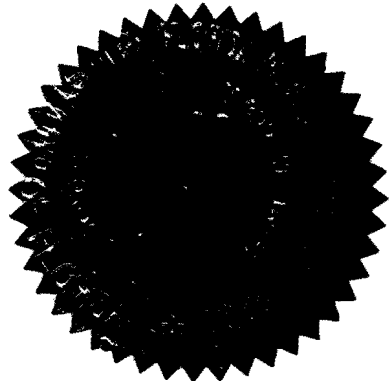


BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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In The Matter of
IMPLEMENTATION OF FLORIDA
TELECOMMUNICATIONS ACCESS
SYSTEM Act of 1991.

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DOCKET NO. 991222-TP
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PROCEEDINGS: **ADVISORY COMMITTEE MEETING**

DATE: Tuesday, May 9, 2000

TIME: Commenced at 1:00 p.m.
 Concluded at 4:20 p.m.

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

REPORTED BY: KORETTA E. STANFORD, RPR
 Official FPSC Reporter

1 **IN ATTENDANCE:**

2 ALEX FLEISCHMAN, STEPHEN HARDY, and FRANK SLATER,
3 Florida Association of the Deaf, Inc.

4 CARLOS MONSERRATE, Self Help for Hard of Hearing
5 People.

6 JERRY CONNER, Deaf Service Center Association.

7 JOSEPH SCHAD, Florida Language Speech and Hearing
8 Association.

9 SUSAN LANGSTON and JIM SMITH, Florida
10 Telecommunications Industry Association.

11 JAMES FORSTALL, Executive Director, FTRI.

12 ANDREW BRENNEMAN, Sprint Communications

13 ROBERT GIUNTOLI, Sprint Communications

14

15 **FOR THE FPSC:**

16 RICHARD TUDOR, RICK MOSES, and LAURA KING,
17 FPSC Division of Communications.

18 MARTHA BROWN, FPSC Division of Appeals

19 BETH SALAK, Division of Auditing and Financial
20 Analysis

21

22 **INTERPRETERS:.**

23 STEVIE FENTON

24 CANDACE STEFFEN

25 SUSAN THOMPSON

FLORIDA PUBLIC SERVICE COMMISSION

P R O C E E D I N G S

1
2 MR. TUDOR: All right. We'll go ahead and get
3 started. Good afternoon. Just wanted to welcome
4 everybody here. It's been a little while since we've
5 gotten together, and it's good to see everybody again.

6 Just wanted to mention that we have a new
7 real-time captioner here this morning -- this afternoon.
8 Koretta Stanford is new with the Commission. And we're
9 glad to have her and appreciate her willingness to do
10 this. She has got a lot of good real-time experience, but
11 she hasn't quite got her dictionary fleshed out yet.

12 And so, you may see an occasional funny word on
13 the screen, but she's going to learn a lot from today's
14 meeting, probably, and a lot of new terms. And she'll put
15 those in her dictionary, and just continue to build that
16 up, and it'll get better and better. So, today's kind of
17 a trial run for her, and I appreciate your patience with
18 us on that.

19 I provided, I believe, to everybody, at least at
20 the front table, a copy of the FCC news release. And this
21 is just not in terms of particularly relay and equipment
22 distribution, but general interest, I think. But it came
23 out in April, and it announces that the FCC has adopted
24 some new rules dealing with the provision of emergency
25 information during a hurricane or some other kind of

1 disaster kind of situation that requires that that
2 critical emergency information be made available in a
3 visual manner for either broadcast or cable TV
4 announcements.

5 We had several people during the hurricanes last
6 fall that expressed concerns that the TV station was
7 announcing all the information, the emergency information
8 verbally, but it was not coming across, either as
9 captioned or in any other way provided in a visual manner,
10 so it made it very difficult for people to know what was
11 going on. And so, I think, basically, in response to
12 these hurricanes that we had here last fall and that went
13 on up the east coast, that the FCC responded to those by
14 requiring that.

15 And I don't know the effective date of this, but
16 they have expedited this. They've got other requirements,
17 just generally, about captioning on television programs
18 that is a phased-in matter, but these emergency
19 announcements and so forth, they've adopted rules that
20 will require that on a much more expedited basis.

21 And does anybody know the effective date of
22 that? Okay. But at any rate, they have expedited that so
23 that hopefully broadcasters and cable TV operators will
24 bring that information visually to the screen in TV
25 announcements about emergency situations. So, that will

1 be good for a lot of people, I think.

2 I have a new list of Advisory Committee members,
3 and let me -- would you hand these out? And let me hand
4 these out. It's just an update for us, just mentioned a
5 couple things. One is that on the back of this list we've
6 added some Sprint contacts that we did not have there
7 before. And then, we've also added in the part that deals
8 with the Advisory Committee, specifically, some new people
9 also.

10 We've had a couple of people who have been
11 recommended to be added to the Advisory Committee, and
12 those folks are shown here. Formally, they have not been
13 voted on by the Public Service Commission, but the
14 Commission will be voting on them next Tuesday, and I
15 don't anticipate any problems with that.

16 So, we'll anticipate that they will be added to
17 the committee. Those two people are Steve Howells with
18 the advocacy center for persons with disabilities. And
19 Steve I have not met. Is Steve here? Okay. Steve
20 Howells will be on the Advisory Committee, recommended by
21 the advocacy center. The other addition is under the
22 Florida Association of the Deaf, and that's Frank Slater.
23 Frank, raise your hand there and wave at everybody. Okay.

24 Frank is joining us, recommended by the Florida
25 Association of the Deaf. The only other thing I'll

1 mention is that in Shirley Jones' absence today, she's not
2 available to be here, Carlos Monserrate is joining us, and
3 he's been here one time before, at least one time before,
4 be substituting for her today. So, we're glad you're
5 here, Carlos, and welcome.

6 Let me just quickly go through the Advisory
7 Committee list, and let me make sure I know who's here and
8 who isn't. Steve Howells is not here yet. Jerry Conner
9 is here. And Alex Fleischman; good to have you, Alex; and
10 Frank Slater. And I wanted to make sure, because one
11 place I saw Michael listed, you do go by Frank; is that
12 correct?

13 MR. SLATER: Everyone calls me Frank, yes. I
14 typically use Frank, I don't use Michael.

15 MR. TUDOR: Okay, good. I just wanted to make
16 sure. Thank you.

17 MR. SLATER: It's the same person.

18 MR. TUDOR: And Joseph Schad, glad to have you
19 here again today. Okay, great. And then we've got Susan
20 Langston, and Jim Smith, glad to have you here. And then,
21 again, Shirley Jones is not here, but Carlos Monserrate is
22 here in her place today. Great, very good.

23 I just wanted to take this opportunity kind of
24 in the introductory remarks to mention that we want to
25 express our thanks to Rita Slater; and Frank, if you would

1 pass that on to her, and to Jerry Conner for the yeoman's
2 job that was done on the review of the RFP bid proposals
3 for relay service. That's a big job. It's a difficult
4 job.

5 MR. CONNER: Amen.

6 MR. TUDOR: Reviewing the proposals and reading
7 those very, very closely and trying to understand what the
8 bidders have said is a big job, and it's a tedious job,
9 and so we're very thankful to the Advisory Committee
10 members that did that. And so, we thank you very much for
11 doing that.

12 MR. TUDOR: Wanted to take just a second, too,
13 to introduce Commission Staff. We'll just start down
14 here.

15 MS. KING: Hi, I'm Laura King. I'm with the
16 Division of Communications.

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

19 MR. TUDOR: Richard Tudor with the Division of
20 Telecommunications.

21 MS. BROWN: Hi, I'm Martha Brown with the
22 Division of Appeals. I'm an attorney.

23 MR. TUDOR: And we also have one other person in
24 the back there. Beth Salak is with our Division of
25 Auditing and Financial Analysis, and she'll be working on

1 relay some in the future. All right, good. Well, it's
2 good to have everybody here.

3 We're excited about the new contract that we
4 have for relay. We know that it's quite a challenge to
5 make that transition from one company to another, and we
6 hope there won't be any hiccups along the road there, but
7 it's only a little over two weeks away when we make this
8 transfer from MCI to Sprint.

9 Sprint has been working very hard and so has MCI
10 with making sure that that handoff is smooth. And we do
11 appreciate everything they're doing to make that go
12 smoothly. That's -- there are probably quite a few
13 details that we can't even imagine that are involved in
14 that. And MCI has advised me that they have had a smaller
15 number of people that have terminated because of the
16 change in the contract than they had originally perhaps
17 expected, and so that's good news for us.

18 MCI's subcontractor, Vista, as well as Sprint's
19 subcontractor, PRC, have been working together to deal
20 with some of the human resource issues, make a smooth
21 transition. And then, the technical folks at both of
22 those companies have been doing the same thing to make
23 sure that technically, when you dial that 800 number that
24 it goes to the right place at midnight on May 31st or
25 11:00 p.m., if you're in the central time zone, because

1 the cutover will occur instantaneously in both time zones.

2

3 So, actually in the central time zone it will
4 occur at 11:00 p.m. on May 31st. So, we just appreciate
5 all the work that MCI and Sprint are doing to make sure
6 that does go smoothly.

7 We have a couple of representatives from Sprint
8 here today that are going to present the first item on the
9 agenda. Andrew Brenneman and Robert Giuntoli are here.
10 And if ya'll would just come on forward, I'm not sure
11 who's going to introduce or start, but we're excited about
12 what they've got to tell us about what's going to be
13 happening in relay. They can tell us about some of the
14 features they're going to be offering, and there may be
15 some different procedures that may exist with the new
16 Sprint service.

17 I've also asked them to particularly touch on
18 this issue of hurricanes and how they hope to be able to
19 respond to hurricanes, because as we all know from 1992
20 that June 1st is not only when relay service began in
21 Florida, but it's also the first day of hurricane season.

22 So, those coincide at a time that makes it
23 difficult for a company that's just starting in operation
24 to deal with things like a major storm. So, Andrew, if
25 you can come ahead and Robert and go ahead and tell us

1 what you can share with us today about the new relay
2 service.

3 MR. BRENNEMAN: Testing; one, two. Is this on?

4 Good afternoon, everybody. My name is Andrew
5 Brenneman, and I'm a senior national account manager for
6 Sprint relay in the sales division. Robert Giuntoli is
7 here with me today. And Robert is the account manager for
8 the state of Florida. He also supports the state of South
9 Carolina.

10 Robert currently resides in Charlotte, South
11 Carolina, but he will also be here to support Florida
12 consumers and FTRI and the Florida Public Service
13 Commission. Part of his responsibility will be to be a
14 point of contact and a resource. If anything is to happen
15 with Sprint or Florida customers, if they have any
16 suggestions for improvement to the service, Robert will be
17 your point of contact for any of that.

18 I'm here as a salesperson. My job is to bring
19 relay services to states, and I know consumers in Florida
20 will greatly benefit from our relay service. We have one
21 hour today where we're going to speak about the contract
22 and the product and how you will benefit by using the
23 service that Sprint will provide.

24 We're all very prepared to pick up the traffic
25 from MCI and to transfer that to Sprint as of June 1st.

1 It will be what we call a flash cut, which means the full
2 service will transfer from MCI to Sprint on that June 1st
3 date. And from that point forward, Sprint will be
4 responsible for all of the traffic for relay users in the
5 state of Florida.

6 80% of the traffic will run through Precision
7 Response Corporation, PRC, which is our center in Miami,
8 and the rest of the traffic will run through 11 centers
9 that we have throughout the United States.

10 This will maximize the efficiency of service by
11 spreading some of the traffic throughout the network. So,
12 if one center were to go down, that traffic could be
13 rerouted to other centers in the network. And again,
14 customers will benefit greatly from that, which is the
15 bottom line in the service.

16 I'd also like to say that Sprint is very, very
17 excited about Florida. Florida is one of our largest
18 accounts. And Florida is considered a very sophisticated
19 consumer. Sprint's the kind of company that will be here
20 to listen to feedback that you have. Sprint depends on
21 you.

22 What you contribute to us will help us to
23 enhance the quality of service we can provide to you. You
24 are our customers, and you're the one who drives our
25 product today. So, please, share any feedback that you

1 have with Robert because, again, he's your point of
2 contact here.

3 Robert today will be talking about the features
4 and the relay product. If you have any questions, please
5 feel free to ask us. We're here as a resource, we want to
6 support your needs. By the way, I'd also like to
7 introduce my interpreter today, Susan Thompson. We're
8 very fortunate to have her with us today, and she works
9 with me and travels around the country when I do
10 presentations like this. Susan's my full-time
11 interpreter, and she will be voicing for the Sprint
12 portion this morning.

13 Robert?

14 MR. GIUNTOLI: Hello and good afternoon,
15 everyone. I'm very glad to be here today. I'm looking
16 forward to working with all of you today and from this
17 point on. I'll be giving a presentation today, which will
18 be a summary of what Sprint will be providing in Florida.
19 I passed out some hand-outs. These hand-outs will list
20 all of the features that Sprint will offer in Florida.

21 This is a basic summary. Our contract with
22 Florida -- we have a three-year term with two one-year
23 extension options. So, that's the basic contract that we
24 have right now with the state of Florida. We provide some
25 standard relay service features and Spanish and French

1 Creole.

2 Spanish and French Creole are something that are
3 new in Florida, and we'll be providing translation service
4 for those, which means we can work from English to Spanish
5 or from Spanish to English, as well as French Creole to
6 English or English to French Creole.

7 The contract requires that the traffic -- 80% of
8 the traffic that begins in Florida is processed in
9 Florida. 20% of the traffic will be processed out of
10 state in the other 10 centers. That gives us a very good
11 balance for the traffic.

12 We have what we call an intelligence system, and
13 it automatically transfers calls to other centers. If all
14 of the agents in Miami are busy, those calls will
15 automatically be rerouted to another center. So, the
16 system does that automatically.

17 This slide lists the relay access numbers that
18 will be used, and we'll be expanding this to different
19 access numbers. I know in the past you've had three
20 numbers. You can see there is now a Spanish number and a
21 French Creole number, so those two services will have
22 their own access numbers. There's a TTY number, a voice
23 number, and an ASCII number, and those will remain the
24 same as you have now.

25 We also have a new customer service telephone

1 number. All of the calls for customer service will be
2 routed to our customer service department, which is in
3 Kansas City. We have a large staff there that handle
4 customer service calls 24 hours a day. We also have
5 operator services for the deaf, and those operators give
6 assistance to TTY callers who want to make direct calls or
7 relay calls.

8 Richard asked me to go through each of the
9 features very quickly, and that's where the hand-outs that
10 I passed out will come into play. Those hand-outs will
11 describe each of the features that I have listed on this
12 slide, and again, I'm just going to run through them very
13 quickly.

14 Page 2 of your hand-out talks about answering
15 machine retrieval single line. That means a customer
16 who's using relay can call the relay service on their TTY
17 and ask the relay operator to relay answering machine
18 messages that they have on a voice answering machine.

19 So, say I'm a customer, I have my TTY, which I
20 use to call relay, and then I put the handset of my phone
21 next to my answering machine; the agent then records those
22 messages, and then when I put my handset back on, my TTY
23 types back the messages that they heard on my answering
24 machine.

25 Page 3, answering machine retrieval via voice

1 mail. Our system does allow our relay operators to
2 receive and relay voice mail messages from any system, as
3 long as you can give the operator your PIN number or your
4 instructions, they can type those messages out for you.

5 Page 4 talks about carrier of choice. Florida
6 relay customers have a right to choose a long-distance
7 company, any company that they'd like to choose, and our
8 system will allow them to choose their carrier of choice.
9 Now, if they don't request a specific carrier, then the
10 call will be defaulted to the Sprint network, and Sprint
11 will then handle the long-distance billing portion of the
12 call.

13 Page 5, we have a customer database. And in
14 that database, the customer can fill out their
15 preferences; for example, long-distance preferences,
16 special instructions to the agent, and I've got a customer
17 database form with me.

18 In this, the customer can list their name and
19 address, which would be of assistance, if they were making
20 a 911 emergency call. They can say their inter or
21 intraLATA long-distance carrier of choice.

22 Restrictions; for example, some parents want to
23 restrict long-distance calls so their children can't make
24 those. Frequently-dialed telephone numbers; you can list
25 up to 10 names and telephone numbers and, for example, if

1 you have that in there, you could call relay and say,
2 "Please call Bob." The operator will look in your
3 database and call Bob automatically, and you wouldn't have
4 to give Bob's number everytime you called your relay.

5 You also can list emergency numbers, telephone
6 numbers you'd like to block. You can say if you want to
7 be answered TTY, ASCII, you can say will you be using
8 English, ASL, Spanish? Can I answer customer questions
9 during this? Go ahead. The next slide is going to -- he
10 was asking about 911, and my next slide will elaborate on
11 that.

12 Page 6, delay recording announcement. Let's say
13 something happens and the relay center is busy. The
14 customer will then see a recording that says, "Welcome to
15 the relay center. Please hold for the next available
16 operator." We have that set up in our system, and it is
17 currently available; however, it's rarely used. Again, we
18 have a network of 11 centers throughout the United States.
19 So, one of those 11 centers should be able to handle the
20 call, but we have this recording announcement as a
21 back-up.

22 Page 7, talks about dialed number verification.
23 When you give a telephone number to call to the operator,
24 the operator will dial out to that number and at the same
25 time repeat the number that they're dialing. So, you can

1 check the number that the actual -- the number that the
2 operator actually dialed.

3 Page 8, directory assistance. We do provide
4 directory assistance. You can call a relay operator and
5 say, "Please call directory assistance." And you can do
6 that by dialing 411 or another directory assistance
7 number. And the other directory assistance number is the
8 area code plus 555-1212, and that call will be processed,
9 and you'll be charged just like a hearing person would be
10 charged, if they were calling with that relay.

11 Page 9, emergency assistance. This is part of
12 our outreach effort. We need to educate people to always
13 dial 911, but for some reason, if a customer happens to
14 call the relay center, our staff has been trained to
15 handle 911 calls.

16 The operators will call, a supervisor will come,
17 and the supervisor will meet with the operator to provide
18 assistance. They'll call directory assistance, and then
19 call the appropriate emergency people, and they will
20 remain on-line until the 911 center tells the operator
21 that they can hang up.

22 Page 10, error correction. We have a system
23 where our operators, if they have a typing error, the
24 computer changes the word before it's transmitted to the
25 customer. It's like a spell-check feature.

1 Page 11 talks about French Creole service. We
2 will be providing French Creole relay, and it's French to
3 French or French translated to English. So, either of
4 those methods would work. And it does have its own 800
5 number for that service.

6 Page 12. Our relay system will identify the
7 agent's gender, and also the hearing person that you're
8 calling to's gender. It will be in parenthesis, either
9 "M" for male or "F" for female.

10 Page 13, hearing carryover. This is a service
11 for people who have normal hearing but have a speech
12 disability. They are allowed to listen to what the other
13 person on the end of the line is saying and then type
14 their response, which is read through the relay.

15 Page 14, talks about hearing carryover to
16 hearing carryover, which allows two speech-disabled people
17 to communicate with one another through the relay service.
18 They would both be typing to one another, but they would
19 be hearing an agent voice in the middle. So, both ends
20 are HCO. HCO to TTY; this allows a TTY user to be able to
21 communicate with a speech-disabled person.

22 Page 16 is international calling. We do handle
23 international calls. If the customer wants to call
24 outside of the United States, they can use the regular
25 Florida Relay Service number and ask the operator to call;

1 for example, England, Canada, Mexico, wherever they'd like
2 to call. If there's someone in another country, they need
3 to dial the number, which you'll see on the bottom of your
4 slide, area code 605-224-1837. That's an international
5 access number for someone outside the United States to
6 reach relay to call a relay user in the U.S.

7 Intercept message, which is page 17. For some
8 reason, if a center had to shut down; for example, if
9 there were a bomb threat or a fire at a center, we do have
10 a system that will send a recording telling the customers
11 that they need to hang up and redial. When they call
12 back, the call will be rerouted to one of the other 10
13 centers.

14 If a customer has not yet made a call, and then
15 they call the Florida relay number, they'll automatically
16 be transferred to another center. So, this intercept
17 message is for people who are in the middle of a call.

18 Last number redial, which is page 18. If you
19 make a relay call, just a few days ago and then a few days
20 later you want to call the same place and you don't
21 remember the number, you can tell the operator LNR or
22 "Last number redial, please." The system will look up the
23 last number you dialed and can redial that.

24 Page 19 talks about a long-distance discount.
25 All long-distance calls in state and out of state will

1 have a 50% discount automatically on them, 50% across the
2 board. This is if you're using Sprint as your
3 long-distance carrier. Now, if you don't ask for a
4 specific carrier of choice, you will get Sprint; and
5 again, you'll get that 50% discount.

6 Page 20; this is one of our greatest features,
7 machine recording capability. Our agents have a recording
8 system at their workstations, and they can record a voice
9 response unit or an answering machine. If there's a very
10 long menu with many options, the agent can record that and
11 the recording will hold on to that, and then the operator
12 can listen to that in chunks and type it to the customer
13 so they don't have to hang up and continually redial to
14 get the entire message. They can store it on their
15 recording and then type everything in one dial.

16 Page 21 is restricted 800 numbers. There are
17 some states that have regional 800 numbers, and those only
18 work regionally, only within a certain boundary. Our
19 system will override that problem, and we can have access
20 to any toll-free number through this.

21 Page 22; this is another great feature, roaming,
22 roaming service. Florida residents can travel outside of
23 the state of Florida and still use Florida relay to make
24 both local and long-distance calls. That way you don't
25 need to remember relay service numbers in other states or

1 try to find another state's relay number. Even if you're
2 traveling outside of Florida, you just have to remember
3 the Florida Relay Service number.

4 Page 23, Spanish relay service. We will be
5 providing Spanish its own telephone number and, again, we
6 will have Spanish to Spanish or Spanish-to-English
7 translation.

8 Page 24, speech disabled. Speech-disabled
9 customers will be identified by an "S" so that the
10 operators will know the person that they're working with
11 has a speech disability.

12 Page 25, transfer gate capabilities. Our caller
13 can request a relay operator to transfer them to customer
14 service or to transfer them to an operator or to transfer
15 them to a Spanish operator, and our regular relay
16 operators can transfer them to these different
17 departments. So, there's no need to hang up and redial.

18 Two-line VCO. This is for a very sophisticated
19 VCO user. This person is using two telephone lines to
20 make a relay call. And basically, relay is conferenced in
21 and they speak to the other person without ever having to
22 say, "go ahead." They don't have to take turns. It can be
23 simultaneous communication, so they can both be speaking
24 at the same time.

25 Variable time-stamp macro, which is page 27.

1 Sometimes a TTY user will call a hearing party through
2 relay and they'll be having a conversation, and the TTY
3 user will be typing and the hearing person will have hung
4 up and the TTY user is unaware of that.

5 With this product, as soon as the TTY user gives
6 a go ahead, the operator will say, "The person hung up,
7 and their last words were...blank," so then, the TTY user
8 knows when the other party hung up.

9 Page 28, voice carryover or VCO. This is a
10 service for hard-of-hearing people who have good speech
11 and can use their speech on the telephone. The other
12 person that they're calling responds through the relay.

13 VCO to VCO; this allows two people to both use
14 VCO to communicate with one another through relay. VCO to
15 TTY; this allows a person who wants to use VCO to
16 communicate with someone who is using a traditional TTY.

17 Is everyone okay? All right.

18 Page 31, VCO to HCO. This allows a person who
19 uses VCO to communicate with another person who uses HCO.
20 Voice call progression; this allows a TTY user to see the
21 status of the call. They know when the call is ringing,
22 they know the line is busy, they know how many times the
23 phone has rung.

24 Page 33, Sprint customer service. This is open
25 24 hours a day, 7 days a week. We have a large staff in

1 Kansas City, like I know we mentioned before, and they
2 provide several different services.

3 Operator services for the deaf; we provide
4 telephone assistance through OSD.

5 The last page that you have, if you have any
6 questions, please send me an e-mail or give me a call, and
7 I would be happy to answer individual questions.

8 Yes?

9 MR. CONNER: We've had a problem in the past,
10 and I'm wondering if you talk about the customer database,
11 does that have to be a person or can it be a phone number?

12 For example, in many locations in Florida, we
13 have public access to telephones where long-distance block
14 is on it, but if you dial 800, you get through, and then
15 when you call long distance, it gets charged to that phone
16 number.

17 Is there a way to prevent that from happening in
18 this system?

19 MR. GIUNTOLI: Yes. If I understand your
20 question correctly, if a parent or a business puts a block
21 on the relay number, they can avoid long-distance charges,
22 but the person can call an operator and bypass that by
23 calling relay. So, you need to call customer service and
24 explain how your system is set up. They have different
25 options and different ways we can help you.

1 For example, they may want to put a block on
2 both. They may want to block relay long distance and also
3 put a block with a long-distance company; therefore, they
4 couldn't go through relay or the long-distance company.
5 So, there are several options we can use to help you. And
6 if you call customer service and explain that, they can
7 help you.

8 Did that answer your question? Yes.

9 MR. HARDY: As a majority of TTY users are now
10 using turbo code, my concern is that with a variable
11 time-stamp macro, that means the TTY user will be typing
12 and the agent will send the variable time-stamp macro, if
13 the hearing person hangs up, and I don't see turbo code in
14 this package, which would allow it to be more like real
15 time. Do you not have turbo code?

16 MR. GIUNTOLI: Our current contract in Florida
17 does not offer turbo code. Richard, do you want to answer
18 that?

19 MR. TUDOR: That was not a feature that we put
20 in the RFP. So, it's not a feature that's part of this
21 service.

22 MR. HARDY: Because FTRI provides many, many
23 TTYs that have turbo code built in, it's a standard in
24 many models, and I think people in the deaf and
25 hard-of-hearing community are getting those models, so I

1 don't know why turbo code isn't included. It's a known
2 fact all over the country that product is available, so
3 why did people from the PSC not include that in the
4 proposal?

5 MR. TUDOR: Well, that was one of the things
6 that we discussed at the Advisory Committee meeting back
7 last summer when we wrote the RFP and decided what
8 features we would include. And we did not decide to
9 include turbo code when we were putting that RFP together.

10 MR. HARDY: Will that be added? Because that is
11 very important. This is more like equal access to
12 communication. If you have a deaf customer, it's more
13 real-time communication; just like a hearing person, you
14 know, can speak on top of one another when they're
15 communicating, and deaf people using relay need to have
16 equal access instead of, you know, hearing people having
17 one thing and deaf customers not having that. We need to
18 be as functionally equivalent as possible so we can have
19 open access to communication.

20 MR. TUDOR: I think there was some discussion at
21 the Advisory Committee meeting where we worked on the RFP.
22 I know there was at least one comment about some customers
23 don't like that extra speed, but there was not any strong
24 interest expressed when we wrote the RFP to include turbo
25 code.

1 The FCC has opened a rule making docket where
2 it's looking at what new features should perhaps be
3 mandated nationwide. And I know that's one that they're
4 at least looking at and that, perhaps, may resolve that
5 issue, but at this point and time, it's not included in
6 the current contract.

7 MR. HARDY: Okay, thank you.

8 MR. TUDOR: Jerry?

9 MR. CONNER: Is there a way to get it in the
10 contract?

11 MR. TUDOR: If there was a strong demand for it,
12 it is certainly technically feasible. And if there was a
13 strong demand for it, we could attempt to determine the
14 cost of that and present that to the Commissioners to see
15 if they'd be interested in adding that to the contract.

16 MR. CONNER: Is that a recommendation that needs
17 to come from this body?

18 MR. TUDOR: In the -- I'm sorry. To answer your
19 question, if this body recommended that that be done, then
20 the Commission would give that -- give consideration to
21 that recommendation, certainly.

22 In their proposal, Sprint provided information
23 on turbo code as an optional service, which would increase
24 the cost of the service, one cent a minute for each minute
25 of all relay service.

1 That price was based on their original filing.
2 I don't know whether that might change as an add-on later
3 on, but that gives you a ballpark idea, I think.

4 Jerry?

5 MR. CONNER: Another question. You say one cent
6 a minute. Can you translate that into, like, what is that
7 per month? How many minutes a month are usually done in
8 our relay system?

9 MR. TUDOR: Roughly 500,000 minutes, give or
10 take. Can't remember the exact number, but...and the
11 current rate -- maybe an easier way to relate it is the
12 current rate on the current contract is 72 cents a minute.
13 So, it would increase that by roughly a penny from that 72
14 cents.

15 MR. HARDY: It's my understanding, and correct
16 me if I'm wrong, every year FTRI has a surplus. Why can't
17 we use that surplus to help offset the needs and the cost
18 for features that deaf customers want? Is that a
19 possibility?

20 MR. TUDOR: Again, when we met last year to
21 write the bid proposal, that was not a feature that there
22 was a demand for at that time. So, that's why it was not
23 included. To answer your question directly, the money
24 that's in the FTRI budget each year is available for the
25 features that are allowed under the statute. So, to

1 answer your question, yes.

2 MR. HARDY: Okay. I had one more follow-up to
3 that. Who does this committee speak for? Do they speak
4 for the deaf community at large? Because I speak to the
5 majority of the deaf community throughout the state, and I
6 hear a lot of demand, and then I come here and it's said
7 that there's no demand. So that's a conflict here, and
8 how can we resolve that communication barrier?

9 MR. TUDOR: The Advisory Committee, each member
10 speaks for himself.

11 INTERPRETER: Each committee member does not
12 represent any particular organization. They are simply
13 recommended by that organization, and then the Public
14 Service Commission appoints them to the committee. They
15 do not specifically or officially represent any individual
16 body or group of people. If I understand the way the
17 statute was established, it called for the Advisory
18 Committee to come before the Commission to provide input
19 and advice based on their experience in the community.

20 That's why the committee consists of both people
21 from the telephone industry as well as people from the
22 hearing community -- excuse me, the hearing-impaired and
23 the speech-impaired community, but specifically they don't
24 represent -- they're not representatives of any particular
25 group of person, other than themselves. But based on

1 their knowledge and experience, they're able to provide
2 advice to the Commission.

3 MR. HARDY: I had one more follow-up to that.
4 The reason why deaf and hard-of-hearing people want equal
5 access to what hearing people have; and equal means if a
6 hearing person can call a 900 number, deaf people can't.
7 That's not functionally equivalent. So, there are a lot
8 of issues that we need to resolve.

9 I have to go back to my community two days from
10 now, and people will ask me is our service, you know, I
11 mean, the people who are paying for the service, is it
12 equal to what hearing people have?

13 MR. TUDOR: I'll get to you in a second, Jerry.

14 You indicated something about being able to dial
15 an 800 number, and I wasn't quite sure what you meant by
16 that. Could you expand on that?

17 MR. HARDY: Okay. For example, hearing people
18 can call a 1-900 number, if they want to call for whatever
19 900 number they want; a psychic hotline, a dirty number,
20 whatever it is they want to call, deaf people cannot do
21 that. Can deaf people have some kind of access to that,
22 to total communication, just like a hearing person has?

23 MR. TUDOR: On the issue of 900 service or
24 what's called pay-per-call service sometimes, that was
25 also a feature that was discussed when we wrote the RFP

1 and put that together. There were some concerns, I think,
2 on people's behalf that they weren't sure if they wanted
3 that to be a standard part of the service offering

4 Later on in the agenda, we'll talk about the
5 FCC's recent order, and there is a requirement about 900
6 service there. So, that may bring a change in that area.

7 Jerry? Thanks for your patience.

8 MR. CONNER: Sure. And I apologize, because I
9 was unable to be here for that particular meeting where we
10 discussed the RFP, and I do know that I tried to
11 participate by sending some comments in before and after
12 the process.

13 I would like to make a motion that this Advisory
14 Committee recommend to the Public Service Commission
15 including the turbo code into the contract with Sprint
16 services.

17 MR. TUDOR: Okay. Is there a second to that
18 motion?

19 INTERPRETER: I second.

20 MR. TUDOR: Let me ask, are there any issues
21 that need to be dealt with, if turbo code were added to
22 the service? Is anyone aware of anything that we should
23 consider if we were to do that, make that addition?

24 MR. BRENNEMAN: This is Andrew Brenneman
25 speaking.

1 We could easily amend the contract and add one
2 cent to the existing price for turbo code. It really is
3 up to the Florida Public Service Commission.

4 MR. TUDOR: Andrew, you don't have any states,
5 at least of the Sprint states, if you know nationally, how
6 many of the states offer turbo code as a part of their
7 relay service?

8 MR. BRENNEMAN: I would say the majority of
9 Sprint states do have turbo code capability. And that's
10 because more and more TTYs that are out on the streets
11 being distributed have turbo code capability. A lot of
12 deaf customers like that, because of the speed of calls.
13 It's a very comfortable, an easy to keep up with system.
14 It's becoming more and more popular, and it will become
15 more popular as time goes on.

16 One advantage of using turbo code is not only
17 the speed, but you have the capability of interrupting the
18 agent; or if it's TTY-to-TTY call you can interrupt your
19 deaf friend, instead of having to wait for a go ahead.
20 So, it really is an advantage.

21 I think that it would be a smart move to
22 purchase turbo code. I'm a relay consumer myself, and I
23 see great benefit from the turbo code technology.

24 MS. LANGSTON: Richard, I don't really recall
25 the discussion at the last Advisory Committee meeting

1 about the turbo code, so this is the first I've heard of
2 it. But I'd like for someone to explain again, in a
3 little bit greater detail, exactly what the technology
4 allows.

5 And I understood someone to say that some of the
6 FTRI equipment that's distributed includes that
7 technology. So, if someone could explain to me again what
8 the technology provides, I'd appreciate that.

9 MR. TUDOR: Just in a nutshell, the equipment
10 that FTRI distributes, if you would, there's basically, I
11 guess, two. There may be more variables than that, but
12 there's at least two speed settings; and one would be the
13 standard setting and one, what's called a turbo code,
14 which is a copyrighted or patented, I guess, capability of
15 a particular company that sells that capability. It can
16 be built into equipment like TDDs.

17 And, for example, if two people with TDDs are
18 talking to each other, outside of the relay world, they
19 can communicate at a faster speed, it transmits faster,
20 that sort of thing. It can also be used in relay, and in
21 the relay situation, not only does the TDD have to be
22 equipped with turbo code, but also the relay operator, the
23 CA and the CA center has to have that capability. They
24 pay a fee to the owner of that technology to incorporate
25 it into their system. Mr. Giuntoli has got some

1 additional information.

2 MR. GIUNTOLI: Yes, I do. Really, it's enhanced
3 TTY transmission, which allows two TTY users who both have
4 turbo code to type simultaneously. Some people, maybe,
5 type 80 to 100 words per minute. A baudot TTY can only
6 transmit that much, much slower. So, a lot of the
7 information is stored in a buffer, and you have to wait
8 for that transmission to go through. Baudot can only
9 transmit at maximum 60 words per minute. Most deaf TTY
10 users type about 80 words per minute; so, therefore,
11 there's a long wait.

12 With turbo code, it's more real time. If you
13 have two TTY users who both have turbo code, they can
14 interrupt one another during the conversation. And that's
15 where when the relay gets into the picture, you can see a
16 lot of benefit, because a customer can interrupt the
17 hearing person when they're calling through relay.

18 For example, if I call relay, and I reach an
19 answering machine or a very lengthy menu recording saying,
20 "Press 1 for billing, press 2 for the doctor's office,
21 press 3 to speak to a nurse," I can interrupt the operator
22 at the relay and say, "Press 2." I don't have to read the
23 entire 20 options.

24 I can wait until my option comes across the
25 screen and then say, "Press 2," and the operator can press

1 that and get me connected. And the voice party calling
2 through relay, if they say, "Operator, tell them I have to
3 leave." The operator can interrupt the TTY user as well
4 through relay.

5 Maybe I could ask FTRI what percentage of the
6 TTYs that are being distributed in the state of Florida
7 have turbo code capability.

8 MS. BROWN: 100%.

9 MR. GIUNTOLI: 100% was the response. So, 100%
10 of TTYs that are distributed through FTRI have the turbo
11 code capability built in. All right?

12 MR. TUDOR: Explain the interrupt feature again,
13 if you would, just a little bit. In a system where you do
14 not have turbo code, do not have turbo code, what would
15 the TDD user do to interrupt the caller who is speaking to
16 the CA, how would that interruption occur?

17 MR. GIUNTOLI: Okay. First, if you have a
18 TTY-to-TTY call, so if both parties are on TTY and they
19 both have turbo code, then they can use it. The person
20 can hit control "I," and that informs the other party, in
21 parenthesis, interrupt; so the person on the other end
22 sees that interrupt in parenthesis, so they know to stop
23 typing and let the other person speak.

24 So, the same concept applies when you add relay.
25 If I'm on a TTY and I call to relay and the voice party on

1 the other end is going on and on, I can send control "I"
2 to the operator, the operator will see on their screen
3 interrupt request. So, the operator will tell the hearing
4 party, "Excuse me, the TTY user is trying to interrupt
5 you."

6 Now, if you do not have turbo code, so you don't
7 have the interrupt capability, you have to wait until you
8 see a go ahead, before it's your turn to type. Does that
9 answer your question?

10 MR. TUDOR: Let me ask another one.

11 So, without turbo code, where you do not have
12 turbo code, the person on the other end is speaking to the
13 CA, and the CA is typing to the TDD user, the TDD user
14 wants to interrupt the conversation. What would that
15 user, the TDD user, do to let the operator know that he
16 would like to interrupt?

17 MR. GIUNTOLI: They -- you can't. The TTY
18 customer must wait until they receive a go ahead. If the
19 TTY user goes ahead and tries to type something, it'll
20 just cause a garbled message on the agent's screen, so it
21 will not allow two parties to speak simultaneously. It's
22 impossible to interrupt.

23 MR. TUDOR: Mr. Hardy.

24 MR. HARDY: Can I give an example? If I'm
25 making a phone call and I'm using TTY and I'm calling

1 another party and I mention an issue and the person goes
2 totally off the point, and I want to say, "Wait, wait,
3 wait, stop." With a regular TTY, I can't. I may have to
4 wait a complete minute, until they finish their thought.
5 And then when it's my turn, I'll say, "What I was trying
6 to tell you was X, Y, Z."

7 If I had turbo code, which they do have in
8 Maryland, if the person's saying something that's wrong, I
9 can stop them and say, "No, no, no, that's not what I'm
10 talking about. I was talking about this other thing."
11 So, I have the freedom to interrupt like a hearing person.

12 For example, I know that's probably happened to
13 you many times. You'll be speaking to someone on the
14 phone and the person gets off the point and you say,
15 "Whoa, whoa, whoa, whoa, stop. What are you talking
16 about?" You know what I mean? So, it's the same for the
17 deaf people, but we have never had that chance. We have
18 to wait an entire minute until it's our turn and we get a
19 go ahead, and then we get our turn. So, it's the same
20 concept as hearing.

21 MR. TUDOR: Jerry?

22 MR. CONNER: If I can put it in where we
23 experience that it's a real serious problem is when you're
24 calling a doctor's office or an attorney's office, and the
25 deaf person starts telling the story of what happened and

1 really all the doctor wants to know is do you want an
2 appointment or not?

3 And sometimes what, generally, will happen is
4 the hearing party will just hang up the phone, because
5 there's no way to interrupt, so they just hang up. And
6 the deaf person is offended and, like, how come they hung
7 up on me? And, of course, the CA is unable to say, "Well,
8 you were going on ad infinitum. You know, the person's
9 got to get off the phone, they're busy." So, that's why
10 this feature, I think, is really critical.

11 MR. TUDOR: It seems at some point in time, I
12 had heard that by simply clicking on the space bar several
13 times that that would alert the CA that you would like to
14 interrupt the conversation. What does the CA see, if you
15 do that?

16 MR. GIUNTOLI: I have never heard of that.
17 That's something new to me. I've never heard of people
18 doing that.

19 MR. HARDY: I have. I hit the space bar. I hit
20 it, but then the message still keeps coming across, and I
21 keep hitting the space bar. And what I'm assuming is my
22 message is -- I'm adding spaces to the other person's
23 message, and I still have to wait for the go ahead.

24 MR. GIUNTOLI: Actually, to make things more
25 simple here, there are two big advantages. It speeds up

1 the conversation, and it's more simultaneous, which is a
2 much more natural flow to the call. It's very nice for
3 the hearing end, because it sounds more natural. And the
4 other advantage is it allows people to cut in when they
5 need to. So, those are really the two major benefits, and
6 I don't see any downside to it.

7 And, Richard, I know you mentioned that some
8 people were concerned that the transmission would be too
9 fast. You can turn off turbo code on your TTY. You have
10 the option to turn it off right at the TTY. So, if the
11 person feels that the message is scrolling across too
12 fast, they can turn it off.

13 MR. TUDOR: Tell me again what the difference in
14 speed is. How would you measure the difference in speed?

15 MR. GIUNTOLI: Baudot can transmit up to 60
16 words per minute. I type, maybe, 100 words per minute.
17 When I'm using a baudot TTY, I type and type and type and
18 then I send my go ahead; then, I have to wait, and the
19 light on my TTY keeps flashing, which means my message is
20 still transmitting. So, it's buffered until all that is
21 sent and then finally it sends the go ahead and the other
22 person can answer, which is a waste of my time. With
23 turbo code, I can type as fast as I can. The agent will
24 relay the message as fast as I'm typing it.

25 MR. TUDOR: And so, what would be -- as opposed

1 to 60 words per minute on baudot, what would be the speed
2 with turbo code?

3 MR. GIUNTOLI: About 110; 110, 120 words per
4 minute.

5 MR. TUDOR: One of the issues that the
6 Commission has to deal with is they have a contract in
7 place, and it does not include turbo code as a feature.
8 And so, they would have to give consideration -- we all
9 have to give consideration to what extent we would change
10 that contract during the life of the contract without
11 deciding that perhaps what we should do is simply rebid
12 the whole package and change the package to add whatever
13 features we might want to add over the lifetime of the
14 contract. And that's one of the things that would have to
15 be considered.

16 The idea of an RFP is you decide what you want,
17 then you put it out for bid, and then you ask the bidders
18 to bid on that package of features. And then you
19 establish a contract based on that. So, at some point you
20 have to decide how often or how much you want to attempt
21 to change that contract during its lifetime. So, that
22 would be one of the things the Commissioners would have to
23 consider in adding a feature. Is there other questions or
24 comments on turbo code?

25 MR. HARDY: We can recommend to the PSC, why has

1 FTRI been distributing turbo code TTYs and the state
2 doesn't provide turbo code capability? So, tell that to
3 the PSC Commissioners. FTRI has been providing turbo code
4 in their TTYs to all customers in the state, yet there's
5 no turbo code capability through the relay. It's strange.

6 MR. TUDOR: Well, certainly, again, turbo code
7 can be used outside of the relay system for two TTY users
8 to speak to each other. And so, the TDD equipment can be
9 used in that way. And I don't know the answer, and maybe
10 Mr. Forstall does, but I'm not sure if that really adds to
11 the cost of that equipment at all or if that's pretty much
12 a standard feature on TDDs now. Can you address that,
13 Mr. Forstall?

14 MR. FORSTALL: It's currently standard in all
15 TTYs to be distributed right now.

16 MR. TUDOR: So, it's not so much an issue of
17 buying TDDs with or without turbo code. That's going to
18 be, basically, the feature, then, of most of those that we
19 would distribute anyway or look at distributing.

20 Mr. Monserrate?

21 MR. MONSERRATE: I call for a vote on the
22 motion.

23 MR. TUDOR: We have a motion on the table and
24 call for a vote. So, if I can repeat the motion, that may
25 be helpful. I believe the motion from Jerry was that the

1 Advisory Committee recommend to the Public Service
2 Commission that the contract with Sprint be amended to add
3 turbo code as a feature. Is that a reasonable repetition
4 of the motion?

5 MR. CONNER: Yes.

6 MR. TUDOR: Okay. So, if you're in favor of
7 that motion, if you would raise your hand. Okay. And
8 anyone opposed to that motion?

9 So, we have a vote of 6-to-0 that the Advisory
10 Committee would like to recommend that. We will certainly
11 make the Commissioners aware of the recommendation, and
12 they'll give consideration, and in writing our
13 recommendation we'll have to give consideration to what
14 changes we might want to make in an existing contract.
15 And that will be part of the issue that we'll have to deal
16 with there. So, appreciate that discussion on that.
17 Let's go back now to Mr. Giuntoli's presentation. Did you
18 have --

19 MR. GIUNTOLI: I have just a few slides left.

20 MR. TUDOR: Okay.

21 MR. GIUNTOLI: Outreach. Our customer service
22 department is aware that Sprint will not be providing
23 outreach in Florida, and we will not be available for
24 outreach. Customer service will, therefore, refer all
25 customer service calls to FTRI.

1 So, anytime a customer calls into our customer
2 service department, an operator there will give them
3 FTRI's number where they'll call for brochures or outreach
4 or any other materials.

5 MR. HARDY: So, are you saying, then, that you
6 won't be providing outreach? You won't be telling us,
7 like, about TTYS or town hall meetings? For example, MCI
8 has been doing that. Sprint will not do that?

9 MR. TUDOR: I can address that.

10 Mr. Hardy, the way that the Florida law was
11 written that sets up the relay and TDD equipment
12 distribution program, the way it's written is that there
13 are several entities involved in the program. One is, for
14 example, the Advisory Committee. That's one of the
15 entities.

16 Another entity is the Public Service Commission.
17 And the Public Service Commission's role is overall
18 oversight over all of the programs, both relay and
19 equipment distribution, and contracting with a bidder to
20 provide relay service, those are some of the PSC duties.

21 Another organization is what's called the
22 administrator, which is FTRI. And under the law, the
23 administrator has the responsibility for outreach. So,
24 the outreach, under the law, is done through the
25 administrator.

1 So, outreach will be being done. So, that's not
2 the issue. It's a matter of who does it. FTRI can do
3 that directly or they can subcontract with other entities,
4 but under the law, that responsibility is placed in the
5 hands of the administrator, so...

6 MR. HARDY: Okay, thank you.

7 MR. TUDOR: Jerry?

8 MR. CONNER: Does the law specify that it's
9 outreach and advertising?

10 I seem to recall that it said outreach and
11 advertising, because at least from my perspective,
12 outreach is a very specific kind of advertising; whereas,
13 general advertising is quite different.

14 MR. TUDOR: I believe that -- I'm trying to
15 remember, but I believe there are two words there, and I'm
16 trying to remember what the two words are in the law.
17 Give me just a second, and I'll see if I can find it.

18 MR. CONNER: You can't remember specific
19 language from 10 years ago? My goodness.

20 MR. TUDOR: I do remember that there are two
21 words in the statute side by side there. I may have to
22 look that up on the break, but as I recall, there are two
23 different terms. I want to say they're outreach and
24 advertising, but...

25 MR. SMITH: Richard, Jim. I was just looking at

1 memos that you had sent out, and it is the role of
2 conducting advertising and outreach for the relay
3 equipment distribution program.

4 MR. TUDOR: Great, thanks, appreciate it. So,
5 both of those.

6 And the statute doesn't really define what those
7 two things are and how they're different, but I think it's
8 probably intended to reflect both, maybe media kinds of
9 things or brochures or that sort of thing as well as maybe
10 face-to-face kinds of things. And I think they were
11 trying to capture both of those kinds of ideas by doing
12 that, but I don't think those terms are specifically
13 defined, but it does cover -- have both of those in there,
14 then.

15 MR. HARDY: I have one question for Robert.
16 Let's say a customer in the state is having a problem with
17 the relay service itself, not FTRI. Who should I contact
18 as a customer? Who do we contact?

19 MR. GIUNTOLI: The customer will call the
20 customer service telephone number. The customer service
21 people are trained experts, and they will help you to
22 solve your problem; they'll give you instructions and help
23 you solve that.

24 They'll then send me a report, and I make sure
25 every customer gets followed up on. If it's something

1 that needs to be pursued, I will follow-up on that. Most
2 of the time, customer service can resolve problems or the
3 supervisor.

4 MR. HARDY: So, some in the deaf community are
5 not skilled at English and would rather have face-to-face
6 communication, will they not have that capability from
7 Sprint that someone can physically come and have a
8 face-to-face conversation?

9 MR. GIUNTOLI: Like Richard explained, FTRI will
10 be the people out there meeting people having face-to-face
11 interaction.

12 MR. HARDY: But I'm talking about the Florida
13 Relay Service. I'm talking about the communication
14 problems with the relay, not the equipment or FTRI, but
15 only Florida relay.

16 MR. GIUNTOLI: Richard just explained FTRI is
17 responsible for both the equipment distribution program
18 and relay, correct?

19 MR. TUDOR: In terms of outreach, making people
20 aware of the service and the availability of it, but it's
21 just really not possible to have a face-to-face contact
22 with individual people. We're all in a world today where
23 you have to use e-mail or the telephone or something like
24 that to contact a company.

25 It's a big state, and it's just really not

1 possible to have face-to-face contacts with every
2 individual complaint. There's certainly going to be times
3 when there may be face-to-face contacts, but it's just not
4 really a very practical thing to consistently be able to
5 have a face-to-face contact over a complaint.

6 MR. HARDY: Okay.

7 MR. BRENNEMAN: This is Andrew Brenneman.

8 Steve, maybe to assist you and help you further
9 understand this, you're thinking of an account manager,
10 and we do have that position in other states. If the
11 account manager is there, they have the capability of
12 meeting with the customer face-to-face, but Florida does
13 not require an account management position. Therefore,
14 the structure in the state is a little bit different,
15 okay?

16 MR. HARDY: Well, for the past 10 years we've
17 had relay with MCI, and they've been around and meeting
18 our needs. When we've had several complaints, MCI has had
19 a presence. So, I'm wondering if that type of physical
20 presence will continue.

21 MR. TUDOR: I sometimes remind people that if
22 someone in Pensacola has a complaint, it's really closer
23 for Mr. Giuntoli to come from South Carolina than it is
24 for somebody to come from Miami. It's a big state, but
25 Mr. Giuntoli will be our account representative. He'll be

1 available if the customer service number is somehow not
2 satisfying the need of a particular customer, that
3 complaint can be elevated to either the Commission or
4 Mr. Giuntoli or both of us, but we believe the customer
5 service number should, in virtually every case, be able to
6 resolve complaints.

7 Jerry?

8 MR. CONNER: I've not seen the specifics of the
9 contract, and probably I'd like to do that at some point.

10 In the previous contract with MCI, there was a
11 requirement for public hearings to be held so that if
12 there were the need for face-to-face contact, it could
13 occur. Is there any kind of provision in the contract for
14 that now?

15 MR. TUDOR: I don't recall a provision in the
16 contract like that with MCI.

17 MR. HARDY: That's what I mean.

18 MR. CONNER: There was a provision in that. And
19 MCI held public hearings and got feedback from the
20 community that way. Is there any intent on Sprint's part
21 to do so?

22 MR. TUDOR: See, the relay provider, there are
23 advantages to them outside of the contract to make
24 themselves known and to promote their service, because
25 everytime they tell somebody about relay service or they

1 encourage people to use relay service, they are gaining
2 minutes of use. And each minute of use is a minute of
3 profit to them.

4 So, there are advantages to them doing some of
5 that on their own. And they may well do that on their own
6 for the purpose of the profit motive, but again, the law
7 calls for outreach and advertising to be the
8 responsibility of FTRI and not the relay provider. And
9 that's why we don't include in the relay contract a
10 requirement for outreach there.

11 Robert, I had one question about one of your
12 slides. It was on page 6, you're talking about a delay
13 recording announcement. And if I understand that
14 correctly, what that deals with is when there is a long
15 answer time for a call, are those recordings --

16 MR. GIUNTOLI: It's if a call is not answered
17 within 30 seconds, we have a system set up that will
18 inform the caller that they have been placed on hold, but
19 this happens very rarely, because we have 11 call centers,
20 and we have a very sophisticated network system. It's
21 just that we have this system available.

22 MR. TUDOR: What I wanted to ask was when that
23 does occur, is that message, that intercept message, is it
24 typed if the TDD -- if it's a TDD caller, and is it voiced
25 if it's a voice caller?

1 MR. GIUNTOLI: I'm not sure I follow the
2 question. If we need to tell the customer we're busy,
3 please hold, is that TTY and voice or is that just a TTY
4 message?

5 MR. BRENNEMAN: However the call is initiated,
6 they will be told; so it's in both formats, voice and TTY.

7 MR. TUDOR: Okay.

8 MR. BRENNEMAN: I would be happy to follow-up
9 with you on that later, Richard.

10 MR. TUDOR: Just sometimes an intercept message,
11 particularly, there's been issues about a deaf person
12 getting a verbal intercept message which they, of course,
13 can't respond to. So, I just wanted to make sure that
14 this intercept message is --

15 MR. BRENNEMAN: Right, I understand you.

16 MR. TUDOR: -- one that the person can
17 understand.

18 MR. BRENNEMAN: Yes. It will be on a TTY for
19 sure. For voice customers, that's what I need to confirm
20 with you, but I am pretty sure it's voice as well.

21 MR. TUDOR: Okay. And would you tell us just a
22 little more about how you'll deal with -- how you would
23 deal with emerg-- yes, that, exactly. Go ahead.

24 MR. GIUNTOLI: I read your mind there.

25 Sprint has a disaster recovery plan, and it is

1 in the contract. It's 11 pages, which explain how our
2 disaster recovery plan works, 11 complete pages for
3 disaster recovery. So, I'm going to give you a very brief
4 summary on how it works.

5 Anytime one center has any service interruption,
6 meaning anything; mother nature, a line cut, anything, all
7 calls are automatically transferred out of that center
8 into another call center. And those calls are treated
9 equally, which means they're not moved down, called
10 secondary calls. Florida calls, in that situation, will
11 be put in the mix with other states, and all calls will be
12 treated equally.

13 MR. HARDY: If employees have to evacuate, will
14 they have the same level of service?

15 MR. GIUNTOLI: Yes, anytime. Anytime, like our
16 subcontracted center in north Miami, if it has to close
17 for any reason, all calls are automatically transferred
18 with equal importance to the 10 other centers in the
19 network.

20 MR. TUDOR: Jerry?

21 MR. CONNER: Is there a possibility that the
22 volume of the Florida calls, particularly during a
23 disaster, because all of us run to the phone to call every
24 relative to let them know we're okay, is there a
25 possibility that that would overwhelm your other system,

1 since this would be your biggest contract?

2 MR. GIUNTOLI: Yes. Yes. And we have a huge
3 staff that's ready to handle those types of experiences.
4 For example, New York relay had a very large snowstorm,
5 and they closed; no, they never had to close down. We
6 survived that snowstorm, but there was something that
7 happened one time.

8 Well, technically, in Florida we had a
9 microburst. I'm sorry, some people can't see me? We have
10 experienced a microburst, which is a very strong -- it's
11 like -- it's a weak tornado, so it's not as large as a
12 real tornado, but it still creates havoc. So, it took the
13 roof off a center in Syracuse, New York.

14 And as a result of that, we automatically
15 transferred calls and customers in New York didn't even
16 know anything had happened to the Syracuse center. The
17 transfer calls was invisible. We have a system that we
18 call Geotel, which is wonderful, and it transfers calls.
19 Customers don't see or hear what's happening. They're not
20 impacted at all by the transfer. And New York is a large
21 state, like Florida.

22 We have 11 call centers. Each star here
23 represents a center. And you can see that they're spread
24 out all over the United States. They're in different time
25 zones, which is an advantage for us. We don't have all

1 our operators coming into work at the same time. People
2 come in at different times; different weather in different
3 parts of the U.S., different climates. Again, there are
4 11 centers.

5 Our subcontractor, PRC, which is Precision
6 Response Corporation, is located in north Miami. And they
7 are a corporation which have been with Sprint for the last
8 three years. They've been providing relay services with
9 Sprint for three years as an overflow center. So, they
10 are not new to the relay business.

11 MR. TUDOR: Robert, I think -- Robert, I think
12 that the geography should be worked on just a little bit,
13 but basically your star is around Fort Myers somewhere,
14 and we generally put Miami on the Atlantic ocean instead
15 of the gulf of Mexico. If you move Miami to the gulf of
16 Mexico, it might reduce the number of hurricanes that
17 would impact the center, but I don't know if they would be
18 willing to move the city. So, just kidding.

19 MR. GIUNTOLI: Well, I flunked geography. I
20 flunked that class back then, so...

21 MR. FLEISCHMAN: I have a question.

22 MR. TUDOR: Here's a question. Mr. Fleischman.

23 MR. FLEISCHMAN: Bob, by moving to another
24 location, will you be using the same help for Miami in a
25 new location?

1 MR. GIUNTOLI: We have not moved. We've been
2 using PRC for the last three years, so they have been
3 running relay services for us for three years in the same
4 location. We've expanded that. And the job position is
5 open to anyone who qualifies under specifications that PRC
6 has set up.

7 Some people have asked me is it a new provider
8 using the old system? No, it's a different center,
9 different company, different system.

10 MR. HARDY: Will you be using Vista employees?
11 Will they be going to your PRC?

12 MR. GIUNTOLI: PRC is open to anyone; meaning,
13 if a Vista employee wishes to leave there and work for
14 PRC, that's their decision. If they qualify under PRC
15 standards, yes, they can.

16 MR. HARDY: I'm concerned about the quality. In
17 the past, we've had a concern about the quality. We need
18 to see an improvement. We don't want to see a decline in
19 quality.

20 MR. GIUNTOLI: At Sprint we're very proud. We
21 are the leader in quality, and quality is one of our main
22 issues. PRC is a corporation. They have their own
23 standards, they have their own requirements, and we make
24 sure that they comply with Sprint's goals and missions for
25 quality as well.

1 MR. BRENNEMAN: Like Robert said, Sprint is very
2 committed to the quality of this product. We have a very
3 strong dedication to deaf and hard-of-hearing people. In
4 TRS, deaf and hard-of-hearing employees run the ship. So,
5 we want to make sure that the service quality is not
6 impacted, and you have our word on that.

7 MR. TUDOR: One thing --

8 MR. GIUNTOLI: Does anyone have any other
9 questions on the disaster recovery plan?

10 MR. TUDOR: How far inland from the coast is
11 PRC's facilities located? Do you know?

12 MR. GIUNTOLI: Do you know where the glades --
13 that's where the center is, glades.

14 MR. TUDOR: How many miles would you say that is
15 from the coast?

16 MR. GIUNTOLI: I have been out of Miami for a
17 while, and I don't recall. Like, 10? I've only been
18 there one time. Maybe -- do you now how far inland it is?
19 How far inland is the PRC center?

20 INTERPRETER: It's west of I-95, just off the
21 water.

22 MR. GIUNTOLI: Thank you. Did you have a
23 question? There's Doral golf, and then there's I-95, and
24 it's right between the golf course and I-95, so maybe 10
25 miles inland, I would guess. It's not on the water.

1 MR. TUDOR: It is a little further off the water
2 than we are today, so that would, to some extent, limit
3 damage from a hurricane that would hit in that area.

4 Robert, would you talk about just a little bit
5 more how Sprint has been using PRC. I think that would be
6 helpful to people to know the level of experience that's
7 already there.

8 MR. GIUNTOLI: PRC has been with Sprint for the
9 last three years. They have handled overflow calls for
10 us. For example, with our other call centers, they may be
11 full or agents need relief, calls can be transferred to
12 PRC.

13 And so, they know how to handle all state calls.
14 They've experienced many different states that Sprint
15 handles, and customers have been very happy with them. We
16 haven't received complaints about PRC for the three years
17 they've worked with us.

18 MR. TUDOR: Okay, thank you.

19 Other questions about the hurricane issue and
20 the emergency disaster relief issue? I think it's a very
21 important one. And while it doesn't happen every day,
22 when it does happen, it's very important. And it is good
23 to know that we've got so many centers available as
24 back-up.

25 Robert, in terms of the ability for each of

1 those to handle, let's say, one-tenth of Florida's
2 traffic, if it was divided equally among those 10 centers,
3 do you have any idea how much that would increase the
4 traffic at each of those centers? In other words, does
5 Florida represent 10% of your total traffic or 20% or 5%?
6 Do you have some idea there?

7 MR. GIUNTOLI: We have an implementation team.
8 And that team is making sure that each center can handle
9 any other state. So, each center varies on the
10 percentages from each state, but our team has already done
11 a study on that to make sure that it will be possible for
12 each state, each of our 27 states, to support one another.

13 And from a capacity perspective, there is no
14 fixed percentage that's assigned to one center as opposed
15 to another center. So, it does vary upon the time of day,
16 what kind of weather we're experiencing in different
17 centers and so forth. So, it's very hard to define "X"
18 percentage goes to "X" center and "Y" percentage goes to
19 "Y" center. It changes.

20 MR. TUDOR: I know you certainly don't have to
21 worry about hurricanes in Sioux Falls, but hurricanes do
22 have an advantage in that you do get some advanced notice.
23 You might not know exactly where it's going to hit or how
24 strong, but you can get a pretty good idea a couple of
25 days ahead of time. Does your program call for you to

1 call in additional CAs or at least have them on call as
2 the storm approaches, in the case of Florida?

3 MR. GIUNTOLI: Yes. The advantage of being one
4 of the largest relay providers in the industry is we have
5 a lot more staff that specialize in different things. We
6 have people who focus on staffing issues, and they
7 forecast; they look for weather problems and things like
8 that and let all the centers know. So, all those groups
9 communicate with one another.

10 We have a group which is called force
11 management, and they're based in Kansas City. Force
12 management monitors the traffic very closely and watch it
13 every minute of every day to make sure that no service is
14 negatively impacted. So, that's their job. They serve us
15 7 days a week, 24 hours a day so that we can serve you.

16 MR. TUDOR: Do I understand correctly, also,
17 that if the Florida center were to be totally closed down
18 and, therefore, traffic would be routed to other
19 locations, that those calls would have equal access to any
20 of those 10 centers as much as, say, a call from Texas
21 would have access to the Austin center, people in Florida
22 would have that same access to the Austin center?

23 MR. GIUNTOLI: Yes. Florida calls would be sent
24 to other centers, and they would be handled as equally
25 important as other state calls. They would not be placed

1 as secondary calls.

2 MR. TUDOR: And so, does that mean that if the
3 traffic was very, very heavy, and admit that the Austin
4 center could not meet the state of Texas's answer time
5 requirements, that the calls from the state of Texas would
6 have equal degradation of service as a Florida call and
7 not have worse degradation of service than a Texas call;
8 is that correct?

9 MR. GIUNTOLI: Florida calls would be thrown
10 into the mix. If we failed, every customer from every
11 different state would be suffering. So, that's why we
12 make sure that we don't let that happen.

13 MR. TUDOR: Okay. Thank you.

14 MR. GIUNTOLI: Does anyone have any additional
15 questions?

16 I will tell you that we will be having an open
17 house at PRC in November. So, I would like -- it would be
18 very nice if everyone here today can come to that and I
19 will send out letters soon announcing that. If you have
20 any questions, please feel free to send me an e-mail or
21 you can call me.

22 And this is a quarterly newsletter we send out.
23 This is a nationwide newsletter. And, again, we send it
24 once a quarter. And this is our special 10-year
25 anniversary issue. So, I'd like everyone here to get one

1 of those, and there is a subscription form in that. If
2 you can fill that out, we'll send these to you at no
3 charge once a quarter.

4 MR. HARDY: I just thought of something else.

5 Do you remember we -- a form to fill out? Like,
6 remember where you were talking about call Bob? That
7 form, do you have that on-line so I can fill it out
8 on-line, call preferences, do you have that form on-line
9 to fill out?

10 MR. GIUNTOLI: Not yet, but we're working on
11 that. We have received feedback from some customers
12 wanting to be able to complete that form on-line, and
13 that's one thing we're working on. For now you can call
14 customer service, and they'll mail a form to your home to
15 fill out.

16 MR. TUDOR: Robert, is your e-mail address in
17 this document?

18 MR. GIUNTOLI: Yes, it's on the back page of the
19 "Relay Today." All the account managers' contacts and
20 numbers are on the back.

21 MR. TUDOR: Okay. Just one thing to avoid
22 confusion, one of the questions that Sprint had asked me
23 about was they already have the federal contract for the
24 federal relay service, which provides service to federal
25 agencies and things like that. And it was already called

1 FRS. And so, when you see the greeting of the service
2 when Sprint begins, it will use -- tell me if I'm correct
3 -- is it FLRS or...

4 MR. GIUNTOLI: We can continue to say Florida
5 Relay Service, FRS, Florida relay, but when you're calling
6 into Florida relay, the macro that you'll be greeted with
7 will say FL relay service; FL relay service for Florida
8 Relay Service, because again we have FRS saying federal
9 relay service. So, for Florida consumers, it'll say FL
10 relay service operator, OPR. It won't say CA like it does
11 now. It will say OPR, which means operator, and then
12 their number. We've found that identifying relay callers
13 as operator instead of CA reduces the number of hang-ups.

14 Hearing the word communication assistant or
15 relay assistant, people think it's a telemarketing call
16 and hearing people tend to hang up. The word "operator"
17 keeps people on-line. The Florida Relay Service logo -- I
18 had a meeting yesterday with FTRI, and they said that the
19 logo is MCI's logo. So, we'll be developing a new logo.

20 FTRI and Sprint have agreed that maybe we'll
21 have a contest for customers to design a logo and submit
22 those, and then we'll choose one to be used as a logo.

23 MR. HARDY: I have a question for Richard.

24 What is the status on 711? Have you considered
25 711, having one number for Florida or are we having to

1 wait until the FCC approves that?

2 MR. TUDOR: The FCC has set aside the 711 number
3 so that it is not taken up by someone else. So, the 711
4 number is available. And that might be something we would
5 like to put on maybe a future Advisory Committee meeting
6 is to discuss the pros and cons of just having one number.
7 There might be some downsides to the extent that that
8 number has to handle Spanish, French, TTY, as well as
9 voice calls. And so, if everybody calls 711, there could
10 be some question about how quickly you get an actual
11 answer in the language that you want. So, that is one
12 question.

13 Another issue could be that you could just use
14 the 711 for maybe the most common use of relay which I
15 guess would be English TDD calls, and then the other calls
16 would have separate 800 numbers, and that's a possibility.

17 Of course, one of the big issues is not so much
18 with the relay service as it is with each of the local
19 telephone companies in the state, because they are the
20 ones that have to reprogram each telephone switch to tell
21 it where to send 711, because really what is happening
22 when you dial 711 is you are talking to the phone
23 company's local computer switch, and you're telling it you
24 want to make a call, and it has to figure out where do you
25 want to call.

1 It's sort of like when you dial 911. The local
2 telephone company switch has to realize that you live in a
3 certain county and, therefore, when you dial 911, you
4 really want to talk to the local sheriff's department, for
5 example, or whoever answers 911 calls.

6 It's the same thing with 711. The local phone
7 company switch has to interpret and translate that
8 telephone number into what I would call the real telephone
9 number, which would be the relay service's phone number
10 down in Miami.

11 And there is some effort involved in that. And
12 that becomes an issue, probably more so with the local
13 telephone companies than it does with the relay provider.
14 To the relay provider, the phone just rings, and they
15 answer it. There may be some effort involved on their
16 part, but the greater effort is on the part of each of the
17 10 local telephone companies around the state.

18 And it could be that we can maybe get some input
19 from them on what would be involved also, but that is an
20 issue that we probably should address at a near future
21 Advisory Committee meeting.

22 MR. HARDY: The reason I ask that is we want to
23 encourage visitors to come to Florida, and it's very easy
24 to just have to know three numbers; relay is 711, Maryland
25 has 711. And I've asked a few people from Maryland and

1 they say it is excellent, they don't have to remember a
2 long telephone number.

3 In Florida, what I could suggest, why not use,
4 like, 711 equals 1-800 and then the Florida Relay Service
5 number, like an alias. Can we have -- do you know what I
6 mean by that, saying 711 equals this number? It's a
7 computer program where you use 711 equals 1-800 and the
8 Florida relay number. That would encourage deaf people to
9 make phone calls, instead of having to remember what are
10 very long numbers.

11 711 is very convenient. 411 is good for hearing
12 people. They know that's information. 911, people know,
13 is emergency. 711 should be a standard for deaf consumers
14 in all states. I think it would be a good idea for the
15 future, so maybe we need to consider that.

16 MR. TUDOR: The FCC, as you mentioned, is
17 looking at that. And to the extent that there is a
18 national solution, that may be lower cost than if
19 individual states do it, but I think there are three
20 states now; Hawaii has done it for a long time, Maryland,
21 and I believe one other is doing 711 now. And so, that is
22 a service that is starting to develop in some of the
23 states.

24 And we need to decide, you know, what it would
25 take to make it happen in Florida, and then decide if the

1 advantages override the disadvantages and whether it will
2 be the best thing, but that would be a good subject for --
3 at one of our meetings.

4 Jerry?

5 MR. CONNER: Can we make that the next meeting?

6 MR. TUDOR: Sure.

7 MR. CONNER: I don't know what all is involved.
8 I am sure it is not as simple as it seems to me. I need a
9 whole lot more information before I'd be in a position to
10 make any kind of recommendation to the PSC.

11 MR. TUDOR: Yeah, I think we all would. And,
12 you know, there are one-time costs, and that may be the
13 largest of the costs. And I think it probably would be,
14 but there may be some ongoing costs associated with costs
15 of translation of that number, but we can certainly make
16 that a topic on our next meeting, sure could.

17 MR. CONNER: Okay, thank you.

18 MR. BRENNEMAN: This is Andrew speaking.

19 We certainly would be very happy to come back to
20 Florida and give a presentation on 711. We've seen, as a
21 trend throughout the country, that many more states want
22 to start 711. Sprint began that service in Maryland, then
23 New Hampshire, then Nevada. New York begins a service
24 June 1st.

25 So, when you are ready to discuss that, we would

1 be happy to come back and give a presentation that would
2 specify a package on 711. And we also would work with
3 each local exchange company to implement the service.

4 MR. TUDOR: Andrew, do you know what the --
5 anything about the cost of implementation of that?

6 MR. BRENNEMAN: Typically, the LECs, local
7 exchange companies, would absorb that cost. We just make
8 sure that our platform is ready to work with each of the
9 LECs throughout the state of Florida.

10 MR. TUDOR: How does the relay service even know
11 whether the customer initially dials 711 or an 800 number
12 to get there? Is it really all that happens is your phone
13 rings?

14 MR. BRENNEMAN: I am not a technical expert.
15 It's simply, we translate that 711 and point it to the
16 existing 800 number. So, the number that's used for
17 Florida now, whether it be the voice number or the TTY
18 number, typically, we go with the highest percentage of
19 calls, if it's voice or TTY, and we tend to go with voice
20 first to prevent hang-ups from hearing customers.

21 So, we simply translate 711 and point it to one
22 of those 800 numbers, and there's no fee involved for that
23 translation, unless you want a separate 800 number so that
24 you can track the number of 711 calls for statistical
25 purposes. And if you want that, then there does need to

1 be a separate 800 number that 711 points to.

2 And if I could add to that, if Florida decides
3 to go with 711, we would keep all the relay numbers that I
4 showed you today. 711 would be a supplemental number.
5 So, customers would have a choice. They could either dial
6 711 or the 800 number.

7 711 would most likely be answered in a system,
8 voice, TTY, ASCII, Spanish; whereas, if they dial their
9 dedicated 800 number, they would get answered
10 automatically by the service that they wanted.

11 711 is very easy to memorize. It's also easy to
12 give to a hearing person; say, "Please call me, but first
13 call 711," which is the relay number, and then you can
14 leave, as opposed to standing there and explaining, you
15 know, the entire relay number, which can be very time
16 consuming.

17 MR. HARDY: Richard, let Florida and the PSC be
18 leaders in the nation. Let customers here have good
19 access to communication. Let's not wait for other states
20 to do it. Please, let us take the lead.

21 MR. TUDOR: Well, again, there may be some
22 disadvantages that we need to consider when we're looking
23 at that. There are certainly advantages, and we need to
24 consider both of those, but we'll put that on our next
25 agenda to discuss. Did anybody else have other questions

1 of Robert?

2 Robert, Andrew, we thank you for your time today
3 and your presentation. We're excited about the new
4 service, we're looking forward to it, and it's just around
5 the corner now, so we'll anxiously await June 1st with
6 you.

7 MR. GIUNTOLI: And Sprint is also looking
8 forward to that, thank you.

9 MR. BRENNEMAN: It is our pleasure to be here
10 today to meet all of you. And our door is certainly open.
11 We are ready to communicate. Communication is a very
12 important part of the process and the product. So,
13 please, contact any of us at Sprint or FTRI or Richard,
14 and thank you very much.

15 MR. TUDOR: Thank you.

16 Let's take a 15-minute break.

17 Jerry?

18 MR. CONNER: I'd like to make a motion related
19 to what's just gone on here.

20 MR. TUDOR: Certainly.

21 MR. CONNER: I would like to move that the TASA
22 Advisory Committee recommend to the Public Service
23 Commission to direct FTRI to host a series of public
24 hearings around the state shortly after the implementation
25 of the new Sprint relay system with the intent of securing

1 feedback on improvements or degradation or stabilization
2 of the relay system here in the state of Florida.

3 MR. TUDOR: Jerry, what would be the time frame
4 that you're looking at? I was trying to think how long
5 you'd have to experience something before you feel like
6 you have an opinion about it.

7 MR. CONNER: I would estimate three to six
8 months. By that time, if the system is beginning to
9 deteriorate, the deaf people will abandon it. So, we need
10 to real early on say we need feedback, we need to hear
11 from you what's going on, how do you feel about it,
12 because we've already got a situation now where lots of
13 deaf people just say, "I don't even use the relay service.
14 I don't like it."

15 So, here may be an opportunity for us to start a
16 new system, advertise the new system, promote the new
17 system and then go into public hearings immediately and
18 get feedback from the population on how it's working.

19 MR. TUDOR: Carlos.

20 MR. MONSERRATE: Can we suggest that we not have
21 that motion until after FTRI gives its presentation,
22 because I think they have something to say, too.

23 MR. TUDOR: Yeah, they do have a presentation on
24 outreach as part of their presentation. So, if that would
25 be acceptable, let's hold off voting on that until after

1 FTRI's presentation.

2 Okay. Let's take a 15-minute break, and we'll
3 start back at 3:00.

4 (Recess taken)

5 MR. TUDOR: Okay. On the next three items on
6 the agenda, all related to FTRI, and Mr. Forstall will go
7 through those as a group, because they can be tied back to
8 the budget. So, he's going to use the budget as a format
9 to touch on each of these subjects. So, with that, Mr.
10 Forstall, you can go ahead and share with us about the
11 upcoming year at FTRI.

12 MR. FORSTALL: Thank you. Am I on? Can you
13 hear me now? Okay.

14 Good afternoon, everyone. Thank you, Richard,
15 the Commission Staff and the Advisory Board members. It's
16 good to be here today to talk to you about FTRI. As
17 Richard stated earlier, I'm going to combine the three
18 that you have seen on the agenda into one.

19 I will do my budget presentation, and as I touch
20 on each area, I will go into more depth. And I just want
21 to start with a brief history of FTRI.

22 Back in 1987, before the council for the hearing
23 impaired began the equipment distribution program, at that
24 time they were working with limited funding and they
25 continued to do that until FTRI was established in 1991.

1 Title 4 of the ADA mandates that the
2 telecommunications service be implemented in each state
3 and the Telecommunication Access System Act of 1991 was
4 established as a result of the ADA. And included in that,
5 was TASA, the relay service, and the equipment
6 distribution program.

7 In 1991, FTRI was established by the local
8 exchange companies, and the local exchange companies, at
9 that time, were made up of Sprint, GTE, whatever your
10 local provider in the area at that time. FTRI is a
11 private not-for-profit corporation or not a state agency.
12 And our board of directors is made up of the LECs and
13 ALECs, Alternative Local Exchange Companies. And FTRI
14 submits reports to the Public Service Commission on a
15 quarterly and annual basis.

16 Our mission; FTRI's mission is to provide
17 residents with access to the telecommunications network
18 and to ensure residents receive quality and timely
19 service.

20 Our fiscal year 2000/2001 budget. FTRI's budget
21 is broken down to five different categories. Category one
22 consists of the Florida Relay Service, category two
23 consists of the equipment and repairs; category three,
24 distribution and training; category four, outreach; and
25 category five, general and administrative.

1 Category one, the Florida Relay Service. As you
2 all know, starting June 1st, 2000, Sprint will begin
3 providing relay services for Florida at the new rate of 72
4 cents per billable minute and 5% growth is projected over
5 the fiscal year 1999/2000 billable minutes. Total for
6 category one budget is \$8,971,537.

7 Category two, equipment and repairs. Some of
8 the equipment that we distribute through the equipment
9 distribution program consists of the TTY, the volume
10 control telephone for the speech-impaired, volume control
11 phone for the hearing-impaired, voice carryover telephone,
12 hearing carryover telephone, in-line amplifiers, and three
13 different types of ring signals.

14 To give you an indication on the idea of how
15 many people we have served during the fiscal year
16 1998/'99, 21,076 are hard of hearing, 405 deaf, 136
17 speech-impaired; dual sensory, 22, which includes persons
18 with visual and hearing impairments for a total number of
19 22,299. These are only new clients. These are not
20 clients receiving repetitive services. These are all new
21 clients for the fiscal year 1998 and '99 for a monthly
22 average of 1,858.

23 Okay. New equipment that was distributed in
24 fiscal year '98/'99 total 38,559 new pieces of equipment.
25 As you can see, the used volume is in the volume-control

1 phone is 22,365. The next largest amount that was
2 distributed with the ARS, which is the audible range
3 signaler, and the reason for the numbers, the new
4 equipment numbers being larger than the new number of
5 clients, is because most clients receive two pieces of
6 equipment; they either get a telephone and a ringer.

7 Up to date, new clients served as of July 1st,
8 1999 to March 2000, as you can see, our monthly average is
9 1,969. This represents a 6% increase over last year's
10 average, monthly average. So, we are seeing an increase
11 in the number of new clients being served by FTRI
12 currently. And to give you an update on the equipment
13 that has been distributed --

14 MR. MONSERRATE: What was the other slide about
15 that showed 21,000 hard of hearing compared to this slide?

16 MR. FORSTALL: That was for fiscal year 1998 to
17 '99.

18 MR. MONSERRATE: Okay, thank you.

19 MR. FORSTALL: Okay. And this is the current
20 up-to-date number for '99 to 2000.

21 It is estimated that there are 1.3 million
22 people in Florida that are hearing impaired and over 81%
23 of our clients are between the ages of 60 and 89, and
24 about 96% of them are hard of hearing. Since 1987, FTRI
25 and FCHI have served approximately 203,000 people.

1 MR. CONNER: Do you have a breakdown of what
2 percentage went through the regional distribution centers
3 and what percentage get their equipment, otherwise?

4 MR. FORSTALL: We do -- I don't have that
5 currently, but we do have that breakdown.

6 MR. CONNER: Okay.

7 MR. FORSTALL: Any other questions on this?

8 Category three, distribution and training.
9 Apparently, FTRI contracts with 21 different nonprofit
10 agencies throughout the state, and the cities are listed.
11 And counting Tallahassee, FTRI does provide services and
12 clients in our area who want to receive equipment they can
13 either, when they call, they have the option of having the
14 equipment shipped directly to them or they can come into
15 FTRI's office.

16 However, clients that do not live in an RDC
17 area, when they apply for the program, they will fill out
18 the application and the application is processed in FTRI's
19 office. We will ship them the equipment via UPS within
20 two -- well, we do have four to six weeks, but they
21 usually get the equipment within two weeks.

22 After that, a roster listing all of the
23 individuals that have received the equipment in certain
24 areas is then submitted to the training center throughout
25 the state, and they will contact those clients and arrange

1 for training.

2 We have five of those currently, but most of our
3 contracts with regional distribution centers we have set
4 up in major metropolitan areas to facilitate distribution
5 to the clients in those areas.

6 If clients need repeated service, they do go
7 back to the regional distribution center, and if a client
8 has any equipment that malfunctions that does not live in
9 the RDC area, they can call us and we will swap out the
10 equipment, we will switch it out. And if they need
11 additional training, we will arrange for that as well.

12 Category four, outreach. FTRI has budgeted
13 \$259,100 for the FTRI portion of outreach, which includes
14 the following: We send out a newsletter twice a year to
15 all of our customers. As you saw earlier, we have over
16 203,000 customers. So, each -- twice a year, these
17 customers will receive a newsletter from FTRI, providing
18 update information on the relay service or new equipment
19 or changes in services or updates with some phone numbers
20 with the regional distributions, et cetera.

21 And we also print promotional material to hand
22 out at exhibition or trade shows, travel meetings. We
23 also have a program in place to reimburse our contract
24 with our regional distribution centers and training
25 agencies to provide outreach in that area. And that's

1 applying for the funds that are available; as they apply
2 for, we approve it, and the presentation will be made or
3 the outreach activity will be made in those areas, and
4 then we will reimburse them for the funds or the expenses.

5 Yes?

6 MR. HARDY: Does FTRI include that?

7 MR. FORSTALL: Not in that particular section.

8 MR. HARDY: No?

9 MR. FORSTALL: I'm coming to that in a minute.

10 MR. HARDY: Okay.

11 MR. FORSTALL: FRS; we budgeted \$460,000. This
12 is the beginning of a three-year mass marketing campaign
13 that we will be contracting with the public relations firm
14 to help get the word out throughout the state. FTRI
15 realizes that we cannot do what needs to be done
16 throughout the state alone.

17 So, we will work with a public relations firm to
18 develop material, get the word out, whether we purchase
19 media time, radio, media, et cetera. And this will be a
20 three-year thing, ongoing. This first year for \$460,000
21 is to lay the foundation, and for the next two years we
22 will build on it.

23 Just to give you a little bit more idea of how
24 the campaign will work, which I think will prove to be
25 beneficial for our parties, is a partnership. We realize

1 that not all businesses or consumers in educational
2 settings or general population are aware of the relay. We
3 all understand that people do get calls from the relay and
4 they get hung up on. We feel like part of that situation
5 leads to not educating the people. We need to get out
6 there and educate them on the relay service.

7 And by doing that, we need to create a
8 partnership, but we would like to be able to create a
9 partnership with these people. We need to educate them
10 and let them know that these relay users could be
11 potential consumers for them.

12 And by doing that, we want to develop an
13 orientation packet, whereby, where we propose a particular
14 business we will be able to hand them materials and
15 possibly a videotape explaining how the relay system
16 works.

17 And, of course, FTRI will be a part of this
18 campaign, as far as promoting the equipment distribution
19 program, but the majority of this campaign will be
20 focusing on the relay service. And we believe that
21 partnership will create a win-win situation for everybody.

22 We know and are aware that the business sector
23 needs to know more about the relay service and that's
24 where we want to focus and, of course, get the consumers
25 aware of the different relay features that are being

1 provided by Sprint. In educational setting, we want to be
2 able to move in there and work with the children at an
3 early age to train them on relay, et cetera, and things
4 like that and, of course, the general population.

5 Anybody have any questions so far?

6 MR. TUDOR: James?

7 MR. FORSTALL: Yes.

8 MR. TUDOR: Let me make sure I understand.

9 The outreach numbers, the first number that you
10 put up was 259,000, and then the number you just put up
11 was 460,000. Tell me, again, what the difference in those
12 two numbers is. They're both outreach, right?

13 MR. FORSTALL: Do I know the total number?

14 MR. TUDOR: No, no, no. What is the 259,000 for
15 and what is the 460,000?

16 MR. FORSTALL: Okay. The 259,000 will be spent
17 on promotion that FTRI has currently been doing all along;
18 that is, to reimburse the regional distribution center for
19 outreach that's being performed in that area, our
20 twice-a-year newsletters, brochures, printed material,
21 specifically, what we've been doing all along for FTRI.
22 And then, when we look at the \$460,000 devoted for FRS, we
23 want to devote that much money just for FRS, just for the
24 relay and -- does that answer your question?

25 MR. TUDOR: The 259,000, your current programs,

1 to what extent is relay promoted in that effort, the
2 current effort?

3 MR. FORSTALL: Okay. Anytime FTRI promotes the
4 equipment distribution, we do promote the relay service.
5 We feel like they go hand in hand. And the same could be
6 said about equipment training. Anytime you're training or
7 we train a client on the equipment, we do explain how the
8 relay works.

9 MR. TUDOR: Okay, thank you.

10 MR. HARDY: One question, we have. Why don't
11 you use that for public relations, why can't a P.R. firm
12 do it? Why hire an outsider? What's your reasoning for
13 that?

14 MR. FORSTALL: We did a request for proposal,
15 and we sent them out throughout the state, and for those
16 who applied is who we considered.

17 MR. HARDY: Okay, thank you.

18 MR. TUDOR: I'm sorry, we had a little trouble
19 hearing. Could you just repeat the question that you just
20 responded to?

21 MR. FORSTALL: Repeat his question?

22 MR. TUDOR: Yes.

23 MR. FORSTALL: His question is why didn't FTRI
24 contract or why -- yes, do you want to repeat?

25 MR. HARDY: I was saying that why didn't FTRI

1 have -- why did we use a public relation firm when we
2 already have these centers set up -- you know, we already
3 have this close-knit partnership with the centers. Why
4 don't we use them to do the P.R. for FTRI? It's a perfect
5 place. That was my question.

6 MR. TUDOR: Thank you.

7 MR. FORSTALL: To take that further, we do
8 contract with the local deaf service center and center for
9 independent living, and speech and hearing. And it's
10 these folks that work with us to provide the equipment
11 distribution and training. They also provide outreach
12 services for us. If we get a call from someone in that
13 local area, we normally refer them to the regional
14 distribution center.

15 MR. CONNER: That RFP, the RFP you're talking
16 about, though, specifies that anyone who wanted to bid on
17 it had to bid on a statewide basis. You couldn't just bid
18 on your local area.

19 MR. FORSTALL: That's correct.

20 MR. CONNER: That needs to be clarified, and
21 that's why none of the centers could compete with the P.R.
22 firm.

23 MR. FORSTALL: Yes, okay, that is correct. We
24 need more clarification, then.

25 MR. HARDY: How can -- you know, we've got

1 Florida Aural Association, we've got SHHH, why can't they
2 all be a partner with us in that?

3 MR. FORSTALL: Okay. And we welcome the
4 opportunity to work with the local organization. We have
5 attended the board meetings throughout the state to let
6 them know that we're willing to attend and participate in
7 an outreach presentation or exhibit.

8 Another portion of the outreach category has to
9 do with the Sprint relay ambassador program. This program
10 is designed to solicit requests from different
11 organizations throughout the state. FTRI currently has a
12 program like this in place with the regional distribution
13 centers. And at this time we have been conserving it. We
14 have not made a decision yet, but this is something we may
15 consider in the future. The total outreach budget for the
16 fiscal year 2000/2001 is \$819,100.

17 Category five is general and administrative.
18 This category represents expenses relative to the
19 operation of the FTRI headquarters. Of the total budget
20 expense, only 6.3% for this category. This is a slight
21 increase over last year's budget.

22 A portion of the increase in this category is
23 the creation for two full-time positions. Our current
24 staff is made up of the executive director, the business
25 administrator, outreach specialist, quality assurance

1 specialist, receptionist, administrative assistant and
2 four distribution program coordinators.

3 During the past few months, we've experienced
4 some growth. And we'll be proposing that two new
5 positions be made available or created to meet the
6 additional demand that has been placed on FTRI in the past
7 two months.

8 And category five, again, is another area where
9 we've experienced growth in the administrative is that our
10 increase in the health insurance premium, and we're
11 planning to look more closely into alternative insurance
12 providers during the next few months.

13 And with that, FTRI has recommended that the
14 surcharge level remain at 9 cents per access line for
15 fiscal year 2000/2001 to cover our expenses.

16 That concludes my presentation. I'll be glad to
17 answer any questions anyone may have.

18 MR. TUDOR: James?

19 MR. FORSTALL: Yes.

20 MR. TUDOR: Your current outreach person, how
21 long have they been there now?

22 MR. FORSTALL: Donna is the current outreach
23 specialist. She's been there one year.

24 MR. TUDOR: Okay, all right. So, she's getting
25 some experience under her belt now?

1 MR. FORSTALL: Yes.

2 MR. TUDOR: Okay. All right, thanks.

3 MR. FORSTALL: Sure.

4 MR. TUDOR: Questions for James?

5 MR. FORSTALL: Thank you.

6 MR. SCHAD: I have one question.

7 MR. TUDOR: Mr. Schad.

8 MR. SCHAD: On the access charge of 9 cents. I
9 see on my telephone bills, the access charge for 911 has
10 also been included on the cell phones. Why has the 9
11 cents been put on the cell phones?

12 MR. TUDOR: The surcharge that's for relay
13 service is described in chapter 365 of the statutes. And
14 it was put in there in 1991. And I think that's probably
15 the biggest part of the answer, it was put in there in
16 1991. And, of course, you know in 1991, cell phones were
17 much rarer, more of a luxury kind of an item. And I think
18 the thought was at that time, anyway, that anybody that
19 had a cell phone also had a phone at home.

20 When the day comes that more people have cell
21 phones in their pockets and don't even have a phone at
22 home, I suspect the legislature may reconsider that, but
23 at any rate, I mean, that's the answer is it was put on in
24 '91, and at that time, that's the way the thinking went, I
25 think.

1 MR. SCHAD: But in 1991, they weren't using a
2 cell phone on an access line through the telephone
3 company, which they use today. That's how 911 gets around
4 charging the cell phones for it, because the cell phone is
5 now using the access line to the telephone company.

6 MR. TUDOR: Well, of course, cellular phones, I
7 think the law that changed that and added the 911
8 surcharge on cellular phones was passed in the 1999
9 legislative session. And I believe that charge was, at
10 least partly added on, because there's some new
11 requirements for 911 -- for wireless carriers to be able
12 to not only handle a 911 call, but there's also some new
13 cost, because there's a requirement that they be able to
14 tell the sheriff's office when they receive a call, pretty
15 much exactly where that telephone user is, that cellular
16 user.

17 In the past, of course, with the wire line
18 phones, the telephone company could fairly easily identify
19 the street address for that telephone. And there's some
20 recent FCC decisions that are going to require that
21 cellular companies not only provide to the sheriff's
22 department the telephone number of who's calling from the
23 cellular phone, but also tell them -- be able to pinpoint
24 where that customer is.

25 If he's driving down the interstate, they have

1 to be able to identify roughly within -- I don't remember
2 the distance, but within a few meters, 100 meters, of
3 exactly where he is. And that equipment has some costs
4 associated with it. And I know that that's why they added
5 the 911 fee to the wireless carriers. That was at least
6 part of that.

7 MR. SCHAD: When talking about an access line,
8 it says so much per access line. If you have a home
9 phone, it's one access line. I have a cell phone; that's
10 a number two access line. Why can't I be charged on both
11 of them?

12 MR. TUDOR: Well, again, the 911 fee that was
13 added to the cellular was to recognize additional costs
14 associated with being able to pinpoint the location of
15 that cell phone user. And they felt like they needed to
16 recover those costs.

17 That 911 fee, if I recall how the legislation
18 works, some of that money is used by a couple of different
19 groups; one is that some of that money goes to some of the
20 very small counties that just simply couldn't afford 911
21 systems before. And then some of that money goes to the
22 cellular providers to help recover some of that cost
23 associated with the technology to be able to pinpoint the
24 location of a traveling cellular user, but the 911 fee is
25 basically a cost recovery mechanism to pay for the systems

1 that, for example, the sheriff's office has to set up to
2 answer 911 calls.

3 And then, this additional fee on the wireless
4 carriers, the cellular carriers, was to also recognize
5 some additional costs to pinpoint the location of
6 customers.

7 MR. SCHAD: Well, was it a charge originally set
8 up to share equally among all the access line users in the
9 state of Florida to support the FTRI?

10 MR. TUDOR: The 911 fee? No. Okay.

11 MR. SCHAD: I'm not talking about the 911 fee,
12 I'm talking about the FTRI fee.

13 MR. TUDOR: Okay. The way that law was set up
14 was the legislature, of course, didn't know what the cost
15 was going to be of the relay program and the equipment
16 distribution program at the time it was set up, because we
17 didn't have a lot of information, like how many potential
18 clients there were and that sort of thing.

19 At any rate, the legislature established a
20 maximum fee of 25 cents per access line, and then called
21 for an annual review of the budget to determine how much
22 that fee actually should be without exceeding that 25-cent
23 cap.

24 The law calls for every access line, every wire
25 line access line, to pay that fee with the exception of

1 very fairly large customers. If you have over 25 access
2 lines on your account, then the fee only applies to your
3 first 25 lines. If you're a big business and have 50
4 lines, for example, you would only pay on the first 25
5 lines.

6 MR. SCHAD: Going back to the same question.
7 I've got two access lines, I'm charged two charges for
8 911; I'm only charged one charge through FTRI. Why?

9 MR. TUDOR: Again, I don't know. It's an issue
10 that's been before the legislature. When they established
11 the TASA fee, cellular phones were -- this was 1991,
12 cellular phones were not in common use. And so, the
13 legislature says most everybody has a phone at their
14 house. It would be fairly equitable for everybody at
15 their house to pay for the TASA costs. They have not
16 readdressed it since the last eight or nine years. If
17 they readdressed it, they might have a change of mind, but
18 until they readdress it, they won't reach a change in the
19 law.

20 MR. SCHAD: I don't know. From the way I read
21 the law and the way I read the access line, it makes no
22 difference whether it's a cellular phone or house phone,
23 you are still going on an access line with a telephone
24 company, which nine, 10 years ago you didn't do. It was a
25 cellular phone, the cellular phone not to an access line.

1 MR. TUDOR: I believe the way the law set out
2 for the TASA fee is that it only applies to the lines of
3 the local telephone companies. And that excludes cellular
4 or wireless companies. It's not so much in the definition
5 of the word access line as it is on the definition of
6 which kind of company their customers pay the charge.

7 So, it's not because it's an access line, but
8 because a cellular carrier is not, under the definition of
9 the statute, a local telephone company, is why it does not
10 apply under the current statute to cellular carriers.

11 And again, like I say, you know, that's been
12 eight or nine years ago now. The law just hasn't been
13 readdressed, but I think that's how the original decision
14 was made.

15 Mr. Hardy?

16 MR. HARDY: Do you have problems with the
17 phones? Will you be improving the system soon, calling in
18 to FTRI?

19 MR. FORSTALL: Are you referring to our 800
20 number?

21 MR. HARDY: The number to call FTRI, will that
22 have better access per customers to call into you?
23 Because some people are having a hard time getting
24 through.

25 MR. FORSTALL: Yes. If we are experiencing

1 problems with customers calling in, we need to know about
2 them. Anytime we do get that issue brought, we do make
3 those changes.

4 Are you referring to the TTY line or, obviously,
5 you were referring to our --

6 MR. HARDY: The FTRI access line that we can
7 call from a home phone.

8 MR. FORSTALL: Yeah. We have two 800 toll-free
9 numbers for customers to call in.

10 MR. HARDY: I need that information. People
11 need to be told about the alternative number.

12 MR. FORSTALL: Yes.

13 MR. CONNER: I have a couple things. One is
14 I've asked several times how do you define the difference
15 between outreach and advertising. Because of the area --
16 I'm in social work, and outreach is very, very specific in
17 most state contracts and services. And advertising is
18 something totally different, but what I'm thinking is you
19 use both terms intermingled. Do you have a difference
20 between them or not?

21 MR. FORSTALL: Yes. Advertising is part of what
22 we're going to be doing the outreach campaign. And we
23 call it outreach campaign, even though we would call it
24 mass market media campaign. The bulk of the outreach
25 campaign, and I keep classifying it as the same thing, but

1 it does mean both. We do include both.

2 When we make an outreach presentation, we refer
3 it as going to face-to-face people, talking, making that
4 actual contact. Advertising will be purchasing, media, it
5 can be a variety of things, but when I talk about
6 outreach, I'm including all of them.

7 MR. CONNER: And in your mass media campaign,
8 you made reference that you might mention the distribution
9 programs. Are they going to be a critical part of that or
10 is it just going to focus on relay?

11 MR. FORSTALL: It's going to be a combination of
12 both, but the majority will be relay. If you recall a
13 couple years ago at TASA meeting, you know, we received
14 directive from the Commissioners, the TASA advised me to
15 focus on the relay, get the business sector to understand,
16 and educate them, and that's what we're doing, but we will
17 tie in FTRI. We're not eliminating FTRI from this
18 project, but we feel that the majority of the time and
19 dollars will be spent to educate people on the relay, and
20 we will continue to move and promote FTRI along with it.

21 MR. CONNER: Second question. At one of our
22 last meetings, you talked about computerization, and you
23 know that's my hot button. So, do you have a timeline?
24 When is it going to happen? Will it ever happen?

25 MR. FORSTALL: I wish I could promise you from

1 this day forward. We're making progress. It's not as
2 fast as we'd like to see it happen. Unfortunately,
3 computers and technology, implementing the system is not
4 as easy as we all would like for it to be, but we're
5 making progress.

6 Right now we have purchased hardware and the
7 software for in-house. We're currently at the stage of
8 designing the software to link up with vendors and
9 possibly RDC -- the RDCs in the future. And that's where
10 we stand right now. To give you a specific deadline, I
11 don't feel comfortable telling you that.

12 MR. CONNER: For the people who may not know
13 exactly where I'm headed is there's been an ongoing
14 never-ending problem with duplicate distributions. And
15 when the centers distribute to the same person twice,
16 whether or not they got it at the same location, is not
17 significant. We don't get paid for doing that, and then
18 we're told to retrieve the equipment, but we have no
19 database to check that easily when people arrive.

20 And I'm very concerned that it's causing more
21 and more problems as we try to find out that information.
22 And I've asked several times can we have a moratorium on
23 that, punishment for the centers, because we have no way
24 to track that information, and I never get a response.

25 MR. FORSTALL: Okay. We do send out a periodic

1 update of our database. And it's a manifest that you are
2 familiar that you get. It's unfortunate, because that's
3 all we have available. And we do print it out frequently
4 enough to try to keep you updated with that information.
5 That's where we stand right now.

6 And again, that's something we can work out, you
7 know, outside this meeting per contracting with the
8 centers to resolve that. And I'll be glad to do that
9 after this.

10 MR. CONNER: I don't think this is a contract
11 issue. I think this is an access issue for the equipment.

12 Just as an example, we get one. And the most
13 recent one we got was almost 1,000 pages, but we got one.
14 And if you do an outreach, and you take that with you,
15 then whoever's in the center doing distribution has no --
16 and I don't think it's reasonable to expect that we can
17 print 1,000-page document in-house without additional
18 funding.

19 And so, what it's forcing the centers to do is
20 to stop getting out in the community and forcing everyone
21 to come to them, which is opposed to what the intent of
22 the legislation was for distribution.

23 And again, I'm saying can we put a moratorium
24 punishing centers when they're doing the best they can,
25 but we're talking about losing \$400 and \$500 per center

1 every month, because we give the equipment, we do the
2 service, but we don't get paid for it, because we made a
3 mistake, and there's no way for us to double check that.
4 If we want to call FTRI to verify, we're not permitted to
5 use the 800 number.

6 So, if we're in an outreach in another location,
7 we can't use their phones for long-distance calls, and
8 we're put on interminable hold while it's investigated and
9 the costs just keep going up. So, I think, ultimately,
10 what's going to happen is the consumer is going to suffer
11 until some action is taken quickly.

12 MR. FORSTALL: Again, I really feel like that it
13 goes back to being a contract with each center. And,
14 again, we can discuss that to between our centers to
15 reconcile that, but again, we send out that listing of all
16 the names, and it seems to work in the majority of our
17 centers. We do get phone calls from them to check with
18 the client, and the system seems to be working.

19 MR. CONNER: Well, as you know, I've sent out
20 letters to all the distribution centers and I've received
21 nine responses from centers, and all of them have the same
22 problem. So, the majority are not not having a problem.

23 MR. FORSTALL: Then, they need to share that
24 with me. You know, I would be interested, too, in knowing
25 who they are and working with them. Yes, we are

1 interested and want to make it work.

2 MR. TUDOR: Could you share those with Mr.
3 Forstall?

4 MR. CONNER: Sure.

5 MR. TUDOR: Do you feel comfortable doing that?

6 MR. CONNER: Yeah.

7 MR. TUDOR: Okay.

8 MR. HARDY: I just have one question. I'm just
9 very curious. I've been hearing different stories, and I
10 haven't gotten a straight answer from you.

11 Why was MCI fined \$1.29 billion? What was that
12 for, the hurricane?

13 MR. TUDOR: We're going to talk about that.
14 It's item 8 on our agenda, if you can hang on to that
15 until we finish with FTRI.

16 MR. HARDY: Okay.

17 MR. TUDOR: Does anyone have any other questions
18 of FTRI?

19 MR. CONNER: As part of your media campaign with
20 the new relay service, are we going to have telephone
21 inserts and telephone bills, like we did in the beginning?

22 MR. TUDOR: I believe there is at least an
23 annual insert in each of the telephone company's bills
24 that's been ongoing ever since the beginning. I'm sorry
25 -- let me have your question again, Jerry.

1 MR. CONNER: I guess what I'm wondering is when
2 the new system starts the end of this month, there has to
3 be an insert in there letting everyone know that there's a
4 change, wouldn't you think, rather than -- I think the one
5 that comes out comes in the fall.

6 I just remember, I think I got it in my October
7 bill, but we're talking about now, three months gone by,
8 four months before people know there's been a change in
9 the system and the new consumer complaint lines, et
10 cetera.

11 MR. TUDOR: Let me ask a question of Robert on
12 the -- well, I'll ask you, Robert.

13 On the customer service number, Sprint's number
14 is different from the one MCI has been using.

15 MR. GIUNTOLI: Yes.

16 MR. TUDOR: Tell me how the transition will
17 occur. In June or July, if somebody calls the old MCI
18 customer service number, what will happen?

19 INTERPRETER: What will happen to the old MCI
20 telephone number is the question.

21 MR. GIUNTOLI: We will start our customer
22 service, and then we'll have our new customer service
23 number, but we have no -- we haven't discussed yet what
24 will happen to the old customer service telephone number.

25 MR. CONNER: Get a voice intercept operator

1 saying "this phone's been disconnected."

2 MR. TUDOR: There may be a provision in the
3 contract about that. I'm trying to recall what it says.

4 MR. GIUNTOLI: Maybe Sprint and MCI can work
5 together on this and we can put a voice recording, voice
6 and TTY recording, on the old customer service telephone
7 number, saying the new customer service number, but I
8 can't make a specific recommendation of this without
9 consulting with my management, but I'm sure that we can
10 reach a workable solution for this.

11 MR. TUDOR: I believe there is a provision in
12 the contract, in the existing MCI contract, and probably
13 also in the Sprint contract that deals with that issue
14 about the transition. I can't recall what it says
15 exactly, but I would appreciate it if Sprint, MCI would
16 make sure that on June 1st the call to the customer
17 service number of MCI does not go to dead air.

18 Any other questions of Mr. Forstall?

19 MR. FORSTALL: I'd just like to make a comment.

20 MR. TUDOR: Sure.

21 MR. FORSTALL: Earlier, Steve, you had asked
22 Robert about the profile page for the consumers to fill
23 out and send to the operator. Our next newsletter going
24 out in mid June will focus almost entirely on the new
25 relay provider, and that profile page will be a part of

1 that newsletter.

2 MR. TUDOR: Okay. Other questions?

3 We have a motion on the table from Mr. Conner.

4 And that motion dealt with FTRI hosting some regional
5 hearings about the introduction of Sprint's relay service
6 and experience with that.

7 So, now would be an appropriate time to take
8 that up. We have the motion on the table. Is there a
9 second on that? We will, of course, have -- you'll be
10 getting input, continuously, I hope, with any problems
11 that occur, but at any rate, the motion is whether FTRI
12 should hold some regional hearings on the quality of
13 service that Sprint's providing.

14 INTERPRETER: Can you explain that motion again,
15 please?

16 MR. TUDOR: It's Mr. Conner's motion. Perhaps
17 he should do that.

18 MR. CONNER: I move that the TASA Advisory
19 Committee recommend to the Public Service Commission to
20 direct FTRI to host a series of public hearings around the
21 state shortly after the implementation of the new Sprint
22 Relay Service with the intent of securing information on
23 whether or not services have improved or any concerns
24 about the new service are out in the community.

25 INTERPRETER: Okay. I'll second that.

1 MR. TUDOR: Okay. If you're in favor of that,
2 if you'd raise your hand. I'm sorry, is there other
3 discussion? Let me back up. Is there other discussion?

4 MS. LANGSTON: Richard, I have a couple of
5 questions about this particular motion and also questions
6 in terms of the role of the Public Service Commission
7 versus the role of FTRI in terms of handling and
8 investigating quality of service and complaints.

9 And at one point earlier in Mr. Conner's motion
10 I thought he had said something about degradation of
11 service, and I thought he was trying to get at whether the
12 quality of service was improved over the previous relay
13 provider or whether there were problems.

14 And my first question would be, he hasn't talked
15 about a time frame for holding these hearings. And I
16 think the issue may be is this too soon to, you know,
17 begin looking at doing something like that until a
18 reasonable amount of time has passed?

19 But my -- more to the point, my concern is
20 whether FTRI is the appropriate entity to look into
21 quality of service and whether that is something the
22 Public Service Commission is really charged with doing and
23 whether or not it's also more a contract issue between the
24 PSC and Sprint?

25 MR. TUDOR: I believe Mr. Conner did suggest a

1 period of three to six months in terms of time frame.

2 MS. LANGSTON: Then, my comment, also to
3 follow-up, would be that I think three to six months is
4 too short a time frame to begin looking at quality of
5 service until, yeah, there's more of an opportunity to
6 have the service up and running, but I'm more interested
7 in, Richard, I guess, your interpretation of the
8 Commission role and what the contract says, since I'm
9 unfamiliar with the contract.

10 MR. TUDOR: Yeah, in terms of whether this is an
11 FTRI issue or not, I think, probably it is more -- it's
12 certainly the Commission's role. The contract is between
13 the Commission and the relay provider.

14 So, the quality of service and whether the
15 contract's being complied with is certainly a PSC matter.
16 Whether FTRI can be involved in that as an outreach
17 effort, I think they possibly could be, but -- and
18 certainly any kind of a regional meeting could capture
19 several purposes; one being to solicit input as well as
20 FTRI could also provide information about how the service
21 works, Sprint could be there to provide information about
22 how the service works. You know, all of those are
23 possibilities, I think.

24 Jerry?

25 MR. CONNER: James and I had talked after, and

1 he questioned the same thing. And I just felt like we
2 needed to get something out on the floor to make sure some
3 kind of public hearings happen in whatever entity.

4 I don't know, maybe this Advisory Committee
5 ought not be committed to attending those hearings to hear
6 the feedback from the rest of the community, because
7 whether we like it or not, we still are representing
8 communities, even though we're individuals and we vote our
9 own consciences, we still have to listen to the
10 communities around us.

11 MR. TUDOR: Sure, sure.

12 MR. CONNER: And I'm perfectly willing to change
13 my motion to put whatever entity needs to be in there, but
14 I think it has to happen, and we can't wait very long,
15 because as soon as people feel like it's the same old,
16 same old, then it doesn't matter what's going to happen,
17 people are going to fall away from the system as they have
18 now.

19 MR. TUDOR: The -- at least some of the folks
20 that are represented on the committee have, I suppose,
21 regular meetings with your membership; certainly the FAD
22 has regular meetings and SHHH has meetings.

23 I don't know how frequent those are, that sort
24 of thing, but I'm wondering if that's a possibility, is if
25 in context of one of those meetings the issue could be

1 raised by the presiding officer at those meetings in
2 making that an agenda item that then they could provide
3 input back to the Commission or you could provide input
4 back to the Commission in a future Advisory Committee, if
5 that would be a way to approach that.

6 Sometimes, if you have just a meeting about a
7 single subject, sometimes -- unless somebody's really
8 upset, they don't come, but if they're going to be there
9 anyway, for an SHHH meeting and a long agenda with several
10 items and a FAD meeting with several items, then you may
11 get more participation. I don't know which would work
12 better.

13 Other discussion? Susan?

14 MS. LANGSTON: Richard, I would just like to say
15 I think that the issue that Mr. Conner has raised about
16 quality of service is an important issue, and my point has
17 been whether the appropriate action to be taken is to
18 recommend to you that the Commission direct FTRI to
19 conduct these hearings.

20 And I don't believe at this point that's
21 necessarily the appropriate motion, but I think it's an
22 item that should be ongoing in terms of on the agenda for
23 this group; and also from your perspective that if the
24 Commission sees complaints either building or increasing
25 since consumers, I believe, complained to the Public

1 Service Commission about the relay provider or if FTRI
2 hears complaints that maybe the Commission might want to
3 formally conduct some service hearings in conjunction with
4 members of the Advisory Committee and FTRI staff.

5 But at a time in which FTRI is embarking on a
6 several-year outreach program and promoting relay; it
7 almost, in my mind, kind of puts them in an uncomfortable
8 position to be trying to develop an outreach and promotion
9 program; yet at the same time, they're conducting public
10 hearings on quality of service. I don't know, but I just
11 think it's not necessarily the appropriate route to take
12 at this time for the Advisory Committee.

13 MR. TUDOR: Jerry?

14 MR. CONNER: I think it's also important to
15 recognize that the relay service is being used primarily
16 by deaf, late-deafened, and hard-of-hearing people who
17 cannot access phone service otherwise. And public
18 hearings are the best way to get good input from that
19 group, because a deaf person who probably would not --
20 while I'm not presuming to speak for all deaf people, but
21 a deaf person, who probably would not call a phone number
22 and then have to sit there in English and try to explain
23 what's going on, will be much more likely to show up at a
24 public hearing where they can use their sign language or
25 use whatever communication they need with the support of

1 the population that they live with and interact with all
2 the time.

3 And I think that by doing it any other way, it
4 pushes deaf people off to the side, because they're not
5 likely to use the kind of access that we use as a general
6 hearing population. And that's why I think it's important
7 that it's got to be public hearings and has to be held in
8 different locations around the state where people who have
9 either kudos or complaints can show up, stand up, and
10 speak and have some kind of response given to them.

11 MR. TUDOR: How often does the FAD meet?

12 INTERPRETER: Twice a year; two board meetings a
13 year, but we have local affiliate meetings every two
14 weeks, and I travel through the whole state. Formal
15 statewide board meetings are two times a year, and then
16 affiliate chapters are every two weeks.

17 MR. CONNER: State conventions are every two
18 years.

19 MR. TUDOR: How often does SHHH have membership
20 meetings?

21 MR. MONSERRATE: We met the last time in
22 February and we're going to meet again in June. So, it is
23 my guess that we're meeting quarterly.

24 MR. TUDOR: Okay.

25 MR. MONSERRATE: That's my guess, but I'm just a

1 new board member there.

2 MR. TUDOR: Okay. Well, I'm just thinking,
3 these meetings that are going on, if that could be an
4 agenda item when the people are there, that might be a
5 good time for feedback, if the organizations will be
6 willing to do that, make that an agenda item.

7 MR. MONSERRATE: We can do so for our June
8 meeting, I'm sure.

9 MR. TUDOR: Do you think that the leadership of
10 the organization will be willing to make that an agenda
11 item, and then to provide some kind of feedback to the
12 Commission, if there are complaints or compliments about
13 the service?

14 MR. MONSERRATE: Yes, I think that we can
15 discuss it.

16 MR. TUDOR: I mean, that's a possible approach,
17 you know. And if we're getting a lot of complaints, then
18 that may call for, you know, further meetings.

19 Mr. Hardy?

20 MR. HARDY: I'd like to add, please consider
21 adding a 1-800 toll-free number to the PSC for TTY relay
22 complaints. It's better to be neutral so they can call
23 directly to your office. So, please set up an 800 number
24 for deaf consumers to call, because I can't handle the
25 calls. I mean, I'd rather they call directly to your

1 office.

2 Can you have that?

3 MR. TUDOR: We have a Consumer Affairs 800
4 number that would need to be dialed through the relay
5 service, but it is a toll-free number. There is no charge
6 to call the Consumer Affairs Division.

7 MR. HARDY: But I'd rather have a TTY. Then,
8 they could call directly, and they could have a printout
9 so you could read the complaint after the conversation.

10 MR. TUDOR: On the internet we also have a
11 complaint form on the Commission's home page on the
12 internet for complaints to be answered or responded to.

13 MR. HARDY: Yes, but remember, we have 1.5
14 million deaf and hard-of-hearing people in the state. Not
15 many of those people have computer access; most have a
16 TTY, so we need to try to make it accessible for them. I
17 don't want them calling my house. It's overwhelming. I'd
18 rather they call you so you would know how many complaints
19 are being received.

20 MR. TUDOR: Well, we do have a toll-free number,
21 and that number is inside the front cover of the telephone
22 directory, it's an 800 number, but it would need to be
23 dialed through the relay service.

24 MR. HARDY: Okay.

25 MR. TUDOR: Okay. We have a motion on the

1 table, and a second. Do we have any other discussion?

2 INTERPRETER: I recommend we close and vote.

3 MR. TUDOR: Okay. We have a motion that the
4 committee recommend to the Commission that FTRI sponsor
5 hearings around the state concerning the quality of
6 service under the new Sprint contract. So, if you're in
7 favor of that motion, if you'd raise your hand. Okay.
8 And those opposed? It's a vote of 3-4.

9 Okay. I promised that I would give our court
10 reporter an opportunity for a break here. We have two
11 additional items that I think will probably take about ten
12 minutes, and so I'll see what you want to do. We pushed
13 her too hard before the break, and I apologize for doing
14 that. And Stevie, we want your opinion of this, too.

15 INTERPRETER: I'm fine.

16 MR. TUDOR: Okay. We have two additional items
17 that I wanted to touch on.

18 This next item deals with an FCC order dealing
19 with relay. And I wanted you to be aware that the FCC has
20 issued an order calling for some additional relay
21 features. And I just wanted to touch on some of those
22 that are not currently in the current Sprint contract.
23 These are new features.

24 One of those is a faster answer time. Our
25 current answer time, the numbers are that we require 90%

1 of the calls to be answered within 10 seconds. The FCC
2 answer time sounds less, but it's not. It's -- instead of
3 90%, it's 85% in 10 seconds, but the difference is ours is
4 measured on a monthly basis.

5 So, over a month's time, 90% would have to be
6 answered in 10 seconds. The FCC's requirement is 85%
7 within 10 seconds, but each day. So overall, probably
8 that daily measure is a stronger standard.

9 Another thing similar to that is the blockage
10 rate. Our blockage rate, where you just can't get into
11 the center, that's measured on a monthly basis. The FCC's
12 new rule is on a daily basis.

13 Another one is typing speed of the operators,
14 the CAs. The FCC's current requirement is 55 words a
15 minute. Our current contract requirement is 55 words a
16 minute. And they jumped over that, and their new rules
17 require 60 words a minute.

18 There's a couple of other things I thought you
19 would be interested in. The CA is now required to stay on
20 the phone for a specific amount of time, 10 minutes
21 minimum for most calls. The speech-to-speech calls,
22 there's a 15-minute requirement.

23 Two additional things. STS, the
24 speech-to-speech service, that's a new requirement.
25 Speech to speech is a service where someone that has a

1 speech disability calls and talks to the relay operator,
2 and that relay operator is better able to communicate to
3 whoever that person is calling, the Pizza Hut or the
4 doctor or whoever they're calling, because that CA is
5 trained to recognize tones and inflections and word
6 patterns and that sort of thing. So, they're better able
7 to pick up on that conversation, than if you're calling a
8 stranger.

9 Now, if you're calling a relative that talks to
10 you all the time, you may not ever have a need for that,
11 but if you're calling a doctor or someone that you don't
12 normally communicate with, then it can be of value,
13 because the voice that the recipient is receiving is a
14 more -- a voice that they would be more used to hearing,
15 something they would understand better. So, that's a new
16 requirement.

17 Another requirement, Mr. Hardy, goes to this
18 issue of 900 service or pay-per-call service. And that's
19 a new requirement under the FCC rules. And there are
20 other changes in the rules, but those are some of the big
21 ones.

22 Right now the FCC is addressing the issue of the
23 effective date. And I think they're also looking at how
24 they would actually implement some of those features and
25 maybe whether or not they would even require them

1 immediately or perhaps at the time of a new contract being
2 initiated with a provider, those sorts of things.

3 So, I don't know whether the FCC will put out
4 any additional information, but those are features and
5 standards that they have included in their recent rule
6 making order.

7 And one last item, and Mr. Moses will address
8 this, but this goes also to something Mr. Hardy asked a
9 few minutes ago, about the service quality issue that was
10 raised here at the Commission.

11 Rick, why don't you --

12 MR. MOSES: In answer to the question about the
13 liquidated damages that was assessed to the Commission
14 March 30th, 2000 of this year, it was in response to the
15 failure to meet the answer time. The service standard for
16 that is 90% of all calls must be answered within 10
17 seconds of reaching the relay center for the period of
18 1997 through December of 1999. MCI failed that standard
19 by 257 days. Five days was excluded, because of the
20 hurricanes. We did an assessage for that. The amount was
21 \$1,285,000, which was calculated at \$5,000 per day for the
22 257 days.

23 MR. TUDOR: And I'll just mention, too, this is
24 a contract provision. It's not a fine. It's a contract
25 provision that's in the contract from the beginning that

1 says if any particular standard is missed, the contract
2 provider agrees to pay a certain amount of money because
3 of that failure.

4 So, it's not a fine, but it's a contract
5 provision that's called liquidated damages, but I believe
6 that's what you were referring to earlier, Mr. Hardy.

7 Are there other items? Mr. Schad.

8 MR. SCHAD: On the speech to speech, would there
9 be any way that would implement the use of the
10 electrolarynx?

11 MR. TUDOR: It would be used -- for example,
12 someone who has electrolarynx, they might find that to be
13 a useful feature, because the person using the
14 electrolarynx, if they run into a person who's -- if
15 they've never experienced using an electrolarynx before
16 hearing someone, and say you're trying to call the pizza
17 place; that's the example we always use in the relay
18 world, call the pizza place.

19 But if you call the pizza place, if they had
20 trouble understanding you and they're very busy and their
21 phones are all ringing, they might hang up. But if you
22 were to use the speech-to-speech service, they would hear
23 a voice they could understand more readily, and they might
24 not hang up. They probably wouldn't hang up. They'd be
25 glad to have your business.

1 And so, yes, it could be used by someone with an
2 electrolarynx. It could also be used by, for example,
3 someone who might have cerebral palsy and have difficulty
4 speaking. So, anyone that might be a little difficult to
5 understand, speech to speech would be something that would
6 be helpful.

7 MR. SCHAD: What would be the advantage and what
8 is the status on giving the electrolarynx to the
9 laryngectomee population of Florida?

10 MR. TUDOR: The advantage would be that someone
11 that could not understand someone using the electrolarynx
12 could understand a relay operator who is speaking on
13 behalf of that person.

14 So, it might be a slower conversation, and it
15 would be -- but it would be clearer and easier to
16 understand to the person on the other end.

17 MR. SCHAD: Well, it would be a lot more
18 difficult, if I didn't have the electrolarynx.

19 MR. TUDOR: Yes.

20 MR. SCHAD: Whereas with the electrolarynx, I
21 never have any trouble with people understanding what I'm
22 saying, and that is the majority of the laryngectomee
23 population in the state of Florida.

24 MR. TUDOR: Yes, I would agree that the
25 electrolarynx is certainly, you know, much easier to

1 understand. It's a great improvement, but some people
2 would still have difficulty understanding that, and
3 especially over the phone and may not be willing to have
4 the patience to listen. With speech to speech, that
5 service would make it easier for people to be understood.

6 MR. SCHAD: I've only had one experience with
7 the TDD and a person call me about some information, and I
8 replied with my electrolarynx. I had three interpreters
9 before I could get one of the gals that she could
10 understand what I was saying. She finally had to get a
11 supervisor over, and she finally was able to understand
12 what I was saying.

13 MR. TUDOR: In the concept of speech to speech,
14 the CAs that answer that, it's a special telephone number
15 that's dialed, a separate 800 number. And those people
16 that answer the phone are specially trained to be able to
17 listen and be able to understand.

18 So, it wouldn't be the average communications
19 assistant in the relay program that would answer those
20 calls. It would be one that's specially trained to have
21 an ear for that conversation.

22 Is there other -- Mr. Giuntoli.

23 MR. GIUNTOLI: I just wanted to explain a little
24 further about speech to speech. You're right that the
25 call would go to a special group of trained agents, and

1 those agents specialize in speech to speech.

2 And they don't need to relay the entire
3 conversation. In some situations, they're there as a
4 standby, so they assist when needed. Some situations they
5 do relay the whole conversation; whereas, in other
6 situations they're there as a standby. It varies by call.

7 MR. TUDOR: Okay, thank you.

8 All right. Is there any other matters we want
9 to bring up today? Susan.

10 MS. LANGSTON: It's not another matter, but it's
11 a question follow-up to your discussion about the
12 differences between the new FCC rules and requirements and
13 what currently, I guess, exists within Sprint contract.

14 How is all that going to be resolved? Where
15 does that stand now? I know the Commission has, I guess,
16 looked at or had some discussion in Internal Affairs about
17 that, but what's going to be Florida's response to these
18 new FCC rules?

19 MR. TUDOR: Okay, couple things.

20 We have taken those before the Commission to
21 bring them up-to-date on the FCC order. So, they're aware
22 of that. We have sent a letter to Sprint asking them for
23 a reaction, in terms of the cost of adding some of the
24 features or upgrading the system to meet some of those
25 requirements.

1 They are not prepared to answer that question
2 yet. They, basically, responded back that they have a
3 task force looking at the impact of those features on each
4 of their state contracts. So, we don't have a response
5 back from Sprint yet as to what the impact would be.

6 From the FCC's point of view, those rules are
7 not yet effective. So, we don't really have effective
8 rules that we have to deal with yet, but we anticipate at
9 least some portion of those will go into effect, and we'll
10 have to deal with them, but we don't have a definite
11 response yet.

12 MS. LANGSTON: Follow-up question.

13 Assuming that the rules do take effect, doesn't
14 the Florida law require the system in Florida that is
15 certificated or contracted to be one that's in compliance
16 with the FCC rules?

17 MR. TUDOR: Yes.

18 The question will be how do we get ourselves in
19 compliance and how will the FCC ultimately rule on the
20 effective date of the rules? That will be a big piece of
21 the answer.

22 Okay. Is there anything else? I want to thank
23 our new members and substitute for being here today.
24 Thank you all for your input.

25 Jerry?

1 MR. CONNER: The organizations that were
2 dissolved that had representatives here, are those
3 positions vacant, open for just anybody, or are we frozen
4 at the number we're at now?

5 MR. TUDOR: Well, at this point, I think we're
6 frozen at the point that we're at, because the law pretty
7 specifically says the members shall be from those
8 organizations. The solution to that may be to go to the
9 legislature and recommend some alternative organizations.

10 I don't know if there are, like, the Florida
11 League of Seniors, I don't know if there's an appropriate
12 substitute group that would meet that same goal as the
13 League of Seniors, unless it would be someone from the
14 department of elder care or services, somebody like that,
15 maybe.

16 And then the coalition for persons for
17 dual-sensory disabilities, I don't know if there's a
18 similar kind of organization or not. Do you know of any
19 organizations that kind of deal with that same topic?

20 MR. CONNER: There is a deaf-blind organization
21 that deals with deaf and blind people, but they're a
22 pretty viable group, from what I understand.

23 MR. TUDOR: Do you know the name of it? Could
24 you send that to me?

25 MR. CONNER: I'll get it to you.

1 MR. TUDOR: Okay, yeah, I'd appreciate it.

2 Okay, good, good.

3 Mr. Schad.

4 MR. SCHAD: The Florida Laryngectomee
5 Association has written a request to be represented on the
6 board.

7 MR. TUDOR: The statute lays out specific
8 organizations that can be members of the Advisory
9 Committee, and that's not -- the Florida Laryngectomee
10 Association is not on that list.

11 MR. SCHAD: But we asked that we be put on and
12 replace one of the associations that have been dissolved.

13 MR. TUDOR: I don't know if we have the
14 authority to change what's in the statute. What we may
15 need to do is to identify organizations that might be good
16 replacements and go to the legislature with a proposed
17 change.

18 I don't know if the Florida Laryngectomee
19 Association would meet the same goals as the Florida
20 League of Seniors, because I think probably the Florida
21 League of Seniors was on there to represent people who are
22 probably either late-deafened or hard of hearing. And so
23 I don't know if that's an adequate substitute, because the
24 issues are substantially different.

25 Now, if there is another deaf-blind organization

1 that is very similar to the coalition for persons with
2 dual-sensory disabilities, then that might be a pretty
3 even replacement.

4 MR. CONNER: There is the Association of
5 Late-Deafened Adults, which is a national organization
6 that has a pretty strong presence here in Florida. And I
7 can get you the names and addresses of people in that
8 group.

9 MR. TUDOR: Okay.

10 MR. CONNER: They might meet that senior
11 coalition thing.

12 MR. TUDOR: It could be similar.

13 MR. CONNER: Yeah.

14 MR. TUDOR: Okay. Is there other matters?

15 We, again, appreciate ya'll being here. I know
16 it's difficult to take a day off and to be here and to
17 travel. So, as volunteers, we know that you're doing this
18 out of the goodness of your heart, and your interest in
19 the community. So, we appreciate you being here, and
20 thank you very much for your time today.

21 (Meeting concluded at 4:25 p.m.)

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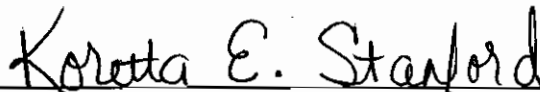
CERTIFICATE OF REPORTER

I, KORETTA E. STANFORD, RPR, Official
Commission Reporter,

DO HEREBY CERTIFY that the Advisory
Committee Meeting in docket 991211-TP was conducted by
the Staff of the Florida Public Service Commission at
the time and place herein stated.

IT IS FURTHER CERTIFIED that I stenographically
reported the said proceedings; that the same has been
transcribed by me; and that this transcript, consisting
of 116 pages, constitutes a true transcription of my
notes of said proceedings.

DATED this 30th day of May, 2000.



KORETTA E. STANFORD, RPR
Official Commission Reporter
FLORIDA PUBLIC SERVICE COMMISSION