

FLORIDA PUBLIC SERVICE COMMISSION

9936 NOV-15

FPSC-COMMISSION CLERK

1 IN ATTENDANCE:

2 DEMETRIA G. CLARK, Verizon Florida LLC

3 KATHY BORZELL, Self Help for Hard of Hearing

4 RICK KOTTLER, Deaf Service Center Association Inc. of
5 Florida

6 CHERYL RHODES, Florida Deaf/Blind Association

7 MARYROSE SIRIANNI, BellSouth Telecommunications,
8 Inc., d/b/a AT&T Florida

9 MARY K. MOORE, Florida Association of the Deaf, Inc.

10 JAMES FORSTALL, FTRI

11 TOM D'ANGELO, Sprint Relay

12

13

14 FOR THE FPSC:

15

16 RICK MOSES, BOB CASEY, and LEE ENG TAN, ESQUIRE,
representing the Commission Staff.

17

18

19

20

21

22

23

24

25

P R O C E E D I N G S

1
2 MR. MOSES: Okay. We'll try to get started. Ms.
3 Rhodes just left?

4 Let's wait just a moment. Ms. Rhodes just left the
5 room, she'll be right back. Delay number two.

6 (Off the record.)

7 MR. MOSES: Okay. Let's go ahead and get started.

8 My name is Rick Moses. For those of you that I
9 haven't met before that are new to the committee, we welcome
10 you today. And to my right is Lee Eng Tan, who is our
11 attorney; and to my left is Bob Casey, who works with us also
12 on the relay contract.

13 And, Lee Eng, if you would go ahead and read the
14 notice, please.

15 MS. TAN: Pursuant to notice issued September 21st,
16 2007, this time and place has been set for a committee meeting
17 in Docket Number 040763-TP. The purpose of this committee
18 meeting is to discuss current relevant issues related to relay,
19 such as Captel, service quality, and other items.

20 MR. MOSES: Thank you.

21 And a housekeeping matter, on the right-hand side
22 over here at the end of the counter there is expense reports.
23 For those of you that are being reimbursed for your expenses,
24 please make sure you get one of those forms and get it back to
25 us with your receipts and we will get your money back for you.

1 And with that, I'd like to go down the line and get
2 the members to introduce themselves so everyone can become
3 familiar.

4 If we could start with Ms. Rhodes, please.

5 MS. RHODES: My name is Cheryl Rhodes.

6 MR. MOSES: Thank you.

7 MR. KOTTLER: I'm Rick Kottler, and I represent the
8 Deaf Service Center Association.

9 MS. BORZELL: I'm Kathy Borzell, and I represent the
10 Hearing Loss Association of Florida.

11 MR. MOORE: Mary Moore with the Florida Association
12 for the Deaf.

13 MR. D'ANGELO: Hello, everyone. I'm Tom D'Angelo and
14 I represent Sprint Relay.

15 MS. CLARK: I'm Demetria Clark representing the IXCs.

16 MR. FORSTALL: Good afternoon, everyone. My name is
17 James Forstall, I'm with Florida Telecommunications Relay,
18 Incorporated.

19 MS. SIRIANNI: Hi. I'm Maryrose Sirianni and I'm
20 with AT&T Florida.

21 MR. MOSES: Okay, thank you.

22 And those of you that are going to be doing
23 presentations today, I request that you please go slow with
24 them, Tom, because we do have a realtime recorder, and it's
25 difficult to stay up with some folks when they get going really

1 fast. So if you will just keep that in mind, please.

2 And with that, I'm going to turn it over to Bob
3 Casey, who is going to talk to you about the recent contract
4 changes and any FCC updates.

5 MR. CASEY: Good afternoon.

6 Our last TASA meeting was April 27th. So what I
7 would like to do is update you on different orders the FCC has
8 issued since then and different actions the PSC has taken since
9 then.

10 On May 4th, the FCC released an order regarding
11 IP-Relay fraud. The order was issued to alert merchants of
12 fraudulent credit card purchases made through IP-Relay. The
13 order outlined various scenarios to look for which would
14 indicate that the telephone call may be fraudulent.

15 Some of the things they wanted merchants to look for:
16 If a caller is happy to order whatever you have in stock; if
17 the caller supplies multiple credit cards as one or more are
18 declined; if they cannot provide the credit card verification
19 code number, that's another indication; if they want the goods
20 shipped through a third-party and/or an overseas address; if
21 they will not identify themselves or give a company name; and
22 if they change delivery or payment method after an order has
23 been approved. Those are things to look for, what they warn
24 the merchants to look for.

25 Now, in the order, the FCC also reminded the

1 merchants that in accordance with requirements of the ADA they
2 must not hang up on calls made through IP-Relay, and I'm sure
3 that's beginning to be a problem.

4 How big a problem is it? Many of you probably have
5 seen the MSNBC report on IP-Relay fraud, and if things go
6 right, I could play it for you here. Let me back up a little
7 bit.

8 (Video played.)

9 MR. CASEY: How big of a problem is it? It's a
10 pretty big problem. Florida is concerned about it because the
11 FCC has indicated that the cost for this service will be passed
12 on to the states. They won't give us an exact date, but it
13 will be soon. They want to do it along with VRS costs, so
14 IP-Relay and VRS costs will be passed along to the states.
15 We're estimating it will cost between 18 and \$21 million for
16 the state of Florida. It will double the Florida Relay budget,
17 and that's not even counting any equipment that we may be
18 required to provide for IP-Relay or video relay.

19 Now what is Sprint doing about it, since Sprint is
20 our provider? Most of the big IP-Relay firms are also doing
21 this. If a CA suspects that a call is being used as a
22 fraudulent telephone call or business transaction, the CA
23 signals the supervisor. The supervisor then comes over,
24 monitors the call with the CA to determine if the call is
25 legitimate. If the supervisor also believes the call is

1 fraudulent, they place the call on hold and notify the merchant
2 that the call is possibly being used for fraudulent purposes.
3 The merchant is then given the opportunity to terminate the
4 call if he desires. The CA cannot terminate a call if he or
5 she believes the call is fraudulent. It has to be the
6 merchant.

7 The next order I want to talk about was issued
8 June 15th of this year, and what it does is it extends the TRS
9 requirements to providers of VoIP services, Voice over Internet
10 Providers. Voice over the Internet providers, right. And the
11 requirements, they have to contribute to the interstate TRS
12 fund now. They also have to offer 711 abbreviated dialing for
13 access to relay services. This order was supposed to be
14 effective today. In a few more slides I'll be showing you a
15 petition that is at the FCC where they want to delay it for two
16 years now, some petitioners want to delay it.

17 The next order released June 29th, this regards the
18 cost of TRS. And what the FCC did is freeze the rates until
19 they can come up with some combination of recovery methods to
20 split between the states and the federal government. So they
21 froze the rates and they are shown on the slide there. It goes
22 from \$1.29 for traditional TRS to \$6.64 a minute for video
23 relay service.

24 Another order was issued August 3rd. This regards
25 Sorenson Communications and their practice of do not compete

1 that's in the agreements for VRS CAs. There's a clause in the
2 employment contract that forbids them from working with other
3 VRS providers for a period of one year after ending their
4 employment with Sorenson. The petitioners believe this causes
5 a shortage of video relay service CAs in the industry, and
6 there are the five firms who filed the petition, Hands-on VRS,
7 CSD VRS, Snap Telecommunications, Go America, and
8 Communications Access Center for the Deaf and Hard-of-Hearing.

9 The next order was issued September 21st. They
10 granted CSD VRS certification as a provider of VRS making it
11 eligible for compensation from the interstate VRS fund. And
12 the certification was granted subject to compliance with the
13 FCC's requirement of interoperability of VRS equipment and
14 service. In other words, the equipment from different firms
15 have to be able to talk to each other so a consumer isn't tied
16 down to one provider. The interoperability rule requires that
17 all VRS consumers must be able to place a VRS call through any
18 VRS provider service and all VRS providers must be able to
19 receive calls from and make calls to any VRS consumer.

20 The next order issued September 21st, also, granted
21 Hawk Relay certification as a provider of VRS and IP-Relay,
22 also making it eligible for compensation from the interstate
23 TRS fund. And, of course, there was a requirement that they
24 have to be in compliance with the interoperability rule for
25 their equipment and service.

1 On September 21st, the U.S. Telecom Association filed
2 a petition with the FCC requesting that the June 15th order
3 requiring 711 dialing for VoIP providers be delayed. Their
4 theory is that in limited circumstances when a customer dials
5 711 to place an emergency call, the TRS center is unable to
6 automatically and immediately transfer the caller to the
7 appropriate public safety answering point. That's your 911
8 answering service. U.S. Telecom is requesting a two-year
9 waiver from the October 5th deadline set by the FCC. Now,
10 before I came down here, the FCC hadn't issued orders for
11 today, but I'm guessing something will come out this afternoon
12 since it was supposed to take effect today.

13 Let's go on to PSC updates. At the last TASA
14 meeting, the day before the last TASA meeting we filed a
15 recommendation for the FTRI budget. Since that time, we have
16 been to agenda and our Commission has approved an \$18,497,000
17 budget for the 2007/2008 year for FTRI. The Commission reduced
18 the monthly TASA surcharge on telephone bills from 15 cents to
19 11 cents. The Commission also approved four new members of the
20 advisory committee.

21 The next thing I want to talk about is the Florida
22 Relay contract. The existing contract for the provision of
23 relay services began on June 1st, 2005, for a period of three
24 years ending May 31st, 2008. The contract contains options to
25 extend the contract for four additional one-year periods, and

1 requires mutual consent by both parties to extend the contract.

2 On August 29th of this year, the Commission exercised
3 a one-year contract option to extend the Sprint Relay contract
4 for one year beginning June 1st, 2008. That contract provides
5 that traditional TRS costs will remain at 75 cents per session
6 minute, the CapTel rate will go from a sliding scale rate based
7 on volume to a flat rate of \$1.37. Pricing caps have been
8 placed on the amount of rate increase to be allowed for
9 traditional TRS and CapTel for the remaining three one-year
10 option periods. The Florida Relay Center in Jacksonville will
11 be closed and Florida Relay calls will now be handled on the
12 Sprint Relay network through its 13 other relay centers.

13 Sprint will no longer provide a Florida account
14 manager or contribute to Florida outreach funding. Florida
15 will no longer have a Florida-specific quality control manager
16 or Florida-specific testing for typing and CapTel. And the
17 annual performance bond for 2008/2009 will be in the amount of
18 6,840,000, which is the estimate of total TRS payments for the
19 year to Sprint.

20 Now, you may look at that and say we are losing
21 services. What Sprint wanted was an additional \$3.4 million to
22 keep that relay center open and provide those services, so we
23 had to make a decision and recommend it to the Commission
24 whether or not to remove those services or pay an additional
25 \$3.4 million.

1 This year we also had to complete a recertification
2 with the FCC. Those are those big books you see in front of
3 you there. We ask that you take those home with you because it
4 is an excellent reference for Florida Relay. Anything you want
5 to know about Florida Relay is contained in those books,
6 whether it be the costs, the services provided by Sprint, FTRI
7 requirements, it's all in there. We had to file that by
8 October 1st of this year. As a matter of fact, all 50 states
9 and territories of the United States had to file.

10 Once the recertification petitions are filed by the
11 states, the FCC will release public notices seeking comments on
12 the filings. And, of course, when that public notice comes
13 out, I will send it around. And the state certification
14 process is intended to ensure that TRS is provided in a uniform
15 manner throughout the United States and its territories. The
16 PSC's 2007 recertification filing contains documentation that
17 Florida meets or exceeds all of the applicable mandatory
18 minimum standards for TRS. And, of course, there's the book.
19 We ask you to bring it home with you. As I said, it is an
20 excellent reference for you if you have any questions.

21 I want to give you a little update on VRS and
22 IP-Relay. The FCC through its orders still maintains its
23 intent to shift the intrastate costs of VRS and IP-Relay to the
24 states. However, there are still many unanswered questions
25 that need to be answered as far as when will it happen, what

1 kind of notice will the states receive, will there be one
2 vendor for IP-Relay and VRS or multiple vendors? Right now
3 state law requires that we only have one vendor in Florida. If
4 multiple vendors are required, a legislative change may be
5 necessary.

6 If multiple vendors are required, how would the
7 bidding process be handled? Would addition of VRS and IP-Relay
8 push the TASA surcharge over the 25-cent statutory cap? If so,
9 a legislative change may be necessary.

10 What, if any, type of equipment would Florida's relay
11 program have to furnish for VRS and IP-Relay and at what cost?
12 And, as I said before, the estimated impact on Florida Relay
13 for assuming intrastate costs of VRS and IP-Relay is somewhere
14 between 18 and \$21 million a year, and that's just the cost of
15 the minutes for the service.

16 Two years ago -- well, in 2006, I should say, I spoke
17 with Jay Keithley, who was the Deputy Bureau Chief of the FCC,
18 asking him and trying to press him, when is this going to
19 happen. And, of course, he said it is not a matter of if, but
20 when, and then he said it's not too far in the distant future.

21 Before I filed the recommendation for the FTRI budget
22 this year, I called and spoke to him again. He kind of changed
23 his tune, and said if it ever happens, states will receive
24 plenty of warning or heads up. I just came from a NASRA
25 conference, which is the state relay administrators conference,

1 last month, and found out that Jay Keithley has been replaced
2 by a lady named Nicole McGinnis, and I asked her and tried to
3 press her for the same thing. When are we going to get this,
4 or when are the states going to have to get this? She
5 commented that she might not have gone as far as Mr. Keithley
6 and she would have to look at it. So everything is still up in
7 the air. The main concern of the state relay administrators at
8 the conference last month was VRS and IP-Relay, and the costs
9 that are going to get shifted to the states.

10 I have made up some graphs here for you showing the
11 different minutes for the different programs. As expected, the
12 traditional TRS minutes have been going down. In the last few
13 months we have seen kind of a leveling off, and the reason why,
14 because everybody is going to wireless. Florida CapTel minutes
15 seem to have a steady increase. IP-Relay terminating minutes,
16 I've been keeping track of these each month, and as you can
17 see, IP-Relay goes up a little bit, but the biggest increase is
18 with VRS. And, of course, VRS is the most costly.

19 I did one graph showing all the relay minutes
20 combined, VRS, IP-Relay, CapTel, and regular TRS just to give
21 you an idea of what's going up and what's going down.

22 And if you'd like to see what the interstate TRS fund
23 is paying, you can see that there. IP is going up, traditional
24 TRS is going down, and, of course, VRS is going up.

25 The last thing I would like to go over is a new

1 service. Hawk Relay filed a petition with the FCC, and this is
2 for the deaf/blind community. On May 31st of this year, they
3 filed a petition with the FCC requesting approval to launch
4 deaf/blind telecommunications access centers and recognize
5 deaf/blind relay service as an optional relay service eligible
6 for reimbursement from the interstate TRS fund.

7 The deaf/blind relay service would utilize
8 communication facilitators. Now, these would have the same
9 role as communications assistants, or CAs, and video
10 interpreters. Hawk Relay is planning to establish a nationwide
11 network of on-call CFs, or communication facilitators, who can
12 travel to a location of the deaf/blind consumer's choosing,
13 whether it be home or office. Deaf/blind people will be able
14 to make requests for and receive on-site services on a 24/7
15 basis.

16 In addition, Hawk Relay proposes to establish ten
17 deaf/blind relay service centers in ten large deaf/blind
18 population centers across the country, and the locations would
19 be chosen by the American Association of Deaf/Blind.

20 Hawk Relay was at the state relay administrator's
21 conference last month and made a presentation, and even though
22 we are not involved with this, we don't pay for it, the states
23 don't get involved, it's something that was very interesting to
24 me and a very unique service. How far it will go with the FCC,
25 nobody knows.

1 What I would like to do is show you a little
2 presentation that they did make.

3 (Video shown.)

4 MR. CASEY: And that was the end. It kind of cut off
5 before the end. We had the same problem earlier this morning.

6 It is a very unique service, something that may be on
7 the horizon. As I said, they have filed a petition with the
8 FCC to approve this service. We're expecting the FCC to issue
9 a public notice requesting comments on the petition sometime
10 before the end of the year.

11 I met Mr. Sam Hawk, who was the owner of this
12 service, at the relay administrators conference last month. My
13 first question to him was that you're going to have ten
14 deaf/blind relay centers across the country, what are the
15 chances of Florida getting one? And he said it would be very
16 likely because of the deaf/blind population in Florida that
17 there would be one located in Florida.

18 I'm going to pass out another brochure for you which
19 details the total proposal of Hawk Relay, if you're interested
20 in it. Like I said, it is a very unique service.

21 And with that, that ends my presentation. And we'll
22 be going over to Sprint Relay. I have to make a real quick
23 electrical hook-up here, so it will be just a couple of
24 minutes.

25 MR. MOSES: Did anyone have any questions about

1 anything Bob covered? Yes, Rick.

2 MR. KOTTLER: A comment and a question. I'm a little
3 concerned with losing the call center, and I understand the
4 financial reasons behind it. But you remember way back when,
5 when we had all the quality issues, and part of that was having
6 a Florida manager. Is there anything in place so that we don't
7 lose that quality?

8 MR. MOSES: Yes. My staff are going to be making
9 test calls every single month as they have been doing. We test
10 both CapTel, we also test the regular TRS, and any quality
11 issues that come up we will address with Sprint immediately.

12 Most of the traffic was being handled out of the
13 Jacksonville center. They were putting CAs in there -- you
14 remember we had a typing speed problem sometime back, and they
15 were routing all the traffic through there to correct that
16 typing speed problem. That's one issue that we are going to
17 closely monitor to make sure it doesn't happen whenever the
18 rest of the centers take over the traffic. And hopefully it
19 won't. If it does, we will address it again. But we are going
20 to monitor the service quality, and we're not going to let it
21 diminish.

22 MR. KOTTLER: The other question is on the -- we keep
23 talking about the Relay, and VRS, and all that coming in, and
24 we are going to have to change the legislation, who leads the
25 charge on that as far as changing the legislation?

1 MR. MOSES: Well, Chris Wagner when he was here did
2 some of that type of work through lobbying efforts. Now in his
3 new capacity I think he is continuing that type of work. The
4 rest of it is up to the advocacy groups that do the lobbying
5 for that type of change. We work for the legislature, so we
6 are not in a position to make legislative changes. We can
7 sometimes make suggestions at certain times, but we normally
8 don't take a position on legislation.

9 MR. KOTTLER: When this gets dumped in your lap, then
10 what's the process?

11 MR. MOSES: Then we may have to make a suggestion to
12 the legislature at that point.

13 MR. KOTTLER: We were talking earlier that that may
14 be the time to possibly, if we're going to have to change TASA
15 anyhow, to also make the recommendation for changing it to
16 wireless and things like that for the phone distribution
17 program. But I think that's going to take a concerted effort
18 of, like, this group and then some.

19 MR. MOSES: Right. Lee Eng, do you have anything to
20 add? You know more about this law stuff than I do.

21 MS. TAN: When this situation presents itself that we
22 have that opportunity, obviously we have people in our
23 legislative division that are aware of the changes that are
24 required, or a direction that we want to go into. And so with
25 those concerns about wireless, typically the Commission,

1 because it is not a service that is under state control, it
2 probably would not be something that we would be promoting.
3 However, it is something that we make people aware of.

4 It is definitely something that we report on every
5 year to the legislature, and what the environment is like, what
6 services are being used. So when we were to go forward and
7 to -- if we were asked to make a statement, or asked to, you
8 know, weigh in on the policy issues, obviously that's something
9 that we bring forward and go and deal with. At that time we
10 would probably take the input of the advisory board and make
11 sure that we have addressed everyone's concerns and issues.

12 MR. MOSES: Jane, do you need a break? Okay. All
13 right. Anybody else have any more questions?

14 All right. Hearing none, we will go with Tom
15 D'Angelo from Sprint. He has got some presentation, I believe,
16 on the CapTel focus group and some trends on the TRS minutes.

17 Go ahead, Tom.

18 MR. D'ANGELO: Thank you. Can everyone see me?
19 Okay. Good. I want to keep this short and sweet.

20 I want to share a few things that we mentioned
21 earlier about changes with contracts and information that we
22 have. I still support the relay service. I won't be
23 responsible for the financial support. I won't be traveling
24 around doing presentations, but I will work with FTRI, so don't
25 worry about that.

1 I want to touch on CapTel. At the TASA meeting that
2 we had that we focused on -- we set up a focus group and we
3 have had two meetings. We had April 23rd and recently we had a
4 meeting August 27th. There's two people here that were at the
5 meeting, Mary and Kathy. So we have got 15 people that
6 participated from the community -- ten people from the
7 community, and two people from FTRI came, and two people from
8 Sprint Relay, one person from CapTel came. So we were all
9 together discussing how to improve the quality of the service.
10 So it was a good meeting. I wanted to show you a review of
11 that, and we have got some pictures. We met in Tampa.

12 These are the people that were working. This is an
13 evaluation form that we developed that we gave out to be
14 specific about. There were ten people on the task force, and
15 we had a survey. It was not, you know, a broad survey. It was
16 more specific for feedback, and it looked like this. So the
17 results that we got from 101 survey calls that these people
18 sent back to us over a four-month period, and we have a
19 statistical breakdown.

20 Seventy percent of the calls were based on CapTel,
21 and the other were on person-to-person. The other 30 percent
22 were on the answering machine, that people left messages on the
23 answering machine, and there is the breakdown for that: Our
24 survey questions said more than 40 percent delays -- oh, there
25 was a four-second delay, and 79 percent said that there was no

1 delay, but 21 percent did experience a delay.

2 Here we are talking about the captioning transition
3 speed. We had 72 percent that said there was very good pace,
4 and about 25 percent said it was too slow, and about 3 percent
5 said it was too fast. So, here are the results.

6 Now, this is major word errors experienced. Some
7 people said Ford, and they meant fork, so there was some
8 misunderstandings of pronunciation of words. And 72 percent
9 said no; twenty-eight said they had problems. And these were
10 technology difficulties with the equipment, technical
11 difficulties as in the line. And 79 percent -- 87 percent said
12 they did great, 13 percent said there was some difficulty.

13 Now, overall with the survey there was a perception
14 of calls said that there was 63 that was very satisfied,
15 11 percent said it wasn't that great. Now, this was the
16 advisory committee. These were the ten people that were
17 involved in the 101 survey, and we had really good results.
18 And we also recently just met -- we are not going to meet again
19 until 2008 during the spring time. We will come together again
20 and have another meeting.

21 Okay. Does anyone have any questions on this part?

22 Do you want me to move on? Okay.

23 Are you guys okay down there, Debbie and Cheryl?

24 MS. MOORE: Yes, we are okay.

25 MR. D'ANGELO: And, Rick, I am doing what you said.

1 I promised I would be slow.

2 Now, this report pretty much is similar to what Bob
3 just shared. And this is from our side, and this is our
4 statistics and numbers. And I'll show you two parts. The
5 first part will be 2006/'07; the minutes, and CapTel, TRS,
6 those categories. And the other results will be recent numbers
7 from '07/'08 as in the last month, so you will see where we
8 are.

9 Now, this percentage of relay users, this is for last
10 year, '06/'07. So we had 41 percent used the Turbocode method,
11 30 percent used the TTY; so, total it was 71 percent. Now,
12 15 percent used voice, 13 percent used voice carry-over. So
13 here is the total.

14 And these are the minutes comparison from last July
15 to June. So there was 500,000 minutes, which did drop slightly
16 to about 425. So there was some slight drop. And as Bob
17 mentioned, there is transition to IP-Relay and VRS, so that's
18 where that might be. A lot of people do still use the TRS.

19 And this is CapTel, indicating numbers from July.
20 There was about 150,000, and to June it grew slightly, about
21 175. So it did show the growth of CapTel. And maybe you will
22 notice that during the winter, November, December, January, we
23 had a high number of minutes because of the snowbirds coming
24 down here to use our TRS and CapTel. So these are the results.

25 And this is the CapTel part, who originated the call.

1 Here it indicates July to May. It's pretty stable. You do see
2 a slight increase in CapTel users, about 85,000, but I'm not --
3 about 52,000 were about the same person that made the call, it
4 could be the same person making the same call over and over, we
5 weren't really sure. So that was June. We had over 60,000, so
6 you can see that there is a growth. But with the voice call to
7 CapTel, you see a stabilization there.

8 And this is the last two months of '07/'08, so this
9 is what we're doing. You can see that it is pretty much
10 similar. We have 70 percent using Turbocode, 32 percent using
11 TTY, and totally it's about 69 to 70 percent; 14 percent use
12 voice, and the other percent are pretty similar to the other
13 one, you can see the breakdown within a two-month period.

14 This is the TRS minutes. In July there was about
15 425, and it went down to about 410 in August. So you can see a
16 slight drop. CapTel, you can see the growth. Like 170. In
17 August it went up. You can see the growth in August. This
18 shows how many people were making the calls in July. You see
19 people who originated the call through CapTel, those numbers
20 did grow. The voice calls are stabilized.

21 Now, that's the end of my report. Does anyone have
22 any questions about this section?

23 MR. FORSTALL: This is James.

24 Tom, does Sprint have a mechanism or a code in place
25 to track relay calls made by the deaf/blind users?

1 MR. D'ANGELO: Yes. We have about zero percent. Not
2 many people use it. Let me show you here. You see this little
3 section here of deaf/blind is zero percent. We do have a
4 method to identify callers, but at this time we have not had
5 anyone do that. Have you seen any equipment distribution of
6 users as in Braille, any Braille users?

7 MR. FORSTALL: We have approximately 15 individuals
8 that we are aware of that are Braille TTY users. However, if a
9 Braille -- the reason I'm questioning the mechanism of the
10 code, because if a Braille TTY user is calling through relay as
11 a regular TTY user, how is that identified?

12 MR. D'ANGELO: No. We have a special number for them
13 that they call because they have to use special equipment to
14 make the call through the Braille TTY.

15 MR. FORSTALL: So it would be up to the Braille TTY
16 users to let the operator know they are a Braille TTY user?

17 MR. D'ANGELO: No. What they would do, we have a
18 special phone number for that. It's an 800 number. I would
19 have to look it up in the list here, I don't have it memorized.
20 Do you happen to know what the number is? Could you help me
21 look that up, the Braille number, the people that would use TTY
22 with Braille? Do you know that number?

23 MS. MOORE: You mean that call by relay?

24 MR. D'ANGELO: Yes.

25 MS. MOORE: I use 711. I never use the 800 number

1 myself.

2 MR. D'ANGELO: Okay. So that's something I will have
3 to check into.

4 MR. MOSES: James, I'll see if I can help out, and
5 maybe somebody can correct me if I'm wrong, but I think it is
6 in the contract that dual sensory impairments get a higher
7 discount on the long distance rates and everything, and I
8 believe that is done through the profile. Whenever they
9 initiate the service, they set up a profile and identify
10 themselves at that time, and then from that point on they will
11 know. I believe that's how it works.

12 MR. D'ANGELO: Yes. I would like to elaborate on
13 that. That is correct, we do have branding. I don't know, the
14 number may be wrong as far as 711. It will pop up on the
15 screen that the person is a deaf/blind user and then they know
16 to go slower and there will be a delay in the call. So that is
17 branded. And so I could get those results and check back with
18 you and see exactly what the statistics are on that part.

19 MR. MOSES: Okay.

20 MR. FORSTALL: That's fine. I'm just curious how you
21 identify it. Because I was not aware of the 800 number myself,
22 otherwise, we would be publicizing it. That is good
23 information. Thank you.

24 MR. D'ANGELO: I can give it to you.

25 MR. MOSES: Does anyone else have any more questions

1 for Tom?

2 MR. CASEY: I'd like to make one comment. Just as a
3 clarification, at the beginning Tom said he would still be
4 working with us. Tom will be working with us through May of
5 next year, because our existing contract calls for Sprint to do
6 that along with the relay center through May 31st of next year.
7 Those changes won't take place until June 1st, 2008.

8 MR. D'ANGELO: Right on. Yes. Definitely.
9 Definitely.

10 MR. MOSES: Maryrose.

11 MS. SIRIANNI: I have a question.

12 MR. MOSES: Okay.

13 MS. SIRIANNI: If you dial 711, then will they be
14 able to go one way or the other in terms of being a deaf/blind
15 call?

16 MR. MOSES: Yes.

17 MS. SIRIANNI: So you don't really need the separate
18 800 number. You could dial 711 and that would --

19 MR. MOSES: It should trigger your profile if you're
20 dialing from --

21 MS. SIRIANNI: It would just trigger it.

22 MR. MOSES: Right.

23 MR. D'ANGELO: Correct. But I believe that we have a
24 special 1-800 number specifically that goes directly to that
25 call. I need to find that number and I can share it with you.

1 Or they can use 711 and it will set up a branding to identify
2 that system, that caller, but I can check into that.

3 MR. MOSES: James.

4 MR. FORSTALL: If I may add, profiles need to be
5 completed by the individual callers, and it is not done by the
6 CA operator. So an individual will have to take the time to
7 fill out the profile and send it in to the call center.

8 MR. D'ANGELO: Correct. Right.

9 MR. MOSES: That is correct.

10 MR. D'ANGELO: Also, I have a question for James. I
11 am wondering if you have distributed -- do you have
12 distribution equipment that has been set up to identify the
13 consumer and you can fax it to the Sprint center that shows the
14 branding? I mean, maybe that would be a good idea. We could
15 add that.

16 MR. FORSTALL: I can't say yes or no one way whether
17 we have, but it will be something we can do going forward.
18 However, if you recall a few years back when FTRI did one of
19 the newsletters, we did put the profile in the newsletter for
20 people to complete and send it in to the call center. But I
21 can make sure that going forward we make sure that they do
22 complete a profile, the deaf/blind individuals, so they can
23 send them to the call center.

24 MR. D'ANGELO: Okay. Great.

25 MR. MOSES: Thank you, Tom.

1 Jane, are you still okay? Excuse me, one more
2 question. Cheryl.

3 MS. MOORE: I have a question relating --

4 MR. MOSES: Can you get to the microphone? You've
5 got to hit the button.

6 MS. MOORE: Okay. I was just curious about deaf and
7 blind in this state, in the state of Florida. I am deaf and
8 blind, but I have very low, very low vision. I'm very limited
9 in some -- I can use the computer. I'm independent in being
10 able to use and read from the computer, that's fine. The TTY,
11 I type and use the TTY. And, on the display, it really depends
12 on my eyesight. Every day could be different. It fluctuates
13 up and down.

14 And so I was wondering about, like, full deaf and
15 blind people, those who are fully deaf and blind. FTRI, can
16 they provide special equipment, you know, like Braille, that
17 they are able to use when they make phone calls through the
18 relay, or can they use Braille for any type of phone call in
19 the state of Florida? Do they have that, that is my question?

20 MR. FORSTALL: I'm waiting for cart. Yes. Thank
21 you.

22 Yes, we do have Braille TTYs available, and what we
23 do --

24 MS. MOORE: And it is Braille?

25 MR. FORSTALL: Yes, it is. And it is manufactured by

1 Krown, and that is Krown with a K. We would be happy to supply
2 you with one. What we do in situations for Braille TTYs, we
3 order them as needed because of the cost involved. We do not
4 have them in inventory, so we order them as needed. So, if you
5 are interested in obtaining a Braille TTY, we would be happy to
6 provide you with one.

7 MS. MOORE: Yes, I would like that. I understand
8 that if the deaf/blind wants to get that, FTRI is required, you
9 know, if they know that the deaf person uses that, if they have
10 the Braille skill, if it's possible to read and use Braille, if
11 they are able to give the equipment to that person.

12 MR. FORSTALL: That is correct.

13 MS. MOORE: There is no sense if you just give the
14 equipment and the deaf/blind person can't use it, if they don't
15 know how to use Braille, is that correct? So that's why -- is
16 that why it is special order?

17 MR. FORSTALL: Yes, you are correct. However, I do
18 have some good news for you. There is another company that is
19 developing a new Braille TTY device. It hasn't come out on the
20 market yet, but they have been working with the state of
21 Washington for years to come up with a much more user friendly
22 interactive, face-to-face interactive Braille TTY, and we hope
23 that it will be available within the next 12 months. And I
24 would like to volunteer you as someone who may be one to test
25 the product for us when the product does become available.

1 MS. RHODES: Later, yes, later.

2 MR. FORSTALL: Thank you.

3 MR. MOSES: Mary.

4 MS. MOORE: I have a question about the training.
5 You took away in the contract having no one to train. Does
6 FTRI still train the people how to use the TTY also, like
7 Braille TTY, as well?

8 MR. MOSES: We didn't take anything out of the
9 contract on training as far as FTRI is concerned. Go ahead,
10 James.

11 MR. FORSTALL: I think you might be confusing the
12 relay call center with FTRI, which is two different things.
13 FTRI will continue to contract with the regional distribution
14 centers throughout the state and will continue to provide
15 equipment and training on all equipment.

16 MR. MOSES: Okay.

17 James, would you like to go ahead and give your
18 presentation, please?

19 MR. FORSTALL: Sure. My presentation is even shorter
20 than Tom's.

21 Good afternoon.

22 Rick, I want to thank you for adding me to the
23 agenda.

24 What I have to present is just, you know, a brief
25 overview of the new equipment that FTRI will be introducing to

1 the program. For years FTRI has maintained single pieces of
2 equipment for the different devices, however, we have decided
3 to introduce consumer choice beginning on January 1st, 2008.

4 We believe consumer choice has been a concept that
5 FTRI has considered for some time and believe the consumer
6 choice concept is ready for implementation. Consumer choice
7 will allow consumers to demonstrate each of the different
8 telephones at FTRI and the regional distribution centers and
9 choose the telephone that best meets their hearing loss.

10 What I have here are the three different types of
11 amplified telephones that we will be offering. The XL-40,
12 which is the phone that we currently distribute, will continue
13 to be offered. The new additions are the CSC-40, which is
14 manufactured by ClearSounds, and the Starplus Standard, which
15 is manufactured by Krown.

16 The difference between the three are the
17 CSC-40 provides the same type of amplification, however, the
18 unique feature with this is that it does not require an
19 electrical adapter to work. You can be plugged directly into
20 the phone line and it will still be able to provide the
21 40 decibel amplification. We have a few clients that would
22 prefer this because they may have jacks in their home that are
23 not near an outlet and this will be able to meet their needs.

24 And the other phone, the Starplus Standard
25 manufactured by Krown, has increased amplification of up to

1 53 db. All the other features are pretty much similar. They
2 all have a flashing light on them, they all have programmable
3 memory, and they all have a tone and a volume adjuster.

4 Next, we're going to be offering different types of
5 TTYs. The 425 and 4400 manufactured by Ultratec are what we
6 currently provide. We do provide the 425 right now; however,
7 the 4400 model is a new addition, and it is a TTY that does not
8 have a printer. And then down at the bottom are the two TTYs
9 that are manufactured by Krown that will also be available.

10 Another new addition is the TTY large display, which
11 is also manufactured by Krown. The current large visual
12 display that we distribute is no longer being manufactured, so
13 we are pleased to be able to offer this product. And these are
14 for people who have low vision. You are able to increase the
15 font size.

16 Also, we will be offering two types of ringers. They
17 both are very similar in function, however, they are just
18 different in styling. We like to give people the choice of
19 which ones they prefer.

20 The same thing can be said for the visual ringers.
21 Sonic Alert is the current model we distribute and the new
22 Simplicity by Ultratec will be offered. The ILA, which is the
23 in-line amplifier. Once again, we are offering two, and the
24 HA40 which is currently distributed and manufactured by Clarity
25 and Ultraclear by ClearSounds. Once again, they are both very

1 similar in function, but different in styling.

2 The cordless phone. FTRI evaluated the cordless
3 telephone that was submitted for bid and found only one
4 telephone that performed satisfactorily. However, I attended
5 the TEDPA conference last month and learned that some states
6 have ceased distribution of that particular cordless because of
7 performance issues. FTRI will follow up with these states and
8 reevaluate that phone. Meanwhile, FTRI will continue its
9 search for a cordless telephone that can be distributed in the
10 program.

11 The benefits of consumer choice. FTRI believes that
12 offering consumer choice will also encourage manufacturers to
13 strive with making enhancements towards both customer service
14 and production of quality products. Should FTRI experience an
15 unusual equipment malfunction or inventory setback with a
16 manufacturer, FTRI will have options.

17 And that concludes my presentation.

18 MR. MOSES: Okay. Rick.

19 MR. KOTTLER: Just a quick question, James. When is
20 this scheduled to go up? I know you have the meeting in
21 November, but when actually is this going to be kicked off and
22 go into production?

23 MR. FORSTALL: We hope to have them available for
24 distribution January 1st, and we will provide each of the RDCs
25 inventory in December.

1 MR. MOSES: Any other questions for James? Okay.

2 Thank you, James.

3 That concludes all of the presentations that we had
4 scheduled today. Is there any other subject matters any of you
5 would like to discuss at this time regarding relay? Awful
6 quiet.

7 Okay. I guess we are concluded then. We will be in
8 contact with you in April to schedule the next meeting. And in
9 the meantime, if there is any subject matters any of you would
10 like to discuss at that meeting, if you would please e-mail
11 them to me, or Bob, or Lee Eng, and we will get it on the
12 agenda.

13 MR. CASEY: One thing I would like to add, this TASA
14 meeting is being videotaped and it will be archived on our
15 website. Once it's available, I will send an e-mail to
16 everyone letting you know how to get it along with the
17 presentations.

18 MR. MOSES: Cheryl, did you have a question?

19 MS. RHODES: I have a question I wanted to ask. It
20 just popped into my head. I have a tendency to use IP a lot on
21 the computer, on the screen, on the computer screen, and I have
22 the display. I feel very comfortable with that. I have
23 background. It has color, different fonts that I use, and it
24 is fine. And I use a lot, like, you know, if my eyes tear up
25 or anything, because I'm blind. Is there any way that I can

1 add some kind of Braille into the computer to use the IP, the
2 IP-Relay, because sometimes when I use the computer when I'm
3 trying to look at the screen my eyes water? And if there is
4 some attachment with Braille that I could use for the computer.

5 MR. MOSES: I'm certainly not familiar with it.

6 James, do you know?

7 MR. FORSTALL: No, I'm not, but I would be glad to
8 look into it.

9 MR. MOSES: Okay. Thank you.

10 MS. RHODES: Do it, please. Yes, thank you.

11 MR. MOSES: Go ahead, Kathy.

12 MS. BORZELL: I have one question for James regarding
13 the cordless phones, because I know you probably continue to
14 get requests for amplified cordless phones. Do you have any
15 idea when you will be able to identify the right one?

16 MR. FORSTALL: It was my hope to have one included in
17 the January 1st line-up, but after going to the conference I
18 was really disappointed and disheartened by the number of other
19 states that were commenting on the performance of that
20 particular brand. And I hate to introduce something that will
21 not meet our standard or our needs, and I don't want to have to
22 deal with products being returned.

23 I have not given up on searching for one. I think it
24 is important, it is needed, but I can't give you a time frame.
25 Hopefully within the next 12 months.

1 MR. MOSES: And, again, if you haven't already done
2 so please make sure you get your reimbursement forms so we can
3 reimburse you for your expenses.

4 And with that, we conclude. We very much welcome all
5 of you that are new to the committee. It was a pleasure
6 meeting you and we look forward to seeing you again in the
7 future.

8 And if at any time you have any questions, please
9 feel free to e-mail us or call us. We will be glad to answer
10 any questions at any time. Thank you.

11 (The meeting concluded at 2:42 p.m.)

12

13

14

15

16

17

18

19

20

21

22

23

24

25

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

STATE OF FLORIDA)

CERTIFICATE OF REPORTER

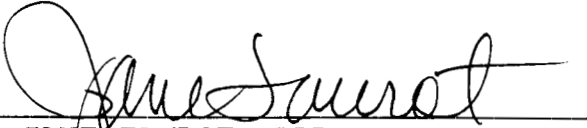
COUNTY OF LEON)

I, JANE FAUROT, RPR, Chief, Hearing Reporter Services Section, FPSC Division of Commission Clerk, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

IT IS FURTHER CERTIFIED that I stenographically reported the said proceedings; that the same has been transcribed under my direct supervision; and that this transcript constitutes a true transcription of my notes of said proceedings.

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorney or counsel connected with the action, nor am I financially interested in the action.

DATED THIS 31st day of October, 2007.



JANE FAUROT, RPR
Official FPSC Hearings Reporter
(850) 413-6732