MCI Global Relay Service

ORIGINAL

Proposal to

State of Florida

Telecommunications Relay Service (TRS)

Docket No. 040763-TP
November 18, 2004

Pricing Proposal

MCI
GLOBAL RELAY

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Pricing Explanations

Pricing Overview

MCI's basic relay pricing includes costs for all hardware, software, facilities, personnel, features and services necessary to handle Florida's relay traffic as detailed in the RFP. This includes all services as detailed within the RFP including standard TTY modalities, VCO, HCO and STS. These services will be provided in English and in Spanish.

Additionally, This pricing includes several valuable and innovative extras including Assisted Text Relay (ATR), MCI's Signaling System 7 (SS7) platform, 80% of relay traffic handled from MCI's in-state center, and Expanded Disaster Recovery Support for the State of Florida. MCI believes that each of these elements adds significant value to MCI's overall offering.

MCI's pricing is based on a "Per Session Minute" rate as requested. In considering its pricing, MCI has used the State's definition of Billable Minute to include the "elapsed time between the time the incoming call enters the FRS provider's relay center switch and the completion of relay service." MCI will round all billable minutes to the nearest one-tenth of a minute per call session. The total of all of the call sessions for each month will be used to produce the total billable minutes per month.

The prices quoted on the subsequent pages are firm and fixed for the duration of the contract with no hidden add-ons or extras. MCI believes in offering the highest quality relay service at the very best price and has delivered this to the State.

Innovation and Savings

Minutes of use for traditional relay service are declining. The fact is that communications technology has finally reached a point where relay users are presented with a variety of choices to place relay calls. No longer is the TTY the preferred and only communications medium for the Deaf and Hard of Hearing. The impact of relay innovation has been in increase in the choices available to relay users and therefore a reduction of traditional relay minutes of use. Usage trends are showing dramatic surges in the usage of such communications options as IP-Relay, Wireless IP-Relay and VRS.

MCI is proud to be at the forefront of this adjustment to traditional relay usage. We believe that "functional equivalence" for relay users truly means having a wide variety of communications options available. Consequently, MCI has worked very hard to lead the revolution of relay service and to introduce new products and services that are available to all people, in all places, at all times.

What this innovation means to the State of Florida is a decrease in the overall billable minutes and therefore a reduction of the overall cost to provide relay service in accordance with all federal regulations. Traditional Relay through the FRS can now be supplemented by MCI's broad variety of innovative offerings. Among the services that can be made available to FRS users are:

www.IP-RELAY.com	MCI was the first provider to offer relay through the Internet and continues to be in the industry leader. IP-Relay.com is currently offered free of charge to users.
IP-Relay VRS	MCI has expanded its VRS offering to include both computer-based and television-based VRS. As with all services, MCI strives to reach the broadest audience and to offer the most options to its users.
Wireless IP-Relay	A new favorite among relay users, Wireless IP-Relay allows users to make relay calls through a variety of wireless devices. There is no more waiting near a TTY to make a call. With Wireless IP-Relay, users can relay on the go!
My IP Relay	AOL™ Instant Messenger™ is among the most useful communications tools to arise in recent years. Now, relay users can even place relay calls through this application. My IP Relay turns anyone's computer into a TTY-like device by allowing relay calls to be placed through AIM.
My IP Relay Number	MCI's newest innovation, relay users can now have there own phone number that can be used to reach them wherever they may be.

But new services are not the only relay innovations that MCI focuses on. MCI also believes in improving existing relay. Traditional relay service needs to be fast and efficient and more accessible so that all users can communicate when they want and need to. MCI has invested significant resources to improve its relay platform. These improvements have increased customer satisfaction while decreasing overall costs. Among the key innovations for traditional relay service are:

Signaling System 7 (SS7)	MCI's platform is built using SS7 technology. SS7 technology allows caller information to be passed automatically between carriers and therefore preserves any special call features subscribed to by the caller. Since implementing its SS7 platform, MCI has experienced a **30 to 50 percent speed increase** over competitive platforms.
Avaya Skill-Based Routing	MCI uses the latest Avaya switches to route relay calls appropriately. This system, allows MCI to ensure that calls are delivered to the appropriate CAs in a fraction of the time it takes through traditional switches. Through the use of Avaya Skill-Based Routing, MCI can assign skill levels to CAs so that certain calls reach certain CAs. The result has been a significant increase in customer satisfaction and a reduction in minutes of use.
True Caller ID	MCI offers True Caller ID that allows caller information to be passed to the called party automatically. FRS users will be able to have their calling number appear on the Caller ID the party they are calling. If the FRS user subscribes to Caller ID blocking, or privacy, those features will be preserved. It is important to note that other relay providers may pass the caller ID information by other means to the terminating location, thereby bypassing any of the user-subscribed special call features such as call blocking.

Conclusion

MCI believes that its pricing is competitive, its solution is innovative and its mission to achieve true "functional equivalence" for all relay users most accurately embodies the spirit of the American for Disabilities Act (ADA) and the FCC Regulations.

MCI looks forward to working with the State to make the FRS the very best relay service available.

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Basic Relay Pricing

Price per Billable Minute to provide
all basic relay services as detailed in the RFP $ 0.75 per Minute

NOTE: This pricing will remain firm and fixed for the duration of the base contract.

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CapTel Pricing

Price per billable minute to provide CapTel service,
including Two-Line CapTel service

Contract Years One and Two $ 1.485 per minute

Contract Year Three $ *** per minute

Contract Extension Years $ *** per minute

NOTE: Pricing for Contract Year Three and for each of the Contract Extension Years
will be adjusted each year by a percentage equal to the percentage change in the
Consumer Price Index for all Urban Consumers, US Average for all items as published
by the US Department of Labor.

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Optional Features

Price per Billable Minute to provide Optional Features:

a.	Custom Calling Services	__included__
b.	Video Relay Service	_NECA Rate[1]_
a.	IP-Relay Service	_NECA Rate[1]_
b.	Account Manager	$ .025 per minute[2]
c.	Other Optional Services	

1.	Wireless IP-Relay	_NECA Rate[1]_
2.	My IP Relay	_NECA Rate[1]_
3.	My IP Relay Number	_NECA Rate[1]_
4.	Wireless Giveaways	$4,200 per Month[3]

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[1] MCI proposes no charge for this service unless it becomes required by FCC Regulation. At that time, MCI proposes to use the prevailing NECA rate as the billable minute rate.

[2] MCI proposes to offer a 100% dedicated Outreach Manager. The rate offered is an add-on to the base price per minute.

[3] MCI proposes to offer up to 250 Wireless devices annually to FRS users through this program. The "per month" cost includes device costs and outreach support and management of the program.