

Florida Public Service Commission Relay Update

October 27, 2025

In 2025, the Florida Legislature amended Sections 427.702 through 427.706, Florida Statutes (F.S.) relating to the Telecommunications Access System Act of 1991 (TASA). Below is an overview of the primary statutory amendments, and Florida Public Service Commission (Commission) rulemaking to implement the new statute.

Statutory Amendments

- Grants Florida Telecommunications Relay, Inc. (FTRI or Administrator) authority to distribute specialized communications technology.
- Section 427.704(e) requires the Commission to set eligibility requirements for distribution of the specialized communications technology.
- Specifically, 427.704(e) mandates that eligibility requirements be based on income qualifications of no less than double, but no more than triple, the federal poverty level, or participation in other state or federal programs based on income.
- The changes also renumbered statutory sections, resulting in the need to renumber statutory references in Rule 25-4.150, Florida Administrative Code (F.A.C.), The Administrator, and Rule 25-4.160, F.A.C., Operation of Telecommunications Relay Service.

FPSC Rulemaking

- At the October 7, 2025 Agenda Conference, the Commission approved staff's recommendation to amend Rule 25-4.150 F.A.C. and Rule 25-4.160 F.A.C. to implement the statutory changes. *See Attached Staff Recommendation in meeting material.*
- On October 13, 2025, the Commission issued its order providing notice of the proposed rules. Request for hearing on the proposed rules must be received no later than November 3, 2025. *See Attached Commission Order in meeting material.*
- The more substantial amendment to Rule 25-4.150 F.A.C. is the addition of Subsection (5) which implements the requirements of Section 427.704(e) requiring the establishment of the eligibility requirements for the distribution of specialized communications technology.
- Rule 25-4.160 F.A.C. Subsection (1) was deleted because the rule language required a discount for intrastate toll calls received from a telecommunications relay service and did not reflect current practice. Telecommunications relay service providers no longer charge for toll calls. As a result, the toll discount language contained in the rule was obsolete.

FTRI Implementation

- FTRI is currently developing its plan to implement the distribution of specialized communications technology. Key factors will include specific technology, cost, and the projected impact on FTRI's budget.