



# Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

## -M-E-M-O-R-A-N-D-U-M-

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RECORDS AND REPORTING

**DATE:** FEBRUARY 3, 2000

**TO:** DIRECTOR, DIVISION OF RECORDS AND REPORTING (BAYÓ)

**FROM:** DIVISION OF COMMUNICATIONS (KING, <sup>Wu</sup>TUDOR) <sup>RMT</sup>  
DIVISION OF APPEALS (BROWN) <sup>MCB</sup>  
DIVISION OF POLICY ANALYSIS & INTERGOVERNMENTAL LIAISON  
(MILLER) <sup>cm</sup>

**RE:** DOCKET NO. 960598-TP - REQUEST FOR SUBMISSION OF PROPOSAL FOR PROVISION OF RELAY SERVICE, BEGINNING IN JUNE 1997, FOR THE HEARING AND SPEECH IMPAIRED, AND OTHER IMPLEMENTATION MATTERS IN COMPLIANCE WITH THE FLORIDA TELECOMMUNICATIONS ACCESS SYSTEM ACT OF 1991.

**AGENDA:** 02/15/00 - REGULAR AGENDA - INTERESTED PERSONS MAY PARTICIPATE

**CRITICAL DATES:** NONE

**SPECIAL INSTRUCTIONS:** PLEASE PLACE NEAR THE BEGINNING OF THE AGENDA OR SCHEDULE A TIME CERTAIN TO REDUCE INTERPRETER COSTS.

**FILE NAME AND LOCATION:** S:\PSC\CMU\WP\960598.RCM

### CASE BACKGROUND

The Commission's contract with MCI for the provision of relay service expires on May 31, 2000.<sup>1</sup> In the current contract, MCI has committed to handling, at a minimum, 95% of all Florida relay traffic at its Florida center. However, in order to minimize the impact of the contract transition on the users, MCI has requested

<sup>1</sup> At its January 11, 2000, Special Agenda the Commission voted to issue a letter of intent to award the next relay contract, beginning June 1, 2000, to Sprint; however, AT&T has filed a protest of that award. Staff anticipates filing a recommendation in February, 2000, recommending an interim provider for relay service.

DOCUMENT NUMBER-DATE

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DATE: February 3, 2000

that during the transition to a new provider, it be allowed to handle Florida calls at its other relay centers (Madison, WI, Holyoke, MA, and Riverbank, CA) as it deems necessary. This request constitutes a change in the contract and this recommendation addresses MCI's request. (Attachment A is MCI's January 5, 2000 letter.)

**DISCUSSION OF ISSUES**

**ISSUE 1:** Should MCI's current contract be amended to eliminate the requirement that MCI handle at least 95% of Florida's relay traffic at its Florida center during the transition to a new relay provider?

**RECOMMENDATION:** Yes, MCI's current contract should be amended to eliminate the requirement that MCI handle at least 95% of Florida's relay traffic at its Florida center.

**STAFF ANALYSIS:** In the current contract, MCI has committed to handling at minimum, 95% of all Florida relay traffic at its Florida center. MCI's current contract expires on May 31, 2000. In order to minimize the impact of this transition on FRS users, MCI would like to transfer some or all of its Florida traffic to its other relay centers. Therefore, contrary to the current contract provision, less than 95% of all Florida traffic would be handled in Florida. Staff believes that this contract amendment is appropriate. Since MCI will no longer be providing this service (in Florida) after May 31, 2000 under its current contract, it is believed that the number of Communications Assistants (CAs) available to handle Florida traffic in its Miami center will decrease. Accordingly, this amendment would allow MCI the flexibility to use all its available resources and direct the traffic flow to available CAs at its other centers. While staff recommends the Commission approve this contract amendment to relieve MCI of its obligation to handle 95% of Florida's traffic in Florida, it should be made clear that all other standards in its contract remain in effect.

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**ISSUE 2:** Should this docket be closed?

**RECOMMENDATION:** No.

**STAFF ANALYSIS:** Docket 960598-TP should remain open for the duration of the contract with MCI.



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January 5, 2000

Mr. Richard Tudor  
Assistant Director  
Division of Telecommunications  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

VIA FACSIMILE AND OVERNIGHT CARRIER

**Subject: Contract Between the Florida Public Service Commission and MCI  
WorldCom, dated April 8, 1997.**

Dear Richard:

MCI WORLDCOM Communications, Inc. (formerly known as "MCI Telecommunications Corporation") and the Florida Public Service Commission entered into the referenced Agreement for a telecommunications relay service ("Agreement"). The current term of the Agreement will expire on May 31, 2000 and it is our understanding that the RFP Evaluation Committee for the follow-on contract has made a recommendation that the FPSC award the follow-on contract to Sprint. It is MCI WorldCom's experience that the transition process to a new provider begins almost immediately following the award announcement.

MCI WorldCom wants to insure the best possible service to the users of the FRS during the remaining term of the current contract and the transition to the new provider. In order to minimize the impact of the contract transition on the FRS users and ensure a seamless transition to the new provider, MCI WorldCom plans to outflow calls to its other relay centers in Madison, WI, Holyoke, MA, and Riverbank, CA as it deems necessary during the transition period in order to maintain satisfactory service to consumers. This flexibility will enable MCI WorldCom to utilize all its available resources and to timely manage the traffic flow to available Communication Assistants within its network. It is part of the overall plan to provide the smoothest possible transition of service to the next provider.

Please provide your comments, if any, to MCI WorldCom in written form by January 12, 2000. Thank you very much for your time and consideration of this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "George Houck".

George Houck  
Regional Account Manager  
MCI WorldCom Global Relay

Cc: Jennifer L. Spade, Director, MCI WorldCom