

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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In The Matter of :

IMPLEMENTATION OF FLORIDA TELECOMMUNICATIONS ACCESS SYSTEM ACT OF 1991. : DOCKET NO. 991211-TP



PROCEEDINGS: **ADVISORY COMMITTEE MEETING**

DATE: Monday, November 6, 2000

TIME: Commenced at 1:00 p.m.
 Concluded at 3:50 p.m.

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

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

1 **IN ATTENDANCE:**

2 JAMES FORSTALL, Executive Director, FTRI.

3 DOC HORTON, Attorney for FTRI

4 ROBERT GIUNTOLI, Florida Relay Services with Sprint.

5 ANDREW BRENNEMAN and JOHN MOORE, Sprint National Relay
6 Sales.

7 ALEXANDER FLEISCHMAN, Florida Association for the
8 Deaf, Inc. (northern Florida)

9 FRANK SLATER, Florida Association for the Deaf, Inc.
10 (southern Florida)

11 SANDY KHAZRAEE and JIM SMITH, Sprint Communications.

12 SHIRLEY JONES, Self Help for Hard of Hearing People.

13 JERRY CONNER, Deaf Service Center Association.

14 SUSAN LANGSTON, Florida Telecommunications Industry
15 Association.

16 JIM UCCI, Southern LINC

17 **FOR THE FPSC:**

18 BETH SALAK, RICK MOSES, LAURA KING, JONATHAN AUDU, and
19 SUSAN HOWARD, FPSC Staff.

20 **INTERPRETERS:**

21 BETTY DEAN

22 NELDA KNAPIK

23 SUSAN THOMPSON-GAINES

24

25

P R O C E E D I N G S

1
2 MS. SALAK: I think, we're going to go ahead and
3 get started. We're having some technical difficulties
4 with our microphones, but we'll go ahead, and I want to
5 welcome you today. As you may notice, I'm a new face here
6 today. I'm Beth Salak. And after the reorganization, I'm
7 now the Assistant Director of the Division of Competitive
8 Services. And as such, one of my functions and
9 responsibilities has become the relay system. So, I'd
10 like for everyone to introduce themselves today. We'll
11 start to my left.

12 MR. AUDU: Jonathan Audu, Commission Staff.

13 MR. MOSES: Rick Moses with the Commission
14 Staff.

15 MS. KING: Laura King with the Commission Staff.

16 MS. LANGSTON: Susan Langston with the Florida
17 Telecommunications Industry Association.

18 MR. SMITH: Jim Smith with Sprint.

19 MR. CONNER: Jerry Conner from the Deaf Service
20 Center Association.

21 MR. FLEISCHMAN: Alexander Fleischman,
22 representative for the Florida Association for the Deaf.

23 MR. SLATER: I'm Frank Slater, and I'm
24 representing the Florida Association for the Deaf, FAD.
25 Can You explain the difference between the two of us?

1 He's representing the northern Florida area, and I'm
2 representing southern Florida.

3 MS. SALAK: Thank you. Can we continue in the
4 back?

5 MS. HOWARD: Susan Howard, Commission Staff.

6 MS. SALAK: This is a face you should all get to
7 know. She will be handling your travel reimbursements.

8 MR. BRENNEMAN: Good afternoon. I'm Andrew
9 Brenneman with Sprint National Relay Sales.

10 MR. GIUNTOLI: Hi, good afternoon, everyone. My
11 name is Robert Giuntoli, and I'm the account manager with
12 Florida Relay Services with Sprint.

13 MR. UCCI: My name is Jim Ucci. I work for
14 Southern Linc. We are a wireless service provider.

15 MR. FORSTALL: James Forstall with Florida
16 Telecommunications Relay.

17 MR. HORTON: I'm Doc Horton. I'm an attorney
18 for FTRI.

19 MS. KHAZRAEE: Sandy Khazraee with Sprint.

20 MS. SALAK: And interpreters?

21 MS. KNAPIK: My name is Nelda Knapik.

22 MS. DEAN: My name is Betty Dean.

23 MS. GAINES: I'm Susan Thompson-Gaines.

24 MS. SALAK: And Koretta will be doing our
25 real-time for us today.

1 Today we'll be hearing a lot from Robert and
2 from Sprint. He's going to start us with giving us a
3 presentation on 711 and, then, hopefully, a discussion
4 will ensue from the group. And we can tell you what our
5 plans are as a commission.

6 Robert, are you ready?

7 MR. GIUNTOLI: Does everyone have a copy of the
8 handout?

9 MR. BRENNEMAN: Can everyone see okay if the
10 overhead is on this wall? No complaints? James, can you
11 see it all right from where you are? Is it okay for
12 everyone? Okay.

13 MR. GIUNTOLI: All right. Good afternoon,
14 everyone. It's good to be here again. I'll be giving a
15 presentation this afternoon on 711. The first slide that
16 you see discusses what 711 is.

17 Basically, 711 is a three-digit dialing method
18 that allows people to call into the relay center. That's
19 very easy to remember. So, it's very good for people who
20 are traveling out of state. They don't have to memorize
21 each state's relay service number. It's good also for
22 people who are coming into Florida to visit and wish to
23 make relay calls. They only need to dial those three
24 digits. To advertise the relay service, if there's a deaf
25 person wanting to put, for example, a classified ad to

1 sell their car in the newspaper, they can put in the ad,
2 "Please call relay at 711," then, my number, instead of
3 putting in the 10-digit relay number and then another
4 10-digit number for their home number. This simplifies
5 that process very much.

6 711 is a feature that's mandated by the FCC, all
7 states throughout the United States, so each of the 50
8 states must have 711 ready by October 1st of the year
9 2001. Each state will also keep their existing relay
10 numbers. So, 711 will be an additional number, but we
11 will still keep the old 800 numbers in place. So, people
12 will have the choice of using either the traditional 800
13 number or 711. The technology behind 711 is very simple.
14 The local exchange company -- so, the local telephone
15 companies become responsible to point all relay calls to
16 our existing 800 number.

17 Next slide. The hand-outs that I gave you
18 should be very helpful. This slide explains how 711
19 works. When a person dials 711, the local telephone
20 company is responsible for pointing that to our network
21 system, and this slide shows the call process.

22 Beth, would you like me to explain this through
23 each individual step?

24 MS. SALAK: Sure.

25 MR. GIUNTOLI: All right. First, you have a

1 customer who dials 711, then the local telephone company
2 identifies that call as a 711 call and points it to the
3 existing 800 number. Our recommendation is for Florida we
4 use the existing voice relay number as the number to point
5 711 to. Then, the call goes through our relay system and
6 reaches an agent. We process the call just like a regular
7 relay call is processed today, so there's nothing else
8 that changes.

9 This slide talks about the implementation of
10 711. Sprint will act as a consultant for implementation.
11 We'll be very happy to help and consult the state on how
12 to implement this feature. A lot of the work does fall
13 upon the local exchange carriers for implementation. You
14 can see there are the different steps listed.

15 I want to give you a few moments to be able to
16 read through this on your handout or the slide to see if
17 anyone has any questions. Feel free to ask.

18 MR. MOSES: Robert, could you explain a little
19 bit more about what happens when it actually gets to the
20 relay center, because we have multiple 800 numbers, just
21 to make sure everyone understands how that's possibly
22 going to be handled.

23 MR. GIUNTOLI: Yes. We have, I believe, five
24 relay numbers. What we would advise you to do is point
25 all 711 calls to our voice relay number. Once a call were

1 to reach the relay center, we would see that call based on
2 branding. So we would see which way the customer wanted
3 to be answered, either ASCII, TTY or voice.

4 So, the next time the person called in, they
5 would automatically be answered the correct way in our
6 system. So, we would know how the call wanted to be
7 answered. We would still be able to provide statistics on
8 how many calls were made via TTY, via voice and via ASCII.
9 So, we would still provide those statistics.

10 The last step here, number 11, Sprint would like
11 to ask the state to consider giving us perhaps three
12 months as ASA relief. We may experience some misdials
13 during that time frame, so people would be calling 711 for
14 other purposes and that may increase the answer time for
15 the first 90 days. So, we would like to waive the ASA or
16 answer time requirement for those first three months until
17 the public is more familiar with 711.

18 MR. BRENNEMAN: This is Andrew. I'd like to add
19 to Robert's comments. For example, in the state of New
20 York, they have an area code of 716. That's the
21 Rochester, New York area code. So, let's say you have a
22 person who is intending to dial the area code of 716, but
23 instead mistakenly dials 711, that call will pop into an
24 operator terminal. And so, because of situations like
25 that, there may be a lot of misdials that hit at once.

1 So, it does take some time to educate consumers
2 on what 711 is for and how it's used. That 90 days is a
3 reasonable time frame for us to get out and educate
4 consumers and increase awareness over that time. After
5 the 90 days, we would go back to the original requirement
6 for the ASA portion as per the contract. I hope I'm clear
7 on that.

8 MS. SALAK: You're talking about relaxation of
9 the ASA requirements from the time that a state implements
10 for three months or are you talking about from the October
11 date?

12 MR. BRENNEMAN: From the time that 711 is
13 implemented, 90 days beginning with implementation.

14 All states that already have 711 in place have
15 agreed to that relaxation of the ASA requirement. It's
16 quite a reasonable request. All right?

17 MR. GIUNTOLI: This slide should be very useful.
18 This gives a summary and explains the different parts that
19 need to be done. For example, if you look under the first
20 column, it shows what the states need to do, the second
21 column shows what the ILECs and CLECs need to do, the
22 third column shows what Sprint will do, so it's very
23 helpful.

24 If you look at what the state would do, the
25 relay administrator, you can see what your responsibility

1 would be to implement 711, to communicate with the local
2 exchange companies, to respond to people's questions
3 regarding 711 and also, to support 711 outreach efforts,
4 maybe ask all local telephone companies to do a bill
5 insert.

6 So, it could be in all the telephone bills to
7 educate customers what 711 is and also clarify the
8 difference between 711 and 911 or other one-one services
9 provided. The middle column shows the local phone
10 companies who are responsible to maintain the technical
11 network to point all 711 dials to the Florida relay
12 service 800 number.

13 The LECs are also responsible to coordinate with
14 Sprint on test calls and maintenance schedules. I would
15 encourage the state to implement 711 in advance, I would
16 say, at least six months prior to the October deadline.
17 It would be very wise to do it; the sooner, the better.
18 The local telephone companies can also do outreach.

19 The third column shows Sprint relay, and we
20 would be responsible for calls coming into our network.
21 And we can also do some outreach. That would be
22 negotiable with the state. Is this slide clear?

23 Okay, next.

24 MR. BRENNEMAN: This is Andrew. While I was
25 sitting in my seat right there, I was thinking. I think,

1 I need to clarify one thing that was mentioned earlier
2 about 711.

3 We mentioned we would ask for an ASA waiver.
4 Oftentimes, you'll see consumers wanting to do test calls
5 to see if 711 is working. They'll dial the three digits,
6 see if an agent answers and go, "Oh, great, it works," and
7 then, hang up. So, during the initial stages of
8 implementation, we experience an influx of calls with
9 people just testing 711, too.

10 So, that is why it seems a bit unreasonable to
11 comply with the ASA requirement for the first three
12 months. It's a curiosity stage that people have for a
13 short time wanting to try the feature out. All right?

14 MS. SALAK: To clarify, are you saying that you
15 want the liquidated damages portion of our contract waived
16 for three months or the requirement itself?

17 MR. BRENNEMAN: The ASA, the average speed of
18 answer time, we'd like to waive that requirement, which is
19 related -- you know, it corresponds to liquidated damages
20 as well. Because if we're going for an 85/10 ASA measured
21 daily, we would like that to be relaxed for that short
22 period of time when 711 is launched. Then, we would go
23 back to following that requirement.

24 MR. GIUNTOLI: And before I forget, I would like
25 to mention my Senior Account Manager is on his way to the

1 meeting. His plane is delayed. He is from New Hampshire,
2 and they already have 711 implemented in his state. So,
3 it's up and running, as we speak, so he is a good person
4 to ask questions of as well. So, when he comes, feel free
5 to ask him any questions on his experience and what his
6 state did and how customers reacted in New Hampshire.

7 Did you have a question before I continue? All
8 right. I'd like to go over some issues. Like I mentioned
9 before, we would encourage Florida to point 711 to the
10 existing voice number. And we would keep all the existing
11 800 numbers so customers could have the choice on what
12 they wanted to dial.

13 Specialized Services. When a person calls in to
14 711 and the call reaches the Florida relay service, say
15 they would like to use Spanish relay. We'd like you to
16 know that we will need to transfer that call at that point
17 to a Spanish-speaking operator. But for voice, TTY and
18 ASCII callers, all those calls would be handled by the
19 agent promptly. But for speech-to-speech or Spanish or
20 French services, we would need to transfer that call to
21 another agent.

22 PBX Switches. I do want you to be aware, if you
23 are in a business or organization, perhaps a hotel, a
24 conference center or you have a PBX system, you may not be
25 able to make 711 calls.

1 It's a part of your outreach effort to get out
2 and educate people and businesses that are out in the
3 community that they need to find a way to set up their
4 PBX. They need to reprogram the PBX to accept 711. For
5 example, in a hotel, I may not be able to dial just three
6 digits and get out. I have to press, for example, 1-800
7 and do an entire 800 number. So, you would need to send
8 letters to different businesses and instruct them on how
9 to program their PBXs.

10 Level of Outreach and Advertisement Efforts. We
11 would encourage phone bill inserts. Andrew, do you have
12 other outreach ideas you'd like to mention?

13 MR. BRENNEMAN: Brochures, public service
14 announcements, and so forth.

15 MR. GIUNTOLI: Yes, did you have a question,
16 sir?

17 MR. FLEISCHMAN: Can you give us an example?
18 Suppose you're going to make a phone call, how do you
19 proceed with that? Can you give us an idea?

20 MR. GIUNTOLI: Okay. Are you a TTY user in this
21 example? I'd just dial 711, and that's all you do. Hit
22 711, and then that call will be routed to the local phone
23 company. They will send it to our 800 relay number, so
24 the customer won't see anything. It will look exactly
25 like a relay call looks today, but it will take much less

1 time, because you only need to dial three digits as
2 opposed to dialing 10.

3 MR. FLEISCHMAN: I understand.

4 MR. GIUNTOLI: 711 makes your job easier, and it
5 makes your life easier. And we spoke of relaxation of
6 ASA. Andrew mentioned that. When a person places a relay
7 call, for example, if it's me making a TTY call, I call
8 the 1-800 number for TTY users. And when my call reaches
9 an agent, they know that I'm a TTY user.

10 When I customer dials 711, how do we know which
11 mode to answer that call in? We use branding. So, once
12 you have called into the relay and have been answered TTY,
13 your call will be answered next time as TTY, because you
14 will have been branded a TTY user. So, the next time you
15 call in, you will be answered correctly.

16 Now, for customers who are calling the relay for
17 the first time, we will manually toggle back and forth
18 through the method. So, we will go voice, TTY, ASCII
19 until we get a connection with that customer, and then
20 they would be branded for all future calls. Is that
21 clear? All right. Great.

22 Like I was explaining just a while ago, we do
23 need to educate businesses and customers on how 711 system
24 works with the PBX. It does need to be reprogrammed on
25 the business's part. We also need to educate our

1 customers, too.

2 We need them to be aware, if they're in a
3 business environment, they may not be able to place a 711
4 call, but they shouldn't be stuck, because they can just,
5 you know, in turn, use the 800 number until the business
6 makes the necessary adjustments to the PBX.

7 All right. That concludes my presentation on
8 711. Does anyone have any questions for Andrew or myself?

9 Yes?

10 MR. UCCI: Is there a database of TTY users that
11 Sprint may have that may help us target bill inserts, that
12 type of thing, to our customers?

13 MR. GIUNTOLI: I would strongly suggest that the
14 local telephone companies advertise to all customers.
15 That way, we can reach everyone. There are a lot of
16 people out there who do not yet know about the relay, and
17 they could stand to benefit from the service. They may
18 have friends, family or relatives who are hearing
19 impaired, and they want to reach them, but don't know how.
20 So, this is an excellent opportunity to find potential
21 users.

22 MR. BRENNEMAN: This is Andrew speaking. I know
23 in New York state, Bell Atlantic was very successful with
24 their billing inserts, as well as in the state of
25 Maryland. You don't only want to tap the population with

1 a hearing loss, but you also want to tap the hearing
2 population. You want to increase their awareness. So,
3 711 is a great initiative to start with bill inserts. You
4 can hit all types of the population in the state: Speech
5 disabled, hard of hearing, hearing, deaf, and so forth.

6 MR. GIUNTOLI: This is Robert. Right now, about
7 75% of relay calls are initiated by TTY users. With 711,
8 we hope to see the number of voice-initiated calls
9 increase. More hearing people will be initiating relay
10 calls rather than the deaf person always initiating, so
11 711 is a great way to equalize that.

12 MR. FORSTALL: I have a question about the
13 branding, going back to the branding for a second. When
14 the calls are made, is the branding made by the incoming
15 telephone number or is it by the person making the call?

16 MR. GIUNTOLI: It would be the same thing. The
17 person who is calling, I would see their number, and that
18 is what would be put in the database.

19 MR. FORSTALL: What if you have a TTY user and a
20 voice user in the same household and if the TTY, you know,
21 the customer is calling the relay, then all of a sudden
22 the voice user wants to call, will they automatically get
23 the TTY operator first?

24 MR. GIUNTOLI: Yes. Our agents are trained not
25 to hang up on a call, until we have attempted all three

1 modes of communication with that caller. So, when a
2 person called in, if they were answered first TTY, and
3 then if another person in the same household was calling
4 and wanted voice, they would be answered TTY first, then
5 they would be toggled over to the voice line, and then we
6 would answer them, but we would never hang up on them
7 until we had made sure we had tried all three modes of
8 communication.

9 MR. BRENNEMAN: This is Andrew.

10 So, wherever the last person left off, that
11 would be the next answer type when they called back into
12 relay.

13 MR. GIUNTOLI: This is Robert.

14 We have a customer database, so we do encourage
15 customers to leave notes in that database so the operators
16 will see the note and know that there are miscellaneous
17 users in that household.

18 MS. SALAK: What kind of time are you talking
19 about? I mean, are you talking about seconds to switch it
20 over? Are you talking a minute or what kind of time frame
21 is that?

22 MR. GIUNTOLI: To switch communication modes
23 from one to another, the caller -- you wouldn't -- you're
24 not actually transferred. You'll stay at the same
25 workstation, so it's just a matter of the agent hitting a

1 key. They just enter one command. They just press one
2 button, so you're talking about seconds.

3 Yes?

4 MR. FLEISCHMAN: It has been known by the deaf
5 that they're expecting 711 to become an emergency number.

6 MR. GIUNTOLI: Good question.

7 MR. FLEISCHMAN: So, could you clarify that?

8 MR. GIUNTOLI: Yes, this is a very important
9 question.

10 I've seen many deaf and hard-of-hearing
11 customers ask that question, "Oh, is this the new
12 emergency number, then, for TTY callers?" And it is not.
13 That will be a big challenge for the state, initially, and
14 Sprint and the local telephone companies. It will have to
15 be a combined outreach effort. We do need to educate
16 people that 711 is not for emergency calls, and people
17 need to continue dialing 911 for emergency purposes.

18 911, by law, does need to be TTY-accessible.
19 711 is for access to relay. Now, we would never refuse to
20 process an emergency call. If an emergency call comes
21 into the relay center for any reason, we would process the
22 call. We would not ask that customer to hang up and
23 redial to 911. Perhaps that customer would be physically
24 unable to redial. It's very important to keep the person
25 on-line and process the call.

1 MR. BRENNEMAN: This is Andrew.

2 Effective outreach is essential here. We would
3 need to work with FTRI as well as the LECs to get some
4 type of advertising campaign out there and increase
5 people's awareness. That's what will help.

6 MR. CONNER: I don't know if this is the
7 appropriate time to discuss the outreach. I am concerned
8 that we sometimes think that the inserts in the phone
9 bills are a panacea when in actuality, only the person who
10 opens the mail or pays the bills will see that. And if
11 they're anything like me, I dump everything out of my
12 phone bill before I even get to the bill itself.

13 So, I think that we really have to give a lot of
14 attention to some of the other outreach efforts you're
15 talking about, things that aren't necessarily print media,
16 television public service announcements, as well as deaf
17 clubs and the various Self Help for the Hard of Hearing
18 support groups. It's got to be a much more thorough
19 outreach than we've ever done for the relay before.

20 MR. BRENNEMAN: This is Andrew.

21 And I can give you an example that happened in
22 Maryland. You're right. The fact that the person who
23 receives the telephone bill would see the purpose of 711,
24 but people who never received the bill wouldn't read that,
25 but you'll be surprised. In Maryland, through the billing

1 inserts, the level of awareness for 711 really did
2 increase through that method.

3 MR. GIUNTOLI: But I agree with what you're
4 saying. You can do more than that, and you can do better
5 than bill inserts. That's a very good point.

6 Are there other questions on 711?

7 MS. SALAK: I thought perhaps, James, would you
8 like to offer anything? I know you've been looking at the
9 issue for a while on outreach.

10 MR. FORSTALL: Yes. We are, like, now in the
11 beginning stages of the exchange program, and we are
12 planning to do mass medium marketing. TV is one of the
13 areas that we are targeting. And we do like to coincide
14 the 711 number, along with our kickoff of the outreach
15 exchange program. So, we do intend to use the large
16 marketing, not just the single, direct mail, we're using a
17 whole spectrum of advertising.

18 MS. SALAK: Did anyone else have questions for
19 Robert or Andrew?

20 MR. GIUNTOLI: Do you have any idea what your
21 interest would be for as far as a date of implementation?
22 Do you agree that we should try to do it soon or I'm just
23 wondering what you would like, as far as implementation
24 goes?

25 MS. SALAK: Rick's in charge of our

1 implementation, so I'll let him speak to it.

2 MR. MOSES: We've got a workshop that is
3 scheduled for December 14th to address the industry. From
4 my understanding, there is already a user of 711 in
5 Florida, and we have to look at moving that person or
6 company off of 711. From my understanding, the tariff
7 language that addresses that gives them six months to do
8 so. So, we've got to see if there's any way around that,
9 if we can do it sooner or not.

10 Also, we're going to be discussing any technical
11 issues that may remain. I believe, we've got most of them
12 resolved, but there may be one or two that are remaining.
13 But the notice hasn't gone out for the workshop yet, but
14 we will certainly make sure that you're going to be
15 notified.

16 MS. SALAK: I'd just like to follow-up in
17 response to your question. Although it's an FCC mandate,
18 we would like to coordinate and, yes, we would like to see
19 it implemented early before the October date.

20 MR. GIUNTOLI: Great, good. Any other
21 questions? Hearing none, then, that will be it for 711.

22 MR. FLEISCHMAN: I have a question. How soon
23 are you expecting to fully publicize this plan?

24 MR. GIUNTOLI: Well, we were explaining that
25 there are some hurdles that need to be jumped over in

1 Florida. Some business is already using 711 in the state.
2 So, they need to ask that business to stop using 711, and
3 then we would be able to implement that number for relay.

4 MR. FLEISCHMAN: I see.

5 MR. GIUNTOLI: Is that correct?

6 MS. JONES: Will new phone books be issued by
7 this October, 2001, with this information in it?

8 MR. MOSES: Unfortunately, I doubt if all of the
9 phone books would be issued during that time frame. Each
10 company is kind of staggered. They all don't come out at
11 the same time, so it's going to make it a little bit more
12 difficult, but there may be a few phone books that won't
13 have the updated information by October.

14 MR. GIUNTOLI: Question?

15 MR. FLEISCHMAN: How many states already have
16 711?

17 MR. BRENNEMAN: That's a good question. I can't
18 remember right off the top of my head. I believe, eight
19 states so far. If you're talking about Sprint -- are you
20 talking about Sprint states or all the companies, AT&T,
21 Worldcom, and Sprint? I'm not sure, if you look at all of
22 them together. New Hampshire has already put it in place,
23 Nevada, New York, Maryland, Pennsylvania, New Jersey,
24 Massachusetts, so the trend is increasing. Every month
25 other states come onboard, and that's because of the FCC

1 deadline in October. As far as Sprint's states, I
2 believe, we have eight or nine, but if you look at Sprint
3 with our competitors, I would say we're probably about
4 halfway.

5 MR. FLEISCHMAN: Thank you.

6 MR. CONNER: If I'm not mistaken, what you said
7 then, is that after that December workshop, if the other
8 companies are using 711, insist that they get the full six
9 months, then, we're really looking at a July
10 implementation date, approximately?

11 MR. MOSES: That would be the worst case. I'm
12 not sure if there's anything legally we can do to get them
13 off of that number prior to that, but we're certainly
14 going to look into implementing it just as soon as
15 possible.

16 MS. SALAK: And the companies themselves are
17 looking at it, too, so...

18 MR. BRENNEMAN: I did also want to point out
19 Sprint, you know, not only serves Florida, we also service
20 many other states for TRS, and other states are interested
21 in the 711 dialing initiative as well. So, it's important
22 that we get the services implemented soon, rather than
23 having all the states trying to come onboard at the same
24 time. From Sprint's end that would be a nightmare. So,
25 the sooner, the better.

1 MS. JONES: Say there are certain SHHH groups
2 which want more information on this, who in Sprint should
3 they contact?

4 MR. GIUNTOLI: The account manager. So, myself,
5 Robert Giuntoli, or FTRI, James Forstall at FTRI. James,
6 do you want to add anything there?

7 MS. SALAK: And certainly we'll give you any
8 information we have on it, too.

9 MS. JONES: Thanks.

10 MS. SALAK: I'm sorry, ma'am, I'm Beth Salak.
11 You missed the introductions, and you're --

12 MS. JONES: I'm Shirley Jones. I'm sorry, I had
13 problems parking, and I had never been here before, and --

14 MS. SALAK: That's okay. It's nice to meet you.
15 Thank you.

16 MR. BRENNEMAN: I know John Moore, who is a
17 counterpart of Robert and I from the state of New
18 Hampshire, and he also serves California. He will be here
19 anytime. So, when he comes, feel free to ask him about
20 711 and New Hampshire. I know he's had a positive
21 experience that he can share with you. So, don't forget
22 that when John gets here.

23 MS. SALAK: We'll put him on the spot when he
24 gets here.

25 MR. BRENNEMAN: Good, that would be good. The

1 moment he comes in the door, let's all ask him, okay?

2 MS. SALAK: Okay. Any other questions on 711?

3 If not, Robert, do you want to talk about the
4 FCC rules?

5 MR. GIUNTOLI: As most of you may already know,
6 the FCC has made new rules and orders, and those affect
7 all 50 states throughout the United States. So, all relay
8 service providers around the country must improve their
9 services to meet these new guidelines. Now, this is a
10 summary of what the FCC guidelines are and what Florida
11 has.

12 First off, 711, all states must provide 711
13 service by October 1st of 2001.

14 Speech to Speech. All states must provide
15 speech-to-speech relay service. Florida currently does
16 not have speech to speech. Speech-to-speech relay service
17 allows a person who is speech disabled to make a relay
18 call. So, the person may have cerebral palsy, they may
19 have a damaged throat, they may have an artificial larynx
20 that they use, they may have had throat cancer, stroke,
21 paralysis. So, there are many reasons why they would be
22 speech disabled. And with this service, there's a
23 specially-trained agent who is on the line standing by
24 listening carefully to what the speech-disabled person
25 says and repeating that to the voice person.

1 Sometimes, the speech-disabled person will speak
2 for themselves, and other times the operator will relay
3 the entire conversation. Sometimes the operator will only
4 relay the part that the hearing person did not understand.
5 So, the operator acts as a facilitator for that call.

6 The new FCC also requires that all states
7 provide Spanish relay service. Florida already has
8 Spanish service in place. So, we already have a dedicated
9 800 number for Spanish callers: 877-955-8773, which we've
10 had here since June 1st.

11 Video Relay Service. This is a new concept, and
12 it has been recommended but not required by the FCC.
13 Video relay allows a deaf person who does not have good
14 English skills or who cannot type, they would be able to
15 sign American Sign Language, which would be their first
16 language.

17 So, they can sign to a video camera. Our
18 operator would be an interpreter who would relay their
19 message to voice and go back and forth between that ASL
20 user and the voice caller. Video relay is a very new
21 idea, very popular, and many people are excited about it.
22 It's a very sought-after feature.

23 MR. BRENNEMAN: This is Andrew speaking.

24 We did just deploy video relay for the state of
25 Texas. And it has been very successful. People feel so

1 comfortable using it. The conversation sounds much more
2 smooth and more natural, because customers are able to
3 express -- sign in front of a camera. And there are
4 interpreters on the other end, and they are interpreting
5 or translating that to spoken English and vice versa.

6 You'd be surprised at the pace of video calls,
7 the tone, the content of the conversation seems to be
8 deeper. The operator or interpreter can see facial
9 expressions, which is very beneficial for deaf consumers.
10 They're using their primary language of American Sign
11 Language. Maryland did a six-month trial with the
12 feature, and it was also very successful.

13 The only drawback is that the person had to go
14 to a public site to make a call, so the concept of public
15 locations wasn't attractive. For example, if I'd like to
16 order a pizza, the pizza parlor may be five minutes from
17 my home, but yet the public video site may be 20 minutes
18 from my home. So, if I wanted to use VRS to make one
19 little call, I'd have to drive 20 minutes to order the
20 pizza.

21 Now, more and more TTY distribution programs are
22 beginning to include video equipment, so consumers can buy
23 or get the equipment and install it right in their home.
24 You'd get more usage once you had that. So, the trend
25 right now is moving into the residential market when

1 consumers are calling directly from home. So, video relay
2 is something that, I think, you should consider in the
3 near future, and we'd be happy to give more information or
4 give demonstrations on that feature. Just let us know.

5 MR. GIUNTOLI: The next item on the list is 60
6 Words Per Minute. The old FCC requirement was 45 words
7 per minute for the agent typing speed. However, Florida,
8 since June 1st, we have enforced a 55 word per minute
9 typing speed. So, we have already exceeded the FCC's
10 prior requirement. However, the new FCC requirement
11 brings that up to 60 words per minute.

12 Next on the list is Emergency 911 or E911. The
13 new FCC rules and requirements say that all relay
14 providers must provide automated emergency call
15 processing. We and Sprint already have emergency call
16 processing in place, so we do provide emergency call
17 processing, but it needs to be more automated.

18 Replacement of Operators. Starting December
19 18th, operators must stay on-line with a call for at least
20 10 minutes. That's for traditional relay, and for a
21 speech-to-speech call they must stay on at least 15
22 minutes.

23 MR. BRENNEMAN: Can you explain why that is,
24 Robert, and how agents changed in the past?

25 MR. GIUNTOLI: This is Robert.

1 Certainly. In the past, agents could come and
2 go whenever their scheduled break time was. So, they may
3 come to work, take a lunch break at 12:00. Sometimes,
4 they would be in the middle of their call at 12:00, and
5 log off of that call to allow the scheduling to work
6 effectively. So, everyone has to take turns with their
7 breaks and lunches.

8 Now, with the new FCC rules, we will be
9 enforcing an agent to -- they must stay on-line at least
10 10 minutes. It's a challenge for the relay providers, but
11 we will work that out. We'll bring in more people to be
12 able to facilitate that.

13 Speed of Answer. 90% of calls have to be
14 answered within 10 seconds is the standard we have been
15 using. And we need to comply with that on a monthly
16 basis, so it's averaged monthly. The new FCC requirement
17 says that we must answer 85% of calls within 10 seconds,
18 but it's measured daily as opposed to monthly. So, for
19 the relay provider, this is a stricter requirement to
20 comply with. Customers will see better answer time.

21 Next on the list is Pay-Per-Call Services. Each
22 state must provide relay access to existing 900 numbers.
23 And for billing purposes, you cannot use a 1-800 relay
24 number to make a 900 call for entertainment purposes, news
25 purposes, sports updates. So, 900 calls -- customers

1 wanting to dial 900 numbers need to dial a 900 number to
2 access the relay service. Florida relay, right now, does
3 not have a 900 number set up.

4 Complaint Procedures. The FCC now requires that
5 we follow a standard complaint procedure, which I'll be
6 giving a presentation on later this afternoon.

7 Would you like to add anything, Andrew?

8 MR. BRENNEMAN: Beth, is there anything you
9 would like to add to that?

10 MS. SALAK: I just wanted to be sure to mention
11 that on tomorrow's Agenda we will be going before the
12 Commissioners to discuss an amendment to Sprint's contract
13 to incorporate these new requirements from the FCC.

14 Our recommendation is, basically, to not
15 including the video relay, but we will be, obviously,
16 following the FCC mandates. We're asking for a one-time
17 payment which will come out of the FTRI fund or the fund
18 that they have. So, it would be a one-time payment.
19 We're recommending that the surcharge stay the same for
20 now, but we should see compliance.

21 Again, the E911 we won't see until July, since
22 Sprint is asking for their waiver, but other than that, we
23 should be meeting all the FCC mandates, if the Commission
24 votes the way Staff has recommended. I have to caveat it
25 just in case. So, if you want to stay and watch that

1 tomorrow, any input you have would be appreciated.

2 Andrew?

3 MR. BRENNEMAN: Yes. The person that I was
4 talking about just awhile ago has arrived. So, I would
5 like to take one moment to introduce him. His name is
6 John Moore. And he is from the state of New Hampshire.
7 He also serves our California account.

8 Welcome, John.

9 MR. MOORE: Thank you, I'm happy to be here.

10 MR. BRENNEMAN: Why don't you come up here,
11 John. If it's all right with you, Beth, John can explain
12 his 711 experience in the state of New Hampshire. Is that
13 all right?

14 MS. SALAK: Sure.

15 MR. BRENNEMAN: Okay. John, if you could just
16 briefly explain how customers like 711 and how effective
17 it was, I thought you could share your experiences with
18 them.

19 MR. MOORE: Okay. Hi, good afternoon. I just
20 arrived. I'm sorry I was late. My flight was delayed, so
21 I'm trying to settle down still. Now, you've put me on
22 the spot right away. Thanks, guys.

23 All right. In New Hampshire, 711 has been a
24 very, very convenient service, easy access. The TTY is
25 now set up with 711, so I just press 711, and I roll right

1 in and connect to an agent; whereas, before I needed to
2 dial 1-800-733 -- I'm sorry, 1-800-735-2964, which was a
3 very long process. And then, I had to wait to get an
4 operator, and then I would automatically be connected to
5 TTY. So, from a customer's perspective, they love 711.
6 It's much easier to remember.

7 Also, for hearing consumers, it's easier. They
8 can remember the number. I had a situation with my
9 contract administrator in New Hampshire who could not
10 remember the 800 number, and she never could remember it.
11 Now with 711, she can call me anytime. She remembers
12 that. So, in the New England states there are so many
13 small states that customers travel, say, from
14 Massachusetts to Vermont and Maine. So, it's very easy to
15 remember 711, and you can hook up with New Hampshire
16 relay.

17 MR. BRENNEMAN: This is Andrew.

18 How did outreach work with Bell Atlantic? Did
19 you do bill inserts or what was the approach taken?

20 MR. MOORE: This is John.

21 Right, we did include bill inserts with Bell
22 Atlantic. So, all of the LECs and the CLECs, competitive
23 LECs, used bill inserts. Everyone made a consensus that
24 they would do that. We set a date of April 1st, and prior
25 to that time, we had done all the testing. The bill

1 inserts went out all over the state of New Hampshire.

2 We had one complaint with one small local
3 telephone company that had not set up 711, so we let them
4 know the number had been changed, and they did that. As
5 far as outreach goes, the LECs were actively involved with
6 billing inserts. Also, I gave 711 presentations.

7 MR. GIUNTOLI: This is Robert.

8 How long did it take, as far as the process of
9 implementation from beginning to end? How long did it
10 take New Hampshire?

11 MR. MOORE: This is John.

12 It took about three or four months in New
13 Hampshire. First, we had to agree on all the outreach,
14 get that out. We worked with Sprint internally, with the
15 engineering group, then the state sent letters out to all
16 of the telephone companies.

17 Then, we implemented 711. We did testing for
18 three to four weeks, and then we went ahead with 711, and
19 it was very smooth. People love it. They include it in
20 the database hook-up, which is very important. We haven't
21 had any service problems. For example, I use VCO, and
22 when I dial 711, I'm automatically hooked up VCO. So, I
23 don't have to change anything, I didn't have to be
24 rebranded, it's very, very smooth.

25 MR. GIUNTOLI: Great, thank you. Any other

1 questions? Someone want to question John?

2 MR. FLEISCHMAN: I have a question. Would the
3 deaf person be able to use that?

4 INTERPRETER: Say it again, please.

5 MR. FLEISCHMAN: What is the deaf population of
6 New Hampshire?

7 MR. MOORE: Good question. We tend to use 10%
8 deaf or hard-of-hearing people in New Hampshire. It's a
9 very small state. We process, approximately, 17,000 or
10 18,000 calls per month. So, New Hampshire became the
11 third state -- actually, we were the fourth state, if you
12 include Hawaii, to offer 711. So, it's a small
13 population.

14 MR. BRENNEMAN: This is Andrew.

15 An interesting thing about New Hampshire, if you
16 compare it to other Sprint states, is that New Hampshire
17 has the highest number of VCO users.

18 MR. MOORE: This is John.

19 Actually, I think, we are the number one
20 throughout the United States. We have 31% voice-initiated
21 calls. I think, that's the highest. I know that for sure
22 in Sprint states it's the highest, because 30% is
23 wonderful.

24 MR. GIUNTOLI: This is Robert.

25 Right. It tends to be about 25% of relay users

1 tend to be voice-initiated. New Hampshire's 31. And 711
2 does have something to do with that. It's more
3 accessible.

4 MR. MOORE: This is John.

5 Also, with outreach, we included a press
6 conference. We invited TV stations to come, Bell Atlantic
7 came, so it was a joint effort from local telephone
8 companies and Sprint. We had a large press conference and
9 handed out information on the service there. Also, we
10 gave out tips on using 711, you know, we told people it's
11 not related to 911.

12 Other questions?

13 MS. JONES: Yes. Could anything be done to
14 target the many tourists who come to Florida who have not
15 been familiar with this service in their state and they're
16 coming into Florida?

17 MR. MOORE: This is John.

18 Ooh, Florida is a very, very popular state for
19 tourists to come visit, you're right. And it would
20 benefit people like myself, because if I come to Florida
21 and I need to make a telephone call through the relay,
22 I've got to hunt through the phone book to find the right
23 number. If I know Florida has implemented 711, I know the
24 number right away. Florida, many, many people come here.

25 MR. GIUNTOLI: Now -- this is Robert -- for your

1 question, I think, you're asking what if people come from
2 another state who already have 711, and then come to
3 Florida and you don't have 711; is that what you're
4 asking? If they do, when they dial 711, they would reach
5 the company that's currently using 711 as their number.

6 [LAUGHTER]

7 MR. GIUNTOLI: Well, would you like to explain
8 what's so funny about that? Can I explain a little bit
9 about it?

10 MR. BRENNEMAN: This is Andrew. I'm not going
11 to listen.

12 MR. GIUNTOLI: This is Robert.

13 One of the 711 providers in Florida is currently
14 an adult entertainment line, so that's who's using it
15 right now in southern Florida. 711 is for adult
16 entertainment purposes. So, if people right now wanted to
17 make a relay call and dialed 711, they would reach an
18 adult entertainment line.

19 MS. SALAK: That's why we emphasize that we need
20 to get some of the people off 711 before we implement.

21 MR. CONNER: Beth?

22 MS. SALAK: Yes, Jerry.

23 MR. CONNER: If I may, I think, that just
24 reiterates what I was saying earlier about the kind of
25 outreach and publicity and advertising campaign that we

1 launch, because we would have to include our airports and
2 the rest areas as you come into the state of Florida or,
3 you know, all of the means by which tourists walk in and
4 see that there's something available or not available
5 here. But that's the real critical thing there is that
6 I'm afraid that we may not have in our minds strongly
7 enough how important it is to do that kind of networking
8 outreach.

9 I know that when you talked about doing
10 presentations, I can appreciate that New Hampshire is a
11 very small state and you can do a presentation; everybody
12 can, within 30 minutes, drive to wherever you are, but in
13 Florida where we're 1,000 miles from one end to the other,
14 it would take a lot more effort to get that kind of
15 outreach.

16 So, I would urge that we utilize the existing
17 systems that we already have in place in Florida which
18 includes the various organizations that have meetings on a
19 regular basis and do a lot of the outreach for us.

20 MS. SALAK: Mm-hmm. Just to reiterate, part of
21 the problem I see are other states having 711 already,
22 then coming to Florida and getting a service that they
23 perhaps don't want. And that's my biggest concern right
24 now. By October of next year, everybody will have it.
25 So, hopefully, people coming from other states will

1 recognize that, okay, we'll try 711 and they'll get it
2 here, too, but my real concern is the opposite right now
3 is getting a -- and maybe I'm overestimating that concern,
4 but that's why, I think, it's important that we try to get
5 it done early, and then let everybody know.

6 MS. JONES: I'm thinking of Miami where you've
7 got people coming from all different countries and I can
8 anticipate problems, so I just wanted --

9 MS. SALAK: And, I think, you're right. It is
10 some outreach we're going to need to do.

11 MS. JONES: Pardon?

12 MS. SALAK: I believe, you're correct. There is
13 some outreach we're going to need to do to let our
14 tourists know, especially those international tourists,
15 which is what you were saying, I agree.

16 Are there any questions of John?

17 MR. BRENNEMAN: I have a question. How much
18 snow have you received in New Hampshire so far this year?

19 MR. MOORE: We've only had one day of snow so
20 far. We've had nice weather.

21 MS. SALAK: I think, we're going to take a
22 break, let the real-time reporter take a break and then
23 we'll come back and see if there are anymore questions on
24 the FCC rules and what may be happening here tomorrow at
25 the commission, then we'll come back to the agenda. 15

1 minutes enough? All right, 15 minutes, thanks.

2 (Brief recess.)

3 MS. SALAK: If we could get started again.

4 It was requested that if someone from the
5 audience is going to speak, if you could come up to the
6 microphone that would help with the real-time.

7 We're at the point where we were going to ask --
8 to see if there are any questions on the FCC rules,
9 anymore questions for Robert or what the mandates are.
10 There we go. Robert has them back up on the wall.

11 I was going to request -- you made the offer
12 that you would do a demonstration of video relay for us.
13 Is that something people would be interesting in seeing at
14 the next meeting? Yes? Okay. Could we request that
15 then, Robert, at the next meeting we do a --

16 MR. GIUNTOLI: Yes, we'd be very happy to do
17 that.

18 MS. SALAK: I'd be interested in seeing it. And
19 to date, there are two states that have implemented that?

20 MR. BRENNEMAN: There's one state, Texas, right
21 now.

22 MS. SALAK: And that's all?

23 MR. BRENNEMAN: Right. Of the Sprint states,
24 only Texas. Maryland -- I'm sorry, let me turn around so
25 you can see me.

1 Texas has a permanent video relay program, and
2 we do have a contract with them for that. Maryland had a
3 six-month trial to test the feasibility of video relay.

4 MS. SALAK: How did that trial turn out for
5 Maryland?

6 MR. BRENNEMAN: How did the Maryland trial turn
7 out? This is Andrew.

8 Customers have really found that the product is
9 fascinating. There is a need for that type of service.
10 The only problem that we had is the concept of public
11 sites, which I know I gave you an example of the pizza
12 story. When someone wanted to order a pizza, if the pizza
13 parlor was just five minutes from home, they may have to
14 drive 20 minutes to go to the public video site. So, the
15 public sites did not work out that well.

16 The best way to initiate video relay service is
17 to have the end user with the video equipment in their
18 home. Having the equipment at home helps drive up the
19 minutes of usage. So, we've found this to be a very, very
20 good business. The more users that you can find, the
21 better. You want to hit the residential marketplace as
22 opposed to having people have to drive to public sites.
23 That's the part of the trial that didn't work well.

24 MR. GIUNTOLI: This is Robert.

25 I have a question. Can you have both public

1 sites and residential usage?

2 MR. BRENNEMAN: This is Andrew.

3 You could, but, I think, you're better off using
4 them in residences. North Carolina does have video relay
5 currently, but their video relay is not part of our TRS
6 contract. They have a separate contract direct to the
7 statewide services for the hearing-impaired, which is
8 based in Wisconsin, so that service provides video
9 interpreting for them.

10 What North Carolina does is provide public
11 sites. And today, I believe, they have nine public sites.
12 They're hoping to spread that out to about 100 sites,
13 libraries, Wal-Marts, hospitals. North Carolina, right
14 now, is very progressive in setting up more and more
15 public sites. Their goal is to get more users using that
16 video service to help minimize the cost of it and make it
17 more efficient. The more users you have, the more
18 efficient.

19 MS. KING: Andrew, in Texas is it public sites
20 or in individuals' homes?

21 MR. BRENNEMAN: Homes.

22 MS. SALAK: Andrew, in Texas, the state is
23 issuing the equipment?

24 MR. BRENNEMAN: Yes. This is Andrew. They did
25 just pass legislation about three months ago. Their TTY

1 distribution program will now include video equipment. I
2 think, they're willing to subsidize up to \$900 worth per
3 person per applicant. I think, that's the figure.

4 MS. SALAK: And how much is the equipment, just
5 ballpark?

6 MR. BRENNEMAN: It varies. It depends on the
7 model, also the type of video. I would say it could range
8 from maybe \$200 to \$500, up to \$1,000. It depends on if
9 you want to buy a Cadillac or a Honda or a Yugo, anywhere
10 in between there.

11 MS. SALAK: Any other questions on the FCC
12 requirements?

13 MS. LANGSTON: Beth, I have a question to
14 follow-up to the Texas question about distribution of the
15 video services. Did that require an increase in the
16 surcharge? And if so, by how much?

17 MR. BRENNEMAN: This is Andrew.

18 I'm not the best person to answer that question.
19 I do know that we were able to negotiate with the state,
20 and we increased the price per minute. So, we combined
21 their video relay service with their overall traditional
22 TRS relay minutes. The state of Texas paid Sprint on a
23 monthly recurring charge for the video equipment. Now, as
24 for how much the surcharge had to increase, I cannot
25 answer that.

1 MR. GIUNTOLI: This is Robert. Now, a person
2 can get a TTY or video equipment from the distribution,
3 not both, right?

4 MR. BRENNEMAN: This is Andrew. I'm not sure
5 how that works.

6 MR. CONNER: Beth, I'm just reading an article
7 from the "Silent News," that says that the Texas relay
8 system has vouchers worth up to \$900 toward the equipment.
9 It also requires that they have to use an ISDN bandwidth
10 that costs \$50 to \$90 a month also for the user for access
11 via DSL. I guess, I'm thinking all this sounds like a
12 very targeted audience they would really be after with
13 video relay would not be able to afford that.

14 MR. BRENNEMAN: This is Andrew speaking.
15 Actually, the consumer in Texas has three choices these
16 days; one is to use a DSL line, so a digital subscriber
17 line. The other is to use ISDN or POTS, which is the
18 acronym for Plain-Old Telephone System.

19 Now, we don't encourage people to use POTS. The
20 quality is not as good. So, customers can choose between
21 DSL or ISDN. And, Jerry, you're right, it's about \$50 to
22 \$90 for those services. So, people, you know, who can
23 afford have those types of equipment; plus, you know, the
24 cost to have that on a monthly fee may be costly for some.

25 MS. SALAK: That's a good point, Jerry, you're

1 right. Any other discussion on the FCC rules at all? I
2 think, we'll wait and see what happens at Agenda tomorrow
3 to find out where we are with this, so...

4 Yes, Jerry.

5 MR. CONNER: Would it be possible to put a more
6 comprehensive discussion of the video relays on the next
7 meeting agenda so we could really seriously consider it,
8 and then make some kind of recommendation to the PSC?

9 MS. SALAK: We can do that, along with the
10 demonstration that we can get. I was wondering, if we do
11 that demonstration, I guess, we have ISDN here. I think,
12 we'll have to check out our capabilities here at the
13 Commission, but we can try it on different forums,
14 perhaps, POTS versus -- see where we are.

15 MR. GIUNTOLI: This is Robert. You and I can
16 work closely outside of the meeting and make arrangements
17 then for the demo, and then we can meet with everyone
18 else.

19 MS. SALAK: Great. Okay.

20 MR. GIUNTOLI: Question?

21 MR. FLEISCHMAN: Are we open for a new subject?

22 MS. SALAK: Certainly. The next thing on the
23 agenda is to have Robert do a discussion of his complaint
24 system at Sprint, but if you want to move on to a
25 different topic, we can certainly vary from that.

1 MR. FLEISCHMAN: It's about the complaints.

2 MS. SALAK: That's what the next topic is, yes.

3 MR. FLEISCHMAN: I received a letter from Hardy
4 of FAD stating that many deaf persons were complaining
5 about telephone I.D. Often, it says out of area or out of
6 state. Deaf people have been bothered by telemarketing,
7 et cetera. So, what is the proper way to stop that out of
8 area, out of state type thing? It seems that it would
9 fall under FCC or something. Would there be improvements
10 that could be made?

11 MS. SALAK: I assume, they're referring to
12 caller I.D. --

13 MR. FLEISCHMAN: Yes.

14 MS. SALAK: -- which is not a service that
15 Florida currently subscribes to under the relay system.
16 We have been looking into it.

17 MR. FLEISCHMAN: Can the PSC plan some way to
18 improve that?

19 MS. SALAK: Caller I.D. is an area that we have
20 been investigating. We've gotten -- we have been working
21 with Sprint on it somewhat. Staff is not ready to make a
22 recommendation. We're not comfortable with it yet, what
23 the service would provide, and so that's why it wasn't
24 incorporated into our recommendation for tomorrow.
25 However, I can tell you it is something we have been

1 looking at and working on.

2 MR. FLEISCHMAN: Okay.

3 MS. SALAK: And we have also received several
4 complaints on it here asking about caller I.D. and if it's
5 a service that can be added.

6 MR. CONNER: Beth, can I ask another question?

7 MS. SALAK: Sure, Jerry.

8 MR. CONNER: I believe that at our last meeting
9 this group recommended Turbo Code to the PSC. Is there
10 anything else we need to do on that or is that moving
11 through the process?

12 MS. SALAK: That's also later on the agenda,
13 because we were going to give you an update on where we
14 are on it. Tomorrow, in addition to the FCC requirements,
15 we are recommending that the Commission add Turbo Code.
16 If you want to come and support that tomorrow, that would
17 be wonderful.

18 We made the recommendation. It does involve a
19 price increase, so we'll see what happens on that. You
20 know, we're recommending it, we were talking about that it
21 can cause minutes to go down, it's much faster for people
22 that have the interrupt capabilities. So, we have
23 supported it, but it's the Commission vote tomorrow that
24 counts.

25 So, that's where we are on it, is that we have

1 moved forward on it. We said that you all recommended it
2 to us, and we'll find out tomorrow. We passed out a
3 recommendation. I think, we left one at every seat. It's
4 an issue in that recommendation itself. Do you have
5 yours? It would look like this.

6 And if you look on -- let me find it. It would
7 be on Page 6 where we discussed Turbo Code, so we'll find
8 out tomorrow. That's, basically, all we were going to say
9 about Turbo Code is we did move forward with, we did
10 recommend it, and we'll find out tomorrow what's going to
11 happen with it.

12 MR. CONNER: So, you don't need another
13 recommendation from us. You already have it built into
14 here, right?

15 MS. SALAK: Right. We said that's where it came
16 from, that it was your idea; it was something you wanted
17 to pursue, we agreed with it, and so now we're just
18 waiting for the vote.

19 MR. CONNER: Thank you.

20 MS. SALAK: Sure. Of course, that was 15
21 minutes on the agenda today that we just wrapped up.

22 Any other topics someone wanted to talk about
23 before we move on to the complaint system?

24 Okay. Robert.

25 MR. GIUNTOLI: Thank you. Next slide. The next

1 presentation that I'll be doing today is about the new
2 complaint process. I would like you to spend a few
3 minutes first looking at the hand-outs that I gave you.
4 There are four attachments following this slide. The
5 first is a flow chart, and that will show the customer
6 complaint procedure. And then, it is also followed by the
7 form and a spreadsheet.

8 Florida TRS administrator has already gone to
9 the STARS conference. The STARS conference is a
10 conference that Sprint hosts for all states -- all state
11 TRS administrators that we serve, and we share this new
12 complaint procedure with the attendees of STAR. They
13 agreed to this, and we are making it a standard procedure
14 now for all states that Sprint serves for complaint
15 tracking. So, this is a standardized procedure and all
16 the contract administrators are aware of that and expect
17 that. STARS -- I should tell you what STARS stands for:
18 State Telecommunications Relay Administrators --

19 MR. BRENNEMAN: This is Andrew. State
20 Telecommunications Relay Administrators.

21 MR. GIUNTOLI: Right. So, the STARS members
22 have approved this complaint filing procedure.

23 Next slide. First, I'd like to show you a flow
24 chart. This flow chart shows how the complaint is
25 processed from the time a customer calls into Sprint so

1 they could perhaps call myself, they could call customer
2 service, they could complain when they make the relay call
3 to a supervisor. And this is how that complaint would be
4 processed:

5 First, we would receive the complaint and we
6 would fill out a form and each form would have its own
7 tracking number. So, each complaint will be assigned a
8 tracking number. The second step is the person who
9 accepted that complaint -- so, for example, if there's a
10 customer complaining to a supervisor, that supervisor then
11 becomes responsible to fill out the form and also to check
12 who is responsible for resolution of that complaint. They
13 then send that form off to the person who is responsible
14 for resolution; it may be a technician, it may be the
15 trainer, it may be myself as account manager to follow-up
16 with the customer.

17 The next step in the flow chart is the person
18 who is responsible for follow-up will complete the form.
19 They will then send that on to customer service, and
20 customer service will enter that complaint in a log in a
21 centralized system so that all the information will be
22 gathered at one point.

23 Then, at the end of each month, they will send
24 me a monthly log of complaints, and they will copy that to
25 the TRS administrator. I will follow-up on all complaints

1 on the log to make sure that each case is closed, and then
2 I will send that to Beth, so you will get that report
3 every month with a copy of the tally sheet and the
4 individual complaint form. So, each state with Sprint
5 will be doing the same thing. It's a very standardized
6 procedure that we'll be following as approved by the STARS
7 attendees.

8 Do you have any questions about the complaint
9 tracking process? We encourage customers to call in to
10 customer service or to talk with a supervisor during their
11 relay call. When they do that, their question or
12 complaint can be resolved on the spot. And then, we will
13 still follow this procedure so that we can complete the
14 entire complaint process. Does anyone have any questions
15 regarding this?

16 Next slide. At the STARS conference, we shared
17 with the TRS administrators and they did all agree to this
18 procedure. So, if a complaint reaches the contract
19 administrator; in your instance, it would reach Beth --
20 this is the flow chart -- she would send a copy of that
21 complaint to me, and I would take care of going through
22 the similar procedures that we just saw on the previous
23 slide.

24 Question?

25 MR. FLEISCHMAN: At any time does the complaint

1 or the complainer get a reply?

2 MR. GIUNTOLI: Yes. With the new complaint
3 resolution process, the account manager is responsible at
4 the end of each month to make sure that each complaint has
5 been resolved.

6 So, if there needs to be follow-up via phone or
7 e-mail or a written letter, that will be done. That
8 follow-up could come from me or from customer service or a
9 supervisor, but the customer will hear something regarding
10 the complaint. Often, a complaint is resolved on the
11 spot. If a customer calls for a supervisor or calls
12 customer service, it will be resolved there.

13 MR. FLEISCHMAN: Okay.

14 MR. GIUNTOLI: Next slide. This is the approved
15 complaint form. This is the one that all the TRS
16 administrators agreed that they would use. The Sprint
17 relay centers, customer service, supervisors, and account
18 managers are responsible for completely filling this form
19 out for each customer, so every state is using the same
20 form.

21 We will ask customers for their name and their
22 address. That way we're able to follow-up with them. If
23 a customer refuses to give a name or address, that's fine.
24 We would just document that there wasn't a name given, but
25 we will still complete the form, even without a name.

1 Does anyone have any questions on the form? And you
2 should have a copy of that.

3 Next. This is a copy of our tally sheet. This
4 is the sheet I'll be sending to Beth on a monthly basis.
5 The FCC has required all customer complaints to be
6 resolved within 180 days, and every month we'll be sending
7 Beth a report. Then, at the end of the year, both the
8 state and Sprint will both be submitting a copy of
9 customer complaint reports to the FCC.

10 So, both Sprint and the state's reports should
11 match, because we will have been working very closely
12 throughout the year. So, by the end of the year, both of
13 those reports should match up fine. Anything to add
14 there? No, there isn't. Questions?

15 MS. JONES: I don't know, does a TTY user get
16 any information about how to file a complaint?

17 MR. GIUNTOLI: In outreach, perhaps. Is that
18 part of your outreach program?

19 MS. SALAK: From our perspective, I think, it's
20 on our web site that you can e-mail us as a Commission.
21 Is it on -- is the Sprint number --

22 MS. KING: Yeah. Basically, a TTY user will be
23 treated like any other Florida consumer. If they had a
24 complaint they could call, via relay, our 800 number and
25 file a complaint or they can file a complaint through our

1 web site.

2 MR. GIUNTOLI: And I am working very closely
3 with FTRI, and they have done a great job in developing a
4 new brochure. In that new brochure, it mentions customer
5 service, and it does explain customers can call that 800
6 number to file a complaint.

7 So, outreach is very important on that. And we
8 do need to make sure that people are filing complaints
9 when necessary so we know what to watch for. We can't do
10 our job, if we don't hear from customers.

11 Yes?

12 MR. FLEISCHMAN: You have to think about those
13 passive deaf users who will complain to their friends, but
14 not to you. So, how would you solve that? Often, they
15 approach me and they say that because I sit on the board
16 they tell me about those complaints, but perhaps there
17 should be some general knowledge made to all users so that
18 they could write out their complaints. Many of them share
19 complaints with me and ask me to carry their complaints
20 before you all.

21 MR. GIUNTOLI: That's very true. FTRI is
22 planning and has already begun an extensive three-year
23 outreach campaign. That will cover as many people as they
24 can. They'll try to educate them about their right to
25 complain or give feedback or give accommodations. All of

1 those things are very important.

2 James, would you like to add something to that?

3 MR. FORSTALL: Yes. We do provide the same
4 information in our newsletter that we send out twice a
5 year. However, I think, what Mr. Fleischman is asking is
6 the phone -- the only way to file a complaint on the phone
7 to customer service is if a client or a customer chooses
8 to write a letter, is that acceptable as well? What are
9 the different methods of filing a complaint?

10 MR. GIUNTOLI: Yes. We do encourage customers
11 to call and ask for a supervisor during the actual relay
12 call where the problem happened. That way the supervisor
13 can see the problem right there on the screen as it
14 happened and, basically, catch the problem.

15 The second choice is to call customer service
16 and report the problem. The third choice would be to
17 contact me or FTRI or the PSC. So, there are many
18 different alternatives for people to use, but we encourage
19 people to ask for a supervisor during the relay call.

20 That way we can see the actual problem on the
21 screen. But, of course, customers always have the right
22 to file complaints any way they wish. They can write a
23 letter to FTRI or to the PSC or to myself. Then, we would
24 still follow the flow chart for the complete complaint
25 procedure.

1 MS. SALAK: May I ask, just for edification for
2 everyone, since you've become the provider for Florida
3 what has been your most common complaint? What have your
4 most common complaints been?

5 MR. GIUNTOLI: Caller I.D.

6 MS. SALAK: Oh.

7 MR. GIUNTOLI: What are the most common in
8 Florida? What do you think?

9 MR. FLEISCHMAN: Caller I.D. -- oh, me? Go
10 ahead?

11 MR. GIUNTOLI: Sure, go ahead.

12 MR. FLEISCHMAN: Sometimes the users demand too
13 much from the caller and don't get satisfaction that way.
14 So, a little tug of war begins between the two of them.
15 Perhaps, they're not satisfied with the service that
16 they've received.

17 MS. SALAK: I don't understand. Can you --

18 MR. GIUNTOLI: Yeah, I'm sorry, I didn't
19 understand that either.

20 MR. FLEISCHMAN: For example, a deaf person
21 could demand more attention to their own needs, and the
22 caller may seem to avoid that. And so, then, that results
23 in disagreement and then some squabbling, perhaps. The
24 deaf person doesn't get satisfactory service as a result
25 of that experience.

1 MR. GIUNTOLI: So, then, you're referring to a
2 hearing person who is unfamiliar with the relay service
3 and refuses to cooperate with the operator to meet the
4 deaf person's needs. Okay, well, that would fall upon an
5 outreach issue. People need to be more educated about the
6 relay service in Florida.

7 MR. CONNER: I shared this with you, Robert, the
8 last time we met. We still get a lot of complaints about
9 the fact that the heavy accent of the operator is very
10 difficult for a hard-of-hearing person to discern. So,
11 there's still that ongoing problem of the quality of the
12 spoken English language on the other end, at least from
13 the operator's point.

14 And I don't know what the solution to that
15 problem is, other than it was a serious problem with MCI,
16 and it's not changed much since Sprint has taken over.
17 You just can't understand what the person is saying, even
18 though we can hear them, we just can't understand them,
19 partially, because of the hearing loss that we have.

20 MS. KING: Robert, just for my own education, if
21 someone called the relay service and did not understand
22 the operator or there was a heavy-accented issue, could
23 they ask for another Communications Assistant to take
24 their call?

25 MR. GIUNTOLI: Yes.

1 MS. SALAK: Okay.

2 MR. GIUNTOLI: Yes, they can. If you can take
3 the slides back to the other form, Andrew. I agree with
4 what Jerry's saying. I need to know about things like
5 this. The problem is I don't receive complaints about
6 that. So, you need to encourage people to file
7 complaints.

8 We hire operators who speak both languages.
9 They need to be bilingual, because we're providing English
10 and Spanish service. So, if an operator has a Spanish
11 accent but can speak English, we cannot discriminate
12 against that person, because we need them to provide
13 Spanish-language services.

14 But, as Jerry was explaining, if we cannot
15 understand that person at all when they're speaking
16 English, then this person shouldn't be working as a relay
17 operator, but we need to know that. Or we would be able
18 to train that person, if that were identified as a
19 problem.

20 MS. SALAK: John.

21 MR. MOORE: This is John.

22 Most importantly, the information we need is the
23 agent I.D. That's the most critical piece. If we can
24 track agent performance, we need the I.D. And so, if we
25 get other complaints against that operator, we could take

1 appropriate action, if necessary.

2 We do get some feedback from customers about
3 accents, but we need to have the agent I.D. to track the
4 complaints. That's the most important thing, and that's a
5 challenge for us to address.

6 You know, you may have an entire room full of
7 agents, and if you don't have the agent I.D., it's
8 difficult to pinpoint the agent. If you have the I.D. you
9 can, you know, meet with them right away. So, the most
10 critical piece of information is the agent I.D.

11 MR. GIUNTOLI: This is Robert.

12 We're speaking of thousands of operators here,
13 literally, because Florida uses a network of 11 different
14 call centers. And 80% of the traffic does stay in state,
15 but 20% of the traffic can be processed in any of the 10
16 other states.

17 So, out of 11 centers, it's difficult to
18 pinpoint where the accents are coming from, so we do need
19 operator numbers. Now, I'm a customer, so I definitely
20 understand this point you're making very well.

21 MS. SALAK: Jerry, how often do you hear that
22 complaint?

23 MR. CONNER: Well, I usually hear it two or
24 three times a week. And that's just, as Robert told me,
25 get the operator's number, et cetera. It's just usually

1 by the time the complaint gets to me, the person hasn't
2 asked, and it's impossible to retrieve who that person
3 was.

4 But, I think, that's where the outreach and the
5 other kinds of public relations that we need to do, within
6 the deaf and hard-of-hearing community, needs to be more
7 focused on just exactly the relay service itself.
8 Because, frankly, we have not done a good outreach job on
9 the relay service.

10 We've done a better job on the distribution
11 program, but the relay service really has received very
12 little advertising. I'm hoping this new campaign will
13 address that issue. Part of it has to be sitting face to
14 face with the population that we're talking about and
15 explaining to them how the process works and why they need
16 to get that information.

17 MR. MOORE: This is John.

18 I'd like to add something to that. Another
19 method we can use to identify agents, if you have the
20 calling from number and the calling to number, the date
21 and the time of the call, we can go through the call
22 detail record or report and research that and pinpoint the
23 correct agent, so it's another option that we can use as
24 well.

25 Sometimes, the hearing person may not catch the

1 operator number or may be unable to remember it or write
2 it down at the moment. So, I agree with what you're
3 saying. If you can get the call from, the call to number,
4 the date, and the time of the call, we can also find the
5 agent via that method.

6 MS. SALAK: Is this a national issue for Sprint,
7 I mean, where you're having complaints about the operator?

8 MR. GIUNTOLI: Like I was explaining, we don't
9 get complaints on it. I mean, it's a valid point that's
10 being made here, but we don't receive physical complaints
11 about it, so we don't have agent I.D. numbers.

12 MS. SALAK: How about John, does John get
13 complaints? John, do you get complaints? I'm sorry.

14 MR. MOORE: This is John.

15 We have addressed this issue with some
16 contractors in Florida, and they have put in place some
17 enhancements to their quality. They check on agent work
18 performance now with voices. And if they do receive
19 complaints and identify that an operator is unsatisfactory
20 in that job, then they transfer them out of TRS to a
21 different product.

22 So, there are options for these operators. They
23 can receive additional training as well. Thank you for
24 bringing that up, Andrew. But the important thing is to
25 get the operator I.D. number so that we can address the

1 problem immediately. So, I mean, we do accept that it is
2 a serious issue. And we also, Robert and myself, are
3 working hard to do some quality testing so we do test
4 calls every month and we have contact with our contractor
5 when we identify issues with voices, and we do give
6 operator numbers to them, if necessary.

7 MS. SALAK: Okay. About how many test calls do
8 you do a month?

9 MR. MOORE: All the account managers do test
10 calls. It's a requirement now. We have a state
11 requirement. One state does 300 test calls. And some --
12 you know, sometimes not all 300 will go to the Florida
13 center.

14 Myself, Robert, and other account managers are
15 actively involved in doing these test calls. Also, all of
16 the center trainers are required to place test calls every
17 month. So, we are trying to make sure that quality of
18 service is provided.

19 What I can do, next Wednesday I'll be on a
20 conference call with all of the trainers from each center,
21 and I can request at that time that we do have -- I'm
22 trying to think of the appropriate way to say this --
23 inflection? Right. We can add that to our test calls so
24 we spend some time focusing on voice quality and try to
25 resolve that.

1 MS. SALAK: Thank you.

2 James.

3 MR. FORSTALL: Robert, would that form be made
4 available to all the users throughout the state or is that
5 a form only the operator uses?

6 MR. GIUNTOLI: This form should be used for
7 Sprint people and for FTRI, and the PSC is also welcomed
8 to use the form, but we do not recommend giving this form
9 to customers. It's because we want customers to speak
10 with us so we can ask the appropriate questions and get
11 all the information needed.

12 We notice that if customers fill out the form
13 themselves, it's sometimes incomplete, and then we can't
14 help resolve the complaint. By the time you find the
15 person to complete the form, they've forgotten what the
16 problem was. Is that clear?

17 MS. SALAK: I'm interested in if there are any
18 suggestions on if people are hesitant to complain to come
19 to the Commission or go to Sprint or -- I mean, we have it
20 so that you have access by e-mail and you can make a call
21 and also, you can write a letter. All those are available
22 here at the Commission. I'm wondering if there's
23 something else we can do to encourage input into the
24 system. James?

25 MR. FORSTALL: Yes. I also notice that in the

1 relay brochure by Sprint that you all offer capabilities
2 for consumers to complain on-line? Is that available to
3 anybody? Because I happened upon it, and I did file a
4 complaint through that. I received a formal letter from
5 the customer service headquarters. I'm wondering if
6 that's another option that we could make available to
7 users in Florida.

8 MR. GIUNTOLI: John?

9 MR. MOORE: This is John.

10 I want to clarify. There are so many different
11 ways -- okay. Through e-mail, when you say on-line, do
12 you mean they can complain via e-mail?

13 MR. FORSTALL: Correct.

14 MR. MOORE: All right. We do have a national
15 customer service address for e-mail. So, there is an
16 address they can send that to, and I'll see if I can find
17 that for you.

18 Yes, we do have a nationwide customer service
19 e-mail address. And I can send that out. It's in the
20 national brochures. I'm trying to think of -- oh, "Relay
21 Today," that's the name of the newsletter. It's listed in
22 "Relay Today." So, the e-mail address is there. So, I
23 will look for that, and I will give that to you, James.

24 MS. SALAK: Do you think it's just a matter of
25 outreach and letting people know they have the different

1 ways that they can complain that would help them to
2 realize and use this system or is it just that they don't
3 want to complain or how does it work?

4 How do we focus complaints to, say, Sprint who
5 can actually do something about the complaint as opposed
6 to people telling you the complaint and where you can pass
7 it along? But it takes time trying to get things resolved
8 for the customer themselves. I'm just trying to think of
9 how we can encourage people to use all these methods that
10 they have for complaining.

11 MR. GIUNTOLI: I believe that many customers do
12 not realize that they can complain while they're still on
13 the relay call. They can just ask for a supervisor, and
14 many customers don't know about that. Many people think
15 they need to hang up, call back into customer service,
16 which is a waste of their time. So, outreach needs to be
17 done to educate people on how to complain. Does anyone
18 else have feedback on that topic?

19 MR. FLEISCHMAN: I have a comment. Could we
20 suggest that the information be distributed through the
21 clubs, the different groups and also, some leaders could
22 explain from time to time what the process is.

23 MR. GIUNTOLI: FTRI has done a great job. They
24 sent out, I believe, 200,000 newsletters explaining about
25 the new relay service and the complaint procedure to all

1 the deaf clubs, deaf service centers, so many people did
2 receive that newsletter. It's a matter of how people take
3 action on that.

4 MR. FLEISCHMAN: But if people read...

5 MR. CONNER: I think that -- I agree that FTRI
6 has done a good job of mailing all of that information
7 out, but at least for deaf people and people who have
8 recently lost their hearing, that's not a very effective
9 method of reaching them nor is it an effective method of
10 getting feedback from them.

11 We have to put people in their comfort zone
12 before they'll be willing to do any kind of complaining
13 that we can constructively do something with. I don't
14 want to beat a dead horse to death again, but I
15 recommended that we have a series of public forums around
16 the state where people can come and voice any complaints
17 that they have or any difficulties they're having, because
18 that would then give us both an opportunity to educate
19 those people on the more effective way of filing that
20 complaint the next time it happens.

21 So I'm going to, again, recommend that we
22 recommend to FTRI that they host a series of public forums
23 around the state in which the end users would be invited
24 to come and discuss whatever issues they have with the
25 relay service and get those resolved there in a public

1 forum where everybody is in their comfort zone.

2 MS. SALAK: And their comfort zone would be
3 increased because face-to-face is --

4 MR. CONNER: They're among other deaf people or
5 other hard-of-hearing people and they're face-to-face with
6 other people they're talking to, so they get a better feel
7 for just how receptive the community is to their
8 complaints and you can explain to them more readily
9 face-to-face.

10 MS. SALAK: Mm-hmm.

11 MR. CONNER: That makes sense, I think. I
12 guess, I would turn to Frank and Alex to see if they would
13 agree. And that's really where deaf people function best
14 is in a public forum setting where they have a chance to
15 talk with interpreters and feel like their communication
16 is being fully understood.

17 MS. SALAK: Do you agree?

18 MR. SLATER: Yes, I agree.

19 MR. FLEISCHMAN: Yes.

20 MS. SALAK: Okay. That appears to be some
21 outreach that we may need to consider. I'm sorry, Robert,
22 we have gotten off track from your presentation. Did you
23 have more that you wanted to present?

24 MR. GIUNTOLI: No, I didn't. That was the last
25 slide on that.

1 MS. SALAK: Okay. So, in essence, we haven't
2 gotten all these reports yet, correct?

3 MR. GIUNTOLI: On the customer service
4 complaint?

5 MS. SALAK: Right.

6 MR. GIUNTOLI: Yes. We have sent you a monthly
7 statistical tally, but I have not yet sent you the
8 individual customer complaint forms.

9 MS. SALAK: Right.

10 MR. GIUNTOLI: I do plan on doing that.

11 MS. SALAK: Super.

12 MR. GIUNTOLI: The requirement is 180 days
13 prior, but I plan on doing that earlier. So, I will send
14 you those on a monthly basis.

15 MS. SALAK: Okay. Thank you, Robert.

16 Yes.

17 MS. JONES: Do you have any objection -- does
18 Sprint have any objection to our giving -- distributing
19 this form of both the breakdown of complaints to TTY
20 users?

21 MS. SALAK: Just for clarification, are you
22 referring to the blank form?

23 MS. JONES: Yeah.

24 MS. SALAK: Are you referring to the TRS
25 customer contact form? Is that the one? This one?

1 MS. JONES: Well, also there's the further one
2 that -- this one.

3 MS. SALAK: That would be -- tabulates it for
4 the full state.

5 MR. MOORE: This is John. Both of those
6 forms --

7 MR. GIUNTOLI: This is Robert. Can I see which
8 form you're referring to, ma'am?

9 MS. JONES: This.

10 MR. MOORE: This is John. The summary report?

11 MS. JONES: And this.

12 MR. MOORE: All right. People's names and
13 addresses will be included, so it's information we don't
14 want shared with the public. That's something internally
15 that just Sprint and the PSC or PUC will have. I do think
16 your suggestion, though, would be great to have a summary
17 report which could just identify categories of complaint.

18 So, it would show complaints we've heard from
19 the customers and, I think, it could help customers know
20 that there are ways to file complaints, because if they
21 saw other people were complaining in these areas, then
22 they may feel more comfortable filing a complaint on their
23 own, and they could see a result on the summary report of
24 complaints that had been made. Sometimes people need to
25 see a result; for example, you know, they would receive a

1 letter.

2 So, in the summary report it would show that a
3 letter had been sent. That would be beneficial for Sprint
4 and also for the community, because you would see where
5 the complaints had been happening. So, I believe, we
6 could identify some summary areas to make a report.

7 MS. JONES: Okay. Could I ask that you -- that
8 Sprint would get out a form that you would distribute to
9 members of TASA so that we could distribute it?

10 MR. MOORE: This is John.

11 I think that the numbers of complaints -- I
12 think, it's all right to forward that, but I do want to
13 add it's not only complaints, it's also commendations. I
14 don't want to only think in a negative light. It's
15 important to recognize agents who are having good work
16 performance as well.

17 MS. SALAK: Are you suggesting this in the form
18 of a motion that that happen in the future? Is it a
19 motion you're making for us to arrange to have Sprint to
20 give that?

21 MS. JONES: Yes.

22 MS. SALAK: And is there a second to the motion?

23 MS. JONES: And I'm talking about the comfort
24 zone of people who need to use a TTY and the relay
25 service. And I just feel that they need some help in

1 focusing their problems.

2 MS. SALAK: So, the motion that you're making --

3 MS. JONES: Yes. Oh, I'm sorry --

4 MS. SALAK: So, the motion you're making is that
5 you would like a summary of information that Sprint would
6 provide to ya'll, and then you would then distribute it in
7 turn? Is that what you're --

8 MS. JONES: Just say, that could be distributed.

9 MS. SALAK: Is there a second to that
10 recommendation?

11 MR. CONNER: I'll second it.

12 MS. SALAK: Okay.

13 MR. MOORE: This is John.

14 I would like to make a comment or a point of
15 clarification. The tally sheet couldn't be shared with
16 the public. I'm saying we could identify complaint areas
17 and share that with you and with the community. I don't
18 want to have that entire tally sheet made public. I
19 think, it would confuse people as opposed to help them.
20 So, I want there to be something you can see for yourself
21 broken down into categories.

22 With our previous discussion, we were talking
23 about educating people. So, I think, identifying areas so
24 people can recognize Sprint is working on these areas.
25 For example, the newsletter, something short. I mean,

1 maybe an article from the account manager saying, "Thank
2 you for your concerns. Here are two or three areas that
3 we've identified."

4 So, that's the approach that I'm talking about,
5 something general. The newsletter, there was some
6 publication that was sent out, right, James? Right,
7 that's the type of thing that I'm speaking of.

8 MR. BRENNEMAN: This is Andrew.

9 For example, I believe, in the state of Indiana,
10 which is another state that Sprint currently serves, in
11 their quarterly newsletter, they have a section that they
12 call, "Tips." And readers learn from other people's
13 experiences on how to improve in certain areas.

14 So, it's one way to educate the public how to
15 better use the relay service. Hopefully, it can minimize
16 or reduce the number of complaints. So, "Tips," this may
17 be something FTRI would want to consider putting in their
18 newsletter that would help others.

19 MR. MOORE: This is John.

20 That helps with identifying issues and then
21 adding tips on how to improve on those issues. Sometimes
22 it may not necessarily be on Sprint's complaint side. It
23 may be, say, hearing people are hanging up on relay users.
24 So, there are many, many different situations.

25 And I'm just approaching this whole issue as

1 more of a general information to include in the FTRI
2 publication, like, "Tips," the account manager could write
3 a brief summary. I think, we would have legal issues
4 revealing -- you know, we don't want to reveal anything
5 confidential, customer names, customer's information.

6 That's why we want to approach it in a general
7 manner, identifying areas that Sprint recognizes that
8 we're working on. And, you know, letting people know that
9 their feedback is critical to Sprint. That's the approach
10 that I'm speaking of. Would that help, and did that
11 clarify for you, ma'am?

12 MR. FLEISCHMAN: Remember that not every club
13 gets our newsletter. Not every club has a newsletter or
14 inserts or things of that nature.

15 MR. GIUNTOLI: This is Robert.

16 We were just explaining about FTRI and Sprint
17 working together so we could let FTRI know what the hot
18 issues are and tips to resolve those issues. And then,
19 FTRI sends out about 200,000 subscriptions to that. So,
20 that tips section could be in FTRI's newsletter.

21 MR. FORSTALL: I'd just like to add that we do
22 have a section in our newsletter that goes out twice a
23 year that focuses on the relay service. The last
24 newsletter we devoted entirely to the relay service to
25 introduce to new providers, and we will continue to

1 provide that kind of information ongoing at least twice a
2 year.

3 MS. SALAK: Jerry?

4 MR. CONNER: I guess, what I was thinking that
5 we were headed toward was giving the consumer sort of a
6 list of the kinds of complaints that occur. I'm not sure
7 I'm interested in the details of how many complaints on
8 every single thing is. But what I am concerned about is
9 sometimes, I think, all of us are in a position we don't
10 know what happened to us is something that we should
11 complain about or if that's really something that Sprint
12 ought to hear about.

13 Sometimes our experience is that, gee, you know,
14 that operator was kind of rude. Should I have said to the
15 operator, "Please, let me talk to your supervisor"? So, I
16 think, if I'm not misinterpreting what you said was that
17 what we really want to do is get kind of a list of the
18 kinds of complaints that happen; what are the things you
19 ought to complain about, what are the things out of
20 Sprint's control and are really pointless to complain,
21 because they can't do anything about it?

22 That way, if we had that information and we can
23 distribute it and the newsletter is one good way to do it,
24 but it is 200,000 and we have 1.5 million deaf and
25 hard-of-hearing people and 13 million hearing people that

1 can use the service.

2 So, there has to be a more effective way to get
3 that information to more people, maybe even a phone
4 company insert or something like that, just to get as much
5 information out about what the relay service can address
6 and what it cannot address.

7 MS. SALAK: However, just to continue that,
8 though, say Sprint does work with FTRI and they put this
9 list together and helpful tips and everything else, then,
10 it would be, basically, the information you -- somewhat
11 the information you were asking for, not in minute detail,
12 but the information you wanted.

13 MS. JONES: Yeah.

14 MS. SALAK: And then, in turn, when you receive
15 the FTRI's newsletter, you can at least copy that portion
16 and then distribute to it your clubs and the associations
17 you're going to and then help distribute it further. If
18 you don't want to put out the whole FTRI flyer, then you
19 could, you know, help by at least distributing that
20 portion of it to others. And that way, helping the
21 distribution and make it go further.

22 Susan, did you have a comment?

23 MS. LANGSTON: Yes, I had a comment and, I
24 guess, given that there's been quite a bit of discussion
25 since the motion was made and seconded, I'm not sure that

1 I recall exactly what the motion was, but I thought the
2 intent of the motion was for the Advisory Committee to
3 get, on a regular basis, some summary of the complaint
4 areas that the relay center has received over a period of
5 time.

6 And, you know, I think that is reasonable given
7 that the Advisory Committee, generally, in the past has
8 liked to know what areas there were problems in and
9 whether or not they were areas that the Advisory Council
10 wanted to make any recommendations on.

11 And so, now I'm starting to get a little bit
12 lost with the whole newsletter and printing and publishing
13 thing. So, I would like to kind of go back and revisit
14 the motion and second, make certain that it is
15 accomplishing what it was set out to accomplish.

16 MS. SALAK: Right. And the way I understood the
17 motion is the only difference is, I think, there was a
18 little more detail that was requested, a further
19 breakdown; is that correct? Ms. Jones, is that correct?

20 MS. JONES: Yes.

21 MS. SALAK: I think, it's a matter of detail. I
22 think that what Sprint has suggested is that they can give
23 some more general categories and what the complaints have
24 been and what you can do to improve it or, yes, you should
25 be complaining kind of information as opposed to a minute

1 detail of what's been happening.

2 That's the way I understood the difference
3 between your motion and what Sprint felt comfortable in
4 providing to you. And they suggested working with FTRI.
5 However, if the information is going to FTRI, there's no
6 reason it can't be -- well, this is me speaking, but at
7 the same time could it be shared with the members here of
8 TASA? Then, they can distribute it as they see fit and
9 then, FTRI --

10 MR. GIUNTOLI: This is Robert.

11 Yes. I will give you a copy, Beth, of this
12 tally form. You'll have the report on a monthly basis.

13 MS. SALAK: Yes.

14 MR. GIUNTOLI: It's your decision at that point
15 what you'd like to do with the committee and the form.

16 MS. JONES: I appreciate the work that went into
17 these forms. And I hadn't thought of the -- I mean,
18 there's terminology here and categories, which I hadn't
19 thought of, so it's a new concept to me.

20 And as I say, I appreciate the work, but I also
21 -- if it's new to me, it's new to a lot of people. And, I
22 think, your good service and your company would benefit
23 from distributing some of these, getting forms that would
24 work.

25 MS. KING: So, Ms. Jones, would it meet your

1 needs or what you think would be appropriate to get a copy
2 of the form that is sent to Beth every month, just this
3 tally form? Because once it's filed with the Commission,
4 unless it's filed under confidential cover, we can provide
5 you copies of this and every other TASA member that shows
6 all the different tallies for Florida. Is that what you
7 were hoping for or --

8 MS. JONES: Oh, you mean what we already
9 receive?

10 MS. KING: No, ma'am. The form that -- this
11 form with the tallies. If it's going to be provided to
12 the Commission on a monthly basis, unless it's filed under
13 protective cover, which I don't think it's going to be, we
14 can provide you copies of this form on a monthly basis, if
15 that meets your needs, if you believe that's something
16 that will be useful.

17 MS. SALAK: Does Sprint have a problem with
18 that?

19 MR. GIUNTOLI: No.

20 MS. SALAK: Okay.

21 MR. GIUNTOLI: No, not with the tally sheet.
22 But with the individual customer complaint forms, those
23 need to be kept under confidentiality to protect customer
24 privacy.

25 MS. SALAK: Okay. So, Ms. Jones, if there's a

1 modification of your motion, I think -- or amendment to
2 your motion, I think that perhaps you would -- your motion
3 would now be that the Commission Staff, when they receive
4 this, would forward this on to the members here.

5 MS. JONES: Yes.

6 MS. SALAK: Okay.

7 MS. KING: Just for clarification, can we just
8 refer to this as the complaint tally form or something
9 like that so we know what we're all speaking of or is
10 there some generic -- okay.

11 MS. SALAK: If there's no more discussion, I can
12 call for a vote on that. Anymore discussion?

13 MR. FLEISCHMAN: What's the motion?

14 MS. SALAK: That when we receive this form
15 monthly, we would forward it on to ya'll.

16 MR. FLEISCHMAN: Oh.

17 MS. SALAK: All right. If there's no more
18 discussion, we'll call for a vote. All in favor of
19 receiving this monthly.

20 TASA BOARD MEMBERS: Aye.

21 MS. SALAK: Is there anyone opposed to receiving
22 this monthly? Mr. Fleischman? Okay. Well, the motion
23 carries. So, when Staff starts receiving this, we'll
24 forward it on, then, to you. We'll make a special note to
25 make copies and forward it on. And Susan's back there

1 shaking her head, yes, I will do that. Excellent.

2 All right. Are there anymore questions on the
3 complaint form? And again, although Sprint has that
4 wonderful system in place, I will tell you that the
5 Commission will gladly accept complaints. So, you can do
6 it, again, by call, web site, letter, and more than likely
7 they'll end up with Robert eventually, but we will address
8 them also.

9 All right. We're ready to move on to Turbo
10 Code? Do you need a break, first of all? Let's take 10
11 minutes, and we'll allow her to change her paper and get a
12 little rest.

13 (Brief recess.)

14 MS. SALAK: All right. We're ready to get
15 started for the last few minutes here, see what we can
16 wrap up and see what else we need to do. I see that
17 Sprint brought a presentation on Turbo Code, which we'd
18 love to hear, Robert.

19 MR. GIUNTOLI: I was going to ask if you were
20 interested in an explanation of how Turbo Code works. I
21 mean, it's optional, if you'd like me to go through it or
22 not.

23 MS. SALAK: I think, I would enjoy it. I'm sure
24 we all would.

25 MR. GIUNTOLI: Great. I'll, briefly, explain

1 what Turbo Code is. It's enhanced TTY communication.
2 It's a system that allows TTY users to type and transmit
3 as fast as they can type, basically.

4 With baudot, maybe I can type 100 words per
5 minute, but the TTY will not transmit that fast. So, with
6 baudot I can only transmit up to 60 words per minute.
7 Anything over 60 words per minute is stored in a buffer
8 and then transmitted as permitted, but with Turbo Code I
9 can type as fast as I can, and it will be transmitted
10 simultaneously.

11 It's faster communication with the party on the
12 other end, so the hearing person doesn't have to wait so
13 long. I can also interrupt the agent. For example,
14 during a voice response recording, if I'm calling a
15 business and it says, "Please, press 1 for customer
16 service, press 2 for billing, press 3 for this, press 4
17 for that," I don't have to wait until the end of the menu
18 to tell the agent which option I'd like them to press. I
19 can interrupt them at any time and say, for example,
20 "Please, press 3." So, it makes my call much more
21 efficient.

22 Turbo Code is a product patented by Ultratec,
23 so we do have a contract with them to provide Turbo Code
24 services through the Sprint network. All states with
25 Sprint have -- most states have Turbo Code capability.

1 MR. FLEISCHMAN: I have this TDI publication
2 here, and it shows that it's available in only eight
3 states. I'm sorry, only eight states do not have it.

4 MR. GIUNTOLI: So, all states except eight,
5 right, have Turbo Code now.

6 Next slide. With Turbo Code, I can type up to
7 110 words per minute. I can also interrupt, and I can
8 control the speed of transmission. For some people,
9 especially senior citizens or those with low vision, they
10 can turn Turbo Code off. It's very easy to turn it off.
11 That way, they can communicate at a slower speed.

12 With the TTY that FTRI and the state distribute,
13 they all do come with Turbo Code capability. And again,
14 you can turn that on or off. And interrupt can also be
15 turned on or off, and you can control the speed of
16 transmission.

17 All of our agents have Turbo Code capability.
18 So, once the state of Florida agrees to purchase Turbo
19 Code, we simply turn that on for your state, so it's the
20 concept of flipping the switch to turn it on, so we're all
21 ready for that.

22 When you use a TTY that's distributed by Florida
23 and FTRI, you can tell if the Turbo Code is on or not.
24 You can see a little blue light that shows on the
25 left-hand side of your screen. It's a glow. And that

1 shows your Turbo Code is on while you're typing. And if
2 Turbo Code is turned off, that light will not be on.

3 Okay. He was just asking me, he said his
4 doesn't have it, and that's because Florida doesn't have
5 Turbo Code yet. If that passes by the Commission
6 tomorrow, then they'll let us know that that is all set,
7 we'll turn it on. And when you're using relay calls,
8 you'll see that light is glowing now on your TTY.

9 MR. BRENNEMAN: This is Andrew. It also depends
10 on what type of TTY.

11 MR. GIUNTOLI: Your TTY is from FTRI, so you
12 should have Turbo Code.

13 Next slide. All TTYs that are currently
14 manufactured by Ultratec have Turbo Code. And FTRI, all
15 the TTYs they distribute do have Turbo Code, so all
16 customers in Florida will benefit from Turbo Code service.
17 Now, for other manufacturers, like Crown or Ameriphone,
18 they do not have Turbo Code, but Ultratec is the lead
19 manufacturer, and FTRI distributes Ultratec. So, we can
20 assume most deaf people in the state of Florida do have
21 Ultratec TTYs.

22 Next slide. That is it. It was short.

23 MS. SALAK: And that's fine. And just to
24 repeat, again, this will be on Agenda tomorrow. There
25 will be a vote from the Commission that either accepts or

1 rejects Turbo Code for Florida, but watching Robert's
2 presentation raises another issue and that, of course, is
3 outreach. So that everybody now knows that Turbo Code is
4 available to them, they'll be seeing a new blue dot on
5 their screen and they won't understand what it's for,
6 unless we get the word out. Are there any suggestions on
7 what we can do for that?

8 MR. FLEISCHMAN: Where is that blue light again?

9 MR. GIUNTOLI: If you look on the left-hand
10 corner of the TTY screen, it's very small.

11 MS. SALAK: Now, it's my understanding, then, if
12 the Commission approves it tomorrow it will be available
13 first quarter of 2001; is that correct?

14 MR. BRENNEMAN: This is Andrew. It depends on
15 when the contract modification would be signed off on.
16 Usually, it takes 90 days.

17 MS. SALAK: 90 days. So that would -- say it
18 happened quickly, that would still be first quarter 2001.

19 MR. GIUNTOLI: Mm-hmm. This is Robert. If --
20 I'm sorry, let me back up and rephrase what I was going to
21 say.

22 If a deaf person using a TTY calls another deaf
23 person using a TTY and they both have Turbo Code, they can
24 use the feature right now. So, there are already
25 customers familiar with Turbo Code when they're calling

1 TTY-to-TTY direct without relay. But as far as using
2 Turbo Code with relay, that will be something new. I just
3 wanted to clarify that point.

4 MS. SALAK: Right. Have you had any other
5 states that added Turbo Code as a feature after people
6 already had the equipment? And how did that get out to
7 the customers, that they had Turbo Code available to them?

8 MR. BRENNEMAN: This is Andrew. Outreach.

9 MR. GIUNTOLI: This is Robert. Right, outreach.
10 Every state has a different outreach plan. Each contract
11 varies among each state.

12 MR. BRENNEMAN: This is Andrew. Brochures --
13 I'm sorry, I should stand up for people to see me.

14 There are many different ways to educate
15 consumers of any late -- any of the latest features. One
16 is outreach through newsletters, word of mouth,
17 presentations, at deaf clubs or at SHHH clubs and so
18 forth. We have brochures. I'm sure that FTRI will have a
19 plan on incorporating Turbo Code in their outreach.

20 MS. SALAK: Okay. And if we put together a news
21 release and gave it to each of you and sent it to you,
22 would you be able to distribute it to those you knew?

23 Okay. All right. Is there anymore discussion about Turbo
24 Code? Wish us luck tomorrow, and we'll see what happens.

25 And again, if any of you would like to stay and support

1 us, that would be desired.

2 That was all that we had for the planned agenda.
3 We wanted to move on to see what topics you might want to
4 discuss at the future meetings or what kind of
5 presentations you'd like to see. We've already discussed
6 we're going to do video relay and have a discussion on
7 that at our next meeting. Is there anything else that
8 you're interested in?

9 MR. CONNER: The caller I.D. issue that Stephen
10 Hardy brought up and was talked about, what do we have to
11 do to get that on the agenda?

12 MS. SALAK: We can put it on the agenda. We can
13 have a discussion about it at that time. Maybe Staff will
14 have formulated a more firm opinion about it. We were --
15 we still have some qualms about it, the functional
16 equivalency and just other issues that deal with
17 technology.

18 So -- but we can probably firm that up by the
19 next meeting, at least we can tell you where we're coming
20 from firmly, I mean, and see what are the complaints we
21 get. I mean, basically we're hearing a lot of complaints
22 about it. We'll have to resolve it one way or the other.

23 Any other topics you'd like to see? So, its
24 video relay, caller I.D. Maybe we should hear about
25 outreach next time and have a full-fledged discussion

1 about outreach. I know FTRI's working on it. Maybe we
2 can -- James, would you be available to discuss your
3 outreach program at the next meeting?

4 MR. FORSTALL: Yes, I will.

5 MS. SALAK: Okay. So, we'll put that as a
6 separate topic of its own since it's occurring in
7 everything that we're talking about. We'll do an update
8 on 711, because that will be nearing -- approaching, if it
9 hasn't already been implemented. Any other topics you can
10 think of that we might need to cover?

11 MS. JONES: I was just wondering when you feel
12 the next meeting will be?

13 MS. SALAK: Probably February or March time
14 frame is when we're thinking.

15 MS. JONES: Okay, thank you.

16 MS. SALAK: Right, March, yeah.

17 MR. CONNER: Is there any way we can set the
18 date real soon to lock in our calendars, because I need to
19 know.

20 MS. SALAK: I would think so. We'll start
21 looking at dates now. We just have to make sure of
22 certain key dates around here, but if we lock it in early,
23 people will have to work around us as opposed to us
24 working around then. I think, we can do that. So, we'll
25 be in contact and, you know, maybe we'll have a whole set

1 of dates and see what works best for everybody, but we'll
2 start working on that sooner this time.

3 I wanted to mention, Mr. Schad resigned as a
4 member. We have sent a letter to get his replacement.
5 So, unfortunately, he couldn't serve any longer, so we
6 will have a replacement for him, hopefully, by the next
7 meeting.

8 MR. CONNER: Does he represent, is it the
9 Florida laryngectomee group?

10 MS. KING: Yeah, it was the Florida Language,
11 Speech, and Hearing Association.

12 MS. SALAK: So, as I said, we have sent a letter
13 and, hopefully, they'll be sending us a suggestion for the
14 replacement soon, his replacement soon.

15 Any other topics you can think of that you
16 wanted to cover today? And if you have any other topics
17 you want put on the meeting, just be sure to let us know,
18 and then we'll consider whether we can do that or not.

19 MS. KING: Also, just this is a housekeeping
20 matter, if anyone has an e-mail address that we don't
21 already have on file, I did try to e-mail the
22 recommendation to everyone on the board that I had an
23 e-mail address for, that would be helpful; just if we want
24 to give you copies of things we're going to present to our
25 Commissioners or items of interest that we'd like to

1 e-mail, that would be helpful, if you would just jot it
2 down and hand it to me, I would appreciate it.

3 MS. SALAK: Even the monthly report we're
4 sending you, we can scan in and send it to you
5 electronically, if you have an e-mail address, get it to
6 you all the faster. So, any other thing you can think of?
7 I think, that's all we have today. If you have anything
8 else, we have more time.

9 Thank you all so much for coming. It's been a
10 pleasure meeting you all today, and I look forward to
11 working with you all in the future.

12 (Meeting concluded at 3:50 p.m.)

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1 STATE OF FLORIDA)

2 : CERTIFICATE OF REPORTER

3 COUNTY OF LEON)

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I, KORETTA E. STANFORD, RPR, Official FPSC Commission Reporter, do hereby certify that the Telecommunications Access System Advisory Committee meeting in docket number 991211-TP was heard by the Florida Public Service Commission Staff at the time and place herein stated.

7

It is further certified that I stenographically reported the said proceedings; that the same has been transcribed under my direct supervision; and that this transcript, consisting of 88 pages, constitutes a true transcription of my notes of said proceedings.

10

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorney or counsel connected with the action, nor am I financially interested in the action.

13

DATED this 30th DAY OF NOVEMBER, 2000

14

15

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