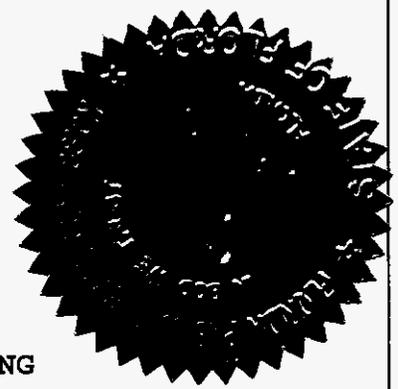


BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of : DOCKET NO. 960598-TP
Implementation of Florida :
Telecommunications Access :
System Act of 1991. :



PROCEEDINGS: ADVISORY COMMITTEE MEETING

DATE: Friday, August 27, 1999

TIME: Commenced at 1:00 p.m.
Concluded at 5:20 p.m.

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

REPORTED BY: JOY KELLY, CSR, RPR
FPSC Division of Records &
Reporting
Bureau Chief, Reporting

DOCUMENT NUMBER - DATE
10458 SEP-16
FPSC-RECORDS/REPORTING

1 **IN ATTENDANCE:**

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

3 **KIM WOBESHALL**, MCI WorldCom

4 **ALEXANDER FLEISCHMAN** and **RITA SLATER**,

5 Florida Association of the Deaf, Inc.

6 **CARLOS MONSERRATE** and **JIM BALLIETTE**, Self Help for
7 Hard of Hearing People.

8 **SUSAN LANGSTON**, LEC Representative

9 **JIM SMITH**, IXC Representative, FTIA Sprint

10 **EVELYN MERKEL**, (Via telephone) AT&T Accessible
Communications Services, New Jersey

11 **RHONDA MERRITT**, (Via telephone) AT&T, Tallahassee

12 **TOM O'NEILL**, Vista Information Technologies

13 **CHARLES REHWINKEL**, **BEVERLY JENKINS**,
14 **SANDY KHAZRAEE** **ROBERT GIUNTOLI**, and
ANDREW BRENNEMAN, Sprint

15 **NORMAN "DOC" HORTON**, FTRI

16 **RICHARD TUDOR**, **RICK MOSES**, **LAURA KING** and

17 **CINDY MILLER**, **DON McDONALD**, FPSC Division of
18 Communications.

19 **INTERPRETERS:**

20 **CANDACE STEFFEN**

21 **STEVIE FENTON**

22

23

24

25

P R O C E E D I N G S

(Meeting convened at 1:00 p.m.)

MR. TUDOR: Okay. If we can go ahead and get started.

I want to welcome everybody here for our Advisory Committee meeting. We have some that left their homes behind, left them up to the hurricane to dodge their houses, so we appreciate you coming up. And it looks like we're going to be safe in Florida from the hurricane, so you can rest assured that as we sit here at the meeting that your home is probably safe according to the weatherman, and you know he's always right. (Laughter)

What I'd like to do is welcome everyone here. And one of the first things I'd like to do is to go through and let's see who we have here. Some of these may be arriving later. We'll recognize them as they come in.

Let's see, Ms. Little is not here yet. And Mr. Conner, I've not heard from him and he's not here yet. Mr. Fleischman, glad to have you here today. How was the weather as you left?

MR. FLEISCHMAN: It was fine.

MR. TUDOR: Good. Ms. Slater. Glad to have you here today. Mr. Schad is not here. Susan

1 Langston is here. Glad to have you here today. And
2 Jim Smith is here, a new member of the committee.
3 Glad to have you here today, Jim. And Shirley Jones
4 is not here today, but I have heard from her and she
5 is sending a substitute. And I hope I've pronounced
6 this correctly, but Mr. Carlos Monserrate should be
7 here shortly I hope. We also have -- I don't know if
8 you're with SHHH, but we also have Jim. Jim,
9 pronounce your last name for me.

10 **MR. BALLIETTE:** Jim Balliette.

11 **MR. TUDOR:** Balliette. We're glad you're
12 here today also.

13 We have the capability of a telephone
14 call-in today. And we may have -- I think I've heard
15 the phone ringing, so what I'd like to do is anyone
16 that's on the phone, if we could have you identify
17 yourself -- so if there's anyone out there, if you'd
18 just go ahead and identify yourself and who you are
19 with.

20 **MS. MERKEL (On telephone):** This is Evelyn
21 Merkel and I'm with AT&T Accessible Communication
22 Services up in New Jersey.

23 **MR. TUDOR:** That's Evelyn Merkel.

24 **MS. MERKEL (On telephone):** Right.

25 **MR. TUDOR:** Great. Glad to have you,

1 Evelyn.

2 **MS. MERKEL** (On telephone): Glad to be
3 aboard.

4 **MR. TUDOR**: Are there others on the phone?

5 **MS. MERRITT**: Richard this is Rhonda
6 Merritt, with AT&T in Tallahassee.

7 **MR. TUDOR**: Thank you, Rhonda. Are there
8 others on the telephone?

9 Okay. We're usually a fairly small group
10 here so I think it would be a good idea if we
11 identified others here. Let me first identify staff
12 members that are here. I have not introduced myself.

13 I am Richard Tudor with the
14 Telecommunications Division at the Public Service
15 Commission.

16 **MS. KING**: I'm Laura King also with the
17 Telecommunications Division.

18 **MR. MOSES**: Rick Moses with the Division of
19 Telecommunications.

20 **MR. McDONALD**: Don McDonald also from the
21 Division of Telecommunications.

22 **MR. TUDOR**: Also on in the staff, in the
23 back here, Cindy Miller will be helping us with some
24 legal matters if any questions come up. Then we have
25 others in the audience, and perhaps we could just go

1 through and have you identify yourselves?

2 **MR. O'NEILL:** Tom O'Neill with Vista IT.

3 **MS. WOBSCHELL:** My name as Kim Wobschall,
4 with MCI WorldCom.

5 **MS. JENKINS:** Beverly Jenkins, Sprint.

6 **MS. KHAZRAEE:** Sandy Khazraee, Sprint.

7 **MR. REHWINKEL:** Charles Rehwinkel with
8 Sprint.

9 **MR. HORTON:** Doc Horton attorney with FTRI.

10 **MR. FORSTALL:** James Forstall, Executive
11 Director of FTRI.

12 **MR. TUDOR:** Okay. We have a couple more
13 folks that just came in if you would identify
14 yourself.

15 **MR. GIUNTOLI:** Robert Giuntoli, and I'm the
16 Account Manager for Sprint.

17 **MR. BRENNEMAN:** Good afternoon. I'm
18 Andrew Brenneman, and I'm also with the Sprint Relay
19 Sales Division. You'll have to excuse me. It's been
20 a very long day so far.

21 **MR. TUDOR:** We thank everyone for being
22 here.

23 One thing I'll mention early on in the
24 meeting here, for those of you on the Advisory
25 Committee who are reimbursed for travel, there are

1 some travel materials. And if you'll try to fill
2 those out, give us any receipts and return those at
3 the end of the day if you could. If you don't have
4 all of your receipts, just mail those back to us.

5 I wanted to mention and welcome Jim Smith
6 who is with Sprint Telecommunications. He's a new
7 representative, replacing Jack Spooner who was
8 previously on the committee. I just wanted to say a
9 couple of things.

10 The law calls for one member of the
11 committee to represent the long distance
12 telecommunications industry, and Mr. Smith is doing
13 that.

14 Mr. Smith, do you have any comments you want
15 to make before we begin?

16 **MR. SMITH:** Yes, Richard. First of all,
17 it's very nice to be a part of this council. On
18 behalf of Sprint, I would like to say that as far as
19 the discussions go here, I would like to be in the
20 discussions but certainly not do any voting. I don't
21 think that's fair, and in my own consciousness, I
22 don't think that's a part of this council that is
23 important to make the decisions at this time that you
24 will be making, both you and the Public Service
25 Commission, down the road on the provider. So I would

1 excuse myself from any voting.

2 Besides being with Sprint, I am representing
3 the long distance companies at this time, and I'm also
4 the president of FTRI, so I bring a lot of baggage to
5 this council meeting. So everyone just bear with me.
6 And it's nice to participate. Thank you very much.

7 **MR. TUDOR:** We appreciate your being willing
8 to serve on the committee, Jim, and we prefer to call
9 that "experience" instead of "baggage."

10 **MR. SMITH:** Thank you, sir. I've been
11 there, Richard. (Laughter)

12 **MR. TUDOR:** Mr. Smith does bring a lot of
13 background and experience that I think that will be
14 helpful to us in our discussions.

15 This is an open meeting and a public
16 meeting, and while it is an Advisory Committee meeting
17 and we want to primarily receive input from the
18 committee, we certainly also welcome input and
19 comments from anybody in the audience or on the
20 telephone. So please feel free to let us know if you
21 have comments or inputs you'd like to make today.

22 We've just gone through introducing
23 ourselves. Would you like to introduce yourself?

24 **MR. MONSERRATE:** I'm Carlos Monserrate,
25 representing Self-help for the Hard of Hearing.

1 **MR. TUDOR:** Okay. Carlos, if you'd like,
2 you can sit up here at the table. Carlos will be
3 filling in today, taking the place of Shirley Jones,
4 and we appreciate your being with us today.

5 There may be some issues to come today, much
6 was discussed by Mr. Smith, where as a representative
7 of a company that might be a potential bidder, he
8 would not be comfortable voting on some of those
9 issues as an Advisory Committee member. And I believe
10 the same thing is probably true for Ms. Langston,
11 representing the local exchange telephone industry.
12 So there may be some issues where they will abstain.
13 And it's not reflecting any particular position or
14 opinion on what we're voting on, but just simply
15 because they don't want to appear to bias the Advisory
16 Committee's position in any way.

17 So we're glad to have both of you here today
18 and thank you for your input as we go along, because
19 you do have a lot of technical background that will be
20 of help to us. Thank you.

21 What I'd like to do briefly before we begin
22 is to go over the items of business that are going to
23 be before us today.

24 I wanted to first give you a brief update on
25 the status of the electrolarynx issue, and then after

1 that just a brief update on the status of the current
2 MCI contract. After that, we'll begin our discussion
3 of a new Request for Proposals, which we'll probably
4 abbreviate and call "RFP" most of the time today. And
5 this will be an RFP to determine who will be the next
6 relay provider in Florida. That discussion of the new
7 RFP will be our major focus of discussion today.

8 My hope is that we can complete receiving
9 the Advisory Committee's suggestions on the RFP today
10 so that the Commission Staff can make a recommendation
11 to the Commissioners as soon as possible.

12 If we are unable to complete receiving the
13 Advisory Committee's input today, it would be
14 necessary for us to meet again fairly soon to finish
15 receiving the Advisory Committee's input. We have
16 scheduled Monday, September 13, and the morning, half
17 a day, of Tuesday, September 14th, if we need that, if
18 we do not finish today. But I do hope that we'll be
19 able to finish that today, if at all possible.

20 Briefly, the process that we'll be following
21 to select a new provider is that we'll receive the
22 Advisory Committee's input on the RFP, then the
23 Commission Staff will draft a proposed RFP taking into
24 consideration the Advisory Committee's input. Then
25 we'll present to the Commissioners a proposed RFP and

1 the Commissioners will decide in a final vote -- and
2 that will be in a public meeting -- on the actual RFP
3 that will go out to potential bidders. If there are
4 any differences between the Commission Staff's
5 position and recommendation and the Advisory
6 Committee's input, we'll bring that to the
7 Commissioners' attention at the time they vote.

8 Again, that vote where they will make the
9 decision on the RFP is a public meeting and so
10 everyone is invited, welcome to attend that. We'll
11 know the date on that later.

12 After the RFP is issued -- and it will be
13 made available to anyone who would like to bid --
14 bidders will then be able to submit their proposals to
15 us and then those will be evaluated and scored. And
16 after that, the Commission Staff will present the
17 results of that evaluation to the Commissioners. And
18 then they will make a decision on who to award the
19 contract to; who the new relay service provider will
20 be in Florida.

21 The winning bidder would be notified and the
22 new provider will have several things they will have
23 to do. They'll have to prepare the relay center.
24 They'll have to hire communication assistants, set up
25 processes and operating procedures; hire

1 administrative staff, supervisory staff. They'll have
2 to set up systems that will comply with the Florida
3 contract. And the new provider has to begin providing
4 service on June 1 of the year 2000.

5 As you can see, there are a number of steps
6 that have to be taken between now and June 1st of
7 2000. A lot of work that has to be done so we can be
8 assured that we have continuous relay service.

9 That's why it's really important that we
10 complete our work on developing that new Request for
11 Proposals. And when we get to the new RFP on the
12 agenda today, we can discuss further how to proceed
13 with that discussion. After we have talked about the
14 RFP, we'll have a couple of final matters.

15 One thing we wanted to discuss is the
16 selection of two Advisory Committee members to serve
17 as evaluators of the bidders' proposal. We'll use a
18 team consisting of Commission Staff and we'd like to
19 have a couple of Advisory Committee members to
20 participate in that evaluation process.

21 That evaluation process will occur over
22 about a two-week period. And, again, we haven't set
23 all the schedule out yet, but over about a two-week
24 period; probably late November, early December,
25 somewhere in that time frame.

1 That's something as an evaluator you could
2 do from your home. We can ship to you all of the
3 proposals and that wouldn't be something you'd have to
4 be here for. It's very important that those
5 evaluations be done independently, strictly by you, if
6 you're serving as one of those evaluators. It's also
7 very important that you maintain an arm's-length
8 relationship with any of the bidders; that you don't
9 have any relationship. You don't own a million shares
10 of stock in one of the bidders and things like that.
11 But, likewise, that you're not in communication with
12 bidders about their proposal, but that everything be
13 done on the basis of the proposal that they filed with
14 us. So that will be something you want to consider.

15 Are there any questions about the process
16 we'll go through today? And also are there any other
17 items that if we have time for them we would add to
18 the time agenda? Let me open that up and see if any
19 of the Advisory Committee has suggestions for any
20 other items? We have a fairly full schedule but if
21 you have other items, we can add them, or if nothing
22 else, we can put them on the next meeting.

23 (No response)

24 Okay. With that, the first item we'll
25 discuss is the status on a couple of items.

1 The first of those is the issue of the FTRI
2 distributing the electrolarynx device.

3 You know, we've discussed that on several
4 occasions, and the Advisory Committee made a
5 recommendation to the Commission, and the Staff
6 presented that, and there's an August 19th letter,
7 which I've provided a copy of to you. And that letter
8 has gone to the Chairman of a Senate Committee and a
9 House Committee that would be most likely involved
10 with that issue.

11 Now that this issue has been forwarded to
12 the Legislature, it will be now up to them to decide
13 how to consider it, what they would want to do to
14 pursue that or not pursue it. So that's basically in
15 their hands now to decide how they'd like to approach
16 it.

17 Are there any questions on that? I know
18 we've discussed it on several meetings. You have a
19 copy of the letter there. Any other matters you'd
20 like to discuss on that?

21 (No response)

22 The next item on our agenda -- just to bring
23 you up-to-date -- on the current relay contract. As
24 you know MCI -- let me just give you back, kind of the
25 history of relay in Florida since the law was passed.

1 The law was passed in 1991, and the first
2 winning bidder for the relay service was MCI. MCI
3 provided service from '92 for five years. Then we
4 rebid and issued an RFP, much like we're getting ready
5 to do now, and when that RFP was issued, again MCI was
6 the winning bidder.

7 The contract we entered into with them was
8 for an initial three-year period. And the contract
9 also provided the option of an extension for a fourth
10 and a fifth year.

11 I distributed to you a copy of a letter from
12 MCI. And MCI has indicated to us that at this time
13 they would not want to extend that contract for the
14 fourth year. So that's what brings us to this point
15 in time where we're issuing a new RFP.

16 MCI will continue to provide the service.
17 And they've indicated to us that they'll continue to
18 provide the quality service under the contract
19 throughout the term of the contract. That contract
20 currently expires May 31st of the year 2000. And so
21 that's what sets our time schedules we have to operate
22 under in issuing this new RFP and giving the winning
23 bidder plenty of time, as much time as we can, to set
24 up their new system.

25 And we don't know who the bidders will be at

1 this point in time. We may have people that have
2 bid before and we may have new bidders that have
3 not participated in the last two RFPs. And we'll just
4 wait and see about that.

5 But our task before us right now is to get
6 the RFP prepared and submitted to potential bidders so
7 that they can put proposals together for us to
8 consider.

9 So that's where we are on the current
10 contract. Are there any questions about that?

11 (No response)

12 Okay. Then that will take us to our major
13 item of business today, which is the new RFP and the
14 wording for that.

15 I've provided to all of the Advisory
16 Committee members a copy of the last Request for
17 Proposals, and it's dated August 14th of 1996. We'll
18 be using that as the base for the next RFP, making
19 whatever changes we think are needed because of
20 changes in technology or changes in time, or anything
21 else that's happened along the way, or any new
22 features that are available that we would like to add.
23 All of those sorts of things could cause us to make
24 some changes in the last RFP.

25 Also provided as maybe a starting point for

1 our discussion, a two-page document that says Request
2 for Proposals Features, and those are some things, I
3 think, we would want to talk about. And I think that
4 would certainly guide our discussion, at least to
5 begin with today. And then there are, perhaps, some
6 other items we'll want to add to that list.

7 One of the things that I have gotten, I
8 believe, an e-mail about was the issue of Outreach.
9 Another was about the issue of two-line VCO service,
10 and so we'll want to consider putting those into the
11 new RFP; discuss how we want to deal with those
12 issues.

13 Are there other items at this point that the
14 Advisory Committee would also like to have discussion
15 about as we talk about the RFP?

16 **MR. MONSERRATE:** I just have a question.
17 When you said "Outreach", are you referring to the
18 mass marketing apparently?

19 **MR. TUDOR:** Yes. Basically advising the
20 populace of the availability of relay, how to use it,
21 things of that nature.

22 **MR. MONSERRATE:** Okay.

23 **MR. TUDOR:** FTRI is doing some work on
24 Outreach. And the statute basically assigns to them
25 the task of Outreach and perhaps in a future meeting

1 Mr. Forstall may want to give us some information
2 about their steps and their efforts on putting a
3 proposal together on that.

4 Mr. Forstall, I don't know if you had
5 anything you'd like to say today or if you'd like to
6 save that for when you're further along in the
7 process. Either one.

8 **MR. FORSTALL:** I would prefer to save it
9 until we're a little further along.

10 **MS. LANGSTON:** Richard, even though you
11 mentioned it early on, I think probably before we
12 actually get into the discussion of the RFP, it would
13 be important for me to state for the record that as
14 Executive Director of the Florida Telecommunications
15 Industry Association, that represents members not just
16 local exchange but long distance providers and others
17 who may, in fact, be interested in bidding for this
18 contract, that I will not take part in terms of any
19 votes on this issue. But I'll, you know -- be
20 involved in the discussion as it seems appropriate to
21 do so.

22 **MR. TUDOR:** Very good. As we said earlier,
23 I think Mr. Smith here is in the same boat.

24 **MR. SMITH:** I'm still in the same boat.

25 One issue -- in talking with James and the

1 FTRI, representing them -- I'm going to switch my hats
2 real quick -- but we would like to discuss complaint
3 resolutions; complaints from the customer of the relay
4 service to the provider. That's one issue we would
5 like to cover at some point.

6 **MR. TUDOR:** Okay. I'll add that to our list
7 of items to talk about.

8 Let me just get a little clarification so we
9 can be thinking about it as we go. They are talking
10 about perhaps what -- where the complaints are filed
11 or how they are finally handled?

12 **MR. SMITH:** I believe James has already
13 spoke with someone at the Commission today on this.

14 Our thoughts are that where a person using
15 the system has a complaint with the provider or a
16 situation, not knowing whether it's the provider or
17 local provider or where the complaint is, and they
18 call the provider, they should be responded to by the
19 provider at the very least.

20 We also found, though, at the Commission
21 where there was a TTY number provided in
22 directories -- and as you call it Richard -- I'm not
23 picking on you at this point -- but it is answered
24 automatically, and the TTY then has no way to convey
25 that situation, that it is a TTY to the Public Service

1 Commission. So there either has to be another number
2 involved or a way of accepting that complaint into the
3 Commission by a TTY customer.

4 **MR. TUDOR:** That's an issue -- kind of
5 unrelated to the relay service.

6 **MR. SMITH:** It could be a complaint to the
7 relay that was not handled, in their minds, and then
8 they would like to call the Commission, and they have
9 as much right to call the Commission as anyone else.

10 **MR. TUDOR:** But the issue that you're
11 raising is a technical issue.

12 **MR. SMITH:** Yes, it is very much, if that's
13 the way you'd want to handle it or if that's the way
14 counsel would want to handle it. Maybe there's a way
15 to handle complaints. I don't know that. It was
16 something that was brought to me.

17 **MR. TUDOR:** Okay. But we internally here
18 have a problem with responding to direct --

19 **MR. SMITH:** I think so. We tried it this
20 morning, I'm not sure, but it didn't work this
21 morning.

22 **MR. TUDOR:** Okay. We'll pursue that with
23 our Consumer Affairs folks and find out how to resolve
24 that.

25 **MR. SMITH:** Good Richard. Thank you.

1 **MR. TUDOR:** Thank you, Jim.

2 The RFP lays out -- basically it has a
3 section that provides administrative procedures about
4 how the RFP process work and time frames and things
5 like that. And then in addition, it lays out, in
6 another section the -- a description of the service
7 itself; what we, as a state, would like the relay
8 system to work like, how it should operate, things
9 like that. The RFP also lays out the scoring process
10 so everyone knows up front the priorities that we give
11 to certain items in the RFP. So all of that is
12 contained within the RFP.

13 Some of the things that we'd like to discuss
14 about how to pursue are on this two-page list. And
15 the first of those is the issue of speed dialing.

16 Basically what we're talking about there is
17 a feature where someone would be able to call the
18 communications assistant and would like to speak to
19 someone they call frequently; a relative, for example.
20 And the service, the relay service, would need --
21 could provide the capability of -- instead of the
22 caller saying, "I'd like to dial a certain phone
23 number." Simply saying, "I would like to call my
24 mother," and the CA would have the capability of
25 knowing the correct phone number and dialing that.

1 My inquiry here would just be is that a
2 feature that we would like to put in the next RFP and
3 ask the bidders to provide input on how they could or
4 would go about providing such a service if they are
5 capable of doing it and those sorts of things.

6 First of all, does everybody understand
7 basically the service we're talking about? And then
8 secondly, if that seems to be clear to everyone, if
9 you would like to include that in the next RFP?

10 **MS. SLATER:** I've got some doubt about --
11 hold on. I do have some doubts about the frequency of
12 use of that. How many people would really use that?
13 I do have mixed feelings about it. I'm not sure that
14 we really need to include it; if it's necessary.

15 **MR. TUDOR:** This might be --

16 **MS. SLATER:** I think that there are more
17 important features we ought to focus on. This is
18 something simplistic.

19 **MR. TUDOR:** This might be a good opportunity
20 for us to get some input from the industry, perhaps in
21 other states where this might be offered.

22 I know you may not have statistics with you,
23 if any of you that provide relay could give us some
24 idea of how much this might be used, how much people
25 use it, that sort of thing, that might help us decide

1 the interest level that we might see in it.

2 Ms. Wobschall.

3 **MS. WOBSCHALL:** Thank you.

4 **MS. MERKEL (On telephone):** This is Evelyn
5 Merkel. Would you like some AT&T input?

6 **MR. TUDOR:** Yes. Hang on a second. We just
7 recognized Ms. Wobschall with MCI. Then we'll take
8 you next, okay.

9 **MS. WOBSCHALL:** We offer this feature for
10 our California speech-to-speech customers. And I
11 don't have exact statistics, but in monitoring the
12 platform and monitoring usage, I see that a very large
13 percentage of our customers do utilize that database.

14 One thing that it assists the customer with,
15 and I referenced our speech-to-speech customers, you'd
16 say how does that really support a relay user? But it
17 really helps in the setup and the speed of the call.
18 Because they can just say, "Call mom," and the CA
19 already has the number. We just say "Call mom" and it
20 automatically plugs the number in. So it does really
21 assist with the speed up of the call so the TTY caller
22 has to spend less time waiting for a connection to
23 their calling party.

24 **MR. TUDOR:** Okay. Thank you. Ms. Merkel.

25 **MS. MERKEL (On telephone):** I'm sorry. I

1 couldn't hear anything that the representative from
2 MCI said. But I can tell you we offer something
3 called a Relay Choice Profile. And anyone who is a
4 relay user in one of our states can sign up for this
5 profile. And one of the things that they can do is
6 elect speed dialing along with a list of people that
7 they want to speed dial.

8 The problem that we have run into is that
9 even though this makes calls a lot faster for the
10 relay users, there seems to be a reluctance on their
11 part to actually go in a profile.

12 **MR. TUDOR:** Okay. Any comments from any of
13 the folks from Sprint about how much that might be
14 used?

15 **MR. GIUNTOLI:** They do not have the
16 statistics. Sprint customers are in a database. But
17 we don't have the statistics to provide -- but we do
18 know that our customers do use it with relative
19 frequency.

20 **MR. TUDOR:** Okay. That's what I was trying
21 to get to, was just a general reaction of how much
22 people might use this where it's available.
23 Ms. Langston.

24 **MS. LANGSTON:** I had a question. It's been
25 a while since I've looked at how all of this is -- the

1 costs are associated and built into the RFP in
2 providing the service, and then later on translated to
3 the cost of the surcharge.

4 But do you envision adding any of these
5 additional features, when we start looking at changes
6 to this RFP; increasing the cost to providing the
7 relay service and ultimately, possibly, increasing the
8 surcharge?

9 **MR. TUDOR:** Certainly every feature that
10 goes into the relay service increases the cost of the
11 service to some extent. Some features are relatively
12 inexpensive and some are more expensive, and some of
13 these we discussed today probably will be expensive
14 and we ought to think about it from that viewpoint.

15 I really don't know the cost it would entail
16 to add and make available speed dialing. So I can't
17 really answer how much it would increase.

18 I do know that -- we want to come up with a
19 package that a bidder can bid on that is fairly
20 complete and limit the number of items that are
21 optional kind of items in the proposals. We want to
22 be able to evaluate apples to apples as much as we
23 can. So if we're going to include a feature or not
24 include a feature, we should probably make that
25 decision up-front more so than putting out a RFP

1 that's more wide open? I mean, this is an
2 exaggeration but we can certainly have a RFP that said
3 there's a service called relay that helps connect
4 people that cannot hear or speak with someone who can
5 a tell us how you would do that. That would be a very
6 wide open RFP. But it could also be very difficult to
7 compare the two bidders at the end in the scoring
8 process.

9 And on the other extreme, we can have a RFP
10 that has a list of 30 items. We could define each of
11 those very, very clearly and say, "Everyone has to
12 provide these. And if you cannot, don't bother to bid
13 because we won't consider your bid." And then really
14 what you come down to is a process where you'd really
15 only be comparing price, because in theory, everyone
16 would be offering exactly the same service.

17 Between those two extremes, I think we want
18 to be closer to that second one in terms of having a
19 good idea up front what we want to see and find in the
20 system when we sign a contract and when the bids come
21 in. So that's how I'd react --.

22 Is there other discussion on the issue of
23 speed dialing feature in the contract, in the RFP?

24 **MR. MONSERRATE:** What about confidentiality?
25 Is that a problem?

1 **MR. TUDOR:** I guess I would answer that this
2 way: It's laid out in the law very clearly, and in
3 our contract also, that everything that deals with
4 personal information, whether it be the conversation
5 itself, telephone numbers dialed, billing information,
6 anything like that, the bidder, the contractor, is
7 obligated to keep that confidential. I mean, that's
8 the legal requirement. Mr. Forstall.

9 **MR. FORSTALL:** I have a question in regard
10 to speed dialing. If a operator calls the number and
11 it turns out to be a wrong number, because maybe that
12 number, the other party's number changed, what happens
13 then? How would that be handled?

14 **MR. TUDOR:** It would be handled, of course,
15 pretty much the same way as if you weren't using
16 relay. You would discover, when the call was
17 answered, that it was the wrong number, and you
18 might -- when I do that sometimes, I dial it again
19 just to make sure I dialed correctly. Once I realize
20 it's the wrong number, then I would go through the
21 process of looking in the phone book, calling the
22 directory assistance operator, and in the case of
23 relay, I would let them know that mom's phone number
24 had changed to correct that for next time. And in the
25 meantime I wouldn't use that number again. A very

1 similar process, I think.

2 **MR. SMITH:** Richard, my question is -- this
3 shows you how naive I am about this -- but these items
4 on this Requests for Proposals, these are not provided
5 today underneath the existing relay system, is that
6 what --

7 **MR. TUDOR:** Some of them are not. Some of
8 them may be provided but were not necessarily
9 specifically set out in the RFP last time, so it's a
10 mixture.

11 **MR. SMITH:** All right. Just a comment, and
12 just for -- and this is a council comment. I believe
13 that any type of service that is offered to the
14 customers of the state of Florida -- and I'm talking
15 about the hearing customers of the state of Florida,
16 should be provided, or at least accessible, to the
17 hearing impaired and speech impaired community in
18 Florida. I mean, they have the right to have the same
19 high level technology no matter who provides it as any
20 one does in this state.

21 And so if these things built in a higher
22 level of efficiency for whoever the provider is, and
23 things like that, if we're lowering the cost of the
24 provider by making the calls more expedient or
25 whatever, I mean I think we should certainly look at

1 these certain type of items as far as the council is
2 concerned.

3 **MR. TUDOR:** I think that's a good point.
4 Glad you brought that up.

5 We do want to design a system that is as
6 close to and equivalent to the nonrelay telephone
7 service in the state as we possibly can. There are
8 some things that just by the nature of relay can't be
9 identical because of the way relay works, but
10 sometimes there can be a service that is similar and
11 accomplishes much the same purpose.

12 I agree with you, that should be our
13 objective, to make the services as equivalent as
14 possible to other telephone services. I appreciate
15 your bringing that up. That certainly has to enter
16 into our consideration of any features. Thank you.

17 **MS. SLATER:** Another thing I was wondering
18 about was TDD use aside, we're just talking about
19 regular hearing customers, how do they use speed
20 dialing?

21 **MR. TUDOR:** They would program into their
22 telephone set itself telephone numbers and then they
23 might press a number on the keypad, just one digit or
24 two digits and the call would go through.

25 **MS. SLATER:** So it's something actually in

1 your telephone?

2 **MR. TUDOR:** It's also a service. It can be
3 just in the telephone.

4 **MS. SLATER:** Like in a fax machine? Fax
5 machines have that too, right?

6 **MR. TUDOR:** Yes. Yes. That's a good
7 example.

8 **MS. SLATER:** You just set the number and hit
9 it.

10 **MR. TUDOR:** That service also can be
11 provided, though, through the local phone company's
12 central office where those things can be programmed in
13 separate from the telephone set itself.

14 **MS. SLATER:** Oh, I get it. Thank you.

15 **MR. TUDOR:** Let me get the Advisory
16 Committee's thoughts on whether we should add this as
17 a feature that we would want to see in the RFP.

18 **MS. SLATER:** Sure. I believe it should be
19 added. Sure.

20 **MR. TUDOR:** Is there any -- is there a
21 second that we add that?

22 **MR. SMITH:** We're not voting down here,
23 so -- it has to be that direction. (Laughter)

24 **MR. TUDOR:** We have a motion from Ms. Slater
25 to add that.

1 **MR. MONSERRATE:** Does three of us, does that
2 constitute a quorum?

3 **MR. TUDOR:** It's a voluntary group and we
4 have to operate with those that can -- that are in
5 attendance. I'm not sure how someone abstaining
6 relates to the quorum itself, but I believe that that
7 would constitute a part of the quorum. But then the
8 vote would just consist of those that are voting. Is
9 that what the -- most of you would generally think
10 would be the approach?

11 **MS. SLATER:** Yes.

12 **MR. MONSERRATE:** I second it.

13 **MR. TUDOR:** (Laughter) Okay. All in favor
14 of adding this feature to the RFP or including it,
15 show by raising your hands.

16 (Three raise hands)

17 Okay. Those opposed? Okay. We had two in
18 favor and no "no" votes.

19 The second item is last number redial. This
20 is, in some way, similar to speed dialing except the
21 difference is that this would not be a number that you
22 preselected but would simply be the last number that
23 you dialed and it would just basically repeat dial
24 that. This is similar to speed dialing in some ways.

25 Any discussion on whether we should add that

1 as a feature to the RFP? Again, this is a service
2 that's possible through the telephone network today.

3 **MR. MONSERRATE:** With your handset you can
4 press a button for redial.

5 **MR. TUDOR:** Yes. Yes. That's a common
6 feature on telephone sets.

7 **MR. MONSERRATE:** If a hearing person has it,
8 I think the relay user should have it too.

9 **MS. SLATER:** How would you do that?

10 **MR. TUDOR:** We would probably ask the
11 bidders to tell us how they would go about providing
12 it, or simply that maybe just that they could provide
13 it. But they may have a database of some sort that
14 would capture that information so that they would know
15 when your telephone call into the relay center -- they
16 would know who you dialed last and could simply repeat
17 that call without you having to repeat the number.
18 There may be variations technically on how somebody
19 might do it. But they may be able to capture that
20 number so that they have it available the next time
21 you call.

22 **MS. SLATER:** Richard? Oftentimes when I've
23 made a call through the relay and given them the
24 number and it rings, I'll just tell them to try it
25 again. Is that the same thing?

1 **MR. TUDOR:** Are you talking about on that
2 very same call before you hang up?

3 **MS. SLATER:** Same number. Yeah. The CA
4 will try the call and try it, it's busy or -- and
5 tells me it's busy. So then I have them try it again.
6 Is that the same idea? It's the same number.

7 **MR. TUDOR:** No, it would not be exactly the
8 same. This would be where you might call a number
9 today and the phone was busy and you hung up and you
10 came back tomorrow and said, "I haven't used the
11 service since yesterday. Would you dial that number
12 that I called yesterday again?"

13 **MS. SLATER:** Okay. How can a CA know, you
14 know, who to call?

15 **MR. TUDOR:** They can electronically store in
16 their database the number that you called last.

17 **MS. SLATER:** Does it have a list of numbers?
18 How do you know which?

19 **MR. TUDOR:** It would be the very last one
20 that you dialed. So it wouldn't be a list.

21 **MS. SLATER:** The last one. Okay.

22 **MR. TUDOR:** Yes. Carlos, was that a motion?

23 **MR. MONSERRATE:** I make a motion we include
24 last number redial.

25 **MR. TUDOR:** Is there a second on that?

1 **MR. FLEISCHMAN:** I'll second.

2 **MR. TUDOR:** All in favor of adding that
3 raise your hand.

4 (Three raise hands.)

5 So we'll add that.

6 The next issue is a little different one.
7 It's not so much a feature of the service but the
8 question of where the relay center should be located.
9 So there are some potential advantages for where the
10 center is located. As you know today the center is
11 located in Miami. A bidder that comes in could say,
12 "I would like to locate the center in Kansas." And
13 that could certainly be done. Basically a relay call
14 is two telephone calls in most cases, and you may be
15 calling your next-door neighbor but that call is going
16 some distance; in Florida today it's going to Miami.
17 And then a second phone call is made right back to
18 your next door neighbor with the communications
19 assistant in the middle relaying the call back and
20 forth. Whether that call goes from your house to
21 Miami and back, or goes from your house to -- you
22 know, my example of Kansas and back, either one would
23 work. It may go to a satellite in space before it
24 gets to Kansas. Distance is much less of a factor
25 today than it was many years ago in completing a

1 telephone call.

2 In the past two RFPs, I believe there's a
3 little variation in how we dealt with this.

4 The first time we required that the
5 center -- excuse me. The first time, I believe, we
6 did not make any requirements about where the center
7 was located. And in the second RFP I believe we,
8 again, did not require that it be located any
9 particular place but gave extra points if it were
10 located in Florida.

11 The advantage that some would see of the
12 center being located in Florida would be such things
13 as communication assistants might be a little more
14 familiar with the some the terminology you might use.
15 They might not know the name of your street but they
16 might be familiar if you said you were going to
17 Islamorada, Florida, they may have a better idea of
18 how to spell that and say it than a communications
19 assistant from another state. If they were located in
20 Miami and we were talking about a creek in North
21 Florida, they might not know the difference; know that
22 any better than someone in another state would know.
23 But there are some advantages to possibly having it in
24 Florida.

25 And I wanted to get some input from you

1 about the importance that you believe there is one way
2 or the other -- the other piece of the issue is it
3 could be that a provider could offer the service in
4 one state at a lower cost than another state. Perhaps
5 even offer features in one state than another state
6 differently. So there are some possible trade-offs
7 there. And we need to decide how we want to recommend
8 limiting one way or the other the bidders in terms of
9 where they would locate their center.

10 Any questions on that, about what the issue
11 is?

12 **MS. SLATER:** This is Ms. Slater. It says
13 90%. Can you explain again about the 95% that's
14 listed in here, 95% of the calls in Florida?

15 **MR. TUDOR:** Yes. The way we did the scoring
16 last time, we did not require that the service be
17 provided out of a relay center in Florida. But as a
18 part of the scoring process, we did say we would give
19 additional points for operating a center in Florida.

20 And each of the bidders came in and I
21 believe they proposed to basically provide the bulk
22 the service out of Florida, anywhere from 95% and
23 above, I believe. Bidders would often want to be able
24 to provide some amount of service out of state, at
25 perhaps another center they operate, simply because

1 they know sometimes there might be an overflow of
2 traffic on an especially busy day, and rather than not
3 handle the call, it would be better to handle it by an
4 operator in another state. So the 100% might be
5 difficult to attain. But the 95% was just an example
6 of how we could do the scoring if we wanted to limit
7 the traffic mostly to Florida.

8 **MR. BALLIETTE:** Maybe one of the
9 telecommunications representatives can answer this
10 question, but this may be directly related to the last
11 number redial.

12 **THE REPORTER:** Could you use a microphone?
13 Thank you.

14 **MR. BALLIETTE:** This may be related to the
15 last number redial using what we call the Caller ID
16 system in Florida. I know the best of my experience
17 with this is currently depends on the location of the
18 phone call. You know, sometimes if a person calls you,
19 that Caller ID is out of the zone and is not
20 identified so it may have an impact on whether or not
21 the system should be located in Florida or somewhere
22 else in the country.

23 **MR. TUDOR:** And maybe some of the folks
24 would want to comment on that that are technically
25 knowledgeable. But a lot of times -- I understand

1 what you're saying. Sometimes Caller ID does not
2 work. Oftentimes that's because a telephone call may
3 be transmitted through several phone companies'
4 networks before it gets to you. Sometimes, for
5 example, if it goes over a cellular system, it may not
6 pass the number on. Sometimes it may go through maybe
7 a small telephone company area; maybe the call
8 originated in Montana or somewhere, and that company's
9 equipment may not be capable of passing the caller
10 identification information along.

11 But at any step along the way, if a
12 particular company does not have the capability of
13 passing that information, it's kind of like the
14 weakest link in a chain, it will not pass any further.

15 The relay service would have similar issues.
16 I don't know that the likelihood is a lot greater if
17 the service -- if the center is located out of state
18 versus in-state. Possibly there could be a greater
19 likelihood because of the distance, but perhaps some
20 of the providers may have some thoughts on that. If
21 you understand the question, if your center is located
22 a thousand miles from Florida versus in Florida, is
23 there a greater likelihood, or substantially greater
24 likelihood, that the Caller ID information might not
25 pass? Does anyone have any thoughts about whether

1 that's more likely to be an issue? (No response.)

2 I'm not getting any comments about whether
3 that's more likely to be the issue or not.

4 **MS. MERKEL (On telephone):** Richard, this is
5 Evelyn Merkel from AT&T.

6 **MR. TUDOR:** Yes.

7 **MS. MERKEL (On telephone):** Okay. I wasn't
8 sure if you were going to be recognizing someone else.

9 **MR. TUDOR:** Oh, yes, please.

10 **MS. MERKEL (On telephone):** Actually your
11 assessment of the Caller ID situation is very
12 accurate. And I think if you're dealing with small
13 telcos in Florida, or wherever the call originator is
14 going to, where you do have a problem with passing the
15 number, I don't think it's going to make a difference
16 whether the center is located in Florida or in some
17 other state.

18 **MR. TUDOR:** Thank you, Evelyn.

19 **MR. SMITH:** Richard? Just a question. On
20 the very first RFP it was mandatory that you had the
21 center in Florida; is that true? And then the --

22 **MR. TUDOR:** Okay. I believe I said the
23 opposite earlier and I wasn't --

24 **MR. SMITH:** Right. And the second one you
25 went to a percentage of 100%. You moved it down to

1 whatever percent of traffic was not handled in
2 Florida; is that true?

3 **MR. TUDOR:** On the second one that's
4 correct. I think there was a total possible points
5 awarded on that of 100 points. And if you provided
6 95% of the service out of Florida, you would get 95
7 points.

8 **MR. SMITH:** The thought being with the
9 council and, I guess, the Commission and everything, I
10 mean, was the thought being for economic development,
11 for jobs in Florida? I have kind of a question for
12 MCI. I mean is there a lot of hearing and speech
13 impaired people employed at a center if it's in
14 Florida? I don't know that. Is there a lot of
15 employees of the hearing and speech impaired community
16 that's employed as a center like this?

17 **MS. WOBSCHELL:** We have specific positions
18 that we attempt to fill with a qualified person from
19 one of those communities. But a large percentage of
20 our staff are relay operators, so I don't know if that
21 makes a difference.

22 **MR. SMITH:** I was just wondering.

23 I'm trying to go in the direction, from the
24 past history of this thing, and why we wanted it in
25 Florida. And we kind of started to deduct points.

1 And whether the concept is now well past that. Let's
2 go to wherever we need to go to, to provide the
3 technology at least cost, or do we still want to do
4 something here in Florida for economic development and
5 to build around and for maybe jobs -- for the hearing
6 and speech impaired. I'm just kind of throwing it
7 out.

8 I'm not one way or the other on this thing.
9 I'm just trying to find out why we went that way
10 initially. Do we all still -- does the council still
11 feel like that's important?

12 I guess what I'm hearing is maybe in Caller
13 ID, in some of the features, some of the functionality
14 of the system, it's better to keep it within Florida
15 or that it doesn't matter? That goes back to that
16 statement of the young lady from AT&T. She said it
17 did not matter where it was located, or that there was
18 more problems if this center was located outside of
19 the state; could be.

20 **MR. TUDOR:** I believe -- and Evelyn you can
21 correct me -- but I believe she indicated it was not a
22 significant difference one way or the other where it's
23 located technically.

24 Go ahead, Evelyn.

25 **MS. MERKEL (On telephone):** I'm saying

1 that's right, Richard. I'm agreeing with you.

2 **MR. TUDOR:** Okay. I think, Jim, that the
3 two main reasons that have been given are a Florida
4 communications assistant might have some more
5 familiarity than a person from another state with some
6 issues in Florida. If you wanted to talk about the
7 Governor, yeah, that CA might have a better idea of
8 the name of the Governor and understand how to spell
9 it -- although Bush is not that hard to spell -- or
10 geography, name of a river, or a city, things like
11 that. Again, a person at one end of the state of
12 Florida may not know that much about the other end of
13 the state, but maybe about at least the local area
14 they are operating in they might have some general
15 familiarity. The farther you get away from the
16 physical location, they are going to have less
17 familiarity.

18 The other reason is economic development
19 that has been given as a reason for locating a center
20 in Florida. Those two reasons. Ms. Langston.

21 **MS. LANGSTON:** It would seem to me, in
22 follow-up to the discussion that's taken place so far,
23 that for the users of the relay service in Florida the
24 concerns would be network reliability and redundancy,
25 and then the features involved as well. But I would

1 also think it might be ensuring that there are
2 adequate Spanish-speaking operators and so forth that
3 are reflective of the population, particularly in
4 South Florida.

5 But I think given the network of today, I'm
6 not sure that outside of those economic development
7 benefits that it would be necessary to continue to
8 keep a center in Florida as long as what is offered
9 enhances the services and makes sure they are reliable
10 to the Floridians using the center.

11 **MR. MONSERRATE:** Carlos Monserrate. I'd
12 like to add a little bit.

13 Yes, they do have Spanish-speaking
14 operators. If they were to relocate it, I think it
15 would be harder for them to find Spanish-speaking or
16 bilingual, I should say, operators. I know because my
17 niece is teaching in California. In California they
18 will pay \$5,000 extra in your salary if you're
19 bilingual. So that's how much they are hurting to
20 look for people like that.

21 So I would think there's an advantage to
22 keep it in Florida simply because there are more
23 people with bilingual skills.

24 **MR. TUDOR:** There are, of course, other
25 states where there's a large bilingual population. If

1 you went to Texas or California, maybe some places in
2 the west where you might find that capability. But
3 you're right, that would be an issue they would have
4 to consider.

5 **MR. SMITH:** Richard, I'd like to ask one of
6 the providers of relay services, whether it be MCI or
7 AT&T or Sprint or whoever, a state similar to this
8 size that has a relay system, how many employees do
9 they -- how many do they have inside the state of
10 Florida at a major relay center, to get a feel for
11 what the economic development, what the impact on jobs
12 are in the state of Florida. How many people are
13 employed at a similar-sized relay center? And it
14 doesn't matter who answers.

15 **MR. TUDOR:** Kim.

16 **MS. WOBSCHELL:** I can respond.

17 It does vary drastically by state that we
18 operate. But as an example, for the state of Florida,
19 approximately it is cyclic and it depends on the month
20 but there's approximately 275 to 300 employees that is
21 a part of the center. They are not necessarily all
22 working at the same time but to cover 24 hours a day,
23 7 days a week, 365 days a year, that's an
24 approximation.

25 **MR. TUDOR:** Kim, that would be part -- not

1 necessarily full time equivalent positions but people?

2 **MS. WOBSCHALL:** That's correct.

3 **MR. TUDOR:** Okay. Some of those might be
4 part-time people.

5 **MR. SMITH:** So what I'm hearing is that
6 technology has nothing to do with it or anything else
7 like that. What we're dealing with here is the
8 economic development side of the state of Florida, the
9 relay center, and approximately affecting 250, 300
10 jobs in the state of Florida that would be guaranteed
11 in the state of Florida if you had the relay center
12 here as compared to another state. And that's what
13 we're kind of dealing with here in the council?

14 **MR. TUDOR:** And I think to whatever extent
15 you consider the argument that a Florida CA might be a
16 little more familiar with some terminology in a
17 conversation, that would be the other factor.

18 **MR. FLEISCHMAN:** Richard, this is Alex.

19 Last time I was one of the evaluators, and
20 it was mentioned that if the other provider gets the
21 bid, it would be in a different city, not in Miami.
22 To me it makes no difference. If there's a new
23 provider and comes and takes it over into another
24 city, or outside of Florida -- oh, but still in
25 Florida -- not take it out of the state of Florida.

1 **MR. TUDOR:** Well, it's certainly true that a
2 bidder is going to consider whether they want to build
3 a center in Florida whether or not it's a requirement.
4 And they would look at some economics of whether it
5 would be better to serve Florida from another state or
6 to do it within the state. And because Florida is a
7 big market, that would, to some extent, drive locating
8 a center here anyway from an economics viewpoint.
9 Because we're a large state doesn't necessarily mean
10 that every bidder would decide that's the best
11 decision. But because we are large there is some
12 momentum for that happening. But you're right, any
13 particular bidder might locate in any city in Florida.
14 Even if they did operate out of Florida, they could
15 operate out of Orlando, Jacksonville, or Tampa, or
16 actually anywhere.

17 **MS. MERKEL (On telephone):** Evelyn Merkel
18 from AT&T.

19 I wanted to say I was looking up some of our
20 numbers, and I think the center that we have is most
21 comparable to what Florida's traffic would be has an
22 average number of about 200 CAs.

23 **MR. TUDOR:** Okay. That would lay down with
24 the number we were talking about, 200 to 300. Kim.

25 **MS. WOBSCHELL:** I have a suggestion that

1 maybe I could offer up that could be of consideration.

2 We evaluate every state, either IP, Request
3 for Proposal or RFP. And what we have started to see
4 is a lot of states are actually looking at considering
5 both options. That they will consider either an
6 in-state or out of state service. Because like you
7 mentioned at the beginning of this point, there could
8 be a cost factor. It may be cheaper to put it in
9 another state than keep it in the state of Florida.
10 That may be an option that you want to consider and
11 see what that actually gives you.

12 I know it will take a little more time for
13 the bidders to evaluate, but it does offer some more
14 options for the state of Florida to consider.

15 **MR. TUDOR:** Thank you.

16 If the approach was to make that as two
17 different options for the bidder to file -- basically
18 you'd have two proposals or at least two price
19 proposals, one in-state and one out of state. And we
20 can certainly -- the Commissioners could make that
21 decision up-front when they issue the RFP, or they
22 could consider that as something that they would want
23 to see as a cost differential. The impact on the
24 bidders is that it makes it a little more difficult
25 for them to put their bid together, but that is a

1 possibility.

2 **MS. WOBSCHALL:** We don't want that.

3 **MR. TUDOR:** But they love the work.

4 Ms. Slater.

5 **MS. SLATER:** So if we had two RFPs with
6 exactly the same features, is that what we're -- we're
7 talking about, two separate RFPs? One that would be
8 in-state, and one that would be out of state? So that
9 we could compare which would be cheapest? As long as
10 all the requirements are met? And then another RFP to
11 keep in-state that follows what our own guidelines
12 are?

13 **MR. TUDOR:** Well --

14 **MS. SLATER:** I don't think we can do that.
15 We need to have one RFP and stick to the features in
16 it.

17 **MR. TUDOR:** It could be one RFP with the
18 only difference in the RFP being that the bidder would
19 provide two prices but the services would be same. We
20 would certainly limit that as a variable. The
21 services would have to be the same, whether it's
22 in-state or out of state, and then the bidders could
23 say, "I will bid a dollar a minute for an in-state
24 system or 95 cents for an out-of-state system." And
25 then the Commissioners could decide whether that

1 5-cent difference was worth it to them after the
2 proposals came in. And that would be a possibility.

3 **MR. SMITH:** Richard, Jim.

4 I think the council needs to make their
5 initial decision whether they want it in or out, or
6 just open it up and let anyone bid. This isn't
7 talking -- Sprint -- let the Commission, they'll make
8 that decision themselves anyhow. But I think this
9 council is where it started the last number of RFPs,
10 did it not? And where it said that it had to be in
11 Florida. And then to the point of a reduction in
12 points. Is that true?

13 **MR. TUDOR:** Jim, I cannot remember what the
14 Advisory Committee's recommendation was on that last
15 time.

16 **MR. SMITH:** But I think the starting
17 place -- what you're asking us to discuss here and the
18 three of them to vote on -- is that whether or not
19 they really care whether the center is in Florida or
20 not. And I'd like to ask each one of my fellow
21 council members whether or not -- do they care whether
22 the center is in Florida or not?

23 **MR. FLEISCHMAN:** I think it should be in
24 Florida.

25 **THE INTERPRETER:** Rita does agree. Alex

1 feels relatively strongly about that.

2 **MR. MONSERRATE:** I feel like it should be in
3 Florida too.

4 **MR. TUDOR:** Would someone like to make a
5 motion on whether that should be an option?

6 **MS. SLATER:** I move that it remains in the
7 state of Florida.

8 **MR. FLEISCHMAN:** I second.

9 **MR. TUDOR:** Okay. We have a motion that the
10 RFP call for the center to be located in Florida.
11 Just have a vote on that by raising your hand.

12 (Three hands raised.)

13 3-0.

14 The next item will really consist of several
15 things. What we would need to talk about is the
16 procedures for relaying communications. And this is
17 some of the steps -- Mr. Smith.

18 **MR. SMITH:** Richard, before we leave that
19 point, I'm reading this -- the 95, hundred points and
20 all of that that goes along with the location and
21 center. And I think the group also needs to determine
22 how that is going to be shown on the RFP. And I don't
23 have a feel one way or the other for it. I was just
24 reading your other approach here. "Would be required
25 at least blank percentage of the traffic be handled in

1 Florida." If you're going to have the center in
2 Florida, which they have voted on, the council, and I
3 think that's a very good vote -- has voted on, then I
4 think we should put a fair amount. I like that "X%."
5 I mean, I don't know what they think, but I think if
6 you go along with let's say 80% of the traffic is
7 handled here in Florida, and that way in case of an
8 overflow or a real -- you know, a situation that
9 occurs with blocking and things, that it would
10 overflow to another state. But I think we ought to
11 put the RFP -- and this is just a statement again --
12 and just put a percentage in there of something like
13 80% is handled in Florida and 20% can be handled
14 outside the state.

15 **MR. TUDOR:** Jim, I think that's a good
16 suggestion. Because 100% is very difficult to attain.
17 Even if the center is physically located in the state,
18 we probably should prefer to include in the RFP some
19 minimum -- an amount we would like to see handled at
20 all times out of the state's center. And I just open
21 that up for suggestions whether that number should be
22 50%, 75%, 90%, 95%, if you have any thoughts about
23 that? Did you have a suggestion? Mr. Fleischman.

24 **MR. FLEISCHMAN:** 80/20.

25 **MR. TUDOR:** And if we were to put in the RFP

1 a number --

2 **MS. SLATER:** In case of the emergencies, it
3 also should say -- Rita is saying -- such as a
4 hurricane or something like that. Remember Hurricane
5 Andrew through it all.

6 **MR. TUDOR:** We have a provision in the
7 contract that deals with hurricanes and natural
8 disasters that could occur that's kind of a separate
9 piece.

10 Yes, you're correct. There are going to be
11 situations in a case of a natural disaster where you
12 would want the service routed somewhere that's
13 operating as opposed to closed down by a hurricane.

14 If we included the number that
15 Mr. Fleischman suggested of 80%, in terms of scoring,
16 would we simply want to say the center is located in
17 Florida with at least 80% of the traffic handled in
18 Florida, and given that, would that just simply be a
19 requirement that we would not waive? Or would we want
20 to give points if you offered more service than 80% in
21 Florida? Let me ask you if that's an issue or if you
22 feel comfortable with just simply saying 80% in
23 Florida and there would not to be a specific score
24 offered.

25 **MS. SLATER:** Perhaps at least 80%.

1 **MR. SMITH:** Richard. I think what they
2 voted on here is they voted that the center is in
3 Florida. So I think the 80% -- and I'm letting --
4 that's the number they've thrown out and that's, I
5 think, a good number. But that means the center is in
6 Florida, and that gives whoever wins the bid the
7 flexibility of 20%, is my understanding, of moving
8 outside during whatever situations, hurricanes, or
9 whatever the bad situation of blocking occurs. And I
10 think what she's suggesting there, 80%, is a good
11 fixed number to start at and throw that out and see
12 what the RFPs come back as.

13 **MR. TUDOR:** My question goes in terms of
14 scoring, should any extra points be given for anything
15 above 80%, or should we simply have a standard that
16 says everyone should do 80% and that's an expectation.
17 And if someone does 90%, that's fine, but it's not
18 worth extra points in the evaluation process. That's
19 what I need to understand, is whether extra points
20 should be given for above 80%.

21 **MS. SLATER:** I think we need to use
22 different terminology, though. If we say something
23 like "at least 80%," then we need to make sure that
24 the wording is appropriate, that's all. So that
25 nobody thinks it's up to 80%. We need to make sure

1 that it's clear.

2 **MR. TUDOR:** Yes, I understand. That would
3 be a floor, the least amount that would be handled in
4 Florida.

5 **MS. SLATER:** That would be minimum. Minimum
6 80%.

7 **MR. TUDOR:** Yes.

8 **MR. SMITH:** I think what you have, Richard,
9 is that any of the providers in this room would hope
10 to -- if you're bringing the center to Florida, hope
11 to provide 100% of the service in Florida. But you're
12 giving any of them the flexibility, due to
13 circumstances and situations, to do 20% outside the
14 state. But there's a minimum level, if I understand
15 them right -- a minimum level of 80%. And I think
16 that most providers would go along with that; that
17 that's the minimum. But then that gives them the
18 flexibility for the additional 20.

19 **MR. TUDOR:** I understand. I just want to
20 make sure one way or the other about the scoring
21 process.

22 If we simply say it's 80%, and that's a
23 center in Florida with 80% of the traffic handled in
24 Florida, in terms of scoring, there really would be
25 nothing to score there. They would either pass or

1 fail. They will say, "Yes, we'll do it" or "No, we
2 won't." So we're talking about a requirement that
3 they do provide 80% in a center in Florida. Is that
4 what I understand the Committee's suggesting?

5 **MR. MONSERRATE:** That's how I understand it.

6 **MS. SLATER:** Minimum.

7 **MR. TUDOR:** Okay. So we've already had a
8 motion and approved it, that the center be located in
9 Florida. Do we have a motion that at least 80% of the
10 traffic be handled in Florida?

11 **MS. SLATER:** Yeah. I don't think "at
12 least." I think we ought to say "minimum."

13 **MR. TUDOR:** Okay. So that's a motion
14 from -- is that your motion, Rita?

15 **MS. SLATER:** Yes.

16 **MR. TUDOR:** Do we have a second?

17 **THE INTERPRETER:** Second by Alex.

18 **MR. TUDOR:** Those in favor of that, if you'd
19 raise your hand.

20 (Three raise hands.)

21 Okay. So we'll include that as a
22 requirement. That first, the relay center be located
23 physically in Florida. Second, that 80% of the
24 traffic be handled in Florida. And as I understood
25 it, there would be no points awarded one way or the

1 other for that. It would simply be a requirement that
2 those two things occur. Okay.

3 This next item will call for us to look at
4 the RFP itself. And I fear this one will take a few
5 minutes. But let's look at what's called Item B.12 in
6 your RFP that starts on Page 18.

7 What I think I'll do is let us take a short
8 break, but also as a part of that break, on Page 18
9 and 19, you have a section called "12," which says
10 "Procedures for Relaying Communications." And I know
11 in previous discussions of the RFP this section was
12 one we particularly valued input from the Advisory
13 Committee on because this is, basically, how the users
14 interface with the communications assistant. The
15 things they say back and forth to each other; what
16 they will do or won't do. Those sorts of things.

17 When we come back, we'll try to go through
18 those and discuss whether we like the way it is or
19 whether we'd like to make any changes.

20 It's 2:30. Would ten minutes be enough,
21 Joy?

22 **THE REPORTER:** Yes.

23 **MR. TUDOR:** Okay. We'll start back at 20
24 till. Thank you.

25 (Brief recess taken.)

1

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2

MR. TUDOR: Can we go ahead and get started
back, please?

4

Okay. We were looking at the section in the
RFP about relaying procedures. And the first item
there, Item A, simply deals with how the
communications assistant, how they identify
themselves, and it calls for them to identify whether
they are male or female, and then some kind of
identification number or system.

11

Is there any concerns or problems with that
or should we leave that as it is?

13

MS. SLATER: I would like to keep it.

14

MR. TUDOR: Okay. As I go through these,
I'll just describe them, and rather than taking a
formal vote -- if someone would like to make a motion
to change one we'll take that motion. But otherwise
we'll just leave them as they are. So if you would
like to make a change in any of these, make a motion
to do that.

21

The second one there, is that the system
will keep the user informed on how the call is going.
For example, that they are dialing the number or that
the phone is ringing and that sort of thing. And then
another item here is that within ten seconds the

25

1 system will get some feedback to the callers on the
2 call status once the caller has given the CA a number
3 to dial. And that they will continue providing that
4 input until the call is answered.

5 The next Item C, basically what this does is
6 talk about the caller having the power to control the
7 call so that the caller can tell the CA which parts of
8 the call they would like to handle.

9 For example, if they wanted to use voice
10 carryover, they would tell that to the CA and the CA
11 would allow that caller to do that. Another example
12 in the RFP is that whether or not the caller is
13 provided with information -- excuse me, the called
14 party is provided information about how relay works;
15 whether that's provided automatically or if that's
16 left up to the caller to provide an explanation.
17 Okay.

18 The next Item D deals with verbatim transfer
19 of information. And what this often deals with is
20 whether -- for example, someone that uses ASL, whether
21 that exact verbiage should be translated exactly as
22 typed or whether the CA should be involved in trying
23 to summarize that information or not. And the way
24 that the RFP is worded today is that that
25 information -- the default is that it's verbatim, but

1 that if the relay user specifically requests it, the
2 conversation can be summarized. And if it is
3 summarized, the CA has to tell both parties that it is
4 being summarized by the CA. Unless the user requests
5 it, the information is passed on verbatim. And that's
6 the way we have the proposal or the RFP worded today.

7 Let me inquire of any relay providers that
8 are here today if that is a problem in the way that
9 that is done today? Or if that is a satisfactory way
10 of approaching verbatim transfer of information? Is
11 there any problem with it being handled that way that
12 any of the providers are aware of?

13 **MS. MERKEL (On telephone):** This is Evelyn
14 Merkel from AT&T. And we don't have a problem with
15 the way that's worded or how it's provided today.

16 **MR. TUDOR:** Okay. We just want to be aware
17 if we have something in the RFP today that's very
18 difficult for any provider to work with, we want you
19 to make us aware of that. We have had that in the
20 proposal, or the RFP, for quite a while, so I was
21 hoping that would not be a problem.

22 **THE INTERPRETER:** Mr. Fleischman has a
23 question.

24 **MR. FLEISCHMAN:** Sometimes I wonder if the
25 CA has a problem understanding the ASL.

1 **MR. TUDOR:** I'm sure that there are
2 occasions where that is a problem. Of course, the
3 default is that the information is passed on verbatim,
4 exactly as stated. As typed, she would read exactly
5 what was typed. But there are certainly going to be
6 cases even if she were asked to summarize -- there
7 could be situations where that would be difficult.

8 **MR. FLEISCHMAN:** I think that we ought to
9 improve that.

10 **THE INTERPRETER:** Ms. Slater speaking.

11 **MS. SLATER:** Also I've seen that in Miami,
12 if a CA has some difficulty with that translation,
13 they need to talk to their supervisor or someone to
14 come and give them aid in understanding. Does that
15 happen? Have you seen that happen?

16 **MR. TUDOR:** I believe that probably in most
17 cases the existing relay providers in the country have
18 provisions in their procedures that if a CA is having
19 trouble with a call, that they would call on a
20 supervisor to assist them. Or in some cases not
21 necessarily a supervisor but maybe a person who is
22 trained in ASL and might have a better capability to
23 handle that call.

24 **MS. SLATER:** All right.

25 **MR. TUDOR:** Are there any suggested changes

1 on that item? (No response.)

2 Okay. The next item is E. And this simply
3 has to do with the issue of whether every word is
4 passed on to the callers. And when a CA is explaining
5 the concept of relay to someone who is, perhaps, not
6 familiar with it, what this says is they don't have to
7 type to the person who does not -- or speak to the
8 person who does not understand relay. What's she's
9 saying -- but just simply says, "I am now explaining
10 relay," so that the caller knows what's going on while
11 she's doing that explanation but without requiring the
12 CA to take extra time to type it back to the
13 originating caller.

14 This section also just makes it clear that
15 the CA will not inform the other telephone user that
16 the TDD user is hearing or speech disabled unless the
17 caller asks for that to be done. In some situations
18 that may be preferable; in others it may not.
19 Ms. Slater.

20 **MS. SLATER:** I do have some problems with
21 that.

22 When a CA is explaining to that third party,
23 there may be a hang-up. I'm wondering if instead of
24 just saying that, maybe the deaf person can say,
25 "Please do not give that lengthy explanation. Please

1 keep it as simple and brief as possible," or something
2 like that, so that the operator knows whether they
3 should bother to explain the relay or not to save
4 time. Maybe they can say "Please" -- the caller can
5 say, "Please do not go through that again." You know,
6 that's just one example. Because you don't always
7 have to explain the relay each time.

8 **MR. TUDOR:** There's a couple of comments I'd
9 make. One is that under Item C we talked about a
10 minute ago, the caller has the control over the call
11 and can ask that relay be explained or not be
12 explained, so that is left up to the caller to decide.

13 Another aspect of that is that you can, as a
14 caller, decide not to have the CA explain relay but
15 you can choose, as a part of your conversation, to
16 explain it in whatever way you'd like to explain it.

17 **MR. FLEISCHMAN:** However, on occasion, the
18 deaf person doesn't want that explained whatsoever.
19 And it's entirely possible for the third party to say
20 something like "Where do you want" -- they may be
21 asking directly and not understanding. It may bring
22 some conflict into the situation. I think the third
23 party should always know they are talking to a deaf
24 person on the other end.

25 **MS. SLATER:** Well, sometimes I prefer that

1 the third party doesn't know that I'm deaf.

2 **MR. TUDOR:** I think the discussion that we
3 had when we first put this in the RFP was that that
4 would be an issue which the caller himself should make
5 a decision on. And if he or she preferred that the CA
6 not pass that information on, then the call would
7 proceed just without that information being explicitly
8 expressed in any way. If the caller wants that
9 information known, they are certainly able to say that
10 as a part of their conversation. But some people
11 would prefer that it not happen. And I think that
12 comes under the classification of giving the caller
13 control over the call and making those kinds of
14 decisions. That's how we arrived at that originally.

15 Is there any changes that anybody would like
16 to make, a motion to suggest a change in that
17 procedure?

18 **MS. SLATER:** No. This is fine.

19 **MR. TUDOR:** We'll go on with Item F.

20 What this deals with is that the CA shall
21 adopt a tone of voice that is appropriate for the
22 message itself and how it's being transmitted. And it
23 also includes things like if a person is laughing, to
24 type that in parentheses. It also calls for
25 background noises to be identified. If, for example,

1 you hear a baby crying in the background, the CA would
2 put that in parentheses and indicate that.

3 It calls for the CA to also identify the
4 gender of voice users when they come on the line so
5 that the TDD user has a better idea of who they are
6 talking to. And again this ends with a provision that
7 says that will be the standard operation. But if the
8 caller asks for the call to be handled differently,
9 then it's, again, in the control of the caller. The
10 caller can ask for it to be handled differently. If
11 they don't want to know about background noises
12 because that slows the call down, they can simply ask
13 the CA not to do that. Is there any suggested change
14 to that part of the procedure?

15 "G" just simply says if another person comes
16 on the line and the CA is aware of it, that that
17 information is passed on. For example, if someone
18 were to pick up an extension phone and they could
19 recognize another person to come on, that that is
20 passed on. Does anybody have any change to that? Is
21 that okay?

22 Okay. Item H. This deals with where
23 someone is speaking directly to the CA. And what this
24 calls for is that a conversation between one of the
25 users and the CA also be relayed so that both parties

1 know the conversation between the callers and the CA;
2 cause those comments to be typed in parentheses so
3 it's set out. The only information it says would not
4 be relayed would be information about billing
5 information. For example, a credit card number or
6 something like that. Any suggested changes there?

7 This next Item I calls for the CA --
8 basically it says for them to ask questions if they
9 are dealing with something they are not familiar with.
10 For example, how to spell a word.

11 The example given here is about a drug
12 prescription or any other unfamiliar words that the CA
13 is expected to try to verify the spelling of those
14 terms.

15 Let me ask the providers if there's any
16 problem in terms of that? I know sometimes we get a
17 complaint and it will be the CA was slowing down my
18 call because they kept asking how to spell something.
19 And I assume that's usually something that's an
20 unusual word, a person's name or a street name, or
21 some term like that. And the way we have this worded
22 now is that it's an expectation that the CA shall ask
23 for how to spell things if she's not certain how to
24 spell them. You know, the alternative to that would
25 be -- I suppose the alternative would be that the CA

1 would just take their best shot at how to spell
2 something, and that doesn't seem like a good
3 alternative.

4 So what we originally had to put in the RFP
5 is that the CA would verify anything she was not
6 certain about, the spelling of. Any changes there?

7 Item J, this is a fairly simple one, but it
8 basically says both parties have to have terminated
9 the call before the CA disconnects. So whether the
10 calling party hangs up or the called party hangs up,
11 in either case the CA would stay on the line until
12 both parties are off the line. Okay.

13 Item K deals with the issue of basically the
14 CA being a kind of a silent partner in the relay call;
15 not making any value judgments or not refusing to pass
16 on certain information for whatever reason. Trying to
17 make it clear to everyone that the CA's role is simply
18 to pass on exactly what's either typed or said back to
19 the other person and not interjecting in it in any
20 way.

21 Okay. Item L deals with leaving messages on
22 an answering machine. And it requires that if the
23 answering machine has a message when the call is
24 answered, that the CA will relay that message to the
25 other party. Regardless of how the message is worded,

1 they will pass that on.

2 One of the issues that came up also, and has
3 been an issue, is the length of time it takes to leave
4 a message sometimes on an answering machine. What we
5 required is that if the caller has to call back two or
6 three times in order to leave his message, that the CA
7 would offer to do that or be willing to do that. So
8 however many times it takes to leave a message, even
9 though the relay call may be a little slower, that the
10 CA would do that. Okay, that item dealt with leaving
11 a message at an answering machine.

12 This next item, I think, is one we added
13 last time. And that would be if you were trying to
14 get a message off of your answering machine, say, at
15 home, and you were off on a trip, that the CA would
16 retrieve those messages for you. Any changes to M?
17 Ms. Slater.

18 **MS. SLATER:** The second part says that we'll
19 be called as many times as necessary as no cost until
20 the completion of the message or double (ii) --

21 **MR. TUDOR:** Under --

22 **MS. SLATER:** So if I make a call through
23 relay, and it goes to an answering machine and they go
24 through their answering machine thing, do you need to
25 press 2 if you want this, press 3 if you want that,

1 press 4 -- and they are going through these options.
2 The CA says, "The message is too fast." And that's
3 all they say. And that, you know -- I've asked,
4 "Please call again."

5 **MR. TUDOR:** That CA should try again to get
6 the message. This particular item deals with
7 answering machines. It does also deal with those
8 systems, like you were talking about, like at the
9 bank, maybe, where you might have three choices.

10 **MS. SLATER:** Yes. Like that. And then most
11 businesses, you know, leave a message "Under one of
12 these, pick one of these, pick one of these." And
13 then it will say, "Wait for the first available
14 representative," so then I'm on hold and we're just on
15 hold.

16 **MR. TUDOR:** Everybody has that problem.

17 (Laughter)

18 **MS. SLATER:** One time that call went on for
19 more than a hour.

20 **MR. TUDOR:** It is a problem. And those
21 people who use those systems, you know, they
22 understand that there's a trade-off between the
23 efficiency they gain from using those, and how their
24 customers react to those systems. And they know at
25 some point they can't give you 25 choices because

1 nobody would ever call them. So they have some
2 trade-offs they have to make in terms of customer
3 satisfaction versus efficiency. Is there any
4 suggestions on changes to either "L" or "M"?

5 Okay, "N" deals with confidentiality of a
6 person's name. It basically says that unless it's
7 needed for billing purposes, that a caller is not
8 required to give his name to the CA or to the other
9 party, as far as that goes.

10 Item O simply says that when you call the CA
11 and you complete one call, that the CA has to complete
12 as many calls after that as you want to complete. In
13 other words, you don't have to disconnect and redial
14 the 800 number if you want to make a second call.

15 Okay. Item P deals with the gender of the
16 CA. Basically what that says is again the user is in
17 control of the call, and if you're a man and you would
18 prefer that you have a male CA handle your call,
19 because it sounds a little more natural, sounds a
20 little more like you or for whatever reason you'd
21 wanted to do that, that you have the right to control
22 that aspect of the call.

23 So if you were a man and wanted a male CA to
24 speak and you received an answer originally from the
25 CA who was a female, you would simply ask that CA to

1 change to a male CA.

2 And the last Item Q deals with the process
3 where the caller has the right to ask that the same CA
4 stay on the call. In other words, that call would not
5 be transferred from one CA to another throughout a
6 call.

7 Now that's not always possible. So the RFP
8 providers and allows for the concept of -- it says
9 "whenever possible." There can be situations where a
10 CA has already worked two hours overtime and you're on
11 an one-hour phone call and they need to change CAs, or
12 a CA is ill. There could be reasons why you would
13 change CAs. But generally speaking a CA should agree
14 with the caller to stay on the call.

15 Okay. That completes that section dealing
16 with relay procedures. Were there any of those that
17 anyone wanted to make a motion to change?

18 Okay. Going back to our two-page list of
19 features, the next one is Item No. 5.

20 There may be some processes out there to
21 deal with what we just talked about Ms. Slater,
22 answering machines, voice response units that give you
23 choices and menus. This may be something that
24 differentiate one provider from another in a
25 evaluation process.

1 So my question to you here is whether --
2 instead of like we had those Items L and M that we
3 just went over -- instead of dictating specifically
4 how that would work, whether we might want to make
5 that an item that we would allow bidders to suggest
6 different approaches to that, and we would simply give
7 points based on which proposal we thought was best
8 about how to deal with that.

9 I think Ms. Slater's comments reflected some
10 frustration with how that works sometimes. And one
11 bidder or another may have a great plan for how that
12 could be dealt with. A suggestion about how we
13 improve that or something.

14 And so the question would be whether we
15 would want to maybe break that out as a separate item
16 instead of -- as we have in the current RFP --
17 basically just dictating a process to open that up a
18 little bit, allow bidders to differentiate themselves
19 based on how they would deal with it, and give points
20 based on that. That's just a suggestion of something
21 we could add to the RFP.

22 Ms. Slater would you like to make a motion
23 we would add --

24 **MS. SLATER:** No. I accept. I accept it.

25 **MR. TUDOR:** So is that a motion to add to

1 the RFP --

2 **MS. SLATER:** Yes. I move that we accept it
3 into the RFP.

4 **MR. TUDOR:** Is there a second on that?

5 **THE INTERPRETER:** Second from
6 Mr. Fleischman.

7 **MR. TUDOR:** Okay. All in favor? Raise your
8 hand?

9 (Three raised hands.)

10 Okay. So we'll add a provision about
11 handling answering machine calls and voice response
12 unit calls.

13 Item 6, I'd appreciate some input from the
14 industry on this.

15 **MR. SMITH:** Richard, excuse me.

16 Going back to that, are you going to assign
17 different points or are you not? You're saying you're
18 putting a provision in, and then it says here, you
19 know, is there points available or should points be
20 available? And the group hasn't voted on that. And I
21 guess I'd ask, what is the difference in points? Like
22 one point or ten points? I don't quite understand the
23 points there.

24 **MR. TUDOR:** Yeah. Let me give you an idea.
25 In the last RFP there were probably -- oh,

1 let me just guess -- there were about 20 items that
2 received points. They ranged from about ten points as
3 a maximum on a given item to as many as 200, depending
4 on how important we thought that item was.

5 For example, how emergency calls were
6 handled was valued at 50 points. For example, in
7 terms of training and testing CAs, we awarded as much
8 as hundred points.

9 MR. SMITH: What would this be then? A very
10 small point value?

11 MR. TUDOR: Well, it's certainly just one
12 feature and it's not one you'd encounter on every
13 call; you know, probably not a high percentage of the
14 calls. So I think that would argue for not a high
15 score. Something in the range of 25, 50 points as
16 opposed to 100 or 200. It depends open how important
17 the Committee feels that issue is in the overall scope
18 of the whole program. It could be smaller; it could
19 be ten points. Ten, 25 points, something like that.

20 MR. SMITH: I'd like the council to vote on
21 the points.

22 MR. TUDOR: We basically gave everything
23 either 10, 25, 50, 75, 100 or 200, I think, was the
24 different points, different items we get.

25 Does anyone have a motion on the number of

1 points -- maximum number of points we want to allow on
2 how they deal with responding to answering machine
3 messages and voice response units? Would someone like
4 to make a suggestion?

5 **MR. MONSERRATE:** I'd say 25 points.

6 **MR. TUDOR:** Carlos suggested 25 points. Is
7 there a second on that?

8 **MR. FLEISCHMAN:** Second.

9 **MR. TUDOR:** Okay. If you're in favor of
10 that, giving 25 points maximum to that issue, raise
11 your hand.

12 (Three raised hands.)

13 Okay. We'll assign 25 points to that.

14 Item 6 deals with a separate number for
15 Spanish calls. Today we have -- in Florida we have
16 separate telephone number for TDD originated calls,
17 voice originated calls and ASCII originated calls, so
18 there's three separate 800 numbers you can call to
19 make a Florida relay call.

20 Maybe if we could have just a little bit of
21 discussion from the industry, those that might be
22 familiar with the technical side.

23 One of the reasons that we set up separate
24 numbers was that we believed that there would be some
25 efficiency gained in how quickly a call would be

1 answered. If you just had one telephone number to
2 call for relay, it would assume that you were calling
3 in as either a TDD or as a voice caller. It would
4 make some assumption. And the system would say -- it
5 would try to do what they might call a "handshake."
6 And it might assume you're going to be a TDD caller,
7 for example. And it would talk -- it would send out a
8 signal as though you were a TDD. But if you were a
9 voice caller, you might get that signal in your ear
10 and there might be a time delay when you, as a voice
11 user, did not type back anything. And then the system
12 would default, or change its default and say well,
13 this person must be a hearing person, or a voice user,
14 and then a CA would come on and ask if you'd like to
15 make a relay call. There would be some time delay
16 while all of that was going on.

17 So the decision was made perhaps there would
18 be a benefit of having two numbers. So the system
19 assumed if you dialed a certain 800 number, the
20 assumption would be made you're a TDD user; and if you
21 dialed the other one, the assumption would be made
22 you're a voice user and might get a quicker response.

23 And then we followed up with that more
24 recently with ASCII calls, and said, well, ASCII calls
25 have a little different "handshake" arrangement and so

1 that might speed up those calls.

2 And the question that comes to mind, before
3 I go specifically to this issue of Spanish calls, is
4 the FCC has reserved the number 711 for relay service.
5 They've not mandated it be used, but they've reserved
6 it. And I don't know in terms of, how the system
7 works, if that would be a good decision for Florida to
8 have just one phone number. It may be the technology
9 has changed since we went to the decision to go from
10 one number to three, and maybe a fourth one for
11 Spanish. I don't know if using the 711 is the only
12 phone number you would dial to use relay from a
13 speed-of-answer viewpoint, a good idea. It certainly
14 is a number that is easy to remember.

15 One of the problems around the country that
16 I always hear is that sometimes it's hard to remember
17 the relay number. And especially if you're out of
18 state, then you have to learn a new relay number.

19 So, those of you that are providers, if you
20 have any input on that, about whether using a single
21 number like 711 would speed up or slow down the
22 answering process, if you have any knowledge on that,
23 I'd appreciate you passing it on to us.

24 **MS. MERKEL (On telephone):** Richard, this is
25 Evelyn Merkel. And I was wondering if you were going

1 to be bringing up 711. I know a couple of people from
2 AT&T will be speaking on a panel before the FCC at the
3 beginning of September.

4 Yes, 711 does slow down the handshakes that
5 are involved in calls, but you're probably going to
6 want to have a section on 711 in addition to the
7 regular access lines that you're currently using for
8 Florida relay.

9 **MR. TUDOR:** Evelyn, let me ask you: Would a
10 possibility be that since a large percentage of the
11 calls go to the TDD number, if perhaps 711 could be
12 used as a substitute for the TDD number but that you
13 would still have a separate 800 number for voice,
14 ASCII, and things like that? Would that be a
15 possibility -- not a possibility -- would that be a
16 possible valuable use of the 711 number, but still not
17 lose the efficiency of having separate numbers?

18 **MS. MERKEL (On telephone):** I think what's
19 going to happen is that the FCC is going to mandate
20 something. It would probably be a lot easier if 711
21 were for TDD or TTY users, and another number like --
22 I don't know -- 311 might be used for voice users.

23 But I think the FCC is probably going to
24 mandate that 711 is for both data and voice. So that
25 what will probably happen is that the phone would

1 initially be answered in baudot, and then they try
2 ASCII, if all else fails then maybe it goes to voice.
3 And eventually it will get translated to the 800
4 number that the customer probably used to dial in the
5 first place.

6 **MR. TUDOR:** Okay. Does anybody else have
7 any thoughts on how that would work technically?

8 **MR. BRENNEMAN:** This is Andrew with Sprint.
9 From my experience in the state of Maryland
10 that we provided 711 service. In addition to the
11 other 800 numbers, it was basically two numbers: The
12 800 and 711. And the customers have a choice as to
13 which one that -- we found that 711 could be quite
14 successful. It does take a little bit longer to get
15 connected to the relay center. The option is to have
16 an 800 number and a 711 number so that the consumer
17 has a choice. We found that probably 45% of them, of
18 the relay users, are using the 711 number. Again,
19 it's all about choice, though.

20 **MR. TUDOR:** Ms. Slater.

21 **MS. SLATER:** Maryland has 711? So if we
22 added 711, would it be different numbers? How would
23 we -- Florida use 711 and Maryland use 711. Can we do
24 that.

25 **MR. TUDOR:** One of the issues involved with

1 having 711 as a relay number is that you have to
2 involve not just the relay provider, but all of the
3 telephone companies, the local telephone companies in
4 the state. They would have to recognize the 711
5 number and in some way translate that into a -- what I
6 would call a real phone number -- that would then
7 transmit that call to the relay provider.

8 Susan, do you have any knowledge of how that
9 translation occurs? If you were to be, say, in
10 Tallahassee and dial 711, how the local system would
11 know that you don't want to call somebody in
12 Tallahassee; you want to call the relay center, which
13 may be in Miami might be in Kansas or somewhere.
14 Mr. Smith?

15 **MR. SMITH:** It's the same thing as remote
16 call-forwarding, if you will, or forwarded.

17 There is a 7-digit-digit or 10-digit number
18 that's associated with that. And it's the same thing
19 as 911. When you dial 911 within a county, you know,
20 you're targeted to a public safety answering point.
21 However, that public safety answering point actually
22 has a number identified with that 911. You and I that
23 work the system daily do not know the actual number,
24 the 7-digit or 10-digit number that it's assigned. So
25 it's like a call-forwarding type process.

1 So inside the switches throughout the state
2 of Florida, I guess, is what you're asking us --

3 **MR. TUDOR:** Yes.

4 **MR. SMITH:** -- these numbers, they would be
5 programmed from 711 to the direct dial number that
6 then goes directly to the relay center.

7 **MR. TUDOR:** In terms of -- yeah. If we
8 wanted to require that -- in terms of the involvement
9 of the noncontracting parties, the local exchange
10 companies, what would be involved in that process for
11 the state to say that 711 would be put into place so
12 that when somebody dialed 711, the call would go to
13 whoever we chose as our relay provider. How do you
14 envision that would occur? That's not something we
15 can do through the contract. That's a separate issue
16 that the Commission would have to deal with in terms
17 of requiring the local phone companies to provide that
18 translation. Technically the capability is there as
19 far as I know. It would be no different than 911.

20 Do you have any feel for how the industry
21 would respond or react to that? The local telephone
22 industry? Mr. Rehwinkel.

23 **MR. REHWINKEL:** Charles Rehwinkel with
24 Sprint.

25 Richard, I'm not sure, 711 may not be in use

1 now subject to recall per the tariff. But that would
2 be an issue, I think. If it is, you'd probably have
3 to give somebody the opportunity to transition off of
4 it. Another N11 number or abbreviated dialing
5 available. We'd have to just look at that.

6 **MR. TUDOR:** Yeah. I agree. I believe
7 that's the way the FCC worded it.

8 They reserved 711 but it was not mandated.
9 And if somebody was already using 711 for some other
10 purpose, they could continue using it until the day
11 might come that the FCC might mandate it, and then
12 they would be forced off of it. I agree. I think
13 that's the status.

14 **MR. REHWINKEL:** We just have to take a look
15 at it from that standpoint.

16 **MR. BRENNEMAN:** I would like to add a few
17 more comments in support.

18 The FCC is not mandating that relay
19 providers have the 711 capabilities. However, you're
20 seeing a trend occurring. We have to, you know,
21 remind everyone that 711 is the responsibility of the
22 local exchange companies. LECs. It's not the
23 responsibility of the relay providers. It just
24 happens that we work closely with the LECs to make
25 sure that the 711 goes through properly.

1 **MR. SMITH:** Richard, just one other comment.
2 When you move to that type of provision, there has to
3 be costs associated with that to the local exchange
4 companies as far as software, programming in the
5 switches and all those things to provide that service.
6 And so there's a lot of things of interest that I
7 would think that the Commission itself would review as
8 far as the provisions of 711 for whatever service
9 we're looking at. It should be, you know, entertained
10 in a much larger forum than what we have here as far
11 as --

12 **MR. TUDOR:** I understand what you're saying,
13 and I agree.

14 I think that what I was trying to -- two
15 issues here. One would be should there be anything in
16 the RFP that would commit the provider to doing
17 something about 711 should the Commission -- either
18 the state commission or the FCC ever make the decision
19 that they would mandate 711?

20 **MR. SMITH:** My first thought on that is that
21 if that does come about, a simple change in statutes
22 would ensure that. I mean just as --

23 **MR. TUDOR:** It wouldn't -- a statute might
24 not necessarily preempt an existing contract. It
25 might or it might not. If a law was passed it might

1 grandfather in, for example, an existing contract.
2 And it could be that during the life of this next
3 contract, 711 may become a lot more of an issue. And
4 I've just been trying to think about how we might deal
5 with it in terms of this contract in terms of
6 obligating the provider in some way or another in
7 terms of 711.

8 **MR. SMITH:** I think it's -- you know, it's
9 certainly -- abbreviated dialing is a very large
10 benefit to the people of the state of Florida. On the
11 flip side, we've also voted -- this group has -- for
12 speed dialing and different types of services and
13 features within the system themselves. So, I mean, if
14 those provisions come out in the RFP, that will also,
15 you know, expedite the calling process. 711 may not
16 be the answer to all situations.

17 **MR. TUDOR:** In fact, I think what we've
18 heard in terms of speeding up the call, 711 --

19 **MR. SMITH:** Actually slows the call you.

20 **MR. TUDOR:** It slows it down if it's the
21 only number. If it were a substitute for just the TDD
22 originated calls, it wouldn't make any difference --
23 there would still be some translation, but it probably
24 shouldn't slow the call down much. But if it were the
25 only number, it appears there to be slowing down of

1 the call getting answered initially.

2 The reason I raised the 711 issue was
3 basically to talk about generically one number versus
4 multiple numbers.

5 We have three numbers today. And the
6 question I was getting to was should we have a
7 separate number for Spanish calls? When someone calls
8 today, whether it be TDD originated or voice
9 originated, if it's a Spanish call, they are likely to
10 receive an English-only CA, and in that case the call
11 would have to be transferred to another CA. That
12 takes some amount time. If there was a separate
13 number for Spanish calls, then the CA would be more
14 readily available for that particular caller.

15 I don't know if we're talking about
16 something that adds a significant cost to the program
17 by adding a separate number for Spanish versus --
18 there are some savings. You've wasted that English
19 CA's time by having to take the call initially and
20 then pass it off to a Spanish CA. So there's a
21 savings there if that call never got to the English CA
22 in the first place.

23 So I was kind of interested in the Advisory
24 Committee's thoughts or any provider's thoughts about
25 whether there might be benefit to having a separate

1 number for Spanish calls.

2 **MR. SMITH:** My gut reaction on that is that
3 if you have a Spanish-speaking CA sitting there only
4 waiting for a Spanish TTY, or whatever the caller is,
5 what's the percentage --

6 **THE INTERPRETER:** Right. Doing nothing I
7 agree.

8 **MR. SMITH:** I mean, that's got to be
9 expensive. Having two or three of these individuals
10 sitting there not taking any calls at all, waiting for
11 a Spanish calls -- I understand where you are going.
12 But if you have just X amount of people within your
13 organization or your call center that's bilingual, and
14 have that transfer capability, I think that's part of
15 doing business, actually, but have a specific -- I
16 guess CA is what you're saying -- awaiting the calls
17 and set up independently --

18 **MR. TUDOR:** Maybe I'm not communicating what
19 I'm thinking clearly enough.

20 I would not envision CAs that do nothing but
21 answer Spanish calls. I believe in most situations a
22 person is capable of handling a Spanish call is
23 bilingual and they may handle ten English calls and
24 every tenth one might be a Spanish call. I wouldn't
25 envision them sitting idle waiting for the next call.

1 But if you had a separate number, those calls would go
2 only to the CAs that are capable of handling Spanish
3 calls, and you would have a separate little pool of
4 people that are bilingual and could do that. But if
5 you don't have a separate number, then there's a good
6 chance it's going to go to somebody first that's not
7 capable of handling it.

8 **MR. SMITH:** So you're talking about like a
9 call distribution center that only targets specific
10 answering points or something?

11 **MR. TUDOR:** Right.

12 **MR. SMITH:** I'd have to ask MCI, AT&T,
13 Sprint. I mean, is that --

14 **MR. TUDOR:** Ms. Wobschall.

15 **MS. WOBSCHELL:** Thank you, Mr. Tudor.

16 For us it would definitely be easier to have
17 a separate 800 number. Like Richard explained, the
18 Spanish-speaking or multilingual CA would not just sit
19 there and look for a Spanish call. They would take
20 whatever call is delivered to them.

21 It would definitely save time in being able
22 to route the customer directly, or the customer
23 directly route themselves to an 800 number or
24 Spanish-speaking operator.

25 The opposite side of that is, it's one more

1 800 number that a customer has to remember. It's one
2 more 800 number that has to be published. So it's
3 basically the wishes of the state. We prefer a
4 separate 800 number but we'll step up to anything.

5 **MR. TUDOR:** Is there significant savings by
6 not having to route that call through an English
7 operator first? That's where the savings would occur.
8 That's why it would be preferable?

9 **MS. WOBSCHELL:** Not a lot.

10 **MR. TUDOR:** Well, then, let me ask you, why
11 would you see that as a preferable way to handle it.

12 **MS. WOBSCHELL:** More customer friendly. The
13 customer goes directly, they don't have to go to an
14 English-speaking operator and explain. And English
15 may not be their first language. Sometimes that
16 communication process takes a lot longer. You realize
17 it's a Spanish-speaking customer that has to be
18 transferred over.

19 **MR. TUDOR:** Does AT&T or Sprint have any
20 thoughts on that?

21 **MS. MERKEL (On telephone):** This is Evelyn
22 Merkel from AT&T. And I can tell you that we do use a
23 separate number for Spanish relay.

24 We found that it is more economical for our
25 customers to use that one Spanish number. And in

1 terms of staffing, it also helps us a lot.

2 **MR. TUDOR:** Okay. Thanks. Carlos.

3 **MR. MONSERRATE:** Mr. Tudor, do you get any
4 statistics from the relay center in Miami as to how
5 many of these calls are from Spanish-speaking users?

6 **MR. TUDOR:** We do not get a separate report
7 on the Spanish traffic. I'm not sure -- Alana, do you
8 have an idea of what the current level is?

9 **MS. BEAL:** We handle approximately 50 or 60
10 requests a day. Sometimes on a busy day there may be
11 an increase, but sometimes we have slow days. It
12 varies.

13 **MR. TUDOR:** What percentage would you say
14 that is of all of your traffic?

15 **MS. WOBSCHELL:** Probably less than 1%.

16 **MS. BEAL:** Yeah.

17 **MR. TUDOR:** I wanted to present that as a
18 consideration, item for consideration.

19 A couple ways we could approach it is right
20 now the RFP limits the provider to what numbers they
21 can have. That is something we could leave up to the
22 provider and they could simply do whatever they think
23 is best for their situation. Or if we have strong
24 feelings about whether there should or should not be a
25 separate 800 number for Spanish callers, we could

1 mandate that either way.

2 For Spanish callers it's probably not an
3 issue about having to learn other numbers because if
4 they are Spanish they are probably going to usually
5 use that. If they are bilingual, perhaps they would
6 have to learn two numbers. So it could be an issue
7 for some people for sure.

8 But we can either take the approach to
9 mandate a fourth number for Spanish, leave it up to
10 the provider, but allow him to do it if he wants to,
11 or order that there shall not be another separate
12 number. We could take any of those approaches. And I
13 guess, from the Advisory Committee, I'd like a feel
14 for how you think the general public would feel about
15 that. Ms. Slater.

16 **MS. SLATER:** Yes. I think we can say that
17 we could have a minimum of three numbers. We can
18 say -- we can leave it up to the bid proposer to
19 decide if they want a fourth number as long as it
20 doesn't incur additional cost.

21 **MR. TUDOR:** That might give the bidder some
22 flexibility.

23 Let me ask you, if they were to choose to
24 get rid of the voice number --

25 **MS. SLATER:** No. We would require the same

1 three numbers that we have. And if they want to have
2 more than that they could. And we could
3 parenthetically state "Spanish" or something like
4 that.

5 **MR. TUDOR:** I understand. That would be
6 that second option I suggested, that they would have
7 to say the three that we have today, but it would be
8 up to the provider whether or not to add a fourth one
9 and it could be for Spanish or some other purpose.

10 **MS. SLATER:** Yes.

11 **MR. TUDOR:** Okay. Would you like to make a
12 motion to that extent?

13 **MS. SLATER:** Yes, I move that a minimum of
14 three numbers be required, with the option of a
15 fourth, fifth or additional number as being left up to
16 the provider, at no additional cost.

17 **MR. TUDOR:** I think, just a comment on your
18 last addition there, we don't ask them to tell us the
19 cost of any particular piece of their bid. And we
20 really have no way of knowing whether it's something
21 they do at no additional cost. I think what I
22 understand you saying is they would not -- if they
23 chose to add a fourth number, they could not expect to
24 bill us something extra for that.

25 **MS. SLATER:** Okay.

1 **MR. TUDOR:** Andrew had a comment?

2 **MR. BRENNEMAN:** Thank you.

3 I have noticed from my own experience that
4 for other -- between states it varies. For example,
5 in Maryland we have a 1-800 number -- no, excuse me --
6 yes, an 800 number, but other states may have four 800
7 numbers, such as California. That varies as well.
8 But it just depends upon whether you get better
9 efficiency. Because we want to make sure that -- that
10 we delegate one gate -- that we have one delegated --
11 dedicated -- that we have one dedicated so that we
12 have better efficiency.

13 No, that's not what I'm saying. The gate
14 exists for efficiency. When you have a dedicated gate
15 you get better efficiency. So from the customer's
16 perspective, you get better service if you have a
17 separate 800 number for that particular service.

18 **MR. TUDOR:** Mr. Smith.

19 **MR. SMITH:** Richard, what I'm hearing -- and
20 I heard from MCI, AT&T, and now Sprint on this issue.
21 And they were all talking about the dedicated 800
22 number for Spanish and Hispanics. They play a very
23 big role in Florida. They are growing. Their
24 population is growing. With that, obviously a
25 percentage of more hearing and speech impaired

1 Spanish, Hispanic, are coming to the state or being
2 born and raised in the state.

3 I would suggest to the council that we
4 simply put in the RFP a 1-800 Spanish number as a
5 requirement. It sounds like to me that they like the
6 dedication of the 800 and going to specific, as you
7 said, CAs. And that sounds like a good service to me
8 and for the state of Florida. I would suggest to our
9 council that we put a 1-800 Spanish number in.

10 **MR. TUDOR:** Okay. Other comments?

11 **MR. BALLIETTE:** How is the very small group
12 of people that speak or don't know the language, say,
13 in Spanish, English or ASL. What is done for that
14 group? It's very small, but what is done for them?

15 **MR. TUDOR:** Through the relay service, to my
16 knowledge -- in Florida, to my knowledge there's --
17 the only thing that might occur is there might be some
18 local organization that might do something but through
19 the state relay service there's -- it's basically
20 English, Spanish or ASL.

21 **MS. LANGSTON:** Richard.

22 **MR. TUDOR:** Yes.

23 **MS. LANGSTON:** The comment I was going to
24 make was that it may be that this is one of those
25 items you may want to consider weighing, and that is

1 in recognition of the Spanish-speaking population, and
2 possible other languages that might be here because of
3 tourism and so forth, that maybe what you do is you
4 ask the provider how they plan on handling calls for
5 bilingual languages, and other languages in Florida,
6 and wait their response; whether it's adding another
7 number or how they plan on providing service. And
8 maybe that's the approach to take rather than
9 dictating a Spanish-speaking line. That's another way
10 to go about it.

11 **MR. TUDOR:** So you would make this an item
12 that would receive a score and pick a number of points
13 that you would give for it, and let each evaluator
14 give whatever score they thought was appropriate for
15 each bidders proposal?

16 **MS. LANGSTON:** Right. Weighting it similar
17 to what we have done under some of the other items.
18 Adding additional points for addressing how they are
19 going to handle Spanish-speaking and other-speaking
20 calls to the center.

21 **MR. TUDOR:** Okay. Any other suggestions or
22 thoughts about how to approach this?

23 We have a motion before us from Ms. Slater
24 to include in the RFP a minimum of three numbers, but
25 allowing the prior to use other numbers if they choose

1 to. Do we have a second on that motion?

2 **MR. MONSERRATE:** Can I second it and then
3 amend it?

4 **MR. TUDOR:** We'll have to get a
5 Parliamentarian out, but, yes, you can second it. You
6 can suggest an amendment.

7 **MR. MONSERRATE:** I will second it.

8 **MR. TUDOR:** Okay.

9 **MR. MONSERRATE:** And then I'd like to amend
10 it that we give points for those that provide -- like
11 give them 50 points if they provide a Spanish line,
12 but another 25 points for every language that they
13 offer. In other words, if they offer Creole, or if
14 they offer French, another 25 points. It's like an
15 incentive for them to provide whatever languages that
16 they can offer. Maybe no one would offer that, but
17 still it gives them points.

18 **MR. TUDOR:** Would you like to identify those
19 languages or leave that open to the --

20 **MR. MONSERRATE:** See, I'm not an expert on
21 what our percentage of our population is. But I know
22 for a fact that a great majority -- great percentage
23 of us are Hispanic, that I know. But how many are
24 Creole or from Haiti, or -- I don't know. I mean, I
25 know there's a term called "underserved populations,"

1 so that's something to consider. To try to reach out
2 to the underserved populations.

3 **MR. TUDOR:** Cindy, help me out. What do we
4 do? We have a motion that's being seconded and Carlos
5 has suggested an amendment to the motion.

6 **MS. MILLER:** I'm not a parliamentarian. I
7 was more concerned about the points discussion, and
8 how that would play into the total points. I thought
9 you were going to ask me that.

10 **MR. SMITH:** Richard, before we get on, I
11 know we've got some things going on here.

12 I think the Spanish, the requirement for
13 Spanish is extremely important, but the cost to
14 whoever is the provider of a relay system, to try to
15 cover all aspects of languages, would just be
16 astronomical.

17 Now, I know -- and that could change by
18 people being there and then leaving, and, you know, I
19 guess maybe at one point they would have a person
20 available for that. And if that person left then they
21 wouldn't have that coverage. How are you going to
22 police something like that? That would be very, very
23 tough to do.

24 I would hope that the council right now
25 would just concentrate on the -- I would hope on the

1 Spanish-speaking people of Florida -- and let's keep
2 it to that percentage. That's got -- the rest has to
3 be a very, very small percentage. You know, I'm not
4 trying to overstate something here. But I think the
5 costs to try and do the other coverage, to get some
6 type of points that could then award the bid -- and
7 just couldn't be policed. I just think it's too much
8 to ask in a RFP. That's just my suggestion.

9 If you all want to do something on the
10 Spanish behalf, I think that's great. Whether you do
11 something on an 800 number or X amount of lines and
12 then agree, but after that I think we're going a
13 little far. But that's just my opinion.

14 **MR. TUDOR:** Okay. I think this is the
15 approach that we take. Is there any other discussion?

16 I think we will need to vote -- need to see
17 if we have a second to Carlos's amendment. And then
18 we can vote on the amendment. And then we'll vote on
19 the motion as amended if the votes are there. So
20 procedurally --

21 **MR. MONSERRATE:** I would like to clarify:
22 One number for Spanish. But if it's a person who
23 speaks Creole then there's someone in the staff of 300
24 CAs that knows Creole. That's what I'm saying, is I'd
25 like for the company to have at least one person who

1 knows Creole.

2 **MR. TUDOR:** Okay.

3 **MR. MONSERRATE:** Not necessarily a separate
4 line for Creole.

5 **MR. TUDOR:** I understood your motion to be
6 not a separate line but CAS that could answer calls in
7 other languages besides Spanish.

8 So Carlos's amendment, motion, is that there
9 would not necessarily need to be a separate number.
10 But that the relay program would be able to handle --
11 and you're not specifying a language -- but an
12 additional language besides English, ASL and Spanish.

13 **MR. MONSERRATE:** Yes.

14 **MR. TUDOR:** Is there a second for that
15 amendment?

16 **MS. SLATER:** I second.

17 **MR. TUDOR:** Ms. Slater makes a second on
18 that.

19 So we have an amendment that we'll vote on,
20 which is that the service would be required -- if I
21 understand correctly -- will be required to offer
22 relay in a language beyond English, ASL and Spanish,
23 at the choice of the provider. Okay. All right.
24 Yes, a comment?

25 **MR. O'NEILL:** Tom O'Neill with Vista. Just

1 a point of clarity.

2 There's a conflict in wording: Mandated at
3 the choice of the vendor.

4 **MR. TUDOR:** Okay. The mandate is a fourth
5 language be provided. The option is the choice of
6 which language. Okay.

7 Other comments?

8 **MR. SMITH:** Yeah. Richard, that isn't what
9 we're going to, is it?

10 **MR. MONSERRATE:** No.

11 **MR. SMITH:** No. We need to change that a
12 little bit, if we can.

13 **MR. MONSERRATE:** That's not what we meant.

14 **MR. SMITH:** Okay. Do you want to try it
15 again?

16 **MR. MONSERRATE:** Yeah. What I meant really
17 was the -- mandated to offer -- a fourth 800 number
18 which would be Spanish, but in addition to that they
19 could offer other languages. And if they offer that,
20 we'd give them extra points.

21 **MR. SMITH:** I think that sounds pretty good
22 there. I mean what we're doing, I think, is offering
23 a fourth alternative of Spanish and then some small
24 points if the other languages are provided for the
25 CAs; is that correct?

1 **MR. MONSERRATE:** Yes.

2 **MR. TUDOR:** If I understand your motion on
3 the Spanish portion, that would be mandatory.

4 **MR. MONSERRATE:** Yes.

5 **MR. TUDOR:** Okay.

6 **MR. MONSERRATE:** That's why I had to amend
7 Ms. Slater's motion.

8 **MR. TUDOR:** Okay. Let me make sure and
9 restate the amendment.

10 That the relay provider would continue to be
11 required to provide the three numbers they provide
12 today. They would also, in addition, now be required
13 to provide a separate 800 number and offer
14 Spanish-to-Spanish relay service. And that's a
15 minimum. That has to be provided.

16 In addition, additional points could be
17 available at the rate of 25 points per language,
18 additional language. Okay. And not necessarily a
19 separate 800 number?

20 **MR. MONSERRATE:** No. I don't think that
21 would work out. I don't think that's feasible.

22 **MR. TUDOR:** Okay.

23 **MR. SMITH:** Once again, on the fairness of
24 bidding or everyone that's involved, I mean we can't
25 go 25 points per language, there's 500,000 languages

1 in this world. Somebody that would be very shrewd
2 would say they have coverage of another 125 languages.
3 Are you going to talk to each and every one of them to
4 prove that they are covered in that language?

5 **MR. TUDOR:** I can speak every one of them,
6 ftoo. (Laughter)

7 **MR. SMITH:** I have, too, late at night.

8 But if you just want to say other languages
9 provided for a total of 25 points or something, I
10 don't know -- up to 25 points, other languages then, I
11 think AT&T, MCI and I can't speak for anybody here --
12 I'm kind of looking around the room, I think everybody
13 would pretty well agree with that, but not 25 points
14 per language.

15 **MS. MERKEL (On telephone):** This is Evelyn
16 Merkel.

17 Just as an example through what used to be
18 AT&T language line, and we still have an agreement
19 with that company, we have some available languages in
20 over 260 languages and I don't know how many hundreds
21 of dialects, so to get 25 points for each of those
22 would outweigh everything else that we're doing.

23 **MR. SMITH:** Evelyn, everyone else, every
24 vendor in this room, just stood up and left after you
25 made that statement. (Laughter) We appreciate even

1 being here.

2 But, no, I think we're going in the right
3 direction now.

4 **MR. TUDOR:** I think, Jim, to follow up on
5 what you said, also a creative bidder, even if it was
6 just 25 points, if they were willing to add one more
7 language, they could choose not to add a common
8 language but something from some island in Oceania
9 somewhere, that they are never going to get a call for
10 anyway, and they get 25 points for basically offering
11 nothing. So that would argue that perhaps the 25
12 points should be based on either a specific language
13 we name, or the bidder would have to say what language
14 that would be and we'd have to decide if we thought
15 that was worth 25 points or 20 points or 10 points or
16 one point, as opposed to an automatic 25.

17 **MR. SMITH:** If we're going to get to that
18 point, let's stop at the Spanish 800 number and --
19 stop at the Spanish 800 right there and not go any
20 further with any other languages and just hope that
21 the relay center can communicate with whoever calls.
22 I mean --

23 **MR. TUDOR:** Ms. Langston.

24 **MS. LANGSTON:** I seem to be the one that has
25 started this discussion about points and so forth.

1 And the only point that I was trying to make was that
2 if a relay provider has a solution for how to deal
3 with a French caller or German caller, and they have
4 something available to them that they can add in the
5 RFP that enhances their relay service or their bid
6 because they have additional capabilities to handle
7 other languages -- or callers that speak other
8 languages, that there may be some additional points
9 given for that. That was the extent of what I was
10 suggesting, without getting into, you know, points per
11 language and so forth. I was just allowing for some
12 creativity here in terms of addressing the needs of
13 other than Spanish-speaking callers.

14 **MR. TUDOR:** Okay. Other discussion?

15 Carlos, your motion is on the table. Is
16 there any -- let me make sure I understand. After
17 hearing the discussion, what would you like to do
18 beyond the mandatory Spanish 800 number, the
19 additional languages?

20 **MR. MONSERRATE:** I wanted to encourage the
21 RFP bidders to offer other languages, and it would
22 depend upon the makeup of the CAs and award them extra
23 points for that. But I suppose 25 points per language
24 would not be feasible. I was just, you know, throwing
25 that in as a way to provide them with an incentive.

1 **MR. TUDOR:** Would you like to, as part of
2 your motion, specify some particular approach you'd
3 like to take so we'll have something firm to vote on?

4 **MR. MONSERRATE:** Let's leave it at Spanish
5 and I'll go along with what Jim Smith has said, and
6 that is make it up to 25 points. But then what do you
7 do? Say one point per language? We're getting into
8 detail. I don't know if that's our job here to get
9 into details, but I'm just throwing that as a
10 recommendation.

11 **MR. TUDOR:** I think what you're attempting
12 to do is a good idea, but we do have to tie it down to
13 some specificity.

14 And it leaves it open that a bidder could
15 say, "I can win this by not offering any other
16 languages, not get any points for that, but through my
17 other items I'll score enough points and through my
18 price I'll win the contract anyway." Another bidder
19 may say, "I think that will make the difference and
20 I'm going to offer some other language," and they
21 might gain points. And so you could have five bidders
22 show up and none of them offer an additional language
23 because it was not efficient for them to do it. You
24 could have all of those scenarios.

25 But we do need to tie it down what we're

1 voting on, and whether there would be points. And if
2 we want to say how those points would be assigned or
3 leave that up to the individual evaluator -- and to a
4 large extent that's what happens, the individual
5 evaluator looks at the package and decides whether
6 it's worth -- in their own mind -- is this worth 2
7 points, 10 points or 25 points. I don't think we can
8 tell them how to make that decision until we see the
9 proposal. But we can talk about how many points are
10 possible and what may or may not be acceptable in a
11 proposal on that.

12 **MR. MONSERRATE:** Can we say just Spanish
13 would be mandatory but up to 25 points based on the
14 evaluator's recommendation?

15 **MR. TUDOR:** A maximum of 25 points for
16 dealing with other languages; how other languages
17 could be dealt with.

18 **MR. MONSERRATE:** Right.

19 **MR. TUDOR:** I think that's workable. So
20 that would be the motion then. That four numbers
21 and -- the three numbers we have today, voice, TDD and
22 ASCII; a new number for -- mandatory number for
23 Spanish, 800 number for Spanish; and then getting away
24 from the issue of numbers, additional languages could
25 be addressed but not mandatory.

1 **MR. MONSERRATE:** Right.

2 **MR. TUDOR:** And could be worth up to 25
3 points. Okay. Does everyone understand that as the
4 motion? Any other questions about the motion? Now
5 that we've clarified the motion, do we have a second?

6 **MR. FLEISCHMAN:** Second.

7 **MR. TUDOR:** We have a second on that. If
8 you're in favor of that motion, if you'd raise your
9 hand?

10 (Three raised hands.)

11 Okay. All right.

12 The next item --

13 **MS. LANGSTON:** Richard, before you get off
14 that item, how are you leaving the 711 issue?

15 **MR. TUDOR:** Not dealing with it. We will
16 either eventually get an order from the FCC that will
17 dictate a lot of that detail probably. They may never
18 deal with it, but that's a possibility that they are
19 going to mandate something somewhere down the road.
20 And that's something we can also deal with
21 individually through contract negotiations if we want
22 to amend it.

23 **MS. LANGSTON:** I agree it would take a lot
24 more information before anything --

25 **MR. TUDOR:** Yes. I think so. Thank you.

1 Item 7 deals with an item I'm going to
2 suggest we delete from the current RFP. It's
3 something we added in the current RFP that was not in
4 the first one.

5 We included in there that Staff would do
6 some test calls, in addition to the reporting done by
7 the relay provider. It's difficult for us to do a
8 large -- a large, large sample. And we may also do
9 our testing at a time that's not necessarily -- that
10 may be a peak time -- you know, because we do a
11 relatively small sample.

12 And so basically I'm proposing that we'll
13 take that out of the requirement. That the standards
14 of answer time and so forth will be based on the
15 statistics reported by the company. We will still do
16 tests to identify problems and that sort of thing.
17 That's not the issue. But the issue would be whether
18 that's something that would be a standard that we
19 would hold the company to, would be the results of our
20 samples, our tests. I believe that's probably an
21 improvement to the RFP.

22 Unless somebody has a concern with that,
23 we'll go to Item 8.

24 Item 8 has a feature that's relatively new:
25 Speech-to-speech.

1 Speech-to-speech is a service that deals --
2 it's a little different environment than the typical
3 relay call where there's a TDD and a telephone.
4 Speech-to-speech deals with the situation where you
5 have someone perhaps that's been affected by cerebral
6 palsy, their speech is impaired, and when that person
7 tries to call someone that's not familiar with their
8 voice, they have a very difficult time communicating.

9 Now, they might be able to use simple relay,
10 and that would certainly be an option for them. But
11 there is a service that's been made available in some
12 states where you would have certain CAs who are
13 trained to understand, recognize the kinds of speech
14 patterns that a speech disabled person might have, and
15 then that CA would be better able to handle that call.

16 So basically the person with a speech
17 impairment would speak to the CA, then the CA would
18 speak to the other user using her voice. So it would
19 all be voice all the way through, but it would be a
20 clarification of the voice, an understandability of
21 the speech.

22 There's some issues that go with that
23 service. One is that in most cases relay is paid for
24 by two groups of people. If it's an in-state call,
25 it's paid by the state system, and in the case of

1 interstate calls it's paid for by -- through FCC
2 requirements and paid for by a fund that's handled by
3 NECA; N-E-C-A, NECA. And the federal system does not
4 pay for this service at the current time. So those
5 places where this has been offered, it's been offered
6 both on an intrastate and interstate basis, but the
7 state has paid all of the costs, including the costs
8 for the interstate calls.

9 This is a new service. It could be
10 approached in a couple different ways. We could ask
11 bidders to make proposals concerning speech-to-speech
12 and grant so many points for that. In dealing with
13 the pay issue, we could limit calls that are handled
14 speech-to-speech to in-state calls so that we didn't
15 need to deal with paying for the interstate calls, and
16 that would be an approach.

17 Another approach would be to ask bidders to
18 make proposals about speech-to-speech, but at a
19 separate price that's not part of the embedded price
20 for all other relay calls. For example, they could
21 say on relay we're going to bid 60 cents a minute, and
22 then on speech-to-speech we're going to bid \$2 a
23 minute or whatever it would be. And we could
24 decide -- the Commissioners could decide later, based
25 on the price, whether they would like to add that as a

1 feature to whoever the winning bidder's proposal is.
2 Those are all possibilities.

3 I just wanted to get some feedback from you
4 about adding that as a service, as a feature.

5 Ms. Langston.

6 **MS. LANGSTON:** I wonder if you could clarify
7 for me something you have down here that -- the
8 statement that it's not clear if it could be offered
9 under Florida law? Can you further clarify that?
10 Because I'm not sure why we would be discussing adding
11 a service if we're not certain we can add it under
12 Florida law as it exists.

13 **MR. TUDOR:** That column is related how to
14 pay for it. If we offered it as both an inter- and
15 intrastate service, then there's some question about
16 whether we can or should be paying for interstate
17 calls. The law is not 100% clear about that. And --
18 but we could eliminate that issue by offering it but
19 only offering it in-state, and that would be a
20 possibility.

21 Do you have an opinion about whether we
22 could pay for interstate calls?

23 **MS. LANGSTON:** Under Florida law?

24 **MR. TUDOR:** Yes.

25 **MS. LANGSTON:** I'd have to go back and look

1 at it. It's been so long since I looked at it.

2 **MR. TUDOR:** I don't think it's crystal
3 clear. It would be an interpretation, I think.

4 Is there a motion one way or the other on
5 how to deal with speech-to-speech as an offering? How
6 we might want to deal with it, either including it or
7 not including it in the RFP?

8 **MR. MONSERRATE:** I'd like to include it in
9 the RFP but I'm not clear on the --

10 **MS. SLATER:** Are they mandated to do that --
11 is there any mandate at all anywhere that, you know,
12 for the people of Florida that have speech
13 impairments?

14 **MR. TUDOR:** There's no specific requirement.
15 There are general statements. There are general
16 statements in the law about the system providing
17 assistance for both speech and hearing impaired users,
18 though, so it would be a general issue under the law
19 as opposed to a specific requirement.

20 **MS. SLATER:** Could you tell me more about
21 other states? Do they offer that service?

22 **MR. TUDOR:** California offers it -- some of
23 you providers help me out. What other states is
24 speech-to-speech offered in?

25 **MS. MERKEL (On telephone):** Right now AT&T

1 is only speech-to-speech in Georgia.

2 **MR. TUDOR:** Georgia, California and
3 Washington State. Are those all -- are any of those
4 experimental-type offerings or are they all permanent
5 parts of the contract?

6 **MS. WOBSCHELL:** California is a provisional
7 contract. Washington is.

8 **MS. MERKEL (On telephone):** I can only
9 address AT&T, but in terms of Georgia it's a permanent
10 part of the contract.

11 **MR. TUDOR:** Okay. Washington?

12 **MS. WOBSCHELL:** It's Sprint so I'm not sure.

13 **MR. REHWINKEL:** Our experts just had to get
14 a plane back.

15 **MR. TUDOR:** So there are three states where
16 it is offered? Either on a trial or permanent basis?

17 **MR. SMITH:** Richard, just a question to the
18 carriers here, and obviously Sprint has left -- but I
19 mean is it considerable cost to provide this service?

20 **MR. TUDOR:** It would certainly be higher
21 cost than a regular relay call, considerably more,
22 because oftentimes the interpreter, the CA, might have
23 to ask for a lot of repetition before she caught the
24 words and that sort of thing. So it would be a
25 sizably longer duration call. But on the other hand,

1 the number of calls would be fairly small. And again,
2 it could be embedded in the price for the whole
3 contract, or it could be something that we paid for
4 separately at a different rate.

5 **MR. SMITH:** So it would not be included in
6 the main RFP but it would be a stand-alone item that
7 would be considered?

8 **MR. TUDOR:** Yes. The Commission could
9 consider it as an optional item to add. Once they
10 picked a certain bidder based on the main contract,
11 the Commission could say "XYZ Company, you have won
12 the contract now at 60 cents a minute. Now I see that
13 on speech-to-speech you have proposed to do that for
14 \$5 a minute." We want the contract to do that. Or
15 the Commission could decide at \$5 a minute we don't
16 want to do that. It could be a part of the
17 contractual process after the decision has been made
18 to select the bidder. It wouldn't be part of the
19 decision-making process on who was selected. That
20 could be an approach.

21 **MR. SMITH:** I don't know. That sounds like
22 a fair approach there to not include it in the RFP,
23 but then put that outside of the RFP and then allow
24 the Commission to just make a determination after the
25 decision is made whether or not they would like to

1 provide that, and let the hearing and speech impaired
2 community voice their needs for that type of service.
3 I mean, I don't know. I'd like to ask my fellow
4 council people here. I mean, do they use that much,
5 or is that a type of service that's needed?

6 **MR. MONSERRATE:** I had an experience in
7 Tampa where I was there for a job interview. I used a
8 payphone with busy traffic and I couldn't understand
9 the office I was calling where I was going to have the
10 interview for directions how to get there. It's
11 because the person was talking too softly or the
12 connection was not good. And I wish I had this
13 speech-to-speech relay. If only that was in place.
14 Because I could have called the CA and asked the CA
15 would you ask the office how I can get there.
16 Otherwise, I wouldn't have been late for the job
17 interview. What did it matter anyway? I didn't get
18 the job. (Laughter)

19 **MS. SLATER:** I propose that people with
20 voice difficulties have a right of access to this so
21 that we may have the STS, speech-to-speech, within
22 Florida.

23 **MR. TUDOR:** So are you suggesting that we
24 include it in some way in the RFP?

25 **MR. FLEISCHMAN:** Offer it.

1 **MS. SLATER:** I move that speech-to-speech --
2 I'd move that speech-to-speech be included.

3 **MR. TUDOR:** If I understand your motion,
4 that would be that each bidder would have to make a
5 proposal on speech-to-speech and be willing to offer
6 it in the state. Is that correct?

7 **MS. SLATER:** Yes.

8 **MR. TUDOR:** Okay. We could take that motion
9 and vote on it and then deal separately with the issue
10 of how to deal with pricing and bidding on it. Maybe
11 those are two separate kinds of issues. We need to
12 take those separately.

13 Ms. Wobschall.

14 **MS. WOBSCHALL:** I'm going to throw another
15 wrench in here.

16 A couple of things the committee might want
17 to consider is, first of all, they might want to make
18 it an option to the RFP and actually be able to go
19 with the vendor, so you may award relay services to
20 one vendor but you may award speech-to-speech services
21 to another vendor because we may have an economy of
22 scale with the second vendor. That may be something
23 to consider.

24 If you're concerned about the Commission not
25 wanting to accept it because you have no background on

1 how many speech disabled consumers will use the
2 service, you can offer up a six-month trial to gather
3 statistics, and then the vendor can have a better
4 understanding of the calling patterns, and be able to
5 collect the data, because without information, our
6 prices may be a little high. And that will give you
7 some time to do a six-month trial, gather the
8 information and then renegotiate a permanent contract.
9 So those are a couple of different things you might
10 want to consider to be able to provide the service.

11 We provide it in California, and it's a
12 critical service for the state of California. The
13 consumer base grows daily. It's one of our fastest
14 growing services.

15 **MR. TUDOR:** Do you think six months would be
16 an adequate time by the time you promoted it and made
17 people aware of it? I'm wondering if six months is
18 enough time.

19 **MS. WOBSCHELL:** That's what we worked with
20 in the past. It depends on how aggressively we do the
21 promotion. It may not be enough time.

22 **MR. TUDOR:** At any rate, some kind of a
23 trial.

24 **MS. WOBSCHELL:** Some sort of a trial. Or
25 again, put it as an option. Not have it be a

1 permanent part of relay, but a second provider
2 possibly.

3 **MR. TUDOR:** In regard to that, I don't think
4 under Florida law we could do that because there's
5 some language in there that says relay has to be
6 provided by a single statewide provider. I think we
7 may be limited in the law there. But the trial is
8 certainly a possible way to approach it.

9 **MS. WOBSCHALL:** Another state took that
10 approach and it's worked well for them.

11 **MR. TUDOR:** And I can see how it would.
12 It's really a separate kind of service in a lot of
13 ways. Mr. Smith.

14 **MR. SMITH:** Well, it sounds like the council
15 is prepared to vote on the STS and move with it,
16 and -- but I'm going -- again, is that optional
17 outside the RFP or is that mandatory at this point?

18 **MR. TUDOR:** If I understood Ms. Slater's
19 motion, the bidders would have to bid to offer
20 speech-to-speech, and we would decide separately how
21 we would evaluate their proposals; how many points to
22 give and that sort of thing. But we could put that
23 all into one motion. And that might be cleaner to
24 deal with it all at once. Because we haven't
25 addressed how we should score it -- I believe all

1 Ms. Slater's motion went to was that it should be in
2 the RFP and bidders should be required to offer it and
3 give us their proposal on how they would offer it.

4 Would you like to embellish the motion in
5 terms of scoring and whether it's a separate rate or
6 would you rather vote on just that part of the motion?

7 **MS. SLATER:** I'd rather table that
8 discussion.

9 **MR. TUDOR:** We can't really table it except
10 to amend it, because we need to make a decision on
11 that. But we could vote separately. Carlos.

12 **MR. MONSERRATE:** Can we make it an one-year
13 trial period. Someone mentioned six months, but I
14 said one year because of the Outreach, you know,
15 getting people aware that this is available.

16 **MR. TUDOR:** Yeah. This procedure -- that we
17 have a motion that, I believe, is to make it a
18 permanent offering as opposed to a trial. Is there
19 any other discussion on Ms. Slater's motion?

20 **MR. MONSERRATE:** Is she making the motion
21 that we make it permanent?

22 **MR. TUDOR:** That's the way I understand
23 Ms. Slater's motion. It would be a permanent service
24 offered as a part of the contract. Is there a second
25 on Ms. Slater's motion? Okay. We have a second.

1 **MR. FLEISCHMAN:** Second.

2 **MR. TUDOR:** Okay. So the motion would be
3 whether to make this a permanent part of the contract
4 and if you want to make -- we'd have to vote and
5 decide what to do from there.

6 So those in favor of making this a permanent
7 requirement, a permanent part of the contract during
8 the life of the contract, speech-to-speech, show that
9 by voting, raising your hand.

10 (Two hands raised.)

11 **MR. TUDOR:** Okay. Then that leaves us with
12 the issue of if that's going to be a part of the
13 contract or the proposal, how do we want to evaluate
14 providers? If a provider says they simply cannot do
15 it, does that mean we would not accept that provider's
16 bid at all? And I think that's where we are at this
17 point.

18 **MS. SLATER:** It would be points zero.

19 **MR. TUDOR:** Okay. So if I understand what
20 you're saying is, it would not be a mandatory part of
21 the contract.

22 **MS. SLATER:** No. It is mandatory.

23 **MR. TUDOR:** Okay. When I said if a bidder
24 says, "I simply don't know how to do it and cannot do
25 it. I'm not capable of doing it," does that mean we

1 would throw that bidder's proposal out? They would
2 not get to bid on the contract?

3 **MS. SLATER:** Oh.

4 **MR. TUDOR:** That's the decision that has to
5 be made. You can say it's optional and give points or
6 you can say it's mandatory, and you could still give
7 points. But if somebody said, "I cannot do it" or "I
8 don't want to do it," then you cannot accept their
9 proposal. It's two different approaches.

10 **MS. LANGSTON:** Richard, something that some
11 of the members might not be aware of in terms of the
12 evaluating of the RFPs is that as I understand it, the
13 mandatory provisions are either pass/fail. Either you
14 offer it or you don't. And that's what I think you're
15 talking about, trying to get to. And if you don't --

16 **MR. TUDOR:** And if you don't you're not
17 accepted.

18 **MS. LANGSTON:** -- you're not accepted.
19 That's correct.

20 And then there's the point issue. So I
21 think the council needs to understand if it's
22 mandatory, it's either a pass/fail issue, is the way I
23 understand the evaluation.

24 **MR. TUDOR:** That's the way the system is set
25 up now. I suppose you could have something that says

1 you have to offer it. But then score it and say this
2 provider has indicated that they will do a better job
3 at doing it than another provider. I don't know how
4 you might differentiate yourself. You know, it may be
5 that speech-to-speech is speech-to-speech and there's
6 no way to differentiate. That's a possibility.

7 **MS. LANGSTON:** I'm just suggesting for the
8 scoring checklist, based on what you have used in the
9 past, I think everyone needs to understand how that's
10 being used and how these items would fall under either
11 a pass/fail or a point system so it's real clear what
12 is expected here.

13 **MR. SMITH:** Richard -- and I'd like to speak
14 to our council for just a second.

15 They have voted to make something mandatory
16 in a RFP that we still do not know, by this statement
17 here, can be offered in Florida by -- under law. So
18 what you're doing, you're mandating something to
19 companies that then they could not even provide under
20 law possibly. Is that where we are with this?

21 **MR. TUDOR:** I don't believe so. And the
22 reason I say that is what I was saying there about
23 whether or not it could be offered under law deals
24 with how you pay for the interstate side of it and
25 whether you offer interstate. If you don't offer

1 interstate at all, then that question goes away.

2 We could offer this only for in-state calls.
3 If a CA got a call for speech-to-speech and the person
4 said, "I want to call California." We could say, "I'm
5 sorry, we do not provide service out of the state of
6 Florida for speech-to-speech."

7 **MR. SMITH:** There just seems to be a lot of
8 questions revolving around this service. I mean,
9 people -- seems like there's a lot of options and some
10 there's some questions here on whether you do
11 interstate, intrastate, and things such as that.

12 I would say to our council, to retract -- I
13 would hope they retract their votes -- put it as not
14 mandatory but optional on the RFP. And then whoever
15 is chosen on the RFP, let the Commission make -- and
16 let them put the pricing down of what it would be to
17 provide this, and then let the Commission decide
18 whether or not -- and whether it's interstate,
19 intrastate -- whether it meets the statutes, the
20 Florida law and all of the particulars with it. It
21 just seems like there's too many complications in this
22 service.

23 **MR. TUDOR:** It is a new service and there
24 are some issues that have to be resolved. You're
25 right. Ms. Wobschall.

1 **MS. WOBSCHALL:** Just for one clarification,
2 I think that Georgia, Washington, and I know for sure
3 California -- but I'm pretty sure the other three
4 states that we mentioned earlier -- all provide
5 interstate, international, 800 and intrastate. What
6 they do is they just present it as minutes.

7 I'm concerned that if you would put
8 something in a RFP from a customer standpoint that
9 says, "We are going to offer speech-to-speech, but,
10 Alana, you can only make a call in the state of
11 Florida. You can't call your mom in Arizona," that
12 that customer is going to call -- not only relay
13 Richard's office and then the Commissioners's office
14 to complain that's not equal access to the system.

15 So I would probably like to propose what you
16 might consider is putting in there the state will only
17 consider paying for these minutes and the provider
18 would state how they will cover the additional
19 minutes.

20 **MR. TUDOR:** How did you say it works in the
21 other states? Who pays for it?

22 **MS. WOBSCHALL:** In California they pay for
23 everything.

24 **MR. TUDOR:** State pays for all of it.

25 **MS. WOBSCHALL:** But they don't have a law.

1 So to get around the law that is precluding you from
2 doing those calls is just ask the provider how they
3 would handle that. State it up-front so you don't get
4 a flurry of questions saying, okay, NECA doesn't pay
5 for it. What are you going to do about it? You can
6 just say that up front we will not pay for interstate,
7 international, 800. How will the provider handle
8 those calls? And leave it up to us how we want to
9 deal with it. Because I'd rather not provide the
10 service because of customer complaints or I'd rather
11 provide the service and provide it across all aspects.

12 **MR. TUDOR:** I understand. Okay.

13 **MR. SMITH:** So going back to that after that
14 statement, is there a problem with the Florida law on
15 interstate in providing the revenues for those calls?

16 **MR. TUDOR:** I think there's a question about
17 whether we can pay interstate costs.

18 **MR. SMITH:** So what we could do here, we
19 could write an RFP and then -- and direct an
20 individual to provide this service, and then find out
21 that they could not possibly.

22 **MR. TUDOR:** If it were challenged by
23 someone. If we started off ordering it because we
24 believe the law allows it -- we wouldn't order it
25 unless we thought the law allowed it. If we decided

1 our attorneys think that it does and we put it in the
2 RFP, it would take a challenge from someone where they
3 would have to successfully show in court that the law
4 did not allow it before we would have to tell the
5 provider not to provide it anymore.

6 **MR. SMITH:** I still go back to my original
7 statements. There's a lot of questions on this
8 service provided. And I suggest we take it out as an
9 optional service from the original RFP, and then
10 whoever the provider is of choice, then the Commission
11 make the decision. And by then they'll have all of
12 this legal and other things worked out, whether or not
13 they should have that provider -- you know, have STS
14 service.

15 **MR. TUDOR:** Any other thoughts or comments
16 about how to approach this?

17 **MS. MERKEL (On telephone):** Would you like
18 an AT&T comment?

19 **MR. TUDOR:** Sure.

20 **MS. MERKEL (On telephone):** You're probably
21 better off not making it mandatory. I can tell you
22 that I answer RFPs for a living, and in all of the
23 RFPs that we have been responding to, STS is listed as
24 an optional service outside of the basic relay
25 service.

1 **MS. SLATER:** I have a comment. I think we
2 need to end the discussion on this. It's gone on much
3 too long. So I would like to move that I change this
4 motion to make it an optional clause.

5 **MR. FLEISCHMAN:** Can we accept that change
6 just like that?

7 **MR. TUDOR:** She could certainly move to
8 reconsider the vote on that item, and then we can take
9 up -- I'll skip some of the procedural stuff if it's
10 all right with everybody.

11 I believe Ms. Slater has a different motion
12 she'd like to propose. If I understand your motion,
13 it's to ask bidders to make proposals about
14 speech-to-speech, but it would not be mandatory that
15 they provide it. And the piece I'm not clear on is
16 would that be as a separate offering that the
17 Commission could accept or reject, depending on the
18 price of it? In other words, it would be a separate
19 option in the contract.

20 **MS. SLATER:** Well, what my question is, that
21 people with speech impairments need to have equal
22 access to communication, and that's a fact. I mean,
23 we need to meet their needs.

24 **MR. TUDOR:** There are --

25 **MR. FLEISCHMAN:** We have already passed a

1 motion on this subject, and now what she's asking to
2 do is to change the motion. She wants to kill the
3 earlier motion and change the language in it. So what
4 you need to do is accept -- do you accept that motion
5 to kill the previous motion or not?

6 **MR. TUDOR:** We have a motion to reconsider
7 the vote on making that a permanent item in the
8 tariff. If you're in favor of reconsidering that, if
9 you'd raise your hand.

10 (Three raised hands)

11 Ms. Slater, do you have an alternative
12 motion?

13 **MS. SLATER:** I move that speech-to-speech be
14 provided as an option but with a strong encouragement
15 to vendors to provide the service.

16 **MR. TUDOR:** So if I understand that, the
17 bidders would be given an opportunity to propose
18 speech-to-speech; we would not award points for that,
19 but Commission could accept the proposal if it felt
20 like it was based on price and the offering, if they
21 felt like it was something they wanted to add to the
22 system. A bidder would not win or lose the bid based
23 on their speech-to-speech proposal, in other words.
24 Did I understand that correctly? Is there a second on
25 that?

1 **MS. SLATER:** I do have a question, though.
2 Does this council need to decide that people -- I
3 think we need to decide that people with speech
4 impairments need to be served. They should be served,
5 therefore, STS should be provided. We can't say turn
6 down service. We need to accept it as a fact.

7 **MR. TUDOR:** The Commission would have to
8 make a decision, if it's an option -- the Commission
9 at the end of the bidding process would have to make a
10 decision as to whether to add it to the basic service.
11 If you, as a committee, want to recommend that it be
12 mandated, then your original motion is what you would
13 want to propose. A speech-impaired person can use the
14 relay service using TDD, and that's certainly an
15 option for them.

16 **MS. SLATER:** However, if a person wants to
17 be able to speak on their own with their family
18 member, they want them to be able to hear their own
19 voice. It means a lot to them. It means a lot to
20 people to have their own voice heard as well.

21 **MR. TUDOR:** Speech-to-speech definitely has
22 some advantages over using the basic relay; no
23 question about it.

24 Okay. What we have, I believe, though, is
25 your motion is to put this in the RFP as an option.

1 **MS. SLATER:** Yes.

2 **MR. TUDOR:** Okay. And is there a second to
3 that?

4 **MR. MONSERRATE:** Okay.

5 **MR. TUDOR:** Okay. So in favor of including
6 in the RFP as an optional service that would not
7 affect the decision of which bidder to select but
8 might be a feature the Commission would add to the
9 time contract, is what we'd want to include in the
10 proposal. Okay.

11 So on that motion, those in favor, if you'd
12 raise your hand.

13 (Two raised hands.)

14 This next item on the second page is very
15 similar to this one in terms of discussion.

16 **MS. SLATER:** Richard? Also with the
17 speech-to-speech issue, we need to make sure that they
18 have a high number of points if they can provide it,
19 so we need to look at the point issue.

20 **MR. TUDOR:** Let me explain. If I understood
21 your motion, this is an option. Points would not be
22 awarded because they don't have to provide it. We're
23 asking them to give us a proposal. And if a company
24 chooses -- makes an offering that the Commission
25 lacks, and if they happen to be the winning bidder,

1 then the Commission will later on decide whether to
2 accept that option or not. That's what would make it
3 an option, is that the Commission accepts it or does
4 not accept it after the proposals are filed. Is that
5 the correct understanding of your motion, or --?

6 **MS. SLATER:** That's fine.

7 **MR. TUDOR:** Okay.

8 This next item is very similar in terms of
9 issues. Video relay interpreting is a embellishment,
10 if you will, to basic relay, but instead of a person
11 using a TDD to transmit to the CA, they actually go to
12 some location which some day may be in their house,
13 but today where it's going on is in a
14 videoconferencing location somewhere -- so they would
15 actually physically travel to a place where they can
16 set themselves in front of a camera, and they would
17 sign to a CA, who would then voice to the person on
18 the other end of the call.

19 The advantages to doing that would be it
20 more personalizes the call; some of the emotions might
21 be displayed better through signing than through
22 typing something, which is very neutral and cold.

23 And so some states -- and maybe we can go
24 through this again -- where is video relay
25 interpreting offered? I know North Carolina is

1 providing it. Is that under a trial or is that a
2 permanent offering?

3 **MS. WOBSCHELL:** That's a permanent offering.
4 And we're doing a trial -- starting trial in
5 California, six months.

6 **MS. MERKEL (On telephone):** This is Evelyn
7 Merkel from AT&T.

8 Sprint is offering that in North Carolina,
9 although MCI has the regular relay contract. I
10 believe it is permanent and not under trial.

11 **MR. TUDOR:** So North Carolina is permanent,
12 and California is a six-month trial.

13 **MS. WOBSCHELL:** Right.

14 **MR. TUDOR:** Any other states where VRI is
15 offered?

16 **MS. MERKEL (On telephone):** I think it might
17 be offered in Texas but I wouldn't swear to that.
18 That's also a Sprint state.

19 **MR. TUDOR:** I know they had a trial there.
20 I'm not sure if it's permanent or not. That was one
21 of the places where it started with folks there.
22 So -- this is a relatively new feature. Same kinds of
23 issues as with speech-to-speech.

24 **MR. SMITH:** Richard, I would hope that my
25 colleagues on the council would vote exactly as we

1 just did, with the same parameters; that it would be
2 an option by the bidder, the one that's awarded the
3 bid. Then the Public Service Commission would make a
4 determination whether or not they would like to offer
5 that at the cost provided. Same scenario that we just
6 voted on.

7 MR. TUDOR: Do we have a motion?

8 MR. FLEISCHMAN: Yes. Is that a motion?

9 MR. TUDOR: I don't believe Mr. Smith is
10 going to make a motion.

11 MR. FLEISCHMAN: Then I will make it a
12 motion.

13 MR. TUDOR: Okay. Second?

14 MR. MONSERRATE: I'll second it.

15 MR. TUDOR: We have a second. If you're in
16 favor of putting that in as an option, if you'd raise
17 your hand.

18 (Three raise hands)

19 This next item is 900 calls.

20 The problem with 900 calls is, again, the
21 issue of billing. When a call is made to a 900
22 number, billing information -- whether that call is
23 going to be intrastate or interstate, that information
24 is not available. And, again, it kind of comes down
25 to the issue of does the state of Florida want to pay

1 for 900 calls?

2 We could, with 900 calls, deal with this
3 issue of whether we believe we can legally pay for
4 interstate traffic. Because we won't know how much of
5 that is interstate traffic when you make a 900 call.
6 And so we could ask bidders to give us proposals about
7 how to deal with that; if they might have some idea of
8 how to separate that traffic. Perhaps some of the
9 providers have some suggestions about how best to deal
10 with that. I guess we could start again with what
11 states -- and there may be some that provide 900
12 service. And I'm assuming where it's provided, it's
13 provided for both interstate -- I mean, it's paid for
14 by the state for all traffic, would be my guess. So
15 maybe if providers could tell us if that's not correct
16 in the states where it's provided and tell us where
17 you provide it -- AT&T, do you provide it --

18 **MS. MERKEL (On telephone):** We don't provide
19 it. And I don't believe any of the other carriers
20 provide it for 900, 976 and 800 pay per call. You run
21 into the same problems you mentioned with STS and VRI.
22 These are not services that have been mandated as
23 basic services by the FCC. So, again, you have NECA,
24 which normally pays for interstate portion of calls,
25 not paying for these. The state ends up absorbing the

1 total cost, and as you said, with these calls, it's
2 very difficult to figure out what would have been
3 interstate and what would have been intrastate.

4 **MR. TUDOR:** Ms. Wobschall.

5 **MS. WOBSCHELL:** Clarification. We did
6 provide it in the state of Wisconsin and the state did
7 pick up all of the minutes. It was discounted as a
8 regular intrastate -- or interstate minute. And we
9 also provide the technology to Vista and Vista does
10 provide it in the state of Massachusetts. And
11 Massachusetts pays for all of the minutes.

12 **MR. TUDOR:** Evelyn, did you hear that?

13 **MS. MERKEL (On telephone):** No, I did not.

14 **MR. TUDOR:** That MCI did provide 900 service
15 in Wisconsin, and that Vista does provide it in
16 Massachusetts. Do the Sprint folks know anything --

17 **MS. SLATER:** What are 900 numbers for
18 anyway? What do we use those for?

19 **MS. MERKEL (On telephone):** Those would be
20 pay-per-call. It could be someone dialing into -- for
21 example, 976 would be considered local 900, to find
22 out the what state lottery numbers were the night
23 before. 900 numbers usually get a bad reputation
24 because a lot of them are for kind of sex chat lines.

25 **MS. SLATER:** They are for money-making.

1 **MS. MERKEL (On telephone):** Strictly. And
2 unfortunately, because of the way relay works, these
3 calls tend for very time-consuming, and, therefore,
4 twice or three times as expensive for a relay caller
5 as they would be for a regular voice caller.

6 **MR. TUDOR:** What 900 calls -- how they are
7 distinguished is basically the calling party is paying
8 for the call and gets billed for it, usually for
9 obtaining some kind of information.

10 **MS. MERKEL (On telephone):** Or
11 entertainment. It could be a psychic hot line.

12 **MR. BALLIETTE:** It's my opinion on that
13 basically I don't believe it's for standard
14 communication. What you're paying for is
15 entertainment; not communication. So it might be
16 something would have to go through court to really
17 distinguish that like a lot of these issues.

18 **MR. TUDOR:** Mr. O'Neill.

19 **MR. O'NEILL:** Tom O'Neill.

20 The position that the state of Massachusetts
21 covered was that of equal access -- access to public
22 services. They did not address the morality of it
23 or the cost to the user who has to pay for that
24 service. They made the decision purely on an equal
25 access basis and chose to pay for the total number of

1 minutes of relay time involved.

2 **MR. TUDOR:** Thank you. I think that's a
3 piece of the point, is equivalent service. Regardless
4 of what we think about 900 service, it is a service
5 you can get using the basic system. But your point is
6 well-taken: Is this phone service or information
7 service of some sort?

8 **MR. BALLIETTE:** Maybe it should be a split
9 fee where the state pays for the basic communication
10 but you're -- the person who elects to make that phone
11 call does get billed for the entertainment aspect.

12 **MR. TUDOR:** One of the issues in the past
13 has been how does the relay provider avoid -- because
14 they are the ones actually making the 900 call -- a
15 relay call is two calls. So that's been, in the past,
16 one of the issues, is how does the relay provider make
17 sure that that first caller gets billed and not the
18 relay center.

19 **MS. MERKEL (On telephone):** I'm sure the
20 other providers can do this, but I know in AT&T's case
21 we can provide the callers an ANI out into the network
22 so that they are directly billed by the 900 service
23 provider.

24 **MR. TUDOR:** Okay. Tom.

25 **MR. O'NEILL:** This is Tom O'Neill.

1 The issue that we needed to address in
2 Massachusetts was blockage at the user end or from a
3 business phone that might have those types of numbers
4 blocked. In order to support blocking, we provided a
5 separate 900 access number to relay. Once that call
6 then comes into relay, we do have the ANI and can pass
7 that through.

8 **MR. TUDOR:** So the question is, is this
9 something we want to include as a requirement in the
10 proposal, in the RFP, or --

11 **MS. SLATER:** No. I believe it ought to be
12 an option as well.

13 **MR. TUDOR:** Okay. Is that a motion?

14 **MS. SLATER:** I move that it be an option.

15 **MR. TUDOR:** Is there a second on that? If
16 you're in favor of adding that as an option, if you'd
17 raise your hand?

18 (Two hands raised)

19 That's a 2-0 vote.

20 The next item we had was, the scoring
21 process itself, we've talked about that some today.
22 And we've added -- the 25 points will be another item
23 we'll add for the additional languages.

24 Are there other areas in the scoring process
25 that you'd like to see more points, fewer points, or

1 some different approach to the scoring process?

2 Carlos.

3 **MR. MONSERRATE:** Yes. On Page 43, I see
4 that you only give 50 points for complaint resolution.
5 I find that to be extremely important. I would give
6 it a lot more; like 200 points.

7 **MR. TUDOR:** Jim, this may relate -- you
8 wanted to also talk today about complaint resolution a
9 little bit in terms of how the relay provider deals
10 with the complaints they receive.

11 **MR. SMITH:** Right.

12 **MR. TUDOR:** You raised a separate issue
13 about our 800 number, but --

14 **MR. SMITH:** Of course, I really -- I don't
15 really have an answer at this point. I just brought
16 up that like any company today, I take it that the
17 relay provider receives the complaint, then handles
18 the complaint to the customer themselves.

19 Then, of course, what is the fallback? The
20 fallback, if you're looking at a local telephone
21 company or long distance, or whatever, is that then
22 the customer has the right to call the Public Service
23 Commission and establish another complaint, because
24 their's certainly hasn't been handled to their
25 satisfaction. I don't see that being any different.

1 I'm not sure -- as long as you have the ability at the
2 Commission to receive those type of complaints from
3 the community, the hearing and speech impaired, I
4 would say you would do exactly the same as any other
5 company providing a service. Unless somebody else has
6 another idea -- and I just hadn't solved that. I'm
7 not sure how that was handled. On a complaint basis,
8 there was points associated with it?

9 **MR. TUDOR:** The bidders would provide an
10 explanation of how they would deal with complaints.

11 **MR. SMITH:** Oh, just how they -- other
12 than --

13 **MR. TUDOR:** The system they would use, they
14 might differentiate themselves based on response
15 times, or they might differentiate themselves on how
16 personalized the response was. The bidders possibly
17 could have a difference how they dealt with
18 complaints. So one of them might get 50 points, and
19 another one might get 40 points based on what they
20 said in their proposal about how they would deal with
21 them.

22 **MR. SMITH:** Are those complaints then
23 forwarded to the Commission?

24 **MR. TUDOR:** We get a monthly report on
25 quantities of complaints but not the actual individual

1 complaint, so that we can see the areas where the
2 complaints fall, whether it be garbling, you know, or
3 a rude CA, whatever the nature of the complaints were.
4 We have the privilege and, you know, the ability to go
5 look at those, but in a monthly report they give us
6 counts, numbers of complaints by area.

7 **MR. SMITH:** Of course, anytime you have a
8 complaint, there are so many various situations that
9 could be occurring. There could be a problem in the
10 CPE or the line on a local loop, or the relay system
11 or whatever. It could be hard to distinguish. I know
12 today that the customers in the state of Florida,
13 business and residents, all have a problem due to the
14 changes that's taken place just in the last few years
15 in the telecommunications business, where the actual
16 problem is stemming from.

17 **MR. TUDOR:** Sure.

18 **MR. SMITH:** So I would think we would treat
19 it just like any other company providing service --
20 unless everybody has another thought. I guess -- I
21 don't know where we're going with this complaint.

22 **MR. MONSERRATE:** It's just my impression
23 that the complaints go to the relay service but it
24 just stays there. It's like statistics are compiled,
25 if you will, rather than really resolving the

1 complaints. That's just my impression.

2 **MR. SMITH:** And following up on that, that's
3 exactly how it works in any telecommunications company
4 providing a service in this state or this nation. If
5 you were not provided the type of service that you
6 want by your local telephone company, you then have a
7 alternative, and that alternative is to call the
8 Public Service Commission to issue a complaint to them
9 on a more formalized basis.

10 The thing I was working on earlier was as
11 long as they have access at a TTY that gives the
12 hearing and speech impaired public the ability to call
13 the Commission, if it isn't handled properly by the
14 relay, that's equivalent. It's the same. And I think
15 that's the way a complaint service should be handled.
16 Is that not correct? Or --

17 **MR. TUDOR:** You're right. We need to
18 respond if they come here. And we need to be able for
19 them to get here. One way they can get here is to use
20 the relay service. But -- yeah, but there are people
21 who will dial direct on the TDD and we need to make
22 sure we can respond to those, too. I'm in agreement
23 with you there.

24 **MR. SMITH:** If they are complaining about
25 the relay service, they may choose not to dial the

1 relay service to issue the complaint. I'm not sure
2 about that, Richard, but it just seems --

3 **MR. TUDOR:** Right. But I see that as an
4 issue for us to resolve. That's a problem at the
5 Commission as opposed to an issue with the provider.
6 I am not -- I don't see if there's a provider issue
7 there, like something that needs to go into the RFP
8 that would resolve or deal with the complaint
9 resolution.

10 **MR. McDONALD:** Complaint for so many
11 subscribers, just like you do on a regular services.

12 **MR. TUDOR:** The RFP lays out some things
13 that have to happen, you know, the number of days to
14 respond to an inquiry from us; the fact there has to
15 be a record kept of complaints, and how long they have
16 to be kept; for 12 months. There are some things like
17 that in the RFP about how they will procedurally be
18 handled.

19 **MR. SMITH:** Do you not have the oversight of
20 the provider to remove service or do whatever is
21 necessary as the Commission -- if you allocate that
22 contract to that provider?

23 **MR. TUDOR:** Well, you know, that's an issue
24 of contract law. But if we have asked somebody to do
25 something in the contract and they don't do it, we

1 have authority under the contract, under the
2 liquidated damages section, to withhold, you know,
3 some damages for failing to meet some part of the
4 contract. The provider may not even be a phone
5 company.

6 **MR. SMITH:** Oh, I'm just saying I don't care
7 who the provider is. However, if they weren't
8 providing good, responsible service to the hearing and
9 speech impaired, and you started getting numerous
10 calls at your TTY that you're going to have
11 operational here at the Commission, then you would
12 react to that, and the Commissioners would react to
13 that in some type of a hearing possibly.

14 **MR. TUDOR:** We'd respond to that under the
15 provisions of the contract, which allow for liquidated
16 damages for various things. For example, if we have a
17 lot of complaints that they never answered the phone;
18 it just rings and rings and rings. We have authority
19 to collect liquidated damages from the provider under
20 the contract. So, yes, we can take action under the
21 contract for violation of provisions of the contract.

22 **MR. SMITH:** I think as far as we're
23 concerned, that we've covered that issue as far as
24 complaints; that it's first handled at the company
25 level. And if it's not handled at the company level

1 properly, then the consumer has the right to call the
2 Commission.

3 **MR. TUDOR:** We could perhaps put something
4 in the process that would tell them about the
5 Commission's 800 number or something like that.
6 Ms. Slater.

7 **MS. SLATER:** Do you have a TDD number?

8 **MR. TUDOR:** The Commission? Yes.

9 **MS. SLATER:** What is the number?

10 **MR. TUDOR:** I don't ever call it. It's
11 in -- I can get it for you. It's in one of our
12 brochures. It goes to our Consumer Affairs section.

13 **MR. SMITH:** It's also a requirement that
14 it's in the front page of all telephone directories
15 furnished with all local exchange companies throughout
16 the state of Florida.

17 **MR. TUDOR:** It's on the inside front cover,
18 I believe.

19 Carlos, was that a motion, to change the
20 score from 50 to 200?

21 **MR. MONSERRATE:** Yes. I move that we
22 increase it to 200 points.

23 **MR. TUDOR:** Do we have a second on that?

24 **MS. SLATER:** You mean me?

25 **MR. TUDOR:** Carlos made the motion.

1 **MS. SLATER:** Second.

2 **MR. TUDOR:** Okay. If you are in favor of
3 increasing the points related to complaint resolution
4 from 50 to 200, if you'd raise your hand?

5 (Three hands raised.)

6 Are there other scoring changes that anybody
7 would like to suggest?

8 There were some other items that we added --
9 or wanted to discuss that's not on this list. One was
10 voice carryover and hearing carryover. Those were in
11 the last RFP optional kind of features. Maybe I can
12 ask these providers, but I believe those have become
13 pretty much a standard offering. I think probably it
14 makes sense to move those from a optional feature to a
15 standard offering. So let me get a reaction from the
16 providers whether that is generally offered in a -- in
17 most states, or at least under most newer contracts,
18 if that's something that was available, and not
19 especially a high cost, high ticket item compared to
20 other calls.

21 **MS. MERKEL (On telephone):** We have a
22 variety of voice carryover features and hearing
23 carryover features, and those are basic for all of our
24 contracts. And I would assume they are basic for
25 Sprint's and MCI's. And as I'm looking at the 1996

1 RFP, it looks like that was a mandatory feature and
2 you could assign 50 points to it. It was B.16.

3 **MR. TUDOR:** Yes, I believe you're right.
4 Under the Optional Features item, 39.d, HCO and VCO
5 were listed as optional features also. I believe what
6 we were dealing with there was things like two-line
7 VCO, which is a little beyond the basic VCO. Is
8 two-line VCO also pretty much a standard version of --

9 **MS. MERKEL (On telephone):** It's a basic
10 offering, yes. It is for us.

11 **MR. TUDOR:** So perhaps what we'll do is just
12 expand the VCO/HCO section to include that. I don't
13 think we need to vote on that.

14 Another issue was Outreach. I had gotten a
15 couple of comments from folks before this meeting --
16 not Advisory Committee members but other folks --
17 about whether Outreach should be a feature included in
18 the RFP.

19 As I indicated earlier, I really believe --
20 the legislation calls for the administrator, FTRI, to
21 do the Outreach. And Mr. Forstall and FTRI are doing
22 some work on that. And I think rather than try to
23 double up on that through the relay provider -- and
24 also that's a questionable thing legally whether that
25 should be paid for through the relay contract. So I

1 think we need to wait until FTRI is ready to present
2 something, and then deal with that rather than include
3 Outreach through the relay contract.

4 What FTRI deals with is not just really, but
5 also the equipment distribution program. And there
6 are probably some economies there in advertising both
7 of those together jointly. So as I said, this was not
8 an issue raised by the Advisory Committee but one I
9 think I just wanted to raise; see if there was any
10 discussion.

11 As I say, the law does call for FTRI to do
12 that and there's some question about whether anybody
13 should be doing that and paid for through relay funds.

14 Just as an announcement, I believe FTRI has
15 recently hired an new Outreach specialist, a lady
16 named Donna Jean, and I believe she's working on that
17 proposal.

18 **MR. FORSTALL:** Right.

19 **MR. SMITH:** There is -- in the contract,
20 there is some requirement for the provider to provide
21 Outreach, is there not?

22 **MR. TUDOR:** I believe there's some reference
23 to the provider cooperating with FTRI, and I can't
24 remember exactly how it's worded. There is some
25 discussion. But I believe the way it's worded, it

1 wouldn't entail substantial expense on the part of the
2 provider. It deals more with --

3 **MR. MONSERRATE:** What page is that?

4 **MR. TUDOR:** I don't recall. I'm trying to
5 see if I can find it.

6 But you're correct, that there is some brief
7 mention of it. I don't think it's, though, something
8 that, for example, any points are awarded on. And I
9 don't think it calls for any substantial expense.

10 **MR. SMITH:** A set figure. But there is
11 something to answer in the RFP about the provider's
12 Outreach; is that not true?

13 **MR. TUDOR:** Do you know where that is?

14 **MR. SMITH:** I don't know. James told me.

15 **MS. SLATER:** My plane leaves at 6. So I'm
16 going to have to leave right now.

17 **MR. TUDOR:** Can we stop just for a second
18 and take up one other item before you take off, and
19 that is evaluators from the Advisory Committee.

20 What I'd like to see is if we have
21 volunteers or nominations, however you'd like to
22 approach that, of a couple of people on the Committee
23 to conduct the evaluations. If we have more than two
24 volunteers, we'll take a vote on those. Ms. Slater.

25 **MS. SLATER:** I volunteer.

1 **MR. TUDOR:** Ms. Slater has volunteered. Do
2 we have other volunteers?

3 **MR. MONSERRATE:** I am volunteering Shirley
4 Jones. (Laughter)

5 **MR. TUDOR:** Since she's not here, I don't
6 believe we'll accept that. Is there anyone else that
7 would like to volunteer themselves?

8 **MR. MONSERRATE:** Could I volunteer even
9 though I may not be a member?

10 **MR. TUDOR:** It would need to be a member of
11 the committee --

12 **MR. MONSERRATE:** Okay.

13 **MR. TUDOR:** We can take a couple of
14 approaches to this: I could, by mail, ask other
15 committee members if they would be willing to
16 volunteer. And if there was more than one, I could
17 send out a mail ballot and ask you to vote on the
18 volunteers, if we had more than two total. And if
19 there's only one more, we could just ask you to accept
20 whoever that person is if you're comfortable with any
21 member of the committee, subject to Mr. Smith and
22 Ms. Langston not volunteering -- (laughter)
23 Ms. Slater.

24 **MS. SLATER:** Can you explain to us what an
25 evaluator's responsibility would be that we would do

1 at home?

2 **MR. TUDOR:** Very briefly, one would be first
3 of all, to be very certain that you do nothing that
4 would cause anyone to feel they had not gotten a fair
5 evaluation. That would mean not discussing proposals
6 with other providers and those sorts of things; not
7 having a financial interest in any of the bidders.
8 Things like that.

9 But in terms of the physical work, over
10 about a two-week period, and I believe it would be
11 probably November, early December, somewhere in there
12 when we get the calendar together, we would mail to
13 you the proposals from each bidder, and you would use
14 a score sheet similar to this at the back of the RFP
15 and score each of the bidders. Then you would send
16 that back to us in a timely fashion.

17 Okay. We will accept Ms. Slater's offer as
18 a volunteer. We'll inquire by letter of others on the
19 committee if they would like to volunteer. All that
20 have volunteered, we'll then ask you to vote on the
21 two you would like to see serve as evaluators. So
22 we'll handle that by mail.

23 Are there other features in the RFP that
24 you'd like to discuss further?

25 **MR. MONSERRATE:** I know it's late. A person

1 did ask me to bring this up. What happens if he's a
2 cellular phone user and he gets the feature that
3 allows him to call weekends for free, and he wanted to
4 call a relay service, does that mean that there's a
5 charge if he calls long distance?

6 **MR. TUDOR:** He would pay the cellular
7 provider whatever charges that cellular provider has
8 for a 800 call, calling an 800 number. And he may not
9 be paying for the 800 call but he would probably be
10 paying for air time.

11 **MR. MONSERRATE:** But this user has free time
12 on the cellular phone on weekends. It's not a 800
13 number; it's a long distance.

14 **MR. TUDOR:** To call relay is an 800 number.

15 **MR. MONSERRATE:** Oh, it is an 800 number for
16 the relay calls. Okay. So there's no charge anyway
17 for the long distance.

18 **MR. TUDOR:** Not to reach the relay service.

19 **MR. MONSERRATE:** The relay service.

20 **MS. MERKEL (On telephone):** The customer
21 would normally be charged for the long distance
22 portion of the call and that would end up on an end
23 user bill.

24 **MR. TUDOR:** Let me explain to Carlos.
25 Anybody that makes a long distance call -- if I'm

1 calling from my house 200 miles down the country, I
2 will pay a long distance call --

3 **MR. MONSERRATE:** Not if it's a cellular
4 phone. It's free.

5 **MR. TUDOR:** Okay. I understand your point.
6 It's similar to the issue of EAS. If it's free to
7 call from one city to another, the relay provider
8 deals with that kind of an issue through setting up
9 tables in their billing system to recognize what's a
10 free call. I don't know what relay providers do with
11 cellular calls. I have a guess. Go ahead.

12 **MS. MERKEL (On telephone):** I can only
13 address what AT&T does. I can't talk about what the
14 competition does because I don't know what they do.

15 In our case, we handle a cellular call to
16 relay just like we would handle a landline call to
17 relay. We would generate a bill that goes to the LEC
18 or the cellular company responsible for that
19 particular number. And it would be up to them to bill
20 or not bill the customer. So it's kind of in their
21 billing stream, they would have to know that it was a
22 free call. AT&T wouldn't know or get involved in
23 that.

24 **MR. TUDOR:** That would be similar to, say,
25 AT&T was the provider, and the customer asked to use

1 MCI on the relay call; kind of the same thing. In
2 this case you would send the bill to MCI. And if it
3 was a cellular call, you would send the bill to
4 BellSouth Mobility or somebody.

5 MS. MERKEL (On telephone): Whomever, right.

6 MR. TUDOR: They would decide how to bill
7 their end user.

8 MS. MERKEL (On telephone): Exactly.

9 MR. TUDOR: You wouldn't get a bill from the
10 relay provider.

11 MS. MERKEL (On telephone): Not from us.
12 Like I'm saying, I don't know if that's the way that
13 MCI's billing works or Sprint's billing.

14 MR. TUDOR: Right. Then the cellular
15 provider, once they got that bill, they would have to
16 decide whether they would honor the cellular contract
17 that says free calling anywhere in Florida; is that
18 right?

19 MS. MERKEL (On telephone): That should be
20 correct.

21 MR. TUDOR: Okay.

22 MR. MONSERRATE: Thank you very much.

23 MR. TUDOR: Luckily we're through with
24 business.

25 MS. MERKEL (On telephone): Before --

1 Richard and -- you had mentioned Outreach before,
2 Richard, and in the RFP that was covered in Section B,
3 No. 28, under Consumer Inputs. There are things in
4 there that require the provider to do things like
5 community forums, and I would assume that the provider
6 would work with the FTRI on that sort of thing.

7 **MR. TUDOR:** Yeah. And I think based on some
8 comments from Mr. Smith we may look at that section
9 and see if we need to clean that up a little bit
10 somehow.

11 **MS. LANGSTON:** Richard, this is Susan.

12 I just want to ask a question, because I
13 know historically this has been a real sensitive issue
14 in terms of the RFP process as well the relay service,
15 implementation of it, and that's the special needs
16 section. And I noticed it wasn't on the discussion.
17 So I am assuming that that issue has kind of sorted
18 itself out in recent years, and Staff didn't feel a
19 need to make any changes to that section based on what
20 has happened historically about special needs. Is
21 that a safe conclusion to draw? I was just kind of
22 surprised -- and obviously we can't get into a
23 discussion about special needs since we don't have a
24 quorum any longer -- but I was just curious as to how
25 that issue now sits. Because like I said, over time

1 STATE OF FLORIDA)
 2 COUNTY OF LEON)

CERTIFICATE OF REPORTER

3 I, JOY KELLY, CSR, RPR, Chief, Bureau of
 4 Reporting, Official Commission Reporter,

5 DO HEREBY CERTIFY that the Advisory
 6 Committee Meeting in Docket No. 960598-TP was heard by
 the Staff of the Florida Public Service Commission at
 the time and place herein stated; it is further

7 CERTIFIED that I stenographically reported
 8 the said proceedings; that the same has been
 9 transcribed by me; and that this transcript,
 consisting of 154 pages, constitutes a true
 transcription of my notes of said proceedings.

10 DATED this 1st day of September, 1999.

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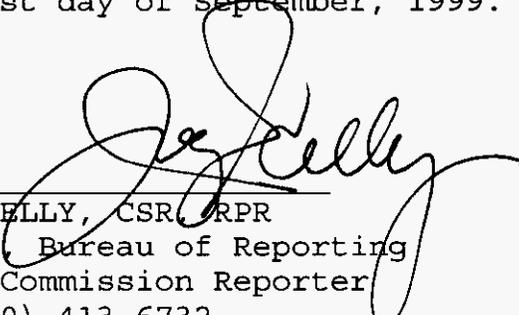
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