

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of : DOCKET NO. UNDOCKETED
: :
IMPLEMENTATION OF 711 :
ACCESS TO RELAY SERVICES :

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PROCEEDINGS: WORKSHOP

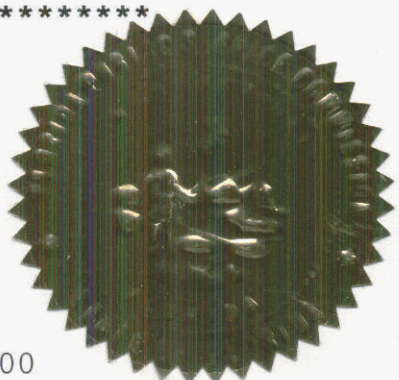
CONDUCTED BY: RICHARD MOSES

DATE: Thursday, December 14, 2000

TIME: Commenced at 9:30 a.m.
Concluded at 10:25 a.m.

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

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



1 IN ATTENDANCE:

2 ANDREW BRENNEMAN, Sprint Relay Sales.

3 MIKE BAYER, Sprint Relay Sales, participating
4 telephonically.

5 ROBERT GIUNTOLI, Florida Relay Services with Sprint.

6 STAN GREER, BellSouth.

7 DAVID CHRISTIAN, Verizon.

8 TOM McCABE, TDS Telecom.

9 MIKE CREWS, Northeast Florida Telephone Company.

10 SANDY KHAZRAEE, Sprint.

11 ANGELA GREEN, Florida Pay Telephone Association

12

13 **FPSC STAFF:**

14 RICK MOSES and DON McDONALD, Division of Competitive

15 Services; JESSICA ELLIOTT, Division of Legal Services;

16 and MARTHA BROWN, Division of Appeals.

17

18 **INTERPRETERS:**

19 BETTY DEAN

20 NELDA KNAPIK

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1 PROCEEDINGS

2 MR. MOSES: My name is Rick Moses. I'm with the
3 Commission Staff, and we're here today to discuss the
4 implementation of 711 for access to the relay system.

5 To my right is Don McDonald, to my left is
6 Jessica Elliott with our legal staff and to my far --
7 well, to my right now is Martha Brown in our Division of
8 Appeals.

9 I'd like to be sure to express to you that we
10 will be taking a break every hour or maybe before even
11 before then, so the interpreters can take a break and our
12 real-time interpreter can take a break.

13 I'd also like to make sure that when you come up
14 to address the workshop, please come to a microphone,
15 because it is being recorded real-time; also, there's
16 people on the telephones, they can hear you better, and
17 please identify yourself so the persons on the telephone
18 will know who's speaking.

19 I'd first like to start out with Sprint giving a
20 brief overview of what 711 is about, how it interfaces
21 with relay, and some of their plans on how they're going
22 to be interfacing with it. And with that, I'd like to
23 turn it over to Robert Giuntoli.

24 MR. BRENNEMAN: Good morning, everyone. My name
25 is Andrew Brenneman, and I'm with Sprint Relay Sales, and

1 I'll start off the presentation, and then I'll turn it
2 over to Robert.

3 I also have Mike Bayer, who is based in Denver,
4 Colorado, and he is our nationwide program manager, and
5 he's responsible for the implementation efforts. And
6 also, we'll have a gentleman by the name of Paul Ludwick,
7 who is also based outside. He's in Kansas city. He's our
8 product manager. And he's the one who is responsible for
9 the technical aspects.

10 But before I proceed, I want to make sure that
11 everyone has a copy of the 711 overhead sheets that I left
12 on the table, because we don't have an overhead today.
13 There's no projector here available, so I'm going to go
14 ahead with the presentation. If you want to follow along,
15 I'll be using this packet.

16 Before we get to 711, I want to talk to you a
17 little bit about the relay concept. Some of you may not
18 be familiar with the relay itself. The telecommunications
19 relay service was set up by the ADA back in 1990. That
20 law required that each state implement a relay service.

21 This concept is really a very simple concept, a
22 deaf or hard-of-hearing person or a hearing person might
23 have a TTY before them or what's called a
24 telecommunications device for the deaf, and that allows a
25 person to type text message back and forth. You can

1 imagine how a deaf or a hard-of-hearing person might need
2 to communicate with a hearing person, and the hearing
3 person may not have that TTY.

4 So, a deaf person would rely on an outside party
5 to relay the message between themselves and the hearing
6 person. So, a deaf person would type the message in there
7 and that message would pass through the relay service and
8 the operator would then relay the message from that text
9 method to voice.

10 And the person on the other end, the voice user,
11 would send a message verbally through the operator, and
12 that operator would translate the information to text.
13 So, it would go back and forth that way. So, a TTY user
14 might initiate the call or a voice user could initiate the
15 call, either way. We use the 800 toll-free number to get
16 to the relay service.

17 Okay. On Page 2, we have five 800 numbers in
18 place today for Florida users, for Florida consumers.
19 It's, obviously, difficult to memorize all five of those
20 800 numbers, so here comes the concept of 711.

21 The FCC has reserved 711, specifically, for the
22 relay users. That will allow a person to dial in very
23 efficiently. And it's very easy to memorize, as opposed
24 to memorizing all these various 800 numbers. The FCC
25 mandates that all states have 711 in place by October 1st

1 2001. And that applies to all 50 states.

2 How does it work, you might ask? Well, it's
3 very simple. The TTY or voice user would dial 711, and
4 then 711 would be pointed to an 800 number on the LEC
5 side. The LEC would identify that 800 number, and would
6 send the call to the Sprint network. At the Sprint
7 network, you can read the 800 number there, and then they
8 would assign it to the appropriate relay provider, which
9 is Sprint. And then, it would get to the end user or the
10 hearing person, the end user or vice versa.

11 711 is really the responsibility of the LEC, the
12 state, as well as wireless service, the providers also,
13 all three. Sprint is simply here as a consultant to be
14 sure that our network interfaces with theirs. And we're
15 just here to help you resolve any concerns that you might
16 have or any challenges that you may have.

17 I would like for Mike Bayer to explain a little
18 bit about the implementation process after I finish with
19 my part.

20 Paul, are you on-line?

21 Andrew, this is Mike Bayer. He's not on-line,
22 but he will be available for questions, if necessary.

23 MR. BRENNEMAN: Okay, thanks, Mike. Good
24 morning, it's good to have you here. Okay. I'm going to
25 have Robert proceed with his presentation, and then I'll

1 have Paul Ludwick join us on the line, eventually.

2 MR. GIUNTOLI: Good morning, everyone. This is
3 Robert Giuntoli.

4 I would like to mention that Sprint recommends
5 that the LEC -- or recommends LEC to the point of 711 to
6 the relay TTY number, which is 1-800-955-8771. That's the
7 number that we need to point all 711 calls to.

8 And for your information, we decided to use that
9 number because if a person uses 711 for the first time,
10 and they use a TTY call-in to a voice relay number, then,
11 the operator will get baudot keys in their ears, and it
12 will hurt our operators' ears. So, we have decided to
13 make a little change here so that all 711 calls will go to
14 our TTY line, and we will default to answer voice first.

15 So, for the first-time callers who call in, we
16 will always answer voice first. After they make their
17 first call, we will brand their calls so that the next
18 time they call in, we'll answer in the same mode.

19 For example, a TTY person may call in to the
20 relay service for the first time, we'll brand that as a
21 TTY caller. Then, the second time and thereafter, when
22 they call in, we'll answer TTY first rather than voice
23 first. So, it'll make it faster, the connection will
24 happen more rapid.

25 I would also like to mention that with PBX we

1 can't brand calls, so we need to educate our consumers.
2 We would like for the LECs, the state, Sprint, all of us,
3 to make a cooperative effort to educate our consumers in
4 the offset of hotel industry where they have PBX.

5 For example, if I stay at a hotel and I make a
6 relay call, it won't be branded, because it's going to go
7 through a PBX, and it'll take a little bit of time, a
8 little extra time, to connect with the relay. But once
9 the consumers are aware of that procedure, then, it should
10 go more fluently, okay?

11 For Outreach, the FCC mentioned that the LEC
12 should be more involved with Outreach. And we recommend
13 that the LECs do a billing insert to educate the consumers
14 on what 711 is used for, and then emphasize that this is
15 not an emergency number, explain what it's for and so
16 forth.

17 MR. BRENNEMAN: This is Andrew speaking. In the
18 state of New York and Maryland, Bell Atlantic did their
19 billing inserts where we had given some awareness about
20 711, and it was a real surprise. We were able to increase
21 that education level among the telephone users.

22 Okay. That was a pretty quick overview of the
23 relay product, as well as 711 from Sprint's end. And I'd
24 like to turn it over to Mike Bayer to see if he would like
25 to go over the implementation process from his end.

1 Mike?

2 MR. BAYER: Thanks, Robert and Andrew. This is
3 Mike Bayer with Sprint Relay. Nice to be here with all of
4 you this morning. And Andrew and Robert have, basically,
5 hit all the points that we need to share with you on how
6 711 service should take place. I also would like to
7 mention that -- I want to make sure that all of the LECs
8 will be forwarding the ANI with 711 calls to the Sprint
9 relay network.

10 In several states where we've implemented 711 in
11 the past few months, we've noticed that there are several
12 LECs that do not forward the ANI to Sprint Relay and the
13 network. And, I think, that's due to the switching or
14 programming that they have in place or their protocol. And
15 that's just something I'd like to mention before we
16 discuss it more in-depth later.

17 Other than that, Sprint's role is really,
18 basically, to make sure that we receive the 711 calls
19 through the 800 translations and that we route them
20 properly to the relay centers.

21 And we would --

22 MR. GIUNTOLI: Excuse me. Mike, this is Robert.
23 We can hear two voices here. So, if it's possible, we'd
24 like to hear the interpreter only, and if you could speak
25 a little bit slower, thank you.

1 MR. BAYER: Okay, Robert. I will turn off my
2 voice, sorry.

3 Back to where I was, regarding the
4 implementation, Sprint's role really is to support you
5 LECs with your planned implementation dates. We are
6 recommending two dates where we have a LEC date that we
7 give 30 to 60 days of testing just to make sure that you
8 have properly translated and forwarded the ANI through the
9 711 number to our network. And then, we have a later
10 public date that's just where it's announced to the
11 public. Most states cut down at 30 days is a good time
12 frame, but we can do 30 days to 60 days.

13 For example, if you want to target September
14 1st, 2001, service deliverable, then we need to have the
15 testing started by August 1st or something to that effect
16 to give you LECs time to test and make sure that the calls
17 are being forwarded to our network. That's pretty much
18 the only thing I needed to add to what you've heard so
19 far. I'll be happy to answer any questions you may have
20 later.

21 Thank you, and I'll turn it back over to Robert.

22 MR. BRENNEMAN: Thanks, Mike. This is Andrew
23 speaking.

24 I just want to caution you all, too, that you
25 don't want to wait to implement 711 close to September or

1 October time frame. We encourage that we go ahead as soon
2 as possible with that so that we don't experience any
3 last-minute rush while other states -- some other states
4 may be waiting until the last minute, like, September,
5 October time frame, and it'll create some problems. So,
6 we think it's better if we be proactive and start to move
7 forward with this very soon, okay?

8 MR. MOSES: Okay, thank you. We'll be talking
9 more about the scheduling dates a little bit later, but
10 first I'd like to move into if there's any technical
11 issues that any of the companies may be aware of and the
12 implementation of this. I know Bell has a customer that
13 is using 711 currently. So, Stan, if you'd like to
14 identify yourself.

15 MR. GREER: Yes, this is Stan Greer with
16 BellSouth.

17 You are right. We do have the 711 assigned in
18 most of the major areas in the southeast LATA. So, we're
19 required by our tariff to take a 6-month -- send them a
20 letter, and give them 6 months to find an alternate
21 service.

22 So, we're probably looking, at least for the
23 southeast LATA, somewhere around the September time frame,
24 because you want to give time also for the billing of that
25 711 number to roll through and get on the next bill.

1 For the northern part of the state, it's not an
2 issue. We could probably implement some time around mid
3 next year in the northern part of the state. There were
4 three issues that we had concerns about or questions
5 about, and we had one answered, being of which is the
6 number you want us to point this thing to.

7 And then, as I indicated, the other issue is
8 timing. And then, I know our PATS affiliate had some
9 question of whether or not you just pass the number
10 through, 711 number through, versus translating in the
11 set. Our preference is to just pass the number to the
12 LECs and handle the translations in the central office.

13 As far as the bill insert, I'm not sure exactly
14 what our plans are on customer education. I'm sure we
15 have plans, and I don't imagine a bill insert is something
16 that's out of the question. I expect that would be at
17 least a minimum that we would do. I'd have to check and
18 see.

19 MR. MOSES: What about passing the ANI?

20 MR. GREER: I would expect that we would. I'd
21 have to check on that, too, to verify that that's the
22 case. I understand the reason why it needs to be passed
23 or why, especially with an explanation of how they're
24 going to try to brand the calls when they come in so that
25 they can handle them more efficiently, but I don't imagine

1 that would be a big issue either.

2 MR. MOSES: When do you anticipate sending
3 notice to the person that is on 711?

4 MR. GREER: As of last week, we had not sent the
5 letter yet, but I know they had a draft and was reviewing
6 it through the processes that it needs to make sure that
7 they're putting the right words in and that kind of stuff.
8 I expected it to go out this week. I haven't talked to
9 the person since I've been on the road, but I expect it
10 this week or next week.

11 MR. MOSES: Okay. Are there any other technical
12 problems that Bell's aware of?

13 MR. GREER: Not that I'm aware of. We're moving
14 to implement using an ANI method -- AIN's method, excuse
15 me, too many acronyms --

16 MR. MOSES: AIN?

17 MR. GREER: Yeah, using that instead of just the
18 central office switch translations.

19 MR. MOSES: Okay. Any other LECs have any
20 technical problems? Yes, David.

21 MR. CHRISTIAN: This is Dave Christian with
22 Verizon. We don't have any technical problems right now,
23 but I just have a few comments I'd like to make, if I
24 could.

25 Verizon strongly supports the 711 implementation

1 on a national basis. As you know, Bell Atlantic and GTE
2 merged to form Verizon. All the Bell Atlantic states are
3 complete. In the former GTE states, Pennsylvania, North
4 Carolina, Texas, Missouri and Virginia are completed, and
5 work in Illinois is under way. We need about 4 to 6
6 months to properly notice the plan and complete 711
7 implementation in a large state like Florida.

8 And on customer communications, we recommend
9 that a standard bill message be ordered by the Commission
10 and suggest that any other promotional activities be
11 coordinated by the 711 provider for Florida working in
12 conjunction with the Commission.

13 We've used bill messages in other states. As
14 you know, Maryland was a very successful example.

15 MR. MOSES: David, can you slow down a little
16 bit?

17 MR. CHRISTIAN: I'm sorry.

18 As you may know, in Maryland, the 711
19 implementation was a huge success and the customer bill
20 insert was used in that case and we certainly support
21 those efforts here in Florida.

22 MR. MOSES: Okay.

23 MS. BROWN: Do you happen to have an example of
24 that with you?

25 MR. CHRISTIAN: I don't, but I can certainly get

1 that for you.

2 MS. BROWN: Could you get us one?

3 MR. CHRISTIAN: Certainly.

4 MS. BROWN: Thanks.

5 MR. MOSES: Tom?

6 MR. McCABE: Tom McCabe with TDS Telecom.

7 I don't think we'll have any problems at all.
8 We're in the process of implementing 711 in Georgia now
9 and rolling it out in various other states. The only
10 issue that I'll need to check on is the passing of the
11 ANI, and I don't think that that's going to be an issue,
12 but I'll just need to follow-up on that and let you know.

13 MR. MOSES: Okay. Are any other LECs
14 represented here today? Would you please come forward?
15 Hit the button on your microphone, please.

16 MR. CREWS: This is Mike Crews, Northeast
17 Florida Telephone Company.

18 We don't see any problems on our end. I'll have
19 to check on the ANI, being able to send that. Is there
20 any -- how many calls at one time will need to be going
21 through this network, as far as 711?

22 MR. MOSES: Well, I would assume that it would
23 be the same blockage rate that you do 911 or any other
24 type of calls. I mean, I think, your network would take
25 care of that.

1 MR. CREWS: Okay.

2 MS. BROWN: This is Martha Brown. Do you have
3 an estimate of time to implement 711?

4 MR. CREWS: We're a small independent, so it
5 shouldn't take us -- we don't have any customers on it.
6 We were using for our own network at one time. We've took
7 that off and everything is set and ready.

8 MR. MOSES: Okay. Thank you. Anyone from the
9 -- excuse me, Sandy?

10 MS. KHAZRAEE: This is Sandy Khazraee with
11 Sprint, and we've already appointed our project manager
12 and begun our work, so we don't anticipate any problems
13 whatsoever. And I'm sure we'll be just fine with the bill
14 inserts.

15 MR. MOSES: How about the lead time?

16 MS. KHAZRAEE: I didn't get that question
17 answered from our project manager. Between me being out
18 of the office and meetings and them being iced out in
19 Kansas city, we haven't connected, but I can find that out
20 for you.

21 MR. MOSES: Okay, thank you. Tom?

22 MR. McCABE: Stan had mentioned about doing the
23 northeast earlier. Are you thinking of that at all or
24 will you just do statewide at one time? I think that
25 might be the best approach.

1 MR. MOSES: Well, if we can do it statewide, I
2 would prefer doing it statewide at one time. And that's
3 the reason I was asking you if anybody had any technical
4 problems that if there was something that needed more time
5 to be worked out, then, we could probably stagger it, but
6 because Outreach is going to be going out and it's got to
7 have a specific date on it and people in travel status and
8 everything, it would be much easier if everything was
9 statewide. We'd like to keep it that way, if possible.
10 We were just using the staggering method as a fallback, in
11 case we had something we couldn't fix in the meantime, but
12 it doesn't sound like we do.

13 MR. GREER: The only issue -- this is Stan Greer
14 with BellSouth.

15 The only issue is, you know, the southeast LATA,
16 how do I deal with that, being that I've got to give them
17 6 months to get off of it? That's the problem.

18 MR. MOSES: Well, you need to get your letter
19 out as quickly as possible, get that 6-month clock
20 running, and then we can set the implementation date
21 shortly after that time has elapsed. You were mentioning
22 you had to give them another 30 days?

23 MR. GREER: Well, you would typically give them
24 6 months to get off of it, and then have the last billing
25 cycle run through so that you don't get 711 bills going to

1 Sprint or anybody else that they shouldn't be going to.

2 MR. MOSES: So, the July 1 date would be good,
3 assuming you get the letter out this month?

4 MR. GREER: Assuming we get the letter out, I
5 would prefer, like, August 1st, something to that time
6 frame.

7 MR. MOSES: That wasn't the question.

8 MR. GREER: To give a specific date, as far as
9 the southeast LATA goes, I'd have to check with our
10 implementation folks. They were looking at somewhere
11 around August or Sept-- 1st of August, 1st of September,
12 that time frame, versus the July time frame.

13 MR. MOSES: Okay. Let me ask Sprint Relay, are
14 you going to be prepared by, say, August 1st with the
15 system that you're going to have to have in place to
16 accept these calls?

17 MR. BAYER: This is Mike Bayer. Yes, August 1st
18 would work well.

19 MR. MOSES: Okay. And then, August 1st, that
20 would be your LEC date that you mentioned, so then you're
21 looking at one more month as far as the public date?

22 MR. BAYER: Yes, that's correct.

23 MR. MOSES: Okay.

24 MR. BAYER: Like I had explained, I'd like to
25 have two dates, you know, the first date being for the

1 LECs and then the public date, as you mentioned. If you
2 want August 1st for the public date, we can look at July
3 1st for the LECs.

4 MR. MOSES: Okay. Are any IXCs present? Yes,
5 Stan.

6 MR. GREER: Stan Greer with BellSouth. I think,
7 it ought to be the reverse of that, because what I
8 understood Sprint wanting to do was to do the LEC date for
9 testing, so you would -- I don't know that -- I'd have to
10 check to see if the July 1st for the LEC beginning testing
11 on that would be okay or not. I don't know. I'd have to
12 check, because I was thinking, actually, the reverse of
13 that, August 1st being the test date versus the public
14 date, if you will.

15 MR. BAYER: This is Mike Bayer with Sprint.

16 No, it should really be the other way around
17 where we have the LECs do our portion first before we make
18 it available to the public.

19 MR. GREER: Stan Greer with BellSouth.

20 What I was meaning was that the LEC date would
21 be August 1st, which would be the test date, and then the
22 public date would be September 1st. That's what I meant,
23 not to say that the public date was July 1st.

24 MR. BAYER: Oh, I see. Well, in that case,
25 yeah, you're right, then, we would be looking at September.

1 1st for the public date, if you prefer August 1st for the
2 LEC, so...

3 MR. GREER: I can check with our folks to see if
4 we can do a 7/1 begin test date. That may be possible
5 being the fact that, you know, it's not really a billing
6 issue at that time. It's really the internal testing with
7 Sprint.

8 MS. BROWN: Stan, going back to what Andrew was
9 saying about a crunch at the last minute right before the
10 drop-dead date, it would perhaps be helpful, real helpful,
11 for Florida to be done or in place by August 1st. So, if
12 you could check on that, because it sounds like everybody
13 else is ready to go, and we're scheduling things around
14 Bell's issues.

15 MR. GREER: We're scheduling things around
16 BellSouth's tariff, which is approved by the Commission,
17 which requires us to give them 6 months. If I only had to
18 give them a month, we could do it, all of it, do it in
19 sometime mid next year.

20 MR. MOSES: Okay. But we've got that 6 months
21 built into the system, if you get that letter out this
22 month, because if you got it out, say, January 1, then
23 July 1st would be a good date to start the test.

24 MR. GREER: I expect that would be the case, and
25 I can check and see if there's an issue with testing

1 beginning July 1. I don't imagine there would be. They
2 were thinking the public date, the August/September time
3 frame. So, the testing date may be fine for July 1, I'd
4 just have to check to verify with them that that's the
5 case.

6 MR. MOSES: Okay. Are there any IXCs present
7 that need to address us on any technical issues? Are
8 there any IXCs present? Then, we'll assume you don't have
9 any problem.

10 Pay telephone. Are there any technical issues
11 on pay telephones?

12 MS. GREEN: This is Angela Green with the
13 Florida Pay Telephone Association, thank you.

14 We, of course, have been providing relay
15 services at our equipment since the time it was
16 implemented through the process of the 800 toll-free
17 numbers. Those numbers will continue to work at our
18 telephones, even when 711 is implemented nationwide. So,
19 that's an option that will still be available to the
20 callers.

21 I understand that the FCC order requires 711 to
22 be implemented at the pay phone on a toll-free basis, and
23 there's no problem with that issue, either. I'm trying to
24 look at it from the customer's standpoint, and I'm very
25 happy to hear Mr. Moses speak strongly for a uniform

1 statewide date, because I'm concerned if there's some type
2 of staggered implementation, customers will be very
3 confused. They might go to a pay phone and try to dial
4 711, and it doesn't work yet, because it's not been
5 implemented at that local exchange company yet.

6 And we have some difficulties, as an industry we
7 have about 800 providers in the state of knowing which
8 phones to open up in which locations. Theoretically, we
9 could open all of the telephones up, but if it's not going
10 to go to the central office, that's going to hurt the
11 consumer, too, so that if a disabled person is coming to
12 the phone expecting to be able to use 711, and it goes to
13 nowhere, to me, that's a very bad thing. So, I would
14 like to be able to say all pay phones will be functional
15 as of September the 1st so that we, then, as an industry,
16 are all ready at one time and, I think, the consumer is
17 better served with that.

18 Also, I heard Sprint talk about branding the
19 telephone numbers. And, of course, those calls could not
20 be branded, because you would never know, with transient
21 users, which type of technology or service they would
22 require when they came to the phone. It would be, like,
23 in a hotel, it's going to vary depending on the user.

24 MR. MOSES: And I don't think that's going to be
25 a problem, because the user's not going to be using that

1 same pay phone each time they're trying to access the
2 relay system, and that was for the purpose of setting up a
3 profile for them.

4 MS. GREEN: Right, but I don't know what Sprint
5 will know on -- when they get the incoming call, if
6 they'll have a way of identifying it as a pay phone, I'm
7 assuming they'll get ANI digits that will tell them that
8 that is a pay phone.

9 MR. BAYER: Yes. This is Mike Bayer, Angela.
10 Yes, that is correct. We do receive the info digits in
11 ANI indicating that it is a pay phone, and that's when we
12 ask for alternative billing options before we complete the
13 call, if it's long distance.

14 MS. GREEN: Okay. That system is working today,
15 and I just needed to hear that that will still work when
16 the 711 is the initial access method.

17 We, of course, have issues regarding how we will
18 be compensated, but that has nothing to do with this
19 Commission or our ability or willingness to implement it.
20 If anything, that's just part of the ongoing national
21 dial-around debate, but that has no business here today.

22 MR. MOSES: Okay. We're trying to figure out
23 when we can take this thing to Agenda and everything. How
24 about, let's -- if no one else has any technical issues to
25 discuss, let's take about a 10-minute break, and then

1 we'll be back to you.

2 MR. GREER: Rick, I had one.

3 MR. MOSES: Okay.

4 MR. GREER: This is Stan Greer with BellSouth.

5 MR. MOSES: Yes.

6 MR. GREER: The question on the LEC or on the
7 patch, just passing it through, I'd assume that would be
8 how they would handle it, passing the 711-dialed number to
9 whatever the LEC is that would handle the translations.

10 MR. MOSES: That would be my assumption of how
11 it would be handled, because the LEC switch already has to
12 pass 711 to the -- or point it to the 800 number. So, it
13 seems like it's redundant to try to do any translation in
14 the pay telephones.

15 MR. GREER: I thought so, too. I just wanted to
16 make sure.

17 MR. MOSES: And that's just one other place for
18 a breakdown, if you're starting to massage it in the pay
19 phones.

20 MR. GREER: Okay, if you want to take a break
21 for 10 minutes, and we'll be back at 10:20.

22 (Brief recess.)

23 MR. MOSES: Okay. If we can get everybody
24 together again, I think, we can wrap this up rather
25 quickly. Well, I failed to mention in my introduction,

1 which I usually forget something, if any of you need a
2 copy of the FCC order, there's a copy over on the table.
3 It's fun reading.

4 Stan, if we can get a commitment out of your
5 company to get that letter out of here, what we're going
6 to plan on doing is taking a recommendation to Agenda the
7 first part of February and try to shoot for a July 1 test
8 date with an August 1st implementation date. And if
9 there's a problem with those dates, if you could please
10 just get in touch with me by January 5th and let me know,
11 and that should give you your 6 months and 30-day billing
12 cycle after that.

13 MR. GREER: Okay, I can do that.

14 MR. MOSES: Okay? Yes, Tom.

15 MR. McCABE: I don't think we'll have the
16 problem with the ANI passing, but what happens if we do
17 have that? What if that is an issue?

18 MR. MOSES: Let me know as quickly as possible,
19 and we'll work through it with Sprint or with your company
20 or whatever has to be done to correct it.

21 MR. GREER: You said get back with you January
22 15th?

23 MR. MOSES: The 5th.

24 MR. GREER: I thought the 15th seemed a little
25 late.

1 MR. MOSES: Has anyone else got anything they
2 need to address on this issue? Appreciate you all coming.
3 Thank you.

4 (Workshop concluded at 10:25 a.m.)

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1 STATE OF FLORIDA)

2 : CERTIFICATE OF REPORTER

3 COUNTY OF LEON)

4

5 I, KORETTA E. STANFORD, RPR, Official FPSC Commission
6 Reporter, do hereby certify that the undocketed workshop
7 in the matter of implementation of 711 access to relay
8 services was heard by the Florida Public Service
9 Commission Staff at the time and place herein stated.

7

8 It is further certified that I stenographically
9 reported the said proceedings; that the same has been
10 transcribed under my direct supervision; and that this
11 transcript, consisting of 26 pages, constitutes a true
12 transcription of my notes of said proceedings.

10

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

13

DATED this 20th DAY OF DECEMBER, 2000

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Koretta E. Stanford

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KORETTA E. STANFORD, RPR
FPSC Official Commission Reporter
(850) 413-6734

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