BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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   In the Matter of            :   DOCKET NO. 960598-TP
Request for Submission of      :
Proposals for Provision of     :
Relay Service, Beginning in    :
June, 1997.                    :
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PROCEEDINGS: **TELECOMMUNICATIONS WORKSHOP**

DATE: **Tuesday, June 4, 1996**

TIME: Commenced at 10:00 a.m.
                       Concluded at 4:25 p.m.

PLACE: Betty Easley Conference Center
                       Room 152
                       4075 Esplanade Way
                       Tallahassee, Florida

REPORTED BY: JOY KELLY, CSR, RPR
                       Chief, Bureau of Reporting
                       Florida Public Service Commission

1 **IN ATTENDANCE:**

2   **JAMES FORSTALL**, Executive Director, FTRI.

3   **CHARLES ESTES**, MCI.

4   **ROBERT GIUNTOLI**, MCI.

5   **ALEXANDER FLEISCHMAN**, Florida Association of

6 the Deaf, Inc.

7   **HARRY ANDERSON**, Coalition for Persons with

8 Dual Sensory Disabilities.

9   **JULIA MAYES**, FAD.

10   **JIM HENTZ**, Florida Telecommunication Relay,

11 Inc.

12   **NORMAN H. HORTON**, Florida Telephone

13 Association.

14   **ELISE McCABE**, BellSouth.

15   **BRANDI RARUS** and, **BEN FINCHER**, Sprint

16 Communications.

17   **MIKE SCOBIE**, GTEFL.

18   **RUSSELL FLEMING**, AT&T.

19 **FOR THE FPSC:**

20   **RICHARD TUDOR, ALAN TAYLOR, LAURA KING** and

21 **DON McDONALD**, FPSC Division of Communications.

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FLORIDA PUBLIC SERVICE COMMISSION

INTERPRETERS:

TONY C. BRAY

BRENDA DENCER

1　　　　　　　　**P R O C E E D I N G S**

2　　　　　　(Meeting convened at 10:00 a.m.)

3　　　　　　**MR. TUDOR:** All right. We'll go ahead and

4　get started.

5　　　　　　As you can see, we'll be a small group

6　today, and that's great. That will allow us to be

7　very informal, and I hope everyone that wants to

8　participate will feel very free to do that at anytime

9　in our discussions today.

10　　　　　　We're meeting today in a Staff workshop in

11　our Docket 960598. And that docket will be the one

12　that we will use to take us through the RFP process.

13　And will probably remain open throughout the contract

14　negotiation period and then even on into the life of

15　the contract. That's the process we used in our last

16　RFP and I suspect we'll do the same thing this time.

17　　　　　　One of the -- I'll just give you some

18　preliminary things here. One of the things I wanted

19　to make sure everyone was aware of was that there was

20　a proposed Florida law this past session that would

21　have allowed for us to recruit multiple providers for

22　relay service. That law made its way fairly well

23　through the process until the end of the session and

24　then it just did not succeed in passing, just did not

25　ever get calendared. So we'll be pursuing this RFP

1   under a single provider concept.

2   Our purpose here today is to take advantage

3   of the experience that various providers have to help

4   us in the development of the RFP. There's certainly

5   been technology changes since the last RFP was issued

6   several years ago. It seems like just yesterday, but

7   it has been several years now. So we would like to

8   take advantage of that experience that telephone

9   companies have and other possible providers have in

10 developing our new RFP. Of course, after we issue our

11 RFP we'll go through a process of making sure that all

12 of the potential bidders understand the RFP as issued.

13   But at this point in time and in our meeting

14 today we will be attempting to receive input that will

15 help us to develop that next RFP. So we thank you for

16 being here today.

17   We'll be taking a couple of breaks along the

18 way for the benefit of our court reporter and

19 interpreters. There are restrooms at the back of this

20 hearing room. If you go out in the hallway, it's

21 behind this room, our restrooms. If you go out the

22 back doors of this hearing room, straight ahead is a

23 wide hallway, and while you can't really see it when

24 you walk out there, there's a wall straight ahead and

25 behind that wall or partition there's some snack

1 machines, so you can take advantage of those during

2 the breaks.

3   We developed a handout and I hope everyone

4 has gotten a copy of that by now. It was labeled,

5 "Florida RFP Draft." And that's what we'll be working

6 from today.

7   Before we begin, let me see if there are any

8 initial questions anyone might have before we start

9 working our way through this.

10   We have a sign-in sheet that is located on

11 the front table. If anyone has not signed in on that,

12 we'd appreciate you doing so. We will also be able to

13 use that to help guide us in determining who to send

14 out copies of the RFP to. So that will be helpful in

15 helping us develop part of that mailing list. So it

16 will be to your advantage to sign in on that if you

17 have not.

18   If not, we'll proceed with the RFP draft

19 language that we have before us. Let me tell you what

20 this document is. It certainly is, as you know when

21 you look at it, just a very rough draft of some

22 language. Some of the language at the beginning is

23 some new definitions that we want to try to work

24 through and I know some of this will be very tedious,

25 but we will appreciate your input, so that we can

1 develop some definitions that will help us to all

2 understand what we're saying when we use a certain

3 term.

4   After the definition section, there's some

5 reporting requirements, and then after that, are some

6 provisions taken from the last RFP that we did. And

7 in some cases there I went through and struck through

8 some language or underlined some language that we have

9 added. Part of that new language relates to a

10 discussion with the Advisory Committee at its last

11 meeting a few weeks ago. So we have attempted to get

12 input from the Advisory Committee particularly in

13 those areas where we think that it's an issue that is

14 particularly related to the user's interface with the

15 system and with the CA and things that are

16 substantially a matter of consumer preference. And

17 there particularly we wanted to get input from them.

18   So with that, let's just start working our

19 way through this. On Page 1 the first item there is a

20 definition of answer time. And let me give you just a

21 moment -- you may have already read this, but, if not,

22 take just a moment to read through that and then let's

23 talk about some of the issues that revolve around a

24 proper definition of answer time.

25   **MR. ESTES:** Richard, may I comment, that

1 applies throughout the whole draft. We've discussed

2 this before over the past three years that the terms

3 "hearing impaired" and "speech impaired" are not

4 practically correct.

5   The proper terms to use are "deaf and hard

6 of hearing." Where you have "hearing impaired,"

7 should be changed to "deaf and hard of hearing."

8 Where there is "speech impaired," it should be changed

9 to "speech disabled."

10   **MR. TUDOR:** Do you believe that's a general

11 consensus within the community?

12   **MR. ESTES:** Yes. Yes, definitely.

13   **MR. TUDOR:** So rather than "hearing

14 impaired," you are saying "deaf and hard of hearing"?

15   **MR. ESTES:** Richard, in the deaf and hard of

16 hearing community, the use of the term "impaired" is

17 -- excuse me -- is compared to the unfortunate terms

18 that people use to refer to the black population.

19 People have very strong feelings about the word

20 "impaired."

21   **MR. TUDOR:** I appreciate that, Charles, and

22 we do want to be sensitive to that. And I'd

23 appreciate anybody's input along those lines.

24   Charles, you're suggesting instead of

25 "hearing impaired" was "deaf and hard of hearing," is

1 that correct?

2   **MR. ESTES:** Why.

3   **MR. TUDOR:** And instead of "speech

4 impaired," what term?

5   **MR. ESTES:** It should be changed, "speech

6 impaired" to "speech disabled."

7   **MR. TUDOR:** Speech disabled.

8   Charles, I'll look at that. There are some

9 terms that are defined in the Florida Statute, and I

10 want to make sure there's not confusion with the

11 Florida law, also, so I'll look at those two in

12 conjunction. We don't want to leave any doubt as to

13 what the terms mean, if we use them one way in the RFP

14 and a different way in the law. But perhaps we can

15 deal with that by defining them in the law in a way

16 that references the Florida law -- excuse me -- define

17 them in the RFP in a way that references the Florida

18 law, so that it's clear how they interrelate. That's

19 a good suggestion. I thank you.

20   **MR. GIUNTOLI:** Richard, if you want to look

21 further, you might change TDD to TTY, because TDD

22 means telecommunications device for the deaf and this

23 device is not only for deaf people; hard of hearing

24 people use it, speech disabled people use that device,

25 also. It's a machine that we prefer to be call TTY.

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1 It's for teletext telephone.

2   **MR. TUDOR:** I know we had this discussion

3 one time before where the TTY, I believe, originally

4 stood for teletypewriter, and so there was also a

5 discussion of just using the two letters, TT.

6 However, there's some implications for that also. So

7 I think the general consensus has been to just use

8 TTY.

9   **MR. ESTES:** Yes.

10   **MR. TUDOR:** Does everyone seem to agree that

11 that's the best term to use?

12   **MR. ESTES:** Yes.

13   **MS. RARUS:** (Nods head.)

14   **MR. TUDOR:** Okay. Looking now at the

15 definition for answer time. This definition, of

16 course, will be important because it deals directly

17 with one of the primary standards by which we measure

18 the quality of service being provided by a provider.

19   So let's look first at the definition part,

20 and then right below that is a service standard

21 provision.

22   First the definition part. We would begin

23 the definition of answer time as starting when the CA

24 is ready to serve. Is that a workable starting time

25 for measuring answer time?

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1   **MR. ESTES:** I don't know if I should comment

2 on this or not. We have had this award more than

3 three years now, as you know.

4   I understand the intention of the

5 Commission, but I also understand the limitations of

6 this definition and what it means. Why not just use

7 the ADA definition on answer time? It's much more

8 simple.

9   We have shown more than once through the

10 direct call profile to show that it's physically

11 impossible for some of the test findings to be from

12 the time that we receive the call to the MCI

13 equipment. We can't point fingers, of course, but I

14 think it would be good to adopt the ADA time standard.

15   **MR. TUDOR:** We're not looking so much at a

16 standard right this second as a definition. What is

17 the -- how does the ADA definition start? How does it

18 say when answer time occurs?

19   **MR. ESTES:** 85% within ten seconds.

20   **MR. TUDOR:** There's a very big problem with

21 -- that's not actually in the ADA that's in the FCC

22 rules. There's a very big problem with that in that

23 it doesn't say ten seconds from when. And that's what

24 we're trying to pin down is when does the ten seconds

25 start.

1   The FCC rules are deficient. So I would not

2 want to use those rules. We need to say when the

3 start time actually is.

4   **MS. RARUS:** When I'm looking at the

5 standard, and the FRS cannot be responsible for the

6 time that the consumer dialed the last night to the

7 time the call arrives to the location. We cannot be

8 responsible for that. We're only responsible for the

9 time that the call comes to our switch. When it

10 arrives at our switch.

11   **MR. TUDOR:** I appreciate what you're saying.

12 I would disagree to some extent with you. I would

13 agree that there perhaps is an important measure of

14 answer time that occurs within the premises of the

15 relay center itself. But I would not agree that the

16 provider has no responsibility for making sure the

17 call gets to the relay center and the time involved in

18 that.

19   I understand that not only the provider's

20 telecommunications services may be involved, but also

21 those of a local exchange company or maybe two local

22 exchange companies, and you certainly are not -- do

23 not have the primary responsibility there, but you do

24 have the responsibility of making sure the system

25 works. That might involve working with a secondary

1   provider that you use to get the call to the relay

2   center. But you certainly do have a responsibility to

3   do that.

4   **MR. ESTES:** I have a question, Richard. How

5   will this definition be used? If this will be used to

6   determine if the provider is or is not meeting

7   performance standards, then we have a problem with

8   that.

9   But if you're using this from a user's

10 perspective, if the Commission could agree to take the

11 provider's records and determine if the provider is

12 doing his part when the CA is not -- LEC is not.

13   **MR. TUDOR:** Do you believe that we would be

14 able to determine when it's the LEC's problem versus

15 the provider's problem?

16   **MR. ESTES:** MCI system measures the lead

17 call profile, or how long it is, MCI system today, has

18 no visability beyond the MCI tandem, from the

19 tandem -- from MCI equipment on we have visibility.

20   **MR. TUDOR:** How do other states measure the

21 provider's actual results on answer time? How is it

22 that they measure, from what point in time?

23   **MR. ESTES:** From the responses of our

24 competitors that I have seen, they use the delay call

25 profile as their measure.

1   I don't know if any IXC has the ability to

2   measure from the time a call was dialed.

3   **MR. TAYLOR:** Charles, you're saying,

4   essentially, that no other state measures answer time

5   from the end user's perspective? Florida is taking a

6   leadership role in doing this?

7   **MR. ESTES:** I understand that Florida is one

8   of the few states that has Staff in the Commission to

9   perform this task.

10   **MR. TAYLOR:** Let me also ask you, Charles,

11   that the majority of the time MCI has met this very

12   standard, have they not, based on our reports?

13   **MR. ESTES:** Yes.

14   **MR. TAYLOR:** And it would be evidence of

15   good service on your part if you met this standard

16   each month.

17   **MR. ESTES:** Yes. But, Alan, when you come

18   up with a test call that drastically differs from what

19   our switch measures, we have a hard time accepting it.

20   **MR. TAYLOR:** But, Charles, if we have

21   complaints from consumers that talk about having to

22   hold on before they are answered, then MCI says, you

23   know, "Well, as soon as we got the call we answered

24   it." We do need to know what the problems are and MCI

25   does know. Isn't it a benefit to help address problem

1 areas and help you provide better customer service to

2 know when we place a call from a particular location

3 that maybe there's some added delay? Doesn't that

4 allow you to work with all of the parties to that call

5 to help improve response time?

6   MR. ESTES: No one can disagree with that,

7 Alan, but back to my question. Is this definition

8 going to be used to determine performance standards,

9 contract applied -- when this record differs

10 substantially?

11   MR. TAYLOR: We would use it the same way we

12 currently use it, to inquire as to what the problems

13 are when we do find substandard answer times and have

14 you respond. It could be used if you never met the

15 standard or repeatedly failed the standard to invoke

16 whatever penalties are appropriate, yes.

17   MR. TUDOR: Brandi, let me ask in your

18 experience where Sprint operates, how do the states

19 determine compliance with the answer time standard?

20   MS. RARUS: They primarily measure the time.

21 From the time the call hits the Sprint switch to the

22 time that the CA comes on line. We're taking an

23 educational step for the consumer to educate consumers

24 often. We have to make sure that the phone call goes

25 to the local exchange company, then to the Sprint

1 network, then to the relay center. So it follows that

2 path. Sometimes it is delayed from the time the

3 consumer actually dials from home to the local

4 exchange company, then to the network. But we've

5 always measured from the time the call hits the Sprint

6 switch to the time the CA picks up the call. That's

7 how we inform or what we bill the state monthly with

8 that information.

9   **MR. TUDOR:** When you say the Sprint switch,

10 where is that switch that you're talking about

11 physically located?

12   **MS. RARUS:** Most of the time would be in the

13 relay itself.

14   **MR. TAYLOR:** Does anyone disagree that ten

15 seconds on average is usually sufficient time for

16 originating call or calls to the relay center to be

17 switched by the local exchange company and to reach

18 the relay center?

19   **MR. ESTES:** There should be. There should

20 be enough, Alan, but I think you know from what you

21 have been shown that this doesn't always happen.

22   **MR. TAYLOR:** Well, Charles, as you know, our

23 concern is we travel around the state and we make

24 those test calls from different areas of the state,

25 and we would like to see access to the relay service

    .

1 be provided uniformly from anywhere in the state. And

2 if we don't measure this from the end user's

3 perspective and just use MCI's data, we may never know

4 that from Davisville, Florida, calls take twice as

5 long as from Orlando, Florida. And that's one reason

6 we want to measure this from the end user's

7 perspective, just as -- for comparison and to look

8 like the consumer looks to the relay service, so we

9 can experience what they experience.

10   MR. TUDOR: Let me ask, as another part of

11 this standard -- we're using a standard of 97% being

12 answered within -- whatever standard we use, 97%. Is

13 that a -- I don't believe that number is in the FCC

14 rule, but I really don't remember. Is that the

15 standard that's used in the FCC rule, 97?

16   MR. TAYLOR: No, that's the 80 in ten

17 seconds, remember?

18   MR. TUDOR: What is the FCC rule?

19   MR. TAYLOR: 85% in ten seconds.

20   MS. RARUS: Agree.

21   MR. TUDOR: That's right.

22   What -- around the country and other states,

23 what's the range of the percentage standard that

24 exists if we assume that most, if not all, of the

25 states use the ten second standard? What's the

1 percentage that other states use? Is it the 85% like

2 it is in the FCC rule or is it a higher standard?

3   **MR. ESTES:** All of the RFPs that have come

4 across my desk in the past year, they all seem to use

5 the FCC regulations, 85/10.

6   **MS. RARUS:** The state of Texas has not

7 adopted the 85% to 10. They require 3.3 ASA average

8 speed of an answer.

9   **MR. TUDOR:** Brandi, when they talk about an

10 average speed of answer. Is that on an hourly, a

11 daily basis or monthly basis?

12   **MS. RARUS:** Monthly.

13   **MR. TUDOR:** Okay. I don't know if we can

14 reach any further decision on this today, but we will

15 take that into account.

16   **MR. TAYLOR:** One key question: If the RFP

17 is issued with this standard, will MCI not bid?

18   **MR. ESTES:** MCI will bid.

19   **MR. TUDOR:** Okay. Let's move on to the

20 definition of abandoned calls. This is a definition

21 that we were wanting to look at in terms of

22 particularly the traffic report.

23   Alan, why don't you express what we're

24 trying to accomplish with this?

25   **MR. TAYLOR:** Let me just ask, has everyone

1 had an opportunity to look at the definition as

2 described for abandoned call, Item 2?

3   **MR. ESTES:** Yes.

4   **MR. TAYLOR:** We are, of course, conscious

5 and aware that sometimes people change their minds

6 about calling and hang up, but we're also aware that

7 perhaps people may hang up when the phone rings for a

8 long time without being answered.

9   What this standard suggests is that the

10 relay provider who is aware the phone is ringing,

11 because we're talking about after a call reaches a

12 switch, that those calls be answered -- or be counted

13 as not meeting the answer time standard because they

14 weren't answered, they were ringing, rather than being

15 discarded.

16   **MR. ESTES:** May I say something? Alan, we

17 have shown you the delayed call, that there are a

18 large number of abandoned calls that happen in the

19 first few seconds.

20   Are you asking that even those calls, zero

21 to five, still be considered not meeting the standard?

22   **MR. TAYLOR:** Yes.

23   **MR. ESTES:** There wouldn't be that many. We

24 can't agree with that definition then.

25   **MR. TUDOR:** What we're trying to accomplish

1 is, just to make sure that we're all using the same

2 terminology, and so that it's clear what the numerator

3 and denominator are when we establish any standard, we

4 have to agree on the terms first before we can agree

5 whether a standard has been met or not. And we felt

6 like we probably needed to define the term "abandon"

7 in some way, and then work it into the definition of

8 the standard.

9   **MR. TAYLOR:** Charles, do you disagree with

10 the definition then?

11   **MR. ESTES:** Yes.

12   **MR. TAYLOR:** Abandoned calls are terminated

13 by the caller before a communication assistant answers

14 you.

15   **MR. ESTES:** No. No, not that part.

16   **MR. TUDOR:** If we're trying to measure that

17 a certain number of calls have been answered in some

18 period of time, we have to decide how many were

19 offered and that I suppose would serve as a

20 denominator and then we'd have to use as a numerator

21 some number. And as that number we would, I assume,

22 use the calls that were actually answered by a CA. So

23 the question would be, I think, in the denominator are

24 we including all calls offered or are we including

25 only calls offered of which the user does not hang up?

FLORIDA PUBLIC SERVICE COMMISSION

1 And that's why I think we need a definition.

2   **MR. ESTES:** In MCI's system the abandoned

3 calls are calculated in ASA. So that makes this part

4 a little bit redundant because you're already getting

5 the performance information, combined performance

6 information you want.

7   **MR. TAYLOR:** Charles, if a call rings for

8 181 seconds but is not answered, you're saying that

9 that call is included in the ASA?

10   **MR. ESTES:** Yes. Yes.

11   **MR. TAYLOR:** If it is not answered, is it

12 included as a failure to answer in 25 seconds or 10

13 seconds?

14   **MR. ESTES:** No. It's abandoned. So, no,

15 it is not reported as such.

16   **MR. TUDOR:** You do have a way to identify a

17 call that has been offered to the system but where the

18 customer hangs up before the CA answers?

19   **MR. ESTES:** Yes.

20   **MR. TUDOR:** Brandi, you agree you can

21 measure that?

22   **MS. RARUS:** Yes, I do.

23   **MR. TUDOR:** And it really doesn't matter

24 exactly how we treat abandoned calls as long as we all

25 agree how to treat them and how to define them.

1   **MR. ESTES:**   Yes.

2   **MS. RARUS:**   Yes.

3   **MR. TUDOR:**   Isn't the definition of blocked

4 calls -- this definition is one that I think is

5 difficult to perhaps put into understandable English.

6 We have to decide first where the blocking occurs. We

7 talked earlier about there could be a problem with the

8 local exchange company so that the customer's call

9 really never gets out of his own city.

10   Alan, what do you have in mind in terms of

11 how to measure a blocked call?

12   **MR. TAYLOR:**   Basically, again, we're looking

13 at this from the end user's perspective. We believe

14 MCI, Sprint, AT&T or any carrier is made aware through

15 reports through the local telephone company of the

16 percentage of calls that are blocked in its network.

17 And when those percentages are too high, we have an

18 opportunity certainly to make an adjustment. But,

19 again, we would be making these calls independent of

20 what MCI would be measuring, but we believe it's a

21 reasonable standard. We think from a end user's

22 perspective a blocked call is any call they have

23 dialed the relay number and it never rings or it never

24 answers.

25   **MR. TUDOR:**   Would that be --

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1   **MR. ESTES:** Never rings and never answers?

2   **MR. TAYLOR:** Never rings.

3   **MR. ESTES:** Alan, that is clearly a LEC

4   issue if you never get a ring.

5   **MR. TAYLOR:** No, I don't believe so. I

6   would have difficulty going to Sprint-Centel, "I

7   dialed a relay service and nothing happened." They

8   would tell me, "well, they put it on MCI's trunks and

9   the blocking could have occurred anywhere in that

10   connection." But it's MCI that is providing the

11   service and you certainly want to make sure that that

12   doesn't happen very much and you would be perhaps more

13   eager to work on it if I called you than if I called

14   Sprint-Centel. And the end user would know they were

15   trying to reach you not where it was blocked in the

16   progress of the call.

17   **MR. ESTES:** I understand what you're saying,

18   but let me put out that this RFP has requirements that

19   are beyond anything that has crossed my desk in the

20   past year.

21   Other states do not count it from the end

22   user's perspective. They count it from the provider's

23   perspective. They accept reports from other

24   provider's perspective.

25   Here is a standard that was established for

1 voice users 99% of the time to get a circuit. But in

2 the relay we have the LEC and IXC or another provider,

3 two separate systems working together.

4   **MR. TAYLOR:** Charles, are you -- Charles,

5 would you be more comfortable, then, with the 2%

6 standard or are you suggesting that relay providers

7 cannot meet the 1% standard?

8   **MR. ESTES:** Relay providers should meet the

9 1% standard. That's a DA requirement or regulation

10 requirement, yes.

11   **MR. TAYLOR:** You just don't want us to

12 require it even though you can meet it?

13   **MR. ESTES:** (Laughter) No. I want to be

14 responsible for my system, and I want the other guy to

15 be responsible for his system. I don't want to be

16 held responsible for mine and his. Is that not

17 reasonable?

18   **MR. TAYLOR:** Historically, Charles, if it's

19 any comfort to you we've always done that, held

20 whoever is responsible -- whoever is getting paid for

21 the call is responsible for making sure it's complete.

22   **MR. TUDOR:** Brandi.

23   **MS. RARUS:** I do have a question. When you

24 question how do you measure from the end user's

25 perspective? How do you evaluate that?

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1   **MR. TAYLOR:** Brandi, the way we evaluate it

2   is we have engineers that actually go out and in the

3   process of evaluating telephone service around the

4   state we make test calls through the relay center. We

5   have our own TTY equipment and we initiate test calls

6   for -- to measure answer time and the blockage.

7   **MS. RARUS:** So you have an evaluation time

8   for the PSC?

9   **MR. TAYLOR:** Yes.

10   **MS. RARUS:** Okay. Thank you.

11   **MR. TUDOR:** If we were looking at this from

12   the viewpoint of calls received at the center, then

13   how would you define blocked call?

14   **MR. ESTES:** The way that you have it, 1%.

15   That's the way that we would view it.

16   **MR. TUDOR:** If you were just looking within

17   the relay center itself, would you look at blockage as

18   meaning the call was offered to the switch at the

19   center but it was never answered because the CAs were

20   all busy?

21   **MR. ESTES:** Yes.

22   **MR. TUDOR:** I have an understanding here

23   that blockage and answer time both relate to the state

24   of business of the CA, and if a caller is willing to

25   wait and let the phone ring for a long period of time,

1 then when it is finally answered it would go into the

2 answer time statistics. But if he waited ten minutes

3 and there was still no answer, he would hang up.

4 That, then, would be considered a blocked call; is

5 that right?

6   **MR. ESTES:** Abandoned. And it is calculated

7 in the ASA.

8   If you sacrifice one and access another or

9 charge another you don't meet performance standards.

10 The trick is to meet the blockage and meet the answer

11 time.

12   **MR. TUDOR:** I guess I'm trying to get a

13 handle on what a blockage actually is. If the

14 customer hangs up the call it's after waiting a long

15 time -- it is not a blocked call; it's an abandoned

16 call. If he holds for a hour or two hours, eventually

17 a CA will become available and answer the call and

18 there will be a long answer time for that call. What

19 then is a blocked call? If it's not abandoned or

20 answered, what is blocked?

21   **MR. ESTES:** A blocked call is when the

22 system will not permit the call into the center. When

23 a call comes in, it is queued. You have to manage the

24 queue to meet the ASA. If you set the queue so high

25 that a caller can ring for several minutes, then you

1   will be sure to miss the answer time step and you

2   can't do that. You must establish a limit when a

3   caller is rejected or blocked so that you can maintain

4   answer time performance balanced by one and the other.

5   MR. TAYLOR: So you want blockage to mean

6   only those calls that MCI or the relay provider

7   decides not to answer?

8   MR. ESTES: I'm not sure of the way that you

9   worded it is what you mean, Alan.

10   MR. TAYLOR: Well, you said that when you

11   recognized that you can't answer it within a specified

12   time frame it becomes a blocked call. So these are

13   blocked calls, and from your perspective are only

14   those calls that reach the center that you decide you

15   can't answer.

16   MR. ESTES: Kind of.

17   MR. TUDOR: Is another way of saying that is

18   that if, for example, there was some kind of situation

19   that caused a lot of people to be calling at one time,

20   that rather than them being treated by the relay

21   switch as calls that are in queue waiting -- queue

22   waiting to be answered because it would be so long

23   before they are answered -- they basically are

24   abandoned by the relay provider as opposed to the

25   caller?

1   **MR. ESTES:** The relay never abandons a call.

2   It is either blocked or it is taken, one or the other.

3   **MR. TUDOR:** Okay. What do you mean by

4   blocked? Is it in queue to be answered?

5   **MR. ESTES:** Okay. As I said, the queue can

6   be managed, set up at 1 or 1,000. You can have 1,000

7   callers all waiting in line and be in limbo until a CA

8   takes a call. Then your ASA would end up going

9   through the roof. You can't have an unlimited call in

10   queue. You have to set some kind of limit somewhere.

11   You must manage that queue so that you will meet the

12   ASA requirements. Wherever we have set the queue at

13   and other calls come in, that's the point it becomes

14   blocked.

15   **MR. TUDOR:** Does it mean that that last call

16   is refused?

17   **MR. ESTES:** If the queue is full, then the

18   next call or callers that may come in would get a busy

19   signal until the limits are reduced to the point of

20   being able to receive more calls.

21   **MR. TUDOR:** And when they receive a busy

22   signal, the caller would then hang up, correct?

23   **MR. ESTES:** When they hear what?

24   **MR. TUDOR:** A busy signal.

25   **MR. ESTES:** The caller has no choice then

1 than to hang up, yes.

2   **MR. TUDOR:** So in effect what we have is the

3 relay center abandoning that call. That's what I

4 meant earlier when I said the center can also abandon

5 a call.

6   **MR. ESTES:** We're getting into a semantics

7 argument now.

8   If the caller gives a busy signal

9 technically that is a blocked call.

10   **MR. TUDOR:** Okay. What I'm trying to do is

11 to understand this relationship between answer time

12 and a blocked call.

13   If I were to define the terms and set the

14 standards in a certain way and set up my queue

15 procedures in a certain way, I could make sure that I

16 never missed my answer time. I could tell my Centel

17 system if a call could not be answered within one

18 second, then give the caller a busy signal. I will

19 never miss my answer time.

20   **MR. ESTES:** Correct.

21   **MR. TUDOR:** And so the question comes down

22 to one of service to the customer. At what point

23 should the relay center be able to give the customer a

24 busy signal? Should a standard be established that

25 says at what point the busy signal should be provided

1 to the customer instead of putting that customer in

2 queue?

3   MR. ESTES: You already have that in answer

4 time.

5   MR. TUDOR: If a call cannot be completed

6 because it appears the answer time will be so long

7 and, therefore, the center sends back to the customer

8 a busy signal, does the center have a way to measure

9 how many calls attempted to come in and received a

10 busy signal?

11   MR. ESTES: Yes.

12   MR. TUDOR: If the problem were at the relay

13 provider's point of presence, the switch there perhaps

14 in the city where the relay center exists, the relay

15 center would never know that that call was offered,

16 would it?

17   MS. RARUS: We know. We know. The number

18 of calls, or the number of blocked calls because we

19 count every call that hits the switch whether it is

20 answered or not. So if the call comes through to the

21 center and hits the switch, we can't answer it, it

22 becomes blocked, we still count that call. That's

23 provided in the monthly report. But that's separate

24 from the number of abandoned calls. There are two

25 different types of reports.

1   **MR. TUDOR:** So do I understand correctly,

2   then, that if there is both an answer time standard

3   and a blocked call standard, that the relay center

4   most likely would try to meet the answer time standard

5   in preference to meeting the blocking standard if it

6   had to sacrifice one or the other. Is that probably

7   what would happen?

8   **MR. ESTES:** If you miss one or the other

9   you're not staffing enough. We try to meet both. We

10   do not want to sacrifice one for the other.

11   **MR. TUDOR:** But you're saying you do set a

12   criteria in the system so that you attempt to meet the

13   answer time standard and won't accept any further

14   calls, but instead send out a busy signal. To me,

15   that sounds like what you attempt to do is to meet the

16   answer time standard as much as possible and less

17   often meet the blockage standard, if you have to

18   choose between one or the other.

19   **MR. ESTES:** Richard, it may sound that way

20   to you, but that is truly not the case.

21   We manage the queue, as I said earlier,

22   moving it up and down so that we can meet most

23   standards.

24   If our answer time is fine and blockage is

25   too high, or if our answer time is very, very low and

1 our blockage is very high, then we haven't set it up

2 appropriately. We would then adjust to -- so that we

3 could meet both performance specs. You can set the

4 queue so low that you always answer in time, but then

5 you have high blockage and you would not meet those

6 specs.

7   MR. McDONALD: Why don't you compute your

8 answer time based on all calls you received at the

9 center, which would include your blockage, whatever

10 the blockage would be, plus those calls that were

11 answered? Maybe we wouldn't care what percentage

12 blockage you had if all of them are in the answer

13 time.

14   MR. ESTES: No. The blocked calls are not

15 counted in the ASA. The abandoned calls --

16   MR. McDONALD: What I'm saying is what if we

17 propose a new answer time that says any call offered

18 to your center should be considered in your answer

19 time results and then divide it into the number you

20 actually answered. That way if you want to set the

21 threshold at an hour or two we don't care as long as

22 you meet that answer time and all calls are considered

23 in that answer time.

24   MS. RARUS: I'd like to make a suggestion,

25 because personally I'm not very familiar with this.

1   I notice that the memo that was sent out for

2   another meeting -- was supposed to be July the 6th --

3   June 26th -- if it's all right with you, I'd like to

4   make a notation on this and then bring it back for a

5   better answer for the next meeting. We could talk

6   with our engineers. And bring you back a better

7   answer.

8   I'm not sure if you want to finish this

9   today or not. But I'd like to give you an answer.

10   I'm not comfortable with what we have right now. I'd

11   like to provide you a better explanation. It could be

12   written or it could be brought to the next meeting,

13   either.

14   **MR. TUDOR:** We'd appreciate you looking at

15   that and giving us any input you have or suggestions

16   about how to define any of these terms and how to

17   relate them to each other.

18   Let's go on to the definition of call

19   completion. That was what you described there.

20   **MR. TAYLOR:** Basically, does anyone have a

21   problem with the definition, call completions refer to

22   calls answered by the relay provider? Even FCC agrees

23   with that. All right.

24   **MR. ESTES:** (Laughter)

25   **MR. TAYLOR:** Okay. Is MCI meeting a 98% per

1 day standard?

2   **MR. ESTES:** Nods affirmatively.

3   **MR. TAYLOR:** So is that -- okay.

4   **MR. TUDOR:** Alan, in that definition, how do

5 you handle abandoned calls? I'm trying to think how

6 we would calculate that.

7   **MR. TAYLOR:** In our test calls we would not

8 call that a complete call. If we got a -- well, we

9 want MCI, we want the relay provider to distinguish in

10 its busy tones between blocked calls by having a fast

11 busy. I guess we don't really want you to use slow

12 busy and I was going to ask you this outside of this

13 meeting -- but you're not returning just a 60 IPM

14 regular busy. You're not using 60 IPM tone. You are

15 talking about a network blockage tone of 120 IPM tone.

16 Is that what you're talking about, Charles?

17   **MR. ESTES:** No. If we don't have -- if we

18 do not have enough trunks to bring the call from the

19 tandem to the center, then we have a network problem,

20 and a 120 pulse busy tone arrives at the center and we

21 can't accept the call. It's just like any other

22 business telephone. It gets a busy.

23   **MR. TAYLOR:** I'll have to look at that with

24 respect to the term, or the last RFP. But typically I

25 would not want to complete as a call completion

1   something the -- call the relay center blocked. But I

2   would need to be able to distinguish between it being

3   a network blockage. And, I guess, I need to talk to

4   you about that later. But in any case, can you meet

5   the 98% from a end user's perspective as far as

6   completing calls to the relay center and that would

7   be, in effect, answering those calls, too.

8   MR. ESTES: I think so.

9   MR. TUDOR: Let's go ahead and look at this

10   feedback definition.

11   MR. TAYLOR: Okay. Does everyone understand

12   the feedback definition? Is there any disagreement

13   with that?

14   MS. RARUS: No.

15   MR. TUDOR: If a caller is in queue, waiting

16   for an answer, do the centers normally provide some

17   information to the caller as this feedback would call

18   for or normally do they just simply get a ringing

19   tone?

20   MR. TAYLOR: Richard, this talks about the

21   second leg of the call. Feedback only applies after

22   the relay center has answered and is dialing the

23   additional call.

24   MR. TAYLOR: Okay. Got you. Okay. We'll

25   go ahead with the transmission.

1   **MR. TAYLOR:** With respect to the

2 transmission levels, I understand the industry

3 compatibility forum has developed standards, and we

4 would simply incorporate those into the RFP. And we

5 would ask to the extent any of those standards were

6 amended during the term of the contract, that the

7 relay provider would take note of those changes and

8 continue to comply with the revised standards. Any

9 problem with that?

10   **MS. RARUS:** No.

11   **MR. ESTES:** No.

12   **MR. TUDOR:** Okay. Do you want to take a

13 five-minute break?

14   Let's just take five minutes so the

15 reporters and interpreters have just a break for a

16 minute. Five minutes. 11:20 be back.

17   (Brief recess.)

18   - - - - -

19   **MR. TUDOR:** Let's get started back. The

20 last item we looked at was transmission levels, and I

21 believe we had some concurrence there that we could

22 rely on some industry standards that have been

23 established and cross-reference those as opposed to

24 trying to actually incorporate those in the RFP.

25   Turn over to the second page. This is some

1 language that was in the last RFP, and I've just

2 mentioned a couple of things that I would want to look

3 at in terms of changes or if you have any suggestions

4 on changes, I want to hear those, also.

5   One thing that I would like us to think

6 about -- and this fits into the answer time and

7 blockage standards, but in terms of reporting it also

8 applies, and that is to look at whether we should be

9 measuring these standards on a basis of a day, a month

10 or an hour. In other words, if we want the answer

11 time standard to be met, if the measurement method is

12 over a month's time, it probably is not nearly as

13 difficult to meet it because you have so many peaks

14 and valleys that you can average together. And

15 certainly a stricter standard would be on an hourly

16 basis that that standard be met or that it be made on

17 a 24-hour basis.

18   The FCC's rules, I don't recall if they

19 specify on what basis the standard has to be met. But

20 I don't believe the language defines that one way or

21 the other. What I would like to get from Sprint and

22 MCI today is perhaps how that is done in other states.

23 Is it measured on a daily, hourly or a monthly basis?

24   Brandi, how is that done in your states?

25   **MS. RARUS:** Both ways. Daily and monthly.

1   It depends on the state regs, the state contract.

2   MR. TUDOR: Do you think that's more

3   commonly done on a daily or a monthly basis?

4   MS. RARUS: I'm not sure. I'm really not

5   sure what trend has become -- I think mostly it's

6   monthly.

7   MR. TUDOR: Is there any situation where it

8   is measured on a hourly basis?

9   MS. RARUS: No. None.

10   MR. TUDOR: How about in terms of the MCI

11   states, are there places where it is measured either

12   hourly, monthly or daily?

13   MR. ESTES: Generally, the blockage rate and

14   answer time are reported credits. The blockage rate

15   means daily, generally.

16   MR. TUDOR: Okay. Well, that's certainly

17   one of the things we want to tie down in the next RFP

18   so that that's clear. I think another thing that we

19   will probably try to incorporate into the report is

20   some information about minutes of use. Most of the

21   current -- well, virtually all of the current traffic

22   reporting that's required by the current RFP deals

23   with calls as opposed to minutes of use. So we will

24   probably add something that deals with minutes,

25   measurements of minutes of use in the next RFP.

1   The current RFP also calls for a report that

2   deals with number of personnel on duty. And for a

3   couple of reasons I believe that -- just to reduce the

4   effort involved in producing those reports, we will

5   probably drop that requirement in the traffic report.

6   One of the reasons is that if a company is

7   meeting the standards for answer time or blockage,

8   that's what's important and it doesn't matter whether

9   they do that with 50 CAs or hundred. The real issue

10   is whether the standards are met. So we would

11   probably not need to know how many operators are on

12   line at a certain time. We might ask a provider to

13   give us that on a per-occasion basis from time to

14   time, particularly if we saw problems with answer time

15   or blockage.

16   Also with companies routing calls to other

17   centers, it is also not as important what a single

18   center has in terms of staffing, because there may

19   also be staffing that the company can rely on in other

20   center locations.

21   Those are a couple of things I think we'll

22   be doing to the traffic reporting requirements. I

23   wonder if either MCI or Sprint has any suggested

24   changes yourselves to those to either add or take away

25   from what is written here?

1   **MR. ESTES:** How would the Commission feel

2   about changing Lotus 1-2-3 to other spread sheets such

3   as Excel?

4   **MR. TUDOR:** Actually one of the things,

5   Charles, I'm going to look at also is whether we may

6   even need that. We may simply do something that would

7   require that upon request you provide the reports in a

8   software format as opposed to doing that on a monthly

9   basis.

10   We would -- in answer to your question,

11   though, even if we did it just on a upon request

12   basis, as long as it would be a software that is

13   compatible with our system, readable by our system, I

14   don't think that would be a problem. Several of the

15   spread sheet programs can read data that's in another

16   piece of software or was originated there. So I think

17   as long as it was a compatible format, I think that

18   would be fine. And, again, I think we'll look at

19   whether we want to get that on a monthly basis that

20   way or just upon request. So that will be another

21   change we'll be looking at, too.

22   Okay. If we'd turn to Page 3, we have --

23   beyond traffic report, we have some other reporting

24   requirements there. The first one deals with

25   complaints received, and I think we may look at that

1 particularly in terms of the word "complaint" because

2 that may call for some kind of interpretation. We

3 have elsewhere in the RFP a requirement that the

4 provider have a customer service number. And I

5 believe what we would do is ask the provider to

6 categorize that in terms of what kinds of calls are

7 received as opposed to complaints, and establish some

8 categories there.

9   Many of the calls that may come into that

10 customer service number may not be properly

11 categorized as complaints, so we may try to establish

12 some kind of different title to give to those calls.

13 So that's one thing we'll be looking at.

14   Item C there on that list talks about

15 subcontractors. And we may want to look at that in

16 terms of what we ask for there. Defining the term

17 "subcontractor" may be what we need to do because in

18 theory you could have a subcontractor doing a very

19 trivial item for the relay service, and we probably

20 don't need or want to know about that. But we might

21 be interested if it's a substantial contractor doing a

22 very large part of the work. I don't know exactly how

23 we should try to define that in terms of size, I'm not

24 sure if it should be a dollar amount or number of

25 people involved or -- I'm not sure exactly how we

1 should word it or if we should word it in terms of the

2 type of work that the subcontractor might be doing.

3 For example, if a subcontractor was doing all of the

4 hiring or if a subcontractor was doing all of the

5 training or a subcontractor was doing all of the

6 network services or a large portion of them, those

7 would be the kinds of things we would be interested

8 in.

9   So if you have any suggestions along the

10 line of how we might define that, so that it doesn't

11 talk about every subcontractor. That's what we want

12 to get away from, I think.

13   Charles.

14   **MR. ESTES:** You might want to consider

15 putting in subcontractors involved in the call

16 processing aspects of the relay.

17   **MR. TUDOR:** Would you say that one more

18 time?

19   **MR. ESTES:** You might want to word it as

20 "subcontractors involved in the call processing aspect

21 of relay."

22   **MR. TUDOR:** Okay. That's a good suggestion.

23 That would just help us limit the number of

24 subcontractors you would be asked to report on,

25 particularly since we wouldn't really be concerned

1   about the ones that are doing a very small part of the

2   job in some way.

3   Okay. Let's turn over to Page 4. This

4   first item -- and these are references, by the way,

5   that are taken straight out of the last RFP, so that's

6   why they may not appear to make logical sense in terms

7   of numerical sequence. This is Item C-4 in the old

8   RFP.

9   The issue that we want to address here --

10   actually, there are several issues within this

11   particular paragraph. One is simply that service be

12   available 24 hours a day, and also to require that all

13   types of calls be relayed, whether they're local or

14   international or any somewhere in between.

15   The item that I want us to particularly talk

16   about is the number of telephone numbers for the relay

17   center.

18   This is an issue that is tied particularly

19   to some growth in the number of ASCII users. And,

20   James, this may be an item that we want to get your

21   input from on, also.

22   First, let me find out a little bit about

23   ASCII use around the country and something about how

24   many users currently are using ASCII.

25   Brandi, what is your experience in terms of

1 relay centers around the country that you provide

2 service on in terms of the amount of ASCII usage? Is

3 that 1%, 10%?

4   MS. RARUS: It's an average of about 3% per

5 state.

6   MR. TUDOR: Have you seen a significant

7 growth in that over the last two or three years?

8   MS. RARUS: Yes. Definitely.

9   MR. TUDOR: Charles, what has MCI's

10 experience been? Is it in that same range or is it,

11 perhaps, a little smaller?

12   MR. ESTES: It's about at same.

13   MR. TUDOR: To the extent you have knowledge

14 of how the ASCII calling is occurring, is that coming

15 in through what we would call a home computer type

16 arrangement, or is that more likely coming in from TDD

17 equipment which has ASCII capability?

18   MR. ESTES: The ASCII calls tend to

19 originate with computer devices. The TDD

20 manufacturers have us where they want us. You have to

21 force the TDD into ASCII before it will speak in

22 ASCII. In the data you see nationwide, you see more

23 computer equipment.

24   MR. TUDOR: When you talk about the TDD

25 having to be forced into ASCII mode, could you

1 describe how that happens, how the user causes that to

2 happen?

3   MR. ESTES: When you turn on your PC, you go

4 into your communications software. It defaults to

5 ASCII, that's its language. The TDD has two or more

6 languages. It defaults to modem every time you turn

7 it on.

8   MR. TUDOR: And what do you do to make it

9 operate in ASCII?

10   MR. ESTES: You force it into ASCII from the

11 keyboard. It changes it from Baudot to ASCII.

12   MR. TUDOR: And is that simply a matter of

13 pressing one button?

14   MR. ESTES: Press two buttons.

15   MR. TUDOR: Two. Two at the same time?

16   MR. ESTES: Yes.

17   MR. TUDOR: Brandi, is that in agreement

18 with your understanding of how customers use ASCII?

19   MS. RARUS: Yes. I agree. I think a lot of

20 TTY users don't realize that the TTYs have ASCII

21 capabilities.

22   MR. ESTES: Richard, now we have AT&T here.

23 Russell Fleming.

24   MR. TUDOR: Welcome, Russell, we're glad to

25 have you. You can even sit at the front table if you

1 want.

2 **MR. FLEMING:** Okay. Thank you.

3 **MR. TUDOR:** Russell, what you just heard

4 about ASCII usage, is that pretty much in line with

5 what AT&T has experienced?

6 **MR. FLEMING:** I can't say how much

7 percentage, but it's very low.

8 **MR. TUDOR:** Do you know if you have seen

9 growth in ASCII usage at your centers?

10 **MR. FLEMING:** Yes. More and more people are

11 getting PCs, and they are using the TTYs within their

12 PC system, so more and more as time progresses. It's

13 a very slow process. It's not something that is going

14 to happen very quickly.

15 **MR. TUDOR:** James, let me ask you a

16 question. Is the TDD equipment that we distribute in

17 Florida, does it all have ASCII capability?

18 **MR. FORSTALL:** The current ones, yes, the

19 4425s. However, we do have a significant number of

20 200 models out there which do not have ASCII

21 available. I cannot give you an estimate of what that

22 number is, but currently the equipment we give out has

23 that capability.

24 **MR. TUDOR:** How long have we been

25 distributing the 4425?

1 **MR. FORSTALL:** For the last eight months.

2 However, the 400 model before the 4425 also had the

3 ASCII available, and they have been on the market for

4 the last three years.

5 **MR. TUDOR:** Are most of the TTYs that we

6 have distributed either the 200, 400 or the 4425?

7 **MR. FORSTALL:** Correct.

8 **MR. TUDOR:** So perhaps we have an Outreach

9 issue here if customers saw a value in using ASCII in

10 terms of answer time, they would still have to go

11 through the inconvenience of hitting the ASCII

12 conversion key, but after doing that they may

13 experience a faster answer time?

14 **MR. ESTES:** Answer time -- you get a faster

15 read in speed.

16 **MR. TUDOR:** Okay. Thank you. Let's do talk

17 about that just a second.

18 Where does the customer see the advantage

19 from ASCII? When he types using ASCII, is the CA

20 receiving that any faster?

21 **MS. RARUS:** Yes.

22 **MR. GIUNTOLI:** Conversation is relayed

23 faster, yes, with less lag time and easier for other

24 hearing customers to communicate with me, because with

25 Baudot there is sometimes a slower response and

1 frustrations and hangups. But with ASCII there's more

2 cooperation and willing to speak more in depth because

3 of the faster time.

4   **MR. TUDOR:** Okay. So, of course, that works

5 both directions. Both the CA and the end user are

6 using ASCII, so whenever either one types, the

7 information is flowing faster. Is that right?

8   **MS. RARUS:** Yes.

9   **MR. GIUNTOLI:** Yes. People speak

10 approximately 200 words per minute. Baudot, it's

11 about 45 words per minute, so there's a lot of lag

12 time there.

13   **MR. TUDOR:** And what is the speed with

14 ASCII?

15   **MR. GIUNTOLI:** Go as fast as you can type.

16 With a skilled experienced TDD user, approximately 80

17 words per minute.

18   **MR. ESTES:** Richard, I've seen some RFPs in

19 the past year that ask for speeds up to 9600 Baud.

20 Makes absolutely no sense to put that -- in fact, it

21 would be hard-put to even make 200 Baud typing.

22   **MR. TUDOR:** In terms of those advantages,

23 then, of faster transmission -- let me back up and try

24 to understand where that extra speed comes from.

25   Is it -- is it related to the internal

1   capability of the TTY to convert from a keypress to

2   determining what letter or character is to be sent,

3   and then getting it to the phone line? Is that where

4   the speed up occurs?

5   MR. ESTES: The Baudot code used in America

6   is four to five Baud, translates into a typing speed

7   of around 60 words per minute. Some people type

8   faster than that. On a TDD, if you're exceeding 60

9   words per minute, your TDD will buffer anything you

10 say. It will go to the CA only at 60 words per

11 minute, no matter how fast you are typing. And when

12 the CA comes back if the CA is typing at 90 words per

13 minute, your TDD will be received at 60 and you will

14 read accordingly. ASCII devices transmit and receive

15 as fast as either party types.

16   MR. TUDOR: Okay. So with Baudot, I

17 believe, Robert, you said a minute ago something about

18 25 words a minute.

19   MR. ESTES: 60.

20   MR. GIUNTOLI: I thought it was 45, but

21 actually it is 60.

22   MR. TUDOR: 45 Baud or about 60 words a

23 minute. Okay.

24   MR. GIUNTOLI: That's correct. But we can

25 type more than or faster than 60 words a minute.

1   MR. TUDOR: You're talking about your CAs?

2   MR. GIUNTOLI: Certainly the experienced CAs

3   can. But speaking about deaf consumers, some can type

4   faster than 60 words per minute.

5   MR. TUDOR: Okay. So with ASCII they would

6   almost always benefit on the receiving side of a --

7   where the CA is typing in ASCII and then they would

8   also benefit if, as an end user, they are also able to

9   type faster than say 60 words a minute?

10   MR. GIUNTOLI: Benefits both side, yes.

11   MR. TUDOR: Okay. And, of course, we

12   already have a requirement in the RFP that does

13   require ASCII calls to be handled. The issue that

14   we're trying to deal with here now is whether to

15   change from our current RFP, which calls for two

16   telephone numbers, one for voice and one for Baudot

17   and ASCII, and whether to require a third number.

18   Mr. Taylor recently sent out a data request

19   about that. Charles.

20   MR. ESTES: I would like to ask that the

21   Commission consider taking this even further. And not

22   restricting the number of access numbers that any

23   provider may use.

24   For example, what if MCI wanted to establish

25   a separate number, a separate 800 number for Spanish

1 callers so that a Spanish caller doesn't have to be

2 transferred from console to console. There are

3 obvious advantages there.

4   In other state contracts, we may have a

5 requirement to relay in French. It may not be

6 economically feasible to have French in every relay

7 center. But a 1-800 number for French calls could be

8 pointed at a given center and would be answered more

9 efficiently than answered in French from out of state.

10 I don't think there should be a limit to the number of

11 800 numbers in the contract.

12   **MR. TUDOR:** Do you have any problem, though,

13 with there being a minimum number?

14   **MR. ESTES:** I've never thought in terms of

15 minimum numbers. I think that the market should drive

16 the number of numbers. Whatever the demand is among

17 the customers, the providers should provide.

18   **MR. TUDOR:** The Advisory Committee had some

19 concerns about whether there might be any customer

20 confusion. If there were more telephone numbers,

21 there would be some need to advertise those numbers

22 and promote them. And so the question becomes one of

23 if a provider had, for example, six telephone numbers,

24 first of all, would that be difficult for a customer

25 to keep track of? And then also what would be

1 involved in making sure everyone knew about all six of

2 those numbers?

3   Brandi, I think you had a comment.

4   **MS. RARUS:** Yes. I know that Sprint prefers

5 to be informed by the Commission the amount of numbers

6 for access for the relay service. If you want three,

7 we'll provide three; if you want two, we'll provide

8 you two.

9   In terms of ASCII calls, as for Outreach,

10 yes, it would become an Outreach issue to try to

11 educate consumers to the use of separate numbers for

12 800 for ASCII and so on. And if they still choose to

13 dial the 800 number for Baud calls, they would still

14 be able to access ASCII CAs but not as quickly.

15   For the purpose of ASCII calls in most

16 states that I have seen, they do have separate numbers

17 and it is for people who share households. For

18 example, we have a hearing person and deaf person

19 living together, or a hearing person who is using

20 ASCII and a deaf person who is using TTYs, the call at

21 the relay center and our system will brand or identify

22 that call according to the last kind of call that came

23 through.

24   For example, if I'm a TTY user and I call

25 the relay center, the database in the center will

1 brand my home phone number as a TTY user. Then my

2 husband may call to use ASCII, the database will

3 remember the previous number that was dialed in and

4 the call will go through the TTY first, when that

5 doesn't match then it goes to ASCII.

6   So for the purpose of people who have dual

7 TTY and ASCII use in the same home, or people who work

8 in the same office who share the public access, it's

9 best to have separate numbers for those individuals.

10   But, again, Sprint prefers the Commission to

11 inform or make that decision.

12   **MR. FLEMING:** I'd like to add, also, that

13 wherever you're advertising numbers you'll have issues

14 or parameters. You can say one with voice, one with

15 TTY, one in Spanish, you know, and one in ASCII. Our

16 customers know which numbers to use, and they have

17 that identifier to identify which one they prefer to

18 use to identify the separate numbers.

19   **MR. TUDOR:** I can see how there would need

20 to be some different approaches in terms of Outreach

21 in advertising, but Russell, I would think probably

22 that probably even if there are six numbers available,

23 any individual user is only going to use one of those

24 normally. And so once he learns the number that works

25 best for him, whether it is Spanish, or ASCII or

1 whatever, that's the number that's important to him.

2 And he would probably experience only very minor

3 amounts of confusion until he learned the one that was

4 best for him. Would you agree with that?

5   **MR. FLEMING:** Well, actually we have two

6 different systems. We have the PC and myself for

7 ASCII and I also have a regular TTY that is Baud

8 functioning. So in my home I use Baud. It's a

9 regular relay number. At work I use the 800 ASCII

10 number, and it's much faster for me, so, yeah.

11   **MR. TUDOR:** Do you have a speed dial

12 capability programmed into your computer at work?

13   **MR. FLEMING:** I have it but I don't use it.

14 Yes, I have it.

15   **MR. TUDOR:** I was just thinking that once a

16 customer programs in a number in his speed dial

17 system, he probably does not even know what the number

18 is anyway.

19   **MR. FLEMING:** Some people are sometime

20 old-fashioned like me. I still dial the number, but I

21 can use the program to program the number in. And

22 when I program the number in, it doesn't dial the

23 number faster it just saves my time dialing it. When

24 you dial the number, whether you dial it or you

25 program the computer, it dials the same speed.

1   **MR. TUDOR:** Okay.

2   **MS. RARUS:** And I think that he's correct.

3   Like Russell, I have two separate numbers that I use,

4   one for work to dial a number and then one from home

5   that uses -- but people like us are very few. I think

6   you're right. Most people do memorize the one number

7   and use the one number after they memorize it to get

8   access to the center.

9   **MR. GIUNTOLI:** I use 4425 both at home and

10 work and I use ASCII all the time. And then I speed

11 dial. I have a number in there. But most people that

12 I work with are still using -- they use speed dial

13 realizing it's much faster.

14   I teach my friends how to use the 4425 with

15 ASCII. And when they learn it they realize they like

16 it. And it's a matter of education, showing people

17 how to do it. But once they learn then they use it.

18   **MR. FLEMING:** One more thing, probably the

19 number that the people use -- what people use most is

20 ASCII and the greater number of oral -- the greater

21 number of people who use ASCII are probably speech

22 impaired people use the computer more. Many deaf

23 people still use the traditional TTY, the Baudot. But

24 ASCII is very nice for speech impaired people because

25 they can use the computer.

FLORIDA PUBLIC SERVICE COMMISSION

1   **MR. TUDOR:** James, do you know within our

2 training program, when we distribute TDDs, whether

3 people are taught about the ASCII feature?

4   **MR. FORSTALL:** During the normal training

5 process that's one of the features that should be

6 touched upon. Whether -- how much in-depth training

7 on that particular feature, I'm not aware of that

8 right now. But it is available. However, I would

9 like to bring it to the Commission's attention, that

10 for the people who have the 200 models, once they

11 learn that there is an ASCII number, they are more

12 likely -- might want to upgrade their TTY to the model

13 that has the ASCII key. That's something that needs

14 to be considered.

15   **MR. TUDOR:** Well, whether we have a third

16 number for ASCII or not, ASCII is already available.

17 And so to the extent they might want to use that, they

18 could do that today, I think. But with promotion of a

19 third number they may become more aware of that.

20   **MR. FORSTALL:** At that point they would

21 request an upgrading of the equipment. For the people

22 that have the 200 model that do not have that feature.

23   **MR. TUDOR:** Right.

24   **MR. FORSTALL:** So that's just something that

25 they need to be made aware of.

FLORIDA PUBLIC SERVICE COMMISSION

1   **MR. TUDOR:** Of the TTYs that are all out

2 there, do you have any idea what percentage are the

3 200 models?

4   **MR. FORSTALL:** 200 model -- they have been

5 distributing those for about three years and currently

6 when a client has a 200 model, if that particular

7 model breaks down and needs to be replaced or

8 refurbished, it is replaced with the same model, a

9 like model. So there are some people out there that

10 have the 200 models.

11   **MR. TUDOR:** Are you still distributing 200s,

12 then?

13   **MR. FORSTALL:** No. They stopped producing

14 those, so right now the only new model that is

15 distributed are the 4425s.

16   **MR. TUDOR:** So the only time you give

17 someone a 200 model is if that's what they already

18 have and you're replacing it.

19   **MR. FORSTALL:** With a current like model.

20   **MR. TUDOR:** Okay. Is that because you have

21 an inventory of 200s?

22   **MR. FORSTALL:** Correct.

23   **MR. TUDOR:** Okay. Thank you.

24   **MR. GIUNTOLI:** As a consumer, I think the

25 state should agree to replace the 200s and upgrade

1 with the 4425 if the consumer requests. Why should we

2 put deaf consumers technologically behind. We should

3 be able to let them take advantage of the new

4 technology, if they want, to be more functionally

5 equivalent in communication, the state should allow

6 that.

7   **MR. TUDOR:** Beyond how many of the -- I

8 don't know how many of the people with the 200 models

9 would desire to upgrade. James, do you have a policy

10 on that if someone has a 200 model and they want an

11 ASCII instead?

12   **MR. FORSTALL:** At this point there is no

13 policy in place for that.

14   **MR. TUDOR:** Okay. That's certainly

15 something to think about.

16   **MR. FORSTALL:** Yes.

17   **MR. TUDOR:** Okay. Do you know of anyone

18 that has made that request?

19   **MR. FORSTALL:** Not that I'm aware of, no.

20   **MR. TUDOR:** Okay. Do any of the providers

21 know of any trend in going to separate numbers for

22 ASCII? I know there are only a very small number of

23 states that do that. And I don't know if the reason

24 is that they didn't think about it or because they

25 think there is some problem with it or because they

1 think it would cost more. I don't know. Do you know

2 why there are so few states with separate numbers for

3 ASCII?

4   MR. ESTES: Recently our Wisconsin affiliate

5 added a 800 number for ASCII. And the response was

6 that Wisconsin does not have one number. It has two,

7 and one of them is for ASCII.

8   MS. RARUS: We think that, again, the number

9 of callers is going to grow in ASCII. We think that

10 might be starting to happen more and more now.

11 Because when the relay was set up it was five years

12 ago, and the number of ASCII callers was so few that

13 we needed -- there wasn't really a need for a separate

14 number.

15   MR. TUDOR: Russell, do you have any idea

16 why there are so few states that have a third number

17 for ASCII or a separate number?

18   MR. FLEMING: The states don't -- if the

19 states require it they will have it. Some states up

20 north, there might be more sophisticated users and

21 there might be a lot more education for the deaf

22 people up there. And they might require it because

23 they feel there's a need there. But there's no

24 documentation of what percentage of people use ASCII.

25   MR. TUDOR: AT&T uses a third -- or a

1 separate number for ASCII for its national relay

2 center. Do you know why AT&T chose to have a separate

3 number there?

4   MR. FLEMING: Consumer satisfaction.

5 Customer satisfaction. Satisfy the customers' wants.

6 Having it available. We also have some braille 800

7 number for deaf/blind users, and the CA will recognize

8 that that person is deaf and blind.

9   MR. GIUNTOLI: The CA will know because the

10 person is typing slow because the blind person has to

11 type slower, at a slower speed.

12   MR. TUDOR: Is there a different cost in

13 providing service if you have a separate number for

14 ASCII, either a higher cost or a lower cost?

15   MR. ESTES: No.

16   MR. TUDOR: I think the cost of providing

17 service is about the same whether you have a separate

18 ASCII number or not?

19   MR. ESTES: Yes.

20   MS. RARUS: Probably cheaper for the state

21 in terms of CA time being reduced. That would save

22 you money because you're not spending as much per

23 minute.

24   MR. TUDOR: But, likewise, as a provider,

25 you're spending less time handling a call so you save

1 money also?

2   MS. RARUS: I think more of cost saving for

3 you than a cost saving for us.

4   MR. GIUNTOLI: There's consumer

5 satisfaction, too, from our perspective. Consumer

6 satisfaction is more important.

7   MR. TUDOR: Okay. The next couple of items

8 I'm going to ask Alan and Don. The language that we

9 talked about earlier, does that totally encompass

10 anything we would talk about here in the blockage and

11 answer time sections in the old RFP?

12   MR. TAYLOR: Yes. I think we would work to

13 improve what was in the old RFP and use what we've

14 learned today to add new language to the next RFP.

15   MR. TUDOR: Would that also be true for Item

16 8 on the equipment facilities and circuit loss?

17   MR. TAYLOR: Yes.

18   MR. TUDOR: Okay. There's one item in

19 Section 8 dealing with Turbo Code, and what I'd like

20 to do is talk about that when we come back from lunch.

21   MR. ESTES: Excuse me. Where are you?

22 Which page are you on? Are you on Page 8?

23   MR. TUDOR: Page 5, Item No. 8.

24   MR. ESTES: Okay.

25   MR. TUDOR: So when we come back from lunch,

FLORIDA PUBLIC SERVICE COMMISSION

1   let's talk there about the first paragraph where there

2   is a change.

3   For those of you who have not been here

4   before at this building, if you come out of our

5   parking lot and turn right, it's about three miles, I

6   believe, to Apalachee Parkway and you can turn left

7   there at the traffic light and there are several

8   eating places down that direction.

9   Why don't we meet back at 1:30. Robert.

10   **MR. GIUNTOLI:** I need clarification. Where

11   do you stand on 8-C? Will the provider be allowed to

12   add new 800 numbers, for like Spanish, 800 number for

13   other languages? Is that permitted?

14   **MR. TUDOR:** Where I am leaning right now

15   would be to go with the idea of making a requirement

16   of some minimum number of 800 numbers. But perhaps

17   leaving open the option -- and I think probably still

18   coming to the Advisory Committee to get their

19   consideration and still taking it to the Commission as

20   a change, but certainly allowing for that to happen.

21   We don't want the RFP to appear to be an absolute

22   maximum, I don't think. But I think we would still

23   want to have some input before that kind of a decision

24   is made. Okay?

25   Is 1:30 okay with everyone for returning to

1 lunch. Okay. We'll see you at 1:30.

2   (Lunch recess)

3   - - - - -

4   MR. ESTES: I suggest we take a note from

5 Arkansas. In Arkansas any time you have to group

6 together, educator -- they always hit FTRI for the

7 cost -- charge FTRI for the cost of the catered lunch.

8   MR. FORSTALL: With the PSC's permission.

9   MR. TUDOR: Our position would be that the

10 Executive Director of FTRI should personally cover

11 that. (Laughter)

12   Let's start back on Page 5 of the draft

13 language. James, maybe you could help us out here

14 with this.

15   I know Turbo Code is a patent name or a

16 copyright name. Is there a generic name for Turbo

17 Code?

18   MR. FORSTALL: I think that's it, Turbo

19 Code. We were just discussing that at lunch a few

20 minutes ago. Turbo Code is, I think -- I believe

21 patented by Altertech.

22   MR. TUDOR: Could you describe for me what

23 Turbo Code does? We were talking earlier about Baudot

24 versus ASCII. What does Turbo Code do?

25   MR. FORSTALL: It just allows it to speed up

FLORIDA PUBLIC SERVICE COMMISSION

1   almost in the same manner as an ASCII can be done,

2   except both equipment has to be Turbo Code compatible.

3   I'm not exactly sure of the word per minute speed of

4   these.

5   MR. TUDOR: If you have a TDD that's capable

6   of Turbo Code, do you have to tap a special command to

7   make it go into Turbo Code mode?

8   MR. FORSTALL: That is correct.

9   MR. TUDOR: So just like --

10   MS. RARUS: No, no.

11   MR. FORSTALL: Are you sure?

12   MR. FLEMING: No. It's already included in

13 there.

14   MR. FORSTALL: You have to turn it on.

15   MS. RARUS: No.

16   MR. FLEMING: I think it depends on the

17 model. It's automatic. It depends on the model.

18   MR. ESTES: You don't have to force it in to

19 Turbo Code. Turbo Code detects another Turbo Code, it

20 automatically connects.

21   MS. RARUS: I want to also add that the

22 other differences between Turbo Code and ASCII users

23 are with Turbo Code we have the ability to interrupt

24 each other, while ASCII doesn't have that capability

25 yet.

1   MR. FLEMING: So if one person with one TDD

2 with no Turbo Code and another person has a TDD with

3 Turbo Code, it does not work. Both TDDs must have

4 Turbo Code.

5   MR. ESTES: Wait a minute. Wait a minute.

6 A TDD with Turbo Code will talk to a TDD without Turbo

7 Code at the regular Baudot rate.

8   MR. FLEMING: That's correct. They can

9 communicate with each other, but Turbo Code does not

10 work -- they can't communicate -- the thing doesn't

11 work if both don't have Turbo Code.

12   MR. TAYLOR: I have questions. Do these

13 Turbo Code features work? They would not work

14 associated with a relay call, right? Because the

15 relay calls are not TDD to TDD.

16   MR. ESTES: They will work.

17   MR. FLEMING: What was the question?

18   MR. TAYLOR: I mean as far as the interrupt

19 capability and that sort of thing.

20   MR. FLEMING: Would you repeat the question?

21   MR. TAYLOR: Okay. One of the things I'm

22 hearing is that the Turbo Code allows two Turbo Code

23 users to interrupt one another during a conversation.

24 So is that same thing true of -- can that feature be

25 utilized during a relay call?

1   MR. ESTES: The relay must be Turbo Code

2   equipped to be able to --

3   MR. FLEMING: The relay center must have the

4   Turbo Code itself, if not the interrupt function with

5   the Turbo Code does not work with it.

6   MR. TAYLOR: I guess I'm just wondering what

7   that does to verbatim if you interrupt what is being

8   told to you from the relay. But --

9   MR. TUDOR: Let me ask, are the

10   relay centers -- let me just ask each of the

11   providers, are your relay centers, CA stations

12   equipped to respond in Turbo Code to a caller that

13   calls in Turbo Code?

14   MR. ESTES: Today, no. We are installing --

15   now with the system this summer, summer or fall, we

16   will be Turbo Code equipped.

17   MS. RARUS: No. We're not equipped with

18   that at this time. We don't have Turbo Code yet,

19   capabilities. We will be installing depending on the

20   state regulations and contracts.

21   MR. FLEMING: Same with AT&T.

22   MS. RARUS: It's also a very loaded

23   question, you know, because of the fact that I'm not

24   sure if you're aware or not, Ultratech came up with

25   Turbo Code and has patented it. We also have another

1 TDD manufacturer that's called Ameriphone who also

2 came out with their own version of Turbo Code. It's

3 the type of code that would not be compatible with

4 Turbo Code. So the TTY manufacturers of the industry

5 has not yet developed a standard amongst themselves

6 that allows for that capability. I think Sprint right

7 now has taken the position to encourage TTY

8 manufacturers to develop that type of capability and

9 compatibility before we can incorporate that equipment

10 use, because other states may be forced to pay

11 different types of rates for capability which will

12 really rise up the cost of --

13   **MR. ESTES:** MCI would like to ask that Turbo

14 Code not be specified by name in the RFP. It's a

15 trade name to start with, and I don't think maybe it's

16 permitted under the law, especially when they are

17 competing manufacturers.

18   If I had the choice, I would encourage all

19 states to hold off on this, although I love Turbo

20 Code. I use it all the time. It is a monopoly right

21 now. And the manufacturer knows that. They are

22 taking advantage of the situation. They want MCI to

23 pay a royalty on every minute of use we process. And

24 that hurts. It will cost the state of Florida several

25 cents more to include Turbo Code, and it will be a

1 monopoly. And down the road, when competing kinds of

2 codes come on the market with no standards, you will

3 have some people happy with it and some people unhappy

4 with it if their TDD is not compatible.

5   MR. TUDOR: Thank you. Brandi.

6   MS. RARUS: I just wanted to agree with what

7 MCI just stated. We would like to encourage the RFP

8 to be generic in terms and to allow for each vendor to

9 be creative and allow their creativity to respond to

10 this type of issue.

11   MR. TUDOR: I would agree that we don't want

12 to use the copyright name of Turbo Code. I'm trying

13 to understand exactly what that Ultratech service is

14 generically.

15   My understanding is that it's a faster form

16 of Baudot. Would that be a fair explanation of what

17 Turbo Code is?

18   MR. ESTES: No. It's more than Baudot.

19   MS. RARUS: With interruption capabilities.

20 Baudot with interruption capabilities.

21   MR. TUDOR: In terms of speed we were

22 talking earlier about the Baudot being at 45 Baud. At

23 what speed would you describe Turbo Code as

24 transmitting?

25   MR. GIUNTOLI: As fast as you can type.

1 Basically that's it.

2   **MR. TUDOR:** Is it as fast as ASCII?

3   **MR. ESTES:** No. One response is faster.

4 We're trying to narrow that question down

5 with the manufacturer. I didn't get a response.

6   **MR. TUDOR:** Brandi.

7   **MS. RARUS:** Ultratech is very actively

8 pursuing different state contract administrators with

9 this contract, and they have a lot of materials, video

10 tapes, available for your inspection that they may be

11 able to give you that type of information.

12   That's up to Ultratech.

13   **MR. TUDOR:** James, the equipment we're

14 distributing in Florida, that 4425 model, does it have

15 Turbo Code in it?

16   **MR. FORSTALL:** Yes, it does.

17   **MR. TUDOR:** Okay. So it's both Baudot

18 capable, Turbo Code capable and ASCII capable?

19   **MR. FORSTALL:** Yes, it is.

20   **MR. TUDOR:** Okay. I don't know exactly what

21 to call Turbo Code other than faster than Baudot with

22 interruption.

23   **MR. FLEMING:** Perhaps it may help to think

24 of it as realtime.

25   The communication is as simultaneous as

1   spoken communication. With Baudot there's always lag

2   time, always. With Turbo Code there's no time lag.

3   It's realtime you might want to call it generically.

4   MR. TUDOR: What is the name that Ameriphone

5   uses for their version of Turbo Code?

6   MS. RARUS: I'm not sure.

7   MR. FORSTALL: I have no idea. I can find

8   out for you.

9   MR. TUDOR: Thank you. I appreciate that.

10   I wanted us to have some time to discuss that because

11   I didn't know to what extent it was being used around

12   the country, and really even exactly what it was, so I

13   thank you for giving me some information about that.

14   Let's move on then, on Page 6, the item that

15   deals with uninterruptible power and emergency

16   operations.

17   As I think you'll all remember, we had quite

18   an adventure just after our relay started up called

19   Hurricane Andrew, and that really raised to the

20   forefront the need for emergency backup facilities.

21   Relay has come a long way in terms of

22   emergency call routing and those sorts of things since

23   Hurricane Andrew was here. But it still leaves a

24   question about what do we do, or what should we expect

25   of a relay service in terms of a total shutdown of a

1 center? If a large state like California or Texas or

2 Florida totally goes down, then certainly the relay

3 provider will begin to use other centers that they may

4 operate. But even those centers may not be able to

5 handle 100% of the traffic from a big state.

6   And so we need to give some thought to what

7 we want to include in the RFP in terms of an

8 expectation of what a relay provider should do if the

9 entire operation is closed down. So that all of the

10 traffic has to get diverted to some backup location.

11   What I put in this language that is

12 underlined on Page 6 was that the service would remain

13 within full compliance of the standards of the

14 contract. In other words, the same answer time, the

15 same blockage rate. That's certainly the ideal.

16   I don't know if that is expecting too much

17 in a case of a disaster that totally shuts down a

18 relay center or not, and I would like to get some

19 feedback from the providers as to what we should

20 expect a provider to be able to do.

21   **MR. ESTES:** If a large state like Florida or

22 Texas crashes, it will strain the other resources.

23 The relay industry has not reached a point where other

24 parts of the telephone industry have.

25   We may arrive at a point where we are more

1   or less forced to live with each other. We may have

2   to enter some kind of agreement among the relay

3   providers for backup purposes. This is not a topic to

4   date under discussion, but your concerns about a large

5   state completely going down are very big concerns. I

6   would suggest that you delete three words in the

7   underlined portion that says "facilities of the

8   provider," and just rewrite it to "alternative

9   facilities with 15 minutes."

10   **MR. TUDOR:** I understand what you're saying

11   there, that it may not be your own facilities that

12   would be providing the backup in every case. What

13   about the concept, though, of remaining in compliance

14   with the answer time and blockage rates when you're

15   diverting that emergency traffic to another location?

16   **MR. ESTES:** Are you planning to leave the --

17   I don't know how to pronounce this word, force

18   majeure -- speech lesson for the day. Are you

19   planning to leave that clause in there?

20   **MR. TUDOR:** Yes. That's really specific --

21   well, let me back up.

22   That's really part of what we're trying to

23   address here. It really doesn't matter whether the

24   center goes down because of a hurricane or if it goes

25   down because of just some mechanical problem in the

1 center. Maybe we should differentiate that way. But

2 what my concern was is that if we accept the force

3 majeure concept of allowing the center to escape from

4 any service standards, until such time as it is back

5 up and running, that doesn't put any kind of

6 obligation other than simply a good-faith effort on

7 the relay provider to make sure that the service is

8 back and operating.

9   The concern is just simply one of it's

10 either a matter of meeting all the standards, or if

11 there is a situation like a hurricane, there's

12 absolutely no requirement for any service standards to

13 be met. And, really, an argument could be made that

14 you could stay shut down for a year and that would --

15 yeah, obviously be just an extreme example. But I

16 felt like there needed to be something that could be

17 said about getting back into service and meeting the

18 standards again within some kind of time period.

19   **MR. FLEMING:** I think if -- let's say a

20 hurricane happens to hit Florida. If the telephone

21 lines are working for hearing people, then the relay

22 service should be available -- rerouted to another

23 center. As long as the telephone lines are working

24 for hearing people, the relay center should be there

25 for deaf people, also.

1   And here it says in 15 minutes. I think

2   that's good. That's a good time line.

3   **MR. TUDOR:** I think the issue that arises is

4   that even if the phone lines are working but the

5   center itself is down, there may not be enough

6   capacity where the traffic is rerouted to handle a

7   large state like Florida or Texas. And so it may be

8   that those other centers simply could not meet the

9   service standards, even once it is rerouted.

10   **MR. ESTES:** Realistically, a provider could

11 not satisfy the specs that you are proposing if a

12 state, for example, like California went down during

13 an earthquake. No provider within the country could

14 take up that kind of load.

15   Richard, are you proposing to require a

16 standard on TRS that applies to no other service? We

17 see the force majeure clause everywhere. Why not TRS?

18   **MR. TUDOR:** I understand your point. We do

19 want to treat relay as an equivalent service. I don't

20 know exactly what we would want to require even of a

21 regular telephone company in terms of getting back

22 into service after an emergency. But we feel like we

23 need to have something to address that or to deal with

24 that issue in terms of getting service back up.

25 Hopefully, we'll never have another situation like

1 Hurricane Andrew, but you never know.

2   **MR. ESTES:** The language that you are

3 proposing here, I think that a provider could live

4 with it as long as you make provisions for something

5 like Andrew, where the telephone lines remained

6 intact. But people couldn't get into the facility.

7 There was no water pressure. No one was allowed

8 around the city for a given time period.

9   **MR. TUDOR:** Right. Would this standard

10 work, though, even if it were not a disaster, a

11 natural disaster, but instead was simply a matter of

12 equipment going down, say your main computer and

13 backup computer both went down at the same time? You

14 really still have the same problem of can all of the

15 rest of your centers totally handle Florida's traffic?

16 Is that outside of a natural disaster, it's still the

17 same issue of can you handle all of the traffic?

18   Brandi.

19   **MS. RARUS:** The only situation I'm familiar

20 with was when we had a serious problem with rerouting

21 traffic through fiber cut. Other situations like

22 power failure, mechanical failure, reroute the traffic

23 to another center.

24   What Charles was saying was that we can

25 reroute traffic for any kind of situation, act of God,

1 power failure, anything like that. We would

2 definitely ask the state to have some kind of

3 flexibility built into the standards for those days.

4   When we could meet the ASA or we'd have

5 calls blocked for day. Like in a big state like

6 Florida, we would have to reroute the traffic out of

7 Florida to a different center.

8   MR. TUDOR: Do any of you know of any

9 provisions in any of the other RFPs or contracts that

10 deal with speed of getting service back in place after

11 a disaster, or a major shutdown?

12   MR. FLEMING: Most of ours are within 30

13 minutes. Instead of saying 15 minutes, we put down 30

14 minutes. But we're always sensitive to rerouting the

15 traffic, we get that done within 10 to 15 minutes.

16   MR. ESTES: What again was your question?

17 Do you mean a power failure or an act of God? Which

18 was your question?

19   MR. TUDOR: I was asking really generically

20 for either of those in terms of what other states may

21 do in terms of a specific requirement.

22   MR. ESTES: I do not recall a service

23 restoration requirement within the RFP that I've seen

24 in a long time.

25   MR. TUDOR: Let's move over to Page 7. The

1 item about the middle of the page, in terms of minimum

2 operator qualifications, I don't know if there is a

3 test or a way to test for clarity of speech, but there

4 is certainly an issue there about the qualifications

5 of a particular CA, if they are understandable, if a

6 person slurs their words or perhaps has a strong

7 German accent or whatever the situation might be, that

8 for most people, or a lot of users, would be difficult

9 to understand.

10 I would like to add something like what I've

11 put there into the RFP about something for testing for

12 clarity of speech. And I wonder if you feel like that

13 is something that you're capable of testing for in

14 some way?

15 **MR. ESTES:** This opens a human resources

16 issue. We would have concerns. We cannot

17 discriminate.

18 **MR. TUDOR:** Well, I guess I would disagree.

19 I think there are reasons for discrimination and if

20 someone were not understandable, I think that would be

21 an acceptable reason for not selecting a particular

22 person as a CA.

23 **MS. RARUS:** Right.

24 **MR. TUDOR:** I think the concept is

25 acceptable, and the issue would be how you would go

1 about testing for that or ensuring that someone met a

2 standard or did not. It may have to be something that

3 is subjective. That is something that I think should

4 be a criteria under which a CA is selected.

5 MS. RARUS: Sprint has no problem with that.

6 In fact, we do evaluate the voice, the tone and the

7 inflection and the clarity when we interview and that

8 has become a standard that's part of our interview

9 process.

10 MR. TUDOR: Does that just have to be

11 something that is subjective? In other words, there's

12 really no test for that, it's in the ear of the

13 tester.

14 MS. RARUS: Yes. That's the responsibility

15 and it falls on the supervisor who is interviewing the

16 CA candidate. That's something that we do. We

17 consider that part of our evaluation in the interview

18 process.

19 MR. TUDOR: Does AT&T, do you know if you do

20 anything along those lines in testing CA applicants?

21 MS. RARUS: I'm sure it's part of the

22 interview process with our human resources department.

23 I can check and see what we do about that issue.

24 MR. TUDOR: Okay. Thank you.

25 MS. RARUS: May I say something? Could I

1   comment on B, please.

2   MR. TUDOR: Yes.

3   MS. RARUS: You're asking for a minimum

4   typing speed of 55 words per minute, which is fine.

5   But Sprint would like to recommend that you ask for a

6   price breakdown for 45, 55, 65 words per minute

7   categories. Meaning that we will give you a different

8   price for each of those three categories in typing

9   speed.

10   MR. TUDOR: That level was selected at the

11   time we met with the Advisory Committee when we did

12   the first RFP -- I believe there's a requirement,

13   maybe in the FCC rules, of 35.

14   MR. ESTES: 35.

15   MR. TUDOR: Words a minute, yes. The

16   Advisory Committee felt like they would prefer to put

17   a requirement that was higher than that into the RFP.

18   Because they really weren't interested in a much

19   slower typing speed.

20   What is the normal typing speed that you

21   would find in RFPs around the country? Do they tend

22   to stick with the 35 that is in the FCC rules or do

23   they tend to have higher standards?

24   MS. RARUS: Between 45 and 55.

25   MR. TUDOR: Is there difficulty in

1 recruiting CAs with typing speeds of greater than 35?

2   **MS. RARUS:** 35, no. But when you start

3 getting up to 55 it becomes more difficult. Normally

4 you find that once you get the CA there and they are

5 there for a while their typing speed increases, it

6 develops, it becomes greater.

7   **MR. TUDOR:** Okay. On Page 7, also, operator

8 training, that section we had not proposed to make any

9 change in that.

10   **MR. ESTES:** I would like to say that the

11 Kentucky RFP is on the street now. It has 45 words

12 per minute.

13   **MR. TUDOR:** Thank you. The section of

14 operators' training, we had not proposed any change to

15 that from our last RFP.

16   **MR. ESTES:** "The impaired," word; changed to

17 "disabled."

18   **MR. TUDOR:** Thank you.

19   **MR. FLEMING:** And should be communication

20 assistant.

21   **MR. TUDOR:** Yes. Yes, thank you. We will

22 go through and replace "operator" with "CA" throughout

23 RFP. Thanks for reminding me about that.

24   Item 12 deals with operator counseling or CA

25 counseling. We had not anticipated any change there

1   unless someone has a suggestion.

2   On Page 8 we get into the section I talked

3   about earlier today that we have reviewed with the

4   Advisory Committee and would like to go through that

5   with some amount of detail with you also and look at

6   those items one at a time, and see if you have any

7   concerns about any of those. This basically deals

8   with the interrelationship between the CA and the

9   caller.

10   Charles, you have a comment?

11   **MR. ESTES:** On Paragraph d, the second

12   paragraph, remember when we talked about this with the

13   Advisory Committee a couple of weeks ago, remember we

14   talked about how this was removed from the contract a

15   long time ago. Asking the caller if they wanted to

16   have the relay explained is the single most

17   problematic issue we had in the beginning. It was

18   supposed to have been taken out of here a long time.

19   **MR. TUDOR:** The language that is struck

20   through is the language that was taken out. That's

21   the language that required the CA to type everything

22   she said to the other party while she was explaining

23   relay. The only thing that will be required in the

24   new RFP is that she would simply type the two words

25   "explaining relay," so that the original caller knew

1 what was happening.

2   MR. ESTES: Read it again, Richard. Read

3 that first sentence.

4   MR. FLEMING: The first sentence may be

5 confusing. It says that the system will -- or must --

6 I'm sorry -- "the coordinator must."

7   The first sentence is confusing. "The

8 system shall ask the caller if he wants the system to

9 explain. Who is he? Okay? That's confusing, I

10 think. Meaning the operator themselves to explain or

11 meaning if the person that can make the call wants to

12 explain relay to the hearing person.

13   MR. TUDOR: Yes. It's intended to be that

14 the CA will ask the caller if the caller wants the CA

15 to explain relay.

16   Now, Charles' concern, I think, is that the

17 question should not even ever be asked.

18   MR. ESTES: Precisely.

19   MR. GIUNTOLI: You might be able to say

20 "shall inform," and then the CA can explain the relay

21 service, perhaps.

22   MR. TUDOR: If I understand your point,

23 Charles, it is that the CA should not even ask at all

24 about explaining relay.

25   MR. ESTES: Correct.

MR. TUDOR: Should simply ask the caller --

MR. ESTES: Number, please.

MR. TUDOR: Number, please, or something like that. And then only if the caller recognizes that the person on the other end may need an explanation.

MR. FLEMING: If they recognize it.

MR. TUDOR: No, if the caller knows that they're calling someone that has never used relay, the caller could tell the CA please explain relay when they answer. But the CA would not ask the question of the caller, it would be up to the caller to request the service.

MR. ESTES: Yes, to a point, Richard, but it should not be limited to the caller or the CA; it should be left open. If the caller feels an explanation is necessary, the caller always has that option to ask the CA to do it. But the CA is often in a better position to sense that those two people are not communicating, they are ready to lose each other or get and/or perplexed, and the CA sometimes needs to explain the service; needs to inform the caller with the words you have in the clause explaining further.

MS. RARUS: I'm not really sure if I agree with that approach. I believe that I think it needs

1 to be mandated that every time a CA gets a hearing

2 person ask them, you know, "Have you used the relay

3 service before," and if is a no, to go ahead and offer

4 an explanation. And the same with the deaf consumer,

5 he can explain it, too. It perceives to somehow set

6 up an understanding prior to the conversation

7 beginning, not in the middle of the conversation, when

8 the communication could possibly breakdown. So I

9 think that it should happen on every call. But, again,

10 the TTY user always has the option themselves to tell

11 the CA, "I do not want you to explain," or "I will

12 explain myself." If the TTY user does not request,

13 does not say anything, then it becomes the

14 responsibility to have the CA ask the individual every

15 time when the call begins.

16   **MR. TUDOR:** Okay. Let me see if I can pull

17 all of this together.

18   One would be that the -- when the CA first

19 talks to the calling party, the CA would not ask a

20 question about, "Do you want me to explain relay?"

21 The CA would simply say, "What number, please?"

22   **MR. FLEMING:** Correct.

23   **MR. TUDOR:** Okay. The CA, however, should

24 be able to ask the called party if she senses that he

25 may need an explanation or understanding of relay,

1 that the CA should be free to do that if she thinks

2 it's necessary.

3   MS. RARUS: I think it becomes dangerous at

4 that point if you make the CA assume or sense those

5 types of things. How do you define that, then?

6 That's why I say to just go ahead and have them do it

7 every time to ask the called, "Have you used the relay

8 service before? "No." Go ahead and explain and then

9 begin your call.

10   MR. TUDOR: I know a lot of the services do

11 ask that question. When I get a call that's the first

12 thing they ask me is, "Have you used relay before?"

13   MR. ESTES: On the other hand, we get

14 complaints from people who dislike that practice.

15 People want the service to be as transparent as

16 possible. Sometimes the explanation puts the caller

17 at a disadvantage.

18   If you are calling for employment purposes

19 or let's say an application purposes or whatever,

20 right off you are identifying yourself as deaf or hard

21 of hearing and that puts you at a disadvantage.

22   I don't completely disagree with what Brandi

23 is saying, but --

24   MS. RARUS: Excuse me. I'd like to keep on

25 this subject. I agree with what Charles has just

said, but I also think that the explanation phrase

itself should not mention anything about deaf or hard

of hearing in it. I also believe that if you do not

explain the nature of the call process itself, it will

make the hearing person very confused and see that as

a disadvantage, so some explanation must be given.

MR. FLEMING: Another suggestion is let the

CA announce, "This is a Florida relay service. I have

a call for you." And by the response from the hearing

person, whether they've had a relay call before or

not, whether they should explain or not. So you can

announce it. Maybe announce that it is a relay call,

not ask them if you have a relay call but announce it.

And with the "Oh, yes," proceed. They say, "Oh, never

heard of it before," explain. So there are different

ways to look at it.

MR. TUDOR: Well, this is one of those

issues where we just -- today we have the same

situation we have often with the Advisory Committee,

there's just about one opinion for each person

present.

I guess what I will do is take what we've

heard today and then try to -- when we take the RFP to

the Advisory Committee for a final approval just try

to raise that particular issue once again and see what

1 their preference is at that time.

2   I'll try to capture some of what we have

3 said today.

4   Yes, Charles.

5   **MR. ESTES:** As I did before, again, Richard,

6 I'd like to ask one guiding principle of management.

7 The last regulation or requirement written into the

8 proposal is the better one. The more flexibility you

9 allow the provider, the better.

10   **MR. TUDOR:** We will certainly try to do that

11 whenever we can, keeping in mind that the consumer may

12 have some preferences that we want to ensure occur.

13 But, yes, I understand that flexibility is very

14 important here.

15   Okay. We started there with d). Let's go

16 to a). Is there any concern with that about keeping

17 the user informed on the status of the call?

18   **MS. RARUS:** Nod of affirmation.

19   **MR. TUDOR:** Then b) is simply the user

20 having the option to tell the CA execute what they

21 want done on the call, which points they would handle,

22 like voice carryover.

23   **MS. RARUS:** Fine.

24   **MR. TUDOR:** Item c), this deals with the

25 issue of verbatim, and is one that we want to try to

1 pin down from your perspective. We discussed this

2 with the Advisory Committee, and I believe this pretty

3 well captures what they were suggesting. This to some

4 extent, I think, tracks the FCC rules. It says that

5 "It needs to be verbatim unless the user requests

6 summarization." By saying it that way you would never

7 have the CA asking the user if they wanted

8 summarization. It would have to be the relay user

9 making the request. And then the second requirement

10 is that the parties on both ends are aware that the

11 call is being summarized. Do you believe that's a

12 workable arrangement, and also that it complies with

13 the FCC requirements?

14   **MR. FLEMING:** That's fine.

15   **MR. ESTES:** We don't have a whole lot of

16 choice because verbatim is in the language of the ADA

17 regs. I would love to see the whole paragraph taken

18 out, but you would not be certified by the FCC if you

19 did. It's no win. I will leave it as it is.

20   **MR. TUDOR:** Okay. The FCC is planning to do

21 some kind of notice of inquiry this summer sometime

22 and maybe these are some of the issues we may be able

23 to address then.

24   Let's move to Item e). This has to do with

25 background noises and those sorts of things. It's an

1 effort to try to make the TDD call as much like a

2 voice call as possible. Trying to help the caller

3 understand what is happening on the other end of the

4 line besides just the conversation.

5 **MR. GIUNTOLI:** I have a question. Instead

6 of "sex," maybe say the word "gender."

7 **MR. TUDOR:** Okay. Item f) is an item that

8 was there before. I don't believe there's any problem

9 with that.

10 **MS. RARUS:** That's fine.

11 **MR. TUDOR:** Item g) is an item that we're

12 dropping. As a matter of fact, when I was going

13 through the RFP I was surprised that we had put that

14 there in the first place. But if a caller wants the

15 CA to continue redialing, he would certainly be able

16 to do that as a voice user, and so we believe that the

17 relay service should provide the same service. This

18 is probably an example where a human would like to

19 treat the caller differently than a mechanical system,

20 but our purpose is to try to make them as much the

21 same as possible. So we're going to remove that

22 provision there.

23 Item h) deals with the comments that occur

24 between a CA and a relay user. And all we're saying

25 there is that if it deals with billing information

1 like "Will you accept a collect call?" or "What is

2 your credit card number?" or something like that that

3 that information does not need to be relayed to the

4 other user. I think that a voice call sometimes,

5 depending on the system, sometimes that may be heard

6 and sometimes it may not. This is simply an effort

7 just to reduce some of the typing that has to be done

8 by the CA.

9   **MS. RARUS:** I agree totally. I would maybe

10 modify it to say something along the lines that before

11 the call begins, because billing information may come

12 up in the middle of a call and it becomes the CA's

13 responsibility to then relay that information, I

14 believe.

15   **MR. TUDOR:** I don't know if I would agree

16 that it would have to be relayed, even if it were

17 during the -- in the middle of a conversation, if it's

18 strictly a comment between the CA and the relay user.

19 But I'm not really sure when that would come up other

20 than at the beginning of a call, anyway. Once a call

21 begins I would assume all billing information has

22 already been collected.

23   **MS. RARUS:** I agree with you, yes. But I

24 still, for clarifying purposes, maybe to include in

25 there during call setup, prior to call beginning,

1   because as a TTY consumer myself if a voice person and

2   the CA are having a conversation in the middle of my

3   call, and the CA not informing that information to me,

4   I would be offended by that.

5   **MR. GIUNTOLI:** Maybe for example, another

6   person would say who is this stupid person or some

7   rude remark of some sort. I would want to know that,

8   so that I could deal with this individual on a -- to

9   explain something more clearly or to deal with that

10   situation. But billing I believe is a separate issue.

11   **MS. RARUS:** I think that's correct. But my

12   concern is that if a hearing person begins to discuss

13   billing information in the middle of my call with a CA

14   I want to know that. If it happens at the beginning

15   of the call I could care less but in the middle of my

16   conversation and this is going on, putting me on hold,

17   I want to know what is going on. I want to know what

18   is happening. I think that what is happening here is

19   it happens very rarely. I mean, most of the time it

20   happens at the beginning of the call, but it if were

21   to happen I would like to have that clarified.

22   **MR. TUDOR:** Well, it's like you say, I don't

23   think that's going to happen very often, if ever. So

24   I don't know if it will change the effect much, but I

25   don't have any problem with having it.

1   Let's see, Item i). I will like to get your

2 input on that. There was some discussion about that

3 in the Advisory Committee meeting. Brandi.

4   **MS. RARUS:** Yes. I agree. I support it

5 full heartedly. But I would like to recommend very

6 strongly the Commission consider a requirement of

7 errors, of error corrections which is automatic. It's

8 the kind of a program that would automatically correct

9 spelling errors or typing errors, prior or after the

10 TTY user would read it, prior to that person reading

11 it.

12   **MR. FLEMING:** I agree. I would recommend

13 the same, similar recommendation, also.

14   **MR. TUDOR:** How would you describe that or

15 quantify how that would be done?

16   **MR. ESTES:** The error correction is limited

17 to the words in the system dictionary.

18   So, the application here is limited.

19 Likewise, on a personal basis I backspace. I would

20 prefer that the CA backspace to me. That's personal,

21 however, and that may differ from another person.

22   On my TTY paper, later if I'm reading

23 through the tape, I hate to have to look over a word

24 here and there with the X in them which could have

25 been backspaced and typed correctly to begin with.

1   There was a good reason for this in the beginning when

2   mechanical TTYs were out. Those days are gone. The

3   mechanical TTYs could not backspace. All TDDs can.

4   MR. TUDOR: Is there a standard type of

5   error correction software available on the market that

6   people can use, or is it something that has to be

7   developed?

8   MS. RARUS: Sprint has our own error

9   correction software program within our data base.

10   AT&T does, also. We have it available. I'm not sure

11   about AT&T or the others.

12   MR. FLEMING: Yes. We're in the process.

13   And we'll implement it very soon in all of our

14   centers.

15   MR. TUDOR: So does that software take a

16   word and if it can't find it in its dictionary, does

17   it ask the CA to correct that word? Or does it

18   automatically change the word?

19   MS. RARUS: It would automatically change

20   the word itself. If it's not within the dictionary,

21   then it would not show up as a spelled correctly word.

22   Then the CA would become responsible to fix it

23   recognizes a misspelled word.

24   MR. TUDOR: For example, if the CA typed

25   D-G-O for dog, what would it do, look for --

1   **MR. ESTES:** It would change it to "dog" if

2   "dog" is in your dictionary.

3   **MR. TUDOR:** How would the error correction

4   software know that you were not trying to type God?

5   **MR. ESTES:** Richard, if you have Microsoft

6   Word -- do you use Microsoft Word? I'd like to see

7   you sometime type "CAs," meaning more than one CA,

8   C-A-S. Microsoft Word will change the word "A" to a

9   lower case every time; does it automatically.

10   **MR. TUDOR:** I'm just wondering if you get

11   better quality transmission by having error correction

12   or if it would be better to go misspelled than to be

13   changed to the wrong word.

14   **MS. RARUS:** I know that our program that was

15   developed by the CAs themselves, so the words that are

16   in the program are common misspelled words that happen

17   on the keyboard while they are typing, and they really

18   fit the purpose of the relay. It's not just for any

19   kind of misspelled word, but it applies directly to

20   this particular function, to the TRS.

21   **MR. TUDOR:** So, for example, you might have

22   in the dictionary T-E-H because that might be a common

23   typo?

24   **MS. RARUS:** Yes. Typed wrong.

25   **MR. TUDOR:** But if I misspelled "Lincoln,"

1 it probably would not catch that one because that's

2 not a common typo mistake?

3   **MS. RARUS:** Yeah, probably right, yes.

4   **MR. TUDOR:** I see. Okay.

5   This next Item j) is another one that is

6 again a difficult one to deal with.

7   I added the word "unfamiliar" in a attempt

8 to try to help with that one. The way the language

9 was in there before, if you were to read it literally,

10 it would actually require that you verify every single

11 time when someone used a proper noun or number, every

12 number, every address.

13   So I tried to change the tone of it some so

14 that it would not require verification of certainly

15 everything. But in those cases where the CA was

16 unfamiliar with the information, then the CA would be

17 expected to ask.

18   I still have some concern that it may still

19 be too restrictive because I would assume that perhaps

20 if a CA is given a phone number, they're not likely to

21 ask to verify it, but simply repeat it. So I am a

22 little concerned that it may still be a little bit

23 restrictive. Do you all have any suggestions from

24 other RFPs?

25   **MR. FLEMING:** Related to j, right? Is that

1 what you're saying? Maybe if you were a little bit

2 more -- give the provider a little bit more

3 flexibility here with this one. That's something that

4 is not really necessary in the RFP but it might be

5 that you would switch out the word, say "shall" --

6 instead of saying "shall," say "can." Omit the word

7 "shall," add "can." If the CA doesn't understand the

8 word, they have the right to ask. It doesn't mean

9 that they are required to ask.

10   **MR. ESTES:** You can say something like "when

11 in doubt check it out."

12   **MR. TUDOR:** Okay. Item k) is no change,

13 Unless somebody has a suggestion.

14   Item l) is no change. We don't intend to

15 make any change there.

16   Okay. Item m) deals with answering

17 machines, and that's where you're leaving a message on

18 an answering machine. What the requirement there, is

19 that if it takes two calls to leave a message, that

20 the customer will only be charged for the first call

21 if it's a long distance call where there's a charge.

22 And then if it's a local call, then as many calls as

23 it takes to complete the message.

24   **MR. ESTES:** It still has the wording in

25 there. One -- when additional calls at no cost,

1   check out the -- take out the word "one."

2   MR. FLEMING: Again, you might want to

3 change "shall." To me shall means should. Change to

4 can. If they need to make another call to complete

5 that request.

6   MR. TUDOR: What we're trying to do here is

7 to put a restriction on how the relay service operates

8 in terms of whether there is a charge for that second

9 call if it's a long distance call. And I believe what

10 we have was a requirement that the first call could be

11 charged for a long distance call, but that if one

12 additional call was required, it would be made at no

13 additional charge.

14   MR. ESTES: There may be calls that are very

15 complicated, possibly automated answering and so

16 forth, that may require more than one return call to

17 operate. And the provision should not be there.

18   MR. TUDOR: This provision has to do with

19 leaving a message at somebody else's answering

20 machine, as opposed to getting a message.

21   MR. FLEMING: Or checking out the message.

22   MR. GIUNTOLI: Do you mean if you need to

23 make like a third call, is that what you're saying?

24 I'm not sure I'm understanding. You need to rewrite

25 this, I believe.

1   **MR. ESTES:** It is a common requirement in

2   RFPs that the call be charged only once. I understand

3   your purpose. But here you're limited to only one

4   additional call.

5   **MR. TUDOR:** If the customer wanted to leave

6   ten calls you would say just charge him for one?

7   **MR. ESTES:** No. No. Ten calls, no. I'm

8   talking about the one telephone call and one answering

9   machine. If it takes more than two to complete -- to

10   leave a message. First the CA must get the answering

11   machine message. And by the time the deaf person gets

12   it, the answer machine -- or in the middle of getting

13   it, the machine may automatically hang up. After a

14   few seconds of nothing happening, the machines do hang

15   up. The CA can only give a TDD user only so much

16   information in 50 words per minute. The answering

17   machine may be fast. So there will be times when one

18   additional call to get and inform the user, then take

19   the message and leave it, may take more than one

20   additional call. And that is my point.

21   **MR. FLEMING:** For example, at a bank, it

22   might take longer because of long messages. I want to

23   know the complete message because the bank, for

24   example, may have a long message. I want to know how

25   to respond. So I guess it would depend on the

1 answering machine sometimes. It might take two or

2 three calls to transact one complete call. It might

3 take two calls to get the message and then the third

4 call to leave the message.

5   **MS. RARUS:** Yes. I think the goal here is

6 that we provide functionally equivalent services to

7 hearing people. If hearing people can call and leave

8 a complete message at one time, then we should charge

9 a deaf person for one time. But let's say that if the

10 person has to call and leaves pages and pages of

11 messages, we should charge them twice if they are

12 going to just make a neverending call. We need to be

13 functionally equivalent to what hearing people do and

14 how much time hearing people would be charged for.

15 Often it's just like Charles says, we don't get the

16 full message the first time we call. We have to call

17 twice. Sometimes we have to call three times to get

18 the full message from the answering machine. So two

19 calls, I believe, should be free.

20   **MR. ESTES:** To accomplish what you want to

21 do, Richard, would be just taking out the word "one,"

22 and the leaving the rest of it as it is.

23   **MR. TUDOR:** Yes. What that would accomplish

24 is it would just allow charging for one call. What

25 Brandi raised as an issue may occur occasionally, but

1 it may not be a common situation, where a customer may

·2 want to leave a message that is 30 minutes long and

3 you've only charged him for a two-minute call. It

4 could be that that's not a common enough problem to

5 even worry about.

6   MS. RARUS: I think the CA, we should trust

7 them to use their judgment. You know, sometimes

8 people will call and type to leave a message for a

9 machine. It might be a full screen that they've typed

10 out and then the machine is going to cut it off.

11 Sometimes the machines don't give you enough lead time

12 to put your message in, so the CA might have to call

13 back twice to put the rest of that message on the

14 machine. But I think the chances of that happening

15 are very rare.

16   MR. TUDOR: Okay. So you think if we just

17 go with one call is charged for and whatever

18 additional calls the user wants to make to complete

19 the message should be at no charge. That may be two

20 calls or three calls or four calls.

21   MR. FLEMING: Not four, maybe two or three.

22   MS. RARUS: It gets confusing.

23   MR. GIUNTOLI: Let's keep it simple.

24   MR. TUDOR: All right. Let's look at

25 Item n). I wanted to explain this one to make sure that you unde

1   The first part that's not underlined is

2 language that is in the current RFP, and it deals with

3 retrieving a message from a voice processing system,

4 and this would be, for example, if a deaf person were

5 trying to retrieve messages off their answering

6 machine at home, that they could have the CA call and

7 enter a pass code, and so forth, and then the

8 answering machine would start talking and the CA would

9 type that back to the deaf user. And I believe that's

10 pretty straightforward.

11   The addition there is one that was made in

12 our system here in Florida a year or so ago and that

13 was what we had just not thought about before. But

14 one of our Advisory Committee members had expressed a

15 need for when he walks home into his home at the end

16 of the day, and his voice answering machine is there

17 and the light is blinking, and he wants to know what

18 the machine says. So what he asked for was a

19 capability for the CA to listen to the answering

20 machine that's sitting right beside him at his desk

21 and then relay that back to him so that he could see

22 it visually on his TDD.

23   **MR. FLEMING:** May I comment?

24   **MR. TUDOR:** Yes.

25   **MR. FLEMING:** In Florida you do that now?

1　Is that a common practice now?

2　　　　MR. TUDOR:　I don't know how often it's

3　used.　It's probably limited -- Robert, do you have

4　any idea how often this service is called for?　Or is

5　Mr. Brown the only one that has ever used it?

6　　　　MR. GIUNTOLI:　During my presentation I've

7　seen people ask about that.　They want it.　But do you

8　have it now?

9　　　　MR. FLEMING:　But do you have that now in

10　Florida.　Do consumers get that now?

11　　　　MR. ESTES:　At this point, no.

12　　　　MR. FLEMING:　Then that would be a new　--

13　totally new service.

14　　　　MR. TUDOR:　Charles and Robert, you all need

15　to check on that because that was a contract amendment

16　made, I believe, at the last renewal.　Where if a

17　customer called and said, "I want to have the CA

18　listen to my answering machine play back a message,"

19　and then you type -- the CA would type back to the TDD

20　user what it said.

21　　　　MR. ESTES:　Let me clarify that.　Mr. Brown

22　is one of the very few people that makes this kind of

23　request.　It is in demand, yes.　To capture long

24　answering machine messages you have to have a means of

25　capturing it or retaining the message until you have

1 completed the answer back process.

2 Many questions have been raised recently in

3 regards to capturing messages, in what format, and is

4 that a violation of a no recorded message provision.

5 I don't think that the jury is back on that one yet.

6 We do see this kind of provision in many other state's

7 RFPs, and it appears to me that the country is just

8 going ahead with it.

9 MR. TUDOR: Is the CA unable to retain in

10 her mind everything that is on that machine for long

11 enough to type it back and that's why there is a

12 problem with having to either record it --

13 MR. ESTES: Yes, there are some really long

14 messages, and you must have some proficiency for

15 playing it back accurately.

16 MR. TUDOR: You would either have to do that

17 or just have to keep asking the user to replay the

18 tape over and over. But, anyway, that's a provision

19 that we just added last year, I believe it was. So

20 that will be a change from the current RFP.

21 Item o) just deals with the user giving

22 their name. And the requirement that they not be --

23 well, that they not be required to give their name.

24 Item p), we're dropping an item that the

25 Advisory Committee suggested which is that the CA ask

1 the caller if they would like to make another call.

2 They would simply like for the CA not to use that time

3 to make that call, make that request, that the user

4 has the freedom to do that if they want to, but they

5 don't need to be asked.

6   Item q) just requires that an user be able

7 to use an operator of a specific gender if they need

8 to.

9   **MR. FLEMING:** What number?

10   **MR. TUDOR:** Q.

11   **MR. FLEMING:** Can I go back to n) for a

12 minute?

13   **MR. TUDOR:** Yes.

14   **MR. FLEMING:** You want it in the RFP to

15 allow the CA to call my voice answering machine at my

16 house. Not call it because it's the same phone

17 number, but they are not going to call it but I'm

18 going to turn it on and let the CA listen. That's not

19 a phone call. So how can the provider get revenue for

20 providing that service?

21   **MR. TUDOR:** The CA is going to be

22 essentially providing a service, but there's not going

23 to be a second phone call. There will be the first

24 phone call. It is true that she will not have to dial

25 a phone number, but she will be in contact with that

1 user. It will be like a local telephone call where

2 she would not have to make a second call to get to the

3 other party because the other party is basically

4 sitting in the room with the original caller. In

5 other words, the answering machine is sitting right

6 there.

7 **MR. FLEMING:** But do you realize the time

8 that it takes the CA to do that when they could be

9 having a phone call?

10 **MR. TUDOR:** It is a phone call. And it is

11 chargeable to the state, the time that she is handling

12 that call.

13 **MR. FLEMING:** Okay. I wanted that

14 clarified.

15 **MR. TUDOR:** It's a good question.

16 Okay. Item r) we're just making a change to

17 that, to recognize that a CA may not always be able to

18 stay on a call the entire time. If it's a four-hour

19 telephone call and the CA needs to leave for the day

20 or go on break or whatever, but the desire is that a

21 CA do stay on a call the whole time whenever it is

22 possible for her to do so.

23 Item 14 deals with having at least one deaf

24 person in the center to assist operators, CAs, in

25 interpreting calls.

1   Robert.

2   MR. GIUNTOLI: Using a deaf person, I should

3   like to see a qualified individual instead. Not all

4   deaf people are qualified to do this type of job. We

5   can talk about using an interpreter, coders, people

6   qualified to do that, give them an opportunity to

7   apply for that position or job. Human resources, you

8   know, whatever type of situation.

9   MR. TUDOR: How would you suggest we word

10   that?

11   MS. RARUS: I have a suggestion. I

12   recommend that you use the word TTY user. Because you

13   can safely assume that interpreters code is people who

14   use TTYs. They know the language. They will be

15   familiar with deaf culture, be familiar with the

16   language that may be used in deafness itself and they

17   would be familiar with using a relay service.

18   MR. TUDOR: You're saying a TTY user? I

19   hate to tell you, but I'm a TTY user and you don't

20   want me to do this job. (Laughter)

21   MR. GIUNTOLI: How about a qualified person

22   when using curriculum such as TTY user familiar with

23   ASL, familiar with these types of categories? This

24   would then justify a qualified person.

25   MR. ESTES: How about an ASL competent

1   person?

2   MR. TUDOR: What was the word you used after

3   "ASL"?

4   MR. ESTES: At least one ASL competent

5   person.

6   MR. FLEMING: That's better.

7   MR. TUDOR: Okay. Let's go to Page 11.

8   That page there deals with confidentiality of calls,

9   and that provision we're not proposing any change to

10   and I believe it's okay. I haven't heard any

11   discussion on it. Is there any comments on the

12   confidentiality policy? That's, of course, very

13   important to the users, but I believe the language we

14   have works okay.

15   Item 16 deals with obscenity directed at the

16   CA.

17   Item 17. Item 17 we're striking. It dealt

18   with a requirement that the bidder provide a policy

19   and procedures manual and organization chart and

20   position descriptions. And I would say that the

21   reason we're not recommending that we continue

22   including that is that there's really no advantage in

23   us knowing that type of information. What is

24   important is that the service is being relayed

25   accurately, that it's meeting the answer time and

1 block analog rates, and that's what is important.

2 This is certainly a tool that you will use internally

3 to accomplish good quality relay service, but we do

4 not necessarily need to have a lot of detailed

5 information like that. So we're going to remove that

6 and it will make the proposal a little easier to file.

7 Item 18 is --

8 **MR. ESTES:** Which one?

9 **MR. TUDOR:** Item 18 calls for a requirement

10 of training that's both initial and ongoing. We're

11 not proposing any change there.

12 Item 19 deals with emergency calls, and I

13 would like to get maybe an update on what is happening

14 in the emergency call arena in relay these days.

15 Certainly the requirement in Florida is that a deaf

16 person can call 911 directly using a TDD, and the 911

17 center is supposed to have a TDD operational and they

18 are supposed to be ready to answer it when it is

19 called. But regardless of that requirement, we know

20 that sometimes people are going to call the relay

21 number seeking emergency help. When that occurs, does

22 the -- is the CA likely to have any information that

23 will help him get emergency service to that customer,

24 or, actually, is it better for them to simply tell the

25 CA to hang up and dial 911?

1   **MR. ESTES:** No.

2   **MS. RARUS:** No. That's a waste of time that

3   way. It may be a very vital situation. I think the

4   CA should go ahead and process the calls as fast as

5   possible. You're right, most 911s should have that

6   emergency capability, should have some training on

7   that and they should have that training often. The

8   trainers are so few and far between in 911 situations,

9   especially customers are frustrated by using that, so

10   they try to get through to the 911 center, they can't

11   get through, so they call the relay service.

12   **MR. TUDOR:** When they call the relay

13   service.

14   **MR. ESTES:** I think it should be left out of

15   it, left as it is.

16   **MR. TUDOR:** The relay service and has an

17   emergency call, but doesn't know the police number,

18   what does the CA do with that call if the caller just

19   says "I need the police."

20   **MR. ESTES:** We have an emergency number

21   database.

22   **MR. TUDOR:** So you know from the ANI of the

23   caller what the police number is and so you just make

24   a call to the police? Okay.

25   We need to also talk about Item 20 there

1 about 900 services.

2   **MR. FLEMING:** This is new?

3   **MR. TUDOR:** No. This was in the old RFP.

4 As you can see it was an optional item, and I don't

5 know if anyone yet is attempting to or has figured out

6 how to deal with relay users that would like to place

7 a 900 or 976 kind of call.

8   What do you tell customers around the

9 country when they ask for you to dial a 900 number for

10 them?

11   **MR. ESTES:** The youngest RFP on the street

12 is from Kentucky and it says they are not required to

13 make 900 and 976 calls.

14   **MR. TUDOR:** Brandi.

15   **MS. RARUS:** If the Commission decide to

16 require a 900 or 976, the provider will be able to

17 meet that requirement. But that is up to the state.

18 As of now, no state has that type of provision. Texas

19 will start this September possibly.

20   **MR. TUDOR:** In Texas, how do they get the

21 billing done properly?

22   **MS. RARUS:** I'm not an engineer, so I can't

23 properly answer that. But I'm sure it can be figured

24 out, starting in September, so we'll see. But it was

25 a requirement in the RFP.

1   MR. FLEMING: We don't provide that service

2 currently. No one has requested it before. But if

3 you want that, I'm sure we can.

4   MR. TUDOR: The concern is just how the

5 billing could be done accurately.

6   MS. RARUS: I know that we will be passing

7 off the billing to the end user, so it will be

8 accurate. For me to explain how it is done, I truly

9 cannot do that.

10   MR. TUDOR: But you, as the relay center,

11 would get the billing originally and then would you

12 have to turn around and then rebill it to the end

13 user?

14   MS. RARUS: I'm not sure. Again I'm not

15 sure, but I can tell you that that process of a 900

16 call that we will be setting up will be a separate 900

17 relay service number. I say a 900 number for a

18 consumer to call. That will hit the relay center and

19 then it would process that call that way.

20   MR. TUDOR: So a customer would dial the 900

21 number instead of the relay center's 800 number?

22   MS. RARUS: Correct.

23   MR. TUDOR: So when they dialed the 900

24 number, it might be a number for the Houston Astros

25 information line? Or are you saying that 900 number

1 would be a Sprint 900 number?

2   **MS. RARUS:** Yes. Exactly. It would be a

3 TTY 900 number to get a Sprint CA, which we would then

4 dial to whatever 900 number that is given to us, to

5 the CA. I can check further on that and bring you

6 that information to the meeting on the 26th if you

7 would like, if that meeting still occurs. But, yes,

8 that information can be provided.

9   **MR. FLEMING:** Did you get a lot of requests

10 for this particular item, the 900, 976 in Florida?

11   **MR. TUDOR:** It's simply a matter of trying

12 to make the relay service be equivalent to voice

13 service. It's an issue which has continued to arise

14 in terms of equivalency. I do not believe we have

15 gotten many requests because it's not currently

16 provided. I don't recall -- maybe one or two, but

17 certainly not many.

18   But in terms of trying to make relay service

19 equivalent to voice service you would want it if you

20 could figure out a way to do it in an economical

21 manner.

22   **MR. ESTES:** You might want to consider

23 putting in language like, "At such time as the FCC may

24 require the relay of 900, 976 calls, the Florida Relay

25 Service will process such calls," something like that.

1   **MR. TUDOR:** Do you know if the FCC is doing

2 any work is this area?

3   **MR. ESTES:** No, I do not.

4   **MR. TUDOR:** Okay. All right. Thank you.

5   Why don't we take a break? Come back in

6 about -- is ten minutes sufficient? Okay. About 3:25?

7 Okay.

8   (Brief recess.)

9   - ~ - - -

10   **MR. TUDOR:** Let's go ahead and get started

11 back please.

12   I'm going to hit on some of the main changes

13 here and then what I'd like to do is spend some time

14 on carrier of choice.

15   On Page 13, Item 23, what we've done is just

16 simply required that whenever the FCC reaches a

17 decision on procedures for coin cent-paid calls that

18 the Florida system would comply with those. So that

19 will require some change along the way. Just whatever

20 would be consistent with the FCC requirements is what

21 we will put in there.

22   Let's go over to --

23   **MR. ESTES:** It says, "Will not require

24 anything that is not technically possible," so that's

25 actually very good language to use.

1   **MR. TUDOR:** On Page 14 we've added

2 VCO-to-VCO and HCO-to-HCO, which I think has become

3 kind of standard around the country, anyway, but it

4 wasn't in our original RFP.

5   But right above that, in Item 25, we're also

6 talking about requiring two-line VCO capability, and I

7 wonder if that causes any concerns or if that is also

8 becoming something that is becoming more popular.

9   **MS. RARUS:** Yes.

10   **MR. FLEMING:** Yes.

11   **MS. RARUS:** It's coming up all over the

12 country.

13   **MR. TUDOR:** Item 26 deals with custom

14 calling services.

15   **MR. GIUNTOLI:** Excuse me. Could you go back

16 to 25, please? Under HCO-to-HCO, that's not

17 practical. That would be -- do you know when that

18 would be used?

19   **MR. ESTES:** This is instead of two terminal

20 users preferring hearing carryover who is listening to

21 the CA. That doesn't make sense. But if HCO-to-HCO

22 means two speech disabled persons who want to use a

23 trained CA to listen to them and relay the message,

24 then that part, of course, is good. It might need a

25 little bit of clarifying. HCO-to-HCO for speech

1 disabled persons.

2   MR. TUDOR: Yes. What it says there is for

3 two persons who are speech impaired to hear for

4 themselves by means of hearing carryover. Is that

5 okay?

6   MR. ESTES: Yeah.

7   MR. TUDOR: Okay. That next section is on

8 custom calling services and says that the bidder

9 should describe if any of those three services are

10 something they could offer in some way or another.

11 Because you have the intervention of the relay center

12 in a call, those service obviously can't be provided

13 in the same way as they are for voice users. But if

14 you have some way where you could offer something that

15 is like one of those services, then we'd just like to

16 hear from you in the proposal process on that.

17   MR. FLEMING: Excuse me. You want this to

18 be required.

19   MR. TUDOR: This would not be required. We

20 would ask the bidders to make a proposal on those, but

21 would not require it.

22   MR. FLEMING: You have to remember that when

23 you get involved in something like this you have to

24 get involved with the language.

25   MR. TUDOR: Involved with what?

1   MR. FLEMING: The local exchange carriers.

2   MR. TUDOR: Yes.

3   MR. FLEMING: For billing issues and so

4   forth.

5   MR. TUDOR: Unless it's something that you

6   provide yourself that may not be identical to the

7   service you would get from a local company but may

8   functionally be similar, it could be done strictly in

9   some cases by the relay provider. It's an optional

10   item and is one that we would just ask for your

11   suggestions on.

12   MR. ESTES: What do you mean by call trace?

13   MR. TUDOR: Where the customer could have

14   the relay center in some way identify --

15   MR. ESTES: You mean caller ID?

16   MS. RARUS: Like the last call that came

17   through, like when you hit your button, Star 69.

18   MR. TUDOR: Yes. Not like caller ID, but

19   where the call has been disconnected, and then the

20   telephone user and the TDD user wants to know who made

21   that last call to him. It may be something that could

22   be retained in the system somehow.

23   MR. FLEMING: So, therefore -- I'm trying to

24   understand this, because hearing people have that

25   option to know who the last person was that called

FLORIDA PUBLIC SERVICE COMMISSION

1 their house.

2 MR. TUDOR: Yes.

3 MR. FLEMING: And then if I use the relay,

4 and we somehow get disconnected, if I don't know who

5 it was I could ask the CA who that person was or the

6 number of the person.

7 MR. TUDOR: That would be a similar type

8 service if the CA had retained in some way the ANI of

9 that caller. It would be a manual substitute for

10 that.

11 MR. FLEMING: Okay. But then you would have

12 the issue that a relay call is to relay what is being

13 said on a call between the two parties. If I do not

14 give my phone number to the person I'm talking with

15 and we somehow get disconnected, I may not want that

16 person to call me back. So they call be back and I'm

17 asking, "How did you get my number."

18 MR. TUDOR: It's the same thing you have

19 with call trace now or even with caller ID. The

20 customer may not want to be called back, but once they

21 invade your home with a telephone call, they have the

22 ability, through the system, to know who you are and

23 can call you back, whether you want them to or not.

24 It would be an equivalency issue to a voice user.

25 But what we are asking for in the RFP is

1 simply for bidders to tell us if they have similar

2 capabilities or could or would offer a capability like

3 that that would be equivalent to a voice service.

4   Elise.

5   **MS. McCABE:** If a caller wanted to protect

6 their number, they wanted to do the Star 67 that would

7 prevent their number from being recognized by the

8 called party, how would this work? In other words, if

9 a person calls the relay center and doesn't want the

10 other end of the call to know who they are, is there

11 any provision for that?

12   **MR. TUDOR:** When you dial -- is it Star 67?

13 If you dial that now before an 800 call, does the ANI

14 still carry forward with that 800 call?

15   **MR. ESTES:** It still shows up. Yes, you get

16 the ANI regardless. Signalling System 7 and ANI are

17 two completely different things.

18   **MR. TUDOR:** So if you dial Star 67 before an

19 800 call today, the ANI still goes, do you know?

20   **MS. McCABE:** So there's no protection for a

21 caller to the relay service. Is that correct?

22   **MR. TUDOR:** I don't know the answer to the

23 question I just asked, so I don't know. Charles seems

24 to think that it would still pass.

25   **MS. RARUS:** The number will still show up

1 because it doesn't seem like the state is asking for

2 caller ID. If you don't ask for caller ID, then

3 there's no way for the deaf user to know the number

4 that is being called from because the CA is not put in

5 the position of giving out that information. If you

6 ask for caller ID, then that becomes a complicated

7 issue and needs further discussion. If you don't ask

8 for caller ID, then that won't be an issue.

9   **MR. TUDOR:** Do any states include caller ID

10 as a part of their relay package?

11   **MS. RARUS:** Nods head. Yes.

12   **MR. ESTES:** Yes.

13   **MR. FLEMING:** No.

14   **MR. TUDOR:** Are there many states that do

15 that?

16   **MS. RARUS:** We offer it.

17   **MR. ESTES:** This a new emerging expectation

18 in relay.

19   **MS. RARUS:** I would recommend that the

20 committee go ahead and ask for caller ID and then let

21 each provider resolve that -- to resolve that issue,

22 then we can decide whether or not that's part of what

23 we want to include in the contract.

24   **MR. TUDOR:** Okay. All right.

25   We'll go over to Page 15 on billing

1 arrangements. I don't know if the technology and the

2 billing arrangements have changed since the last RFP

3 was issued, but I would like to get some idea of what

4 kinds of billing we should be able to expect relay

5 systems to be able to provide. They certainly can

6 provide direct billing back to the caller's home or

7 business. There are probably some issues with calling

8 cards that we may want to know about. And then there

9 are the credit cards like Visa or MasterCard.

10 And I don't know how many types of billing

11 can be done -- I'll just leave it this way, if you

12 have any suggestions how we ought to modernize, update

13 or change that particular provision perhaps you could

14 just give those to us.

15 Item 31, we're just removing from the

16 proposal requirement that a bidder file it's

17 intrastate --

18 **MR. ESTES:** Go back to No. 30. You are

19 asking us to send in comments later, is that what you

20 said.

21 **MR. TUDOR:** Send in what?

22 **MR. ESTES:** On No. 30. Billing

23 arrangements.

24 **MR. TUDOR:** Yes, if you have some

25 suggestions about how to change that.

1   **MR. ESTES:** Okay.

2   **MR. TAYLOR:** Charles, on 30, the new FLorida

3 law allows for residential shared tenant services. In

4 other words, a business may provide residential

5 telephone service to subscribers in a building that

6 might not have direct telephone service from the local

7 telephone company. Has there been any impact or do

8 you expect any impact on the way you would bill a

9 caller for a call if, instead of their particular ANI,

10 you got perhaps the shared tenant provider's number

11 With the call?

12   **MR. ESTES:** I haven't heard anything about

13 that. It's new stuff to me. But it sounds very

14 similar to hotel billing.

15   **MR. TAYLOR:** Except it won't be classed

16 marked.

17   **MR. ESTES:** With hotels, they have their own

18 long distance provider that also manages their billing

19 system. And the information that comes with the call

20 would indicate that as a hotel or a motel call. But

21 that's about it. Where as far as a carrier goes, we

22 don't have visibility to the room numbers or the guess

23 names. I imagine the same thing would apply to the

24 arrangement you're discussion.

25   **MR. TAYLOR:** Let me ask Mike. I knew there

1 was a reason you came to this meeting. Does GTE class

2 mark an FTS provider in any way differently such that

3 an interexchange carrier or other provider would have

4 a way of knowing to obtain different billing for those

5 calls?

6   **UNIDENTIFIED SPEAKER:** Not that I'm aware

7 of. It's just an outgoing trunk, you know, a voice

8 trunk that they are getting to go out on. I'm not

9 even sure -- like the gentlemen said, you can't reach

10 back to the individual station or room or whatever to

11 get beyond the trunk number. I don't know the answer,

12 Alan. I'm not aware that we do, market it any

13 differently.

14   **MR. TAYLOR:** Elise, do you have any?

15   **MS. McCABE:** I don't.

16   **MR. FLEMING:** May I ask you what was that

17 call that you mentioned?

18   **MR. TAYLOR:** I'm sorry, I had my microphone

19 off, didn't I? Okay.

20   I was talking about residential shared

21 tenant service arrangements, where the subscriber or

22 the caller to the -- the user of the relay service is

23 located behind the shared tenant service provider's

24 PBX or centralized switch. And so in such cases you

25 may not be able to bill solely on the ANI for those

1 calls. I was just wondering what arrangements might

2 be made.

3   **MR. ESTES:** To accommodate a tenant or hotel

4 arrangement then that kind of information would have

5 to be included in the call along with other

6 information that's designated with the call. That

7 would be an industry-wide development.

8   **MR. TAYLOR:** Okay. Thank you.

9   **MR. TUDOR:** On Item 31 we removed the

10 requirement for you to filed with the proposal your

11 tariff rates for service. We have those on file, so

12 it's not necessary for those to be filed with the

13 proposal.

14   So we can use our time that we have left

15 carefully, what I want to do is go over to Page 17 and

16 let us talk about carrier selection briefly. I don't

17 know how this is being done around the country, but we

18 have attempted or what to make it as possible as we

19 can that a customer be able to select a billing of a

20 provider other than the single relay provider that's

21 providing service. So, for example, if Sprint were

22 the relay provider and the customer wanted to use

23 AT&T, he's only going to be able to use AT&T for part

24 of the call because the 800 number has gotten him over

25 the Sprint system to the relay center. But if he

1 prefers to be billed under his AT&T true value plan or

2 something like that, then what we have included before

3 is a requirement that the relay provider will route

4 that call to the carrier of choice and that has

5 sounded fine. It sounds good but it has to involve

6 other parties.

7   We can require the relay provider to provide

8 or to pass that call, but we haven't gotten any

9 specifics in terms of exactly what information would

10 have to be passed with that call or when. And,

11 likewise, we haven't talked about how the other

12 carriers would be required or not required to accept

13 that traffic. And then also we have the issue of the

14 local phone company may or may not be involved in that

15 call being transferred.

16   So what I'd like to do is get some idea of

17 how other states are dealing with this. I guess first

18 I'd like to know if there are other states that do

19 this, allow a customer to use a carrier other than the

20 relay provider for the call and how common is it.

21   **MR. ESTES:** All states are required to

22 provide a carrier of choice option. All states.

23   **MR. TAYLOR:** Unless they get a waiver from

24 the FCC. Do many of them have waivers?

25   **MR. ESTES:** When do you mean the state

1 itself gets a waiver?

2   **MR. TAYLOR:** Yes.

3   **MR. ESTES:** The carrier, the mom and pop

4 carrier may ask the state Commission for a waiver.

5 But the entire state being waived from the carrier of

6 choice, you're saying that happens?

7   **MR. TAYLOR:** That's my understanding from

8 talking with the FCC yesterday.

9   **MR. ESTES:** You know something that I don't.

10   **MR. TUDOR:** Brandi.

11   **MS. RARUS:** Sprint's response to your

12 question. Who is this question from?

13   **MR. TAYLOR:** From me.

14   **MS. RARUS:** I think we have information on

15 how carrier of choice occurs at the end of our packet,

16 if you'd like to review that. I gave it to you

17 yesterday -- today. So we have all of that

18 information available to you.

19   **MR. TUDOR:** To what extent does the local

20 exchange company have to be involved in the process

21 you describe here?

22   **MS. RARUS:** This is mainly for the IXC. So

23 the local exchange company involvement isn't very

24 much. Like, for example, AT&T has brought one of

25 their networks in, and we would relay a portion of

1 that call and carry it to the AT&T network and AT&T

2 would then carry that call. AT&T then would bill that

3 particular consumer. And Sprint has brought our

4 networking to both MCI and to AT&T, so they will have

5 a network within the Sprint system. It's a very

6 unusual situation. It's the first time in history for

7 something like this, for AT&T, Sprint and MCI working

8 together to be able to share a network. We have been

9 working on this for almost two years prior to planning

10 which finally has come to completion.

11   **MR. TUDOR:** Is there a cost to the local

12 exchange company to do this?

13   **MS. RARUS:** No. Aren't I correct? No,

14 Charles?

15   **MR. ESTES:** It requires Federal Group D, so

16 there's a cost to the provider.

17   **MR. TUDOR:** Is the way it works here is that

18 the provider covers the expense of getting the other

19 IXC's facilities to the relay center?

20   **MS. RARUS:** Yes. AT&T and MCI have taken

21 that responsibility to bring to us their networking,

22 yes.

23   **MR. TUDOR:** Okay. So, in other words,

24 there's basically a point of presence of AT&T and MCI

25 in your Sprint relay center.

1   **MR. ESTES:** Within your local exchange there

2   are, which is Southern Bell.

3   **MR. TAYLOR:** What Sprint provided looks

4   largely like the same arrangement that MCI has in

5   Miami, and I gather that's what the industry

6   compatibility forum adopted?

7   **MS. RARUS:** Yes.

8   **MR. TUDOR:** Okay.

9   **MS. RARUS:** I mean, for example, I use the

10 Florida Relay Service last night. And, of course, I

11 wanted to bill my calls to Sprint, you know, so I gave

12 the operator my Sprint phone card number and they

13 billed it to my phone card, so --

14   **MR. FLEMING:** Same thing with AT&T. Works

15 the same way. You must Identify your carrier of

16 choice. You must identify your carrier of choice.

17   **MR. TUDOR:** And how many other IXCs normally

18 participate in that traffic? Is it just the big three

19 or four companies?

20   **MS. RARUS:** I can only speak for Texas. I'm

21 very familiar with that particular account we have

22 there. We have the big three, plus we have Texarkana,

23 which is the contract telephone company for the state

24 of Texas. We have Edcel, we have several other

25 carriers also in Texas.

1   MR. ESTES: It will cost a small company

2   more to set up the service than it they would ever

3   earn, so the carrier of choice should not be forced

4   with an iron glove, I don't think.

5   MR. TUDOR: It's really just a matter,

6   again, of equivalency. Everybody else in Florida can

7   get to 300 long distance companies. This provision

8   allows for a customer to get to more than one, but

9   still only four or five. So it's an equivalency

10   issue. But I would agree with you, the cost may well

11   exceed the number of calls.

12   Is it pretty common for a customer to ask

13   for a carrier other than the relay provider?

14   MR. ESTES: MCI provides a 50% discount

15   within the state, so it doesn't make sense for people

16   to ask for AT&T or Sprint in many cases. There are

17   people who do ask for a carrier of choice.

18   MR. TUDOR: Our rules require that the other

19   companies, like AT&T and Sprint, also provide the 50%

20   discount on relay calls. So the customer would be

21   getting that discount also.

22   MR. ESTES: Richard, are you telling me that

23   the MCI contract in Florida also requires Sprint and

24   AT&T to discount 50%?

25   MR. TUDOR: The. PSC rules require that.

1   **MR. ESTES:** Will that be an issue between

2 the Commission and other carriers?

3   **MR. TUDOR:** Yes. You don't have to make

4 sure they do it.

5   The issue of -- and I'm trying to find where

6 it is, but the issue of what calls -- well, it's this

7 same section. Dealing with the issue of calls that

8 historically may have been going to the local exchange

9 company, and whether those calls should be handled in

10 the future by the local exchange company or by the

11 long distance company. The issue that arises is when

12 a call is not clearly a local call, it's not clearly a

13 long distance call, but it's a call that's in a

14 calling area where there might be, from the local

15 exchange company, some kind of alternative billing

16 plan like extended area service or extended calling

17 service, which is a per message rate, instead of a per

18 minute toll rate, if every call goes through the relay

19 provider, how can the relay provider be certain that

20 they know what type of billing plan is offered by the

21 local telephone company?

22   **MR. ESTES:** The Commission needs to make

23 BellSouth and GTE open up their database to us.

24 (Laughter)

25   **MR. TUDOR:** Yes, this is an issue that, I

1 guess, first arose with a case in Arkansas where the

2 FCC made it clear that if the customer is going to be

3 billed by the relay provider, probably a long distance

4 company, they have to be billed at the same rates as

5 they would have paid as though they were on that local

6 exchange company system.

7   Now, one thing that has changed in the past

8 few months on this issue deals with the existence now

9 of competitive or alternative local telephone

10 companies. We're now going to be in a situation where

11 there could be a couple of different kinds of rate

12 plans available. But I think what you would have to

13 do is look back to what company is serving that

14 customer. If at the time of the call he is a local

15 exchange company customer, then you need to look to

16 the rating plans that that company has. And if you

17 are a customer of say Time Warner Cable

18 Television/Telephone Company, and they have a

19 different kind of rate plan, then that would mean the

20 provider would have to bill at their rates, whatever

21 they are.

22   So if the caller is a BellSouth customer, a

23 call from Point A to Point B might be a toll call but

24 if that customer is a Time Warner telephone customer,

25 that might be a free call. And so the issue arises of

1   how is the provider going to know how to bill for that

2   call? How is he going to keep track of all of that?

3   And I wish the answer was don't worry about it, but

4   the FCC's decision in that Arkansas case implies that

5   there should be -- that the relay provider should bill

6   the same rate as though it were the local phone

7   company in that case. So can any of you all give me

8   any suggestions on how we need to deal with this and

9   address it in the RFP? Brandi.

10   **MS. RARUS:** Yes. I think that the

11   Commission should really get a -- take a firm stand on

12   the requirement that the LEC -- the local exchange

13   company share information with the provider. There's

14   no way for the provider to know the consumer's calling

15   plans without the information coming from the LEC.

16   And I can tell you from my experience that if it is

17   demanded by the Commission, then Sprint or whatever

18   will have a hard time getting a timely report from the

19   LEC. Will have a hard time getting it in a timely

20   manner.

21   **MR. ESTES:** Russell, would you like to

22   comment on that?

23   **MR. FLEMING:** No.

24   **MR. ESTES:** I'd also like to say that the

25   present industry practice, I think, is adequate. I

1 think that it is a general practice to pass on billing

2 information to the LEC within a given distance, 40

3 mile radius for example. And I think that the LEC

4 information, this part I'm going to go back and talk

5 with the engineer to make sure that what I'm thinking

6 of is right.

7   But I think that when the call detail comes

8 with the call, the LEC will be identified in the BDR,

9 and that the billing information will then be passed

10 on to the correct LEC.

11   It is for the Commission to require the LEC

12 to bill according to what is provided them.

13   MR. TUDOR: Currently a call that's

14 intraLATA, the billing information is passed on to the

15 local exchange company and then the local exchange

16 company does the billing. And, therefore, they know,

17 because they are doing the billing, they know what is

18 the correct charge for that call. And that's correct

19 in describing how it is working today; is that right,

20 Charles.

21   MR. ESTES: Yes.

22   MR. TUDOR: So one of the things we need to

23 decide in developing this current RFP is if we make

24 any kind of change there in terms of whether the

25 intraLATA traffic continues to go or the billing

1 information on that traffic continues to go to the

2 local exchange company, or whether it, under the new

3 RFP, is simply billed directly by the relay provider,

4 and that's one of the issues. If it is billed

5 directly by the relay provider, then the question

6 arises of whether the relay provider is going to have

7 the necessary information to properly bill that call.

8   So I guess the first question is whether we

9 should make a change in the current procedure which

10 says that intraLATA billing information goes to the

11 local exchange company for billing, and whether we

12 should change that to where it says the relay provider

13 bills all the calls it handles; whether they are

14 intraLATA or interLATA. Do you all have suggestions

15 on which approach we should take there?

16   **MR. ESTES:** Of course, MCI would propose to

17 keep it under the current system. We do not know, and

18 from a protocol standpoint we may not want all the

19 day-to-day changes that take place within calling

20 plans and tariffs, and so forth. And I'm not sure

21 that it would be worth the time and the expense to the

22 relay provider. I think the current arrangement is

23 good.

24   **MR. TUDOR:** Brandi, do you have any thoughts

25 on that as to whether you would want to be

1 responsible?

2 **MS. RARUS:** Yes. I'm not sure exactly what

3 MCI does today. Mileage bands -- I'm not sure what

4 you call it, I call it mileage band. We call it that,

5 also. We prefer mileage bands in not having to worry

6 so much about getting the information from the LEC.

7 **MR. TUDOR:** But under the FCC's decision in

8 the Arkansas case, wouldn't that say that you cannot

9 use the toll rates under the mileage bands, but

10 instead you have to bill at the rates that would have

11 applied if that call had been billed by the local

12 exchange company?

13 **MS. RARUS:** I'm pretty sure that we're safe.

14 We spent a lot of time on this issue. I was not

15 personally involved, but after what happened with

16 Arkansas, Sprint did a lot of research and we know

17 that the current method we use, mileage band, is

18 acceptable by the FCC.

19 **MR. ESTES:** In the Arkansas case, Richard,

20 it was the Arkansas Commission that reached the

21 decision that optional calling plans are enhanced

22 services and do not apply to the TRS, but the FCC felt

23 otherwise. Then the solution that was finally

24 accepted by the FCC is the present practice.

25 That being of passing on data to the LEC.

1   MR. TUDOR: Okay.

2   MR. TAYLOR: Did somebody say the mileage

3   band is 40 miles within which you pass on the data to

4   the LEC?

5   MS. RARUS: It depends on the community. It

6   depends on the city. And it depends -- oh, yeah, for

7   us it depends on the city. It depends on what the LEC

8   currently defines as a call, where we take the

9   information from and modify it to fit the -- normally

10   it's 40 miles. But in the larger cities, like some of

11   them in Texas, like Houston, it might be 60 miles.

12   MR. TAYLOR: So there's an industry

13   document, I believe it's called the LERG, or

14   something, local exchange routing guide, and you get

15   this information in this way to know whether to route

16   it to the -- for billing through the LEC or not?

17   MR. FLEMING: What's it called?

18   MR. TAYLOR: Well, I gather you handle the

19   call, but you process the billing differently,

20   depending on whether it terminated within that billing

21   range or not, within the local calling scope or not.

22   MR. FLEMING: I can't comment on that right

23   now. I have to have more information before I

24   comment.

25   MR. TAYLOR: Okay.

1   **MR. TUDOR:** Let me ask Mike or Elise if you

2 have any thoughts on how that current system is

3 working where the billing information is passed to you

4 on intraLATA calls. Are you all then going ahead and

5 billing those or -- is that working satisfactorily,

6 you think?

7   **MR. SCOBIE:** I'm not sure. I think on

8 the intraLATA toll calls, I think it's working fine.

9 I'm not sure on the 25-cent plan calls or local EAS

10 calls. I haven't heard anything to the contrary. I

11 believe it's working on the intraLATA toll calls. We

12 appear to be getting the appropriate record.

13   **MR. TUDOR:** Okay. There was some work done

14 initially with that in terms of discussing how that

15 information would be passed and the format and that

16 sort of thing. Is there anything that we should

17 include in the RFP that would help tie that down or --

18 yes, is there anything that you would like to be

19 specified in the RFP from a LEC viewpoint in terms of

20 how that information is passed?

21   **MS. McCABE:** The billing format that we have

22 with MCI is working quite well. One thing you might

23 want to think about is the ALECs and whether or not

24 they can accept a similar billing format, or whether

25 different conditions will be needed for them, ALECs,

FLORIDA PUBLIC SERVICE COMMISSION

1 alternative local exchange company. But the format is

2 working well with us, and to the extent we could

3 define it in the RFP, we could confirm it.

4   **MR. TUDOR:** It's something that is going to

5 change over time? The billing format?

6   **MS. McCABE:** Potentially, I think we would

7 just want some assurance that whoever the provider is

8 will work with us to develop a format that we can

9 read.

10   **MR. TUDOR:** I mean, we can leave that up to

11 something that we handle at the Commission level if it

12 can't be negotiated between the two, the LEC and the

13 provider.

14   Charles.

15   **MR. ESTES:** I would suggest that you

16 incorporate something that says or requires the

17 billing format or the data format be of Bellcore

18 extended -- help me with the name, the billing format,

19 EM --

20   **MR. SCOBIE:** EMI.

21   **MR. ESTES:** EMI.

22   **UNIDENTIFIED SPEAKER:** EMR.

23   Is that okay with you?

24   **UNIDENTIFIED SPEAKER:** As far as I know,

25 yes, that's what we're looking for.

1   **MR. TUDOR:** Okay. If you all have any other

2 thoughts on that section, I'd appreciate your input on

3 that.

4   Let's go to Page 18. And there's one last

5 item I just want to touch on briefly. This issue of

6 special needs. When we did the last RFP it was just a

7 term that was in the statute and nobody knew exactly

8 what it was. And over the last four years we have

9 developed somewhat of a definition for it, and what

10 we've got in this draft RFP is that it's not a

11 required service, but that some evaluation points will

12 be given for a special needs service that is provided

13 by the provider, by the relay provider.

14   It will not be a mandatory requirement, but

15 to the extent anything is proposed in the area of

16 special needs, we would like for you to make sure that

17 you tell us how other people will be involved in this.

18 We just want to be sure that what you're proposing is

19 something that is feasible, can be accomplished. So

20 keep that in mind when you respond to that particular

21 provision.

22   **MR. FLEMING:** It's not required, but if

23 you'd like to see what we can do, we'd like to provide

24 that.

25   **MR. TUDOR:** We'll have a proposal of

1   evaluation system that will grant points on each of

2   these items adding up to a total score of some amount,

3   and some number of points will be awarded on these

4   special needs issue. So in that particular area, and

5   it won't be certainly -- won't be any -- a large item

6   in terms of points, but to the extent you would

7   propose nothing, you would get zero points and if it

8   was a wonderful proposal you may get five, and that

9   may be five out of hundred or five out of a thousand,

10   we haven't developed our evaluation system yet. But

11   it will be a fairly, relatively narrow area since it

12   meets the needs of a fairly small population, but we

13   will recognize it because the state law calls for us

14   to recognize it in our evaluation process.

15   **MR. FLEMING:** Thank you for the

16   clarification.

17   Do you know the population of this group

18   that considers special needs?

19   **MR. TUDOR:** No. There was a report done by

20   the Deaf Service Center Association.

21   **MR. FLEMING:** Do you know the percentage of

22   the population of the people that are considered,

23   quote, unquote, "special needs"?

24   **MR. ESTES:** I think it was a six-month

25   project. I think it lasted six months. Where we had

1　different service centers around the state

2　participating and providing data on calls.　The

3　individuals, the kind -- all kind of data.　That's

4　available to you if you want.　The percentage of calls

5　was very, very small.

6　　　　　　**MR. FLEMING:**　Thank you.

7　　　　　　**MR. TUDOR:**　Okay.　Well, I believe we've

8　really pretty well accomplished what I wanted to in

9　this workshop.　I know some of you have planes to

10　catch.

11　　　　　　I think what we'll do, as I told you, we

12　have a June 26th date reserved for a workshop, and I

13　don't believe we would probably gain a whole lot by

14　proceeding with that.

15　　　　　　What I'd like to ask you to do is we'll just

16　use as a date of June 26th.　If you have any

17　suggestions for additions, changes, so forth, to the

18　draft RFP that we've gone over today, just any

19　suggestions at all in terms of the process, please

20　feel free to send those to us.

21　　　　　　What we will do, after that, is we will try

22　to pull together our draft RFP.　We have a meeting

23　scheduled on July 15th with our Advisory Committee.

24　The Advisory Committee will review the RFP in its

25　entirety, and then from that, any changes that are

1 proposed we'll consider those. And then the Staff

2 will take to the Public Service Commission its

3 August -- what date? We have an agenda scheduled for

4 the Commissioners to review the RFP. Let's see if we

5 can find the date on that for us. I want to say

6 August 11th, but I'm not sure. Anyway, the

7 Commissioners will review the RFP in August. And then

8 shortly after that we will issue the RFP. And it will

9 have time frames in it which we've not established

10 yet. But, basically, the intent will be to select a

11 provider by somewhere around the very end of the year.

12 So let me see if there are any further questions.

13   **MS. RARUS:** Yes, I have one. Is the July

14 15th meeting that you spoke of open to the public or

15 is that a closed meeting?

16   **MR. TUDOR:** Every meeting we have is open to

17 the public.

18   **MS. RARUS:** Okay.

19   **MR. TUDOR:** It will be an Advisory Committee

20 meeting.

21   **MS. RARUS:** Great. And that will be where?

22   **MR. TUDOR:** It will probably be in this

23 room. I believe it is scheduled for this room.

24   **MS. RARUS:** And the time on that please?

25   **MR. TUDOR:** 10:00. As I said, it will be an

1 Advisory Committee meeting, but it will be open, and

2 we will be able to accept comments from anybody that's

3 interested at that time, but we'll particularly be

4 trying to present the RFP to the Advisory Committee to

5 see if they have any suggestions. But you're welcome

6 to attend, you're welcome to participate in that

7 meeting.

8   Did you fine the date for the agenda?

9   **MS. KING:** No.

10   **MR. TUDOR:** I believe that's on August 13th

11 that the Commissioners will vote on the RFP.

12   **MR. FLEMING:** Vote to approve the RFP?

13   **MR. TUDOR:** We hope so. And as soon as they

14 approve it, then we will issue it. Okay. Charles.

15   **MR. ESTES:** Do you have a feel for when the

16 first draft will be ready for review before July the

17 15th?

18   **MR. TUDOR:** I suspect we'll distribute that

19 about a week ahead of that. So if we can use this

20 time between now and June 26th to take into account

21 any suggestions we receive today, plus anything that

22 you all submit to us, then we'll incorporate all of

23 that into the RFP draft, and we'll send it out to the

24 Advisory Committee, and we'll also send copies of it

25 went out to each of the three companies that are here

1 today.

2   MS. RARUS: I have two copies of two

3 different RFPs for your review for Maryland and

4 Missouri, if you'd like. It may just may help you to

5 look through, maybe come up with some other ideas,

6 maybe not. I think Florida is really trying to be a

7 step ahead of several states so --

8   MR. ESTES: Brandi wants you to stop by.

9   MS. RARUS: I didn't say that.

10   MR. TUDOR: Yeah, we'd appreciate those.

11 Anything else? Okay.

12   MR. TAYLOR: Well, it's very hard, but we're

13 trying to make sure Charles is leading, leading the

14 pack. (Laughter)

15   MR. TUDOR: We're finished for this

16 workshop. And we will not meet on June 26th, but if

17 you will send us comments, we will see you either at

18 the July 15th meeting or perhaps at the August 13th

19 agenda. Thank you all for your help today.

20 Appreciate it.

21   (Thereupon, the TASA workshop was concluded

22 at 4:25 p.m.)

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 1   STATE OF FLORIDA)
                     :          CERTIFICATE OF REPORTER
 2   COUNTY OF LEON  )

 3            I,  JOY KELLY, CSR, RPR, Chief, Bureau of
     Reporting, Official Commission Reporters,
 4
              DO HEREBY CERTIFY that the Advisory Council
 5   Meeting in Docket No. 910496-TL, was heard by the
     Staff of the Florida Public Service Commission at the
 6   time and place herein stated; it is further

 7            CERTIFIED that I stenographically reported
     the said proceedings; that the same has been
 8   transcribed under our direct supervision; and that
     this transcript, consisting of 143 pages, constitutes
 9   a true transcription of my notes of said proceedings.

10            DATED this 25th day of June, 1996.

11

12   _____
     JOY KELLY, CSR, RPR
     Chief, Bureau of Reporting
13   (904) 413-6732

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