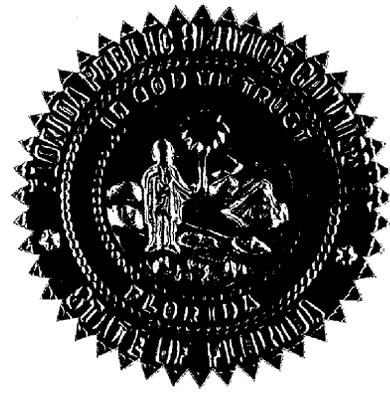


BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 040763-TP

IN THE MATTER OF

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



PROCEEDINGS: ADVISORY COMMITTEE MEETING

DATE: THURSDAY, OCTOBER 20, 2005

TIME: COMMENCED AT 1:00 P.M.
 CONCLUDED AT 2:40 P.M.

PLACE: 6225 LAKE GRAY BOULEVARD, SUITE 1
 JACKSONVILLE, FLORIDA

CART TRANSCRIPTION VICKI Y. JOHNSON, RMR, CRR
PROVIDED BY: 6636 CAMELOT COURT
 KEYSTONE HEIGHTS, FLORIDA 32656
 (352) 473-6544

1 IN ATTENDANCE.

2 RICK KOTTLER AND JULIE CHURCH, DEAF SERVICE CENTER
3 ASSOCIATION.

4 CHRISTOPHER D. WAGNER, DEAF & HARD OF HEARING
5 SERVICES OF FLORIDA.

6 NANCY SCHNITZER, SPRINT.

7 BRIAN MUSSELWHITE, A&T.

8 CAROL KRISTOFFERSON, SELF HELP FOR HARD OF HEARING
9 PEOPLE.

10 HARRY ANDERSON, ST. AUGUSTINE FL.

11 JIMMY PETERSON, FLORIDA ASSOCIATION OF THE DEAF.

12

13 FOR THE FPSC:

14 RICK MOSES AND BOB CASEY, FPSC DIVISION OF
15 COMPETITIVE SERVICES.

16

17

18

19

20

21

22

23

24

25

P R O C E E D I N G S

1
2 >>> IF WE CAN GET EVERYBODY SEATED WE CAN GET STARTED HERE AND
3 GET YOU OUT EARLY, HOPEFULLY.

4 SOME OF YOU HAVE QUITE A DRIVE TO GET BACK.

5 GOOD AFTERNOON, EVERYBODY.

6 MY NAME IS RICK MOSES WITH THE PUBLIC SERVICE COMMISSION MANY
7 OF YOUR FACES I KNOW, SOME I DON'T, WE'LL GET INTRODUCTIONS TO
8 MY RIGHT IS BOB CASEY, WHO WORKS AT THE COMMISSION ON RELAY,
9 OUR ATTORNEY DIDN'T MAKE IT SO WE'LL MAKE SURE BOB READS THE
10 NOTICE TO MAKE SURE WE'RE LEGAL AND PUT ON OUR LAWYER HAT EVEN
11 THOUGH WE'RE PRACTICING WITHOUT A LICENSE.

12 >> EXCUSE ME.

13 COULD YOU SPEAK A LITTLE LOUDER?

14 I DON'T HEAR YOU.

15 >> NOTICE IS HEREBY GIVEN THAT THE TELECOMMUNICATIONS ACCESS
16 SYSTEM ACT ADVISORY COMMITTEE TO THE FLORIDA PUBLIC SERVICE
17 COMMISSION WILL HOLD A COMMITTEE MEETING TO WHICH ALL
18 INTERESTED PERSONS ARE INVITED.

19 TIME IS 1 P.M. THURSDAY, OCTOBER 20th, 2005.

20 WE'RE AT THE JACKSONVILLE RELAY CENTER, 6225 LAKE GRAY
21 BOULEVARD, JACKSONVILLE, FLORIDA.

22 THE PURPOSE OF THE MEETING IS TO DISCUSS CURRENT RELEVANT
23 ISSUES RELATED TO RELAY, SUCH AS CAPTEL, SERVICE QUALITY AND
24 OTHER ITEMS.

25 >> WITH THAT, I'D LIKE TO GET SOME INTRODUCTIONS.

1 BECAUSE I KNOW THERE ARE SOME NEW MEMBERS TO THE BOARD, SOME
2 YOU MAY NOT KNOW AND LIKE TO GET EVERYBODY INTRODUCED IF WE CAN
3 START OFF WITH MR. ANDERSON AND YOUR NAME AND THE ORGANIZATION
4 YOU WORK FOR?

5 >> MY NAME IS HARRY ANDERSON.

6 WHAT ORGANIZATION?

7 I'LL JUST SAY THAT WE GOT WORKING AS A NEW STATE ORGANIZATION
8 CALLED FLORIDA DEAF-BLIND ASSOCIATION IN FLORIDA.

9 AND THE ONLY ONE THAT EXISTS, HAVE BYLAWS AND HAVE DEAF FROM
10 ALL OVER FLORIDA AND THE NEW PRESIDENT IS NELLIE, HOLMEYER.

11 A NICE PLACE AND SHE'S THE NEW PRESIDENT AND GERALD McTHATTY,

12 DEAF-BLIND FROM SOUTHWEST, VICE PRESIDENT AND RIGHT NOW,

13 WORKING AND ESTABLISH CONNECTIONS WITH OTHER ORGANIZATIONS AND

14 YOU WILL BE HEARING FROM NELLIE, AS TO PRESIDENT AND LIKE TO

15 HAVE MORE INTIMATE RELATIONSHIP WITH THE GROUP.

16 >> THANK YOU.

17 >> I'M BRIAN MUSSELWHITE.

18 ASSISTANT VICE PRESIDENT FOR AT&T AGENCY.

19 >> I'M CHRIS WAGNER.

20 PRESIDENT OF THE FLORIDA ASSOCIATION FOR THE DEAF, COORDINATING

21 COUNCIL, FLORIDA COORDINATING COUNCIL WITH THE DEAF AND HARD OF

22 HEARING.

23 >> GOOD AFTERNOON, I'M NANCY SCHNITZER, EMPLOYED WITH SPRINT IN

24 TALLAHASSEE AND HERE ON BEHALF OF ALL THE LOCAL EXCHANGE

25 COMPANIES IN FLORIDA.

1 >> MY NAME IS JULIE CHURCH.

2 I'LL BE REPLACING RICK KOTTLER AS THE REPRESENTATIVE FROM THE
3 FLORIDA DEAF SERVICE CENTER ASSOCIATION, I'M THE EXECUTIVE
4 DIRECTOR OF AN AGENCY IN TAMPA BAY AREA.

5 >> I'M RICK KOTTLER, THE DIRECTOR OF DEAF AND HARD OF HEARING
6 SERVICES OF TREASURE COAST AND PRESIDENT OF THE DEAF SERVICE
7 CENTER ASSOCIATION AND THIS WILL BE MY FINAL MEETING.

8 I'M RETIRING.

9 >> GOOD AFTERNOON.

10 I'M JIMMIE PETERSON.

11 AND I'M EXECUTIVE DIRECTOR FOR DEAF AND HARD OF HEARING.

12 I'M REPRESENTING FLORIDA ASSOCIATION FOR THE DEAF.

13 >> LET'S INTRODUCE THE FOLKS IN THE BACK.

14 YOU CAN PARTICIPATE ALSO.

15 >> GOOD AFTERNOON.

16 MY NAME IS ANDREW BRENNAMAN.

17 I'M A SALES MANAGER WITH SPRINT RELAY.

18 BASED IN VIRGINIA.

19 >> HELLO, EVERYONE. MY NAME IS CHARLES. MY NAME IS CHARLES
20 REHWINKEL, STATE VICE PRESIDENT FOR SPRINT, HERE IN FLORIDA AND
21 I AM IN TALLAHASSEE.

22 >> MY NAME'S LORRAINE OVERLIN AND I'M THE SPRINT QUALITY
23 MANAGER FOR FLORIDA RELAY.

24 >> I'M HIS WIFE, ELAINE. I'M HARRY'S WIFE. THAT'S MY JOB.

25 >> MY NAME IS JUDY MARTIN.

1 I LIVE IN THE AREA.

2 I'M HERE TO START A NEW CHAPTER FOR JACKSONVILLE, OF SHHH,
3 WHICH IS SELF-HELP FOR THE HEARING.

4 >> JIM: WELCOME.

5 >> JUDY: MEANING HARD OF HEARING.

6 >> HI, EVERYONE.

7 MY NAME IS PAUL RATOWSKI, CUSTOMER RELATIONS MANAGER AND MANAGE
8 A GROUP OF ACCOUNT MANAGERS, AND TOM IS ONE OF THEM THAT
9 REPORTS TO ME. I'M HERE TO SUPPORT THE MEETING.

10 >> JIM: GOOD AFTERNOON, EVERYONE. MY NAME IS JIM FORSTALL,
11 NEW EXECUTIVE DIRECTOR.

12 >> MY NAME IS JIM DIAZ.

13 I'M FROM ORLANDO AND REPRESENT THE FLORIDA STATE ASSOCIATION
14 FOR SELF-HELP FOR HARD OF HEARING OR FLASHHH.

15 >> GOOD AFTERNOON. I'M CAROL KRISTOFFERSON, AND THIS IS MY
16 HEARING DOG, ZOEY, PRESIDENT OF SERVICE DOGS IN JACKSONVILLE
17 LOCALLY, BUT ACTUALLY HERE REPRESENTING KATHY BORZELL, WHO
18 COULD NOT BE HERE, FOR THE MEETING FOR FLASHHH. FLORIDA
19 ASSOCIATION FOR HARD OF HEARING.

20 >> AND THE GENTLEMAN STANDING BEHIND HER, I'M PROUD TO
21 INTRODUCE, IS OUR NEW FLORIDA ACCOUNT MANAGER. HE COMES TO
22 US -- HE STARTED IN MAY OF 2005 WITH SPRINT.

23 HE'S A FORMER CONSUMER RELATIONS MANAGER, COMMUNICATIONS
24 SERVICES TO THE DEAF AND NOW A FLORIDA RESIDENT FROM, I
25 BELIEVE, SOUTH DAKOTA, I THINK IT WAS?

1 >> TOM: NORTH DAKOTA. I USED TO LIVE IN SOUTH DAKOTA. I
2 MOVED HERE TO ST. AUGUSTINE.

3 >> HE WENT FROM FREEZING TO DEATH TO HURRICANES.
4 AND HE'S A PROUD FATHER OF THREE DEAF CHILDREN.

5 HIS ELDEST SON IS CURRENTLY IN THE FLORIDA SCHOOL FOR THE DEAF
6 AND BLIND AS A STUDENT, AND HE'S A GRADUATE OF GALLAUDET
7 UNIVERSITY WITH A B. A. IN COMMUNICATIONS ARTS.

8 I'D LIKE TO HAVE TOM TAKE THE FLOOR AND INTRODUCE A LITTLE BIT
9 OF WHAT HE'S BEEN DOING.

10 >> OKAY. GOOD AFTERNOON, EVERYONE AND WELCOME.
11 WELCOME TO THE JACKSONVILLE CALL CENTER.

12 >> I'M CERTAINLY EXCITED TO HAVE YOU ALL HERE TODAY.

13 >> HOPEFULLY AFTER THIS MEETING YOU'LL HAVE TIME TO TOUR THE
14 CENTER, LOOK AROUND AND LEARN MORE ABOUT HOW RELAY WORKS HERE
15 AND ALSO STAY BECAUSE WE ARE HAVING THE OPEN HOUSE CELEBRATION
16 TONIGHT FROM 4:00 TO 8:00.

17 >> IF YOU SAW THE BIG WHITE TENT IN THE PARKING LOT, THAT'S
18 IT.

19 >> SOME OF YOU SAID YOU HAD TO LEAVE BECAUSE OF WILMA COMING.
20 DON'T LET WILMA AFFECT YOU. STAY AND CELEBRATE WITH US,
21 PLEASE, STAY FOR THE OPEN HOUSE.

22 OKAY. RICK INTRODUCED ME ALREADY. I WANT YOU TO KNOW WHO I
23 AM. MY SIGN NAME IS AN "I" ON THE FOREHEAD, LOOKS LIKE THE
24 SIGN FOR ITALIAN. THAT'S MY SIGN, TOM.

25 I'M VERY PROUD TO BE PART OF THIS COMMUNITY AND WORK WITH YOU.

1 I'VE MET SOME OF YOU BUT HAVEN'T MET ALL OF YOU YET AND LOOKING
2 FORWARD TO WORKING WITH YOU.

3 I NEED TO SIGN A LITTLE BIT SLOWER I BET.

4 SOMETIMES, WHEN I MEET WITH THEM, THEY SAY SIGN SLOWER.

5 I FORGET I'M MORE TO THE SOUTH NOW AND NEED TO KEEP MY PACE A
6 LITTLE BIT SLOWER.

7 I'M USED TO BEING IN THE NORTH, WHERE WE GO REALLY FAST.

8 AM I RIGHT OR STILL TOO FAST?

9 >> RICK: IT'S UP TO HER.

10 IF SHE CAN STAY UP WITH YOU.

11 >> TOM: GREAT.

12 I'D LIKE TO REVIEW MY ROLES AND RESPONSIBILITIES SO YOU CAN
13 UNDERSTAND WHY I'M HERE TO SUPPORT YOU.

14 MY PRIMARY MOST IMPORTANT ROLES ARE LISTED HERE AND, OF COURSE,
15 I HAVE MANY MORE THAT AREN'T LISTED.

16 I'M THE PRIMARY POINT OF CONTACT.

17 IF YOU EVER WONDERED WHO THIS PERSON IS YOU MIGHT CONTACT,
18 ISSUES YOU HAVE, IT'S ME.

19 HERE I AM, YOUR POINT OF CONTACT AND AVAILABLE 24 HOURS A DAY,
20 SEVEN DAYS A WEEK.

21 I HAVE BUSINESS CARDS. YOU CAN CONTACT ME VIA ANY METHOD
22 PAGER, VIDEO, PHONE, E-MAIL, TTY, I'M AVAILABLE AND HERE TO
23 SERVE YOU.

24 IF YOU HAVE ANY FRUSTRATIONS OR COMMENDATIONS FOR RELAY, I'LL
25 BE HAPPY TO HEAR FROM YOU.

1 YOU ALL ARE LEADERS IN THIS COMMUNITY AND I REALLY WANT TO WORK
2 WITH YOU.

3 I ALSO WORK CLOSELY WITH RICK, WANT TO MAKE SURE WE MEET
4 EVERYTHING SET FORTH IN OUR CONTRACT AND PROVIDE THE SERVICE TO
5 THE STATE OF FLORIDA THAT WE'RE SUPPOSED TO BE PROVIDING.
6 ANOTHER ROLE IS TO KEEP MYSELF VISIBLE IN THE COMMUNITY.

7 I GO TO DIFFERENT TOWNS, DIFFERENT EVENTS, DO PRESENTATIONS ON
8 FLORIDA RELAY SERVICE.

9 I PROMOTE OUR SERVICE.

10 I WORK VERY CLOSELY WITH JAMES AND FTI TO MAKE SURE WE PROVIDE
11 ALL THE INFORMATION PEOPLE NEED ABOUT THE RELAY.

12 SOME OF YOU HAVE CONTACTED ME, TOO, FOR SPONSORSHIP
13 OPPORTUNITIES.

14 IF YOU HAVE THAT, I'M THE RIGHT CONTACT, I CAN REVIEW YOUR
15 REQUEST, AND WE'LL TAKE IT FROM THERE.

16 HI.

17 I GUESS I NEED TO SLOW DOWN.

18 THE INTERPRETER IS A LITTLE BEHIND ME.

19 I'D LIKE TO SHARE WHAT I'VE BEEN DOING SINCE I CAME ON BOARD.

20 I JOINED THE COMPANY IN JUNE, ACTUALLY, THE LAST PART OF MAY, I
21 WAS HERE.

22 THERE WAS ANOTHER ACCOUNT MANAGER WHO DID THESE FIRST MAY ITEMS
23 AND THEN I DID THE THINGS STARTING WITH THAT TOURNAMENT IN WEST
24 PALM BEACH.

25 WE ALSO HAD A BOOTH SET UP.

1 I HAVE GONE TO THIS GOLF TOURNAMENT.
2 AN ASL IMPROV EVENT THAT TOOK PLACE IN TAMPA.
3 THE FLORIDA ASSOCIATION OF THE DEAF CONFERENCE, WHICH WITH A
4 VERY SUCCESSFUL, THAT WAS MY FIRST BIG EVENT WITH THE COMMUNITY
5 TO BE INVOLVED, SO I MET A LOT OF PEOPLE THERE
6 ALSO WENT TO THE JEWISH DEAF CONFERENCE AND WET 'N WILD AND THE
7 NATIONAL BLACK DEAF ADVOCATES CONFERENCE THAT TOOK PLACE IN
8 JULY.
9 I ALSO WENT TO ADAWG.
10 THAT WAS AN INTERESTING EXPERIENCE FOR ME.
11 THAT WAS WHEN KATRINA WAS HITTING.
12 I WAS OUT AT THE CONFERENCE AND HURRICANE KATRINA WAS HERE
13 HITTING, SO I'M SURE YOU ALL REMEMBER THAT EXPERIENCE.
14 I WENT TO THE FAD BOARD MEETING.
15 I JUST WENT TO A COMMUNITY FORUM, GAVE A PRESENTATION IN
16 PENSACOLA.
17 AND THESE OTHER EVENTS ARE THINGS I'M CURRENTLY WORKING ON,
18 WHERE WE ARE TODAY, THE TASA BOARD MEETING AND OPEN HOUSE IS
19 TAKING PLACE TONIGHT.
20 THE REST OF THESE ARE THINGS I PLAN TO DO FOR THE REMAINDER OF
21 THE YEAR.
22 I'M GOING TO THE FLORIDA SCHOOL FOR THE DEAF HOMECOMING EVENT,
23 IF THAT'S STILL ON.
24 I UNDERSTAND THERE'S A JV FOOTBALL GAME TONIGHT THAT'S BEING
25 CANCELLED BECAUSE OF THE HURRICANE.

1 I HOPE THEY'RE STILL DOING THEIR PLANS FOR SATURDAY AND THE
2 REST OF THE WEEKEND.

3 I'LL DO A FLORIDA RELAY SERVICE PRESENTATION TO THE DEAF CLUB
4 HERE IN JACKSONVILLE IN NOVEMBER.

5 THERE'S ALSO A THANKSGIVING DINNER EVENT AT ST. JOHN COUNTY
6 ASSOCIATION FOR THE DEAF AND I'LL BE AT THAT.

7 THERE'S AN NAD FULTON MEETING HAPPENING, AN FAD BOARD MEETING,
8 A HOLIDAY PARTY, AND THEN THIS BULLET IS SOMETHING I'M VERY
9 EXCITED ABOUT, WITH FAD, WE ARE PARTIALLY SPONSORING A ROAD
10 TOUR.

11 IT'S GOING TO 12 DIFFERENT CITIES IN THE NEXT TWO YEARS,
12 PROMOTING FAD.

13 THEY'RE DOING THE FAD PART, I'LL DO THE FRS PART AND FTI IS
14 ALSO A SPONSOR, SO WE'LL BE ABLE TO MEET A LOT OF PEOPLE IN THE
15 COMMUNITY AND TALK ABOUT ORGANIZATIONS.

16 ALSO, JAMES, WITH FLASHHH, I'VE BEEN WORKING TO COME UP WITH
17 SOMETHING FOR THE FLASHHH OR HARD OF HEARING COMMUNITY AS WELL.
18 ALL THESE THINGS ARE THINGS I'M WORKING ON.

19 I DID WANT TO SHARE WITH YOU THE MINUTES OF USAGE WE HAD FOR
20 THE YEAR.

21 YOU'LL NOTICE A DECLINE IN THE MINUTES.

22 THAT DOESN'T MEAN ANYTHING BAD.

23 THIS MEANS A LOT OF CUSTOMERS ARE USING DIFFERENT PRODUCTS
24 INSTEAD OF TRADITIONAL RELAY.

25 PEOPLE ARE MIGRATING TO SPRINT RELAY AND PEOPLE ARE USING

1 PAGERS, VIDEO RELAY.

2 SO CUSTOMERS ARE JUST USING DIFFERENT METHODS NOW TO ACCESS TRS
3 COMMUNICATION.

4 AND I BELIEVE I'LL STOP THERE.

5 DOES ANYONE HAVE ANY QUESTIONS ON MY PART BEFORE I MOVE ON?

6 ANY GENERAL QUESTIONS?

7 NO?

8 PAUL, ANYTHING YOU'D LIKE TO ADD?

9 YOU WANT TO ADD?

10 OKAY.

11 I'D LIKE TO TAKE THIS OPPORTUNITY TO INTRODUCE TWO IMPORTANT
12 PLAYERS INVOLVED IN THE FLORIDA RELAY SERVICE.

13 THE FIRST PERSON YOU WILL MEET IS LORRAINE OVERLIN, IF YOU
14 COULD STAND.

15 THAT'S HER.

16 LORRAINE RECENTLY JOINED THE TEAM.

17 BEGINNING OF SEPTEMBER WASN'T IT OR END OF SEPTEMBER?

18 >> MID.

19 >> RIGHT IN THE MIDDLE.

20 OKAY.

21 BEFORE THAT, SHE WORKED WITH SPRINT.

22 SHE'S BEEN WITH THE COMPANY 14 YEARS.

23 SHE USED TO WORK IN THIS VERY BUILDING AND BACK IN THE
24 BUILDING, WORKING WITH US.

25 HER BACKGROUND IS LISTED ON THIS SLIDE.

1 SHE HAS A LOT OF CALL CENTER INVOLVEMENT SHE WAS INVOLVED IN
2 CONFERENCE CALLS, AND NOW SHE'S RESPONSIBLE FOR QUALITY
3 ASSURANCE.

4 LET ME EXPLAIN WHAT SHE DOES IN THAT ROLE.

5 SHE'S RESPONSIBLE TO MAKE SURE THAT WE PROVIDE THE BEST,
6 HIGHEST QUALITY SERVICE TO FLORIDA RELAY CUSTOMERS.

7 SHE WORKS CLOSELY WITH THE TRAINERS, WITH THE CENTER MANAGER,
8 TO MAKE SURE THAT WE'RE PROVIDING ALL THE RESOURCES AND TOOLS
9 FOR THE CA'S TO GIVE THE BEST POSSIBLE SERVICE TO RESIDENTS
10 OF THE STATE OF FLORIDA.

11 LORRAINE ALSO SUPPORTS ME WITH OTHER ISSUES.

12 IF THERE'S A QUALITY ISSUE THAT COMES UP, SHE IS MY RIGHT HAND
13 PERSON, ANYTHING I NEED, SHE'S THERE TO SUPPORT ME. WELCOME,
14 LORRAINE.

15 LAST, BUT CERTAINLY NOT LEAST, I WOULD LIKE TO INTRODUCE
16 SOMEONE VERY IMPORTANT, CHRISTINE BURLESON.

17 CHRISTINE IS THE CENTER MANAGER FOR THIS CENTER.

18 SHE WORKS WITH CSB.

19 SHE CAME US TO FROM SOUTH CAROLINA.

20 SHE WAS VERY INVOLVED WITH THE SOUTH CAROLINA RELAY SERVICE.

21 SHE STARTED THAT UP.

22 THEN SHE BECAME A TRAINER, THEN SHE ENDED UP HERE AS A CENTER
23 MANAGER.

24 WELCOME, CHRISTINE.

25 I'D LIKE TO EXPLAIN HER BACKGROUND AND ROLE HERE.

1 SHE IS PRETTY MUCH RESPONSIBLE FOR RUNNING AND OVERSEEING
2 EVERYTHING AT THE ENTER.

3 SHE MAKES SURE EVERYTHING IS RUNNING SMOOTH.

4 THE TEAM LEADERS OR SUPERVISORS ARE PROVIDING THE BEST
5 RESOURCES TO THE CA'S AND SHE SUPPORTS US ON ANYTHING THAT'S
6 NECESSARY FOR FLORIDA RELAY.

7 >> I HAVE HANDOUTS AS WELL OF THIS, SO I WILL GIVE THEM TO YOU,
8 SO YOU CAN READ THEM MORE IN DEPTH.

9 THAT'S IT ON MY PART.

10 BOY, I DIDN'T DO TOO BAD, DID I?

11 THAT WAS PRETTY QUICK.

12 SOMETIMES, I GO ON A LITTLE BIT, SO I'M TRYING TO KEEP IT SHORT
13 AND SWEET.

14 ANYONE HAVE ANY QUESTIONS ON WHAT I PRESENTED?

15 YOU ALL ARE A QUIET GROUP OF PEOPLE.

16 LET'S TALK.

17 I LIKE THAT.

18 >> DO I HAVE A QUESTION?

19 WE JUST STARTED UP THE CENTER HERE.

20 ARE WE ABLE TO SAY THAT IT'S FULLY STAFFED?

21 THE CALL CENTER FULLY STAFFED NOW OR ARE WE STILL WORKING ON
22 HIRING PEOPLE?

23 >> CHRISTINE, DO YOU WANT TO FILL IN THAT PART?

24 >> THANK YOU.

25 YES, WE ARE FULLY STAFFED, TO WHERE WE NEED TO BE.

1 WE HAVE A GROUP OF FIVE TEAM LEADERS.
2 WE HAVE A TRAINER.
3 AND WE HAVE A WORK FORCE ANALYST.
4 AND AN INTERPRETER AND HR MANAGER, RECEPTIONIST.
5 SO WE HAVE ALL THAT WE NEED.
6 >> AND YOU HAVE HOW MANY AGENTS?
7 115 AGENTS ARE WORKING ON THE FLOOR NOW.
8 THEY'RE NOT ALL WORKING AT THE SAME TIME BUT THERE ARE 115
9 PEOPLE EMPLOYED AS AGENTS.
10 >> CHRIS: COULD YOU EXPLAIN HOW THERE'S COLLABORATION BETWEEN
11 A MIAMI CENTER?
12 I UNDERSTAND IT'S BETTER NOW THAT WE HAVE TWO CALL CENTERS IN
13 FLORIDA.
14 >> CHRIS: WHAT'S THE ROLE OF THE MIAMI CENTER NOW?
15 >> TOM: THE MIAMI CENTER STILL PLAYS A SIGNIFICANT ROLE FOR
16 SPRINT.
17 OUR FLORIDA RELAY CALLS ARE COMING THROUGH THE JACKSONVILLE
18 CENTER.
19 SO, WE ARE PROCESSING ALL THE FLORIDA CALLS HERE, AND THE MIAMI
20 CENTER IS DOING SPRINT INTERNET CALLS, OTHER STATE CALLS AND
21 SOME FLORIDA RELAY CALLS TO SUPPORT THE JACKSONVILLE CENTER.
22 THE MIAMI CENTER ALSO HANDLES SPANISH RELAY.
23 THIS CENTER HANDLES GENERAL FLORIDA RELAY CALLS.
24 DID I ANSWER YOUR QUESTION, CHRIS?
25 GREAT.

1 OTHER QUESTIONS?

2 >> HOW DO YOU COMPARE THE TWO CENTERS, MIAMI AND JACKSONVILLE,
3 IN SIZE OF OPERATING?

4 SMALLER HERE OR LARGER?

5 WHICH?

6 >> TOM: I AM NOT AT LIBERTY TO ANSWER THAT, ABOUT THE MIAMI
7 CENTER.

8 DOES SOMEONE ELSE WANT TO HELP ME?

9 ANDREW, PAUL, ANSWER THE COMPARISON BETWEEN THE TWO CENTERS?

10 >> THE CENTER IN MIAMI IS BIGGER THAN THE CENTER HERE, BECAUSE
11 IT NOT ONLY IS A TRS CENTER BUT IT ALSO IS A CENTER THAT
12 HANDLES OTHER CALL CENTERS.

13 SO IT IS BIGGER THAN THIS ONE.

14 >> GREAT.

15 THANK YOU SO MUCH FOR YOUR QUESTION.

16 BOB: YOU MENTIONED YOU HAVE FIVE TEAM LEADERS AND 115 CA's.
17 IS THERE A CERTAIN RATIO YOU TRY TO MAINTAIN AT ALL TIMES ON
18 THE FLOOR, REDEPARTEDING TEAM LEADERS AND AGENCY AIDES?

19 >> TOM: YES.

20 I'LL ANSWER THAT.

21 WE HAVE A RATIO OF ONE TEAM LEADER TO 22 OPERATORS OR C.A.'s,
22 22 FTE, FULL TIME EQUIVALENT.

23 BOB: I ALSO NOTICED YOU HAVE AGENTS IN CHARGE.

24 ARE THEY LIKE ASSISTANTS TO THE TEAM LEADERS?

25 >> TOM: ARE YOU REFERRING TO ONE THAT'S CURRENTLY ON THE

1 BRIDGE?

2 BOB: YES.

3 >> TOM: HIS ROLE IS WORK FORCE ANALYST.

4 HE DOES THE SCHEDULING RESPONSIBILITIES, MAKES SURE THE
5 STAFFING LINE IS MET.

6 OCCASIONALLY, IF WE NEED HIM, WE WILL PULL A C.A. WHO PROVIDES
7 GOOD SERVICE, WE RECOGNIZE THEM, MONITOR, AND WE ALLOW THEM TO
8 MONITOR THE FLOOR FOR A SHORT PERIOD OF TIME, SO THAT THEY CAN
9 PROVIDE THE SERVICE.

10 THANK YOU.

11 THANK YOU.

12 I HOPE TO SEE ALL OF YOU AFTER THIS FOR THE OPEN HOUSE.

13 COME AND STAY WITH US FOR THAT.

14 OKAY?

15 >> RICK: I WARNED ALL OF YOU MEMBERS IN AN E-MAIL BEFORE YOU
16 CAME HERE, HE'S ENERGETIC.

17 HE'S BEEN WEARING ME OUT.

18 >> TOM: I MISSED WHAT YOU SAID.

19 I WASN'T LOOKING.

20 DID YOU SAY I WEAR YOU OUT?

21 >> RICK: YEAH.

22 WAY TOO MUCH ENERGY.

23 >> TOM: DID I WEAR YOU GUYS OUT, TOO?

24 I HOPE I DIDN'T.

25 I WANTED TO GET THIS OFF TO A GOOD START.

1 >> RICK: THANK YOU, TOM.

2 NEXT ON THE AGENDA WE HAVE CAPTEL CUSTOMER FEEDBACK.

3 I BELIEVE IT WAS KATHY BORZELL SENT ME THE E-MAIL ABOUT IT.

4 I MAY BE MISTAKEN ABOUT THAT.

5 KATHY IS NOT HERE.

6 IS THERE SOMEONE REPLACING -- ARE YOU REPLACING HER?

7 >> CAROL: THESE ARE COMMENTS FROM PEOPLE IN THE FIELD.

8 JOAN HABER FROM SARASOTA, FLORIDA.

9 SOME OF HER COMMENTS ARE REALLY LONG.

10 I THINK CAPTEL THIS IS GREATEST PHONE FOR HARD OF HEARING WHEN

11 IT WORKS.

12 RESTORING IT TO THE RELAY, EVERY TIME I GO TO SELF-HELP FOR

13 HARD OF HEARING CONVENTION, I TRY IT AGAIN, AND IT ALWAYS WORKS

14 GREAT AT THE CONVENTION.

15 THE WORDS FREELY WITHOUT MISTAKES AND A SPLIT SECOND BEHIND

16 REALTIME.

17 SO I GO HOME DETERMINED TO USE IT AGAIN AND SUCCUMB TO

18 FRUSTRATION.

19 THERE ARE OFTEN SO MANY MISSPELLED OR MISSING WORDS IT IS

20 IMPOSSIBLE TO FOLLOW THE MEANING.

21 AFTER THE LAST CONVENTION, I DECIDED TO TRY THE TWO-LINE CAPTEL

22 SO MY INCOMING CALLS WERE CAPTIONED IMMEDIATELY AS WELL AS MY

23 OUTGOING CALLS.

24 I HAVE HAD MORE PROBLEMS THAN EVER WITH THE TWO-LINE.

25 OFTEN THE CAPTEL IS UP TO ONE TO THREE MINUTES BEHIND WHAT IS

1 ACTUALLY BEING SAID.

2 THIS WEEK, MY HEARING AIDS HAD TO BE SENT AWAY FOR REPAIR, SO I
3 HAD LONER AIDS AND I COULD NOT RELY ON MY RESIDUAL HEARING TO
4 HELP ME SUPPLEMENT THE TEXT.

5 ON TWO CALLS, I COULD NOT COMPLETE THE CALL BECAUSE THE TEXT
6 DID NOT GIVE ME ENOUGH INFORMATION TO UNDERSTAND.

7 THE CUSTOMER SERVICE AT CAPTEL IS SUPERB AND THEY ALWAYS TRY TO
8 BE HELPFUL.

9 I HAD MY PHONE LINES TESTED BY HORIZON, WHO SAY THERE IS
10 NOTHING WRONG.

11 I'M ASKING THESE ISSUES WITH CAPTEL RESOLVE SOON.

12 THANK YOU.

13 >> RICK: DO YOU HAVE TELEPHONE NUMBERS FOR THAT PERSON WHERE
14 WE CAN CONTACT HER?

15 >> JOAN?

16 >> I HAVE HER CONTACT INFORMATION.

17 I DON'T HAVE HER PHONE NUMBER BUT HAVE HER E-MAIL.

18 >> I'LL START FROM THE TOP AND TELL YOU WHO WROTE IT
19 AFTERWARDS.

20 THE NEXT ONE IS VERY LONG.

21 I ALSO WANTED TO SHARE CAPTEL EXPERIENCE THAT SOMEONE ELSE HAS
22 SHARED WITH ME.

23 THIS PERSON HAD THE SAME EXACT EXPERIENCE AS JOAN DID.

24 THIS PERSON ATTENDED A CONFERENCE LAST MONTH AND SAW THE CAPTEL
25 AND CAPTIONING WAS PERFECT DURING THE DEMO.

1 THE COMPLETE OPPOSITE OF REALITY.

2 THIS PERSON WAS SHOCKED AND CONVINCED, ALTHOUGH CONVINCED

3 ALTHOUGH UNABLE TO PROVE IT, THAT CAPTEL PURPOSELY SETS UP THE

4 DEMO WITH ITS BEST OPERATOR, ET CETERA, TO ENSURE THAT THE

5 CAPTIONING SERVICE IS PERFECT DURING THE CONFERENCE, BUT THAT

6 IT DOES NOT REFLECT WHAT ACTUALLY HAPPENS IN THE REAL WORLD.

7 I'VE HAD CAPTEL FOR ABOUT A YEAR NOW AND FIND THAT IT SERVES

8 ITS PURPOSE RATHER WELL.

9 FEATURES I LIKE THE MOST INCLUDE VOLUME BOOST, WHICH HELPS

10 VERIFY THE MESSAGES AND THE MEMORY CAPTION TEXT, WHICH AALLOWS

11 ME TO REVIEW WHAT WAS SAID, FEATURES I'D LIKE WOULD BE THE

12 OPERATOR TO COME ON THE EXTENSION AND LEAVES ONE WONDERING

13 WHAT'S HAPPENING AND WISH THE LAG TIME AND VOICE, CAPTIONING

14 WERE CLOSER TOGETHER, SHORTER LAG TIME IF THAT'S POSSIBLE.

15 I DON'T LIKE THE CAPTEL.

16 I'VE ACTUALLY HAD IT -- THIS MAY BE ANOTHER SECTION.

17 I DON'T LIKE THE CAPTEL -- ACTUALLY -- THOSE ARE MY COMMENTS,

18 SORRY, SHE DIDN'T PUT ALL THE NAMES DOWN.

19 I DON'T LIKE THE CAPTEL, I'VE ACTUALLY HAD IT DURING THE

20 FEDERAL EMPLOYEES TRIALS A FEW YEARS AGO.

21 BEFORE IT HIT THE CIVILIAN MARKET AND DIDN'T LIKE IT BECAUSE

22 PEOPLE HANG UP BY THE TIME YOU READ THE TEXT.

23 AS I AM TOTALLY DEAF AND IT DIDN'T WORK FOR ME.

24 THOSE WERE MINE.

25 I DID HAVE THE CAPTEL DURING THE ORIGINAL TESTING PHASE FOR THE

1 FEDERAL EMPLOYEES.
2 THOSE WERE MY COMMENTS.
3 I COULDN'T GET THROUGH ON CALLS BECAUSE PEOPLE WERE HANGING UP.
4 I FIRST EXPERIENCED CAPTEL AT THE SELF-HELP FOR HARD OF HEARING
5 CONVENTION IN SEATTLE, WASHINGTON, SEVERAL YEARS AGO, AND WAS
6 AMAZED AT THE SPEND ACCURACY AT THE CAPTIONING ON THE CALL.
7 I CAME AWAY WITH HIGH AND WHAT TURNED OUT TO BE UNREALISTIC
8 EXPECTATIONS OF THE QUALITY AND SPEED OF CAPTIONING.
9 I USE MY CAPTEL OCCASIONALLY AND HAVE HAD GOOD EXPERIENCE WITH
10 SOME CALLS.
11 THE INCONSISTENT PERFORMANCES HAVE FORCED ME TO TURN TO OTHER
12 OPTIONS.
13 ALL CONTACT I'VE HAD WITH THE CAPTEL CAPTIONING SERVICE HAS
14 BEEN POSITIVE BUT CAPTIONING PROBLEMS CONTINUE.
15 IT'S MY PERSONAL FEELING MANY HARD OF HEARING ALL OVER THE
16 COUNTRY ARE RELUCTANT TO REPORT NEGATIVE EXPERIENCES BECAUSE
17 THEY FEAR LOSING CAPTEL.
18 IT IS ESSENTIAL FOR PEOPLE WITH HEARING LOSS AND IMPORTANT WE
19 ADVOCATE TO IMPROVE CAPTEL'S PERFORMANCE.
20 I'M ENCOURAGED AND CONFIDENT BASED ON TESTING TAKEN PLACE IN
21 RECENT MONTHS THE PUBLIC SERVICE COMMISSION SEES IT THAT WAY,
22 TOO.
23 KATHY BORZELL FROM TAMPA, FLORIDA.
24 >> SINCE YOU HAVE THOSE IN ELECTRONIC FORM, CAN YOU FORWARD
25 THOSE TO US IN AN E-MAIL?

1 >> CAROL: YES, SIR.

2 >> I'LL GET YOU THE E-MAIL ADDRESS HERE MOMENTARILY.

3 THANK YOU.

4 ONE OTHER THING I FAILED TO DO TO START OFF WITH THIS MORNING,

5 A FEW HOUSEKEEPING MATTERS, I ALWAYS FORGET SOMETHING, SO THAT

6 HAD TO BE IT TODAY.

7 THERE'S A SIGN-IN SHEET HERE, IF YOU'D PLEASE ALL MAKE SURE YOU

8 SIGN IT AND PUT YOUR CONTACT INFORMATION ON IT.

9 I PUT IT RIGHT IN THE MIDDLE OF THE TABLE AROUND HERE CLOSE.

10 I DON'T KNOW IF IT DRIFTED OFF OR WHAT.

11 THE OTHER THING FOR TASA COMMITTEE MEMBERS YOU HAVE A

12 REIMBURSEMENT FORM WITH INSTRUCTIONS.

13 MAKE SURE YOU GET IT DONE.

14 IT DOESN'T HAVE TO BE DONE.

15 THERE'S INFORMATION ON THERE TO MAKE SURE YOU GET THAT TO US.

16 THERE'S ONE RIGHT THERE IN FRONT OF JIMMY.

17 RIGHT UNDERNEATH.

18 >> NO.

19 >> RICK: OKAY.

20 YOU TRY AND MAKE ME THINK I LOST MY MIND, AREN'T YOU?

21 >> JULIE: I DON'T SEE A SIGN-UP SHEET.

22 >> RICK: ANYBODY ELSE HAVE ANY COMMENTS ON CAPTEL?

23 YES, SIR.

24 >> RICK K.: THIS HAPPENED PROBABLY ABOUT FOUR MONTHS AGO OR

25 SO, MAUREEN AND I WERE TALKING ON THE CAPTEL, JUST TESTING IT

1 BACK AND FORTH.

2 MAUREEN WHITAKER RUNS THE CRYSTAL RIVER DEAF SERVICES.

3 WE WERE BOTH SEEING THE PROBLEMS.

4 AND THE LAG TIMES AND WRONG SPELLED WORDS AND THIS, THAT AND

5 THE OTHER THING.

6 I SAID TO MAUREEN, I SAID, WHAT WE NEED TO DO, WE NEED TO

7 CONTACT JAMES FORSTALL, FLORIDA TELECOMMUNICATIONS RELAY, WHO

8 IS IN CHARGE OF PURCHASING ALL THESE CAPTEL PHONES FOR THE

9 STATE AND ALL OF A SUDDEN LIKE THAT, IT GOT BETTER.

10 I SWEAR TO YOU, IT WAS THAT FAST.

11 AND OBVIOUSLY, SOMETIMES THESE OPERATORS ARE KIND OF ASLEEP AT

12 THE SWITCH AS TO WHAT'S GOING ON.

13 I DON'T KNOW IF THERE'S AN ANSWER TO THAT.

14 IT'S DEFINITELY A PROBLEM.

15 >> RICK: TO LET YOU KNOW WHAT WE'RE DOING FROM THE COMMISSION

16 SIDE, WE'RE CONTINUING TO DO TEST CALLS AND GIVE THAT

17 INFORMATION TO SPRINT EACH MONTH.

18 THEY ARE ALSO DOING TEST CALLS AND WORKING WITH ULTRATECH AND

19 SEEING IF THERE'S IMPROVEMENTS.

20 THAT CAN BE MADE IN THE SOFTWARE.

21 WE RECENTLY MET WITH SPRINT ON THAT ISSUE.

22 THEY'VE DONE SOME UPGRADES TO THE SOFTWARE, WHICH HAS HELPED.

23 I THINK THERE'S TRAINING ISSUES THAT MAY NEED TO STILL BE

24 ADDRESSED THEY'RE LOOKING INTO.

25 SO, WE'LL GET BACK WITH YOU AS SOON AS WE HEAR ANY MORE ON IT.

1 WE ARE CONTINUING TO LOOK INTO IT.

2 I THINK, OVERALL, THE SERVICE IS A GREAT ASSET TO EVERYONE, BUT

3 IT DOES HAVE SOME PROBLEMS AN WHEN IT STARTS CHANGING THE

4 CONTENT OF THE CONVERSATION, IT'S A BIG CONCERN.

5 I'VE SEEN SOME OF THE RESULTS OF OUR TEST CALLS AND A COUPLE OF

6 THE CHANGES IN CONTENT COULD HAVE CAUSED A DIVORCE.

7 AND WE NEED TO LOOK FURTHER INTO IT.

8 CHRIS.

9 >> CHRIS: I HAVE A QUESTION REGARDING CAPTEL.

10 I RECEIVED CONCERNS ABOUT 211.

11 IT IS NOT INCOMPATIBLE WITH CAPTEL AND I HEARD CONCERNS ABOUT

12 THAT.

13 A LOT OF HARD OF HEARING PEOPLE IN THE COMMUNITY ARE EXPRESSING

14 CONCERNS.

15 THEY SAY THEY'RE UNABLE TO USE 711 RELAY AND THEY'RE UNABLE TO

16 USE CAPTEL OR VOICE CARRY-OVER.

17 FOR 211 CALLS.

18 211, I CAN'T REMEMBER WHAT I'S CALLED, BUT IT'S A HELP LINE.

19 IT'S FOR STATE-WIDE.

20 YOU'RE UNABLE TO ACCESS IT THROUGH CAPTEL OR 711.

21 MORE AND MORE PEOPLE NOW ARE EXPRESSING CONCERNS ABOUT THAT.

22 >> RICK: 211, I'M NOT SURE ABOUT THE COMPATIBILITY, THE WAY

23 CAPTEL WORKS, IF THAT'S POSSIBLE OR NOT.

24 WE WILL LOOK INTO IT.

25 711, I KNOW IT COMPATIBLE WITH IT AND THE OPERATORS

1 ARE --

2 >> NO, IT'S NOT.

3 IF I DIAL 711 AND THEN I ASK THE OPERATOR TO CALL 211 FOR ME, I
4 END UP IN JACKSONVILLE.

5 SO I DON'T END UP IN MY AREA, SARASOTA.

6 >> RICK: THAT'S A DIFFERENT ISSUE.

7 RELAY IS GOING TO DIAL CAPTEL, THAT'S WHAT I WAS TALKING ABOUT.

8 WE HAD AN ISSUE WITH THAT AND I THINK WE GOT IT FAIRLY WELL
9 RESOLVED.

10 IS THAT WHAT YOU'RE TALKING ABOUT?

11 >> NO.

12 >> I'M SORRY.

13 >> WHAT I MEAN, IF I DIAL 711, I WAS HOPING THAT THE OPERATOR
14 THERE COULD IDENTIFY WHERE MY CALL IS COMING FROM, AND THEN
15 HOOK ME UP WITH MY LOCAL 211.

16 JUST LIKE CAPTEL.

17 IF I DIAL THE 800 NUMBER TO ACCESS CAPTEL, WHEN YOU CALL
18 CAPTEL, YOU END UP IN MADISON, WISCONSIN, IF YOU SAY DIAL 211,
19 YOU GET THE MADISON WISCONSIN 211 SYSTEM, NOT FLORIDA'S.

20 DO YOU UNDERSTAND WHAT I MEAN?

21 >> RICK: I UNDERSTAND WHAT YOU MEAN.

22 THAT'S A NETWORK ROUTING ISSUE WE HAVE TO LOOK INTO.

23 I DON'T KNOW.

24 ONE PROBLEM YOU RUN INTO WITH 211, IT'S NOT UNIVERSAL
25 THROUGHOUT THE STATE OF FLORIDA.

1 THE SAME AGENCY DOESN'T NECESSARILY HANDLE THE CALLS AND IT'S
2 NOT AVAILABLE IN EVERY AREA.

3 >> THEY'RE STARTING -- IT'S STARTING TO BECOME UNIVERSAL.

4 >>RICK: THEY ARE.

5 WE'LL LOOK INTO THAT AND REPORT BACK TO YOU.

6 >> THANK YOU.

7 >> RICK: LET ME MAKE SURE I WRITE THIS DOWN RIGHT.

8 >> ANYBODY ELSE HAVE ANY COMMENTS ABOUT CAPTEL?

9 >> WE CAN BE READY IN FIVE MINUTES.

10 >> RICK: THAT'S FINE.

11 HOW ABOUT IF I GET JAMES TO GIVE HIS PRESENTATION AND GIVE YOU
12 A LITTLE BIT MORE TIME.

13 JAMES, WOULD YOU LIKE TO GO AHEAD AND TALK US TO ABOUT YOUR
14 UPDATES ON FTRI?

15 >> JAMES: SURE, I'M READY.

16 GOOD MORNING AFTERNOON, EVERYONE.

17 I'M JAMES FORSTALL, EXECUTIVE DIRECTOR OF FLORIDA
18 TELECOMMUNICATIONS RELAY.

19 IT'S A PLEASURE TO BE HERE.

20 I'LL BE GIVING YOU A BRIEF REVIEW WHAT TRANSPIRED AT THE LAST
21 FISCAL YEAR THAT TAKES PLACE FROM JULY 2004 TO JUNE 2005.

22 CLIENT SERVICES, TOTAL NUMBER OF SERVICES PROVIDED FOR FISCAL
23 YEAR 2004 AND 5 WAS 65,546.

24 THE AVERAGE NUMBER IS 5,462.

25 LAST YEAR, PROBABLY THE BISIEST YEAR WE HAD EVER EXPERIENCED.

1 SERVICES IN EVERY CATEGORY EXCEEDED THE PRIOR YEAR.
2 WE HAVE BEEN REAL BUSY
3 THIS IS SOME OF THE INFORMATION THAT WILL LET YOU KNOW SOME OF
4 OUR -- WHERE WE HAVE BEEN BUSY.
5 NOTICE THAT IN NEW CLIENTS, IT'S UP FROM LAST YEAR.
6 PERCENTAGE-WISE, IT'S UP FROM 53% TO 60% LAST YEAR, OVERTHE
7 PRIOR YEAR.
8 AND THE EXCHANGE AMOUNT, WHICH USUALLY IS A LITTLE BIT HIGHER
9 THAN THAT, DROPPED DOWN FROM 36% TO 29%.
10 THAT MEANS MORE AND MORE PEOPLE ARE FINDING OUT ABOUT THE
11 EQUIPMENT PROGRAM.
12 LAST YEAR, WE SERVED 39,296 NEW CLIENTS.
13 HERE'S A BREAKDOWN OF WHERE THE CATEGORIES, DISABILITIES AND WE
14 EXPERIENCED A 19% INCREASE OVER THE PRIOR YEAR.
15 IN THE PRIOR YEAR, PRIOR TO THAT, WAS 25% INCREASE.
16 HERE'S A BREAKDOWN OF WHO CERTIFIES OUR APPLICATION.
17 OUR APPLICATION MUST BE CERTIFIED BY A CERTIFIER, ACCORDING TO
18 TASA.
19 THESE ARE THE QUALIFIED CERTIFIERS.
20 AS YOU CAN SEE, THE DEAF SERVICE CENTER DIRECTORS WERE THE TOP
21 CERTIFIERS.
22 PLEASE FEEL FREE TO ASK ME ANY QUESTIONS THROUGHOUT THE
23 PRESENTATION.
24 NEXT, IS A BREAKDOWN OF SOME OF THE COUNTY THAT SHOWED THE MOST
25 NUMBER OF NEW CLIENTS.

1 WE SERVED ALL 67 COUNTIES THROUGHOUT THE STATE, HOWEVER, WE
2 ONLY HAD 19 REGIONAL DISTRIBUTION CENTERS THROUGHOUT THE STATE.
3 THESE ARE SOME OF THE COUNTIES THAT SHOWED THE HIGHER
4 POPULATION OF NEW CLIENTS BEING SERVED.

5 AND THE PEOPLE WHO LIVE IN THE THE DADE COUNTY WILL GO TO THE
6 ORGANIZATION LOCATED IN THAT COUNTY, ET CETERA.

7 AGE GROUP, THIS IS A BREAKDOWN OF THE AGE GROUP MOST OF THE
8 CLIENTS HAVE SERVED.

9 AS YOU NOTICE IN THE 70-79 AGE BRACKET IS THE HIGHEST
10 PERCENTAGE OF PEOPLE SERVED.

11 WE EVEN HAVE PEOPLE IN THE 100-109 AGE BRACKET, 65 OF THEM
12 SERVED.

13 NEXT SLIDE SHOWS YOU THE NUMBER OF ACTIVE CLIENTS WE STILL HAVE
14 IN THE PROGRAM.

15 OVER THE YEARS, FTRI HAS BEEN STARTED IN 1991, WE'VE HAD
16 OVER -- WE SERVED OVER 3 30,000 PEOPLE SINCE 1991.

17 WHAT THIS REPRESENTS IS THE PEOPLE WHO ARE STILL ACTIVE IN OUR
18 DATABASE.

19 WHICH MEANS ANY NUMBER OF THESE PEOPLE CAN COME BACK FOR REPEAT
20 SERVICES, GET CHANGES, MODIFICATIONS, ET CETERA.

21 WHAT YOU'LL SEE IS THE 330 AND 315, THAT MEANS THE DIFFERENCE
22 BETWEEN THE TWO, PEOPLE HAVE EITHER BECOMING INACTIVE, NO
23 LONGER IN THE PROGRAM FOR ONE REASON OR ANOTHER, QUIT, MOVE OR
24 PASS ON.

25 AND YOU'LL NOTICE HERE, 80-89, IS THE LARGEST GROUP.

1 THEN, IF YOU REMEMBER THE SLIDE EARLIER, SAID THE AGE GROUP OF
2 47-9 WAS THE LARGEST.

3 THIS IS THE MOST RECENTLY REPORT SO NINE IN THAT 77-79 AGE
4 GROUP FOUR OR FIVE YEARS AGO MAY HAVE AGED AND MOVED INTO THE
5 NEW BRACKET.

6 RIGHT NOW, THIS IS THE LARGEST GROUP WE HAVE ACTIVE IN OUR
7 CURRENT DATABASE.

8 ANY QUESTIONS SO FAR?

9 >> I HAVE A QUESTION.

10 WHAT'S "OTHER."

11 >> JAMES: OTHER?

12 WE DO HAVE PEOPLE WHO REFUSE TO GIVE THE DATE OF BIRTH.

13 >> OKAY.

14 >> JAMES: WE HAVE TO PUT THEM SOMEWHERE.

15 WE DO HAVE CLIENTS THAT REFUSE TO GIVE THEIR DATE OF BIRTH.

16 WE DO NOT DENY THEM SERVICES BUT DO PROCESS THEM AND LEAVE IT
17 BLANK.

18 >> IS IT MOSTLY WOMEN?

19 >> JAMES: THIS IS

20 >> JUST FOR A SECOND.

21 THAT AGE GROUP, WHAT KIND OF SERVICE DO THEY USE MOST?

22 WOULD IT BE CAPTEL, PHONE, OR AMPLIFIED PHONE OR THE RELAY?

23 >> JAMES: THAT SLIDE IS COMING UP NEXT.

24 HERE WHAT WE HAVE IS A GRAPH OVER THE LAST NINE YEARS.

25 WE HAVE POINT SPECIFIC 39,000.

1 IT IS REALLY STRETCHING ALL, THE PAPERWORK PROCESS SAYS FROM
2 THE 39,000 NEW CLIENTS, PLUS OTHER SERVICES.

3 AS I MENTIONED IN THE FIRST SLIDE, 65,000, ALL THAT HAS TO BE
4 PROCESSED.

5 THAT'S A HUGE INCREASE.

6 EQUIPMENT.

7 TO ANSWER YOUR QUESTION, JIM, THE MOST THAT WE GIVE OUT IS THE
8 VOLUME CONTROL PHONE.

9 80%, OVER 81% OF THE EQUIPMENT WE DISTRIBUTE ARE THE VOLUME
10 CONTROL PHONE.

11 WE DISTRIBUTED OVER 76,000 PIECES OF EQUIPMENT LAST YEAR.

12 CAPTEL, LAST YEAR, WE PURCHASED 1,055 CAPTEL FOR DISTRIBUTION
13 DURING FISCAL YEAR 2004-2005.

14 45 OF THOSE UNITS WERE SENT BACK FOR REPAIRS AND THE FIRST FOUR
15 MONTHS OF THIS YEAR, 2005 AND 6, WE PURCHASED 535 UNITS.

16 THE REASON FOR THE HUGE INCREASE OR DEMAND FOR THE CAPTEL THIS
17 YEAR IS BECAUSE OUR -- OUR LAST NEWSLETTER, WE FEATURED THE
18 CAPTEL.

19 THAT CAUSES A REALLY GREAT DEMAND FOR THIS EQUIPMENT.

20 WE'RE ONLY ALLOWED TO BUY OR PURCHASE 1200 CAPTELS PER YEAR.

21 YES.

22 >> YOU JUST GAVE A COMMENT ABOUT CAPTEL DISTRIBUTION.

23 AND DISTRIBUTING THEM TO NEW CLIENTS.

24 HOW MANY NEW CLIENTS WERE THERE, DID YOU SAY?

25 >> JAMES: YOU'RE TALKING ABOUT LAST YEAR?

1 >> CURRENTLY.
2 SINCE THE NEWSLETTER WENT OUT.
3 >> 535, WHICH MEANS THAT WE BOUGHT -- OKAY.
4 SO HOW MANY PEOPLE SAW THAT NEWSLETTER YOU SEND OUT WITH CAPTEL
5 IN IT AND CAME TO THE CENTER ASKING FOR A CAPTEL PHONE AND GOT
6 ONE?
7 I MEAN, I GUESS MAYBE THERE ARE SOME THAT, YOU KNOW, YOU DIDN'T
8 NEED TO SEND THAT.
9 SO HOW MANY PEOPLE WERE INTERESTED?
10 >> JAMES: I CAN'T TELL YOU THAT RIGHT NOW.
11 BUT I AM HEARING THROUGHOUT THE STATE THAT THAT DOES HAPPEN,
12 PEOPLE GET THE PHONE, THINKING, IT'S A LITTLE BIT -- NOT
13 THINKING WHAT IT WAS SUPPOSED TO DO FOR THEM, THEY TOOK IT
14 HOME, THEY TRIED IT, AND AFTER A PERIOD OF TIME, THEY DECIDED
15 IT WASN'T WHAT THEY THOUGHT IT WAS, THEY CAME BACK AND
16 EXCHANGED IT.
17 THAT HAS HAPPENED AND PROBABLY WILL CONTINUE TO HAPPEN.
18 I CAN'T TELL YOU EXACTLY HOW MANY PEOPLE, BECAUSE A LOT OF
19 PEOPLE ALSO, COULD HAVE BEEN ACTIVE CLIENTS TO BEGIN WITH.
20 WHEN THEY SAW THE NEWSLETTER, THEY WENT IN AND CHANGED OR
21 MODIFIED TO THE CAPTEL.
22 THEY'RE NOT NECESSARILY A BRAND-NEW CLIENT.
23 SO, IF THEY COME IN, GET THE EQUIPMENT, DECIDE THEY DON'T WANT
24 IT, GO BACK TO THE CENTER AND CAN EXCHANGE IT OUT AGAIN WITH
25 THE PHONE THEY ORIGINALLY HAD.

1 >> JULIE: I HAVE ANOTHER QUESTION ABOUT THE CAPTEL.
2 HAVE YOU ADDED CAPTEL EDUCATION AS PART OF THE BPP PROGRAM,
3 EDUCATING PEOPLE ON THE DIFFERENCE BETWEEN A CAPTEL CALL AND A
4 RELAY CALL AND THE DELAY THAT MIGHT BE ASSOCIATED WITH
5 CAPTIONING?
6 >> JAMES: NO, WE HAVE NOT
7 >> JULIE: IS THAT SOMETHING YOU PLAN TO --
8 >> JAMES: WE KNOW THAT THE BPP KIT NEEDS TO BE REVISED.
9 AND WE WILL MAKE SOME REVISION TO IT.
10 I CAN'T TELL YOU WHEN IT'S GOING TO HAPPEN BECAUSE RIGHT NOW WE
11 KNOW WE HAVE A LOT OF KITS OUTSTANDING AND WANT TO MOVE THOSE
12 OUT THE PROGRAM FIRST.
13 YES, WE DO THINK IT'S NEEDED BECAUSE THERE ARE OTHER REVISIONS
14 THAT NEED TO BE MADE WITHIN THE KIT ITSELF.
15 >> JULIE: SPECIFICALLY, THE DELAY ASSOCIATED WITH THE CAPTEL
16 CALL AND NOT TO HANG UP ON THOSE PEOPLE EITHER.
17 >> JAMES: SOMETHING THAT WOULD HELP ALONG THOSE LINES A
18 NEWSLETTER I WILL SHOW YOU IN A COUPLE OF SLIDES AND WE MAY BE
19 ABLE TO ADDRESS THAT ISSUE TO THE BUSINESS PARTNERSHIP THROUGH
20 AN ELECTRONIC NEWSLETTER.
21 MORE QUESTIONS ON CAPTEL?
22 IS THAT SUMMARY OF THE OUTREACH WE DID LAST YEAR.
23 LIKE I SAID, IT'S BEEN A VERY BUSY YEAR.
24 A LOT OF IT HAS CONTRIBUTED TO ALL THE OUTREACH WE HAVE DONE
25 THROUGHOUT THE STATE.

1 FTRI CONTRACTED WITH THE REGIONAL DISTRIBUTION CENTERS MADE UP
2 OF DEAF SERVICE CENTERS, AND WE HAVE 19 THROUGHOUT THE STATE.
3 WE ALSO CONTRACT WITH THEM FOR OUTREACH ACTIVITIES.
4 TOGETHER, FROM MY OFFICE, AND WE DO HAVE AN OUTREACH
5 DEPARTMENT, WE HAVE FOUR OUTREACH STAFF, TWO SPEND MOST OF
6 THEIR TIME TRAVELLING, CONDUCTING OUTREACH THROUGHOUT THE
7 STATE.
8 BETWEEN THE TWO, FTR AND REGIONAL DISTRIBUTION CENTER, WE WERE
9 ABLE TO ACCOMPLISH ALL OF THIS DURING LAST YEAR.
10 ONCE AGAIN, WE DID BUY AIRTIME TO BE ON TV AND LAST YEAR, WE
11 RECEIVED A 19/1 RATIO RETURN FOR EVERY DOLLAR WE SPENT, WE GOT
12 19 FREE DOLLARS WORTH OF AIRTIME.
13 DOES THAT MAKE SENSE?
14 WE ALSO -- WE ALSO DEVELOPED A NEW PULL-UP DISPLAY THAT YOU
15 WILL SEE THIS AFTERNOON IN THE OPEN HOUSE.
16 THERE'S A NEWSLETTER WE SENT OUT LAST YEAR.
17 I SHOWED IT TO YOU EARLIER.
18 THAT'S SOMETHING WE DO EVERY YEAR, TO ALL OUR ACTIVE CLIENTS.
19 WE TRANSLATED THE BUSINESS PARTNERSHIP INTO SPANISH.
20 THIS ELECTRONIC NEWSLETTER WE'RE TALKING ABOUT THAT WE SENT TO
21 BUSINESSES, THIS WILL BE THE PLACE PROBABLY TO PUT ANY OF THE
22 LATEST UPDATES ABOUT ANY SERVICES AND MAYBE WE CAN GO AHEAD AND
23 FEATURE THAT IN THE NEXT ONE ABOUT CAPTEL AND EXPAND ON IT.
24 IT'S A ONE PAGE DOCUMENT.
25 WE TRY TO PUT DIFFERENT INFORMATION TO EDUCATE THE BUSINESSES,

1 NOT JUST ON THE BUSINESS PARTNERSHIP KIT BUT REALLY, WHAT'S OUT
2 THERE IN GENERAL ABOUT DEAFNESS AND DEAF CULTURE, ET CETERA.
3 THIS WILL BE A GOOD PLACE TO PUT THAT KIND OF INFORMATION.
4 DO Y'ALL SEE, DIRECTORS THAT ARE HERE, DO YOU SEE THIS?
5 DID YOU RECEIVE THIS?
6 YOU SHOULD HAVE GOTTEN IT.
7 THAT CONCLUDES MY PRESENTATION.
8 ARE THERE ANY QUESTIONS?
9 YES.
10 >> BOB: YOU MENTIONED THE ELECTRONIC NEWSLETTERS GO ONLY TO
11 BUSINESSES?
12 >> JAMES: UH-HUH.
13 >> BOB: COULD THEY EVENTUALLY GO TO YOUR CLIENTS, TOO, INSTEAD
14 OF THE MAILOUT OF 16,000 NEWSLETTERS.
15 >> JAMES: WE DO NOT SEND THE ELECTRONIC TO THE CLIENTS BECAUSE
16 THAT'S SPECIFICALLY OUR BUSINESS PARTNERSHIP.
17 >> BOB: THANK YOU, JAMES.
18 >> RICK: SANDY, ARE YOU READY?
19 >> YES.
20 >> WE MAY NEED A FEW MINUTES.
21 DO YOU WANT TO TAKE A BREAK OR WAIT?
22 DO YOU NEED TO TAKE A BREAK FOR ANYTHING?
23 >> LET'S TAKE 10 MINUTES.
24 WE'RE AHEAD OF SCHEDULE ANYWAY AND GIVE SPRINT A CHANCE TO GET
25 THE CONFERENCE CALL SET UP.

1 THEY HAVE A COUPLE OF ENGINEERS THAT ARE GOING TO TALK TO US
2 ABOUT THE HURRICANE TRAINING.

3 >> BOB: IF YOU NEED THE WASHROOM, FOLLOW THE HALLWAY AROUND.
4 RIGHT AROUND THE CORNER.

5 >> WHEN YOU GO OUT THE DOOR, YOU CAN GO OUT THAT WAY.
6 AND THEN THEY'RE RIGHT AROUND THE CORNER.

7 (RECESS)

8 >>> LET'S GET STARTED BACK UP.

9 THERE'S A COUPLE OF PEOPLE ON THE TELEPHONE THAT ARE GOING TO
10 EXPLAIN WHAT HAPPENED DURING HURRICANE KATRINA.

11 AS YOU ALL KNOW, IT DEVASTATED NEW ORLEANS.

12 UNFORTUNATELY, SPRINT HAD A MAJOR SWITCH THAT SWITCHED RELAY
13 CONVERSIONS FOR THE 800 NUMBER, 711 AND ALL OF THAT.

14 THEY KNOW A LOT MORE ABOUT THAT THAN I DO, BUT --

15 >> SANDY: THANK YOU, RICK.

16 I'M SANDY KHAZRAEE.

17 I WORK FOR SPRINT.

18 I HAVE MY BOSS WITH US, CHARLES, OUR STATE EXECUTIVE FOR SPRINT
19 IN FLORIDA.

20 ON THE PHONE I HAVE THREE NETWORKS THAT ARE GOING TO GIVE THE
21 TALK AND I'M GOING TO INTRODUCE IT.

22 I HAVE BRUCE CLARK, GREG WALMONT AND DOUG MCKINLEY FROM OUR
23 NETWORK GROUP.

24 THEY COULDN'T BE HERE IN PERSON.

25 THEY HAD ANOTHER COMMITMENT BUT THEY DID TAKE TIME AWAY FROM

1 THEIR CURRENT SITUATION TO JOIN US BY PHONE, SO THAT THEY COULD
2 GIVE AN EXPLANATION.

3 WHEN HURRICANE KATRINA CAME THROUGH THE SOUTHERN PART OF
4 FLORIDA AND TOP, WE DID NOT LOSE EITHER OF OUR RELAY CENTERS IN
5 FLORIDA, EVEN WHEN THE HURRICANE CUT THROUGH THE BOTTOM PART OF
6 FLORIDA, THE MIAMI CENTER STAYED OPEN 24/7.

7 IT DID NOT HAVE TO CLOSE AT ALL.

8 WE DID HAVE PEOPLE MONITORING THE CENTERS AND THROUGHOUT BOTH
9 HURRICANES, WE WERE TAKING CALLS FROM CUSTOMERS IN FLORIDA.

10 THE TRAFFIC APPEARED TO BE NORMAL.

11 WE DID FIND OUT THAT BECAUSE OF A SERIOUS OUTAGE ON THE GULF
12 COAST, SPECIFICALLY NEW ORLEANS AND THE BILOXI AREA, WE LOST
13 KEY EQUIPMENT WHICH DID CAUSE PROBLEMS.

14 I'M NOW GOING TO TURN THIS OVER TO OUR NETWORK PEOPLE TO TALK
15 ABOUT THAT.

16 THEY HAVE A PRESENTATION ON THE SCREEN AND WE'LL LET THEM GET
17 STARTED, BRUCE.

18 >> BRUCE: CAN YOU HEAR ME OKAY?

19 >> YES.

20 >> BRUCE: MY NAME'S BRUCE CLARK.

21 I'M A SWITCH ENGINEERING FOR SPRINT LONG DISTANCE.

22 BASICALLY I DEAL WITH WITH THE LONG DISTANCE SWITCHES SPRINT
23 HAS DEPLOYED THROUGHOUT OUR NATIONWIDE NETWORK.

24 WHAT I'M GOING TO DO, IF YOU COULD TURN TO PAGE ONE, IT GIVES A
25 VERY HIGH LEVEL ARCHITECTURE DIAGRAM OF THE TRS PLATFORM, JUST

1 LET ME KNOW WHEN YOU'RE THERE, PLEASE.

2 >> SANDY: WE HAVE IT UP ON THE SCREEN, BRUCE.

3 >> BRUCE: WHAT YOU'LL SEE IS BASICALLY AN INBOUND CUSTOMER,
4 NOTED BY THE TELEPHONE AND HOW THEY'RE ROUTED FROM -- YOU KNOW,
5 IF THEY WERE TO DIAL AN 800 NUMBER, HOW THEY WOULD BE ROUTED TO
6 THE SPRINT LONG DISTANCE NETWORK.

7 SO KEY IS THEY'RE TRANSPORTED THROUGH THE LOCAL EXCHANGE
8 CARRIER, WHERE THAT WOULD BE SPRINT LOCAL, SOUTHERN BELL AND
9 SOUTHWESTERN BELL, WHOEVER THAT CUSTOMER IS A CUSTOMER OF,
10 BASICALLY.

11 SINCE THEY'RE CALLING AN 800 NUMBER DESTINED FOR SPRINT, IT
12 WOULD BE ROUTED TO THE SPRINT LONG DISTANCE NETWORK AT A POINT
13 WHERE THAT PARTICULAR ONE WOULD INTERFACE WITH SPRINT LONG
14 DISTANCE.

15 IF YOU DON'T UNDERSTAND THIS LET ME KNOW.

16 I'LL TRY TO EXPLAIN IT AT A HIGH LEVEL SO WE DON'T HAVE TO GET
17 INTO DETAILS ABOUT CALL FLOW.

18 WHAT WE'RE SAYING ABOUT LOST WAS THE NEW ORLEANS SWITCH SITE,
19 WE HAD A CATASTROPHIC OUTAGE, THE SWITCH SITE WAS UNDER WATER
20 FOR WEEKS.

21 AND ALL SERVICES THAT WERE ROUTED TO THAT SWITCH SITE IN THOSE
22 AREAS, WERE OUT OF SERVICE UNTIL WE COULD MANUALLY RESTORE THEM
23 TO OTHER SPRINT LONG DISTANCE LOCATIONS.

24 SO, HOPEFULLY THAT MAKES SINCE.

25 IF YOU GO TO THE NEXT PAGE?

1 WHICH IS PAGE TWO OF THE PRESENTATION.

2 I HAVE JUST NOTED AT A HIGH LEVEL THE SPRINT ACCESS OR ACTUALLY
3 LOCAL ACCESS TANDEMS THAT WERE AFFECTED, THAT WERE ROUTED TO
4 THE NEW ORLEANS SWITCH SITE.

5 I'VE ALSO NOTED THE IMPACTS DOWN THERE BELOW.

6 OBVIOUSLY, WE'RE NOT JUST TALKING ABOUT TRS SERVICE HERE, WE'RE
7 TALKING ABOUT ALL CUSTOMERS THAT WERE USING SPRINT AS A LONG
8 DISTANCE SERVICE OUT OF THOSE AREAS.

9 THIS DID NOT JUST AFFECT FLORIDA, THIS AFFECTED LOUISIANA,
10 MISSISSIPPI, ALABAMA EVERYTHING ROUTED FROM A LOCAL PERSPECTIVE
11 TO OUR NEW ORLEANS JUNCTION OR SWITCH SITE.

12 IS THERE ANY QUESTIONS RIGHT THERE?

13 I THINK THE NEXT PAGE I WILL GET IN A LITTLE MORE DETAIL ABOUT
14 THE ARCHITECTURE OF THE SPRINT NETWORK.

15 IS EVERYONE OKAY WITH THAT SO FAR?

16 >> SANDY: I THINK SO, BRUCE.

17 >> BRUCE: THE NEXT PAGE, I HIT AT A HIGH LEVEL, SPECIFICALLY
18 WHAT WAS AFFECTED IN THE SPRINT NETWORK.

19 THE SPRINT NETWORK HAS CO-LOCATION POINTS, IF YOU'D LIKE TO
20 CALL IT THAT, THAT AGGREGATE ALL THE TRAFFIC FROM THE LOCAL
21 EXCHANGE CARRIERS IN THIS AREA

22 NEW ORLEANS WAS ONE OF OUR MAJOR AREAS OBVIOUSLY OR CO-LOCATION
23 POINTS IN THE SOUTHEAST REGION.

24 ONCE WE LOST THAT, AS I SAID ON THE PREVIOUS PAGE, WE LOST
25 ACCESS TO ALL THOSE OTHER AREAS, FROM AN ORIGINATION

1 PERSPECTIVE.

2 WHAT THAT WOULD MEAN IS ALL CUSTOMERS DESTINED FOR THE SPRINT
3 NETWORK ON THE INBOUND SIDE OF THE CALL, EVERYONE THAT WOULD
4 CALL THE 1-800-NUMBER DESTINED FOR SPRINT, THE CALL WOULD HAVE
5 FAILED.

6 FROM A TERMINATION PERSPECTIVE, IT STILL WOULD HAVE WORKED
7 BECAUSE WE HAVE BACKUP SERVICES THAT CAN ALLOW THAT.

8 FROM ORIGINATION PERSPECTIVE, WHEN YOU LOSE THAT PHYSICAL PIPE
9 THAT GOES FROM THE SPRINT LONG DISTANCE WEEK OUT OF SERVICE
10 UNTIL WE CAN RESTORE THAT.

11 A LITTLE BIT ABOUT THE SPRINT NETWORK.

12 FROM A FAILURE PERSPECTIVE WE HAVE A ROBUST NETWORK FROM A
13 TRANSPORT PERSPECTIVE.

14 WHAT THAT MEANS, FROM THAT LOCAL WACK, TO THE SPRINT SWITCHING
15 CENTER, WE HAVE MULTIPLE LAYERS OF PRO-TECH THAT PROVIDE BACK
16 UP PROTECTION, IF WE HAVE CABLE CUTS AND SUCH.

17 WE ALSO HAVE EMBEDDED WITHIN OUR EQUIPMENT IS 100% FAIL-OVER IF
18 WE HAVE ANY ELECTRONIC FAILURES.

19 WHAT WE DON'T HAVE FAIL-OVER PROTECTION FOR IS IF WE HAVE A
20 CATASTROPHIC SITE OUTAGE.

21 WE DO NOT HAVE PROVISIONS BUILT WITHIN OUR SYSTEMS TO ALLOW AN
22 IMMEDIATE RESTORATION OF SERVICE IF WE HAVE A COMPLETE SITE
23 OUTAGE.

24 THAT'S WHAT BASICALLY HAPPENED IN THE NEW ORLEANS SWITCH SITE
25 AREA

1 THE SWITCH WAS COMPLETELY OUT OF SERVICE.
2 AS I SAID, FOUR STATES WERE AFFECTED FROM SPRINT LONG DISTANCE
3 PERSPECTIVE.
4 AS FAR AS A RESTORATION OF SERVICE, IMMEDIATELY AFTER THE
5 IMPACTS WERE KNOWN, WHAT HAPPENED IN NEW ORLEANS, WE PUT
6 TOGETHER A PLAN THAT RE-ROUTED ALL THE TRAFFIC THAT WAS
7 DESTINED FOR NEW ORLEANS TO OTHER SWITCH LOCATIONS.
8 THOSE WHO WOULD BE IN TEXAS, IN GEORGIA, IN ALSO TENNESSEE,
9 WHICH WE HAVE SITES IN NASHVILLE, ATLANTA, IN HOUSTON, AND ALSO
10 FT. WORTH.
11 ONCE THAT PHYSICAL PATHWAS REESTABLISHED, WE WENT THROUGH A
12 PROCESS OF REHOMING.
13 WE TOOK ALL THE SERVICES THAT WENT TO THOSE AND STARTED
14 RESTORING THEM TO THE NEW SWITCH SITES, INTO THE NEW DNS
15 250's, THE SWITCH WE USE IN OUR NETWORK TO ROUTE TRAFFIC.
16 THAT'S IN A NUTSHELL, THAT'S WHAT HAPPENED.
17 DURING THE ACTIVITY.
18 I'D BE WILLING TO ANSWER ANY QUESTIONS YOU HAVE AT THIS POINT.
19 >> RICK: THIS IS BRUCE SPEAKING?
20 >> BRUCE: YES.
21 >> RICK: THIS IS RICK MOSES WITH THE PUBLIC SERVICE
22 COMMISSION.
23 IS THERE ANY CHANGES IN YOUR NETWORK, WHERE IF YOU TAKE A
24 SWITCH AND TAKE IT OUT OF SERVICE SUCH AS NEW ORLEANS, THAT
25 THIS WON'T HAPPEN AGAIN?

1 >> BRUCE: I'LL BE TRUTHFUL WITH YOU.
2 FROM A COMPLETE SITE OUTAGE PERSPECTIVE, I'M NOT SURE THERE'S
3 ANYTHING ELSE WE COULD DO, OTHER THAN WORK ON THE PROCESSES FOR
4 RESTORING SERVICES FASTER THAN WE DID BEFORE.
5 WE'RE OBVIOUSLY CONTINUALLY LOOKING AT THOSE PROCESSES AND HOW
6 WE RESTORE SERVICES, AND HAVING PLANS IN PLACE IF WE DO LOSE A
7 SWITCH SITE.
8 WE HAD A PLAN IN PLACE, TO BE HONEST, BUT, YOU KNOW, AS THINGS
9 WOULD HAVE IT, I JUST DON'T THINK IT WOULD FLOW QUITE LIKE WE
10 WOULD WANT IT TO.
11 NOBODY WAS EXPECTING TO LOSE THE ENTIRE SWITCH SITE.
12 ALSO, YOU KNOW, THE OUTLYING AREAS WERE SEVERELY IMPACTED ALSO.
13 WE HAD POP LOCATIONS, CO-LOCATIONS POINTS WITH LAX AND WE LOST
14 SEVERAL OF THOSE DURING THE OUTAGE.
15 I WOULD JUST SAY WE'RE CONTINUALLY LOOKING IN OUR PROCESSES AND
16 SEEING WHERE WE CAN IMPROVE OUR RESTORATION CAPABILITIES.
17 >> RICK: THE EXCESS CAPACITY YOU INSTALLED IN ATLANTA TO BACK
18 HAUL ALL OF THIS, YOU'RE NOT GOING TO KEEP THAT IN PLACE, SO IN
19 CASE THIS HAPPENS AGAIN, YOU CAN BACKHAUL IT AGAIN?
20 >> BRUCE: MAYBE I WASN'T CLEAR.
21 WE DON'T PLAN ON TAKING THAT TRAFFIC BACK TO THE NEW ORLEANS
22 LOCATION.
23 IT'S GOING TO REMAIN WHERE IT IS RIGHT NOW.
24 IF THAT'S YOUR QUESTION. RICK: NO.
25 SAY IF ATLANTA GETS TAKEN OUT, WHAT HAPPENS THEN?

1 >> BRUCE: IF ATLANTA GETS TAKEN OUT, I WOULD SAY WE WOULD LOOK
2 TO TAKE THAT TRAFFIC TO ANOTHER LOCATION.

3 >> RICK: BUT DO YOU HAVE THE CAPACITY TO DO SO WITHOUT HAVING
4 A WAY TO SOLVE THE DS3'S?

5 >> BRUCE: NOT AT THIS POINT, NO.

6 >> RICK: OKAY.
7 WE'LL WORK WITH YOU ON THAT.

8 CHRIS?

9 >> CHRIS: I HAVE A QUESTION.
10 WHAT'S THE TIME FRAME?
11 IS THERE ANYTHING IN OUR CONTRACT ABOUT A TIME FRAME AS TO WHEN
12 THIS HAS TO BE RESOLVED?
13 IF THERE IS AN OUTAGE?
14 WHAT'S THE TIME FRAME?
15 WAITING A WEEK.
16 WHAT DO WE HAVE IN OUR CONTRACT, IF THAT HAPPENS AGAIN?
17 I'M CONCERNED WITH WILMA COMING UP.
18 ARE WE PREPARED?
19 IS SPRINT PREPARED?

20 >> RICK: THAT'S WHAT I WAS TRYING TO FIND OUT.
21 THERE ARE TIME FRAMES IN THE CONTRACT.
22 THE MAJORITY OF THE TIME FRAMES ARE CENTERED TOWARDS A CALL
23 CENTER LOSS MORE SO THAN CATASTROPHIC SWITCH FAILURE LIKE WHAT
24 THEY'VE HAD, HOWEVER, THERE ARE THINGS IN HERE THAT SAY DUE TO
25 UTILITIES OR DISASTER AT A CENTER, THEY'VE ALSO GOT UP HERE

1 SPRINT OR DELCO NETWORK AND THE LANGUAGE THERE READS THE
2 FACILITIES FOR AN OUTAGE OF FACILITIES DIRECTLY SERVING FLORIDA
3 INCOMING TRS CALLS WILL IMMEDIATELY BE ROUTED TO ONE OF THE 11
4 OTHER CENTERS THROUGHOUT THE U.S.

5 NO CALLS WILL BE LOST, REPAIR -- BAD DAY TO LEAVE MY READING
6 GLASSES AT HOME.

7 REPAIR OF FIBER OR NETWORK FACILITIES TYPICALLY REQUIRES LESS
8 THAN EIGHT HOURS.

9 THERE, THEY WERE ANTICIPATING CABLE CUTS, FIBER CUTS, THINGS OF
10 THAT NATURE, NOT NECESSARILY A SWITCH CUT.

11 WE'RE WORKING WITH SPRINT TO MAKE SURE THEY HAVE AN
12 UNDERSTANDING OF WHAT THE CONTRACT READS ON THESE OUTAGES.

13 AND IF WE HAVE A CATASTROPHIC OUTAGE IT WILL BE ADDRESSED TO
14 SEE IF WE CAN ELIMINATE THIS PROBLEM OR REDUCE IT IN THE AMOUNT
15 OF TIME IT TOOK TO RESTORE THE LAST TIME.

16 >> CAN I SAY ONE THING?

17 AS FAR AS WILMA GOES, WILMA, TO REPLICATE THIS SITUATION, IN
18 OTHER WORDS, WHAT HAPPENED IN NEW ORLEANS, WILMA WOULD HAVE TO
19 GO TO ORLANDO AND SOMEHOW TAKE THE ORLANDO SPRINT LONG DISTANCE
20 SWITCH OUT, AND THEN YOU WOULD HAVE THAT SAME THING HAPPEN.

21 THE SCENARIO OF A FLOOD IN NEW ORLEANS WAS A ONCE IN SEVERAL
22 HUNDRED YEAR EVENT.

23 I DON'T THINK THAT THE ORLANDO SWITCH IS SUSCEPTIBLE TO WIND
24 DAMAGE.

25 >> SANDY: RIGHT.

1 WE HAD FOUR HURRICANES GO THROUGH THE STATE OF FLORIDA IN 2004,
2 SEVERAL OF WHICH CRISS-CROSSED THROUGH ORLANDO IN A VERY SHORT
3 TIME FRAME AND WE DID NOT LOSE ANYTHING IN THAT SWITCH AT ALL.
4 WE DIDN'T HAVE ANY DOWNTIME.

5 WE DIDN'T HAVE ANY DAMAGE TO THE SWITCH.

6 SO, YOU KNOW, I THINK THE LIKELIHOOD THAT WE WOULD LOSE ANOTHER
7 SWITCH AGAIN IS EXTREMELY, EXTREMELY RARE.

8 >> CHRIS: I HAVE TO DISAGREE BECAUSE ANYTHING COULD HAPPEN.
9 WE GOT HIT FOUR TIMES LAST YEAR.

10 HURRICANES ARE VERY UNPREDICTABLE, SO I WAS WONDERING IF YOU
11 HAVE A PLAN, IF IT DOES HIT ORLANDO?

12 DO YOU HAVE A PLAN AND WHAT'S THE TIME FRAME?

13 THAT'S WHAT WE'RE CONCERNED ABOUT BECAUSE THIS IS A STATE-WIDE
14 ORGANIZATION AND WE GET THE COMPLAINT.

15 WE RECEIVE ALL THESE CONCERNS AND COMPLAINTS.

16 IT'S OUR RESPONSIBILITIES TO MAKE SURE WE MEET THE NEEDS OF THE
17 COMMUNITY.

18 WHAT IS THE PLAN?

19 I UNDERSTAND THAT IT'S A SWITCH PROBLEM, BUT IF HEARING PEOPLE
20 HAVE ACCESS DURING A DISASTER, THEN THE DEAF AND HARD OF
21 HEARING SHOULD HAVE IT AS WELL.

22 SO THAT WE HAVE EQUAL ACCESSIBILITY.

23 >> BRUCE: LET ME ADDRESS -- IF I MAY MAKE A COMMENT SO WE MAKE
24 SURE WE UNDERSTAND FROM A SPRINT LD PERSPECTIVE, EVERYBODY WAS
25 OUT OF SERVICE THAT IS FED INTO THAT NEW ORLEANS SWITCH.

1 >> THAT'S WHAT I WANTED TO NOTE, IS THAT THE RESTORAL OF ALL
2 THE TRAFFIC OR THE REDIRECTION OF THE TRAFFIC THAT WAS
3 COLLECTED, AS IT ORIGINATED IN FLORIDA HOUSEHOLDS OR
4 BUSINESSES, THAT PROCESS, TO GET IT TO ALL THOSE OTHER SWITCHES
5 THAT BRUCE MENTIONED, IT TOOK ANYWHERE FROM A WEEK TO THREE TO
6 FOUR WEEKS, JUST DEPENDING ON THE PRIORITIES, BECAUSE THEY JUST
7 COULDN'T DO THEM ALL INSTANTLY.

8 THEY HAD TO BE WORKED ACCORDING TO A PLAN, THAT GAVE THE
9 HIGHEST PRIORITY TO LAW ENFORCEMENT AND EMERGENCY SERVICES, AND
10 THEN WORKING DOWN IN A PRIORITY THAT WOULD GET THE MOST AMOUNT
11 OF PEOPLE BACK UP IN SERVICE QUICKLY.

12 WE ALSO HAD TO WORK WITHLE LOCAL EXCHANGE COMPANIES, BELLSOUTH,
13 SOME OF THE SMALLER LOCAL EXCHANGE COMPANIES TO GET THEM TO DO
14 SOME TRANSLATIONS IN EACH OF THE END OFFICES OR CENTRAL OFFICES
15 IN THE AREAS, TO REDIRECT TRAFFIC, NOT ONLY THE ONE PLUS VOICE
16 TRAFFIC, BUT THE 800 AND THE 711 TRANSLATIONS THAT TRANSLATE TO
17 AN 800 NUMBER FOR THE RELAY.

18 TO GET THAT TRAFFIC DONE.

19 THAT JUST TOOK TIME.

20 IT TAKES TIME.

21 IT CAN'T BE DONE INSTANTANEOUSLY, JUST BECAUSE OF THE WAY THE
22 NETWORK IS DESIGNED.

23 WE BELIEVE THIS NETWORK DESIGN IS INDUSTRY STANDARD AND IT
24 WOULD BE THE SAME NO MATTER WHO THE IXC WAS THAT LOST CALLING
25 CAPE CAPABILITY.

1 >> CHRIS: I THINK THIS IS THE REASON I SAY THAT, I CAN HEAR
2 HER, THE NEWS ON THE RADIO ALWAYS EXPLAINING WHAT'S HAPPENING.
3 I HEAR THAT EVERYDAY, EVERYDAY.
4 YOU'RE RIGHT.
5 IT'S ALWAYS A PRIORITY, AND IT'S UNFORTUNATELY THE DEAF AND
6 HARD OF HEARING ARE LOW ON THE PRIORITY LIST.
7 WHAT I'M SAYING IS I THINK IT'S IMPORTANT THAT FTRI SEND A
8 BRIEF TO ALL DEAF PEOPLE WHO USE THIS TTY PLANNING, WHY WE
9 COULDN'T HAVE ACCESS TO TTYS BECAUSE OF PRIORITIES LIKE THIS
10 THE HOSPITAL, ALL THE AMBULANCE HAVE HIGHER PRIORITY.
11 SO IF WE CAN EXPLAIN THAT TO THE DEAF COMMUNITY THAT WILL
12 APIECE THEM, MAYBE THAT WILL APEASE.
13 >> RICK: THE PROBLEM, I THINK WE ALL UNDERSTAND THE TECHNICAL
14 ISSUE THAT WAS INVOLVED.
15 MY PROBLEM IS NUMBER ONE, THERE WAS NO CONTINGENCY PLAN.
16 THERE REALLY NEEDS TO BE.
17 AND THERE SHOULD BE.
18 I MEAN, IN ANY BUSINESS, YOU HAVE THAT.
19 THE SECOND SECOND PROBLEM IS Y'ALL DON'T KNOW WHAT OUR PROBLEM
20 IS, AS THE DISTRIBUTORS FOR THE TELEPHONES, TTD'S, OUR PHONES
21 WERE RINGING OFF THE HOOK.
22 I HAD STAFF PEOPLE TIED UP FOR A WEEK TRYING TO EXPLAIN THE
23 MEMBERS OF THE DEAF COMMUNITY IN MY AREA, THEIR PHONES WEREN'T
24 BROKEN BECAUSE THEY ALL WANTED TO GET A NEW PHONE.
25 I CALLED 711 IT'S NOT WORKING.

1 LET'S GET ANOTHER ONE.

2 THIS IS SOMETHING THAT HAPPENED IN ALL THESE AREAS.

3 THEN, TALKING TO THE SPRINT PEOPLE, I SENT YOU THE TRANSCRIPT,
4 ALL I GOT FROM SPRINT WAS CALL YOUR LOCAL PROVIDER, YOUR LOCAL
5 BELLSOUTH.

6 YOU NEED TO COMPLAIN TO THEM.

7 I SAID, NO, THIS IS NOT BELLSOUTH PROBLEM, IS THAT SPRINT
8 ISSUE.

9 THERE WAS NO -- THERE DIDN'T SEEM TO BE A WHOLE LOT OF
10 ASSISTANCE FROM THE FRONT LINE OF SPRINT AT THAT POINT.
11 TO TELL ME TO CALL THE LOCAL BELL, I'LL TELL YOU WHAT, IT WILL
12 GOT ME PO'D.

13 I UNDERSTAND HOW SWITCHING AND RELAYS WORK.

14 THAT'S NOT THE COMMENT THAT YOU NEED TO HEAR.

15 THERE SHOULD HAVE BEEN SOME KIND OF NOTIFICATION SENT OUT
16 IMMEDIATELY WHEN WE KNEW WHAT THE PROBLEM WAS, TO THE DEAF
17 SERVICE CENTERS WE WERE GOING TO START GETTING THESE CALLS.
18 IT TOOK US BY SURPRISE.

19 WE HAD NO IDEA WHAT WAS GOING ON.

20 ALL OF A SUDDEN THE RELAY'S NOT WORKING.

21 WE HAD NO IDEA WHAT WAS GOING ON OR HOW LONG IT WAS GOING TO
22 WORK.

23 >> IF I CAN SAY, I THINK, IS IT CHRIS?

24 CHRIS AND RICK'S COMMENTS, ARE ON THE MARK, AS FAR AS LEARNING
25 FROM THIS AND LOOKING AT SOME OF THE NOTIFICATION ISSUES,

1 COMMUNICATION ISSUES, AS WELL AS PRIORITY RESTORAL PROTOCOLS WE
2 PUT IN PLACE QUITE FRANKLY, THE LOSS OF A MAJOR NETWORK ELEMENT,
3 LIKE THIS NEW ORLEANS SWITCH.

4 IS SOMETHING THAT'S A DIFFICULT SITUATION, IT'S NOT ONE THAT
5 YOU ANTICIPATE THERE WERE A LOT OF THINGS THAT HAPPENED IN NEW
6 ORLEANS, THE PEOPLE IN NEW ORLEANS DID NOT ANTICIPATE, YOU
7 KNOW, THEY'RE STILL STRUGGLING WITH HOW THEY'RE GOING TO PUT
8 THEIR CITY BACK TOGETHER.

9 I THINK A LOT OF PEOPLE JUST HAVE A LOT OF RELOOKING AT HOW
10 THIS PROCESS IS RESTORED.

11 SO, YOUR COMMENTS, WE CAN TAKE TO HEART AND TAKE BACK AND WORK
12 WITH THE PUBLIC SERVICE COMMISSION AND INTERNALLY TO TRY TO
13 DESIGN A BETTER WAY TO HANDLE IT IN THE FUTURE.

14 THERE ARE BIGGER ISSUES ABOUT WHAT YOU DO WHEN YOU LOSE 100,000
15 SWITCHING PORTS IN YOUR SYSTEM.

16 THERE'S JUST NOT THAT KIND OF CAPACITY SITTING AROUND SPARE.

17 I DON'T THINK THERE'S THAT WAY IN ANY NETWORK, BECAUSE IT'S NOT
18 EFFICIENT.

19 SO, ONE OF THE THINGS WE'RE GOING TO BE LOOKING AT IS THE WAY,
20 AS BRUCE ALLUDED TO, IS THE WAY WE GO THROUGH THE PROCESS OF
21 REHOMING THOSE POPS, P-O-P'S, AND YOU KNOW, AND RESTORING
22 SERVICE GOING FORWARD.

23 >> CHRIS: I WAS JUST WONDERING, DO YOU REALLY HAVE A PLAN NOW?
24 DO YOU KNOW THAT HURRICANE WILMA IS GOING TO HIT SOUTH FLORIDA?
25 WE KNOW IT'S COMING.

1 DO YOU HAVE PLAN TO SWITCH TRAFFIC OUT NOW UNTIL IT HITS AND
2 THEN STARTING TO WORRY ABOUT IT?

3 DO YOU HAVE A PLAN?

4 YOU KNOW NOW THAT NEW ORLEANS WAS HIT AND YOU KNEW IT WAS GOING
5 TO BE HIT, SO SHOULDN'T YOU HAVE SWITCHED TRAFFIC OUT
6 BEFOREHAND?

7 IF YOU KNOW A CATEGORY FIVE HURRICANE IS COMING, WHY DON'T YOU
8 SWITCH TRAFFIC OUT AND PREVENT THIS KIND OF CATASTROPHIC OUTAGE
9 FROM HAPPENING?

10 DO YOU HAVE SOMETHING IN PLACE?

11 >> CHARLES: THIS IS CHARLES.

12 I THINK WE KNEW NEW ORLEANS WAS GOING TO BE HIT PROBABLY LATE
13 IN THE DAY ON FRIDAY.

14 I THINK IT HIT NOON ON MONDAY.

15 ANYTHING TO DO WITH REROUTING THE TRAFFIC WE'RE TALKING ABOUT
16 WOULD HAVE TAKEN A VERY SIMILAR AMOUNT OF TIME, WEEKS, TO
17 REDIRECT THAT TRAFFIC, IN ORDER TO KIND OF PUT THE NEW ORLEANS
18 SWITCH OUT OF THE NETWORK.

19 SO THAT'S SOMETHING EASIER SAID THAN DONE AN I DON'T THINK
20 ANYBODY HAS AN HORIZON WHERE THEY KNOW A HURRICANE IS GOING TO
21 HIT, WHERE THEY CAN GO AND PHYSICALLY DO WHAT'S BEEN DESCRIBED
22 BY BRUCE, AND HIS TEAM ON THE PHONE TODAY.

23 >> SANDY: BRUCE, I DON'T KNOW IF YOU WANT TO SAY ANYTHING,

24 THERE ARE SOME THINGS WE CAN DO AHEAD OF TIME AND THERE WERE

25 STEPS THAT WERE TAKEN, ALL THE STEPS THAT COULD BE TAKEN IN NEW

1 ORLEANS WERE TAKEN.

2 THE EFFORT TO SET UP A DIFFERENT WAY TO TERMINATE THE CALLS

3 THAT WERE INTENDED FOR NEW ORLEANS, INTO SOME OVERFLOW NETWORKS

4 WE HAVE.

5 AND THAT WAS SET INTO PLACE BEFORE THE HURRICANE ACTUALLY HIT.

6 WHAT COULD BE DONE AHEAD OF TIME WAS.

7 >> CHARLES: I JUST WANT TO SAY, THE ONLY SWITCH WE HAVE IN

8 FLORIDA IS IN ORLANDO.

9 WE'RE NOT -- AM I RIGHT ABOUT THAT, BRUCE?

10 >> BRUCE: YES.

11 THAT'S CORRECT.

12 >> CHARLES: TO REPLICATE WHAT HAPPENED IN NEW ORLEANS, YOU

13 WOULD HAVE TO LOSE THAT ORLANDO SWITCH.

14 AT THIS POINT IN TIME, THEY'RE NOT LOOKING AT A STORM TO GO

15 NEAR THE ORLANDO AREA, AND NOT ONLY THAT, IT'S NOT EXPECTED TO

16 BE CERTAINLY A CATEGORY FOUR OR FIVE LEVEL WHEN IT HITS.

17 >> SANDY: WE DO HAVE OUR FORECASTER AND THEY DO TRACK IT AND

18 SET UP THE EMERGENCY MANAGEMENT AHEAD OF TIME IN ANTICIPATION

19 OF THE ARRIVAL OF THE HURRICANE AND TAKE THE STEPS TO ACTIVATE

20 THE OVERFLOW NETWORKS AND GET AS MUCH DONE AS THEY CAN AHEAD OF

21 TIME.

22 AS CHARLES SAID, YOU CAN'T JUST OVERNIGHT PUT A REPLICATION OF

23 A HUGE SWITCH WORKING SOMEWHERE ELSE.

24 WE JUST DON'T HAVE THAT CAPACITY.

25 >> CHARLES: I JUST DON'T WANT PEOPLE TO THINK THERE IS A RISK

1 THAT THE SAME THING IS GOING TO HAPPEN AGAIN BECAUSE OF WILLMA.
2 IT'S JUST NOT REALISTIC CONCERN.

3 WHAT HAPPENED IN NEW ORLEANS, WE COULD SEE ON FRIDAY, THAT WE
4 WERE GOING TO HAVE TO SHUT THE SWITCH DOWN, WE WERE HOPING WE
5 DIDN'T HAVE FLOODING, THAT ULTIMATELY TOOK THE SWITCH OUT,
6 BUT THAT WAS -- THAT WAS THE MOST NOTICE THAT WE HAD.

7 YOU CERTAINLY WOULD NOT GO AND REROUTE ALL OF YOUR TRAFFIC JUST
8 BECAUSE THE STORM WAS IN THE NEIGHBORHOOD.

9 >> RICK: JAMES.

10 GM'S: I WOULD LIKE TO ADDRESS A COMMENT MADE.

11 WHEN I TRIED TO MAKE A RELAY CALL DURING THAT PERIOD OF TIME, I
12 FOUND BY ACCIDENT MYSELF THAT THE RELAY SYSTEM WAS DOWN.

13 AND I KEPT CALLING AND CALLING ON THE TTY.

14 IT WASN'T UNTIL I HAD ONE OF MY STAFF MEMBERS CALL 711, ON THE
15 VOICE LINE, I GOT A VOICE RECORDING THAT SAID THE CIRCUITS WERE
16 DOWN.

17 IF THAT MESSAGE HAD ALSO BEEN AVAILABLE IN TEXT FOR TTY USERS,
18 THEN THE SITUATION THAT RICK ENCOUNTERED WITH THE PEOPLE COMING
19 TO THEM ABOUT THE RELAY BEING DOWN WOULD HAVE BEEN VERY
20 HELPFUL.

21 THERE WAS NO TTY MESSAGES OR TEXT MESSAGES FOR TTY USERS, ONLY
22 VOICE.

23 >> RICK: I DON'T THINK WE'RE ASKING YOU TO SET UP A SYSTEM THE
24 DAY AFTER A DISASTER HITS.

25 I THINK WE WANT TO KNOW THAT THERE ARE A SET OF PROTOCOLS THERE

1 THAT IF IT WOULD HAPPEN AGAIN, WE HEAVY LEARNED SOMETHING FROM
2 THIS AND READY TO DEAL WITH IT.

3 ALSO, I THINK WE'D LIKE TO SEE SOME PROTOCOLS FROM THIS CALL
4 CENTER TO COME TO US AND TELL US THAT THERE'S PROBLEMS.

5 THERE'S PROBLEMS WITH SERVICE DOWN, TO REACH ALL OF US WHO HAVE
6 TO DEAL WITH THIS ON THE FRONT LINES, AND WE CAN WORK WITH IT,
7 BUT WE JUST NEED A LITTLE MORE INFORMATION.

8 WE DON'T WANT TO FIND OUT BY TRIAL AND ERROR.

9 >> SANDY: I HEAR YOUR COMMENTS.

10 THE CENTER DID NOT KNOW THERE WAS A PROBLEM.

11 THEY WERE RECEIVING CALLS FROM FLORIDA CUSTOMERS THE ENTIRE
12 TIME.

13 WE HAD PEOPLE WATCHING THE TRAFFIC LEVELS IN OUR CENTERS AND
14 THEY LOOKED NORMAL.

15 NOT EVERYBODY IN THE STATE WAS UNABLE TO REACH THE MIAMI AND
16 JACKSONVILLE CENTERS BY DIALING 711.

17 IT WAS ONLY PEOPLE WHOSE -- THE PHONES THEY WERE CALLING FROM
18 WAS HOME TO THAT NEW ORLEANS LONG DISTANCE SWITCH.

19 IF THEY WERE SERVED OUT OF THE LOCAL END OFFICE HOME TO THE
20 ORLANDO SWITCH, THEY NEVER HAD A PROBLEM GETTING THROUGH TO THE
21 CENTERS.

22 >> RICK: I UNDERSTAND THAT.

23 BUT I --

24 >> I UNDERSTAND THAT.

25 I ALSO TOLD RICK IMMEDIATELY, AND THE ONLY THING WE FOUND OUT

1 WAS THROUGH HIM AND I CIRCULATED IT AROUND THE STATE.
2 WE STILL NEVER HEARD ANYTHING FROM THE CALL CENTERS THEMSELVES.
3 >> RICK: THEIR E-MAIL WAS DOWN.
4 >> SANDY: UNFORTUNATELY WE LOST OUR OWN NETWORK CAPABILITIES.
5 WE LEARNED A LOT OF THINGS.
6 >> BOB: CAN I MAKE ONE COMMENT?
7 IN A SITUATION LIKE THAT YOU NEED INFORMATION AND NEED IT FAST,
8 WE NOW HAVE AN ACCOUNT MANAGER JUST FOR THE STATE OF FLORIDA.
9 IT'S TOM.
10 HE'S THE PERSON TO GO TO.
11 IF TOM COULD GIVE A BUSINESS CARD TO EVERY ONE OF THE BOARD
12 MEMBERS, THAT WOULD BE GREAT.
13 IF YOU NEED INFORMATION AND NEED IT FAST, HE'S THE MAN TO GO
14 TO.
15 >> CHARLES: WE HAVE HEARD FROM JAMES AND RICK AND CHRIS AND
16 HARRY THAT WE HAVE SOME COMMUNICATION ISSUES.
17 WE DID HEAR FROM YOU GUYS TO LET US KNOW THAT WE HAD A PROBLEM
18 WITH 711 AND 800.
19 AND SANDY, I KNOW SANDY AND I WERE ON TWICE DAILY AT A MINIMUM
20 CALLS, SOMETIMES 6:00, 9:00, 10:00 AT NIGHT.
21 SHE WAS AN ADVOCATE TO MAKE SURE THEY STARTED WORKING ON THIS
22 ISSUE ASAP.
23 WE WISH WE HAD KNOWN EARLIER AND DONE THAT PART BETTER.
24 WE'RE GOING TO MAKE SURE WE TAKE STEPS GOING FORWARD TO TAKE
25 THIS FEEDBACK.

1 >> RICK: ONE THING, CHARLES ABOUT TODAY AND TOURING THE
2 FACILITY, WE CHEATED AND TOOK AN EARLY TOUR AHEAD OF ALL OF
3 YOU, THEY HAVE AN ALARM THAT COMES IN WHEN YOU LOSE A SWITCH
4 SUCH AS NEW ORLEANS OR ANY OTHER CENTERS, THERE'S AN ALARM THAT
5 WOULD COME IN HERE SO MAYBE SOMETHING CAN BE SET UP ON THAT
6 ALARM PANEL THAT WOULD ALERT FOLKS ON THE FLOOR BECAUSE I'M
7 SURE THE TECHNICIAN IS NOT ALWAYS IN THAT ROOM, SO THAT MIGHT
8 BE SOMETHING THAT CAN BE CHECKED AND AN EASY FIX TO NOTIFY A
9 LITTLE QUICKER.

10 >> CHRIS: I'D LIKE TO MAKE A COMMENT, SO MAYBE WE CAN CLOSE
11 THIS ISSUE FOR DISCUSSION.

12 I'D LIKE US TO COME UP WITH AN AGREEMENT ONTO THE COMMUNICATION
13 PROTOCOL.

14 IF SOMETHING LIKE THIS HAPPENS AGAIN, I'D LIKE US, YOU KNOW, TO
15 BE ABLE TO RESPOND TO THE COMMUNITY AND LET THEM KNOW WHAT'S
16 HAPPENING.

17 WE HAVE STATE-WIDE ORGANIZATION, SO WE'D LIKE TO LET PEOPLE
18 KNOW.

19 IF WE CAN AGREE ON SOME TYPE OF PROTOCOL THAT WOULD HELP.

20 I FEEL IT'S VERY IMPORTANT.

21 WE NEED COMMUNICATION PROTOCOL.

22 WHO'S GOT DIRECT CONTACT WITH THE COMMUNITY?

23 IT'S US.

24 IT'S VERY IMPORTANT FOR US TO WORK THE COMMUNICATION PIECE OUT.

25 WE NEED TO COME UP WITH SOME TYPE OF AGREEMENT, WITH THE

1 ACCOUNT MANAGER, SPRINT, FTRI, THE PSC, FAD, SHHHH, ALL OF US
2 NEED TO HAVE THE OPPORTUNITY TO GET THAT INFORMATION AND THEN
3 DISSEMINATE IT.

4 MY STATE-WIDE ORGANIZATION HAS 8,000 PEOPLE ON THE E-MAIL LIST.
5 I CAN SHOOT AND E-MAIL OUT AND HIT A LOT OF PEOPLE AT ONCE.
6 IT'S AN IMPORTANT TOOL AND WE NEED TO COMMUNICATE THROUGH THE
7 DEAF ACCESS CENTERS AND I THINK IT NEEDS TO BE SET UP BEFORE WE
8 LEAVE THE MEETING.

9 >> RICK: WE WILL BE GLAD TO FACILITATE THAT AND WORK WITH
10 JAMES AND WHOEVER IS NECESSARY AND GET THAT SET UP, SO IN CASE
11 OF EMERGENCY WE CAN GET THE INFORMATION OUT TO YOU.

12 I DON'T SEE THAT BEING A PROBLEM.

13 ANYONE ELSE HAVE ANYTHING ABOUT THE NETWORK OUTAGE?

14 OKAY.

15 >> JAMES: I TOOK THE LIBERTY TO RESEARCH AND FOUND OUT THE
16 STATE OF WISCONSIN DOES REQUIRE IN CASE OF THE ANNOUNCEMENT FOR
17 WHATEVER REASON, TO BE BOTH VOICE AND TTY, TEXT, I'LL BE GLAD
18 TO GIVE IT TO YOU.

19 >> RICK: THANK YOU.

20 TO THOSE ON THE TELEPHONE, WE APPRECIATE YOU PARTICIPATING AND
21 INFORMING US.

22 THANK YOU VERY MUCH.

23 >> BRUCE: THANK YOU.

24 >> RICK: THE NEXT SUBJECT IS SERVICE QUALITY
25 YOU HAVE PAGE THAT SAYS SPRINT RELAY SERVICE REPORT.

1 THEN, BEHIND THAT, YOU'LL SEE SOME GRAPHS THERE THAT SHOW THE
2 TYPING SPEED ANALYSIS THAT WE HAD.

3 THE GRAPH DEPICTS WHAT SPRINT'S TESTING AND STAFF'S TESTING
4 LOOK LIKE FROM THE PERIOD GOING BACK ABOUT A YEAR, OR BACK OVER
5 A YEAR, BACK TO SEPTEMBER 3rd.

6 WE'VE BEEN WORKING WITH SPRINT APPROXIMATELY TWO YEARS ON THE
7 TYPING SPEED SITUATION.

8 AND THEN, WHEN THE -- EXCUSE ME, WHEN THE SERVICE CONTRACT
9 KICKED IN ON JUNE 1st AND THEY OPENED UP A NEW RELAY

10 CENTER, THEY RAN INTO A FEW PROBLEMS AND THE TYPING SPEED
11 DROPPED DOWN AND ACROSS THE TWO MONTH PERIOD OF TIME, WE WERE
12 SEEING A DECLINE IN SERVICE RATHER THAN INCREASE IN SERVICE.

13 SO WE TOOK A LIQUIDATED DAMAGES INFORMATION TO THE COMMISSION
14 WHICH RESULTED IN A 100,000 DOLLARS LIQUIDATED DAMAGES BEING
15 ASSESSED, WITH 205 BEING SUSPENDED, DEPENDING ON FUTURE
16 PERFORMANCE.

17 AND THE REPORT ON THE FRONT, I'M VERY PLEASED TO ANNOUNCE TO
18 YOU THEY HAVE DONE A QUICK TURN AROUND GETTING THE TYPING SPEED
19 UP IN THE HIGH PERCENTILE OF 95% OVERALL FOR THE TWO CENTERS.

20 I'D LIKE TO COMMEND THEM FOR DOING SO

21 I'M REAL PLEASED BECAUSE NOW I CAN DO SOMETHING ELSE, I DON'T
22 HAVE TO BE CHASING AFTER THEM HOPEFULLY IF THE SPEED STAYS UP.
23 WE'D LIKE TO SEE INCREASED IMPROVEMENT.

24 100% IS WHAT WE'D LIKE TO SEE

25 WE REALIZE NOT EVERY CALL WILL BE PROCESSED AT 60 WORDS OR

1 ABOVE.

2 YOU'VE DONE A REMARKABLE JOB OF GETTING IT TURNED AROUND IN A
3 SHORT TIME FRAME.

4 I APPRECIATE IT.

5 SPEAKING BEFORE ON CAPTEL, WE'RE CONTINUING YES.

6 YOU HAVE A QUESTION?

7 >> STEVE: YES, I DO.

8 THE FINE THAT YOU MADE FOR SPRINT, WITH CAPTEL, I CAN SEE
9 CAPTEL IS ALSO HAVING PROBLEMS WITH SPELLING ERRORS AND THINGS
10 LIKE THAT IS THERE ANY WAY THEY CAN BE FINED FOR THOSE MISTAKES
11 AS WELL?

12 >> RICK: THERE IS NOT A STANDARD AS FAR AS QUALITY FOR SERVICE
13 FOR CAPTEL IN THE CONTRACT.

14 THE SCC ALSO DOES NOT HAVE -- FCC DOES NOT HAVE A SERVICE
15 QUALITY FOR CAPTEL THAT WILL BE ADDRESSED ON THE FEDERAL LEVEL
16 OR THE NEXT CONTRACT POSSIBLY.

17 WE'RE WORKING WITH SPRINT TRYING TO IMPROVE THAT.

18 IT'S A NEW SERVICE.

19 IT WILL HAVE SOME PROBLEMS IN ITS INFANCY AND HOPING TO GET
20 THOSE RESOLVED.

21 IT'S IMPROVING.

22 WE SAW AN IMPROVEMENT
23 ON OUR TEST CALLS WITH IT, WITH THAT SOFTWARE UPDATE I
24 MENTIONED EARLIER, THEY'RE CONTINUING TO WORK ON IT AND
25 HOPEFULLY SEE AN IMPROVEMENT IN THAT AREA.

1 TO ANSWER YOUR QUESTION, NO, NOT WAY OF FINING FOR THAT.

2 AND, LET'S SEE.

3 ANYBODY ELSE HAVE ANY QUESTIONS ON THE SERVICE QUALITY?

4 AS FAR AS THE REST OF THE SERVICE QUALITY, WE'RE LOOKING AT,

5 ANSWER TIME, ALL THE OTHER PARTS OF THE CONTRACT, THEY'RE

6 MEETING REQUIREMENTS, DOING A GOOD JOB ON IT.

7 THEY'RE DOING THE LEVEL OF SERVICE THEY PROMISES THEY WOULD

8 GIVE.

9 THE NEXT TOPIC IS PRETTY WELL AN OPEN DISCUSSION.

10 I THINK MR. ANDERSON MENTIONED IN AN E-MAIL HE HAD A COUPLE OF

11 SUBJECT MATTERS HE WANTED TO BRING US TO.

12 I DON'T KNOW IF HE DISCUSSED THOSE ALREADY OR HAD SOMETHING HE

13 WANTS TO BRING UP.

14 MR. ANDERSON, DO YOU HAVE ANYTHING YOU WANT US TO MENTION?

15 >> HARRY: NO, I DON'T HAVE ANYTHING ELSE.

16 >> RICK: ANYBODY ELSE HAVE ANY OTHER TOPICS YOU WANT TO

17 DISCUSS WHILE WE HAVE EVERYBODY HERE?

18 >> BOB: I JUST WANTED TO MENTION ONE THING.

19 I DON'T KNOW HOW MANY OF YOU ARE AWARE OF IT.

20 CONGRESS DOES HAVE A NEW BILL THAT HAS BEEN FILED BY SENATOR

21 McCAIN, AND I BELIEVE SENATOR ENSIGN.

22 IN THE BILL IN SECTION 8, IT DOES STATE THAT THE FCC WILL

23 DEVELOP RULES AND REGULATIONS REGARDING ACCESS FOR PERSONS WITH

24 DISABILITIES, INCLUDING THE HEARING-IMPAIRED AND THE SPEECH

25 IMPAIRED.

1 IT'S SENATE BILL 1504.

2 CHRIS, YOU'RE PROBABLY AWARE OF THAT.

3 I DON'T KNOW.

4 SENATE BILL 1504.

5 IT STATES THE FCC SHALL MAKE RULES WITHIN 120 DAYS OF THE
6 SIGNING OF THIS BILL.

7 I JUST SAW AN E-MAIL YESTERDAY THEY DON'T BELIEVE THIS BILL
8 WILL GO THROUGH THIS YEAR, IT WILL PROBABLY BE NEXT YEAR.

9 IF ANYBODY WANTS TO START WORKING ON IT WITH THEIR LEGISLATORS,
10 YOU MIGHT WANT TO TAKE A LOOK AT THE BILL AND SEE WHAT EFFECT
11 IT WILL HAVE.

12 IT'S JUST AN FYI.

13 >> RICK: CHRIS, IF I'M NOT MISTAKEN AND MY MEMORY IS NOT AS
14 GOOD AS IT USED TO BE AND NEVER WAS VERY GOOD TO BEGIN WITH,
15 DIDN'T YOU MENTION AT PREVIOUS MEETING YOU WERE GOING TO DO
16 TESTING ON THE SPANISH RELAY?

17 OR AM I TOTALLY MISTAKEN?

18 >> CHRIS: NO, NOT SPANISH RELAY.

19 I OFFERED OR MENTIONED WE SHOULD LOOK INTO SPANISH RELAY OR
20 POSSIBILITY OF DOING QUALITY TESTING FOR THE OTHER SERVICES
21 THAT WE HAVE.

22 IN THE RELAY.

23 >> RICK: HAVE YOU DONE ANYTHING IN THAT PERIOD?

24 >> CHRIS: NO.

25 I DIDN'T SAY I WAS GOING TO DO IT.

1 I DON'T KNOW ANYTHING ABOUT SPANISH.

2 >> RICK: I WAS JUST TESTING MY MEMORY.

3 ANYBODY ELSE HAVE ANY OTHER TOPICS YOU'D LIKE TO DISCUSS?

4 >> RICK: NOT OTHER TOPIC BUT WILL THE TESTING CONTINUE ON

5 SPRINT?

6 >> RICK: YES.

7 >> RICK: FOR THE ENTIRE TIME OF THE CONTRACT?

8 >> RICK: UNLESS THEY RUN ME OFF, WE WILL.

9 THAT'S ALWAYS QUESTIONABLE.

10 OKAY.

11 WOULD YOU LIKE TO SET THE NEXT MEETING DATE?

12 APRIL 7th SOUND REASONABLE TO EVERYONE?

13 >> TOMORROW --

14 >> RICK: WE CAN SET IT FOR APRIL 7th.

15 AS WE GET CLOSER TO IT, IF YOU HAVE ANY CONFLICTS WE CAN MOVE

16 IT AROUND.

17 THAT'S NOT A PROBLEM.

18 >> BOB: THAT'S ON A FRIDAY.

19 >> RICK: WE'LL PROBABLY HAVE THAT MEETING IN TALLAHASSEE.

20 I DON'T THINK WE'LL BE COMING BACK OVER HERE.

21 WHY NOT, TOM'S ASKING?

22 >> RICK: IT'S NOT THAT WE DON'T LIKE THE FACILITY.

23 IT'S VERY NICE.

24 I THINK YOU'LL ENJOY THE TOUR ALSO.

25 TOM TOOK US ON THE TOUR AND SHOWED US ALL THE DIFFERENT

1 FACILITIES THEY HAVE.

2 IT'S VERY IMPRESSIVE.

3 THEY'VE DONE AN OUTSTANDING JOB PUTTING IT TOGETHER.

4 OKAY.

5 IF I DON'T HEAR ANYTHING ELSE, WE'LL CONCLUDE.

6 THANK YOU FOR COMING.

7 >> BOB: TOM, WOULD YOU PLEASE GIVE BUSINESS CARDS TO THE

8 PEOPLE ON THE BOARD?

9 I APPRECIATE IT.

10 2:40.

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

1 STATE OF FLORIDA)

2 : CERTIFICATE OF REPORTER

3 COUNTY OF LEON)

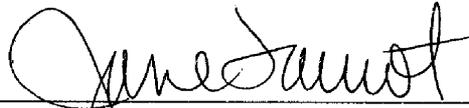
4

5 I, JANE FAUROT, RPR, CHIEF, OFFICE OF HEARING
6 REPORTER SERVICES, FPSC DIVISION OF COMMISSION CLERK AND
7 ADMINISTRATIVE SERVICES, DO HEREBY CERTIFY THAT THE FOREGOING
8 PROCEEDING WAS CART REPORTED BY VICKI Y. JOHNSON, RMR, CCR.

9 IT IS FURTHER CERTIFIED THAT THIS TRANSCRIPT
10 CONSTITUTES A TRUE TRANSCRIPTION OF HER NOTES OF SAID
11 PROCEEDINGS.

12 I FURTHER CERTIFY THAT I AM NOT A RELATIVE, EMPLOYEE,
13 ATTORNEY OR COUNSEL OF ANY OF THE PARTIES, NOR AM I A RELATIVE
14 OR EMPLOYEE OF ANY OF THE PARTIES' ATTORNEY OR COUNSEL
15 CONNECTED WITH THE ACTION, NOR AM I FINANCIALLY INTERESTED IN
16 THE ACTION.

17 DATED THIS 7TH DAY OF DECEMBER, 2005.

18 

19 _____
20 JANE FAUROT, RPR
21 OFFICIAL FPSC HEARINGS REPORTER
22 FPSC DIVISION OF COMMISSION CLERK AND
23 ADMINISTRATIVE SERVICES
24 (850) 413-6732
25